

BULLINAH ABORIGINAL
HEALTH SERVICE ABORIGINAL CORPORATION



ANNUAL REPORT
2016

VISION

Better Goori Health

MISSION

Working with the community for better health and wellbeing

GOAL

Bullinah will develop as a comprehensive Aboriginal primary health care service that applies a holistic approach with flexible models of care that acknowledge cultural obligation and relationships

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OUR BOARD

Lenkunyar Roberts Hickling - Chairperson

I am a Bundjalung and Gumilaroi woman. I am an active and trusted member of the Cabbage Tree Island and the Ballina community. I am heavily involved in our local Aboriginal associations /community organisations. Being a part of these organisations we are entrusted to deal with all matters respectfully and I believe I conduct myself and the decisions I make with dignity.

Nancy Walke – Vice Chairperson

I am a Bundjalung woman who comes from the first group of people to settle on Cabbage Tree Island. My grandfather was Benjamin Bolt. I have spent many years working in “health” areas of various kinds and I am passionate about Aboriginal people being able to access as wide a range and type of health service as possible. We have a friendly and efficient health service that will grow.

Kylie Jacky

Kylie is a Bundjalung woman. Kylie’s interests are Aboriginal community governance, social and economic advancement for our people and ensuring our children and young people are afforded the best opportunities for a fulfilling life.

Nathan Jacky

Nathan is a Bundjalung and Dunghutti man who was raised on Cabbage Tree Island. Nathan’s interests are culture, environmental protection and conservation and men’s health and well-being.

Dena Moore

I am a Bundjalung woman and have two daughters. As a family, we like going to the beach and playing soccer. I currently work for Ballina Community Health as the Aboriginal Health Chronic Care Worker. I care for Aboriginal community members from Byron Bay to Evans Head with chronic conditions. Prior to health, I worked with ATSIC for 12 years in Lismore then Coffs Harbour. I have a passion for Aboriginal health and empowering my people to take control of their health and wellbeing. I see Aboriginal health as a holistic approach to care. Taking care of and looking after your physical, mental, spiritual, cultural, social & emotional wellbeing is one in the same.

As a Director of Bullinah Aboriginal Health Service, I will use my voice to ensure that the patients of Bullinah have a culturally safe environment in which they can receive medical care. I will use my health knowledge and experience to build our service into a clinic that the whole community can be proud of.

Brenda Holt

I am a proud Bundjalung woman who works and lives in the local community area. I have been involved in Aboriginal Health for about 20 years in a variety of positions. I am currently a Senior Aboriginal Health Educator with the Training and Support Unit as part of the NSW Health Education and Training Institute. My role involves providing education, mentoring and leadership support to the Aboriginal Health Workers who care for Aboriginal mothers, babies and families throughout NSW. I have a strong commitment to the operation of Bullinah Aboriginal Health Service and to see the service develop and to watch the community grow within this organisation.

Nita Roberts

I am a proud Bundjalung woman born at the local hospital in Ballina, and raised on Cabbage Tree Island. I have a very rewarding and productive role of working for an Aboriginal Community Controlled Organisation and I am pro-active in education issues for Aboriginal people via the Local Aboriginal Education Consultative Group. This has provided me with a solid foundation base that values our cultural identity, responsibilities and obligations.

Grahame Skinner

I have been involved in Aboriginal Health for 26 years. I have been on a number of State and National Health Committees i.e. Chairperson of the first Aboriginal Health Work Forum in NSW. I have a strong commitment to the implementation of Bullinah Aboriginal Health Service to see the service grow. Bullinah can only be strong if the local people support the committee and the new direction that Bullinah is taking.

(Grahame took leave of absence from his Board role for part of this year)

CHAIRPERSON'S REPORT

Firstly I would like to acknowledge the ongoing dedication and commitment of each Director, who has given many voluntary hours to ensure Bullinah Aboriginal Health Service, is on its journey to an Aboriginal health service of excellence.

Bullinah's primary purpose is to improve the health outcomes of Aboriginal people. This is our mandate and the core intent of Bullinah Aboriginal Health Service. We will thrive as an Aboriginal community controlled organisation by never losing sight of our primary purpose and to ensure our local community continues to effectively self-govern with good business acumen along with strong cultural principles and obligations.

I appreciate that the work of the Board of Directors can be unseen by many so I take this opportunity to highlight the key activities and achievements that the Board has made this year. I would also recognise and acknowledge the ongoing support and assistance of the CEO and staff.

Key achievements include:

- Following the "Approach to Market" Tender exercise from the Department of Health Bullinah was successful with its submission to administer the New Tackling Indigenous Smoking Program from 1st January 2016.
- Bullinah also secured its first round of funding for Chronic Disease Management from the NSW Ministry of Health.

Key activities include:

- Commenced a new performance development and management process with CEO, as a starting point to roll-out across the service.

To be a service of excellence we need to celebrate our achievements, no matter how small they may seem, but also strive to improve and continue to learn and grow so that our community is provided with the best health services in Australia. Strategic areas that are opportunities to improve on are:

- Finalise a new Strategic Plan to provide a clear roadmap for community, staff and others on what our collective vision is, outcomes we desire and the priorities that we will set to achieve these.
- Look at a suitable health service venue with the aim to have all our Ballina located services together whilst meeting our planned growth needs in the years to come.

Lastly I would like to acknowledge the ongoing dedication of the Bullinah Aboriginal Health staff. You are highly valued. You are the faces of Bullinah in the community and at the coal face are responsible to carry out professional and caring services.

Lenkunyar Hickling - Chairperson

CEO REPORT

Bullinah Aboriginal Health Service Aboriginal Corporation as an Aboriginal Community Controlled Health Service operates under the following philosophy as identified in the National Aboriginal Health Strategy 1989:

“Aboriginal Health is not just the physical well being of an individual but is a social, emotional and cultural well being of the whole community in which each individual is able to achieve their full potential thereby bringing about the total well being of their Community. It is a whole-of-life service and includes the cyclical concept of life-death-life”

The definition of an Aboriginal Community Control Health Service is a primary health care service initiated by local Aboriginal and Torres Strait Islander communities to deliver holistic and culturally appropriate health care to people within their respective community.

The 2015 / 2016 financial year signified the fifth year that Bullinah Aboriginal Health Service Aboriginal Corporation has operated as an Independent Aboriginal Community Controlled Health Service. We provided primary health care services to the local and surrounding Aboriginal communities through our base clinic in Ballina, our outreach clinic at Cabbage Tree Island (2 days a week) and the Ballina Aboriginal Child and Family Centre at West Ballina (1 day a week). We also provided Maternal and Child Health services through our part time Mum’s and Bub’s Program delivered out of our 113 Tamar St premises. Our clinical team continued to focus on client health checks / assessments which is central to our model of care that works effectively to prevent disease, detects early and unrecognised disease, promotes healthy lifestyles and provides quality chronic disease care.

As from the 1st January 2016 our Regional Tackling Smoking and Healthy Lifestyle Program undertook a significant change and the focus of the program is now on smoking cessation only. The new Tackling Indigenous Smoking Program conducted numerous regional smoking cessation activities across the Northern Rivers region and worked closely with the three Aboriginal Community Controlled Health Services in the region, as well as other health services that provide services to Aboriginal people. They also worked closely with schools and other community groups.

In relation to representation and advocacy, Bullinah Aboriginal Health Service continues to participate as an active member of both our Sector’s National peak body – National Aboriginal Community Controlled Health Organisation (NACCHO) and the State peak body – Aboriginal Health & Medical Research Council (AH&MRC). The major focus of both these peak bodies on an ongoing basis is to advocate for the preservation of our Aboriginal Community Controlled Sector, championing the economic value our sector offers as well as the Sector’s inherent ability to understand and be responsive to local needs through a comprehensive approach to primary health care.

Bullinah is also a member of the Many Rivers AMS Health Alliance (The Alliance) which is a regional forum comprising the nine Aboriginal Medical Services from Taree / Forster in the South, Inverell to the West and to Casino / Ballina in the North. Through this Alliance we also have an affiliation with

the North Coast Primary Health Network (PHN) as The Alliance was one of the founding members of this new organisation. This affiliation is particularly important as the PHN begins to commission out funding for Aboriginal Health programs in the future.

Bullinah Aboriginal Health Service along with the other Aboriginal Medical Services in the Northern Rivers continue to meet on a quarterly basis with the Senior Executives of the Public Health Network and the Northern Rivers Local Health District to address the gaps in health services to Aboriginal people and communities across the Northern Rivers region.

Bullinah also received its first ever funding from the NSW Ministry of Health this financial year to enhance our Chronic Disease Management programs.

Bullinah Aboriginal Health Service has finished the 2015 / 2016 financial year in a very sound financial position which is evidenced by the Audit report that will be presented to the Corporations members at the Annual General Meeting. This is an acknowledgement of the good financial management practices that we have implemented and maintained. This is the fifth straight year since our inception as an independent entity that we have finished in a surplus financial position.

I would like to acknowledge the commitment, dedication and contribution of all our staff at Bullinah Aboriginal Health Service as we strived to maintain and grow the provision of quality primary health care despite having to work within inadequate facilities. I would also like to acknowledge the Bullinah Board of Directors for their ongoing support throughout the year for all staff. The Board have met regularly throughout the year and provided guidance and direction to the operational arm of the organisation. I would also like to acknowledge the work of my colleagues on the Bullinah Management Team and for their support to me in my role.

In closing, it is a pleasure for staff to have the opportunity to work closely with the local community to address their health needs. I would like to thank the local Aboriginal community members for their support, appreciation and positive feedback. Bullinah Aboriginal Health Service is fully aware that we must continually strive to improve the level of our service delivery to ensure we are meeting the community's health needs and that we also have a role in empowering our community to take a more active role in addressing their own health needs. We are taking a more decisive approach to embedding a continuous quality improvement framework into our organisation to ensure we are providing "best practice" models of care to our community.

Mark Moore

Chief Executive Officer

PRIMARY HEALTH CARE SERVICES

The primary health care services we provide at Bullinah Aboriginal Health Service (Bullinah) are focused on effectively addressing the prevention, early detection and management of chronic conditions, and providing acute care. As we develop our service we remain population focused, are flexible and provide a culturally safe place for our clients. We centre the care on our clients and their families, and support clients in their community through outreach services.

Service Delivery

Number of clients who attended Bullinah AHS	Male	Female	Total
2015-2016	621	784	1405

This year we provided an increase of service delivery both General Practitioners and specialist services. We have increased visiting specialist contacts through the funding provided by the Rural Doctors Network. We have also increased specialist services through a mental health nurse, podiatrist, exercise physiologist, dietician, diabetes nurse and liver specialist nurse enhancing our team. The outreach service provided by Bullinah Child and Family Health has been well accepted and clinics continue to be well attended. We have large numbers of attendees at the drop-in clinic Mondays and Tuesdays.

Number of GP consults	Total
2015-2016	3431

The Healthy Kids Check Day in November was run again this year for year 6 children with 25 participants. We also work closely with Cabbage Tree Island public school to support them in health and health living promotion. The exercise group we provide has grown in number over the year and we participated in the Julie Young Challenge with great success. 23 clients participated in the challenge. Our cooking and walking groups have also been successful this year and our teams are consistently developing ways to enhance positive health outcomes for our community.

We have successfully transitioned through the Registrar training providers from North Coast GP training to GP Synergy. We continue to host registrars with a view to embedding a strong workforce. Medical students are regularly hosted at Bullinah from Western Sydney and Wollongong Universities. The students gain considerable training in a cultural environment and participate in our quality projects. We also host TAFE enrolled nursing students enhancing their training in Indigenous health. School based work experiences have also been offered this year.

Indigenous youth in Ballina are showing an increasing interest in a career path in health and we have a large number of requests from community to access what Bullinah has to offer.

We completed AGPAL accreditation which included the updating and development of policies and procedures to maintain our high level of service delivery. This included the development and the implementation of reception protocols around doctors' emergency appointments to enable bookings on the day. Through our internal continuous quality improvement program and in conjunction with the NSW Local Health District and Primary Health Network collaborative we have reviewed our National Key Performance Indicators and other indicators 6 monthly and examined the results with the view to improve our service delivery.

We are able to report that our Practice Incentive Payment remain high this year and our Medicare generated income remain high enabling us to maintain our clinical care hours of service delivery.

Staff development this year included many staff undertaking course addressing their professional development. All our Indigenous staff has enrolled in formal training packages and the Clinical services manager completed a Diploma in Management and Leadership. This year we commenced a Yoga program to promote health and wellbeing for staff and the community.

Outreach Services

Bullinah Aboriginal Health Service also provides two outreach services to our extended community three days per week.

The first service is provided to the Aboriginal community at Cabbage Tree Island near Wardell on the North Coast of NSW. Bullinah provides an outreach service to this community twice per week as the nearest town providing a medical service and chemist is about 30 minutes away. We provide a GP, a nurse and a receptionist twice weekly but also organise visits by other service providers including a Paediatrician, Pharmacist, kidney nurse and social worker. We also partner with external services such as Centrelink, Legal Aid, Department of Housing and a housing support worker when they visit monthly. The Bullinah Health team visits the local school at Cabbage Tree Island weekly and provides to immunisation services, healthy assessments, and also provides yearly health checks for the all children attending.

The second outreach service is located at the Bunjum Child and Family Centre at West Ballina, an area which services a large population of Aboriginal people. The Bunjum Aboriginal Child and Family Centre provides long day care for local families of all cultural backgrounds. It also provides the community with support programs and resources making it multifaceted and convenient for local families. Bullinah provides a GP and nurse clinic at this centre one a week, providing families with a holistic service in a culturally safe environment, in an easily accessed location.

Marilyn Tolman

Clinical Services Manager

PROGRAM SERVICES

Mums and Bubs Program

The Bullinah Mums and Bubs Program aims to increase access to child and family health care for Aboriginal families. An equal start in life for Aboriginal children.

We aim to:

- Support families in their role to optimise the health, wellbeing and development of the infant and young child.
- Support families in their role to achieve this.
- Identify as early as possible children who may have developmental or other health problems.
- Improve the health outcomes of those children identified as having problems or difficulties by co-ordinating access to appropriate services and support networks.

The Bullinah Mums and Bubs team is made up of a G.P, Child and Family Health Nurse, Paediatrician, and Speech Pathologist. They are supported by visiting specialists including an ENT surgeon, Gynaecologist, Audiometry Nurse and Aboriginal Maternal Infant Health service (AMIHS) Midwife and Aboriginal Health Worker. The Mums and Bubs program provides health assessments and immunisation services. The program organises a mothers group that is open to all pregnant woman, mothers, sisters, aunties and grandmothers. We offer morning tea consisting of fresh fruit and vegetables, cheese and biscuits. At these groups we provide ante-natal and post-natal checks and baby checks including weight, length, height, reflexes and hips. We provide education around subjects such as sleep and settling, starting solids, baby carrying, basic first aid, common rashes, breastfeeding support, maternal feelings, post-natal depression, immunisations, domestic violence support, and play. This group is very popular and we are averaging around 10 mothers and 6-7 babies/children each week. The mothers report that the group is a great success; it provided mums with support and education. It has been instrumental in helping two mothers move from violent situations safely, minimises post-natal depression, introduces mums to the wider community and strong friendships have been forged. From this group we have successfully referred mothers to programs such as housing support, psychology, social workers, and drug and alcohol councillors.

Dr Blessy Charles provides paediatric services weekly including outreach to Cabbage Tree Island, the local child care centre and the local primary school. We have regular visits from the audiometry nurse, who then will flag children that require a visit to our ENT surgeon. We have had numerous children have corrective surgery this year following ENT specialist appointments. We also work closely with our speech pathologist who works weekly providing services to children at the Ballina clinic and also providing outreach to Cabbage Tree Island and local schools.

The program operates as a drop in centre with the Child and Family Health Nurse who supports mothers with developmental, health and wellbeing issues; and referrals to any other services both internal and external that are required to provide our mums, bubs and families with an equal start in life.

Marilyn Tolman Clinical Service Manager

SOLID MOB Tackling Indigenous Smoking

SOLID MOB, Bullinah's Tackling Indigenous Smoking Team has had a very hectic twelve months. In January 2015, we took on a new focus called the Tackling Indigenous Smoking (TIS) program, funded by NSW Department of Health. The broad aim of the program is to deliver culturally appropriate tobacco control activities, tailored to the needs of the Aboriginal and Torres Strait Islander people in the communities in the Northern Rivers region.

SOLID MOB team demonstrated and showcased their commitment to raising awareness of the health risks of tobacco use; works in collaboration with key stakeholders to establish a united community-based approach to tobacco control; promote smoke-free environments and enhance access to culturally safe smoking cessation opportunities, especially in young people and pregnancy across the target region.

SOLID MOB staffing had been a challenge to the overall delivery of the TIS program, due to a recruitment freeze by the Department of Health. Despite uncertain funding June 2015 the SOLID MOB team have a commitment to a 'business as usual' approach. During this time James Harrington was seconded from Bullinah to act in the role of Tobacco Action Worker whilst Sasha Harrington went on maternity leave. Once the new funding was granted, Gail Turnbull commenced May 2016 as a Tobacco Action Worker.

Our team has continued to grow and thrive with access to a range of professional development opportunities. Both Michael Roberts and Mook Harrington are undertaking a Certificate IV in Primary Health and all staff completed the Tobacco Quit Skill courses. The whole team have also participated in Smoking Cessation Group Facilitation training and a Smoke Free Oceania conference.

There are many highlights this year for the SOLID MOB team, some of which included a wide range of activities such as Surf Days, school education programs, Quit smoking groups, NAIDOC events, Bootcamp (in partnership with Bunjum). The SOLID MOB team helped and participated in the 1 Deadly Step program in the Casino community in partnership with Bulgarr Ngaru AMS to provide smoking cessation support and advice to Aboriginal people who were being screened for selected cardiac diseases at a culturally appropriated community event, which was a great success for both SOLIDMOB and the community. Another significant activity over this period included the development of a new social media project which involved consultation with community at a number of events across the region to find out what community would like to see in a local 'smoke-free' campaign.

Other activities over the year includes a variety of community engagement activities with over forty government and/or non-government services, Aboriginal Medical Service's and other groups across Northern Rivers region.

The SOLID MOB Facebook page continues to encourage upload of healthy lifestyle pictures, share stories of quit attempts (challenges and successes) across the region. Please like our page and see what's on offer:

Like us on FACEBOOK! www.facebook.com/solidmob1

Engagement with community is critical to the success of our program and we encourage community members to let us know what activity or event they have liked, what they have not liked and what they would like to see happen for the community in order to support the change in our community's attitude towards smoking.

I'd like to take this opportunity to say a big thankyou to the SOLID MOB team for their enthusiasm, commitment and passion to promoting smoking cessation for our communities across the Northern Rivers.

We would like to thank the Bullinah Board and Staff for their support and we look forward to working closely together in 2016/2017 for good health and a smoke-free community. As the Regional Tobacco Coordinator I would take this opportunity to say a big thankyou to the SOLIDMOB team for their enthusiasm, commitment and passion for promoting smoking cessation for our communities across the Northern Rivers.

Goori wishes from the Bullinah SOLID MOB Team

Regional Tobacco Coordinator

FINANCE

Revenue

Bullinah Aboriginal Health Service received major funding from the Department of Health (DoH-Commonwealth Government), Ministry of Health (MoH), NSW Rural Doctors Network (NSW RDN), and the Pharmacy Guild of Australia during 2015/2016.

Ministry of Health

This new funding is to support healthy lifestyle programs, prevention and management of chronic conditions.

NSW Rural Doctors Network

Funding from the NSW RDN provides medical specialist's services for outreach programs; these include a Social Worker, Physician General, Nurse, Health Worker, Diabetes Nurse, Speech Therapist, ENT Specialist and ENT Nurse.

Pharmacy Guild of Australia

The Pharmacy Guild provides funding to purchase medicines and Webster packs for some clients.

Medicare Income (Self Generated)

The Medicare income has increased slightly since 2014/2015. Funds expended from this income are staff wages, programs and events, donations and Board Governance expenditure.

Revenue Stream	Amount \$
Indigenous Australia's Health Care	1,059,567
Tackling Indigenous Smoking	578,418
Ministry of Health	9,454
NSW Rural Doctors Network	194,430
Pharmacy Guild	35,046
Other grants	27,976
Grants carried forward	15,014
Interest received	24,794
Management fees + other income	141,537
Ministry of Health	70,000
Facility Fee	9,654
Medicare Benefits	525,641
Practice Incentive Payment	169,859
Nurse Incentive Payment	
Salary Subsidy of GP Registers	215,022
TOTAL REVENUE and OTHER INCOME	3,066,958

Expenditure

The major expenses (summary) for the year

Expenses	Expenditure \$
Salaries, Wages and on-costs	1,778,060
Rent	122,231
Client Consumables	46,100
Client Support & Allied Health	100,030
Programs & Events	77,583
Others (includes depreciation)	723,501
Total expenditure for the year	2,847,505

Overall, Bullinah AHS recorded a net profit of \$219 453. Bullinah is growing at a steady rate.

Jill Campbell

Finance Officer

Bullinah Staff

Corporate Services

Mark Moore	Chief Executive Officer
Jill Campbell	Finance Officer

Clinical Services

Marilyn Tolman	Clinical Services Manager
Jane Burges	General Practitioner
Lee Clark	Registered Nurse
Sumara Etuati	Registered Nurse
Sue Johnson	Casual Enrolled Nurse
Veronica Martin	Medical Registrar
Kayte Evans	General Practitioner
Dan Ewald	General Practitioner
Erin Stalenberg	General Practitioner
Francesca O'Neil	General Practitioner
Carlos Perez-Ledesma	General Practitioner
Payden Samuelsson	Senior Aboriginal Health Worker
Barry Phyll	Aboriginal Health Worker
Lawraye Anderson	Receptionist-CTI
Tracey Callegari	Receptionist
Tristan Charles	Receptionist
Shantelle Olsen	Trainee Receptionist
Gail Turnbull	Regional Coordinator
Michael Roberts	Tobacco Action Worker
Adrian Harrington	Tobacco Action Worker
James Harrington	Tobacco Action Worker
Sasha Harrington	Tobacco Action Worker