

South West
AMS
Aboriginal Medical Service

2017/18

Annual Report

SOUTH WEST ABORIGINAL MEDICAL SERVICE



ABOUT THIS DOCUMENT

The information contained in this document is considered correct at the time of publication.

The term 'Aboriginal' refers to any persons of Aboriginal and Torres Strait Islander descent.

Aboriginal and Torres Strait Islander people are warned that this document may contain images of deceased people. Images used within this publication remain the property of the copyright holder.

The artwork used on the cover and throughout this document was created by SWAMS' youth mural project participants, under the guidance of Troy Bennell and Tahlia Bennell.

ACKNOWLEDGEMENTS

We wouldn't be able to do our great work without the generous funding and support of the following organisations:

- Australian Government Department of Health
- Australian Government Department of Prime Minister and Cabinet
- Western Australian Department of Health
- WA Country Health Service
- WA Primary Health Alliance
- Rural Health West
- South West Development Commission
- WA Dental Health Services
- Hon. Don Punch, MLA

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CHAIRPERSON'S LETTER

Kaya.

On behalf of the Board of Directors, it brings me great pleasure to present the South West Aboriginal Medical Service's (SWAMS) 2017-18 Annual Report.

As I reflect back on what our organisation has achieved over the past 12 months, I am filled with a deep sense of pride. Pride for an organisation that has gone from strength to strength with the support of its staff, Board directors, community members and partner agencies.

I would like to extend my gratitude and appreciation for my fellow Board directors and their commitment in representing their respective wards.

All of our elected members provide a voice for the community and strategic guidance to the organisation.

Special thanks in particular must go to Eddie Barron-Ugle, Lesley Ugle and Lynette Narkle; who finished their term with the Board during this reporting

period. Your contribution to SWAMS and the wider community is appreciated.

I would also like to extend the Board's gratitude to Lesley Nelson (CEO) and the SWAMS team. We are proud to work alongside these exceptional individuals as we journey towards better health for our community.

In the year ahead, the Board's focus will be on building strength and sustainability in our organisation, expanding our footprint, and growing our services throughout Noongar boodja so that we are a truly accessible health service.

A large part of this work program will be the development of the SWAMS Health Hub in Bunbury.

This unique 'one stop shop' will provide a place of cultural healing and celebration that invites and welcomes the community, while relieving stress on Bunbury's mainstream health services.

The Hub will be a place that everyone can

call home. A place where communities feel familiar, comfortable and equal. A place where we see genuine community engagement deliver quality health outcomes for Aboriginal people across the generations.

We will continue to work very closely with the communities we service.

We will strengthen our partnerships, and look for opportunities to bridge the gap between cultural and mainstream services.

The Board and I are confident that if we work together, we can achieve a very many great things in the years to come.

Karim Khan
Chairperson



CEO'S REPORT

Kaya Wandju. Hello and welcome.

I am proud to present the South West Aboriginal Medical Service's (SWAMS) 2017-18 Annual Report.

SWAMS has continued to expand its footprint this year with the addition of our maternal child health clinic Kwilenap, officially opened by Hon. Minister Ken Wyatt in February 2018.

This clinic will ensure our clients have access to a multi-disciplinary team of midwives, child health nurses, Indigenous outreach workers and Aboriginal health workers, who will work together to ensure healthy pregnancies and healthy infants.

This year has also seen the implementation of our 2017-21 Strategic Plan which outlines our bold vision for SWAMS and the enormous benefit our work program will have for the health and wellbeing of our community.

Our strategy is based on three core goals, these being good health, good business and good leadership. These goals will

guide everything we do over the coming years to ensure that each and every one of the lives we touch have a prosperous future and quality of life to match.

We want our service to reach all corners of the South West region and to provide an expanded range of programs and services to our community, encompassing mental health, social support, wellbeing, lifestyle and prevention.

SWAMS is made up of dynamic teams, of many different backgrounds, but we are all united by our drive and passion for assisting in, promoting and delivering culturally safe and holistic health care to our clients.

I greatly appreciate the Board of Directors and staff across the entire organisation who have worked tirelessly to deliver a professional and accessible health service.

SWAMS is a non-government, not-for-profit organisation that relies heavily on government funding and assistance.

I would like to thank those government bodies and organisations that financially

support SWAMS in its quest to provide a vital health care service.

It is through our collaborative partnerships with key organisations like Rural Health West, the WA Primary Health Alliance, Department of Health and Department of Prime Minister and Cabinet that we are able to work towards quality health outcomes for our clients.

In closing, I would like to take this opportunity to thank all our community members for supporting SWAMS and trusting us to help you and your families in the quest for a better quality of life.

As our motto states "Our Health, Our Way". This is something we will continue to pursue every day through the delivery of high quality, holistic and accessible health services to the Aboriginal people of the South West.

Lesley Nelson
Chief Executive Officer

2017/18 HIGHLIGHTS

3,147

INDIVIDUAL CLIENTS
SERVICED

443

NEW ABORIGINAL
CLIENTS

25,625

EPISODES OF CARE

1,398

HOME AND COMMUNITY
CARE SERVICES DELIVERED

1 Feb

KWILENAP CLINIC OFFICIALLY
OPENED BY HON. KEN WYATT

1,400

PEOPLE ENGAGED AT HEALTH
PROGRAMS AND EVENTS

860

COMMUNITY MEMBERS ATTENDED
SWAMS' NAIDOC CELEBRATIONS

75%

OF CLIENTS RECEIVED
HEALTH CHECKS

65%

OF CLIENTS COVERED BY A
GP MANAGEMENT PLAN

98%

OF CHILDREN FULLY
VACCINATED BY AGE 5

60+

EVENTS ACROSS THE REGION
ATTENDED BY SWAMS

48%

ABOVE THE NATIONAL AVERAGE
FOR ADULT HEALTH CHECKS
(25-54 YEARS)

ABOUT US

Our health, our way

The South West Aboriginal Medical Service is an Aboriginal Community Controlled Health Organisation, founded on the principles of self determination, empowerment and freedom of choice.

SWAMS recognises the right of everyone to enjoy the highest attainable standard of physical and mental health.

Our organisation was born from modest beginnings in 1997, with only three staff members, nine trainees and six months of funding to our name.

Today, we stand proud as a thriving organisation with over 70 highly trained staff,

modern clinic facilities capable of servicing much of the region, and an impressive portfolio of health programmes and services.

The SWAMS motto is 'our health, our way'. This is something we will continue to pursue every day through the delivery of high quality, holistic and accessible health services to the Aboriginal people of the South West.

Our values

Our organisation is built on solid foundations of good governance, holistic care, advocacy and stakeholder engagement.

Our cultural health service operates on the basis of the following values:

- Accountability and transparency;
- Professionalism;
- Care and support;
- Honesty, trust and respect.

Our aims

- Ensure that the Aboriginal community have access to a holistic, culturally sensitive and relevant medical service;
- Provide services that support, care and educate;
- Assist in bridging the gap between cultural and mainstream services;
- Ensure that Aboriginal communities have a right to participate in decision making about their health.

Our vision

Our vision is to provide high quality, holistic and accessible services to the Aboriginal people of the South West region of Western Australia. We will achieve our vision through the following three goals.

Good health care

We believe that our health is our greatest asset and our health care system should reflect this.

We are actively prioritising and targeting health and outcome gaps, while improving our service delivery systems to ensure a healthy future for our Aboriginal community.

Good business

Building strength and sustainability in our

organisation is vital to achieving our vision.

We are actively growing our capacity and service footprint, ensuring financial security and a workforce to support our goals.

Good leadership

We will build authority and influence to benefit the Aboriginal community, ensuring we are seen as a respected authority on Aboriginal health and wellbeing.

Our advocacy for the Aboriginal vision of health and wellbeing will address community problems and opportunities.

Our service area

Our organisation has been operating in the South West corner of Western Australia for over 20 years. This area is known as Noongar

boodja - a vast area covering 24,800km².

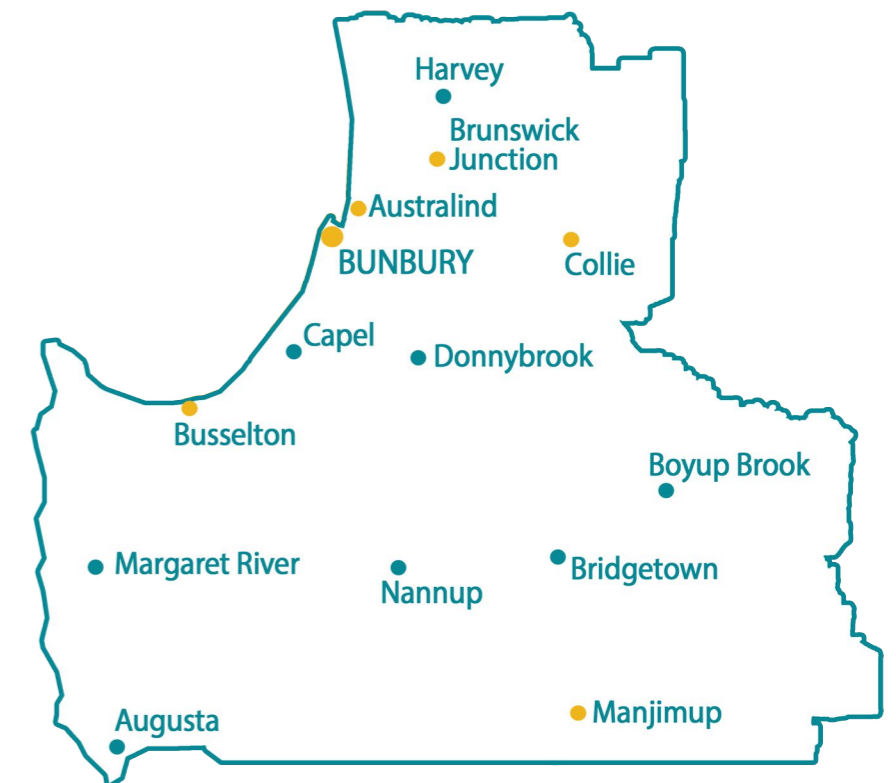
We provide essential health services to over 4,000 clients and 900 members.

Our main clinical and administrative operations are located in central Bunbury.

We operate clinical and outreach facilities in Australind, Brunswick, Manjimup, Busselton and Collie.

We also have a mobile clinic on wheels (COW) that travels the region to provide accessible health care to schools, events and regional locations.

Our ultimate goal is to expand our service delivery footprint to ensure all Aboriginal people living on Noongar Boodja have access to culturally appropriate health care.



OUR STRUCTURE



2017/18 BOARD DIRECTORS



Karim Khan (Chair)

Donnybrook-Busselton Ward
Service: November 2013 - current

Attendance: Remuneration: \$10,550

Jul	Aug	Sep	Oct	Nov	Dec
●●	●	●	●●	●	●
Feb	Mar	Apr	May	Jun	AGM
●	○	●	●	●	●



Lera Bennell (Vice Chair)

Bunbury Ward
Service: November 2011 - current

Attendance: Remuneration: \$25,075

Jul	Aug	Sep	Oct	Nov	Dec
●●	●	●	●●	●	●
Feb	Mar	Apr	May	Jun	AGM
●	●	●	●	●	●



Michelle Munns

Bunbury Ward
Service: November 2013 - current

Attendance: Remuneration: \$15,425

Jul	Aug	Sep	Oct	Nov	Dec
●●	●	●	○●	●	○
Feb	Mar	Apr	May	Jun	AGM
●	○	●	●	○	●



Robyn McCreanor

Manjimup Ward
Service: November 2013 - current

Attendance: Remuneration: \$6,700

Jul	Aug	Sep	Oct	Nov	Dec
○●	●	●	●●	○	○
Feb	Mar	Apr	May	Jun	AGM
●	●	●	●	○	○



Ernie Hill

Bunbury Ward
Service: November 2016 - current

Attendance: Remuneration: \$21,950

Jul	Aug	Sep	Oct	Nov	Dec
○●	●	●	●●	●	●
Feb	Mar	Apr	May	Jun	AGM
●	●	○	●	●	○



Dean Colbung

Harvey-Brunswick Ward
Service: November 2017 - current

Attendance: Remuneration: \$9,325

Jul	Aug	Sep	Oct	Nov	Dec
○●	○	○	○●	○	○
Feb	Mar	Apr	May	Jun	AGM
●	●	●	●	●	○



James Khan

Collie Ward
Service: November 2017 - current

Attendance: Remuneration: \$8,075

Jul	Aug	Sep	Oct	Nov	Dec
○●	○	○	○●	○	●
Feb	Mar	Apr	May	Jun	AGM
●	●	●	●	○	○



Janine Williams

Bunbury Ward
Service: February 2018 - current

Attendance: Remuneration: \$6,150

Jul	Aug	Sep	Oct	Nov	Dec
○●	○	○	○●	○	○
Feb	Mar	Apr	May	Jun	AGM
○	●	●	●	●	●



Eddie Barron-Ugle

Collie Ward
Service: November 2013 - November 2017

Attendance: Remuneration: \$11,725

Jul	Aug	Sep	Oct	Nov	Dec
●●	●	●	●●	●	○
Feb	Mar	Apr	May	Jun	AGM
○	○	○	○	○	○



Lesley Ugle

Harvey-Brunswick Ward
Service: November 2016 - November 2017

Attendance: Remuneration: \$5,100

Jul	Aug	Sep	Oct	Nov	Dec
●●	○	●	○●	○	○
Feb	Mar	Apr	May	Jun	AGM
○	○	○	○	○	○



Lynette Narkle

Bunbury Ward
Service: November 2016 - July 2017

Attendance: Remuneration: \$600

Jul	Aug	Sep	Oct	Nov	Dec
○●	○	○	○●	○	○
Feb	Mar	Apr	May	Jun	AGM
○	○	○	○	○	○

2017/18

NAIDOC Family Fun Day



NAIDOC Family Fun Day



Newton Moore Visit

20th Anniversary Gala Evening



NAIDOC Family Fun Day



Men's Group



20th Anniversary Gala Evening



Health Promotion



NAIDOC Elders Luncheon



NAIDOC Family Fun Day

NAIDOC Family Fun Day



20th Anniversary Celebrations



Kwilenap Opening with Minister Ken Wyatt



Community Meeting



20th Anniversary Gala Evening



Aboriginal Health Workers

Men's Group Mattress Drop



NAIDOC Elders Luncheon



Hon. Don Punch Clinic Visit



CLINICAL SERVICES

This financial year has been a busy and successful year for the SWAMS clinic, with SWAMS staff seeing more new clients and providing more episodes of care over the year, as well as several new partnership and funding opportunities.

Clinic attendance

SWAMS assisted 3,147 individual clients and delivered 25,625 episodes of care during the 2017/18 year.

Our multidisciplinary team has once again screened more clients than previous years, with over 75% of SWAMS clients having had the benefit of a health check (715) in the past 12 months.

This is a 13.5% increase on 2016-17.

The number of clients assisted to manage their chronic illnesses has also increased, with over 65% of eligible clients having a GP management plan prepared.

The number of regular clients who identify as Aboriginal has also continued an upward trend this period, increasing by 7%.

Immunisations

A key achievement for the year has been in the area of childhood immunisations,

with rates greater than 94% across each age cohort and well above the national and state average.

38% of clients aged 50 years and over were immunised against influenza, exceeding the national and state average by 6%.

Youth

There has been an increased focus on targeting youth within schools for health promotion and education.

Six female and three male staff attended the Mooditj Leadership training with Sexual Health Quarters, which is a relationships and sexual health program for young Aboriginal people.

SWAMS ran this program during the year and will continue to engage with external stakeholders to deliver the program.

Further school engagement has included performing school-based health checks

with a focus on primary and secondary prevention and health promotion.

Women's health

There has been a focus on women's health with the introduction of new national cervical screening guidelines in December 2017.

SWAMS' nurse practitioner, together with other clinical staff, have emphasised client education around the new guidelines.

Cervical screening rates have increased from the previous reporting period with 37% of eligible female clients receiving screening. This figure exceeds national and state averages.

This year has also seen SWAMS' nurse practitioner commence a new women's health clinic at Kwilenap to complement the existing maternal and child health services on offer.



NATIONAL PERFORMANCE

NATIONAL IMPLEMENTATION PLAN GOAL

PERFORMANCE

National
2016-17**

SWAMS
2017-18

Increase the rate of Aboriginal and Torres Strait Islander women attending at least one antenatal visit in the first trimester from 51% to 60% by 2023.	57%	59%
Increase the rate of Aboriginal and Torres Strait Islander women attending at least five antenatal care visits from 84% to 90% by 2023.	87%	77%
Decrease the rate of Aboriginal and Torres Strait Islander women who smoke during pregnancy from 47% to 37% by 2023.	46%	46%
Increase the rate of Aboriginal and Torres Strait Islander children aged 0-4 years who have at least one health check in a year from 23% to 69% by 2023.	30%	51%
Increase the rate of Aboriginal and Torres Strait Islander children aged 5-14 years who have at least one health check in a year from 18% to 46% by 2023.	30%	44%
Increase the rate of Aboriginal and Torres Strait Islander youth aged 15-24 years who have at least one health check in a year from 17% to 42% by 2023.	25%	47%
Increase the rate of Aboriginal and Torres Strait Islander adults aged 25-54 years who have at least one health check in a year from 23% to 63% by 2023.	31%	79%
Increase the rate of Aboriginal and Torres Strait Islander adults aged 55 plus who have at least one health check in a year from 33% to 74% by 2023.WW	43%	68%
Increase the rate of Aboriginal and Torres Strait Islander children at age 2 who are fully immunised from 91% to 96% by 2023.	89%	95%
Increase the rate of Aboriginal and Torres Strait Islander children at age 5 who are fully immunised from 92% to 96% by 2023.	97%	98%
Increase the rate of Aboriginal and Torres Strait Islander adults aged 50 plus who are immunised against influenza from 57% to 64% by 2023.	57%*	34%
Reduce the smoking rate among Aboriginal and Torres Strait Islander youth aged 15-17 years who smoke from 19% to 9% by 2023.	17%	2%
Increase the rate of Aboriginal and Torres Strait Islander youth aged 15-17 years who have never smoked from 77% to 91% by 2023.	78%	28%***
Increase the rate of Aboriginal and Torres Strait Islander youth aged 18-24 years who have never smoked from 42% to 52% by 2023.	46%	69%***
Reduce the smoking rate among Aboriginal and Torres Strait Islander peoples aged 18 plus from 44% to 40% by 2023.	45%	34%***
Increase the rate of Aboriginal and Torres Strait Islander peoples with type 2 diabetes who have regular HbA1c checks from 65% to 69% by 2023.	63%**	72%
Increase the rate of Aboriginal and Torres Strait Islander peoples with type 2 diabetes who have regular blood pressure tests from 65% to 70% by 2023.	63%**	70%
Increase the rate of Aboriginal and Torres Strait Islander peoples with type 2 diabetes who have renal function tests from 65% to 69% by 2023.	62%**	69%

Notes

* Data is for the 2012-13 year and represents the most recent data available.

**Data is as reported in June 2016 and represents the most recent data available.

***This percentage only represents clients who have their smoking status recorded.

Chronic disease management

SWAMS' Kanying Mooditj (KaM) team consists of qualified Aboriginal health practitioners, trainee Aboriginal health practitioners, Indigenous outreach workers, two registered nurse diabetes educators and an established multi-disciplinary team of visiting specialists and allied health workers.

The KaM team's vision is to partner with our clients through their health journey aiming for improved individual self-management. This has a proven beneficial effect on families and leads to a healthier Aboriginal community who are kanying mooditj (keeping solid).

KaM members work with those who either have an established chronic disease or are at risk of developing a chronic disease.

Throughout the year, the KaM team worked with clients and their families to establish

health plans based on the client's priorities to assist them to reach their health goals.

This holistic approach to care was supported by the wider multi-disciplinary team at SWAMS.

Care coordination and education formed the bulk of the daily role.

This included home visits, appointment reminders, organising medications, advocating for clients with external agencies, developing collaborative partnerships (particularly with hospital staff), and supporting clients to improve self-management of their health.

The KaM team also engaged with other health providers and stakeholders in the community by attending various regional meetings, creating robust referral pathways and partnering with other agencies to deliver health care, e.g. Diabetes WA, WAPHA and palliative care services.

Team members developed and consolidated their clinical skills through rotation at the Bunbury and Outreach clinics, as well as out in the community.

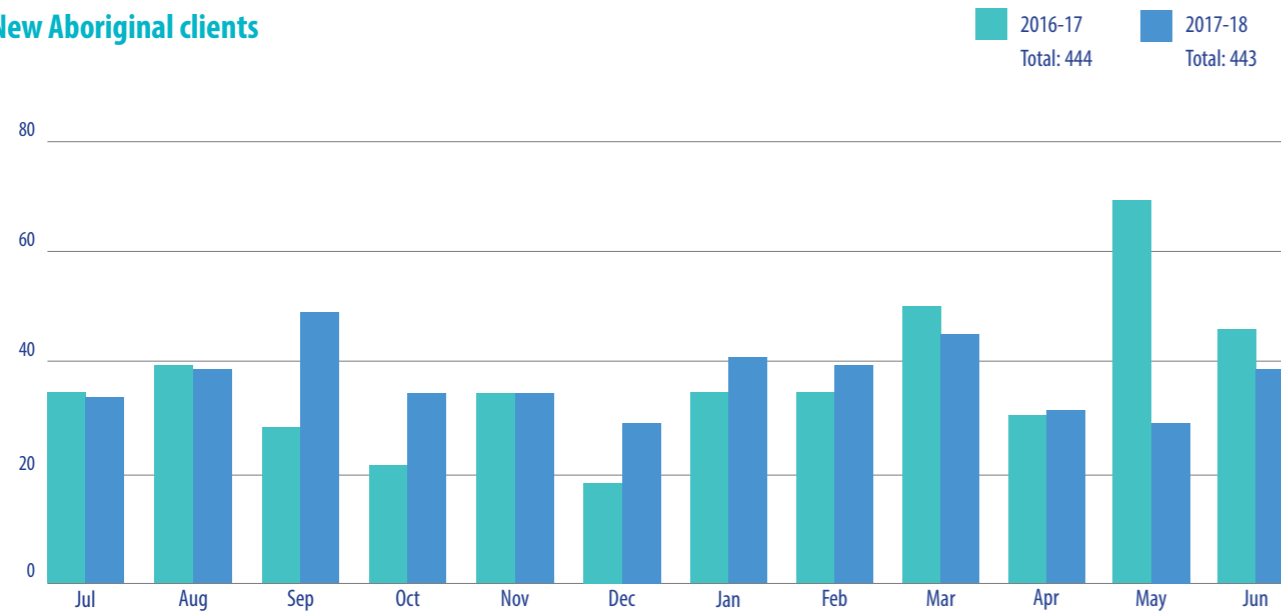
Heart health

During the year, SWAMS continued to build local partnerships and seek further funding opportunities, which saw the inaugural 'Koort Kaartijin' Aboriginal heart health program implemented.

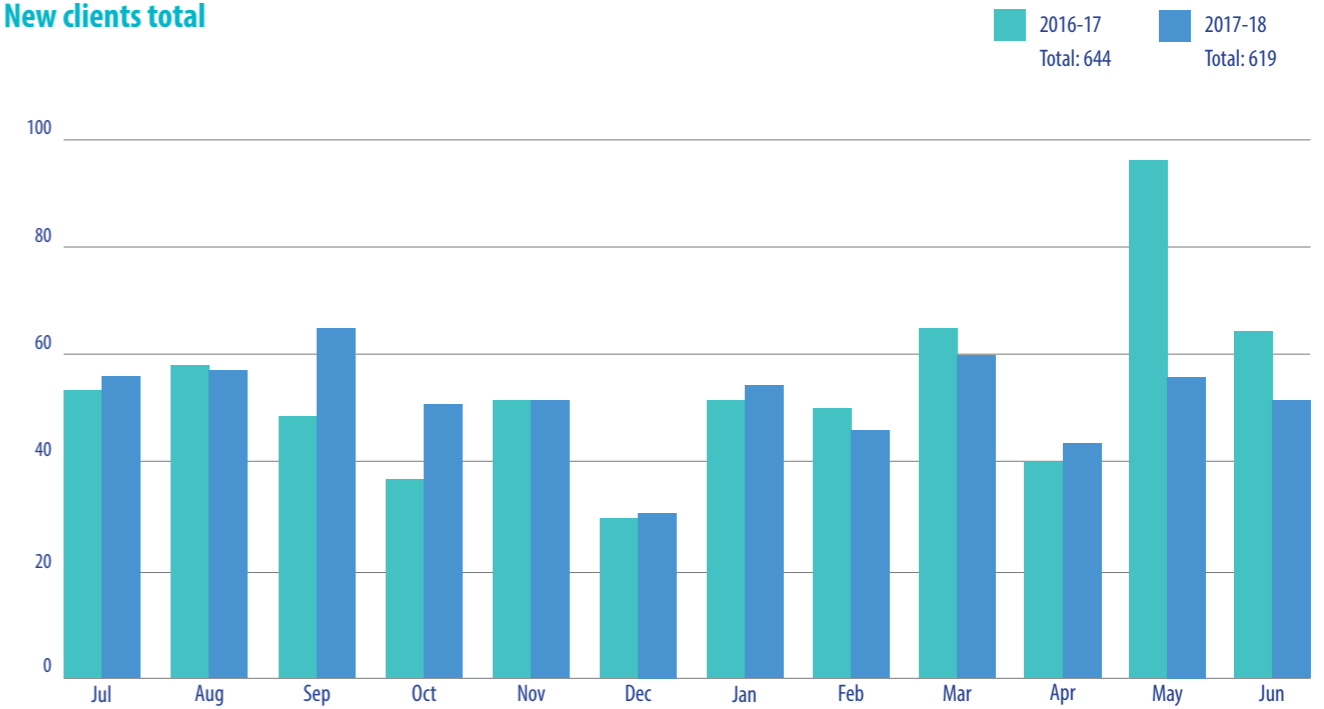
This 16 week community program ran from August – November 2017 and was aimed at increasing awareness of cardiovascular health and encouraging and supporting achievable lifestyle changes to reduce individual risk of coronary heart disease.

The success of this program has attracted further block funding to run a second program later in the new financial year.

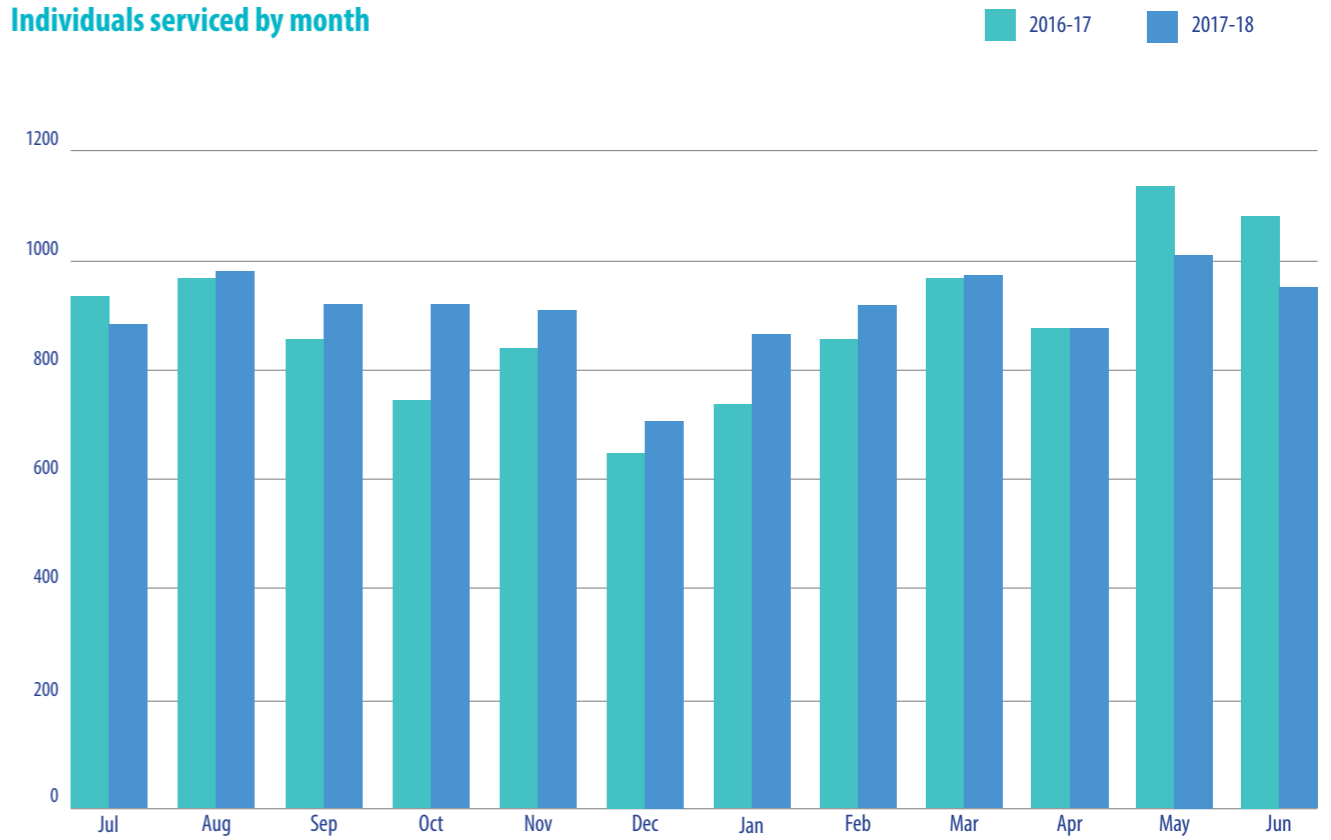
New Aboriginal clients



New clients total



Individuals serviced by month



Specialist clinics

SWAMS offers regular clinics with visiting medical specialists and allied health professionals to assist with the diagnosis and management of chronic diseases and other health conditions.

The clinics provide better access to specialist services for the region's Aboriginal people by removing financial barriers and providing services in a familiar environment.

SWAMS implemented three new specialist clinics in 2017/18 with cardiology, paediatric and renal specialists providing services from SWAMS Bunbury clinic.

These services have been very well attended with a DNA rate of less than 10%.

SWAMS would like to acknowledge the funding of Rural Health West through the Healthy Ears-Better Hearing, Better Listening program and the Medical Outreach Indigenous Chronic Disease program.

Ear, Nose and Throat

Ear, Nose and Throat (ENT) clinics have been

very well attended with 96 children seen over the year.

Dr Harvey Coates provided ENT services in October and December 2017 and his last clinic before retiring in April 2018.

Dr Latif Kadhim has now come on board to continue this service. His first ENT clinic was held in June 2018.

General physician

Dr Tony Ryan provided a general physician (diabetes) clinic to SWAMS clients in September and November of 2017, and again in March 2018.

Cardiology

Dr John Tan provided specialist cardiology care in February and April 2018.

Paediatrics

Dr Kirstie Semple provided clinics in March and May 2018.

Renal

Nephrologist Dr Harish Puttagunta provided renal clinics in December 2017 and April

2018, with teleconference clinics in February and June 2018.

Ophthalmology

A quarterly ophthalmology clinic was provided from the Bunbury clinic, with thanks to B and B Eye Doctors who provided a specialist registrar.

Podiatry

SWAMS was able to provide on-site podiatry services from July - December, which was well-attended. Unfortunately the provider relocated interstate. SWAMS is looking to employ another podiatrist in the new financial year.

Dietician

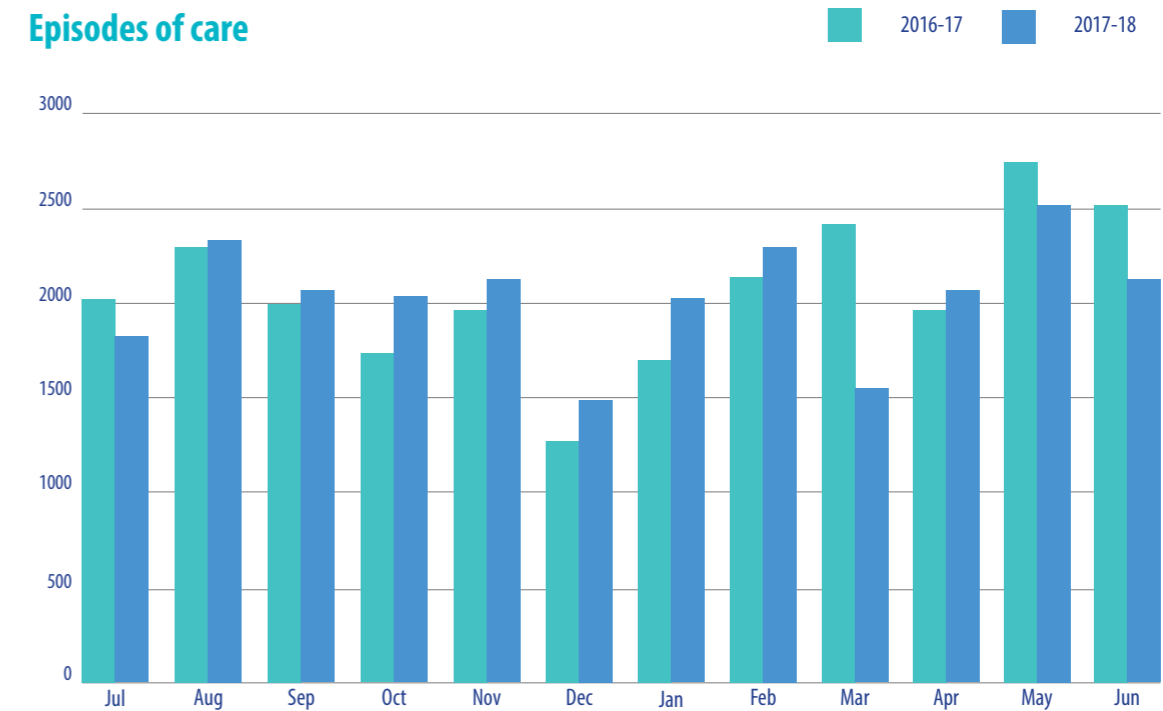
Mrs Fiona Collins provided a weekly dietetic service throughout the year. The service was well attended with 84 clients seen.

Counselling

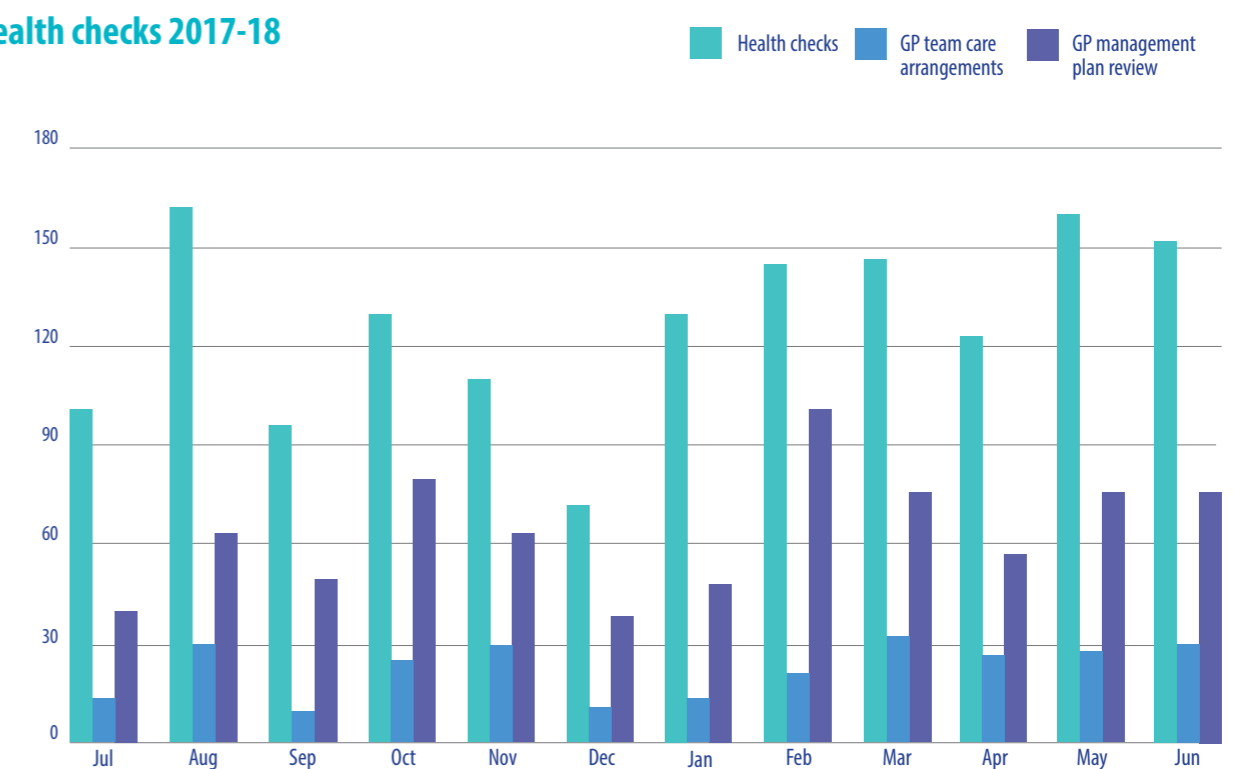
Bunbury Counselling and Relationships Australia provided three sessions per week of onsite counselling for SWAMS clients.



Episodes of care



Health checks 2017-18



New dental service for SWAMS



SWAMS is offering a new dental service at its Bunbury Clinic on Forrest Avenue.

The service is being staffed through the support of Dental Health Services WA, who are providing SWAMS with two alternating dentists and a dental nurse every Thursday. SWAMS clinic director Nicole Campbell is thrilled with the new service.

"When it comes to health, there is a significant disparity between Aboriginal and non-Aboriginal people living in the region," Ms Campbell said.

"The financial barrier to dental healthcare is significant and well known. SWAMS is endeavouring to improve access to dental care by providing this service free of charge to Aboriginal clients".

Dental conditions are currently the leading cause of potentially preventable hospitalisations (PPH) in the South West of WA.

The PPH rate for South West Aboriginal residents is significantly higher than the non-Aboriginal rate.

"It has been fantastic to receive support from

the WA Labour Party (Hon. Don Punch MLA), the South West Development Commission and Dental Health Services WA," Ms Campbell said.

"We are well on our way to making a positive difference to the oral health of our community by using preventative measures to reduce the instances of dental-related hospitalisations in the region".

The dental service will run every Thursday from 9.00 am until 4.30 pm.

No referral is required however clients must meet SWAMS' eligibility criteria.



A new direction for maternal child health

SWAMS unveiled its new maternal and child health clinic, Kwilenap, at an official opening on 1 February 2018 at 9:00am.

The clinic, located at the Australind Healthplex, was officially opened by the Honourable Ken Wyatt, Federal Minister for Aged Care and Indigenous Health, at an onsite morning tea for community members and Elders.

Kwilenap, meaning 'place of the dolphins' in Noongar language, will provide Aboriginal families in the region with improved access to maternal and child health services. SWAMS CEO Lesley Nelson said that the new facility was a welcome addition to SWAMS' growing portfolio of services and programs.

"Providing quality health care to our community is vital. Building capacity in our services and creating opportunities for our clients to access quality health care and support is our highest priority," Ms Nelson said.

"Kwilenap will ensure clients have access to a multi-disciplinary team of midwives, child health nurses, Indigenous outreach worker and an Aboriginal health worker, who will work together to ensure

healthy pregnancies, infants and children."

In addition to midwifery and child health services, the clinic will also offer a unique cultural program that draws on the knowledge of local Elders to support new mothers and fathers in their transition to parenthood.

"The Kwilenap program will encourage and empower our community to raise strong, healthy children. We want to arm parents with the knowledge and skills needed to embark on a positive parenting journey while giving their children the best possible start to life," Ms Nelson said.

During the year, Kwilenap also offered a calendar of events that is aligned with the six Noongar seasons. Such events included family picnics, clothes swaps and the very popular Creative Arts Network Lullabies program which encouraged parents to write and sing lullabies in Noongar language.

The Kwilenap clinic was made possible with funding received under the Commonwealth Government's New Directions Mothers and Babies Services program.



2017/18

Dental Health Services WA Visit



The Great South West Bed Race



NAIDOC Family Fun Day



Dental Health Service WA Visit



Bunbury Ward Elections



Mental Health First Aid Training



20th Anniversary Gala Evening



AHCWA Awards



Koombana Bay Kwilenap Picnic



NAIDOC Week

Young and Deadly BBQ Bash



Health Promotion



NAIDOC Family Fun Day



NAIDOC Elders Luncheon



20th Anniversary Celebrations



20th Anniversary Celebrations



20th Anniversary Celebrations



20th Anniversary Gala Evening



NAIDOC Family Fun Day



In addition to our clinical services, we collaborate with other community organisations to deliver a range of health promotion programs and events throughout the year, with a view to improve community awareness around important health issues affecting Aboriginal people.

Health promotion

Our health promotion team were involved in over 60 events throughout the South West, engaging approximately 1,400 clients in events and workshops.

Our team engaged with various stakeholders and partners for SWAMS events, as well as supported events delivered by other organisations in the South West.

A range of health prevention topics have been covered this year including sexual health, diabetes, heart health, smoking cessation, dental health, healthy eating and physical activity.

Each month a new interactive display is set up at our Bunbury clinic to highlight a health topic of importance for that month.

Clinic on wheels (COW)

In 2017-18, the COW supported our health promotion efforts by providing a clinical environment to carry out health checks at five events and six school visits.

Playgroup

Our playgroup program promotes school readiness for children aged 0-5 years through a range of activities focused on play based learning, socialisation and brain development.

Each session involves new activities which are suited to the age and preferences of the children, together with their parents.

Where possible, activities also align with national events such as NAIDOC Week.

Due to low attendance in Carey Park, community consultation took place from January to March 2018, with Australind identified as a new site for playgroup.

In April 2018 we launched the new playgroup in Australind to service locals families, as well as those living in the nearby neighbourhoods of Kingston, Treendale and Eaton.

Overall attendance figures for the year show a decline on the previous reporting period, however this decrease is likely to be due to the closure of Carey Park and subsequent opening of Australind.

Attendance across all playgroups is increasing once more, as we continue to promote and publicise these sessions.

Home and community care

Our home and community care (HACC) program aims to support our clients by providing transport to non-medical appointments and providing one-on-one and group social support.

Since recruiting a new social support worker at the beginning of 2018, our capacity to deliver HACC services has increased, with clients from Bunbury, Donnybrook, Australind, Brunswick Junction, Harvey and Roelands accessing the service.

This role collaborates with our SWAMS clinic and other organisations to provide support and advocacy for our clients.

In July, over 60 Elders and community members attended our annual NAIDOC Elders Luncheon to celebrate the national theme 'Our Languages Matter'.

During this event, we acknowledged the important role our Elders play in ensuring our ancient languages are preserved for future generations.

This year, the HACC program also prepared for its transition to the Commonwealth Home Support Program (CHSP), which takes effect in July 2018.

This transition aligns our services under the new national CHSP program.

Falls prevention

In May 2018, SWAMS was successful in gaining funding to deliver the Ironbark program, a falls prevention program for older Aboriginal people expected to start in October 2018.

The program includes a physical activity component followed by a yarning session with a healthy lunch.

Youth

In June 2018, we were successful in receiving funding from the WA Primary Health Alliance to develop a new youth program for Aboriginal youth aged 12-25 years.

The weekly program is delivered at the Bunbury PCYC with an average of 30 youth attending each week.

The program focuses on activities such as sports, healthy eating, mentoring, art, culture and life skills.

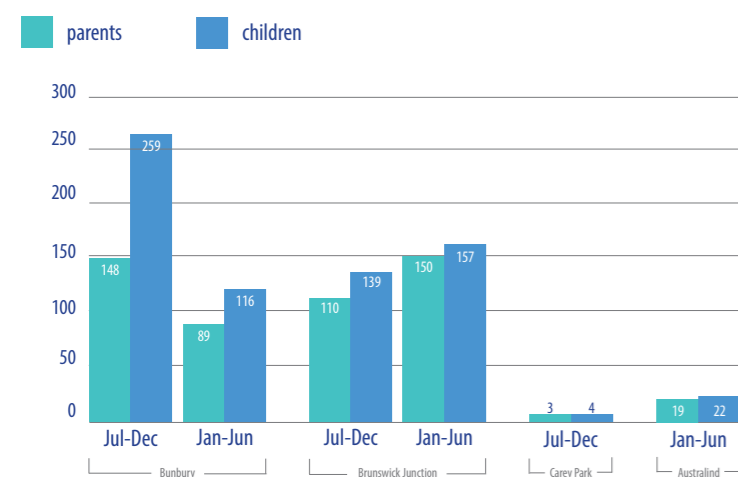
Communications

Our communications team have worked throughout the year to redevelop older promotional material, as well as create new material to increase the profile of SWAMS. The team are responsible for the development of promotional material and publications and the management of our online presence.

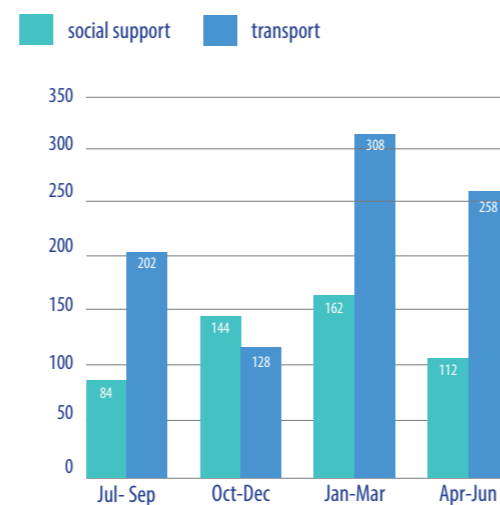
They are also responsible for liaising with the media for news stories and advertising campaigns.

2017-18 saw the development of a social media strategy, which has seen positive results in its early stages of implementation. In the year ahead, the communications team will work on revitalising the SWAMS website and growing our client base through new channels such as television.

Playgroup attendance 2017-18



HACC service delivery 2017-18





The momentum that SWAMS has gained in quality during 2017-18 will continue as we look towards the future and ensure that SWAMS maintains its commitment to continuous quality improvement.

ISO transition

Managing the transition from ISO 9001:2008 to ISO 9001:2015 accreditation was a key focus for SWAMS in 2017/18. Changes to the standards were introduced in 2015, with all organisations required to undertake the transition by September 2018. The new standards include a greater focus on leadership and a new risk-based approach to quality management. SWAMS viewed these changes as opportunities for improvement and used them as the catalyst for a number of quality projects that will be undertaken in the coming year. As part of the transition to the new standard, SWAMS undertook a review of LOGIQC, its quality management system (QMS), and developed new processes and procedures to ensure compliance with leadership, risk and accreditation management. Ultimately, this led to the implementation of two new risk and accreditation modules within LOGIQC.

Risk management

The new risk module in LOGIQC integrates with the other registers

within the QMS to demonstrate how our risks are being managed, mitigated and reviewed. Bringing this project to fruition, and finalising the new module, involved SWAMS senior management participating in a number of risk analysis workshops. The introduction of an accreditation module within LOGIQC has enabled SWAMS to streamline the re-accreditation process and adequately capture the organisational knowledge surrounding this process.

Internal auditing

The 2016/17 ISO re-accreditation audit identified internal auditing as an area for improvement and this went on to become a key priority in 2017/18. The new audit process and tools were tested in July 2018 and are due to be fully implemented in the 2018/19 financial year.

AGPAL accreditation

SWAMS' clinic went through the reaccreditation process for AGPAL certification in June 2018 with accreditation being maintained.



The 2017-18 financial year saw the human resources (HR) team deliver innovative solutions across the organisation whilst providing comprehensive support and guidance to all employees.

Workforce

As at 30 June 2018, SWAMS employed 73 staff across a range of clinical and non-clinical roles.

The demographical snapshot of our staff cohort as at 30 June 2018 is located on the adjacent page. The organisation structure can be found on page 10.

Recruitment

Recruitment was strengthened by the implementation of an online recruitment system (MyRecruitment Plus) designed to make application pathways easier for potential candidates and ensure that candidate information is consistently captured.

The use of social media to drive recruitment campaigns has increased, resulting in a greater number of applications from community members.

Retention

Retention of staff sat at 42% for the year. This was a more positive statistic in comparison to 2016-17 (43%).

Exit survey results showed that the majority of exiting staff left to embark on new career pathways, undertake further study, or to move away from the Bunbury area.

Staff on fixed term contracts were also included in the retention data analysis.

The retention percentage is one that management and human resources are actively looking to increase in the year ahead as part of a larger employment strategy designed to attract and retain high quality staff.

Recognition

Seven of SWAMS' longest serving staff members were presented with awards at SWAMS' 20th anniversary gala dinner to recognise their contribution to the organisation and community.

Throughout the year, employees had the opportunity to nominate their colleagues for awards, usually presented by the CEO at all-staff meetings.

Training

312 instances of training were provided to staff members, ranging from CPR refreshers to tertiary training.

In this financial year SWAMS partly supported one Certificate III tertiary qualification, fully supported a Certificate IV tertiary qualification, and continued to support a Graduate Certificate in Child Health. SWAMS has met the growing challenge of securing qualified Aboriginal health workers in the region by continuing to support students of the Certificate IV in Aboriginal Primary Health Care, in partnership with the Aboriginal Health Council of WA (AHCWA).

Four employees were supported by SWAMS with their certification in this field, alongside a further five community members. Current Aboriginal health workers are also supported to obtain their APHRA registration.

Two GP registrars have benefited from placements at SWAMS during this period (with the support of WAGPET) and the organisation continues to support the practical education of medical students through the Rural Clinical School.

Two social work students have also completed their final practicums with SWAMS' mental health care coordination team.

Policy

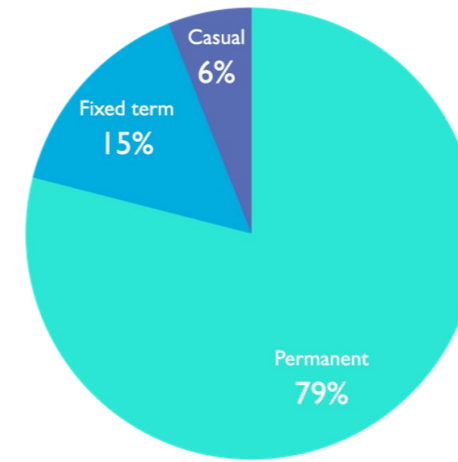
In September 2017, an all-inclusive employee handbook was released, allowing staff to consult one document in order to find the relevant policies and procedures relating to them in the workplace.

This, along with the tightening on the leave policy, has increased the staff's information base and has successfully decreased instances of unauthorised absenteeism and misconduct issues.

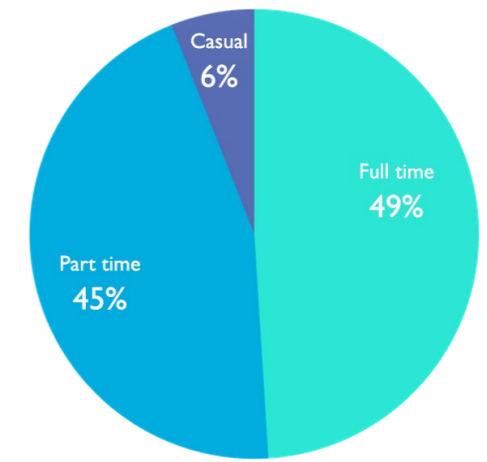
Looking ahead

2018-19 will see the completion of the SWAMS employment strategy, more team building events and workplace initiatives, and a clear and fair training policy that will ensure all staff have equal access to professional development moving forward.

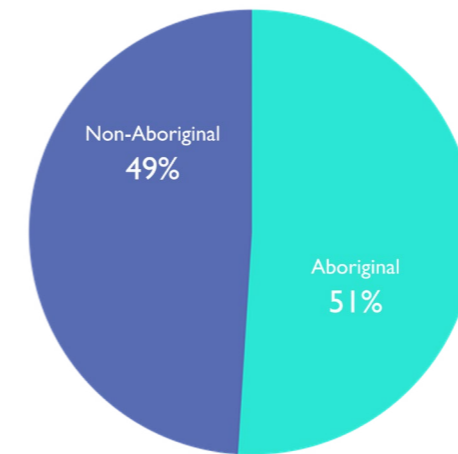
The HR team will also work together with HR Assured (Workplace Advisory Service) to develop and implement a new Human Resource Information System (HRIS).



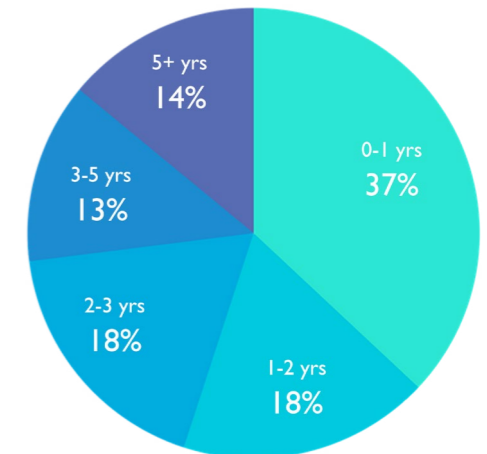
Staff classification



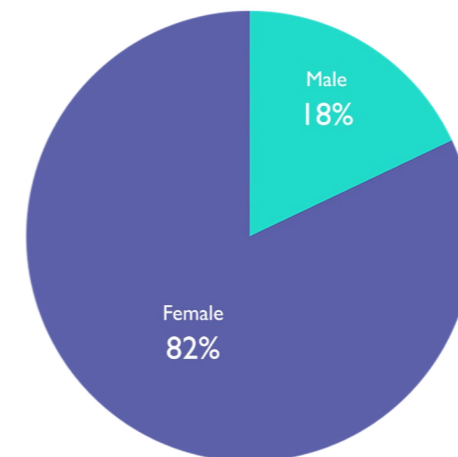
Staff structure



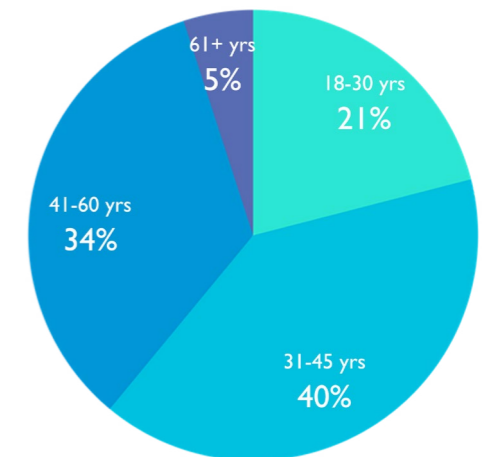
Staff Aboriginality



Staff tenure



Staff gender



Staff age

2017/18

Koombana Bay Kwilenap Picnic



Playgroup



Nicky Winmar Heart Yarn



Ear, Nose and Throat Clinic



NAIDOC Family Fun Day

Playgroup



20th Anniversary Celebrations



Men's Group Mattress Drop



20th Anniversary Gala Evening

Women's Camp



20th Anniversary Celebrations



Nicky Winmar Heart Yarn



Playgroup End of Year Celebration



Playgroup



Health Hub Concept Development



Healthy Heart Lunch



Mindfulness Book Launch



Income and grant revenue

SWAMS is a non-government, not for profit organisation that relies on government funding and assistance.

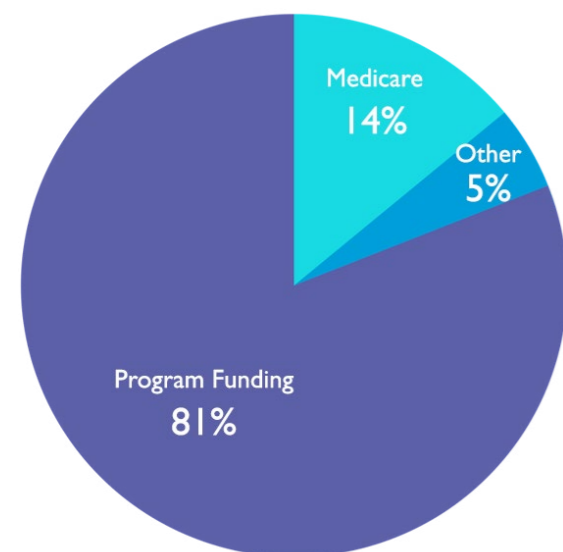
81% of our income is derived from program funding, with a further 19% from Medicare income and other sources, such as capital works funding.

Our main source of grant revenue is provided by the WA Country

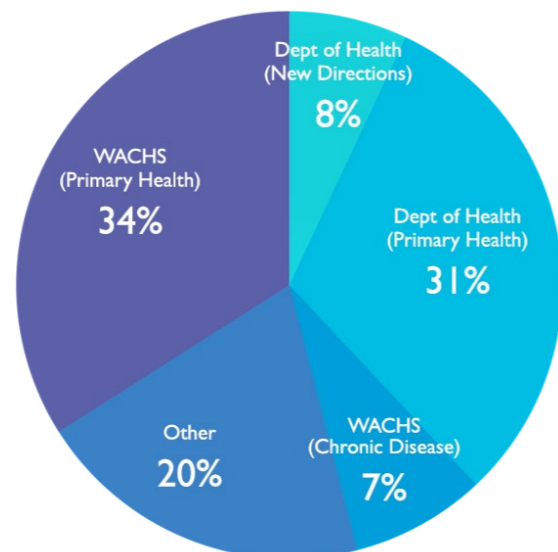
Health Service (41%) and the Australian Government Department of Health (39%). This funding supports our clinical services, and specific programs and services such as the New Directions Mothers and Babies program and our visiting specialists.

The remaining 20% of grant revenue originates from state and federal government funding and supports our programs and services in aged care, home and community care, intergrated team care, parent support, youth and mental health care.

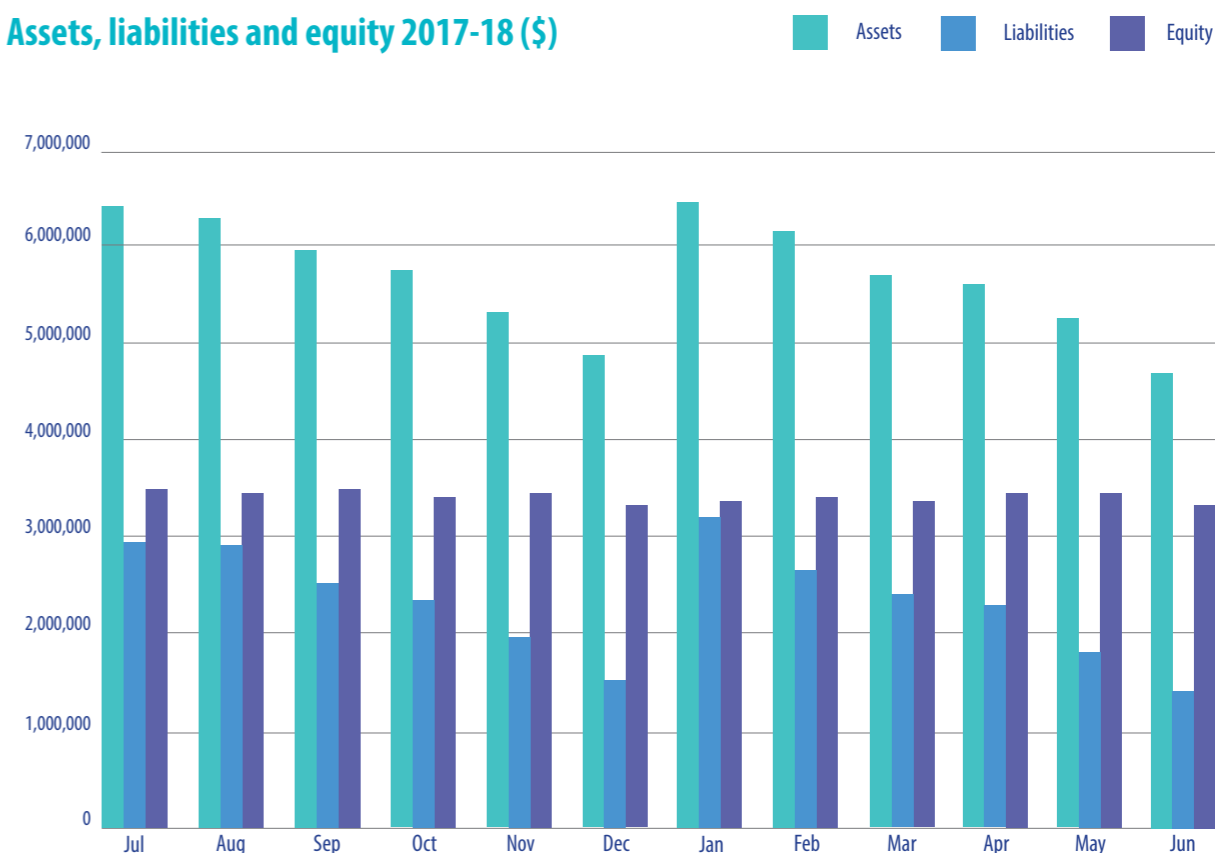
Total income 2017-18 \$8,405,179



Grant revenue by source 2017-18

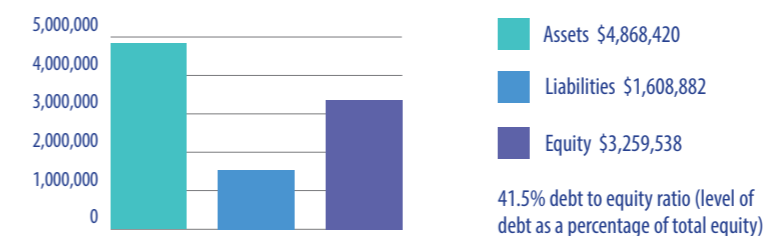


Assets, liabilities and equity 2017-18 (\$)

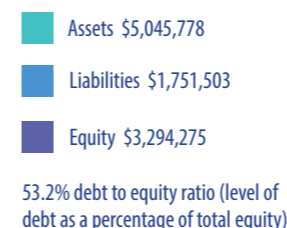


Total assets, liabilities and equity 2017-18 (\$)

2017-18



2016-17



STATEMENT OF FINANCIAL POSITION

As at 30 June 2018

	Note	2018 (\$)	2017 (\$)
ASSETS			
Cash and cash equivalents	7	1,291,713	3,058,751
Financial assets	8	1,978,340	-
Trade and other receivables	9	83,117	184,513
Prepayments		183,088	258,462
Total current assets		3,536,258	3,501,726
Property, plant and equipment	10	1,243,935	1,533,318
Work in process		88,227	10,735
Total non-current assets		1,332,162	1,544,053
TOTAL ASSETS		4,868,420	5,045,779
LIABILITIES			
Trade and other payables	11	752,079	971,580
Employee benefits	12	473,312	327,684
Grant income received in advance		94,243	158,914
Total current liabilities		1,319,634	1,458,178
Employee benefits	12	289,248	293,326
Total non-current liabilities		289,248	293,326
TOTAL LIABILITIES		1,608,882	1,751,504
NET ASSETS		3,259,538	3,294,275
EQUITY			
Accumulated funds		3,259,538	3,294,275
TOTAL EQUITY		3,259,538	3,294,275

This statement of financial position should be read in conjunction with the accompanying notes to these financial statements. Contact SWAMS for more information.



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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SOUTH-WEST ABORIGINAL MEDICAL SERVICE ABORIGINAL CORPORATION ("SWAMSAC")

Opinion

We have audited the financial report of SWAMSAC which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies, other explanatory information and the directors' declaration.

In our opinion, the accompanying financial report is in accordance with the Corporations (Aboriginal and Torres Strait Islander) Act 2006 and Australian Charities and Not-for-profits Commissions Act 2012, including:

- giving a true and fair view, in all material aspects, of the financial position of SWAMSAC as at 30 June 2018, and of its financial performance and its cash flows for the year then ended; and
- complying with Australian Accounting Standards, the Corporations (Aboriginal and Torres Strait Islander) Regulations 2007, the Australian Charities and Not-for-profits Commission Regulations 2013 and SWAMSAC rule book.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of SWAMSAC in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Economic Dependency

We draw attention to Note 2(e) to the financial statements which outlines the corporation's economic dependency, whereby to continue as a going concern SWAMSAC is dependent upon continued receipt of Commonwealth and State grant funding. Our opinion is not modified in respect of this matter.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in SWAMSAC's annual report for the year ended 30 June 2018, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

Liability limited by a scheme approved under Professional Standards Legislation



In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the corporation are responsible for the preparation and fair presentation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Corporations (Aboriginal and Torres Strait Islander) Act 2006, Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the corporation or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made.
- Conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions

that may cast significant doubt on the corporation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the corporation to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

AMD Chartered Accountants

MARIA CAVALLO
Director

28-30 Wellington Street, Bunbury, Western Australia

Dated this 11th day of October 2018

AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 339-50 OF THE CORPORATIONS (ABORIGINAL AND TORRES STRAIT ISLANDER) ACT 2006 TO THE BOARD OF SOUTH WEST ABORIGINAL MEDICAL SERVICE ABORIGINAL CORPORATION

I declare that, to the best of my knowledge and beliefs, during the year ended 30 June 2018 there have been no contraventions of:

- the auditor independence requirements as set out in the in the Corporations (Aboriginal and Torres Strait Islander) Act 2006 in relation to the audit; and
- any applicable code of professional conduct in relation to the audit.

AMD Chartered Accountants

MARIA CAVALLO
Director

Bunbury, Western Australia

Dated this 1st day of October 2018

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