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<sup>&</sup>quot;Aboriginal and Torres Strait Islander readers are advised that the following information may contain images and names of people who have died".



Bega Garnbirringu Health Service acknowledges the traditional custodians of this land and pay our respects to Elders, past, present, and emerging.







# MEANING OF BEGA GARNBIRRINGU HEALTH SERVICE'S LOGO



Maria Bandry (Cooper) designed the Bega Garnbirringu Health Service Logo

The green vine is the Karlkurla or Silky Pear which stems up out of Kalgoorlie and circles Australia for unity.

The colour green is for healing and life. There are seven silky pears on the vine to represent the seven states and territories of Australia; it also represents the dreamtime story of the seven sister's stars in the sky.

The white around Australia represents the non-Indigenous people, yellow is representing the sun, giver of life, black are the Indigenous people of Australia, red is the colour of the sand and blue is for the creation, the universe, and the sea.



## INTRODUCTION

In 1982 Aboriginal People of Kalgoorlie Boulder came together concerned about the health and welfare of the Aboriginal People of the Goldfields Region.

Following this meeting a petition was circulated which attracted over 300 signatures calling for the establishment of the Aboriginal Medical Service in Kalgoorlie.

The petition was submitted to the government to support the development of an Aboriginal Community Controlled Health Service in Kalgoorlie to provide health services for Aboriginal people.

The Kalgoorlie Aboriginal Medical Service was established and incorporated in 1983 and commenced services with one part time doctor from a small humble house in South Kalgoorlie.

The Kalgoorlie Aboriginal Medical Service changed its name to Bega Garnbirringu Health Service in 1993.

Bega Garnbirringu Health Service relocated to a purpose-built Clinic on MacDonald Street over 25 years ago. Increasing service delivery to address the extremely high need and demand for health and wellbeing for Aboriginal and Torres Strait Islanders within the Goldfields Region.

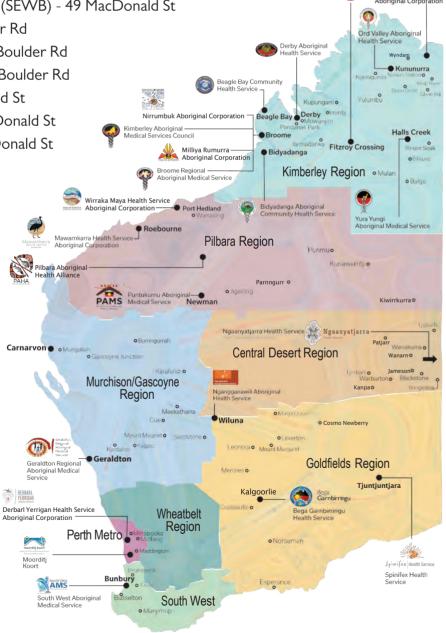
This saw the establishment of a Social Support Unit to provide holistic emotional social wellbeing support services and programs. The Clinic has also expanded to provide Outreach services through its Mobile Clinic Team that travels on a regular basis to the Northern and Southern Goldfields Region.

## **BEGA'S LOCATION**

Bega Garnbirringu Health Service is located in Kalgoorlie-Boulder. Kalgoorlie is situated approximately six hours travelling by vehicle east of Perth, via the Great Eastern Highway. Kalgoorlie is the hub of the Goldfields. It is one of the largest and most diverse tourism regions supported by a large gold mining industry steeped in history. With a dry climate, Kalgoorlie is known for its architectural style (a legacy of the gold rush days) and its adventurous outback.

## Bega Garnbirringu Health Services provides its services from eight buildings within Kalgoorlie:

- Administration Building 51 MacDonald St
- Social & Emotional Wellbeing (SEWB) 49 MacDonald St
- IT & Maintenance 22 Boulder Rd
- Nindila Training Centre 43 Boulder Rd
- Healthy Lifestyle Centre 21 Boulder Rd
- Social Support 28 MacDonald St
- Clinical Services 16-18 MacDonald St
- Sobering Up Shelter 8 MacDonald St



## **OUR VISION, MISSION AND VALUES**



#### **VISION • MISSION • VALUES**

Our **VISION** is for a healthy community, living healthy lifestyles and working together to extend life expectancy.

MISSION

these services.



Our MISSION is to provide sustainable, culturally appropriate and holistic health services for Aboriginal people in the Goldfields, and to address the social determinants of health through health promotion, education, campaigns and preventive health services.

We are committed to the development of a professional workforce to deliver

VALUES

Our VALUES

underpin all of our work and individually and collectively we are responsible for staying true to them.

#### Respect

- People
- Culture
- Knowledge
- Expertise/Skills

#### Integrity

- Honesty
- Transparency
- Inclusiveness
- Empathy

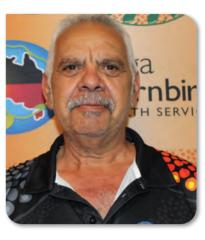
#### Quality

- Focus on effective outcomes
- Culturally appropriate services
- Highly competent service delivery

## **OUR BOARD MEMBERS**



FABIAN TUCKER
Chairperson



BARRON BONNEY
Deputy Chair



PAULINE BONNEY
Treasurer



LORNA WILLIS-JONES

Secretary



ANNE FORREST



**DENNIS FORREST** 



MARELDA TUCKER



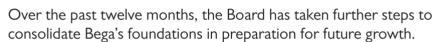
TAMARIN TUCKER



**BROOKE BONNEY** 

## CHAIRPERSON'S REPORT

As Bega celebrates 40 years of healthcare service delivery, it is my pleasure, on behalf of the Board, to present this year's report to members, funding bodies and stakeholders. Incorporated on the 26th of April 1983, Bega commenced operations from a small premises in South Kalgoorlie. It is sometimes hard to believe how the organisation has grown into a formidable force in the Aboriginal healthcare space, servicing the Goldfields region of Western Australia, an area described as being three time the size of Victoria. I want to thank everyone who has contributed to Bega's growth and success over this journey and look forward to seeing continued growth into the future.





FABIAN TUCKER

Chairperson

With our final physical infrastructure upgrades due to commence in the new year, the Board underwent training in Financial Governance and Succession Planning to ensure we have the necessary resources in place to support the organisation into the future.

Externally, I continued to represent Bega's interest in the broader Aboriginal health sector as a Board member (Secretary) of the Aboriginal Health Council of WA (AHCWA), member of the Goldfields Aboriginal Health Planning Forum (GRAHPF) and the Goldfields District Leadership Group. Bega also became a member of the recently incorporated Council of Aboriginal Services WA (CASWA).

Bega's financial health continued to strengthen this year some new funding sources and the organisation received another unqualified audit. This speaks not only to the professionalism of Bega's Executive team, but also to the stability of the Board, something that instills confidence with funding bodies, stakeholders and the community we serve.

As we draw to the close of another busy, productive and successful year, I want to express my thanks and gratitude to the Board and staff at Bega for their continued efforts and commitment to making this organisation what it is today. We have collectively achieved much over the past 40 years, here's to the next 40 years of Bega.

## **CEO'S REPORT**

This year, for the first time in a while, it felt like we were well and truly free from the clutches of Covid-19 and could focus all our energy on shifting from reactive to proactive health care. A significant step in this direction saw the reinvigoration of our dedicated chronic disease management team at Bega, focusing on health checks, care plans and recalls. The completion of some much needed and long-awaited clinic renovations facilitated the creation of a modernized and improved physical environment in which this could occur. While still a work in progress with continual improvements, we made some significant inroads into increasing the number of health checks delivered to clients, along with the resultant care and chronic disease management plans.

As we emerged from one challenge, a new on presented itself: health care workforce shortages, in particular General Practitioners (GP's) and Aboriginal Health Practitioners (AHP's). With these new challenges it became apparent that if we would need to change our recruitment and retention strategies in order to thrive in an increasingly competitive regional labor market. One initiative saw the shift from a 35-hour work week to a 37.5-hour work week. which brought Bega into alignment with the industry standard, facilitated more competitive salaries and delivered additional productivity for service delivery. Additionally, this served to further strengthen Bega's position as an 'employer of choice' within the Goldfields.

The attraction of fully Fellowed GP's became even more challenging and while Locums were readily available and provided a short-term solution, we needed to take a long-term



CLIVE HOLT

strategic approach ensuring a sustainable GP workforce into the future. By creating a dedicated GP Supervisor role, we were able to recruit Level I GP's and provide them with the supervision required, without impacting on our existing GP workforce. This strategy proved successful and has positioned Bega to be able to grow our GP workforce internally. We adopted a similar strategy for growing our AHP workforce by way of bringing students from our Registered Training Organisation (RTO), Nindila, into the workplace with dedicated supervision and mentoring.

In our Social Support area, the introduction of the Aboriginal specific Social and Emotional Wellbeing (SEWB) trial site program, while providing additional service delivery capacity, also placed additional demands on our physical infrastructure and organisational structure. To facilitate this, we amended our organisational structure to include a dedicate SEWB / Mental Health area, which encompasses our existing SEWB program, the new SEWB trial site program and the Suicide Prevention program. This structure will allow for future growth in the SEWB service delivery without overloading the Social Support area. To accommodate the new additional staff that accompanied the trial site program, we installed transportable offices at the rear of one of our existing properties. We

experienced some delays in the construction process; however this is now complete and ready for occupation by the new team.

One of the most significant developments in the Social Support area came by way of a partnership with Orange Sky Australia, who deliver mobile laundry services to people experiencing homelessness or hardship. This had been a long time in the making and it was a proud moment for us when it officially launched in January. Orange Sky provided a purpose-built vehicle housing 3 washing machines and 3 dryers, while Bega employed a program Coordinator to deliver the service in collaboration with other local service providers. We also view it as a mechanism with which to connect our Social Support staff with clients who may not be aware of Bega's services or in need of a referral to the clinic. Within a matter of weeks, the service was running at full capacity and we are receiving regular referrals to other Bega services, all of which contributes to improved health outcomes for clients.

On the physical infrastructure front, we took another major step towards the creation of our Central Health Hub vision with the completion of the re-design of our multi-purpose facility at 12 – 14 MacDonald Street. The new design has received planning approval from Council and is now in the process of moving to procurement by way of Tender, which we anticipate occurring in the latter half of 2023.

In Human Resources, we welcomed Marlon Fernando to the role of Chief Operations Officer. Marlon brings with him a wealth of senior management experience and has settled into his new role with confidence. We secured some funding from Lotterywest to continue our Leadership Development program and were able to provide training to a total of 36 staff, comprising of current and emerging leaders. This funding also allowed us to deliver Trauma Informed Response training to a total of 40 Bega

staff. This training ensures that frontline staff are well equipped to respond to and assist clients who have experienced trauma.

I want to thank the Board for their unwavering support over the past year as Bega has moved into new areas and embraced new strategies. Your commitment to Bega's Vision will ensure we continue to make a positive difference to the lives of or clients and community members.

While Bega, as an organisation, continues to go from strength to strength, I must stress that none of these achievements would be possible without the commitment and dedication of our wonderful staff (Bega Mob) who tirelessly put the clients' needs ahead of their own and go the extra mile to ensure the best possible health outcomes for our clients. Thank you for everything that you have done and continue to do.





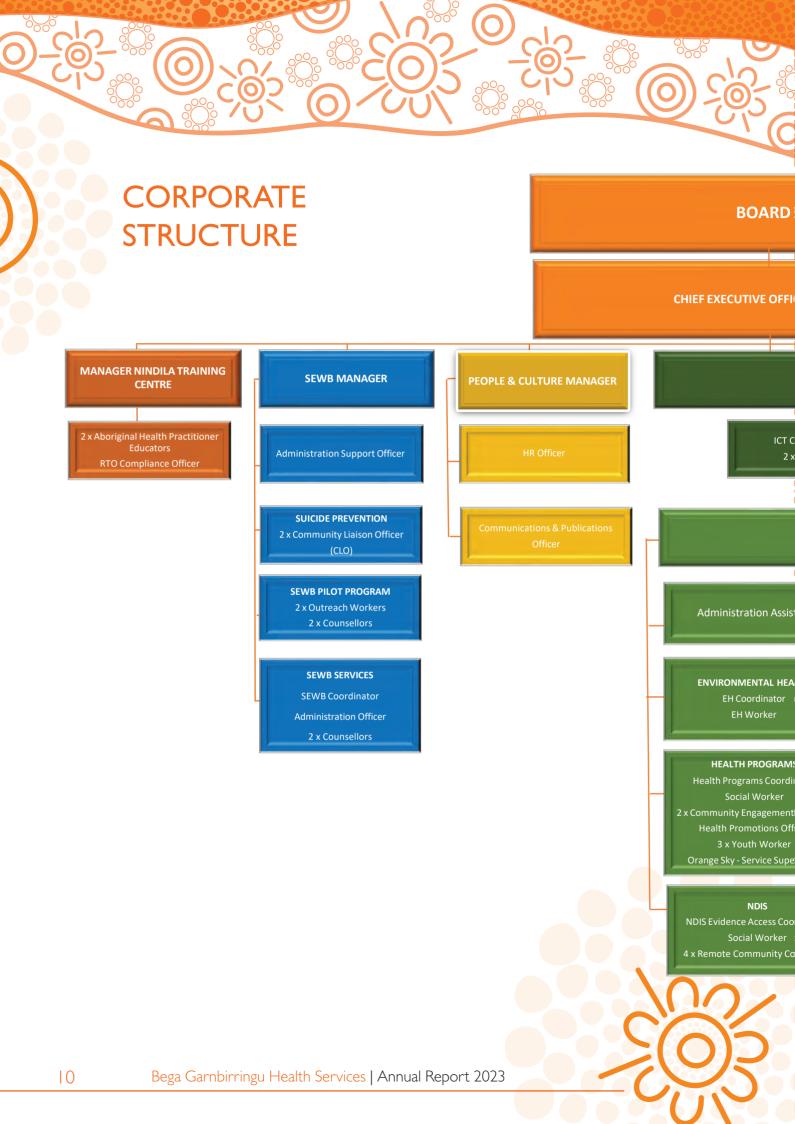


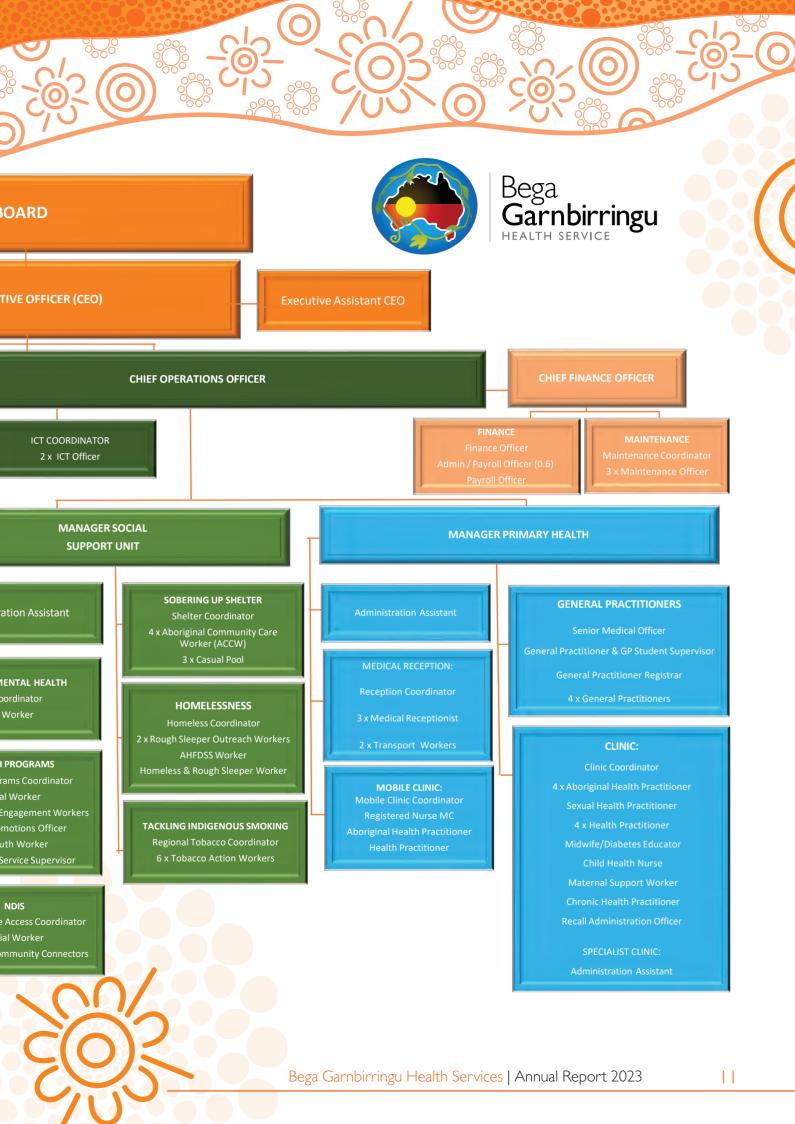














## CORPORATE SERVICES

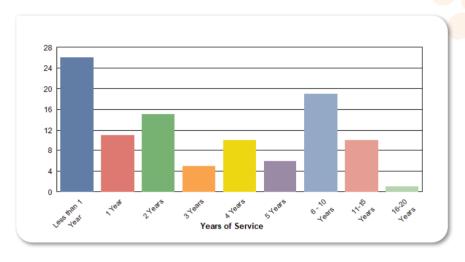


Corporate Services Team

## **WORKFORCE DEMOGRAPHICS**

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

EMPLOYEES
YEARS OF SERVICE







HR Team

## **FINANCE**

2022/23 was another busy year for the Finance team. Staff worked as a unified team and performed in a professional manner to deliver the outcomes as required from all stakeholders.

The Finance team consists of the Chief Finance Officer, Finance Officer and Payroll Officer.

The team has a wealth of experience, skills, and knowledge which has proved to be an asset to Bega.



Finance Team

The most important focus areas for the Finance team during the reporting period are as follows:

- Financial Reporting to all Funding Bodies.
- All ATO Reports, BAS and PAYG are lodged on time.
- Superannuation is compliant and paid on time.
- Creditor payments run on a regular basis.
- Payroll is completed fortnightly.
- External Audit is completed with an unqualified option.
- Continued improvements to processes to ensure accuracy and transparency.
- Yearly insurance review and renewal.
- Internal auditing to ensure accuracy in all aspects of finance.
- Lodgment of Annual Report to the ACNC.

## **MAINTENANCE**

The Maintenance team, consisting of the Maintenance Coordinator and three (3) Maintenance Officers who continue to play a significant role within the Finance team to respond to all maintenance requests and infrastructural needs for Bega Garnbirringu Health Services.



Mainte<mark>nance Team</mark>

# INFORMATION & COMMUNICATION TECHNOLOGY

The clinical practice management solution underwent several major updates in 2022, which bought new and updated functionality. This enhanced the electronic prescribing Medicare functionality, and Secure Electronic Messaging. Technology improvements still focusing on OSH and Safety include Internet Intrusion Detection and Prevention, Staff Duress and Access Control Systems.

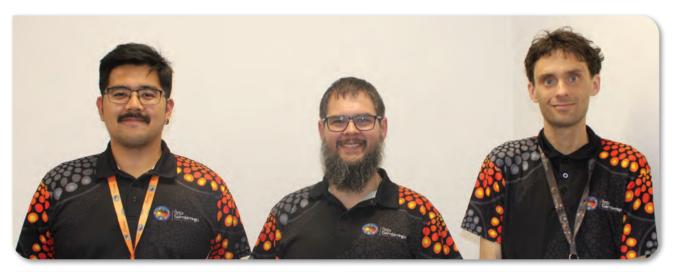
The team was able to focus on reviewed existing systems and continue to look for better ways to streamline process and ensure optional process performance, we are now focusing on reviewing



SHAUN THOMAS

ICT Coordinator

the existing computer server infrastructure to establish a replacement schedule to prevent any disruption that may occur from age, hardware failure or incompatibilities to support the continued growth into the next 5 years.









The impacts of Covid-19 in the training space, along with proposed changes to the Aboriginal and Torres Strait Islander Health Worker Training Package, heralded a busy year for Nindila Training Centre.

Nindila has continued to support and provide training services to our students, who are currently completing Clinical Placement at the Clinic. It is anticipated that these students will complete their training and graduate as Aboriginal Health Practitioners by December 2023.

As Nindila is yet to fill the position of Clinical Trainer and Assessor, we still delivered the theory components of the remaining Units. Congratulations to a student, who persevered and worked very hard to complete her Qualification, through Covid-19.

A former student and Senior Health Practitioner at the Bega Clinic, completing the TAE40116 to assist Nindila with students and delivery, when required, is also the primary Observer/Supervisor for Nindila students at the Clinic.

Throughout this past year, Nindila has continued to successfully engage with students via Teams online. Using this platform, a Nindila Trainer and Assessor who is based on the other side of the country, successfully delivers the remaining Community Units of Competency for the Certificate IV Qualification. These sessions have proved beneficial to students who are unable to attend the scheduled study block. Students can join these online tutoring/mentoring sessions, whether they are at Nindila Training Centre, or other locations remote from Nindila, such as Laverton, Esperance and Perth.

Each year, Nindila Training Centre undergoes an AHPRA Annual review, and this has also been completed, with a successful site visit from AHPRA Auditors.

Nindila staff have also worked very hard behind the scenes, reviewing and updating all the training resources, prior to each delivery, for the last six units of the qualification. Resources had to be developed for both a face-to-face delivery, as well as an online delivery.

Workshops/Conferences Attended

During the year, Nindila has engaged with industry at a local, state and national level.

- AHCWA State Sector Conference
- NACCHO National Workforce Summit
- NACCHO RTO CoP Meeting
- Being Trauma Responsive Course
- Advanced Leadership Program
- Contact Officers Training
- NACCHO RTO Resource Workshop
- AHCWA Environmental Health Course Reference Group
- Skills IQ

The new Qualifications were endorsed and published on training gov:

- HLT30121 Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care
- HLT40121 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care
- HLT40221 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice
- HLT50121 Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice

#### 500 Traineeships in 5 Years

In the workforce development space, the creation and implementation of the NACCHO led program – First Nations Health Worker Traineeship - 500 Traineeships in 5 Years - Certificate III and IV Aboriginal Health Worker and Practitioner Qualifications. This program supports the objectives of the National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework and Implementation Plan 2021-2023 and aims to considerably increase the number of Aboriginal and/or Torres Strait Islander health professionals working in the health environment.

A successful conclusion to this program would see a substantial increase over the coming years in:

- the number of students and workers completing Aboriginal Health Qualifications or Traineeships, at Bega, and subsequently,
- the number of Aboriginal and or Torres Strait Islander Health Workers or Practitioners working at Bega and other health service providers, a change that could dramatically increase positive health outcomes for First Nations peoples in our local communities.









# PRIMARY HEALTH SERVICES



## **CLINICAL SERVICES TEAM**

2022-23 was the time to embrace our work life Covid-19. This year we were able to reintroduce our regular services back into the clinic and fully open our doors again to the clients. Whilst we worked hard to ensure safety, we were happy to see the end of the Covid-19 era.

We changed our aims back to our core business resuming services like the Mobile Clinic, Maternal Outreach, Dental Services, Allied Health Services, Sexual Health Services and reintroduce our Chronic Care module.

We continually worked diligently for our clients to ensure they will always continue to receive the best module of care. Our staff work tirelessly for our clients to ensure while we continue to provide a health care service, they also receive this culturally appropriate.



Manager and Coordinators



General Practitioners



Reception Team



Health Practitioners



Chronic Health Team



Judith Ryder - Dispensary

## PRIMARY HEALTH MANAGER'S REPORT

#### Overview

2022/2023 has seen a shift away from the restrictions placed on health services since the Covid-19 Pandemic began, this shift has been from a 'reactive' model of healthcare to a 'proactive' model. We are now moving back towards preventative healthcare for Bega clients where we can afford clients more time during consults to address holistic healthcare. Whilst Covid-19 is no longer in the spotlight it is still around as well as other respiratory illnesses such as influenza. This has seen the staff within the Clinic concentrating on influenza vaccinations as well as administering Covid-19 boosters to protect the community from becoming severely ill.

The proactive model approach to healthcare has received a boost with the Chronic Disease Team within the Clinic being boosted with two new staff members who have been specifically employed to look after our chronic disease clients and ensure that the clients are able to be recalled regularly and reviewed to improve their overall health and wellbeing. This will take full effect in the coming year.



ROBERT BELL Manager, Primary Health

The clinic went through reaccreditation with AGPAL and have been awarded reaccreditation for another 3 years, until December 2025, which is great news for the Clinic.

#### Staffing

The past year there has been a concerted effort placed on recruitment for General Practitioners to fill positions which have been vacant for over 12 months, and our efforts are ongoing in this area. Dr Wai Aung has joined Bega and is currently studying towards her fellowship exams. There have been numerous nurses and Aboriginal Health Practitioners who started with Bega in the last 12 months including a part time midwife.

#### Renovations

This year has seen the completion of the renovations, and this has given the Clinic a new refreshed look. The areas which have been renovated include the reception area and waiting room, specialist area including dental room fit out, the western side of the Clinic consulting rooms and the treatment room. The treatment room has been expanded in size and new equipment for this area has been purchased and this has modernised the treatment area and is a new component within the AGPAL Accreditation requirement.

Completed areas.

- Reception, MCH, Specialist, west side of Clinic including treatment room.
- East side of Clinic, next stage of renovation, unsure of commencement.

## CLINIC COORDINATOR'S REPORT

The 2022/23 year saw changes in the adaption of service delivery within Bega Clinic as we came to the ending of the Covid-19 pandemic era. The resilience shown by clinical staff who have forged ahead through these uncertain times has been commendable. Bega resumed face to face contact with clients and with renovations being completed, the Clinic has been buzzing with energy. The Clinic held a Family Day; it was well attended by the community. Clients could check out the renovations to the Clinic and there were plenty of activities and food.

#### 2022/23 New Staff

Bega Clinic welcomes new and returning members to the team. Dr Wai, a fellowship trainee working towards becoming a General Practitioner, Alicia Stubbs, Midwife working in Maternal Health. Sahlee Papsin, Registered Nurse in Chronic Care. Returning to Bega – Peter Yarran, Aboriginal Health Worker in Chronic Care and Chandel Compton as an AHP in Dispensary and now in the role of Clinical Coordinator.



CHANDEL COMPTON
Clinic Coordinator

#### Staff

During the 2022/2023 the Clinic staff have worked tirelessly in their roles. We have 2 doctors working full-time in the clinic and currently have a doctor who is training and mentoring fellowship trainee doctors. Dr Wai was the first to come through Bega training. We have a full time doctor working in the Mobile Clinic. Dr Joanna Keen has increased her hours at Bega, working Wednesdays and Fridays. Our Senior Aboriginal Health Practitioner is undertaking TAE to train Aboriginal Health Practitioners. Judith Ryder is in a leadership role at Bega's dispensary. Bega's midwife is now a Certified Hypnobirthing Practitioner and continues to provide the best care for our maternal patients through the Goldfields. The Sexual Health Practitioner received a Certificate of Excellence for achieving high standards of quality in TTANGO and Point Of Care Testing.

#### **Visiting Specialists**

These services include:

Dentist - Tuesday, weekly

Physiotherapy – Friday, weekly

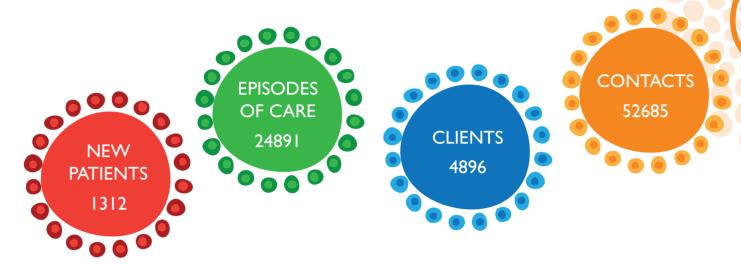
Podiatrist – Thursday, fortnightly

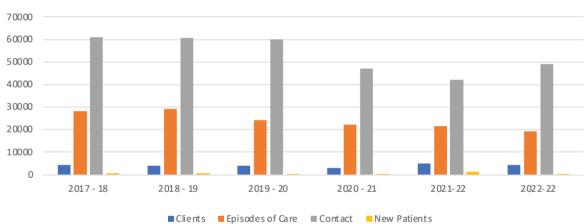
Dr George - Monthly

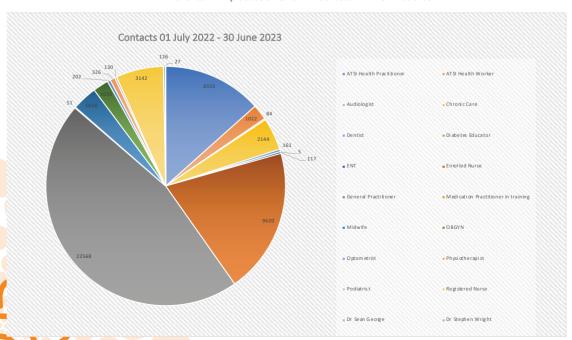
Optometrist – Every 2 months

Renal Specialist, Australia Hearing and Ear, Nose, Throat (ENT) - Every 3 months

### **ACTIVITY 2022/23**







#### CLINICAL SERVICES STAFF

Bega Garnbirringu Health Services prides itself on not only ensuring we are providing a culturally safe space for our clients, but we also ensure that we provide this safe space for all our workers. Clinical Services is made up of Management staff, Administrative staff, Aboriginal Health Practitioners, Health Practitioners and General Practitioners.

Clinical Services celebrated the graduation of two of our Aboriginal Health Practitioners. Unfortunately, due to Covid-19 we had to postpone the ceremony, however we collaborated this with our end of year function. We recognised Kelly Vincent and Judith Ryder for the successful completion of the Aboriginal Health Practitioner Certificate IV qualification.

Bega farewelled a long serving staff member who has seen Bega grow to what it is now, she has helped our mob to better health outcomes. Dr Frost will be sadly missed, not only by the staff but also the clients, with whom she built great rapport.



Kelly Vincent and Judith Ryder

#### Training/Conferences

Clinical Services sent their staff to attend the Rural Health West
Aboriginal Health Conference that took place in Perth for over two days. Every staff member that
attended brought something back with them to implement in their day-to-day business. Bega staff that
have been recognised as having potential leadership qualities have attended training to equip them for
current and future roles.



#### **Medical Students**

Bega works closely with the Rural Clinical School of Western Australia supporting students from year 3 to the completion of their medical degrees. Due to staffing numbers we had to scale back on the number of placements we accepted. We have still seen medical students come through the Clinic, however not the high numbers we have seen in previous years.

Clinical Services work closely with Nindila Training Centre providing clinical placement support for the Aboriginal Health Practitioner Cert. IV qualification. Our Senior Aboriginal Health Practitioner, Kelly Vincent, plays a critical part in ensuring that the placements run smoothly for our Nindila students.

#### **RENOVATIONS**

In this financial year we saw the renovations of the Clinic completed. We resumed services in our freshly fitted out areas. This gave us an opportunity to look at the equipment and update the existing equipment to be able to provide high quality care to our clients.

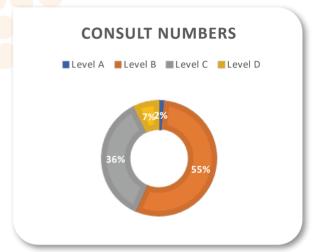


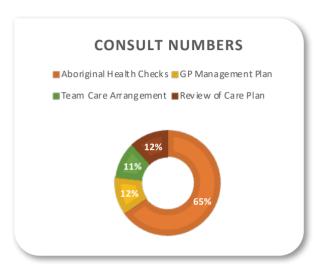




#### CONSULTATIONS

This year we have included the consultations in the Annual Report. Whilst this gives an overview of some of the work, there are other consultations that are had. The breakdown of the consultations are:





#### Level A

A Level A item will be used for obvious and straightforward cases, and this should be reflected in the practitioner's records. In this context, the practitioner should undertake the necessary examination of the affected part if required, and note the action taken.

#### Level B

A Level B item will be used for a consultation lasting less than 20 minutes for cases that are not obvious or straightforward in relation to one or more health related issues. The medical practitioner may undertake all or some of the tasks set out in the item descriptor as clinically relevant, and this should be reflected in the practitioner's record. In the item descriptor singular also means plural and vice versa.

#### Level C

A Level C item will be used for a consultation lasting at least 20 minutes for cases in relation to one or more health related issues. The medical practitioner may undertake all or some of the tasks set out in the item descriptor as clinically relevant, and this should be reflected in the practitioner's record. In the item descriptor singular also means plural and vice versa.

#### Level D

A Level D item will be used for a consultation lasting at least 40 minutes for cases in relation to one or more health related issues. The medical practitioner may undertake all or some of the tasks set out in the item descriptor as clinically relevant, and this should be reflected in the practitioner's record. In the item descriptor singular also means plural and vice versa.

#### **TRANSPORT**

Bega continues to assist in the provision of access to the clinic by providing transport for clients across the Kalgoorlie-Boulder community.

During the Covid-19 pandemic, this service was limited, as we could not ensure the safety of the drivers during this period. Modifications have been made to the vehicles and client transport protocols to ensure ongoing safety and continuation of the service.

While the modifications to the service due to Covid-19 have seen the numbers lower than the previous years, we are confident, with the return to the usual transport models, that we will see an increase in the use of this service.





The transport service saw 9206 clients utilize the service to further close the gap to enable better attendance in the Clinic.

















## **MOBILE CLINIC SERVICES**

This last year, the Mobile Clinic has gone from strength to strength, following Covid-19. There have been some staffing changes within the Mobile Clinic over the past year. The goal is to take the Mobile Clinic into the future and see it prosper and grow. The Mobile Clinic has dedicated nurses and a doctor, who all have the same goal, which is to service our remote area clients on a regular basis. We now have a permanent Mobile Clinic doctor which will result in better continuity of care for our remote clients and more predictable and reliable outreach trips.

This last year the Mobile Clinic have resumed regular Mobile Clinic trips; with uncertainty surrounding Covid-19 some trips were cancelled due to staff shortage and lack of available doctors. We have also started providing services to our clients every second Tuesday at the Church of Christ in Kalgoorlie. This began in April, and we also incorporated influenza vaccinations into these trips.



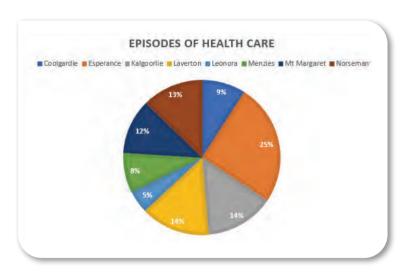
DANIELLE GILL Mobile Clinic Coordinator

An extra day has been added to our Esperance Outreach as demand for our services exceeded the time we had available. This has been successful, and we are seeing many more families for preventative health care services.





- 13 Coolgardie day trips
- 5 Church of Christ Kalgoorlie day trips (Including Flu vaccine)
- 37 Clontarf Esperance health checks (I more trip July 24th & 25th)
- 38 Clontarf Kalgoorlie health checks (1 more trip term in 4)
- 44 STARS Esperance health checks
- II Southern Goldfields trips (Including 2 trips with Flu vaccines)
- 9 Northern Goldfields trips (Including 2 trips with Flu vaccines)







We are experiencing exceptional growth throughout our north and south outreach trips, especially in Menzies, Mt Margaret and Esperance. The data indicates that Esperance is our fastest growing area.

The growth of Clontarf and STARS Academy outreach program has come on in leaps and bounds. For several years, 715 health assessments have been regularly completed at Clontarf Kalgoorlie, however, the past 18 months has seen this service expanded to include Clontarf Esperance and STARS Academy Kalgoorlie and Esperance. This financial year, the Mobile Clinic has completed 119  $\times$  715 health assessments with the schools. Another trip has been organized for late July 2023 and another in term 4. These newer contracts are a tremendous win for the Mobile Clinic, and we hope staffing constraints do not impede our ability to fulfil them in the coming months.

At the conclusion of the 22/23 financial year, the Mobile Clinic identified several opportunities to further expand our service capabilities. Bega has been networking with various communities and stake holders, to see what further services can be provided.

Some services have been identified as lacking in remote communities such as increasing the accessibility of immunisations to communities, particularly in Norseman, Mt Margaret and Laverton. The success of the influenza vaccination services demonstrates an obvious need.



Midwife Janelle Dillon and Dr Joanna Keen have worked with the Mobile Clinic to provide an increased focus on women's health (for example, cervical screening). The need for culturally appropriate women's health care is a priority for our remote women.

We have been in discussions with stakeholders in Kambalda, as we would like to start a regular, fortnightly trip to service those clients. This need has been voiced by many clients over the past couple of years, and we are still in the process of consulting with the community.

The future of the Mobile Clinic is experiencing growth. Although Covid-19 is still a very real and present threat to our communities, we have been able to overcome most obstacles to provide safe, effective health care. Continuity of services is our biggest focus over this next year. There is a very real need for regular, culturally appropriate health care in our remote communities, this has been voiced by many clients and various stakeholders in these communities. I look forward to the next chapter of the Mobile Clinic and seeing it grow and prosper.





#### **Eliminating Barriers**

A part of providing holistic health care for our clients is aiming to eliminate as many barriers as we can. Bega Clinical Services provide transport for all our clients who require to see the doctor or have external healthcare related appointments.

Clinical Services not only provides primary health care to the clients but we also have multiple allied health services and regular specialists that visit Bega for our clients.





#### SPECIALIST SERVICES



#### MOBILE CLINIC COVERAGE

Bega aims to continuously close the gap and make sure that there are health services available outside of the Kalgoorlie region. We have a dedicated Mobile Clinic Team that is staffed with one GP, two nurses and one coordinator. Mobile Clinics are equipped with two clinic trucks and two four-wheel drives which are taken out on the trips.

#### Mobile Clinic cover:

• Northern Goldfields • Southern Goldfields • Central Goldfields.

Coverage of the 70 800km<sup>2</sup>, of the Goldfields is predominately travelling the 450km north and 400km south.

Not only do our team go on the outreach trips, they provide support to local businesses in Kalgoorlie and events that are happening within our community. Mobile Clinic often collaborates with our Tackling Indigenous Smoking and Health Promotions teams.

Everything that can be provided in the main clinic at Bega can be provided on the Mobile Clinic trucks, ensuring that we don't miss anything for our clients while we are out there. Like all areas of the sector, we have seen the Mobile Clinic struggle with health professionals, however Bega saw the need to employ a full-time GP.

This year Mobile Clinic also took along our final year medical student on a trip. Bega believes it is important to showcase to the medical students how to adapt and deliver healthcare to remote indigenous communities. This also allows the students to better understand the social determinents of our clients should they ever see them again.





# MATERNAL CHILD HEALTH

Maternal Child Health services is made up of a GP Obstetrician, Endorsed Midwife, Midwife, Enrolled Nurses and Transport drivers.

Focusing on strengthening communities and families for better health outcomes for our children. The team work tirelessly ensuring that our pregnant women are attending scans, antenatal appointments and working very closely with the Kalgoorlie Regional Hospital to ensure that the birthing experience for our women is positive.

The team also work in the Northern Goldfields providing a much need midwifery service up there. Quarterly the team take Dr Joanna Keen for a Women's Business trip to ensure the women are receiving much needed medical attention.



JANELLE DILLON

Midwife

There was a clear need for more clinics, so throughout the year we increased the clinics from one day a week to two days a week, with Dr Joanna Keen here in the clinic.

Maternal Child Health have moved and focused on the roll-out of the Positive Indigenous Birthing Program where our Endorsed Midwife Janelle Dillon has completed training to empower mums-to-be and their partners for positive birthing experiences. This is provided in the Clinic and out on country when the team go on Maternal Outreach.



Maternal Health Team

#### **IMMUNISATIONS**



Immunisations have always been a focus for the clinical staff team to ensure that we are always maintaining the safety of our clients. This year the clinicals performed 1852 immunisations.

Our childhood immunisations are the main focus for our New Directions Team. For the financial year, we have seen 48.4% of 12 month-24 month fully immunised, 90.5% 24 month-36 month fully immunised and 93.3% 60 month-72 month fully immunised.

#### SCHOOLS OUTREACH PROGRAM

Bega Garnbirringu Health Services works collaboratively with East Kalgoorlie Primary School (EKPS) in the roll out of the Primary School Outreach Program. Throughout the 2022-23 year, Bega have seen 267 children at EKPS. In this financial year, Bega allocated 2 Health Practitioners, Aliesha Dickhart and Kimberly Satori, for EKPS. Both Health Practitioners have worked collaboratively with the school and their families to provide a safe and trusting service for the children.



The schools outreach programs focus in ensuring that all health issues are met, and no child is left behind. Providing this service allows us to focus on a lot of chronic health conditions that Aboriginal and/or Torres Strait Islander children often face, which result in poor school attendance and requiring more assistance when it comes to education.

Having the EKPS Program is more than just seeing the children, it allows the clinicians to educate and engage with the families in a safe non-judgemental environment.





# SOCIAL SUPPORT UNIT



SSU Team



SSU Manager and Coordinators

# SOCIAL SUPPORT UNIT (SSU)

During the 2022/23 reporting period the Social Support Unit (SSU) continues to maintain a high standard service of delivery in all programs. Social Support continues to commit to delivering programs in the northern and southern Goldfields in a culturally appropriate service in a sensitive manner. We can help with referring clients to our Clinic or to other programs within Bega or to outside agencies.

The reporting period saw the Social and Emotional Wellbeing (SEWB) Team leave the SSU into their own department, but we have gained another program in the way of the mobile laundry service Orange Sky, which saw an increase in clients around Kalgoorlie-Boulder utilising this service to the fullest.

Bega Garnbirringu Health Services is growing bigger, and the SSU will continue to work hard to make changes to the everyday lives, health and wellbeing of Aboriginal and Torres Strait Islanders.



DENA RUNDLE Manager SSU



SSU Manager and Administration Assistant

# ONE VISION, ONE MOB AT BEGA

The SSU includes the following programs:

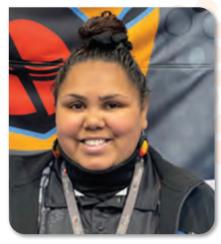
- Orange Sky
- NDIS
- Homelessness Outreach
- Community Safety & Wellbeing
- Health Promotions
- Connected Beginnings

- Tackling Indigenous Smoking
- Youth Support
- Environmental Health
- Sobering Up Shelter
- Social Worker

# **NDIS**

This reporting period, our NDIS team has been working very hard to inform, educate and assist our community in signing up for the National Disability Insurance Scheme. Our intake has been gradually increasing as NDIS has become more known throughout our region, which is great news!

The team has working closely in collaboration with Doctors, Aboriginal Health Workers, Child Health Nurses, Allied Health Professionals, Psychiatrist, Psychologist and other health professionals within the Goldfields to assist our clients in meeting access to the scheme. We have been working hard to follow up and maintain connections and communication between our participants and the NDIS.



KAYLA RYAN

NDIS Coordinator

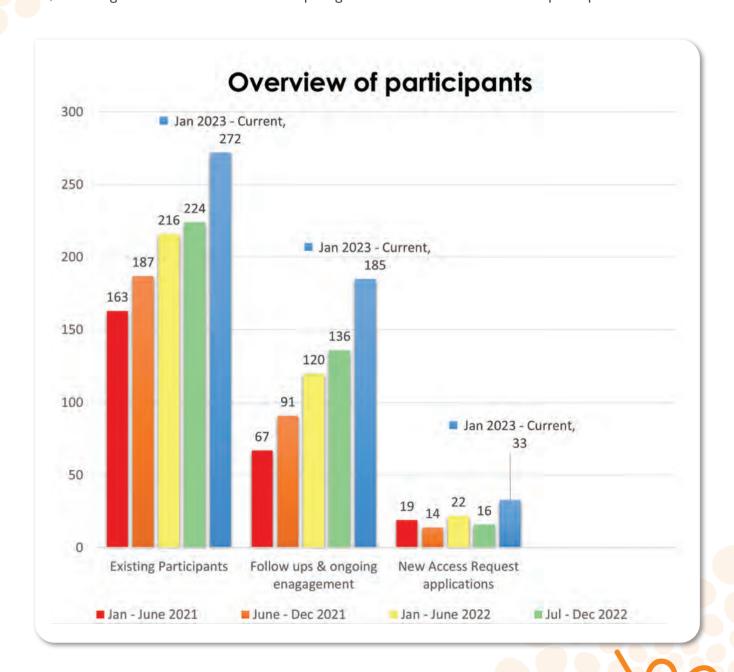


**NDIS Team** 

We have been continuing our outreach and servicing the Northern and Southern Goldfields.

Additionally, we have assisted participants from the communities and outer regions as they often are transient between their communities and Kalgoorlie.

65% of our participants were homeless, therefore we noticed this had subsequently led to or negatively affected their disabilities. Since noticing the decline in our clients' health and wellbeing, we have partnered up with several organizations in Kalgoorlie that offer NDIS services to participants. In doing so, these organizations have assisted in acquiring homes for our most vulnerable participants.





Our NDIS clients participating in regular Men's Group



Engaging with Families on Outreach





Happy NDIS participant in his new home



Happy NDIS participant having her new wheelchair dropped off after months of waiting.



NDIS participant enjoying getting back to his roots and connecting with Country at Bega Men's Group.



NDIS participants in our Bega Men's Group



The NDIS Team setting up their information stall



NDIS participant engaging in equine (horse) therapy which can be included in your NDIS plan.

William really enjoyed himself!

# **HOMELESSNESS OUTREACH**

The team consists of the Rough Sleeper Outreach Workers (RSOW) and Aboriginal Homeless and Fringe Dweller Support Service (AHFDSS) programs.

The programs work closely together to mitigate homelessness for the Aboriginal and Torres Strait Islander community in and around Kalgoorlie-Boulder. Support is provided to clients to find accommodation, obtain housing locally, or return to their community.

The team also provides assistance to clients to maintain their existing tenancies. Clients are also supported in the form of referrals, advocacy and case management. This includes working with other programs across Bega, as well as other agencies in the community and sometimes across the state.



ERICA CASSIDY
Homelessness Coordinator

Breakfast is provided on an outreach basis during the week to people sleeping rough at camps and known locations around town. Weekly barbecues are held at the Social Support Unit for clients to come and socialise, obtain support and sustenance.



Homelessness Outreach Team

# Rough Sleeper Client Contacts

Contact Type	Total Contacts
Transport	30
Case Coordination	673
External Other	6
Email/text/social media	2
Centre based other	2
Correspondence	3
Phone	137
Home visit	612
Appointment	1
Informal interaction	1
Unsuccessful contact attempt	10
Drop in	649
Accommodation support	1
Outreach	29
Client meeting	2
TOTAL	2158

# **AHFDSS Client Contacts**

Contact Type	Total Contacts
Transport	
Meeting/appointment	
Case coordination	35
Centre based other	I
Phone	I
Home visit	I
Drop in	1947
Outreach	29
TOTAL	2345







# **HEALTH PROGRAMS**

The Health Programs Team at Bega Garnbirringu Health Services is a dynamic and dedicated group of individuals working towards the betterment of the Goldfields community. Led by the Health Programs Coordinator, the team comprises four distinct units, each focused on specific age groups and health promotion initiatives. Through their collaborative efforts and tireless dedication, the Health Programs Team aims to educate, support and empower individuals of all ages in achieving optimal health and wellbeing.

Working together, these teams create, host, attend and educate the wider Goldfields community through various training and events. Their expertise and focus extend to mental health promotion, AOD prevention, emotional wellbeing and more. By actively promoting preventive measures and providing valuable resources, the Health Programs Team endeavours to improve the overall health outcomes and quality of life for individuals throughout the Goldfields community.



ANA KING Health Programs Coordinator

Through their commitment and passion, the Health Programs Team at Bega Garnbirringu Health Services stands as a pillar of support and empowerment, working tirelessly to educate and inspire individuals of all ages to embrace healthier lifestyles and thrive in their overall wellbeing.



Connected Beginnings is an Aboriginal Early Years program that places a special emphasis on health promotion in Foetal Alcohol Spectrum Disorder (FASD) for children aged 0-5 years. Recognizing the critical importance of early intervention and education, this program works towards creating a solid foundation for the future health and wellbeing of the community's youngest members.

The Youth Team focuses on individuals between the ages of 12 and 25, offering one-on-one support, education and life skills training. By addressing the unique challenges faced by adolescents and young adults, this team strives to empower the youth of the Goldfields community, equipping them with the tools and knowledge to make informed decisions and lead healthy, fulfilling lives.

With a strong focus on community engagement and alcohol and other drug (AOD) health prevention and promotion, the Community Safety and Wellbeing (CSWB) team actively organizes and participates in a wide range of activities. From hosting engagement programs to delivering AOD health education, this team is dedicated to building safer and healthier communities within the Goldfields region.

The Orange Sky Team provides a unique service that goes beyond traditional health promotion. In addition to offering laundry services, this team engages in meaningful conversations centred around social and emotional wellbeing. By fostering connections and providing a safe and supportive space, the Orange Sky team plays a vital role in enhancing the overall wellbeing of individuals within the community.

# Upskilling and Training

The Bega Health Programs Team has demonstrated a commitment to professional development by actively participating in various training opportunities. They have attended Volatile Substance Use training, Gate Keeper Suicide Prevention training, Trauma-informed care, Bega Leadership training, Youth AOD prevention and Stand By Suicide Support training. These trainings have equipped the team with essential skills and knowledge to address critical issues affecting the community and provide effective support.



# COMMUNITY SAFETY AND WELLBEING TEAM

The Community Safety and Wellbeing (CSWB) Team has been actively involved in a range of programs and initiatives with the support of the Health Programs Team.

Through engagement, health education and activities the team has had a positive impact on individuals and families, fostering a sense of belonging, cultural enrichment, empowerment and a platform to seek extra support.

Collective engagement activity highlights:

# Women's Wellness Wednesday

The Women's Wellness Wednesday is a fortnightly program that brings women in the community together. Through various activities like crafting, art, cooking, and discussions on health topics, the program fosters connections and promotes wellness. Over the past two years, this program has been a resounding success, providing a safe space for women to socialise, learn new skills and discuss health and wellbeing.

# Grief and Loss Workshop

The Grief and Loss Workshop offers families dealing with loss a supportive environment to come together, communicate and engage in activities such as wreath-making. The workshop focuses on social and emotional wellbeing, providing a platform for healing and sharing. Notably, a memorable session involved Elders and five generations of their families, from their children to their great-great grandchildren. They all created wreaths together, fostering intergenerational connections and emotional support.

#### Church of Christ

During the Summer Response Hub, while community members seek assistance with various needs, the CSWB Team organised a BBQ to provide nourishment and support. This initiative acknowledges the importance of addressing physical well-being while addressing other community concerns, offering a holistic approach to community safety and well-being.

Through this initiative we now have the opportunity provide a hot cooked meal once a month each Tuesday at the Church of Christ alongside the Orange Sky Team to provide extra wrap-around service.





# Cultural Weaving Mental Health Workshop

A two-day workshop for women centred around cultural sharing, caring for the country and reconciliation topics. Participants learned traditional weaving techniques and how different materials are used by various tribes. Each attendee created an individual weaving piece, which later combined to form a larger collective artwork. This workshop facilitated cultural expression, skill development, and mental health support.

#### NAIDOC Week

The CSWB Team actively participates in NAIDOC Week, joining the opening march and organising health promotion education stalls at the local skate park. The team also hosts the Elders Luncheon, bringing together Elders from Kalgoorlie and surrounding regions, providing them with a sense of belonging and appreciation. The NAIDOC Youth Ball, supported by the team, created a memorable experience for families by providing formal attire and accessories.

# Goldfields Aboriginal Football Carnival

The CSWB Team supported the annual Goldfields Aboriginal Football Carnival in providing activities and health education to the wider community.

# Minyma Tjitji

The CSWB Team also attends Minyma Tjitji program in collaboration with Anglicare Hippy and Parenting WA. This weekly playgroup provides Aboriginal mums and carers with crucial resources, support, and education for raising healthy, happy children. The CSWB Team engages the mothers with arts and crafts activities looking after their social and emotional wellbeing.

# Safe Space

The CSWB Team collaborates with the PCYC staff to engage with young people in safe space activities. By participating in games and other interactive sessions, the team fosters positive relationships with the youth and promotes community engagement and recreational opportunities.

The CSWB Team is gaining recognition and building strong relationships within the community. Their collaborative approach and commitment to empowering Aboriginal and Torres Strait Islander individuals and families are apparent. By fostering connections, facilitating healing and promoting holistic wellbeing, the team leaves a lasting and positive influence on the community they serve.



























# Community Events and Activities

The team has been involved in organising and supporting various community events and activities. They assisted the Tackling Indigenous Smoking (TIS) Team in setting up an information stall at the Goldfields Junior Basketball Tournament, promoting important information to the attendees. They also collaborated with other organizations to organize the Stars Foundation Basketball Carnival and provided fruit for the participants.

The team facilitated weekly education sessions and breakfast clubs with the Goldfields Football Academy and Stars Foundation, promoting healthy lifestyles and education among the youth. Additionally, they provided brief education sessions and breakfast for youth in Coolgardie before they caught the bus to Kalgoorlie for school.

The Bega Youth Support Team partnered with the Health Programs Team to travel to Norseman for the Norseman Outreach Harmony Day, where they provided an information stall and engaging activities for the community.

#### NAIDOC Youth Ball

In a vibrant and spirited celebration of culture, our team successfully hosted, in partnership with Health Programs and local youth community organisations, the much-anticipated NAIDOC Youth Ball in just a few short weeks.

With over 200 enthusiastic young people in attendance, the event proved to be a resounding success in fostering unity and pride among our future leaders, leaving a profound impact on all who attended.

The NAIDOC Youth Ball was held at the Graduates Hall and became a gathering ground for youth from all walks of life, coming together to celebrate their heritage and embrace their shared identity. The atmosphere was charged with positivity, enthusiasm and a strong sense of community.

The success of the NAIDOC Youth Ball is a testament to the dedication of our community in nurturing the future leaders of our people. It served as a beacon of hope, fostering a renewed sense of purpose and pride within our youth, ensuring that the flame of their culture burns brightly for generations to come.

# School Holiday Program

The team took the initiative to organize, facilitate and deliver a school holiday program. This program attracted an average of 15 youth per session and offered a diverse range of activities. While the program aimed to be fun and recreational, it also incorporated educational elements focusing on culture and connection.

#### Online Presence

The Youth Team has maintained a strong online presence through the @bega Facebook page. This online platform has served as a valuable tool to connect with community members and promote the program. By sharing updates, events and resources through social media, the team has effectively reached a wider audience and enhanced community engagement.

The Bega Youth Support Team's efforts over the past year have made a significant impact on the community. Through their active involvement in education, information sessions, community events and partnerships with key stakeholders, they have provided vital support and resources to the youth in Kalgoorlie and look forward to their continued positive contributions in the future.

# **BEGA YOUTH SUPPORT**

The Youth Team is part of the Health Programs Team at Bega Garnbirringu Health Services. The collaborative efforts between the Youth Team and the Health Programs Team have been instrumental in the successful implementation of various initiatives and activities throughout the year.

This highlights the significant accomplishments and activities of the Bega Youth Support Team in Kalgoorlie. The team has been actively involved in the community, focusing on education, information sessions, classroom support and various community events. Their efforts have resulted in positive outcomes and strengthened relationships with key stakeholders in the community.

# Community Engagement and Partnerships

The Bega Youth Support Team has successfully engaged with various stakeholders in the community. They have established partnerships with programs such as the Stars Foundation, Goldfields Football Academy (Clontarf), City of Kalgoorlie Boulder, PCYC, Fairbridge College, and NAIDOC Week. These partnerships have allowed for collaborative efforts and the provision of comprehensive support to the youth in the region.

In addition, the team has been an active participant in youth interagency meetings, working collaboratively with youth services in the region. They have fostered relationships with government departments, not-for-profit organisations, community and health services, Aboriginal accommodation providers and sporting clubs. By actively participating in these meetings, the team ensures effective coordination and cooperation to address the needs of the youth.

# **Expanded Program Delivery**

The Bega Youth Support Team has expanded its program delivery to reach a wider audience. They have set up displays and engaged in informal conversations at various community events such as Kingsbury Park community event BBQs, high school open days, and TAFE career days. These efforts have allowed them to connect with many young people and provide them with valuable information about youth services.

#### Partnerships within Bega

The team has worked in collaboration with Tackling Indigenous Smoking (TIS), New Directions, Social and Emotional Wellbeing (SEWB), Community Safety and Wellbeing (CSWB), Connected Beginnings, Sexual Health and Health Programs. Through these partnerships, they have been able to provide additional support within the Bega community and address various health and wellbeing concerns of the youth.

#### Education and Mentoring

The Bega Youth Support Team has actively engaged with local schools, including Kalgoorlie-Boulder Community High School (KBCHS), Training Alliance, T120, Youth Justice, and Fairbridge College. They have provided educational sessions on topics such as alcohol and other drugs (AOD), employment, building self-esteem and confidence, family conflict and healthy life choices. Furthermore, the team has offered 1:1 mentoring to youth from these schools, demonstrating their commitment to personalized support.



Connected Beginnings is a program focused on improving the health and wellbeing of Aboriginal and Torres Strait Islander children aged 0 to 5 and their families in collaboration with Wanslea Family Support Services.

With the support of the Health Programs Team, the Connected Beginnings Health Promotions Officer has been actively involved in various programs and initiatives throughout the year to raise awareness and minimise harms related to Fetal Alcohol Spectrum Disorder (FASD) or alcohol use during pregnancy.

Collective engagement activity highlights:

# Connected Beginnings School Health Promotion Program

The Health Promotion Officer continues to deliver a FASD Prevention program for year 5-6 students, to educate and empower the students with essential knowledge and skills about the related harms of alcohol. Through interactive workshops and activities, we covered how FASD can lead to physical, cognitive, and behavioural challenges that affect many lives. They learnt that alcohol could affect growth delays, learning difficulties and poor impulse control and may also impact a person's school performance, relationships and future opportunities. By fostering healthy habits early on, we aim to support students in making informed choices and building positive relationships. Together with teachers and parents, we create a nurturing environment for improved wellbeing and academic success.

# Big Conversation Playgroup - FASD

Our FASD Big Conversation playgroup sparked valuable discussions within the community, shedding light on the knowledge surrounding Fetal Alcohol Spectrum Disorder. Through interactive sessions, we uncovered insights to plan for a more informed future, culminating in a powerful mind map to guide forthcoming initiatives.

#### Welcome to the World

The "Welcome to the World" ceremony is an annual event to celebrate the birth of all babies born in 2022. This special event acknowledges an infant's connection to the land on which they were born, ensuring that all babies are traditionally welcomed to this community.

The ceremony was conducted by Elders where the babies were blessed, traditional singing and dancing and all the babies received beautiful commemorative gifts. It was a beautiful celebration of life, a sense of belonging and being immersed in traditional cultural practises. We follow in the footsteps of our Ancestral beings; we follow along our song lines and our journey to our dreaming.

#### Maternal Mental Health Expo

Maternal Mental Health is a crucial aspect of women's wellbeing during and after pregnancy. It encompasses the emotional, psychological, and social aspects of a woman's mental wellbeing as she navigates the journey of motherhood.

At Connected Beginnings, we understand the importance of prioritising maternal mental health. We believe that when women are mentally well, they are better equipped to provide nurturing care for their children. We celebrated World Maternal Mental Women's Health Pamper Day Expo that brought our community together for a day of self-care, education, and support.

# Healthy Cook Up

The Healthy Cook Up program, hosted at the Bega Healthy Lifestyle Centre, is an essential initiative by Connected Beginnings Health. It promotes healthy eating habits in children aged 0-5 years. Through practical cooking demonstrations, recipe ideas and budget-friendly meal planning tips, the program empowers parents to prepare nutritious and delicious meals for their families. Emphasising the use of fresh produce and traditional foods, this initiative aims to prevent chronic diseases and create a healthy food environment at home, which positively impacts their children's health and wellbeing in the early years.

# Minyma Tjitji

In collaboration with Anglicare Hippy and Parenting WA, the Connected Beginnings Health Promotion Officer supports the Minyma Tjitji program. This weekly playgroup provides Aboriginal mums and carers with crucial resources, support and education for raising healthy, happy children. With a focus on holistic parenting support, literacy programs, FASD prevention, health education and culturally relevant activities, Minyma Tjitji nurtures families from infancy to adolescence. Our experienced facilitators are committed to providing culturally appropriate care and support to ensure positive outcomes for Aboriginal families.

#### Mums n Bumps

Mums n Bumps Program is run at Bega Clinic and is an excellent initiative that blends health education and creative arts for expecting mothers. Alongside appointments with dedicated midwives and Dr. Keen, we offer engaging activities for mums and babies. These sessions cover various health education topics, empowering mothers with essential knowledge for a healthy pregnancy and early parenting. The arts and crafts activities provide fun and therapeutic outlets, promoting relaxation and emotional well-being. Through this combination, we aim to create a supportive community for expecting mothers, preparing them for a joyful and healthy motherhood journey. These initiatives are vital in raising awareness about the impacts of FASD and providing culturally appropriate support for Aboriginal children. Connected Beginnings Health Promotion Officer continues to empower families, parents and caregivers for a healthier future for all.

The Health Promotions Officer and the Connected Beginnings Team have successfully implemented a range of programs and initiatives aimed at improving the health and wellbeing of children and families. Through activities focused on healthy cooking, FASD education, community events, school programs and collaborations with various organisations, Connected Beginnings has made a positive impact on

the community. The team's dedication, engagement and partnerships have contributed to the program's success, and they look forward to continuing their valuable work in the future.

# **ORANGE SKY**

Orange Sky Bus Services is a partnership between Orange Sky Australia and Bega. It is under the Social Support Unit (SSU), which provides free washing and drying for all of Kalgoorlie's most vulnerable and homeless community. The service not only provides laundry services but also provides pathways to receive medical, social, mental, emotional and support through its extensive collaborative partners, including government and faith-based organizations.

Orange Sky services has identified key strategic locations within Kalgoorlie-Boulder and is providing extensive support throughout the week to keep up with the demand.



STEWART TE NAMU
Service Supervisor



# Monday/Tuesday - Church of Christ M25 Ministry

Orange Sky Services has partnered with the M25 Outreach Ministry which involves multiple faith-based churches/organizations working together in one accord to assist the most vulnerable in Kalgoorlie and is based at the Kalgoorlie Church of Christ site. This venue caters for 40 - 50 + homeless clients who live in and around the central area of Kalgoorlie. It is a unique venue where all collaborative partners believe in the ethos "We are all in this together" provide a holistic approach to wellbeing through the following partnerships:

- Bega Mobile Truck Health Clinic Tuesday fortnightly mobile medical support
- Bega Health Programs Monthly lunch provision for over 40-50+ clients
- Bega NDIS/Bega SEWB Services Providing onsite case support for clients
- Centrelink Extensive personalized support/case management for clients
- MEEDAC Transport and including providing monthly lunch provision for over 40-50+ clients
- Fairbridge/John Paul College Provide monthly lunch provision for over 40-50+ clients
- One Voice Free Shower truck facilities for all clients
- Wider Community Donations of food, clothing, utensils and bedding on a daily basis.









# Wednesday - Ninga Mia Aboriginal Camp

Orange Sky Services continues to consistently deliver laundry services for East Kalgoorlie's Aboriginal Community. On average over 24-30+ washing and drying service loads are completed every Wednesday. There can be anywhere between 60 - 200+ people residing onsite needing additional social, medical and transport support for which Orange Sky Services Team is able to make referrals to appropriate collaborative partners.



"There are over 27 loads of laundry needing to be implemented/completed on this site today and quite often I have to extend the shift out to try and meet the demand."

"Although services are quite often extended by an hour, I still have to turn people away and refer them to our other venues within Kalgoorlie-Boulder."





# Thursday - Boulder Camp

Orange Sky Services, in partnership with the Kalgoorlie Council, have been delivering consistent laundry services for the Boulder Camp Aboriginal Community.

There can be anywhere between 10-20+ people at any given time needing multiple support services. Orange Sky Services has been able to provide support/referrals through the following collaborative partners.

- Bega Homelessness Services Provide hot breakfasts, tea, coffee and water
- Bega SEWB Services Collaborative site visits and referrals for SEWB needs
- Red Cross Boulder Short Stay Provide alternative accommodation for Tjuntjuntjarra clients
- Street Patrol Shared information in monitoring the welfare of Boulder Camp clients
- CKB Environmental Aboriginal Liaison Officer Shared information in providing living needs i.e. wood for fires, toilet paper for toilets, wellbeing of all clients
- MEEDAC/Kalgoorlie Taxi Services Organizing transport for clients from camp to desired locations within Kalgoorlie
- Kalgoorlie Regional Hospital Arranging appointments/providing transport for at-risk clients needing immediate medical attention
- Bega Medical Centre Arranging medical appointments for clients whilst onsite



Boulder Camp clients.

Orange Sky Services and Bega Homelessness
Team collaboration meeting the needs of our





# Friday - Bega Sobering Up Shelter

Orange Sky Services has collaborated with its Bega internal partners in providing not only laundry services, but also hot breakfasts, tea, coffee and medical check-ups for those clients living in and around the Sobering Up Shelter and Renal Centre area.

- Bega Homeless Service Providing hot breakfast meals onsite
- Bega Shelter Providing tea/coffee and usage of toilet facilities for clients
- Bega Mobile Health Clinic Providing extensive health checks for clients onsite.





Bega Homelessness Team providing hot breakfasts, tea and coffee and the amazing Bega Mobile Clinic team providing comprehensive medical checks for clients onsite.



The Street Patrol Team collaborate with Orange Sky Services in monitoring the welfare needs of Boulder Camp clients.

# TACKLING INDIGENOUS SMOKING

The Tackling Indigenous Smoking (TIS) Team team aims to improve the health of Aboriginal and Torres Strait Islander people by reducing tobacco use and vaping. Our team provides a culturally appropriate No Smoking program for ATSI people throughout the Goldfields region.

This year the TIS Team have put a major focus on vaping as it has become a serious problem spreading through the community, with adults and youth taking up vaping with little to no information on what vapes contain. The danger with vaping is that it has spread so fast throughout Australia, with only a small amount of research done, meaning we can only provide minimal information as to what health effects vaping can cause.



VICTOR SMITH
TIS Coordinator

We have engaged with more than 2300 participants in the last year.

Our program is delivered through a population heath style where all our sessions are done with groups of participants. This gives our team the flexibility to work more closely with the community to get our "no smoking, no vaping" message out.

Our TIS Team has been busy with outreach which includes traveling south to Esperance and Norseman and also traveling north to Menzies, Leonora, Laverton, Mt Margaret and Cosmo Newberry community.



TIS Team

# South Outreach Team Visits:

- Esperance Senior High School Stars Girls' Academy
- Esperance Clontarf Boys' Academy
- Nulsen School
- Wongatha CAPS
- Esperance Residential College
- Castletown Primary School
- Esperance Youth Groups
- The Esperance Agricultural Show
- Norseman School
- Norseman Youth Groups

# North Outreach Team Visits:

- Menzies School and Youth Group
- Leonora: Leonora District HighSchool, Youth Group, Waalitj Foundation, Steven Michael Foundation, Men's Group, Ladies' Group.
- Laverton: Laverton School, Youth Group, Steven Michael foundation, Men's Group, Ladies' Group
- Cosmo Newberry
- Mt Margaret Mission
- The Northern Goldfields Interschool Carnival

We have had positive feedback from all these schools, services and communities all wanting the TIS Team to come back and visit them when we can. We have attended the Leonora and Laverton football and basketball carnivals with the community members all telling us we are doing a great job and we are always welcome back to their events.



We also work with other departments within Bega, schools and other services in Kalgoorlie.

#### BEGA:

- Youth Support Team
- Community Engagement
- Suicide Prevention
- Health Promotions
- Community Safety and Wellbeing
- Homeless Outreach Team

# Kalgoorlie schools and services:

- Clontarf Academy
- Stars Academy
- East Kalgoorlie Primary School
- Boulder Primary School
- South Kalgoorlie Primary School
- Coolgardie Primary School
- Goldfields Rehabilitation Services
- Kalgoorlie Renal Services
- Goldfield's Girl
- Men's Group
- Women's Wellness Program

Overall, we have had a busy year with our program and one thing we can say is that the statistics and surveys done by the TIS teams right across Australia show that the smoking rates are dropping for Aboriginal people, but we still have to work hard to close the gap between indigenous and non-indigenous people.





























# **ENVIRONMENTAL HEALTH**

The Environment Health Team continues to engage with communities in a culturally appropriate manner, having many discussions with Elders to provide information and health education to promote the visiting vets from Murdoch University to attend their communities. This emphasis on good environmental health promotion is directed at improving poor health caused by environmental conditions.

These include community infrastructures, the design of healthy built environments, local community awareness and engagement.

# Aim of Program

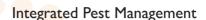
- Reduce the incidence of Trachoma and other diseases (skin infections and diarrhoea) influenced by the same environmental health determinants.

TROY HILL EH Coordinator

- 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.
- Provide health promotion resources to promote messages about hygiene, particularly hand and face washing.



Environmental Health Team



Although there are a restricted number of applications for integrated pest management, in a short time our team delivers an ongoing operation. Internal pest control barriers have been delivered in the following communities:

- Mulga Queen
- Tjuntjuntjara
- Ninga Mia
- Kurrawang

- WWAC
- Nambi Village
- Mount Margaret
- Cosmo Newberry

**73%** of houses had evidence of pests, mostly cockroaches.

**37%** of the houses had visible cockroach activity

"Clean Faces, Strong Eyes:
Environmental Health is Everybody's Business"

# **Environmental Health Project Partners**

- Department of Health (EHD)
- Department of Communities
- Curtin University (PHAIWA)
- WACHS Goldfields Population Health
- Aboriginal Communities Housing Limited (ACHL)
- Bega Garnbirringu Health Services



- Liaise with Aboriginal Community Housing Limited.
- ACHL and Wirrpanda Foundation to explore if community cleanups can be better managed, particularly in Nambi Village, Leonora and Wongatha Village in Laverton where the level of general litter around the community usually is very noticeable. Local governments are important in this consultation.
- ACHL need to be more accountable for their properties and ensure they follow up any identified internal property issues with their contractors.
- It is highly recommended that ACHL should also be present at our Regional Group Meetings for discussions to understand what the real issues are and how best to find solutions.











**91** Plumbing issues were identified with **43**% directly affecting the ability to wash

Other issues found were:

- 42 x shower roses needed replacing
- 12 x Water pressure was not adequate
- 47 x Hand basin not fully functional or missing
- 17 x Outdoor taps were leaking or needed replacing
- $oldsymbol{18}$  x Toilet cisterns running, blocked toilet, or damaged toilet
- **71** x Kitchen sink taps needed washers replaced
- **79** x Blocked drains, pipes, traps, basin, and sinks were unblocked
- **18** x Floor drains were missing their covers
- **23** x Outdoor sinks were inoperable (not connected to lines)



**4%** of houses had none or a non-working washing machine

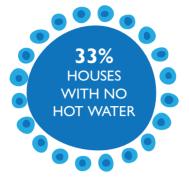
Most families without a machine washed their clothes at another family member's house.



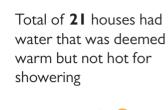








- **37%** of houses had no power (vacant)
- **62** houses were found with no power due to no credit on power cards





- MANY MAINTENANCE ISSUES
- **23** other (non-plumbing) maintenance issues were improved or reported
- **24** light globes/fluros were installed with approx. **90**% being in the wet areas
- **44%** of house's entered had a completed safe bathroom assessment
- **322** Bars of soap were placed in the wash areas
- 18 Towel hooks installed
- **9** acrylic mirrors were installed at child height
- **45%** of houses received a short conversation around hygiene

BATHROOM

**CHECKS** 

81% gained entry to houses across the Goldfields Region

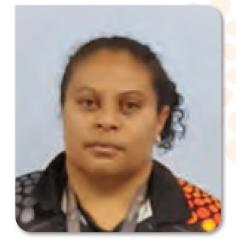
# **SOBERING UP SHELTER**

The Sobering Up Shelter (SUS) offers a range of services to provide safe and supervised overnight care for intoxicated, drug-related and mental health clients who are sleeping rough. Our primary goal is to ensure the wellbeing and safety of our clients while they are in our care.

The services we provide:

# Overnight Care

We offer a secure and supportive environment where clients can spend the night while they sober up or recover from the effects of drugs or alcohol. Our staff are trained to provide the necessary assistance and monitoring throughout the night.



CRYSTAL O'LOUGHLIN
SUS Coordinator

#### **Bed Accommodation**

The Sobering Up Centre has 19 beds available for clients seeking overnight care. Additionally, we reserve 4 beds specifically for clients brought in by the police during the nightshift.

#### Showers

We understand the importance of personal hygiene and we provide shower facilities for our clients. Access to clean and refreshing showers can significantly improve their wellbeing.

#### Hot Meals

We offer hot meals to ensure that our clients have access to nutritious food during their stay. Providing nourishing meals helps promote their overall health and wellbeing.

#### Shift Work Staffing

Our dedicated staff members work in shifts to ensure round-the-clock care. We have male and female staff members available on both the 5pm - 12 am and 12am - 7am shifts. Every week, staff members rotate their shifts to provide equal coverage.

#### Non-Judgmental Environment

We believe in treating all our clients with respect and dignity. There is no judgment towards individuals who use our facilities. We are here to support them and help them address their immediate needs.

#### Referrals

Our night staff members can offer referrals to other departments or services within the Bega community that can assist with clients' everyday issues. This ensures that clients receive comprehensive support beyond their stay at the Sobering Up Centre.

At the Sobering Up Centre, our focus is on providing a safe, non-judgmental, and supportive environment for clients in need. We strive to make a positive impact on their lives and facilitate their journey towards recovery and well-being.

























# Shower/Laundry Day Progam

On Mondays, Wednesdays, and Fridays, we provide this service between 9:00 am to 11:00 am. Each week, we have an average of 19 clients who avail themselves of this opportunity. It allows them to access laundry facilities or take a refreshing shower, ensuring they have clean clothes and a fresh start to their day.

In addition, when clients are admitted to the Kalgoorlie hospital, we go a step further by providing them with a toiletry bag that contains essential personal hygiene items. We also offer them a change of clothes to ensure they have the necessary supplies during their hospital stay.

Our aim is to support our clients' basic needs and help them maintain personal hygiene, which is crucial for their overall well-being. This program serves as a vital resource for those in need, providing them with the opportunity to improve their cleanliness and dignity. We remain committed to running this program to ensure our clients have access to these essential services.





# Breakfast Program

The Shelter is proud to host a BBQ breakfast event every second Friday, providing an opportunity for individuals to start their day on a positive note. This event offers a hot and nourishing meal, refreshing showers, and clean clothes to those in need. To ensure the wellbeing of our attendees, we have two dedicated Bega nurses available on-site to conduct health checks and address any immediate concerns. Furthermore, our compassionate Social & Emotional Wellbeing Counsellor is present to offer a listening ear and provide support to anyone who may need it.

During this event, our dedicated staff caters to approximately 30 meals each fortnight. This program plays a significant role in bridging the gap, by allowing Bega nurses to assist clients who may not typically utilize our Bega Garnbirringu Health Service Clinic. It serves as an avenue for providing healthcare services to individuals who may otherwise face barriers in accessing medical assistance.

We invite different programs around Bega to join us at the Sobering Up Shelter every second Friday between 7:30 am and 8:45 am. By attending, individuals can enjoy a delicious meal, take a refreshing shower, avail themselves of clean clothing and benefit from the expertise of our Bega nurses and Social & Emotional Wellbeing Counsellor. This event not only fulfills immediate needs but also promotes a sense of community and support.



# **Educating Clients**

The staff at the Sobering Up Shelter are committed to providing education to clients whenever the need arises. As part of our efforts, we recently had a Sexual Health education session at one of our shelter BBQ events. We were fortunate to have our Bega Garnbirringu Sexual Health Practitioner join us to lead the session. The topic covered during the education session was "The Epidemiology of Sexually Transmitted Infections in the Goldfields." This session was scheduled to coincide with World AIDS Week on February 2nd, 2023.

The primary objective of this education session was to address the current health alerts that have emerged in the Goldfields. We firmly believe that it is essential to equip our clients and patients with knowledge and awareness of the impact of sexually transmitted infections on their health.

By bringing in our Sexual Health Practitioner, we aimed to provide comprehensive information and guidance on sexual health matters. We believe that such education sessions play a crucial role in

promoting healthy practices and reducing the risk of sexually transmitted infections among our clients and the broader community.

At the Sobering Up Shelter, we understand the importance of providing holistic care, which includes addressing not only immediate needs but also long-term health and wellbeing. By offering educational sessions like this, we strive to empower our clients to make informed decisions and take control of their sexual health.

We remain dedicated to providing ongoing education and support to our clients, ensuring they have access to the information they need to protect themselves and lead healthier lives.



#### **ORANGE SKY**

The staff at the Sobering Up Centre has been collaborating with our Orange Sky service, providing clients with access to washing machines and support to clients in need. Every Friday, the Orange Sky van is parked at the Sobering Up Centre, allowing clients to utilize this service.

#### **NDIS**

In addition to that, the dedicated staff at the shelter collaborate closely with the Bega NDIS Team, aiming to assist clients in regaining stability and independence. They provide not only a hot homemade meal but also a warm shower to refresh and attend to the clients' care needs.

One particular client has been utilizing the services of the Sobering Up Shelter for many years. Recently, one of our NDIS team members, Mr. Weldon, worked closely with the client, where he successfully facilitated his transition into a shared home, providing him with a place he can call his own, fostering a sense of belonging and stability.













INCORPORATING THE SEWB PROGRAM,
SUICIDE PREVENTION PROGRAM AND SEWB PILOT PROGRAM

## SOCIAL AND EMOTIONAL WELLBEING - MENTAL HEALTH

The Social & Emotional Wellbeing (SEWB) team consists of a Registered Psychologist, who is also the Program Coordinator supported by Counselling staff. This area delivers services associated with Mental Health and Social and Emotional Wellbeing through three separately funded programs.

#### **SEWB Pilot Program**

As this is a new program, Bega had to acquire additional physical infrastructure to accommodate the staff and deliver services. This created some initial delays; however, we have constructed temporary office accommodation. The recruitment process has been ongoing to fill all the positions within the SEWB Pilot Program. It is envisaged that this will be finalised with the onboarding of a Counsellor, Female SEWB Outreach Worker and a possible Male SEWB Outreach Worker.



DIANNE LOGAN SEWB Manager



#### **Community Liaison Suicide Prevention Program**

This program employs Community Liaison Officers (CLOs) who have delivered two successful ASIST & safeTALK training sessions in Esperance and Norseman, with community members and service providers attending. This means that there are now community members in Esperance and Norseman able to conduct an intervention and to recognise and respond to people who may be at risk of suicide and help them to seek, or guide them safely to the care that is needed to address their needs.

The Suicide Prevention program hosted a two-day Department of Justice Open Day at the Healthy Lifestyle Centre basketball court. This was supported by the Birth, Deaths and Marriages Registry, Sherriff's Office, Fines Enforcement Agency, Waalitj, Job Hub, Training Alliance, Department of Transport, Centrelink, and Department of Justice. The community members were able to obtain

their birth certificates, change of name, ID's – 18+ cards, learner's permits, arrange time to pay for outstanding fines and sign up for job networks to access training and/or employment. This event saw 96 clients attend the HLC and in total 358 services were accessed. Due to the success of the initial Open Day, the Justice Department are keen to hold the Open Day at Bega in the future.

The CLOs are working with Trilby Cooper Hostel, Renal Hostel, Short Stay, Women's Refuge, Goldfields Aboriginal Community Services, as well as programs within Bega's Social Support Unit and the Clinic. The aim is to support the community through activities and yarning which could lead to referrals to internal and external services required to meet the client's needs.







# SOCIAL & EMOTIONAL WELLBEING

The Social and Emotional Wellbeing (SEWB) Team consists of a Registered Psychologist, who is also the Program Coordinator, a male counsellor and a part-time administrator. The second counsellor position is currently vacant, as our female counsellor resigned in May this year. The number of referrals received for 2022/23 remains consistent with 2021/22 statistics, with an increase in referrals from within Bega.

In collaboration with IT, we have also implemented a new process for referring to SEWB for clinic staff from Communicare. This process is working well, with most of the Clinic staff adapting to the new system.

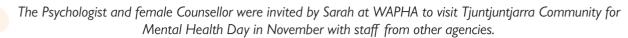


BERNI POMONE SEWB Coordinator

SEWB Outreach has increased this year. Coolgardie outreach has resumed on Fridays, with counselling sessions being held every fortnight at the Coolgardie Recreation Centre. Our male counsellor

is also connecting Kurrawang School to speak with students and provide psychoeducational sessions to raise awareness about Mental Health. Counsellors were also able to connect with clients at various Bega program functions, including activities during Youth week, NAIDOC week, Social Support Thursday BBQ, Women's Wellness, Shelter breakfast BBQ etc. The male counsellor has also been linking in with Orange Sky and connecting with clients every Thursday morning.















### STAFF RECOGNITION



Dr Juliet Frost 15 Years Service



Dr Gary Villamayor 10 Years Service



Joanna McDonell - Administrator Specialist Clinic 10 Years Service



Shaun Thomas - ICT Coordinator 10 Years Service



Fred Edwards — Maintenance Officer 10 Years Service



Mervyn Smith – Transport Officer 10 Years Service



### **FINANCIALS**

#### Bega Garnbirringu Health Service Incorporated

ABN: 47 976 288 533

#### Members' Report

30 June 2023

The Board members present their report on Bega Garnbirringu Health Service Incorporated for the financial year ended 30 June 2023.

#### **General information**

#### Board members

The names of the members in office at any time during, or since the end of, the year are:

Appointed/Resigned Names Fabian Tucker - Chairperson 27 September 2012 12 September 2011 Ted (Gary) Samba Lorna Willis-Jones 16 October 2013 27 September 2012 Barron Bonney 29 January 2014 **Dennis Forrest** 27 October 2015 Tamarin Tucker Pauline Bonney 7 October 2016 Ann Forrest 7 December 2017 Marelda Tucker 17 October 2018

Members have been in office since the start of the financial year to the date of this report unless otherwise stated.

#### Principal activities

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

#### Significant changes

No significant change in the nature of these activities occurred during the year.

#### Operating results and review of operations for the year

#### Operating results

The surplus of the Association for the financial year after providing for income tax amounted to \$ 2,423,143 (2022: \$ 2,087,425).

#### Events after the reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

#### **Environmental issues**

The Association's operations are not regulated by any significant environmental regulations under a law of the Commonwealth or of a state or territory of Australia.

#### Bega Garnbirringu Health Service Incorporated

ABN: 47 976 288 533

## Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
Revenue			
Grants received	8	12,604,699	12,366,930
Medicare income		1,541,018	1,571,718
Interest income		43,911	7,970
Other income		497,159	281,571
	-	14,686,787	14,228,189
Expenses			
Accounting and audit	9	(41,027)	(34,617)
Advertising and promotion		(465,169)	(377,962)
Consumables		(732,985)	(768,318)
Depreciation		(283,494)	(252,429)
Employment costs	10	(8,498,234)	(8,321,261)
General expenses		(1,591,797)	(1,638,316)
Insurance		(238,309)	(238,958)
Motor vehicle expenses		(109,564)	(109,438)
Rental outgoings		(67,320)	(66,000)
Repairs and maintenance		(235,745)	(333,465)
	-	{12 <sub>1</sub> 263,644)	{12,140,764)
Net surplus before income tax		2,423,143	2,087,425
Income tax expense	_	-	-
Net surplus after income tax expense	-	2,423,143	2,087,425
Other comprehensive income, net of income tax			
Total comprehensive income for the year	=	2,423,143	2,087,425



#### Bega Garnbirringu Health Service Incorporated

ABN: 47 976 288 533

#### **Statement of Financial Position**

As At 30 June 2023

		2023	2022
	Note	\$	\$
ASSETS CURRENT ASSETS			
Cash and cash equivalents Trade and other receivables		22,707,230	20,799,517 586
TOTAL CURRENT ASSETS	•	22,707,230	20,800,103
NON-CURRENT ASSETS	•		
Property, plant and equipment TOTAL NON-CURRENT ASSETS		11,569,535	10,591,194
	-	11,569,535	10,591,194
TOTAL ASSETS	=	<u>34,276,765</u>	<u>31,391,297</u>
LIABILITIES CURRENT LIABILITIES			
Trade and other payables		3,820,583	3,363,634
Employee benefits		1,145,094	1,108,593
TOTAL CURRENT LIABILITIES	_	<u>4,965,677</u>	4,472,227
NON-CURRENT LIABILITIES Employee benefits	-	201,250	232,375
TOTAL NON-CURRENT LIABILITIES		201,250	232,375
TOTAL LIABILITIES		5,166,927	4,704,602
NET ASSETS	=	<u>29,109,838</u>	26,686,695
EQUITY Art revaluation reserve		70,745	70,745
Asset revaluation reserve		1,565,849	1,565,849
Retained earnings		27,473,244	25,050,101
TOTAL EQUITY	:	29,109,838	26,686,695

## **ACKNOWLEDGEMENT OF FUNDING**

The important work we do would not be possible without funding.

Bega genuinely appreciate the trust shown in us by our primary funding bodies.























