

Bullinah
Aboriginal Health Service

Annual Report

2020 - 2021



VISION

A Strong, Empowered and Healthy
Goori Community

PURPOSE

Bullinah, as a leading Aboriginal organisation, works together with our communities and partners to achieve better health and wellbeing by delivering sustainable, holistic health and wellbeing services in a culturally strong environment.

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Our Board



Brenda Holt
Chairperson



Nancy Walke
Director



Emma Walke
Vice Chair



Wendy Knight
Director

Brenda Holt - Chairperson

Brenda is a proud Bundjalung woman who works and lives in the local community area. She has been involved in Aboriginal Health for about 20 years in a variety of positions and is currently a Senior Aboriginal Health Educator with the Training and Support Unit as part of the NSW Health Education and Training Institute. Her role involves providing education, mentoring and leadership support to the Aboriginal Health Workers who care for Aboriginal mothers, babies and families throughout NSW needs a space. She has 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.

Emma Walke – Vice Chair

Emma is a Bundjalung woman from Northern NSW and her family is from Cabbage Tree Island/Ballina area. She is a mum, a potter and works in health.

Employed as the Academic Lead for Aboriginal Health Education at the University Centre for Rural Health, University of Sydney based in Lismore, her role involves working with medical and allied health students visiting the Northern Rivers area from around Australia to understand the Aboriginal health environment, effects of past government policy and the current health status of Aboriginal people. Working with people to help them to identify their own attitudes and behaviours when working with Aboriginal People is a passion, and my way of being part of a better future.

She was also involved in developing and implementing an Aboriginal health careers program for high school students called “Baribunmani Wanyi Ngay – I dreamed of you – Health Careers for young Aboriginal People”.

Emma has over 16 years’ experience in the Aboriginal and mainstream not-for-profit sectors in the Northern Rivers in both health and community organisations.

She was also engaged as the Manager for Aboriginal Health at the North Coast Primary Health Network and was involved at the beginning of the life of Bullinah AHS where she subsequently managed the service as 2IC/Practice Manager for over six years.

Emma is also passionate about the health of our people and is really excited to be a part of Bullinah again in her role as a Board Director.

Nancy Walke - Director

Nancy is a Bundjalung woman who comes from the first group of people to settle on Cabbage Tree Island. Her grandfather was Benjamin Bolt. Nancy has spent many years working in the health sector and is passionate about Aboriginal people being able to access a wide range of health services. Bullinah Aboriginal Health Service is a friendly and efficient health service that will continue to grow.

Wendy Knight – Director

Wendy is a results driven and accomplished senior community services executive with 15+ years' experience working on complex socioeconomic issues. She has extensive experience with child protection, out of home care (OoHC), and service sector contract management in both government and non-government roles. Her proven success to date includes, providing effective management of human, financial and physical resources, high level strategic and operational leadership, and organisational change support to ensure the achievement of strategic goals, financial sustainability and positive child protection outcomes.

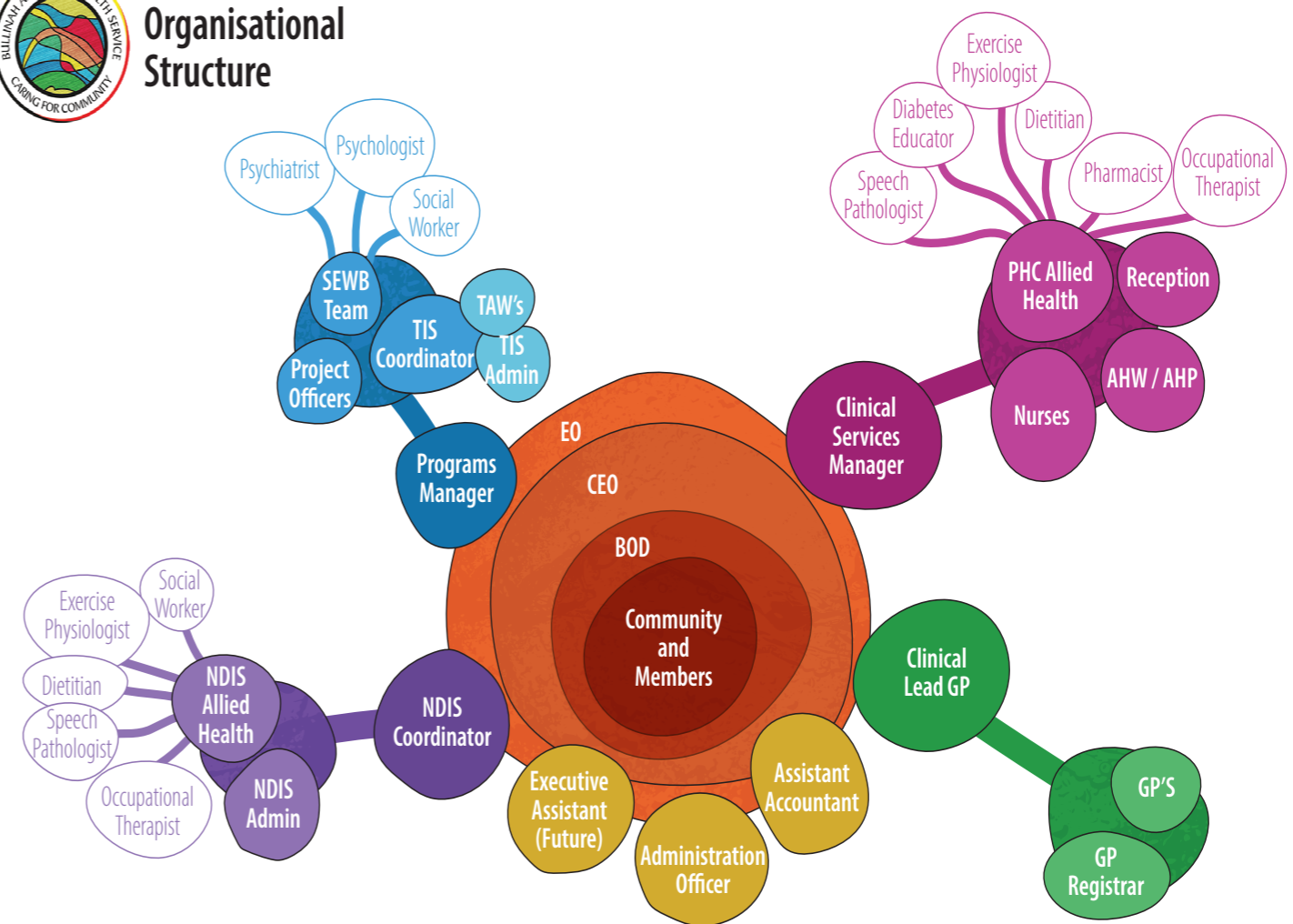
Wendy is a confident and articulate communicator with the ability to build productive working relationships in complex and difficult situations with broad ranging NFP's, government agencies, and external organisations at state and national level.

A resourceful problem solver and innovative change manager with an ongoing commitment to excellence and best practice, her personal attributes include honesty, sincerity, integrity and empathy. Wendy is a proud Aboriginal (Barkindgi) woman, a strong advocate for the rights of Aboriginal people, with an unwavering commitment to helping others, and ensuring the promotion of an indigenous perspective on the various issues that are affecting our children and families in today's society.

Organisational Structure



Organisational Structure



Strategic Framework

Bullinah Aboriginal Health Service (BAHS) was established in March 2008, for Goori People in and around the Ballina, Byron Bay, Mullumbimby, and Evans Head areas of NSW.

BAHS is an Aboriginal Community Controlled Health Service, which means it is owned and operated by Aboriginal People.

BAHS services are available for all Aboriginal People and their families, to assist in closing the gaps that exist between Aboriginal People and other Australians.

Our Vision

Is for **A strong, empowered and healthy Goori Community.**

This is an enduring statement of BAHS' reason for existence.

Our Overarching Purpose

Bullinah, is a leading Aboriginal organisation, working together with our communities and partners to achieve better health and wellbeing by delivering sustainable and holistic outcomes.

Guiding Principles

The Vision will be achieved through the following Guiding Principles that will remain cognisant of the needs, health, wellbeing and development, and aspirations of Aboriginal Peoples.

- Aboriginal strengths
- The need for cultural understanding
- The impact of racism and stigma
- Recognition of the centrality of kinship
- The impact of history in trauma and loss
- Recognition of human rights and social justice
- Equitable needs based funding
- Universal access

Adopted from the National Aboriginal Health Strategy of 1989

Delivering 'Holistic' Comprehensive Primary Health Care to Aboriginal Communities in the Ballina, Byron Bay, Mullumbimby and Evans Head areas of NSW.

BAHS Recognises and Values

- Self Determination through Aboriginal Ownership and Control
- Holistic, comprehensive Primary Health Care approaches
- Trust, Loyalty, Respect, Courage, Listening, Leadership, Collaboration
- Accurate History from an Aboriginal Perspective
- Integrity of Aboriginal People
- Cultural Diversity
- Aboriginal strength and Resilience

Our Domains of Work

The key domains of work for BAHS include:

- Health and health related services/programs
- Continuous Quality Improvement
- Partnerships and Community Participation
- Health Information and Data
- Research

Our Strategic Priorities

The **five** strategic priorities for the next three years are:

One | Governance and Culture | We continue to embed excellent governance practices within a culturally appropriate environment.

Two | New Building | We are working to operate in our own 'fit for purpose' building which we own on a single site in Ballina.

Three | Staffing | We continue to develop and implement comprehensive human resource practices within an Aboriginal Community Controlled Framework and Service.

Four | Services | Our services are delivered under a "whole of life" preventative health strategy that is delivering on the Bullinah Vision.

Five | Funding | We are a financially strong, sustainable and independently controlled Aboriginal Community health organisation.

*Our Ultimate Aim
All Goori Peoples enjoy the same level of health as other Australians'*

Chairperson's Report



MESSAGE FROM THE CHAIRPERSON

"I respectfully acknowledge the past and present traditional custodians of this land on which we meet for our Annual General Meeting. It is a privilege to be standing on local Bundjalung country. We recognise the strength, resilience and capacity of our Aboriginal community and have the utmost respect for their Elders past, present and future.

On behalf of the Board of Bullinah Aboriginal Health Service Limited, I am proud to present this Annual Report for the 2020/2021 year.

Firstly, I would like to thank my fellow Directors for another year of leadership, commitment, and contribution to Bullinah. The role of the Board of Directors of governance and strategic direction has continued to go from strength to strength in a year that has seen the organisation further align itself with the highest standards of best practice in governance and management.

The annual report provides us with an excellent opportunity each year to reflect on the successes of the year and to review our accomplishments in terms of the commitments we have made to our members and communities.

Since our last Annual General Meeting (AGM) Bullinah has experienced growth in service delivery, innovation in program roll-out and has continued development in staff learning. The strong partnerships which are established in many service areas are outlined within this report. This has continued to advance the best interests of Bullinah Aboriginal Health Service Limited, and the community we serve.

Moving forward, we have set our future sights high regarding supporting service growth and achieving positive outcomes. We look forward to securing additional partnerships that will allow us to strengthen and expand the good work we do for our community. Along with our governance and financial frameworks and accountabilities, our values guide how we achieve outcomes for our community's future.

During our planning for 2020 -2021 would look like. Bullinah has experienced the impact of the COVID-19 pandemic and on our communities, staff, and clients. No one could have predicted a global pandemic, one that would present us with many challenges that change the way we live and work.

Much of what we do at Bullinah is about connection. The challenges of 2020 -21 and working through COVID-19 has included challenges to how we work, how we connect and how we deliver services to our clients. Despite all of this, we've found a way to adapt and continue to provide our clients with the connections they need to thrive.

To all staff who continue to do their jobs throughout COVID-19, to help people and to support and offer guidance through what has been a very tough year, thank you. Thank you for your unwavering commitment to the community you serve.

The hard work, initiative, creativity and commitment

from Chief Executive Officer Jody Irwin and Bullinah's staff in all areas has enabled us to find a way through the challenges of COVID-19 and to make 2020-2021 a successful year.

Bullinah's leadership team together with Bullinah's team members have continued to lead the way in supporting the overall growth and expansion of Bullinah's health care services. The progress we have made in expanding our services and increasing access to a broad range of health care services has been strong over the course of this year and we anticipate a period of consolidation followed by continued growth into the future which will also result in increased employment opportunities for our community.

Sustainability is not just about financial growth; it is also about having the right people, management, and governance systems, to deliver our goals and objectives in line with the culture and values of Bullinah Aboriginal Health Service.

In a year with so many highlights, one of the most significant achievement was reviewing and conducting consultations for our new strategic plan. Our strategic plan has welcome input from all staff as it will form the basis of the service delivery and the future direction of Bullinah Aboriginal Health Service.

It was a particularly proud moment for the Board to admire the possibilities it holds for improving the health and wellbeing of our community. Bullinah is under constant pressure to provide a broader scope of services to our clients and we have progressed the design work for the development of a new purpose built (all under one roof) facility which will give us increased capacity to respond to community needs. With more infrastructure consultations scheduled for next year, Bullinah is strategically positioning itself to not only provide more services to existing clients, but also have the capacity to service more clients in the

future planning development.

Lastly on behalf of the Board of Directors I would like to take the opportunity to thank the members of our Community for your patience and support. Your ability to adapt to changes during the uncertain nature of the COVID-19 pandemic, demonstrates the strength and resilience of our people in challenging times.

I am thankful for the great team that we have at Bullinah Aboriginal Health Service. With a steady hand at the helm, and with the Executive Management, Senior Management and Clinicians supported well by a committed workforce, Bullinah Aboriginal Health Service was able to continue to operate during an unprecedented period.

I'm incredibly proud to be the Chair of Bullinah Aboriginal Health Service who walks alongside with incredible Aboriginal Directors Aunty Nancy Walke, Emma Walke and Wendy Knight and we look forward to another exciting year ahead.

On behalf of the Board, I thank you.

Brenda Holt

Chairperson



Message from the CEO



2020/2021 has been an incredibly challenging year for the Bullinah team. The COVID-19 global pandemic has impacted the way we operate our service in profound ways and has required a level of adaptability our team has not had to experience before. To say that 'change' is the keyword for the 20/21 year would be to understate just how much of that we have had to endure. Yet despite the difficult circumstances Bullinah has again experienced growth in several areas including increasing revenue through Government grants and via income generated through Medicare.

Much of the focus for the Bullinah team over the 20/21 financial year has been COVID-19. We have worked throughout lock downs, shifted our patient service model, shifted back to face to face care and then shifted back again to telehealth services when lock down was again imposed. As we continued to deliver our everyday primary care services we also added COVID-19 vaccination clinics to our service. At first these vaccine clinics were hampered by low supply but with some strong advocacy we were able to secure more vaccine and immediately scaled up vaccine delivery and we continue the delivery of COVID-19 vaccines.

Our teams have worked hard during this year to achieve strong progress despite difficult circumstances. I invite you to take the time to read their updates throughout this report to get a sense of these achievements.

We have again worked hard to cultivate and strengthen new and existing partnerships with organisations, governments and communities working towards an integrated and holistic approach to health and I thank our many partners for their contributions towards our successes this year. These partnerships have been particularly valuable throughout the COVID-19 pandemic and the trust built during this time with our partners will have a continuing and positive impact into the future.

In last year's annual report I expressed my sincere gratitude for the Bullinah team, who are our most valuable asset. I was in awe in 19/20 of the work and dedication the team had shown through a really tough year where the COVID-19 pandemic had just emerged. In 20/21 this team have incredibly stepped it up again and dealt with even harder problems with a level of dedication, flexibility and genuine commitment that I didn't know was possible. Words cannot express the gratitude and respect I have for every member of Bullinah's team who continue to show true commitment and professionalism day in, day out, in the course of their jobs. To each of you I say my most heartfelt thanks and I honour both your past and your ongoing contributions, all Bullinah achievements belong entirely with you as a team. Together is always better and it is a privilege to walk together with the Bullinah team as we serve the community together.

Thank you to our members and clients for continuing to entrust us to deliver health care for you and your families. We particularly thank you for your patience and support during a year where our service delivery changed a number of times. Finally, I would like to thank the Bullinah Board or Directors for their leadership during a very difficult year, their vision, focus, and support, strong guidance and oversight ensures we hold true to our vision of a "strong, empowered and healthy Goori community".

Jody Irwin
CEO



Finance Report

Significant Changes in State of Affairs

There were no significant changes to the state of affairs of the Company during the financial year.

Revenue

Bullinah Aboriginal Health Service received major funding from the Department of Health (DoH-Commonwealth Government), NSW Ministry of Health (MoH), NSW Rural Doctors Network (NSW RDN) and North Coast Primary Health Network/Healthy North Coast (NCPHN) during 2020/2021.

Department of Health

Recurrent funding of \$1 852 100 from the Department of Health supports the Indigenous Australians Primary Health care, New Directions (Child and Maternal Health) and Tackling Indigenous Smoking programs. Additionally, \$114 302 was carried forward from 2019/2020 for the TIS program. New funding for Cabbage Tree Island Service Expansion \$47 500 and an Outreach Aboriginal Health Practitioner \$37 000 was also received.

NSW Ministry of Health

MoH funding, \$238 100 supports healthy lifestyles to prevent and manage chronic disease. New funding, \$240 000 for Building on Aboriginal Communities' Resilience was received and is

being utilised for Culture as Therapy programs.

An additional \$250 000 capital works grant was awarded for the renovation of the organisation's owned property at 109 Tamar St, Ballina. These funds are bought to account as spent so whilst committed are not expended in this year's financials.

NSW Rural Doctors Network

RDN funding of \$356 159 provides medical specialist's services for outreach programs; these include Pharmacist, Psychiatrist, Social Worker, Diabetes Nurse, Nurse, Health Worker, Speech Therapist, Occupational Therapist, Dietitian and ENT Services.

North Coast Primary Health Network (Healthy North Coast)

NCPHN funding, \$249 162 provides support for patients with chronic care and the social, emotional and wellbeing program.

Australian Healthcare Associates

Provides funding to purchase Webster packs for some patients to the value of \$20 889.

NSW Department of Education

Bought forward from last year and now fully expended \$70 603 was allocated to developing an NDIS model of care including: clinical practice

framework; culturally safe therapeutic services; IT systems; financial systems; and referral pathways.

National Aboriginal Community Controlled Health Organisation

NACCHO provided new funds of \$20 000 to support the Covid 19 vaccine rollout. Funds bought forward from last year are \$53 191 for COVID-19 response and \$47 500 for mental health support to those affected by the bush fires.

Department of Communities and Justice

New funds of \$40 000 were received for technology, business improvement, cyber security, online engagement

Self-Generated revenue

Medicare income generated of \$826 223 includes Practice Incentive and Nurse Incentive Payments and supports the funded programs and is expended to some staff wages, programs and events, Cabbage Tree Island clinics, business planning and Board Governance expenditure.

GP Synergy, the training provider for the GP Registrars also made wages reimbursement and practice subsidy payments of \$136 956. This contribution greatly reduces our wages expense and is a major factor in the overall profit for the organisation.

This year, our allied health staff were able to generate \$103 544 in revenue from our NDIS participant consultations.

Rental Property Income

Rental income is from the properties on the corner of Tamar and Grant Streets Ballina. Three properties remained vacant during most of the year due to their poor condition, \$40 972 in rental income was received from 3 tenants.

Overall, Bullinah AHS recorded a net profit of \$405 962. The Statement of Profit or Loss, Statement of Financial Position and Statement of Cash Flows as of 30 June 2021 from the Audited Financial Statements follows.

Jill Campbell

Finance Manager

BULLINAH ABORIGINAL HEALTH SERVICE LIMITED
ABN 32 309 494 532

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Revenue	2	4,093,367	4,093,713
Interest revenue calculated using the effective interest method		7,859	11,214
Other income	3	152,993	194,596
Administration costs		(237,047)	(245,945)
Depreciation expense		(174,938)	(128,373)
Employee benefits expenses		(2,531,392)	(2,206,644)
Occupancy expenses		(264,596)	(297,287)
Other expenses		(29,573)	(9,751)
Services and supplies		(610,711)	(523,170)
Surplus before income tax expense		405,962	888,353
Income tax expense	1(b)	-	-
Surplus after income tax expense		405,962	888,353
Other comprehensive income, net of tax		-	-
Total comprehensive income for the year		405,962	888,353

The accompanying notes form part of these financial statements.
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BULLINAH ABORIGINAL HEALTH SERVICE LIMITED
ABN 32 309 494 532

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	2,482,605	1,414,564
Trade and other receivables	6	18,762	18,328
Other assets	7	16,493	14,909
Financial assets	8	1,161,306	1,154,809
TOTAL CURRENT ASSETS		3,679,166	2,602,610
NON CURRENT ASSETS			
Property, plant and equipment	9	2,008,309	2,094,579
Right-of-use assets	10	191,572	27,906
TOTAL NON CURRENT ASSETS		2,199,881	2,122,485
TOTAL ASSETS		5,879,047	4,725,095
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	299,388	220,740
Contract liabilities	12	8,742	29,924
Employee benefits	13	154,858	106,506
Lease liabilities	14	81,270	25,917
Other liabilities	15	466,342	-
TOTAL CURRENT LIABILITIES		1,010,600	383,087
NON CURRENT LIABILITIES			
Employee benefits	13	142,366	130,762
Lease liabilities	14	111,069	2,196
TOTAL NON CURRENT LIABILITIES		253,435	132,958
TOTAL LIABILITIES		1,264,035	516,045
NET ASSETS		4,615,012	4,209,050
EQUITY			
Accumulated funds		4,615,012	4,209,050
TOTAL EQUITY		4,615,012	4,209,050

The accompanying notes form part of these financial statements.
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BULLINAH ABORIGINAL HEALTH SERVICE LIMITED
ABN 32 309 494 532

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	5,041,152	4,748,576
Payments to suppliers and employees	(3,894,255)	(3,564,066)
Interest received	6,893	13,545
Interest paid	(1,921)	(1,237)
Net cash provided by/(used in) operating activities	<u>1,151,869</u>	<u>1,196,818</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for plant and equipment	(57,670)	(63,479)
Proceeds from sale of plant and equipment	61,818	23,636
Proceeds from/(payments for) investments	(6,497)	(749,809)
Net cash provided by/(used in) investing activities	<u>(2,349)</u>	<u>(789,652)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayments of leases	(81,479)	(25,163)
Net cash provided by/(used in) financing activities	<u>(81,479)</u>	<u>(25,163)</u>
Net increase in cash held	1,068,041	382,003
Cash at the beginning of the financial year	1,414,564	1,032,561
Cash at the end of the financial year	5 <u>2,482,605</u>	<u>1,414,564</u>



The accompanying notes form part of these financial statements.
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Health Services Report

Resilience was the key-word in the 2020-2021 Financial year, closely followed by adaptability, commitment, and patience, all traits that were consistently shown by our team and community members.

I want to start this report by commending every Bullinah team member on their ability to continue offering a high level of care to our community each day under constantly stressful and changing circumstances. I would also like to thank our clients and community members for being patient and working with us as we modified our service delivery to keep our community safe.

This year, COVID-19 led to changes to our appointment model, a major shift towards telehealth at times, shifting a large number of resources towards COVID-19 vaccine preparation, a reduction in our ability to work towards many of our Key Performance Indicators, and most notably a big increase in the demand for mental health services.

COVID-19

The 20-21 Financial year was the teams first full year in a COVID-19 environment, as we moved through the phases of our pandemic response plan in line with Public Health orders, Hotspot identification, border closures, community protection became one of our main priorities.

Our health services team's commitment to community safety included:

- Regular Covid Response team meetings to monitor the latest restrictions and case numbers
- The reception team screening all client's and visitors for COVID symptoms
- Removal of walk-in clinics
- Changes to our appointment model to include more 'on-the-day' bookings to counter the loss of walk-in clinics
- Moving to predominantly tele-health appointments (more than 10,000 (65%) of our - Episodes of Care were telehealth/phone consults
- Offering tele-health consults from home
- Constant community messaging regarding case numbers, testing clinics, and interpreting restrictions
- Working together with Bunjum Aboriginal Corporation, Northern NSW Local Health District, Jali Local Aboriginal Land Council and Healthy North Coast to provide community supports
- Preparing to offer COVID vaccinations (this included training for the entire team, purchase of additional vaccine fridges, creating a new appointment booking system, developing a COVID-19 vaccine administration policy, and dedicating almost 50% of our clinical space).



Primary Health Care

Our primary health care team spent a majority of this year providing telehealth consultations and remote support to clients for whom it was safe to do so, supporting those who could not be cared for remotely under strict safety measures, and supporting our community through this pandemic in various ways.

Last financial year saw only a few short periods of time that allowed for the team to focus on primary preventative care and chronic disease management items such as health assessments and care plans which is reflected in our Key performance indicators. 35% of our Indigenous regular clients aged 15-24 received health checks, 27% of those aged 25-54, and 41% of those aged above 55, all reductions on last year.

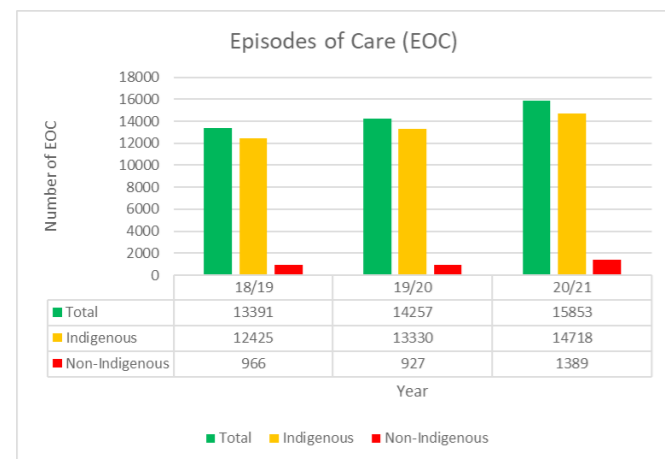
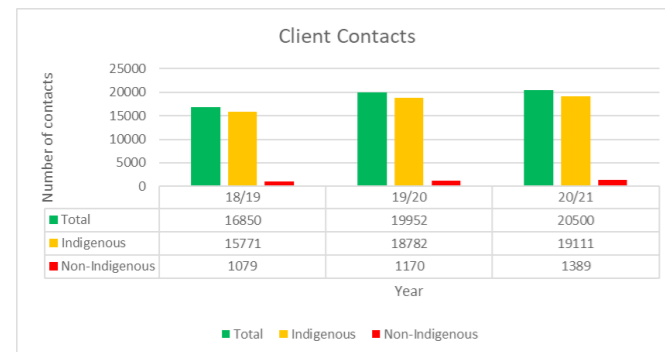
Although not reflected in our KPI's the teams efforts can be seen through our 10% increase in episodes of care and and more than 20,000 client contacts over the year with just over 15 FTE health staff. On average, we were able to provide each our 1311 Aboriginal and/or Torres Strait Islander clients with 11 episodes of care over the year.

Through the ITC program commissioned by Healthy North Coast our care coordinator has provided more than 250 occasions of service which include care

The team has also been working on a number of quality improvement projects including

improving management of paper based results, and a project in partnership with NNSWLHD focused on improving discharge planning and continuity of care between Bullinah and Lismore Base Hospital.

We hope to be able to regroup next year and reintroduce a lot more of our prevention and proactive chronic disease management while seeing a lot more of our community members face to face.



Social and Emotional Wellbeing (SEWB)

With all the stress and isolation due to COVID this year we have seen a 45% increase in the number of clients receiving GP mental health treatment plans, a 37% increase in the number of mental health consults provided by our GP's, and a 25% increase in contact with our Social and Emotional Wellbeing team.

We receive a small amount of temporary funding through NSW Rural Doctors Network and Healthy North Coast for our small social and emotional wellbeing team which we are grateful for, however this struggles to meet community need. With 20% of our clients living with a diagnosed mental health condition and the predicted increase in mental health diagnosis due to social isolation, we will be strongly advocating for adequate long-term funding to provide programs and services to meet community needs.

Child and Maternal Health

Our Child and Maternal health (CMH) service continued to operate four days per week with two GP's, a Child and Maternal Health Nurse, and Aboriginal Health Worker. Although a number of our proactive child and maternal health groups were postponed due to COVID, and the main CMH clinic has been diverted to COVID-19 vaccines, the team were still able to achieve positive results in a number of areas including a 6% increase in

cervical screening among eligible clients.

26 of our regular clients gave birth throughout the year, with 54% of our mums receiving antenatal care at Bullinah, our partnership with AMIHS assisted with ensuring the remaining clients could still receive care when we were unable to see clients face to face. 91% of babies born during the year had their birth weight recorded with Bullinah with more than 85% being born at a weight considered 'normal', this is an improvement of 33% compared to last year. 409 Aboriginal children received more than 3700 episodes of care with Bullinah last year, 29% of those children received Health Checks, 175 children also received care from the visiting paediatrician.

Key areas of focus for the team moving forward will be increasing the number of children receiving health checks, working towards restarting regular mum's and bub's groups, and working with mums to help reduce smoking rates.

Outreach

Our Cabbage Tree Island health post continued to operate two days per week throughout the last financial year, towards the end of the year we were able to secure additional funding to provide an additional GP on one of the outreach days, increasing access for our clients in Cabbage Tree Island and the surrounding areas for the next year. Our outreach team provided 228 clients with

more than 2600 episodes of care in the 20-21 FY with 20% of these clients receiving health checks.

We also secured funding for an Outreach Aboriginal Health Practitioner to further support our clients through our outreach and home visit clinics, we hope to fill this position early in the 21-22 FY.

Allied Health and Specialist Services

Through our many partnerships with funding bodies and other health care services including NSW Rural Doctors Network, NSW Ministry of Health, Aboriginal Health and Medical Research Council of NSW and Northern NSW Local Health District we are able to offer a range of Allied Health and Specialist services to community members.

These services include:

- Pharmacist | Dietician | Exercise Physiologist | Optometrist | Podiatrist | Diabetes Educator | Renal Nurse | Paediatrician | Obstetrician & Gynaecologist | Speech Therapist | Occupational Therapist | Child and Family Psychologist | Clinical Psychologist | Mental Health Nurse | Social Worker | Psychiatrists.

Our allied health and specialist services provided more than 4000 client contacts over the year.

Education

Bullinah successfully re-accredited with GP Synergy this year and we have been able to continue taking on GP registrars and Medical Students over the year. Although training has looked much different at times it has been important to ensure that as many suitable training GP's are able to experience Aboriginal Health care from an ACCHO perspective. Our registrars and students also become valuable members of the team whilst they are with us, and many of our registrars stay on with Bullinah as fellowed GP's, providing excellent continuity of care and opportunities to build relationships.

Again, we would like to thank our entire clinical team, and all of our wonderful community members for persevering and working together to keep our community safe.

Payden Samuelsson

Clinical Services Manager

Eric Sambaiew

Clinical Lead GP

NDIS Services

Bullinah AHS has now been operating as a registered NDIS provider for more than 12 months. Under this registration, Bullinah delivers Early Intervention, Exercise Physiology and Therapeutic supports to local Aboriginal NDIS participants. Bullinah's NDIS team includes a Speech Pathologist, Exercise Physiologist, Dietitian, Psychologist and Admin Officer. In future months, Bullinah plans

to grow this team to include a Social Worker, Diabetes Educator and Occupational Therapist.

To date, Bullinah has delivered more than 670 support hours to 22 active NDIS participants. Of these participants, 14 are seen through the Early Intervention (under 7 years old) registration group and eight are seen through the Therapeutic Supports and Exercise Physiology registration groups. These participants are seen on site at Bullinah, at their homes, at child-care and school settings, as well as at Bullinah outreach clinics.

On top of support delivery, Bullinah has assisted almost 50 of its Aboriginal clients to access the NDIS over the past year. This access support has involved: setting up in-house access clinics, in partnership with the local Early Intervention (Northcott) and Local Area Coordinators (Social Futures); Upskilling Bullinah staff in NDIS language and referral processes; Purchasing various assessment tools and resources for Allied health practitioners to conduct relevant assessment for client NDIS access evidence; as well as ongoing consultation, admin support and advocacy for clients and community members. This access support was made achievable through receiving the "Making It Our Business" grant from the NSW Department of Education in June 2020. Additionally, this grant has allowed Bullinah to further establish its NDIS model of care, referral pathways and expand its NDIS capacity for support delivery.

At present, Bullinah is undergoing its comprehensive NDIS mid-term audit with the additional objective to expand and register under 10 new NDIS registration groups, including community group activities. Registering in these new groups will provide the local Aboriginal community access to more NDIS services, particularly culturally appropriate services. NDIS growth into these new services will also create further employment opportunities for the local community.

Josh Reed



Programs Manager

The role was introduced to Bullinah in 2021 with the vision that it would guide our Programs including our Social and Emotional Wellbeing programs (SEWB). The programs that were a key focus are our Wadjee Banaam Men's program, Solid Mob, and our WOMB program. Several new staff members were recruited to join the Bullinah team and deliver these services to our community. This position also supported several small grants aimed at Technology, COVID resources and Bush Fire recovery.

The largest challenge we have faced in the Programs area is figuring out how to deliver services without community interaction due to COVID restrictions. During this time our program teams took the opportunity to reassess the way in which we delivered our work to our communities. This included doing reflection sessions and looking for opportunities to work smarter, including the platforms we use, our internal goals and focus, and our external programs images and association aligning with community connections to these spaces.

This role also reports back through our Organisation and Board, which is then delivered to our funding bodies with accountability and required outcomes. We will continue to build community input in a variety of ways and gather feedback on current programs so the organisation can deliver valuable programs with community insight.

Sasha Harrington

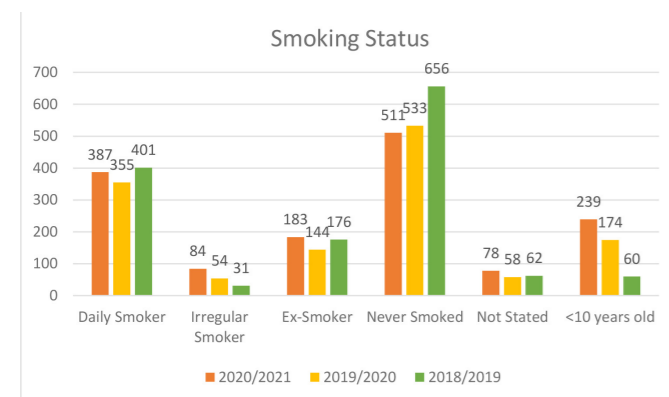


Tackling Indigenous Smoking Report

Bullinah Aboriginal Health Service has hosted the Tackling Indigenous Smoking (TIS) program, Solid Mob for nine (9) years.

Solid Mob aims to improve the health of Aboriginal and Torres Strait Islander people in our region, by providing population health promotion activities to reduce the rate of tobacco smoking within families and communities. Our team objectives are to educate, encourage, and empower Indigenous communities to make healthier lifestyle choices that will benefit families, communities, and cultures.

Pre Covid smoking status comparison for Bullinah clinic are as follows:



Highlights of 2020 / 2021

Protect your home, make it a Smoke Free Zone

Solid Mob team delivered a successful program to raise awareness to families and households on the effects of smoking, as well as exposure to second and third hand smoke in the home. The aim of the

program was to promote the benefits of 'Smoke Free Living' by providing education to encourage and empower families to make healthier lifestyle choices. The health promotion activity was a successful TIS program with many families within the Northern Rivers receiving a 'Our Home is a Smoke Free Zone' doormat.

Colour Fun Run – Youth Event

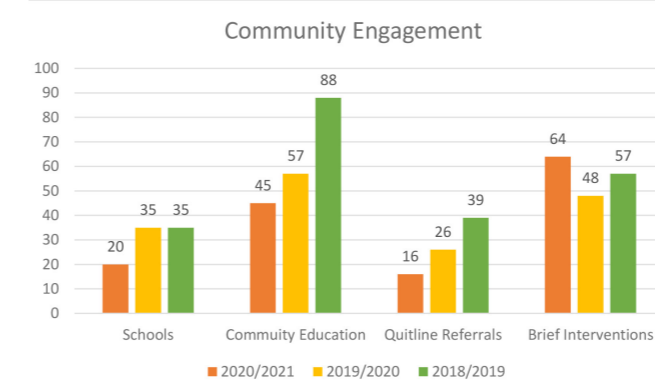
Solid Mob worked in partnership with Bulgarr Ngaru Medical Aboriginal Corporation, Clarence Valley Council, Headspace and New School of Arts to deliver a Colour Fun Run, youth event at Jobour Park on 18th April 2021. The population health promotion activity was well attended by Aboriginal participants and their families which resulted in successful outcomes for the TIS team, stakeholders, and community.



Community Engagement

The COVID-19 health pandemic during 2020/2021 financial year resulted in limited face-to-face activities, programs, community engagements and events to target groups, which impacted the delivery of the TIS regional program. The Solid Mob team continue to promote population health promotion activities to support Aboriginal people who want to quit smoking through social media activities and new referral pathways to reach and engage with community within the TIS region.

Community engagement pre Covid comparisons are as follows:



Solid Mob is a smoke free mob supporting Mob to make healthier lifestyle choices.

Leanne Miles

A/Regional Tobacco Coordinator



WNTD Yamba community fun run with Jack Wilson - Deadly Ninja

