

# ANNUAL REPORT 2009/ 2010

SOUTH WEST ABORIGINAL MEDICAL SERVICE

[www.swams.com.au](http://www.swams.com.au)

Front cover photographs from top to bottom:

- Rebecca Bennell, Selina Linforth, Joanne Hill, Melinda Ely, Julie Stone, Kellee Biffin at the friendly netball game against NMSHS Kwilenas;
- Joyce Dimer presented with her ECU Vice Chancellor's Award;
- Tania Hill, Merelda Hardy, Sonia Stack at a HACC outing at Wellington Dam;
- Glenda Humes at Djidi Djidi Aboriginal School Big Breakfast;
- Clem Jetta, Rebecca Bennell, KAMS Staff Member, Andrew Humes, Steven Haynes at their Graduation Ceremony;
- Sarah Rogers at the Girls Night In;
- Collie Women's Group with their flower arrangements.

# SOUTH WEST ABORIGINAL MEDICAL SERVICE ABORIGINAL CORPORATION 2009- 2010 ANNUAL REPORT

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**SERVICE AREA: SOUTH WEST REGION MAP**



## PURPOSE AND PHILOSOPHY

The South West Aboriginal Medical Service Aboriginal Corporation (SWAMSAC) is a Noongar Community Controlled Health Organisation, founded on the principals of self determination, empowerment and freedom of choice.

SWAMSAC recognises the right of everyone to the enjoyment of the highest attainable standard of physical and mental health (International Covenant on Economic Social and Cultural Rights).

To achieve the highest attainable standard of health for and with Noongar people, SWAMSAC will pursue the delivery of best practice and culturally appropriate holistic health services to the Indigenous population of the South West region of Western Australia.

The South West Aboriginal Medical Service aim to provide the following for our community and clientele:

- ❖ Culturally appropriate medical services for the Aboriginal and Torres Strait Islander peoples of the South West region;
- ❖ To promote a holistic approach to good health and healthy lifestyles in a culturally safe environment;
- ❖ To ensure the health needs (body, mind and spirit) of Aboriginal and Torres Strait Islander peoples of the South West region are being addressed in a culturally safe environment.
- ❖ To network and liaise throughout our service region with other Aboriginal organisations, non-government agencies and other mainstream local, state and national government departments, to ensure better delivery of services to the Aboriginal and Torres Strait Islander peoples of the South West region.
- ❖ To ensure that the needs of the Aboriginal and Torres Strait Islander peoples who are incarcerated are being addressed.

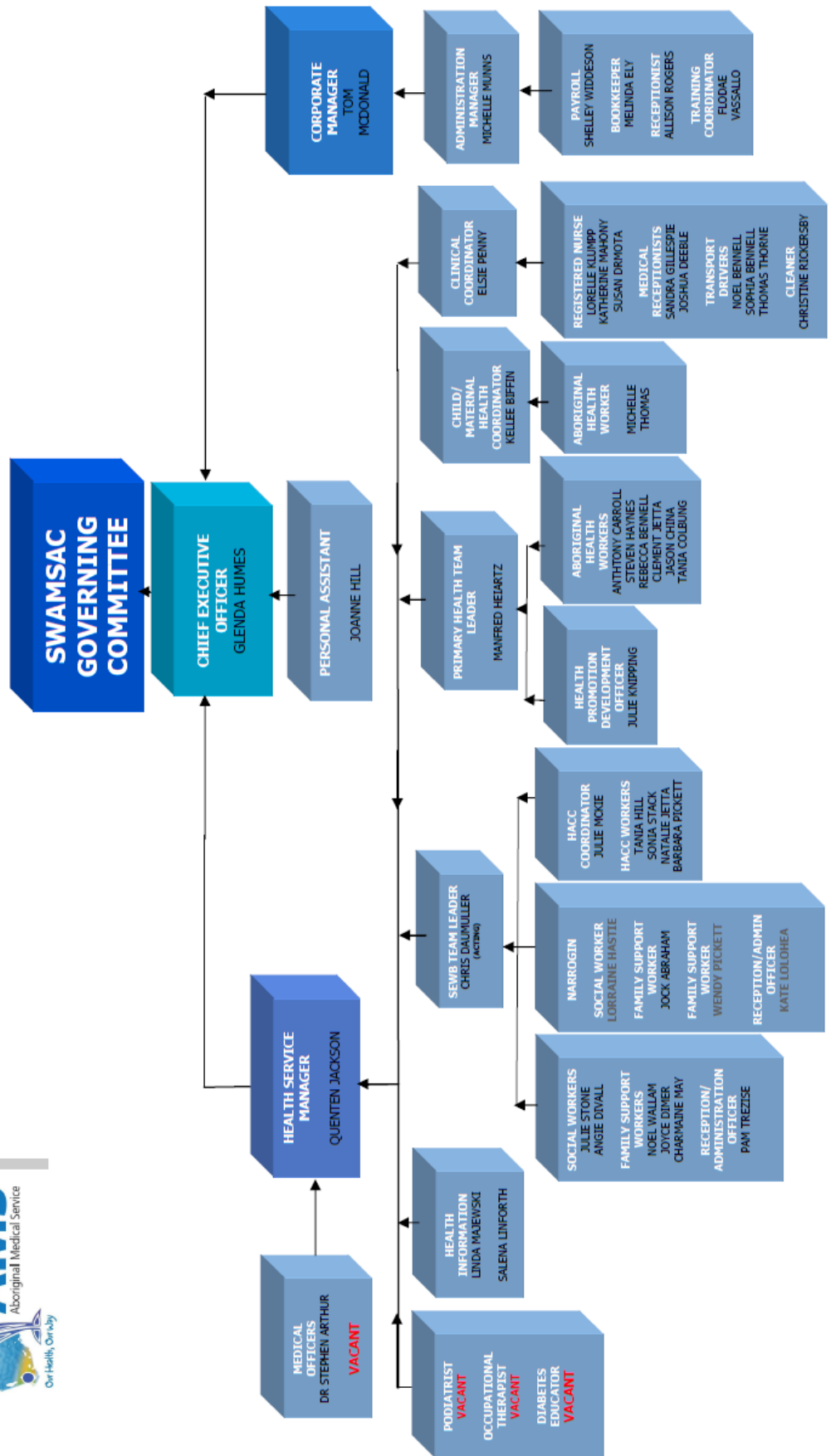
## OBJECTIVES

The objectives for which the organisation is established are:

- To provide a medical service for Aboriginal peoples in the wards of SWAMSAC. This medical service is to cater for the particular requirements and needs of Aboriginal peoples.
- To provide a forum of Aboriginal people in the wards of SWAMSAC to discuss their requirements, needs and grievances concerning all matters relating to Aboriginal health and medical services.
- To provide information to Aboriginal peoples in the wards of SWAMSAC relating to health, medical health and welfare facilities and benefits and all associated matters.
- To sponsor, promote and encourage the maintenance and renewal of traditional Aboriginal medicine and culture.
- To support the self determination and social development of Aboriginal peoples in the wards of SWAMSAC.
- To work with and compliment other existing medical and health services in the wards.
- To deal and negotiate with government departments, agencies and instrumentalities and other bodies in matters relating to Aboriginal health and the provision of medical services to Aboriginal peoples in the wards of SWAMSAC.
- To participate with other Aboriginal associations in projects for their mutual benefit.
- To assist and encourage Aboriginal peoples in other parts of Australia in their endeavours to establish their own medical services.
- To purchase, take on lease, or in exchange hire or otherwise acquire any real or personal property which the association thinks necessary for the purpose of its objectives on behalf of the Aboriginal community.
- To promote Aboriginal employment through provision of on-the-job training.
- To ameliorate poverty in the wards of SWAMSAC.

# ORGANISATIONAL STRUCTURE

## SWAMSAC ORGANISATIONAL CHART JUNE 2010



## GOVERNING COMMITTEE

Chairperson	Gloria Khan	Donnybrook	Current
Vice Chairperson	Vivienne Karahoutis	Manjimup	Current
Member	Gary Calgaret	Bunbury	Current
Member	Rhonda Norman	Bunbury	Current
Member	Merelda Hardy	Bunbury	Current
Member	Tim Harris	Busselton	Current
Member	Norman Hayward	Collie	Current
Member	Victoria Hill	Harvey Brunswick	Current
Member	Andrew Jones	Bunbury	
Member	Debra Bennell	Bunbury	
Member	Phillip Ugle	Collie	
Member	Tessa Grimshaw	Busselton	

## SWAMSAC STAFF

### Administration Team:

Chief Executive Officer	Glenda Humes
Corporate Services Manager	Thomas McDonald
Administration Manager	Michelle Munns
Personal Assistant to CEO	Joanne Hill
Payroll Officer	Shelley Widdeson
Book Keeper	Melinda Ely
Receptionist	Maria Rogers

### Clinical Team:

Health Services Manager	Quenten Jackson
Clinic Coordinator	Elsie Penny
Medical Officer	Dr Stephen Arthur
Medical Officer	Dr Boem Koh
Primary Health Team Leader	Manfred Heiartz
Child & Maternal Health Coordinator	Kellee Biffin
Registered Nurse	Lorelle Klumpp
Registered Nurse	Katherine Mahony
Registered Nurse	Susan Drmota
Aboriginal Health Worker	Tony Carroll
Aboriginal Health Worker	Michelle Thomas
Aboriginal Health Worker	Rebecca Bennell
Aboriginal Health Worker	Clem Jetta
Aboriginal Health Worker	Steven Haynes
Aboriginal Health Worker	Katherine Naylor
Aboriginal Health Worker	Tania Colbung
Healthy for Life Officer	Salena Linforth
Health Information Officer	Linda Majewski

Health Promotions Officer	Julie Knipping
Receptionist	Sandra Gillespie
Receptionist	Joshua Deeble

Social, Emotional and Wellbeing Team:	
Program Manager	Rebecca Burns
Interim Program Manager	Chris Daumuller
Social Worker	Angela Divall
Social Worker	Joyce Dimer
Social Worker	Julie Stone
Family Support Worker	Noel Wallam
Family Support Worker	Charmaine May
Receptionist/ Administration Officer	Pam Trezise

Narrogin Social, Emotional and Wellbeing Team:	
Social Worker	Lorraine Hastie
Family Support Worker	Jock Abraham
Receptionist	Kate Lolohea

Home and Community Care Team:	
HACC Coordinator	Julie McKie
HACC Worker	Tania Hill
HACC Worker	Sonia Stack
HACC Worker	Barbara Pickett
HACC Worker	Natalie Jetta

Academy:	
Coordinator	Flodae Vassallo

Transport Team:	
Transport Officer	Noel Bennell
Transport Officer	Sophia Bennell
Transport Officer	Thomas Thorn

## CHAIRPERSON'S REPORT



In the latter part of this year, the Board underwent some difficulties with a number of resignations and changes due to elections. At the end of the 2009/10 year, SWAMS had 4 chairpersons Phil Ugle twice, Debra Bennell and me.

The composition of the Board changed during the year and the Board of Directors for the year were:

Donnybrook- Gloria Khan;  
Manimup- Vivienne Karahoutis;  
Harvey/Brunswick- Victoria Hill;

Collie- Phil Ugle and Norman Hayward;

Busselton – Tim Harris;

Bunbury- Valma Riley, Debra Bennell, Andrew Jones and Gary Calgaret.

However, since my election to the position of chair, I am pleased to report that the Board is very settled and stable. I believe it is timely to remind our members and community that the SWAMS Board is elected and committed to serve the whole of the community and not any particular group. I can assure all of our members that the Board of Directors of SWAMS will continue to undertake their duties as Directors of SWAMS with diligence and fairness to all of our members.

During the year, the Board had governance training to assist them in knowing how to manage SWAMS to a very high standard. The governance training was conducted by the Institute of Company Directors.

SWAMS invited other Aboriginal organisations in Bunbury to participate in the training with SWAMS Directors and staff at no cost to them.

Every year the Board of Directors and the staff of SWAMS participate in service planning for the coming year for SWAMS. This year was no different. The Board planned for a growth in service delivery and an increase in our budget.

I am pleased to report of our good working relationships with our funding bodies and this is demonstrated by the Office of Aboriginal and Torres Strait Islander Health providing additional funds to SWAMS for a transportable to house staff.

In conclusion, I want to thank my fellow Board of Directors for their support and commitment to our community by attending Board meetings and putting their collective wisdom together for the best outcomes for SWAMS. My thanks go out to the CEO for her leadership and staff of SWAMS for what they do in keeping our people healthy. And lastly I want to thank the members of SWAMS for their collective support throughout the year.

Gloria Khan  
Chairperson

## CHIEF EXECUTIVE OFFICERS REPORT



In the middle of the year, I learnt a very valuable lesson about how important it is to ensure that all members of our community have access to quality medical services and that SWAMS needs to ensure that our men in particular are accessing our services to keep themselves healthy and well.

My brother passed away from a preventable medical condition. But he didn't seek the services of the Aboriginal Medical health service in the Kimberley earlier enough to save his life. My brother was a young man with a family he should have lived to be an old man.

This year, SWAMS has been developing different ways to provide a better service to our clients. You would have seen the Aboriginal health workers more involved in clinical work and home visiting than previously. We trialed having afternoons has a walk in for clients to see the doctor but unfortunately due to one of the doctors resigning we couldn't continue this service. Hopefully we can try again later in the year.

Highlights for the year have included:

- Training, graduation and employment of six Aboriginal health workers.
- Funding from the Council of Australian Governments (COAG) for an Indigenous Outreach Worker for the chronic disease management program.
- Increase in the number of Aboriginal clients registering with SWAMS
- Increase in the services we provide to the community such as home visits, health worker contacts and medical contacts.

Much of my time this year has been supporting staff and the Directors in dealing with negative matters in the community. However, through adversity and trauma the South West Aboriginal Medical Service as triumphed and shown that it is a strong organisation able to provide quality services to our community in the south west.

I also want to thank the members and the clients of SWAMS for their continued support for the staff and their health service. It is all of you that make SWAMS the great organisation it is.

In conclusion, I want to thank the Chairperson and the Board of Directors for their courage and support during the year and for their commitment to the health of our community. My thanks to the outstanding staff of SWAMS for their dedication and commitment to our community and that I recognise the skills and experience that they bring with them when they come to work in SWAMS.

Glenda Humes  
Chief Executive Officer

## HEALTH SERVICES MANAGERS REPORT



As in previous years the Service has continued to grow with increased throughput and new patients coming to the Clinic. As a consequence, the workload of all staff has increased significantly and I am extremely grateful for the dedication and support of all SWAMS staff.

The past year has seen a new way of working in the Clinic with a focus on the Commonwealth's Healthy For Life and Closing The Gap COAG programs.

Essentially both of these programs target chronic disease and child and maternal health by enhancing and improving patient care through a series of Adult Health checks, Child Health Checks, GP Management Plans and Team Care Arrangements; in a nutshell it is about improving the patient journey through supporting a continuity of care and follow ups.

I am pleased to say that this new way of working has been well received and supported by staff. No longer is it simply a case of come and see the GP and back out the door but because of the complexities involved in chronic disease, we ensure you will be followed up appropriately by one of the team.

In May of this year Dr Koh resigned which has seen Dr Arthur continuing as the sole practitioner. Unfortunately locums have been hard to come by and this has left Dr Arthur as the only practitioner at times. I would like to express my sincere thanks to Stephen for his efforts in what have sometimes been difficult circumstances; when the numbers seemed too great he just kept seeing as many patients as he could.

During the year SWAMS was fortunate to receive a large amount of additional funding under the Commonwealth's COAG closing the gap program initiatives. This funding will enable us to employ our own key allied health staff such as an Occupational Therapist, Podiatrist, Physiotherapist and Diabetes Educator from leased facilities in Rose Street Bunbury. This is great news for staff and patients alike as we will be able to make referrals to our own team members and allow our clients to readily access a service and avoid lengthy waiting times for State run services.

The past year has been a difficult one for staff where disputes between the organization and a minority of a particular family group had a destabilizing and unsettling affect. To their credit staff remained strong and supportive during this period and as evidence of their high level of professional they have demonstrated a very strong commitment to SWAMS and its patients. As a consequence SWAMS has a clear and sound Zero Tolerance Policy that emphasises the fact that physical or verbal violence, abuse or intimidation will not be tolerated by anyone.

Most people would be aware that the organization's needs in terms of resources and facilities have continued to grow on an annual basis. To meet this need SWAMS had a new

purpose built demountable office block constructed and moved to a site at the rear of the Clinic. The idea behind this was to free up more space in the Clinic and to house the Primary Health Team and Health Service Manager.

SWAMS was also fortunate to gain funding approval under the Royalties For Regions Program for the purchase of a Clinic On Wheels. When this is delivered it will be fitted out with the appropriate equipment and will visit the region's outer towns with a doctor, Health Worker and nurse.

I can report that the past financial year has shown a huge increase (39%) in primary care services over the previous year's figures. For 2009-2010 there were 22,673 episodes of care recorded. The breakdown of this figure includes 9802 consultations for the doctor, 6162 for Health Workers and 6709 consultations by nurses.

Client numbers continue to rise significantly every year. For 2009-10 SWAMS opened the door to 442 new clients; of these 331 were Aboriginal clients; of the remaining 111 a good number of these would be non- Aboriginal spouses/partners.

Referrals from SWAMS to specialists and allied health professionals also showed growth in line with increases in episodes of care. For 2009-10 there were 1169 referrals. The overall immunization rate was 90.3% which was above the region's average.

Our ante-natal stats for the financial year show there were 60 births and 75 new pregnancies.

The Social and Emotional Well Being Team and the HACC Team (1525 services including 1146 domestic assistance contacts) based at Sandridge Road and the Outreach Narrogin service have continued to play a key specialist role in SWAMS service delivery and I thank each one of these staff for their great efforts throughout the year. Suffice to say that similar to the Clinic operations their work load has also increased and it is important that we recognize and appreciate the contribution of all staff. Well done everyone.

Quenten Jackson  
Health Service Manager

## SOCIAL, EMOTIONAL AND WELLBEING (SEW) TEAM

The SEW program receives funding from the Commonwealth Departments Families, Housing and Community Services and Indigenous Affairs (FHACSIA) and the Department of Health and Aging (Office for Aboriginal and Torres Strait Islander Health).

For the reporting period of July 2009 - June 2010 there have been a couple of staff changes within the Social and Emotional Wellbeing Program (SEW). The Program Manger resigned in October 2009 and was replaced by myself as acting Program Manger. The position was advertised and I was successful and commenced as manager of the SEW Program in January this year. Joyce Dimer has also returned to our team after graduating from ECU with her Social Work Degree. Well done Joyce!!

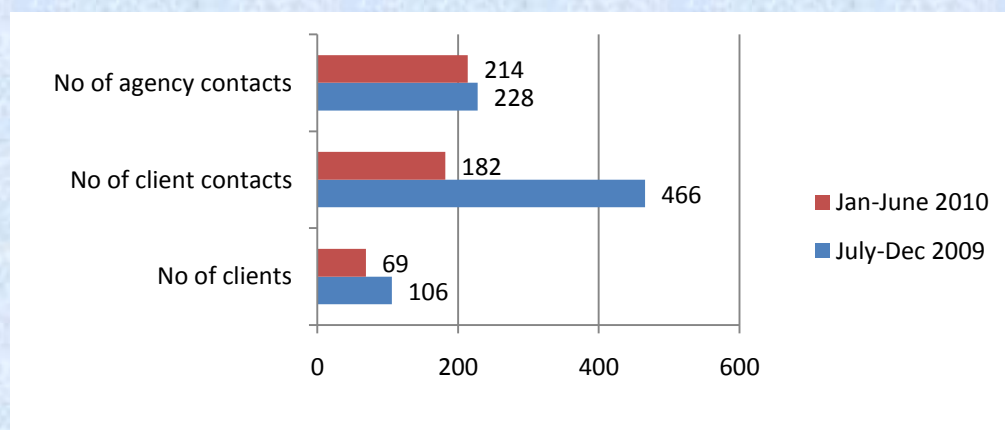
The SEW team consists of a Program Manager, an Administrative Support Worker, 2 Social Workers and 2 Aboriginal Family Support Workers (who work in pairs) and a Healing Project Worker.

### **When We Hurt Each Other We Hurt Our Kids – FHACSIA**

FHACSIA provided funding for the SEW team to provide a family violence program, “When we hurt each other we hurt our kids”. As part of this program, the SEW team provided the following services throughout the 2009/10 financial year:

- Individual and family support for families experiencing violence, including women and children who may be residing at a women’s refuge;
- Educative group meetings with Young Mums and their female relatives which focus on family violence issues;
- Produced a Calendar which focused on “When we hurt each other we hurt our kids”. The calendar was distributed across the region to families, community groups and Government and Non-government services and
- Networking and liaison with other service providers to assist in improving access for Noongar people as well as improving the ability of services to be culturally appropriate.

### FHACSIA program



Total number of individual clients 175 total number of occasions of contact 648 and number of agency contacts made on behalf of client 442.

### **The Bringing Them Home Program (BTH)**

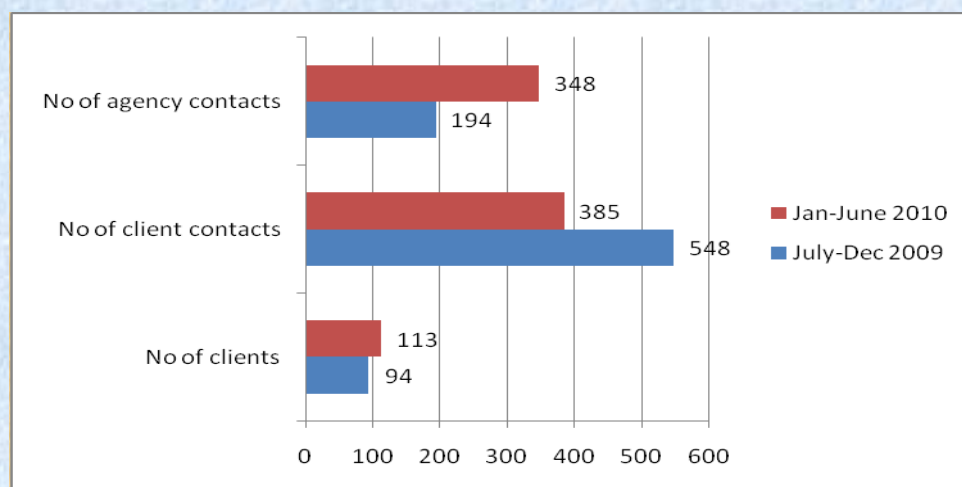
OATSIH funding provides SEW with funding for the Bringing Them Home Program through which the SEW team provides services and support for individuals and families who live with the intergenerational impact of Stolen Generation policies and processes. These impacts may include the following:

- Grief and loss;
- Relationship issues including family breakdown;
- Mental health issues;
- Post traumatic stress;
- Suicidal behaviour;
- Self harm;
- Alcohol, illicit drug and prescription drug use and overuse;
- Loss of cultural identity and self esteem;
- Family reunification issues and
- Sexual abuse.

Bringing Them Home counsellors also provide cultural awareness presentations and training for mainstream services, participate in inter-agency meetings such as White Ribbon Day planning and the Regional Domestic Violence Coordinated Response group and represent SEW at a range of service planning meetings including Government agencies such as South West Mental Health Service, Department of Justice and Bunbury Health Service as well as non-government organisations.

For the 2009/2010 financial period the combined “Bringing Them Home” program “When we hurt each other we hurt our kids” program serviced the following:

#### *BTH program*



Total number of individual clients 207 total number of occasions of contact 933 and number of agency contacts made on behalf of client 542.

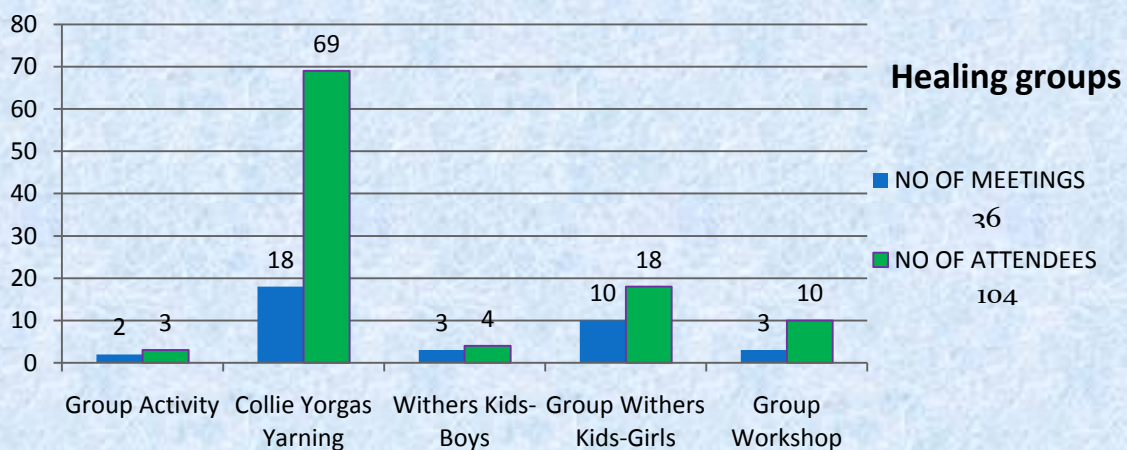
### Aboriginal Healing Project – FaHCSIA

FaHCSIA funding for this project commenced at the beginning of 2010 and ended as of the 30 June 2010. The project’s aim was to provide groups for women, men and children in the Collie and Bunbury areas. Consultation was sort from both communities to ascertain their needs and because of the short timeframe it was decided that a women’s group in Collie and a girls group in Bunbury could be implemented immediately.

The groups focused on healing through empowerment coming from strengths based perspective. All activities conducted focused on healing themes such as self care, self esteem, safety, nurturing, healthy relationships, parenting, etc. There was also a strong focus on healing and connecting people to services in their local communities.

For the period of Jan-Jun 2010 the “Aboriginal Healing Project” serviced the following:

#### Total Groups



### Narrogin SEW Program

The Narrogin SEW Program began in March 2009 in response to a cluster of suicides in the area. Funding was received from OATSIH for a team of 4 workers to provide a Social and Emotional Wellbeing program including counselling and support to Narrogin and surrounding areas that were affected. The program operated from the local KEEDAC building until we were able to lease our own building in Federal Street Narrogin. The staff dwindled almost to a halt and ran with one Family Support Worker for some months until Feb 2010 when a new project manager was employed. Despite the low number of staff members the Narrogin SEW workers have worked at a steady rate with 130 individuals accessing the service and 164 agency contacts made on behalf of the client.

The SEW team are looking forward to another busy year ahead. We have many changes happening currently with the appointment of new staff in the Narrogin office and expecting new staff in Bunbury very soon.

Chris Daumuller  
 Manager Social and Emotional Wellbeing Program.

## HOME & COMMUNITY CARE (HACC)

SWAMS HACC is dedicated to supporting Aboriginal frail aged, people with disabilities, their carers and non-Aboriginal family members to remain independent at home and in the community. SWAMS HACC services the areas within Bunbury and the outer regions of Busselton, Donnybrook, Harvey, Boyanup, Brunswick, Australind, Dalyellup and Waroona. HACC services include Domestic Assistance, Social Support, Transport, Advocacy, Assessment, Client Care Coordination and Meals on Wheels. Activities such as outings are organised on a regular basis.

To be eligible for HACC services you need to be of Aboriginal descent, have Aboriginal family members or are accepted by the local Aboriginal people. To be frail aged you need to be 45 years or over and/or a disability that prevents you from caring for yourself.

Referrals for the HACC service can be done by yourself, family or by the following:

- Doctors or Health Workers at the South West Aboriginal Medical Service Clinic
- SWAMS Social, Emotional & Wellbeing Program
- Doctors in General Practice in the community
- Aboriginal Health Workers within the region
- Other Aged & Disabled service providers

### *Outings and Activities undertaken during the year:*

October to December 2009 – Outing to Wellington Dam and picnic lunch, Elders Activity & Information Day – Pinjarra, Christmas Picnic in the Park

March 2010 to July 2010– Collie Living It Up Festival – Collie Adult Day Centre  
Indigenous Services Expo Collie, Elders Activity & Information Day hosted by SWAMS  
Bunbury and NAIDOC Elders Luncheon – Bunbury

2010 has been a busy year for the HACC Support Workers as they have been studying for Certificate 3 CHC30208 certificate III in Aged Care & CHC30308 Certificate III in Home and Community Care that's 2 qualifications at the same time for our dedicated staff. The qualifications will allow SWAMS to introduce and expand services to our clients and is part of SWAMS ongoing commitment to education and training. We also hosted a TAFE Aged Care student late in 2009. Other training undertaken included:

- Recognising Elders Abuse and Dealing with Aggressive Behaviours
- MDS reporting for HACC agencies
- Dementia Care Essentials
- Introduction to changes of the Guardianship & Administration Act
- Mapping the Brain
- How to be A Super Supervisor

SWAMS HACC has been involved in working with the following organisations to advocate and improve access to services for Aboriginal people:

- Australian Red Cross – Carers and Respite
- South West Regional Aged Care Team including ACAT
- Silver Chain
- St Ives – Busselton

- Community Home Care – Bunbury
- Disability Services Commission
- Independent Living Centre Disability Grants
- Aboriginal Advocacy Program
- Salvation Army Emergency Relief
- ATSI Veterans Affairs

We were successful in obtaining four disability grants to provide reverse cycle air conditioners to eligible clients and are in the process of obtaining two more. This has been of great benefit to our clients providing much needed heating during winter and relieve from the hot weather in summer.

Meetings & Networking opportunities to promote our services to the wider community included participation in:

- Noongar Network meetings
- Communitywest – Indigenous Officer
- HACC Network meetings
- Harvey Interagency meetings

We continue to improve our operational standards and have introduced monthly staff meetings and the introduction of two teams in the field. We have revamped worksheets to better reflect hours of service delivery for data and statistical collection. We have developed a monthly invoicing system for CACP service providers who broker to us for Aboriginal specific services.

In the near future SWAMS HACC would like to consult with the Aboriginal community to engage discussions about the prospect of developing a Centre Based Day Care for HACC clients. This would offer a centre for clients to visit and enjoy each other's company. We look forward to holding 'yarning' sessions so that we can put forward proposals to funding bodies.

The SWAMS HACC Team consists of Julie Mckie HACC Coordinator, Tania Hill Senior Support Worker and Support Workers Sonia Stack, Natalie Jetta and Barbara Pickett. The Team is dedicated to providing culturally appropriate care and support to the frail aged and people with disabilities.

The SWAMS HACC Support Workers are to be congratulated on their dedication to assisting and supporting our Elders in the community. We look forward to another great year for SWAMS HACC.

PHOTOGRAPHIC DISPLAY



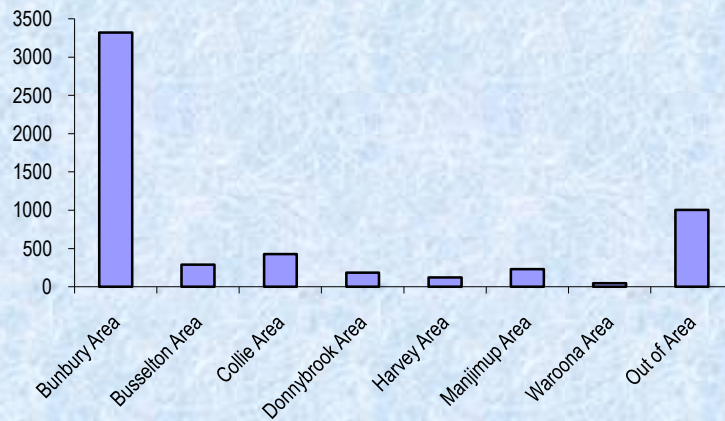
## SERVICE REPORTS

### LOCALITY:

LOCALITY GROUP	PATIENT ID
Bunbury Area	3318
Busselton Area	289
Collie Area	427
Donnybrook Area	186
Harvey Area	121
Manjimup Area	232
Waroona Area	49
Out of Area	1003

Data sourced from Query – Patients - Locality tables add and count on PT ID - data exported.

### SWAMS CLIENTS BY LOCALITY

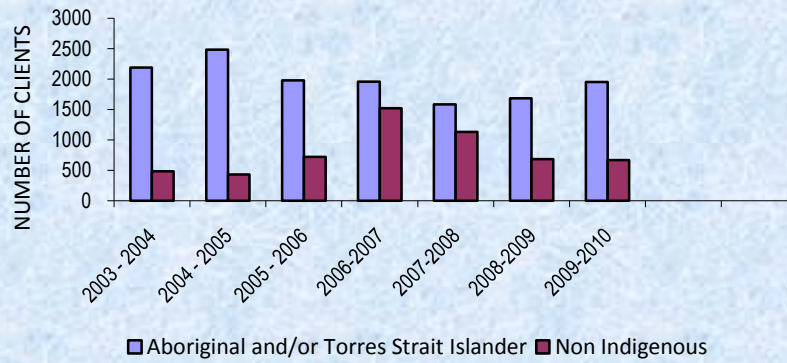


Data sourced from Communicare Patient Information System - All recorded clients by locality. includes clients that have not accessed SWAMS service recently.

### INDIVIDUAL CLIENTS SEEN:

Year	Aboriginal and/or Torres Strait Islander	Non Indigenous
2003 - 2004	2187	486
2004 - 2005	2482	433
2005 - 2006	1977	723
2006 - 2007	1958	1518
2007 - 2008	1583	1129
2008 - 2009	1683	686
2009 - 2010	1953	668

**INDIVIDUAL CLIENTS SEEN**

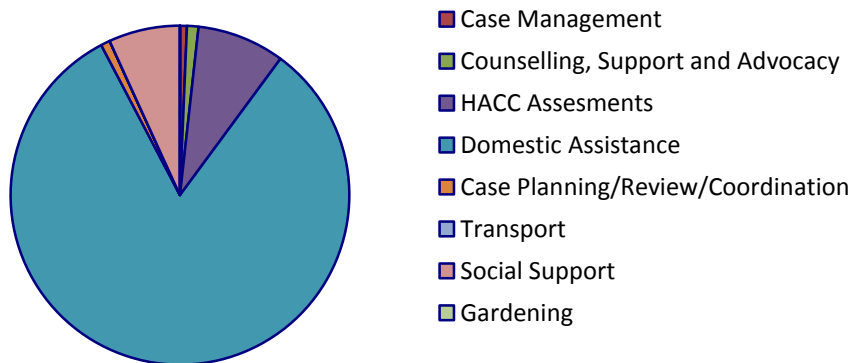


Data sourced from SAR report - SQL editor function used to change date range for each year

**HACC SERVICES:**

Services		
	Male	Female
Case Management	3	12
Counselling, Support and Advocacy	5	4
HACC Assesments	38	37
Domestic Assistance	374	772
Case Planning/Review/Coordination	4	14
Transport		4
Social Support	31	227
Gardening		2

**HACC Services 2009-2010**



**CONTACTS:**

CLIENT CONTACT TYPE	Female	MALE
Aboriginal Health Worker	3787	3385
General Medical Practitioner	5975	4287
Home Help Worker	230	112
Nurse	3819	2421

Data sourced from SAR 4 report - 'Other' worker types removed.

1 - 5 Encounters with SWAMS	1648
6 - 10 Encounters with SWAMS	495
>10 Encounters with SWAMS	505

Data sourced from SWAMS report - Count of Client Encounters. Data exported. Data items recorded as 'No Client Contact - Administration' removed and remainders counted in groups (1-5), (6-10) (>10)

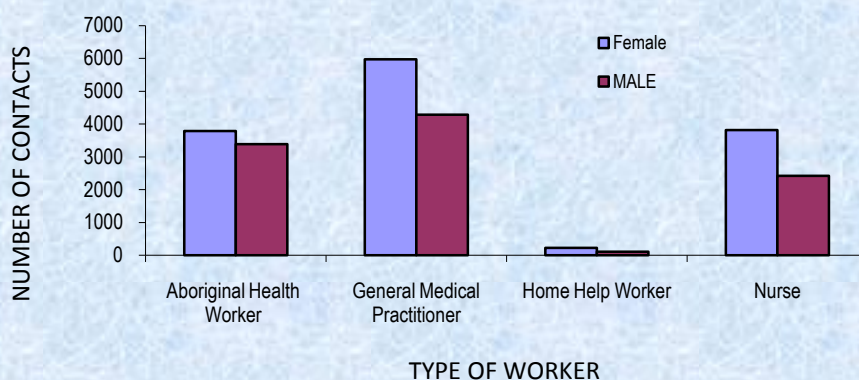
ENCOUNTER PLACE	CLIENTS
Clinic	13657
Clients Home	1832
Telephone Contact	754
School	367
Hospital	560
Other Places	902

Data sourced from SWAMS report - Services Count. Data exported. Data items recorded as 'Administration' removed. Data items recorded as places other than clinic or client home are aggregated to 'Other Places'

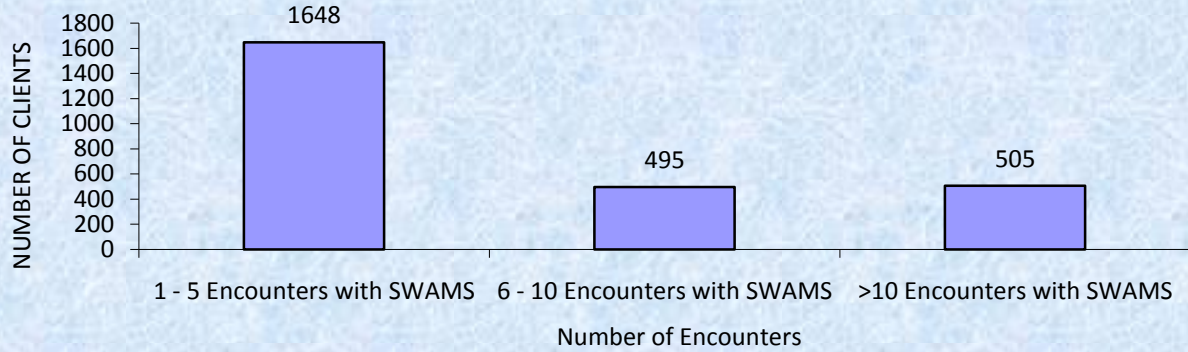
CLIENT CONTACT TYPE	2008/2009	2009/2010
Aboriginal Health Worker	2365	7172
General Medical Practitioner	8049	10262
Home Help Worker	553	342
Nurse	4797	6240
Walk in Patients	5291	6263

Data sourced from SAR 4 report - 'Other' worker types removed.

**2009-2010 CLIENT CONTACTS**



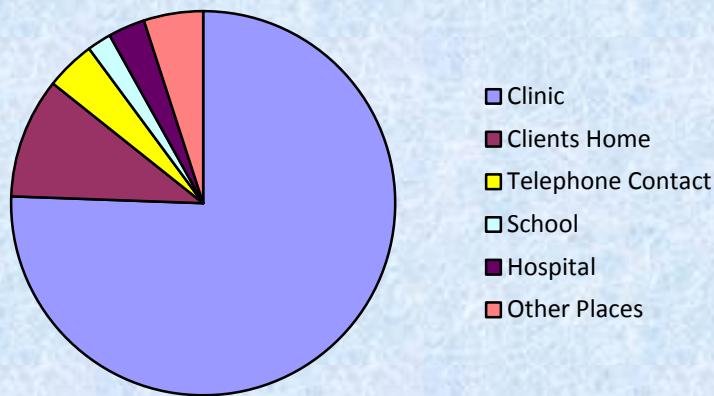
**2009-2010  
NUMBER OF TIMES CLIENTS HAVE ENCOUNTERS WITH SWAMS**



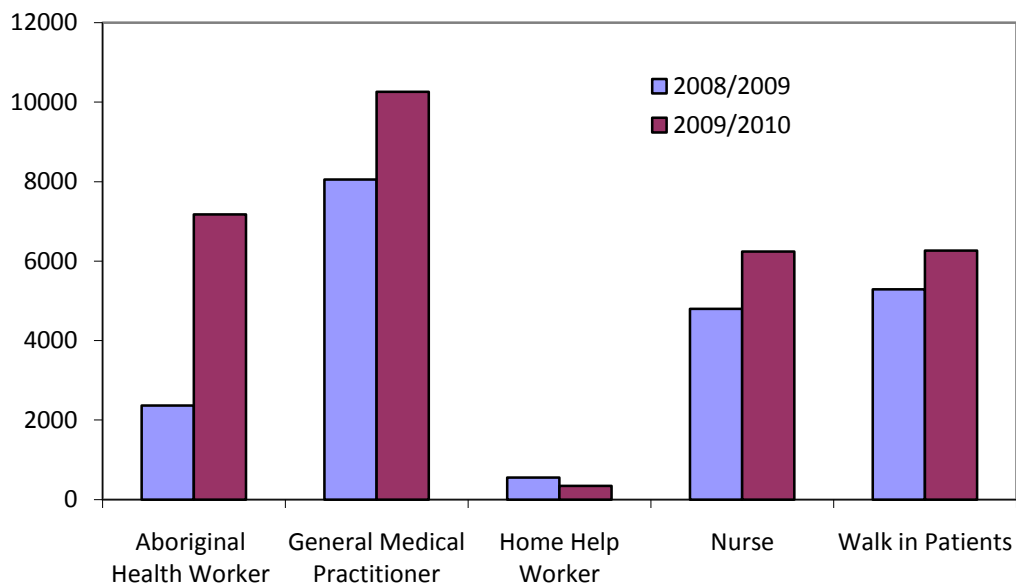
**The data DOES NOT include client encounters with SEWB or Transport other than HACC Transport**

**Client Encounters titled "No Client Contact" have been excluded from this report**

**CLIENT CONTACTS BY PLACE OF SERVICE**

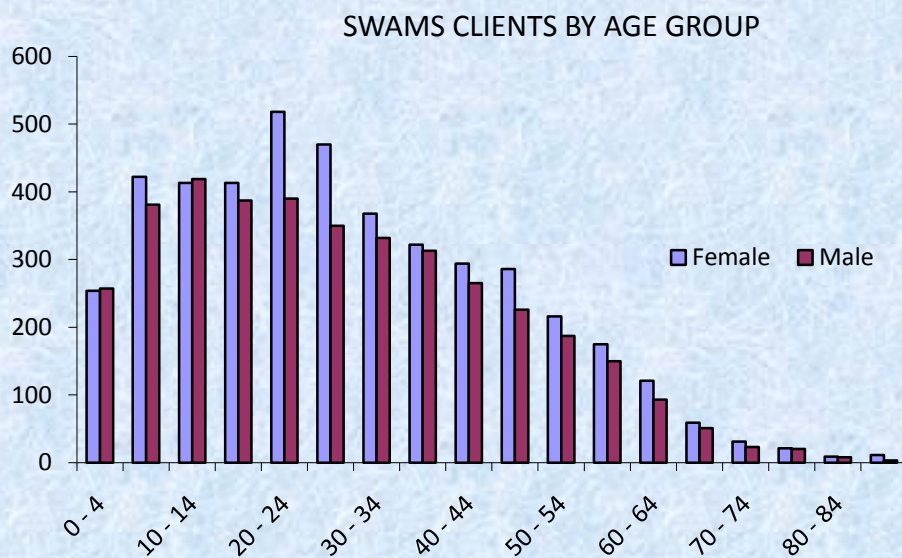


**2008/2009 and 2009/2010 Client Contacts Comparison**



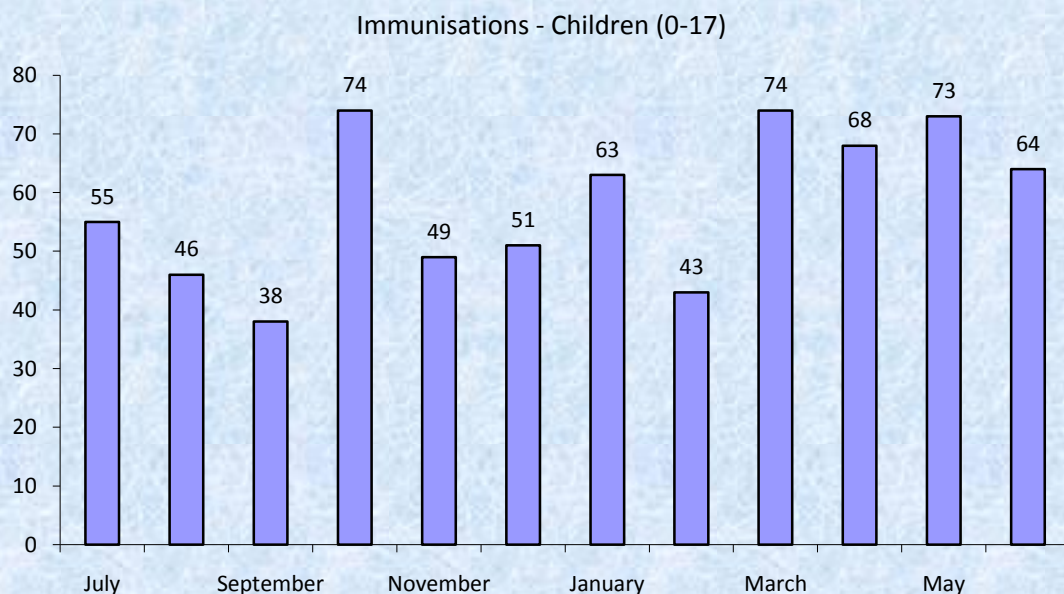
**AGE GROUPS:**

Age	0 - 4	5 - 9	10 - 14	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44
Female	254	422	413	413	518	470	368	322	294
Male	257	381	419	387	390	350	332	313	265
Age	45 - 49	50 - 54	55 - 59	60 - 64	65 - 69	70 - 74	75 - 79	80 - 84	>85
Female	286	216	175	121	59	31	21	9	11
Male	226	187	150	93	51	23	20	8	3

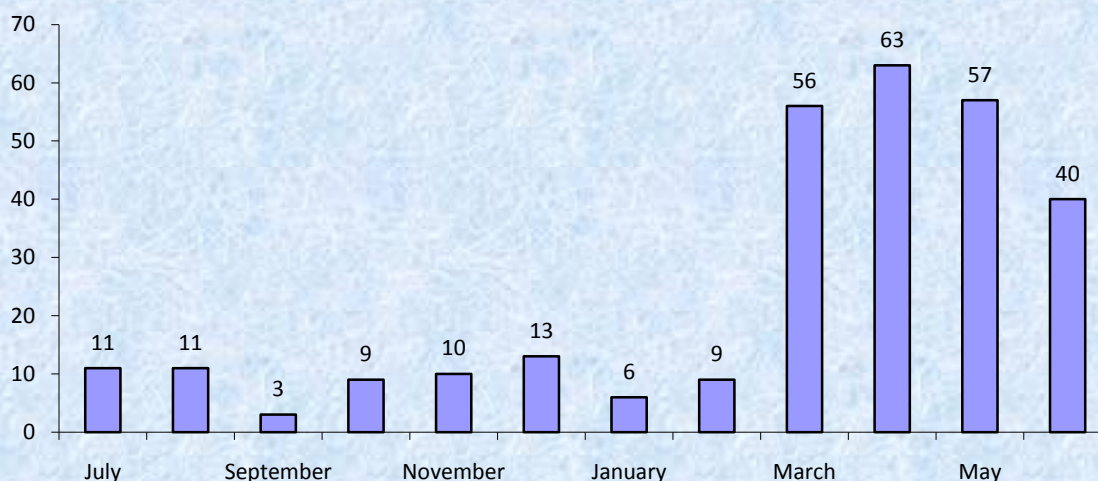


Data sourced from report - Population Analysis - Patients - Age Group 5 yearly

**IMMUNISATIONS:**



Immunisations - Adults (18+)



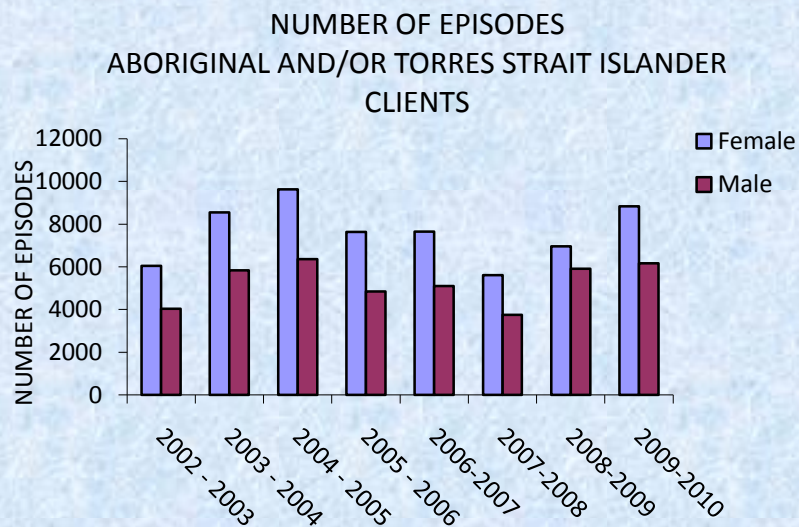
Number of Immunisations by Adult/Children												
<b>Children (0-17)</b>	104	90	75	76	81	44	69	96	95	69	85	65
<b>Adults (18+)</b>	27	17	11	141	22	14	7	19	52	91	61	70
<b>Total</b>	<b>131</b>	<b>107</b>	<b>86</b>	<b>217</b>	<b>103</b>	<b>58</b>	<b>76</b>	<b>115</b>	<b>147</b>	<b>160</b>	<b>146</b>	<b>135</b>

**EPISODES:**

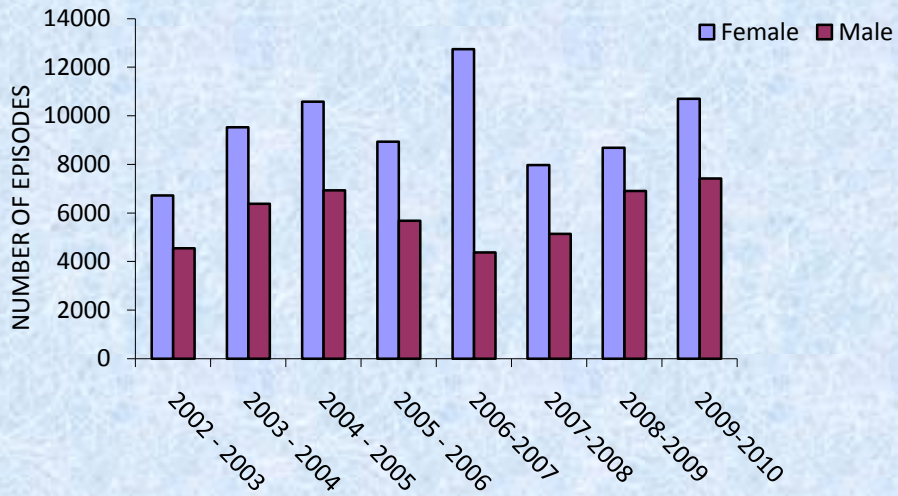
YEAR	ABORIGINALITY	FEMALE	MALE
2002 - 2003	Aboriginal and/or Torres Strait Islander	6047	4032
2002 - 2003	Non-Indigenous	668	510
2002 - 2003	All	6715	4542
2003 - 2004	Aboriginal and/or Torres Strait Islander	8541	5835
2003 - 2004	Non-Indigenous	984	541
2003 - 2004	All	9525	6376
2004 - 2005	Aboriginal and/or Torres Strait Islander	9620	6357
2004 - 2005	Non-Indigenous	958	571
2004 - 2005	All	10578	6928
2005 - 2006	Aboriginal and/or Torres Strait Islander	7635	4849
2005 - 2006	Non-Indigenous	1302	825
2005 - 2006	All	8937	5674
2006-2007	Aboriginal and/or Torres Strait Islander	7644	5098
2006-2007	Non-Indigenous	2688	1678
2006-2007	All	10332	6776
2007-2008	Aboriginal and/or Torres Strait Islander	5616	3744
2007-2008	Non-Indigenous	2361	1390
2007-2008	All	7977	5134
2008-2009	Aboriginal and/or Torres Strait Islander	6953	5905
2008-2009	Non-Indigenous	1727	995
2008-2009	All	8680	6900
2009-2010	Aboriginal and/or Torres Strait Islander	8837	6158
2009-2010	Non-Indigenous	1861	1258
2009-2010	All	10698	7416

<b>Aboriginal and/or Torres Strait Islander</b>	<b>Female</b>	<b>Male</b>
2002 - 2003	6047	4032
2003 - 2004	8541	5835
2004 - 2005	9620	6357
2005 - 2006	7635	4849
2006-2007	7644	5098
2007-2008	5616	3744
2008-2009	6953	5905
2009-2010	8837	6158
<b>Non-Indigenous</b>	<b>Female</b>	<b>Male</b>
2002 - 2003	668	510
2003 - 2004	984	541
2004 - 2005	958	571
2005 - 2006	1302	825
2006-2007	2688	1678
2007-2008	2361	1390
2008-2009	1727	995
2009-2010	1861	1258
<b>All</b>	<b>Female</b>	<b>Male</b>
2002 - 2003	6715	4542
2003 - 2004	9525	6376
2004 - 2005	10578	6928
2005 - 2006	8937	5674
2006-2007	12742	4367
2007-2008	7977	5134
2008-2009	8680	6900
2009-2010	10698	7416

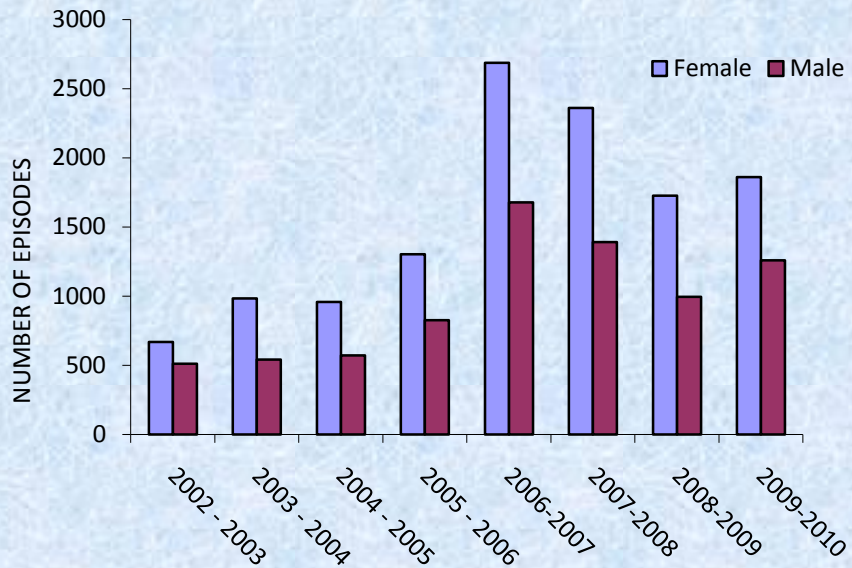
Data Sourced from SAR Report 3 Episodes. SQL editor function used to change date range for each year



NUMBER OF EPISODES  
ALL CLIENTS



NUMBER OF EPISODES  
NON INDIGENOUS CLIENTS





**PARTNERS**

Clifton M Anderson FCA, JP	Stuart Fricker CPA, GAICD
Stephen FJ Down CA	Tim Partridge CA
Shaun G O'Callaghan CA	Dean Rob CA
Peter Manolas CPA <small>(Master of Taxation Law)</small>	

**STATEMENT ON ACQUITTAL FROM AUDITOR**

South West Aboriginal Medical Service Aboriginal Corporation

**AUDITORS STATEMENT**

We have audited the financial records of South West Aboriginal Medical Service Aboriginal Corporation for the year ended 30 June 2010.

In our opinion:-

1. The Organisation's financial reports for the Program are presented fairly and are based on proper books;
2. The organisation's statutory financial report is prepared in accordance with Australian Accounting Standards (where applicable) and other mandatory professional reporting requirements;
3. We have sighted certificates of currency for all insurances required by clause 21 and item J of the relevant schedules of the Funding agreement;
4. The Organisation is maintaining an Asset Register of assets acquired with the grant funds where the value exceeds \$5000;
5. The administration expenses and overhead costs of the organisation are reasonably apportioned across all sources of funds;
6. The details of assets purchases and sold during the financial year are accurate;
7. There are adequate financial controls maintained by the Organisation;
8. The Organisation has followed the purchasing procedures for assets and services (if any) pursuant to this Agreement; and
9. The organisation is solvent.

10 August 2010

**AMD Chartered Accountants**

**TIM PARTRIDGE**  
Partner



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[www.amdonline.com.au](http://www.amdonline.com.au)

Limited liability by a scheme approved under  
Professional Standards Legislation

**S.W.A.M.S.A.C.**  
**Comparison Balance Sheet**  
2009- 2010

	<u>2009</u>	<u>2010</u>
<b><u>Assets</u></b>		
<b><u>Current Assets</u></b>		
<b><u>Cash On Hand</u></b>		
Cheque Account	\$135,556.43	\$290,711.77
After Hours Clinic account	\$3,359.52	\$960.49
Prepaid Expenses	\$108,528.11	\$138,609.76
Accrued interest	\$2,345.62	\$3,523.95
Debtors	\$35,499.02	\$9,147.70
Accrued Income	\$0.00	\$0.00
Petty Cash - Admin	\$2,813.10	\$2,416.35
<b>Total Cash On Hand</b>	<b>\$288,101.80</b>	<b>\$445,370.02</b>
<b><u>Investments</u></b>		
Reserves Bank Account	\$893,435.75	\$718,854.61
<b>Total Investments</b>	<b>\$893,435.75</b>	<b>\$718,854.61</b>
<b>Total Current Assets</b>	<b>\$1,181,537.55</b>	<b>\$1,164,224.63</b>
<b><u>Non-Current Assets</u></b>		
Motor Vehicles	\$380,224.00	\$435,910.00
Motor Vehicles - Accum Deprec	-\$140,672.00	-\$200,728.80
Furniture & Fixtures	\$19,446.25	\$19,446.25
Furniture & Fixtures - Accum Deprec	-\$8,189.00	-\$12,605.00
Medical Equip at cost	\$7,250.00	\$59,801.32
Medical Equip - Accum Dep	-\$3,062.36	-\$15,614.36
Computer Equipement	\$238,333.27	\$206,952.09
Compt Equip & Soft - Accum Dep	-\$124,680.00	-\$101,674.00
Buildings at Cost	\$0.00	\$95,710.94
<b>Total Non-Current Assets</b>	<b>\$368,650.16</b>	<b>\$487,198.44</b>
<b>Total Assets</b>	<b>\$1,550,187.71</b>	<b>\$1,651,423.07</b>
<b><u>Liabilities</u></b>		
<b><u>Current Liabilities</u></b>		
<b><u>Surplus's Carried Forward</u></b>		
Trade Creditors	\$51,453.11	\$220.00
Accrued Expenses	\$73,192.43	\$93,800.06
GST Liabilities	\$40,380.79	\$96,009.96
Payroll Accruals Payable	\$68,003.00	\$43,340.60
Total Superannuation	\$23,235.78	\$30,482.99
<b><u>Leave Entitlements</u></b>		
SWAMS A/L Provision	\$111,346.53	\$125,970.26
SWAMS LSL Provision	\$106,247.56	\$163,712.56
SWAMS A/L Loading provision	\$14,506.03	\$19,843.33
<b><u>Provisions</u></b>		
Sucession - Future Planning	\$145,463.26	\$197,198.50
Executive Bonus	\$41,541.00	\$47,500.00
FBT Costs	\$32,518.03	\$27,271.03

Staff Lease Pmt	\$557.25	\$717.05
<b>Total Current Liabilities</b>	<b>\$708,444.77</b>	<b>\$846,066.34</b>
<b>Non-Current Liabilities</b>		
<u>Provisions</u>		
Grant Funds Carried Forward	\$136,985.25	\$163,760.59
<b>Total Non-Current Liabilities</b>	<b>\$136,985.25</b>	<b>\$163,760.59</b>
<b>Total Liabilities</b>	<b>\$845,430.02</b>	<b>\$1,009,826.93</b>
<b>Net Assets</b>	<b>\$704,757.69</b>	<b>\$641,596.14</b>
<u>Equity</u>		
Retained Earnings	\$441,744.66	\$319,061.19
Building Reserves	\$350,000.00	\$350,000.00
Motor Vehicle Reserves	\$35,696.50	\$35,696.50
Surplus's Carried Forward	<b>-\$136,985.25</b>	<b>-\$163,760.59</b>
Current Year Surplus/Deficit	\$14,301.78	\$100,599.04
<b>Total Equity</b>	<b>\$704,757.69</b>	<b>\$641,596.14</b>

**S.W.A.M.S.A.C.**  
**Consolidated Comparison Profit & Loss Statement**  
2009 - 2010

	<u>2009</u>	<u>2010</u>
<b><u>Income</u></b>		
Total Commonwealth Department Funding	\$1,950,228.90	\$2,535,912.09
Total State Health Department Funding	\$1,496,901.00	\$1,668,976.90
Total Other Funding	\$223,593.59	\$244,634.89
Total SWAMSAC Income	\$378,375.29	\$460,006.71
Surplus Carried Forward From Previous Year	\$59,582.49	\$136,985.25
<b>Total Income</b>	<b>\$4,108,681.27</b>	<b>\$5,046,515.84</b>
<b><u>Expenses</u></b>		
Total AMS Medical Costs	\$275,557.31	\$299,964.03
Total Administration Costs	\$352,865.56	\$519,995.59
Total Motor Vehicle Costs	\$175,216.68	\$188,195.64
Total Operating Costs	\$184,424.04	\$260,505.02
Total Insurance	\$54,678.68	\$49,354.52
Total Employment Costs	\$2,853,046.47	\$3,205,291.69
Total Workshop Expenses	\$8,688.50	\$10,728.70
Total Minor Capital Expenditure	\$8,661.13	\$23,365.53
Total Depreciation Expense	\$156,818.00	\$316,793.00
Total Other SWAMSAC Expenses	\$75,073.00	\$130,620.43
<b>Total Expenses</b>	<b>\$4,145,029.37</b>	<b>\$5,004,814.15</b>

Operating Profit	<b>-\$36,348.10</b>	<b>\$41,701.69</b>
Interest Income	\$52,390.07	\$31,315.27
<b>Profit before surplus</b>	<b>\$16,041.97</b>	<b>\$73,016.96</b>
Profit on Sale of Assets	\$3,221.00	\$27,582.08
Loss On Sale of Assets	\$4,960.99	\$0.00
<b>Profit before Surplus</b>	<b>\$14,301.98</b>	<b>\$100,599.04</b>
Surplus Carried Forward	\$136,985.25	\$163,760.59
<b>Operating Surplus</b>	<b>-\$122,683.27</b>	<b>-\$63,161.55</b>
Total Capital Expenditure (Balance Sheet)	\$233,801.00	\$327,517.00
<b>Net Surplus / (Deficit)</b>	<b>-\$356,484.27</b>	<b>-\$390,678.55</b>

**S.W.A.M.S.A.C.**  
**Cash Flow Statement**  
2009 - 2010

	<u>2009</u>	<u>2010</u>
<b><u>Cash Flows from Operating Activities</u></b>		
Receipts from Funding Agencies	\$3,625,980.44	\$4,695,264.96
Receipts from other sources	\$404,517.27	\$460,006.71
Payments to suppliers and employees	<b>-\$3,852,940.47</b>	<b>-\$4,799,870.99</b>
Interest Received	\$55,246.07	\$30,136.94
<b>Net cash provided by operating activities</b>	<b>\$232,803.31</b>	<b>\$385,537.62</b>
<b><u>Cash Flows from Investing Activities</u></b>		
Proceeds from sale of plant & equipment	\$49,545.20	\$30,909.08
Purchase of plant & equipment	<b>-\$234,581.58</b>	<b>-\$438,668.28</b>
<b>Net cash used in investing activities</b>	<b>-\$185,036.38</b>	<b>-\$407,759.20</b>
<b>Net increase in cash held</b>	<b>\$47,766.93</b>	<b>-\$22,221.58</b>
Cash at beginning of financial year	\$987,397.87	\$1,035,164.80
<b>Cash at end of financial year</b>	<b>\$1,035,164.80</b>	<b>\$1,012,943.22</b>

**S.W.A.M.S.A.C.**  
**Cash Flow Information**  
2009 - 2010

	<u>2009</u>	<u>2010</u>
<b><u>(a) Reconciliation of Cash Held</u></b>		
Cheque Account	\$135,556.43	\$290,711.77
After Hours Clinic account	\$3,359.52	\$960.49
Petty Cash - Admin	\$2,813.10	\$2,416.35
Reserves Bank Account	\$893,435.75	\$718,854.61
<b>Total Cash</b>	<b><u>\$1,035,164.80</u></b>	<b><u>\$1,012,943.22</u></b>
<b><u>(b) Reconciliation of cash flow from operations with net result</u></b>		
Net result - surplus / (deficit)	-\$122,683.47	-\$63,161.55
Non-cash flows in surplus / (deficit)		
- Depreciation	\$156,818.00	\$316,793.00
- (Profit)/Loss on sale of assets	\$1,739.99	-\$27,582.08
Changes in assets and liabilities:		
(Increase) Decrease in debtors	-\$26,465.00	\$26,351.00
(Increase) Decrease in other assets	\$11,022.00	-\$31,260.00
Increase (Decrease) in creditors & accruals	\$56,958.00	\$8,461.25
Increase (Decrease) in unspent funds	\$78,011.00	\$26,775.00
Increase (Decrease) in provisions	\$77,403.00	\$129,161.00
	<b><u>\$232,803.31</u></b>	<b><u>\$385,537.62</u></b>

**SWAMSAC Summary of Surplus/Deficit**

<u>Previous Years</u>	<u>Program</u>	<u>Income</u>	<u>Expenditure</u>	<u>Surplus</u>
<u>Surplus</u>				
\$0.00	State - AMS	\$1,391,052.91	\$1,392,704.93	\$0.00
\$10,000.00	OATSIH - AMS	\$1,226,109.10	\$1,228,226.49	\$0.00
\$12,920.09	SWAMSAC	\$554,850.20	\$616,391.02	\$0.00
\$47,042.30	OATSIH - HFL	\$247,042.30	\$321,667.12	\$0.00
	OATSIH - IOW	\$39,499.91	\$39,400.00	\$99.91
	OATSIH - HP	\$28,875.00	\$28,875.00	\$0.00
	OATSIH - BTH	\$309,291.99	\$310,507.80	\$0.00
\$23,023.31	OATSIH - SEWB Narogin	\$270,523.31	\$255,551.97	\$14,971.34
	OATSIH - Demountable	\$96,200.00		
	State - COAG	\$57,197.27	\$62,665.60	\$0.00
	HACC	\$324,788.75	\$324,788.75	\$0.00
	FACSLA	\$167,109.00	\$167,109.00	\$0.00
\$303.84	Oxfam	\$89,803.84	\$14,428.55	\$75,375.29
\$6,085.28	AHCWA - Health Promotions	\$103,661.37	\$91,658.98	\$12,002.39
	DEWR - Academy	\$21,000.00	\$66,481.90	\$0.00
	AHP	\$46,284.72	\$46,229.06	\$55.66
\$1,610.43	After Hours Clinic	\$6,609.52	\$7,323.97	\$0.00
\$36,000.00	OATSIH - SEWB Narogin car	\$36,000.00		\$2,546.00
	Qumax	\$17,012.00	\$17,012.00	\$0.00
	OATSIH - Board Training	\$20,000.00	\$4,475.00	\$15,525.00
	OATSIH - Quality and Accreditation	\$28,552.00	\$9,317.00	\$19,235.00
	Pit Stop Funding	\$9,000.00	\$0.00	\$9,000.00
	Blake Dawson	\$14,950.00	\$0.00	\$14,950.00
<b>\$136,985.25</b>		<b>\$5,105,413.19</b>	<b>\$5,004,814.15</b>	<b>\$163,760.59</b>
	<b>MYOB Totals</b>	<b>\$5,105,413.19</b>	<b>\$5,004,814.15</b>	<b>\$100,599.04</b>
	Difference	\$0.00	\$0.00	