



2018/19 Annual Report

SOUTH WEST ABORIGINAL MEDICAL SERVICE





ABOVE IMAGE:

Special guest Indigenous Comedian Kevin Kropinyeri and SWAMS staff at the NAIDOC Family Fun Day and Deadly Jobs Expo 2019.

FRONT COVER IMAGES (L-R):

Top Row: AHTV National Launch at SWAMS, new SWAMS TV advert.

Middle Row: Cert IV Aboriginal Health Worker graduation, Kwilenap's 1st Birthday.

Bottom Row: Men's Group visit to Yagan Sqaure, Ironbark Falls Prevention participants.



CONTENTS

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

We would like to respectfully acknowledge the Wardandi people who are the traditional owners and first people of the land on which this publication was created.

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.

4	CHAIRPERSON'S LETTER
	SWAMS AT A GLANCE
5	CEO'S REPORT
6	BOARD OVERVIEW
7	BOARD MEMBERS
8	NGALANG BOODJA
9	KEY HEALTH HIGHLIGHTS
10	HEALTHHUB
12	HEALTH DENTAL
13	BOODJARI MOORT
14	WALK AND TALK - MENTAL HEALTH
15	KANYINI MOODITJ - KEEPING SOLID ITC SERVICES
16	PHOTO HIGHLIGHTS
18	HEALTH PROGRAMS
20	ABORIGINAL HEALTH TELEVISION
21	LISTENING TO OUR MOB
22	CONNECTING WITH OUR MOB
	SWAMS NEWS
24	MOODITJ PROGRAM
25	QUALITY AND COMPLIANCE
26	HUMAN RESOURCES
28	OUR FINANCIAL HEALTH
30	INDEPENDENT AUDITORS REPORT



CHAIRPERSON'S LETTER

Kaya.

As the SWAMS Acting Chairperson of the Board of Directors, it is my pleasure to present the 2018-19 Annual Report.

It has been another big year for SWAMS and the positive growth we continue to see is a testament to the importance of Aboriginal Community Controlled Health Organisations.

Our mob's health and well-being are the driving force in everything we do as a board and we firmly believe that our unique approach to health and well-being will continue to deliver positive health outcomes for our community.

We continue to work very closely with the community and stakeholders to ensure the sustainability of the service and we are confident that our partnerships with community members and key organisations will only continue to flourish in the coming year.

I would like to take this opportunity to thank outgoing board members, Lera, Michelle, Robyn and Pamela who have finished their terms of service during this reporting period. Your guidance and contribution to SWAMS and our wider community is very much appreciated and I wish you well in your future endeavours.

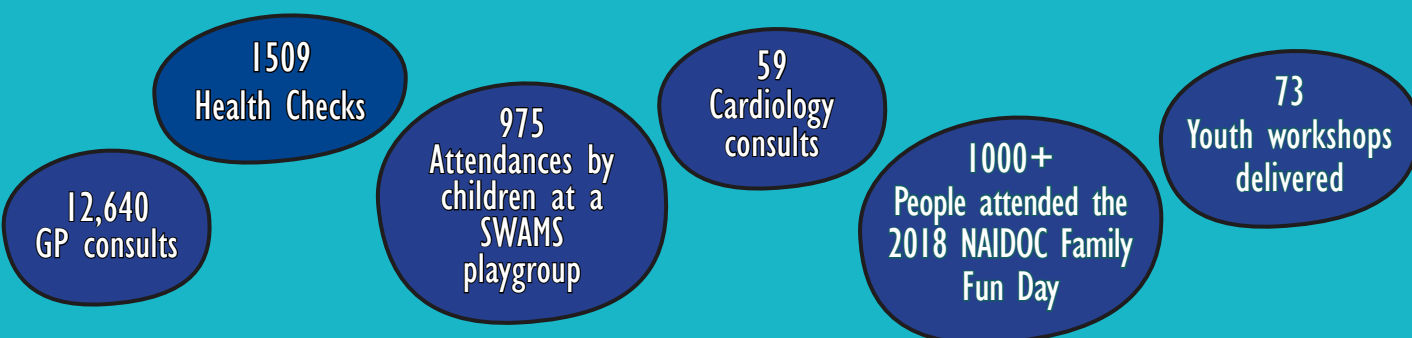
I would also like to thank CEO Lesley Nelson and the SWAMS team for their outstanding contributions throughout the last year, as a board know how hard you work toward better health outcomes for our people and we could not be prouder of the commitment you make to our organisation.

In closing, I would like to express our excitement for the next year and the planned SWAMS HealthHUB, a project we have worked toward for many years now being a step closer to reality. We are confident that the HUB will be a place where our community can be empowered to take control of our health and well-being.

- Ernie Hill, Acting Chairperson



SWAMS AT A GLANCE



CEO'S REPORT

Kaya wandju. Hello and welcome.

As this financial year draws to a close, it is time to reflect on our achievements over the last 12 months and review our operational strategies, targets and goals.

Upon reflection, it has been a significant year for SWAMS, 2018-19 has been a year of growth for our organisation with the implementation of new service deliveries, programs, major project developments and community engagement initiatives.

SWAMS continues to be the only Aboriginal Community Controlled Health Organisation in Wardandi Boodja, covering 24,000 square kilometres of land. As a non-government, not-for-profit organisation, we rely heavily on government funding and assistance not only for the planned HealthHUB but also for programs and primary health care service delivery. We want our service to reach all corners of the South West region and over this reporting period we have even looked at the possibility of expansion into the Great Southern regions.

Plans for our SWAMS HealthHUB have been a significant focus this year, with the City of Bunbury agreeing to transfer ownership of Jaycee Park to SWAMS for the purpose of building a Community Health and Wellbeing Hub. During the next year we will petition Parliament, Legislative councils and Government agencies for the continued support of this major works project and will continue to lobby for the advancement of our facilities and services into the coming year.

I would like to acknowledge and thank our collaborative partners like Rural Health West, the WA Primary Health Alliance, Department of Health and Department of Prime Minister and Cabinet for their

support and guidance throughout the year. It is thanks to these organisations that we continue to provide quality health outcomes for our clients.

The growth we have seen this year would not have been possible without the contribution of our talented and dedicated staff members. Our team is exceptional and I am extremely proud and humbled to be working alongside such a proficient and accomplished workforce.

I would also like to acknowledge our Board of Directors who have worked tirelessly to ensure SWAMS is a professional and accessible health service to the community of Wardandi Boodja. I would like to thank them for their guidance and vision which enables us to deliver positive health outcomes to our community.

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 pursuit for a better quality of life.

I hope you will join us in celebrating our achievements for the 2018-19 financial year.

- **Lesley Nelson, CEO**



470
Child
immunisations

564
Antenatal checks

309
Dental
consultations

731
Child health and
development checks

376
Children
immunised
against the flu

31
Falls prevention
(Ironbark)
sessions

3282
Individual clients
serviced



BOARD OVERVIEW

SWAMS Board - A chance to have a say in your medical service

An Aboriginal Community Controlled Health Service means that the organisation is governed by a locally elected board. This community control is a process which allows the local Aboriginal community to be involved in decision making that directly affects their community and health.

During this reporting period the SWAMS Board of Directors held over 13 meetings, and were involved in many SWAMS led events, programs and initiatives. The board travelled throughout the South West and the country spreading the word about the unique needs of our mob. We urge anyone who would like to represent their

community and provide strategic direction for SWAMS to nominate to become a SWAMS board member. If you wish to be involved in other decisions you can also become a SWAMS member which gives you the right to vote in elections, attend the Annual General Meeting and also gives you access to our subsidies and benefits program (*conditions do apply).

If you would like to become a SWAMS member, please contact our administration office on (08) 9797 8111.



Image below: SWAMS board elections 2018 for the Bunbury ward.



BOARD MEMBERS



Lera Bennell

Bunbury Ward
Service: July 2018 - November 2018
Remuneration \$4,362

Attendance:

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



Dean Colbung

Harvey Ward
Service: November 2016 - current
Remuneration \$9,006

Attendance:

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



Ernie Hill

Bunbury Ward
Service: November 2016 - current
Remuneration \$17,950

Attendance:

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



Denise Jetta

Bunbury Ward
Service: November 2016 - July 2019
Remuneration \$7,500

Attendance:

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



James Khan

Collie Ward
Service: November 2016 - current
Remuneration \$7,112

Attendance:

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



Karim Khan

Donnybrook - Busselton Ward
Service: November 2016 - current
Remuneration \$9,187

Attendance:

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



Robyn McCreanor

Manjimup Ward
Service: November 2016 - current
Remuneration \$4,562

Attendance:

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



Michelle Munns

Bunbury Ward
Service: November 2016 - November 2018
Remuneration \$5,437

Attendance:

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



Donna Turvey

Bunbury Ward
Service: November 2016 - current
Remuneration \$7,150

Attendance:

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



Janine Williams

Bunbury Ward
Service: November 2016 - current
Remuneration \$12,500

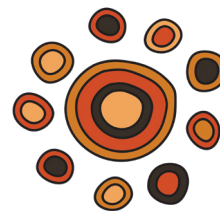
Attendance:

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

* Blue dot - Board member attended ** Grey dot - End of term or Board member has resigned *** Red dot - Board member did not attend

Disclaimers:

- i) Pamela Bolitho served as a board member for Manjimup during this reporting period however did not attend any meetings.
- ii) Board of Directors current as at the end of this financial reporting period ending 30 June 2019



NGALANG BOODJA

Our country, our clinics - Bunbury clinic, administration and outreach clinics

Bunbury clinic



Monday, Tuesday & Friday: 9am - 5pm
Wednesday: 9am - 2pm
Thursday: 9am - 8pm

Unit 5/55 Forrest Avenue
Bunbury WA 6230

Phone: (08) 9726 6000
Toll Free: 1800 779 000
Fax: (08) 9791 7655

Administration



Monday, Tuesday, Thursday & Friday:
8.45am - 5pm

Wednesday: 8.45am - 2pm

Unit 3/30 Wellington Street
Bunbury WA 6230
PO Box 1444
Bunbury WA 6230

Phone: (08) 9797 8111
Fax: (08) 9721 4621
Email: info@swams.com.au

Outreach clinics



Australind (Kwilenap - Maternal Child Health)

Tuesday & Thursday: 9.30am - 4pm
Wednesday: 9am - 2pm
Australind Healthplex, 12 Leisure Drive

Brunswick (GP)

Tuesday: 10am - 12pm & 1pm - 3pm
St John Ambulance, 1 Ridley Street

Busselton (GP)

Monday & Wednesday: 10am - 12.30pm

(ITC Services)

Monday, Wednesday & Friday: 9.30am - 3pm

(Maternal Child Health)

Thursday mornings from 9.30am
Unit 3/2 Fairbairn Road, Busselton

Collie (GP)

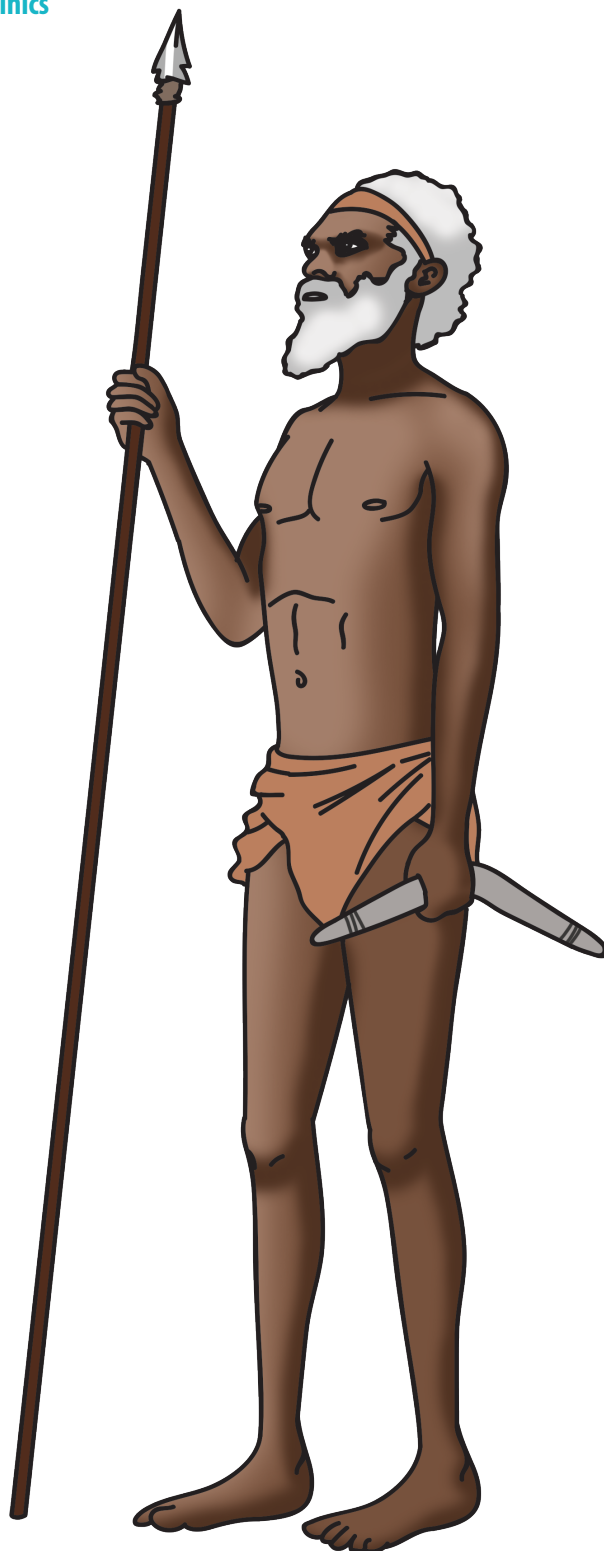
Monday: 10am - 4pm
Collie Hospital, Deakin Street

Harvey (ITC Services Only)

Monday, Tuesday & Thursday: 9.30am - 3pm
Unit 5/5 Hayward Street

Manjimup (GP)

Thursday: 10.30am - 3.30pm
GP Down South, Unit 7-8/30-32 Rose Street



KEY HEALTH HIGHLIGHTS

731
Child health and
development
checks

25,685
Episodes of
care

79%
Increase in specialist
physician consults

NEW
Integrated Team
Care program (ITC)

2 New locations:
- Busselton
- Harvey (ITC)

309
Dental consultations

12,640
GP
consults

564
Antenatal checks

59
Cardiology
consults

3282
Individual clients
serviced

95%
Of children vaccinated
by age 5



SUPPORTING LGBTQI+

New flag design and acknowledgement
for persons who identify as LGBTQI+

1509
Health Checks

AHTV filming - SWAMS Transport driver Jennifer Quartermaine and Elder Isla Bennell





HEALTHHUB

One step closer

This year SWAMS engaged in consultation with the City of Bunbury, University of Technology Sydney (UTS), the community and other key partners for the purpose built SWAMS HealthHUB facility. This project has been in the works for many years, and now with the transfer of land from the City confirmed, we are one step closer to this dream becoming reality.

We are now engaging with the appropriate Government authorities to gain the funding to go ahead with the build project.

The concept plans for this facility include clinical and research facilities, administrative offices, dedicated maternal and child health facility, community and wellbeing centre and outdoor Indigenous park. We will also retain the existing playground area.

This facility will provide important services to our local community that we are currently unable to deliver due to space constraints. Services such as mental health, alcohol and drug programs, social and emotional wellbeing and healthy lifestyle programs.

This facility will house a community and wellbeing centre and create a space for cultural connections and healing. The HealthHUB will

allow us to bring a wide variety of cultural, community and well-being services to our region. By incorporating unique cultural themes into these endeavours and activities, we will empower and encourage positive social impact, self-determination and active participation for our local Noongar community. This is a huge project with many different facets and many staff, consultants and contractors have been engaged to ensure this becomes reality for SWAMS and our community.



HEALTHHUB

HealthHUB location site - Jaycee Park: (L-R): Mayor Gary Brennan, SWAMS CEO Lesley Nelson and City of Bunbury CEO Mal Osborne



Below images are an artist's impression of the new SWAMS HealthHUB





HEALTH

Health overview

At SWAMS our clinical and primary health care services are continuing to grow each and every year. This year we have seen an increase of over 500 clients which has been wonderful and enabled us to reach even further into the community.

As you have seen earlier in this publication, we have continued to provide the local Aboriginal community with primary health services including, immunisations, dental services, GP consults, specialised chronic conditions care and specialist consults.

Our clinic teams have been working extremely hard to deliver a range of primary health care services in both our main Bunbury clinic as well as our outreach clinics throughout Wardandi Boodja and during our visits in our clinic on wheels.

We have also visited local schools and provided essential health care education information and on site health checks to our younger generation that will hopefully ensure a positive connection to the

service and set them up for a healthy future.

These positive health outcomes reflect a great achievement and have only been possible with a huge commitment from the whole SWAMS organisation, from the Board of Directors, to the specialised Aboriginal health workers, all clinicians, the administration and everyone in-between. It is no secret that without the expansion of our main clinic premise as part of the new HealthHUB we are struggling to provide new programs and services and we are hoping to be able to expand our services in the very near future (funding permitting).

We would like to thank every existing and new client for supporting SWAMS this financial year.



DENTAL

Dental overview

Did you know that poor dental and oral health links directly to physical and mental health? That is why SWAMS now offers dental services to our clients.

A healthy mouth is the gateway for nutrition to the physical body, but also enhances social interaction and promotes self-esteem and feelings of well-being. Your mouth can also provide important clues, symptoms and signals of your general health. For these reasons it is important to look after your teeth, gums and oral health. Essentially, a healthy mouth means a healthier person.

SWAMS offers clients Dental services most Thursdays from 9am – 5pm (last appointment time is 4.00pm)

SWAMS Dental services do not include cosmetic dentistry, mouth-guards or more complex procedures.

Services now offered:

- Exams
- Clean and scale
- Fillings
- Extractions

309
Dental
consultations

BOODJARI MOORT

564
Antenatal
checks



731 Child
health and
development
checks



376 Child flu
immunisations

Maternal Child Health

Boodjari Moort Maternal and Child Health (MCH) team, provide women in the South West with culturally appropriate health care and support during their pregnancy and early parenting years. We also provide developmental health care for their new babies and young children. The Boodjari Moort team is a mixture of midwives, child health nurses, a registered nurse, an Aboriginal health worker, and Indigenous outreach workers.

We love babies and we love working with our clients and their families to ensure women have healthy pregnancies and safe births.

Other important roles shared by our team include supporting parents by advocating for them, giving information and education on various parenting matters, providing referrals for specialist care for their children, and assisting with transport and other logistical matters. This often involves visiting parents in their homes. We have also facilitated 104 kids to see a visiting specialist at SWAMS.

We celebrated the 1st birthday of Kwilenap, our clinic at Australind, earlier this year with a cake and lots of mums! Kwilenap has been an awesome community space for us to not only do pregnancy and child health checks, but to also conduct parenting groups. This past year we have run the Circle of Security program on a Tuesday morning and the parenting group on a Wednesday morning, during school terms. Topics that we have covered in the parenting group include normal

pregnancy, fetal movement awareness, labour and birth preparation, child development and milestones, introducing solids, and basic first aid. It is a real joy to journey with families through their early parenting years.

The staff in our team all strive for excellence and are continually working towards developing their skills and knowledge base.

MCH staff training focus 2018-19 will be, ear health, domestic violence prevention, latest information on breastfeeding, nutrition, fetal alcohol syndrome disorder and birthing on country.

In the year to come training will be undertaken on various topics including advance fetal monitoring, ultrasound skills for the midwife, diabetes in pregnancy, mental health first aid, and promoting positive birthing for Indigenous women.

We are also looking at re-commencing maternal child health services to Collie where there are many Indigenous women who could potentially access our services.



83 Babies
being born

3.1kg
Average
birth weight



470 Child
immunisations





WALK AND TALK

Mental Health

This year has been a big year for the SWAMS mental health team with the planning for next year's Walk and Talk mental health camps, the implementation of the new Walk and Talk Tuesdays, a social media campaign aimed to bring awareness to mental health in general and also remind our community that our SWAMS mental health team are here and we can help. Our team has also attended many events to raise awareness such as Mental Health Week events throughout the region.

This year, the team has undergone major changes which now sees the team stronger than ever. The team consists of a coordinator, counselling staff, an Aboriginal social worker and Indigenous outreach workers who can assist our community with any issues that may include; alcohol and other drugs, anxiety, depression, individual and generational trauma, grief and loss, or other mental illnesses. Our mental health team make a true commitment to supporting healing and providing trauma-informed care.

Next year we look forward to the implementation of our six seasonal camps and plan to further break down the stigmas and barriers that surround mental health by engaging regularly with the community through appearances at more community events and campaigns that will include videos, mental health tips and awareness projects.



Walk and Talk Mental Health Camp



Walk and Talk Mental Health Camp



KANYINI MOODITJ - KEEPING SOLID

Specialist care for our mob with Chronic conditions

Chronic conditions are major contributors to the mortality gap between Aboriginal and Torres Strait Islander and other Australians. Approximately 80% of the mortality gap for people aged 35 to 74 years is due to chronic conditions.

The major contributors to this gap are heart diseases, diabetes, liver diseases, chronic airway disease, cerebrovascular diseases and cancer.

Our SWAMS KAM team is here to assist with management of chronic conditions such as the above. We offer regular clinics with visiting specialists to assist with the diagnosis and management of chronic conditions, dental health and children's health.

Current specialist clinics include; Renal (kidney), Ophthalmology (eye), Dental, Podiatry (feet), Ear, nose and throat, Diabetes, Paediatrics and Cardiology (heart).

Indigenous Health Project Officer and Care Coordinator - Sophie-Le Carroll



ITC SERVICES

Integrated Team Care Program

The Integrated Team Care Program (ITC) is federally funded and aimed at improving health outcomes and promoting access to services for Aboriginal clients across the country. In the South West, SWAMS is the lead contractor for the ITC program and for the Collie and Manjimup regions works in partnership with GP Down South to deliver ITC services.

Funding included the new position of Indigenous health project officer. This position has a broad job description with the main focus aimed at improving culturally appropriate services across mainstream primary care providers in the South West and advocating for Aboriginal clients in the South West region.

This year SWAMS has opened 2 new ITC offices - Busselton and Harvey that provide increased access opportunities for clients to work with their ITC care coordinator and Indigenous outreach worker.

Chronic Conditions Coordinator - Susan Drmota



To be eligible a client has to be Aboriginal, have a recognised chronic condition and a chronic condition care plan. Any GP from the South West can refer eligible clients to SWAMS for enrolment in the ITC program.

The ITC program can assist with some costs associated with management of a chronic condition. Please see your GP or ITC care coordinator to discuss how the ITC program can assist you on your health journey.



PHOTO HIGHLIGHTS

2018 NAIDOC Elders Luncheon



2018 Busselton Children's Week



2018 SWAMS Playgroup Christmas Party



Men's Group - End of year celebration 2018



2019 Certificate IV Aboriginal Health Worker Graduation



Clinic on Wheels Clontarf Academy visit



2019 Youth Twilight Festival



2018 Narrogin Community Meeting



2019 AHCWA Conference



2018 NAIDOC Elders Luncheon



Youth Foodsensations Course



Ironbark - Falls Prevention



2019 Harvey NAIDOC Week



PHOTO HIGHLIGHTS

2019 Twilight Youth Festival



Kwilenap parenting group



2018 Busselton Children's Week



2019 Old Ways New Ways tool making workshop



SWAMS Playgroup



Sandra Eades clinic visit



AHTV National Launch



Ironbark - falls prevention



Heart Health



2018 NAIDOC Family Fun Day - Women Elders panel



Kwilenap's 1st birthday



SWAMS Playgroup



PHAIWA - WA Indigenous Story Book Launch





HEALTH PROGRAMS

More than clinical services

Our youth, our culture

The weekly youth program is delivered at the Bunbury PCYC, in partnership with Redcross, PCYC and Breakaway Aboriginal Corporation, funded by WA Primary Health Alliance.

The group provides a safe space for youth to socialise, have a healthy snack, engage in fun and educational activities and gain support from role models and mentors.

Activities delivered through the year include weekly youth program, sports activities, beading, painting, life skills, boxing, and traditional Aboriginal cultural and language sessions.

1553
Participants

73
Youth workshops/
sessions

Ironbark

The Ironbark program started in November 2018. Ironbark is a research project delivered in collaboration between Curtin University and SWAMS.

The project is funded by Healthway, and is a group based yarning and exercise class that focuses on strength, balance and gait (how a person walks) and works with each individual to improve these factors.

The program is open to Aboriginal and/or Torres Strait Islander people 45 years and over.

31
Ironbark
sessions

249
Participants

Playgroup

SWAMS continues to deliver three playgroups per week in Bunbury, Brunswick Junction and Australind. The playgroups are designed to ensure children are ready for school and activities are targeted towards building capacity and achieving developmental milestones. Being part of a playgroup also builds a child's emotional confidence and supports their imagination and creativity.

Playgroup is not only a great place for children, but provides a wonderful opportunity for parents to build meaningful, supportive relationships with each other.

Harm reduction workshops

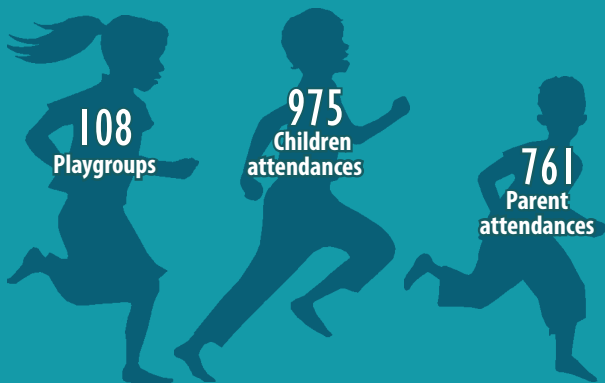
SWAMS received funding from the Sexual Health and Blood Borne Virus Program to collaborate with Peer Based Harm Reduction WA to deliver a series of Harm Reduction workshops and develop a localised South West pocket guide. The aim was to increase the awareness of local support available to family members and reduce stigma related to drug use.

9
Sessions

44
Participants

Healthy cooking

SWAMS delivered a healthy cooking project focusing on using traditional ingredients, local recipes and traditional bush medicines. There were three components to the project including delivering a Foodsensations for adults course. The Foodsensation course had 62 participants and focused on what healthy foods are and importance of eating healthy, cultural cooking practices and traditional methods of cooking, and cooking at home with the family and cooking for/with Elders.



HEALTH PROGRAMS

NAIDOC Elders Luncheon 2018

The annual Elders Luncheon was held on the 11th July 2018 at the Bethanie Maali Centre. Local Elder Gloria Dann delivered a Welcome to Country. There were approximately 50 Elders in attendance. Phyllis Bennell performed for the group and the meal was enjoyed by all.

Youth Twilight Festival

The Youth Twilight Festival was a joint event held in February between SWAMS and Crimestoppers WA. Australian Football League legend and CrimeStoppers ambassador Daniel Kerr led the event to promote the 'Dob In A Dealer' campaign message. The event was attended by more than 100 people from the Bunbury community and surrounds. Kerr was joined by fellow West Coast Eagles and Premiership player Mark LeCras, both of which held activities and fun games with the attendees. youth.

2019 Twilight Youth Festival



Commonwealth Home Support Program

Home and Community Care ceased to exist from June 2018 and transitioned to the new Commonwealth Home Support Program (CHSP). CHSP aims to help you stay living in your own home for as long as you can or wish to do so. Through this program SWAMS provides transport for non medical activities like grocery shopping, visiting the post office, essential errands and other activities. We also provide some social support services which can help you to maintain an active social life by having someone visit you in your home to help you to feel supported. To be eligible for these services you must be aged 50 years or over.

NAIDOC Family Fun Day 2018

The annual Family Fun Day was held on 12 July 2018 at the Bunbury Trotting Track. A Welcome to Country was delivered by female Elder, Lera Bennell, and a panel of female Elders from the South West were interviewed to celebrate the 2018 NAIDOC theme 'Because of her we can'.

Over 1000 people enjoyed the entertainment including cultural performances and a Noongar-oke competition. Free kids activities, rides and face painting were a hit. We even had a bucking bull for those brave enough. The Deadly Jobs and Health Expo was delivered in collaboration with the Aboriginal Workforce and Development Centre.





ABORIGINAL HEALTH TV

AHTV National Launch

The Honourable Ken Wyatt, Federal Minister for Aged Care and Indigenous Health, officially launched the world's first; Aboriginal Health Television (AHTV) Network at SWAMS on Wednesday 16th January 2019.

SWAMS was the first of fifty locations in Australia to install AHTV.

The first of it's kind; the network aims to provide health information that is not only significant, but culturally sensitive and safe.

Funded by the Federal government with \$3.4 million over three years, the network is free, fully maintained and is expected to reach a target audience of over 1.2 million viewers per month.

Hon. Wyatt expressed the importance on how this network can help improve health in Indigenous communities.

"AHTV is a truly unique, ground-up opportunity to connect at the point of care and build stronger communities." said Hon. Wyatt.

SWAMS CEO Lesley Nelson said she's proud that SWAMS is the first

location in Australia to have AHTV.

"... the content has been tailored to suit our local Aboriginal community, which will benefit our clients." said Ms Nelson.

Aboriginal Health TV Advisor, Associate Professor Chris Lawrence says that AHTV will help connect Aboriginal and Torres Strait Islander communities and improve health outcomes.

"AHTV builds on this using digital technology to help close the gap, and improve the health and wellbeing of Indigenous Australians." said Professor Lawrence.

AHTV Reaches over 1 million viewers per month

SWAMS Was the first AHTV location in Australia

AHTV National Launch



AHTV National Launch



(L-R): Community Member Greg Winmar, Hon. Nola Marino MP, SWAMS CEO Lesley Nelson, Dr Norman Swan. Seated: Hon. Ken Wyatt AM, MP

LISTENING TO OUR MOB

163 Survey participants

121 / 163
Survey participants had been to a SWAMS clinic



Busselton residents identified "transport" and the "location of the clinic" as the biggest barrier — this lead to the new Busselton clinic location

40 People said transport was a barrier in attending a SWAMS Clinic

72% Knew there was a SWAMS clinic in their area

99% Believed SWAMS had friendly staff

The community would like to see more Indigenous staff members

Did you know? We offer transports to all SWAMS clinics



Here is some feedback given to us by our mob

A survey was conducted by our Community Liaison Officer throughout the South West region. A total of 163 people were surveyed, and from that; 121 had attended a SWAMS clinic. We value the feedback from our community. From this feedback we are able to identify what areas we are doing well in and what we can improve on. Some feedback has lead to specific changes in clinic location and services offered. The feedback received will also guide changes and strategy throughout the next year.



All SWAMS staff sign a confidentiality agreement

Bunbury residents were concerned about confidentiality issues



72% Of participants have heard positive things about SWAMS



Photo captions from top: NAIDOC Family Fun Day 2018, NAIDOC Family Fun Day cultural performance, Twilight Youth Festival, Lullabies launch and cultural awareness training.

CONNECTING WITH OUR MOB



Communications Team

Our communications team have worked tirelessly this year with new initiatives, designed countless posters and brochures and seen a huge increase in social media and community engagement. We have launched a new eNews publication, enabling a faster delivery and higher readership across the sector and community. News outlets have been very responsive to our good news stories and the new website development project will be launched shortly after the financial year's end. Going forward we will continue to focus on better communication directly with members and clients by working to increase eNews subscribers, informational social media content and ensuring the new website is updated with regular, engaging and informative content.

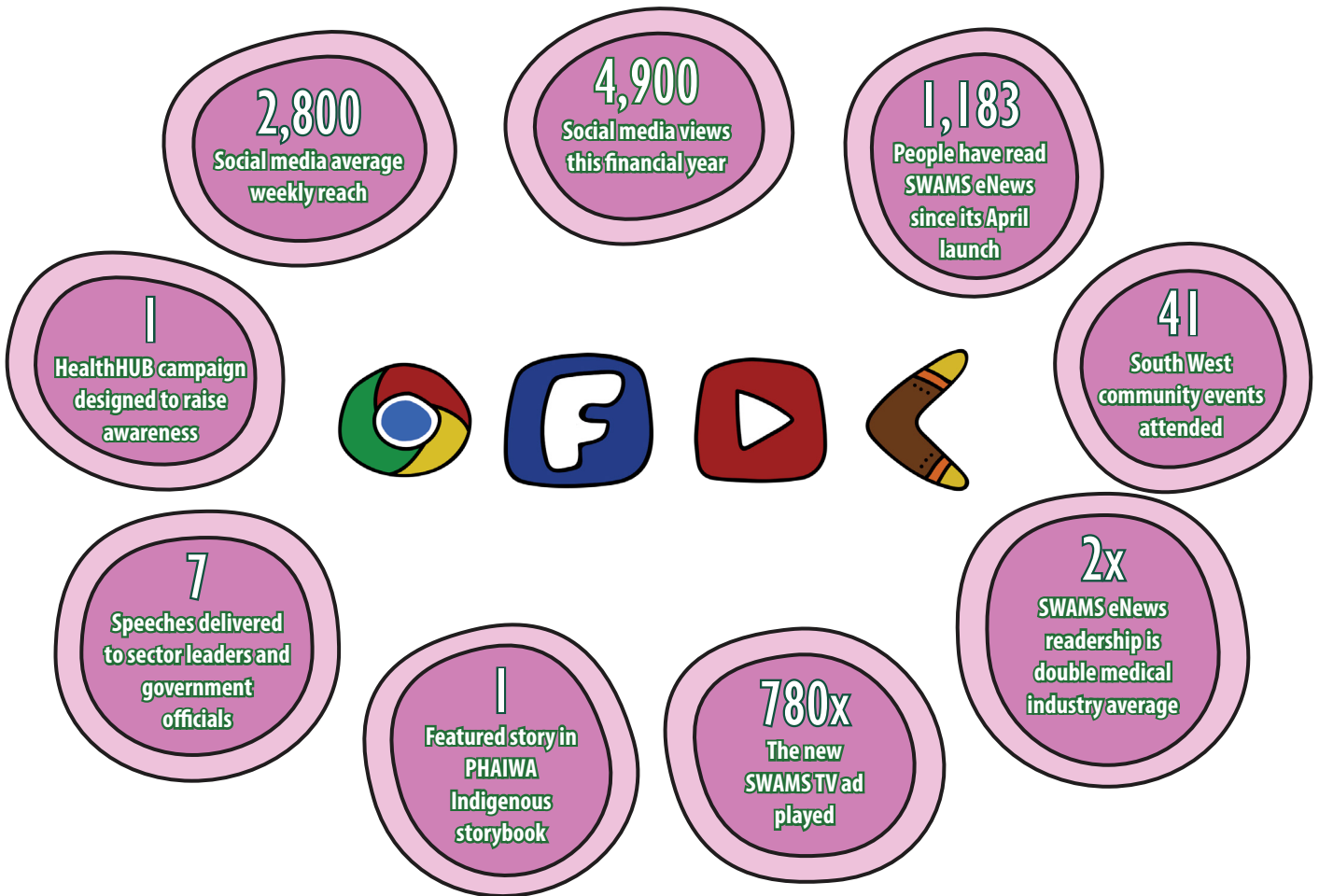


SWAMS NEWS

Our bi-monthly newsletter SWAMS News is published according to the Noongar 6 season calendar and features highlights from SWAMS' recent activities. SWAMS News showcases our wonderful Aboriginal community and spreads messages of health and wellbeing throughout our community. You can now subscribe to our eNews publication and receive the good news straight to your email inbox by visiting our "Publications" page on our website: www.swams.com.au

Our Communications team are also happy to send you a hard copy of the newsletter, or any archived publications upon request. For all media enquires please contact our communications team on (08) 9797 8111 or email info@swams.com.au

CONNECTING WITH OUR MOB



Above: Our seasonal newsletters are FREE and feature the latest information about SWAMS services, stories, events and much more.



MOODITJ PROGRAM

Making informed choices

Mooditj is a program for Aboriginal young people aged 10-14 years. The program builds on the strengths of young people to make positive and informed choices about their relationships and sexual health.

Mooditj was developed by Sexual Health Quarters (SHQ) in consultation with Aboriginal people from across Western Australia and is an interactive program that engages Aboriginal young people in ways that are culturally appropriate. The program is delivered by SWAMS staff who have completed the Mooditj Leader training through Sexual Health Quarters.

The full program is 10 sessions of 1 hour each week and over the last year the program has been delivered to the Clontarf Foundation students and the Girls Academy students at Newton Moore High School.

Number of full programs delivered from July 2018 – June 2019 was 5 which comprised of 40 sessions delivered over this period. The cumulative number of females who attended sessions was 240 and the cumulative number of males attending the sessions were 68. The feedback from student evaluations displayed that the program was liked, the students liked learning and having SWAMS staff coming in to deliver this program.



Clontarf Academy students participating in the Mooditj Program



QUALITY AND COMPLIANCE

Maintaining a compliant service

The focus for quality within SWAMS during the 2018/19 financial year was to embed a number of new systems and processes introduced the previous year. Our new internal auditing systems were trialed over a full annual cycle and was very successful. Improvements were made to SWAMS training processes with a new online system introduced to meet the need for on-site mandatory training and also action an opportunity for improvement identified during our external audit.

As SWAMS has now been accredited against ISO 9001 for the last five years, the focus for the organisation in terms of Quality will now transition from the establishment and embedding of quality processes and practices to a focus on the small, incremental improvements that will assist us in creating a culture of Continuous Quality Improvement (CQI) within the organisation. The solid foundation that has been built over the last five years will allow SWAMS to continue to improve the services and quality of care provided to clients.

To this end, we will be reviewing feedback systems in 2019/20 with

the hope of introducing new and innovative means of engaging clients and collecting and collating their feedback to assist us in making the best decisions for SWAMS future direction and services.

The Quality Management System will also undergo a significant software upgrade in the coming year which will streamline the operation of the system and hopefully improve operator experience.

All in all, 2018/19 has been a busy, challenging and very productive year for SWAMS in terms of quality. The momentum that we have gained this year will continue as we look as we look towards the future and ensure that SWAMS maintains its commitment to CQI.

You can view the SWAMS Quality Policy on our website publications page:

www.swams.com.au

Maintained AGPAL accreditation

Maintained ISO 9001:2015 accreditation. Successful surveillance audit.

New internal auditing systems implemented and finalised

Improvement of HR and training processes in line with recommendations.

Quality Assurance Officer Karen Hazlett and Human Resources Coordinator Billy Manjangani





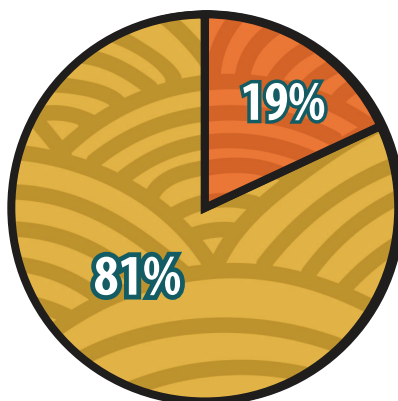
HUMAN RESOURCES

Our team

The Human Resources department of SWAMS manages recruitment, staffing, inductions, performance management, employee relations, training and development and employee wellbeing.

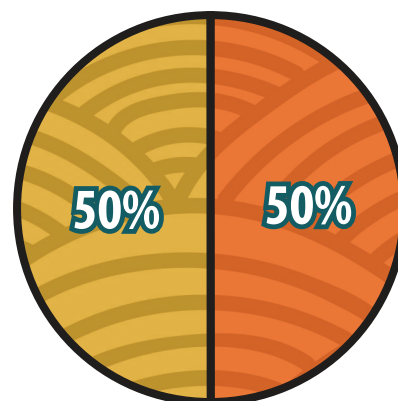
As at 30 June 2019, SWAMS had a total of 69 employees with demographic breakdown per gender, Aboriginal and Torres Strait Islander (ATSI) origin, employment category, age and length of service as indicated in the pie graphs:

SWAMS STAFF



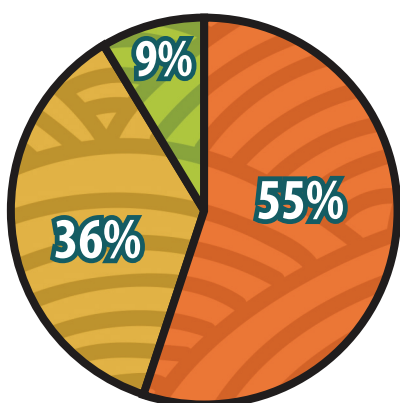
Male Female

ATSI STAFF



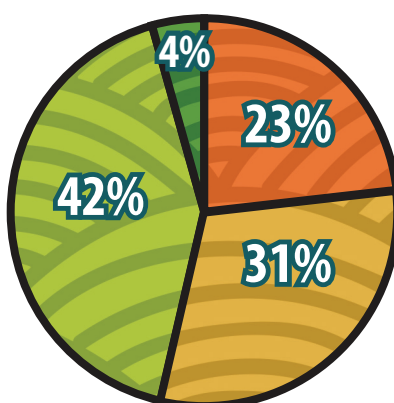
ATSI NON-ATSI

FULL TIME / PART TIME / CASUAL



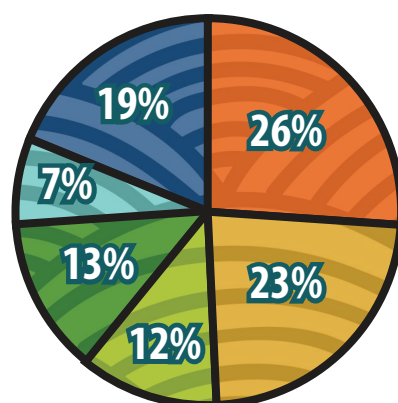
Full time Part time
Casual

AGES OF STAFF



18 - 30 31 - 45
40 - 60 61 +

YEARS OF SERVICE



Under 1 1 - 2
2 - 3 3 - 4
4 - 5 5 +

HUMAN RESOURCES

Staff recognition

SWAMS values high performers and has a staff recognition program where employees are invited to nominate co-workers who they believe to be outstanding performers. Awards are presented during general staff meetings.

Training statistics

SWAMS is committed to ongoing continuing professional development (CPD) of its employees. To this end, SWAMS engaged Aboriginal Medical Services Education 24/7 (AMSED) to deliver online training to staff. The agreement became operational in February 2019. During the period between February 2019 and June 2019, SWAMS employees completed a total of 1059 modules and spent 1748 hours on CPD. AMSED learning modules are just as rewarding and effective as learning in a classroom. Besides AMSED learning, SWAMS continued to assist staff to acquire Aboriginal health practitioner qualifications; and supported employees to attend professional workshops to broaden their skills.

Going Forward

SWAMS is in negotiation with vendors to implement a Human Resources Information System (HRIS). The HRIS will have online on-boarding capabilities. This will streamline the volume of paperwork handled by the Human Resources Department. SWAMS is actively seeking a local provider of cultural awareness training.

A key challenge SWAMS faces is staff turnover. SWAMS is putting in measures to address staff turnover including increasing our number of 50d positions to increase Indigenous staff percentages and offering incentives like additional training and support to increase skills.



SWAMS NEWS

season of djeran
Djeran (April - May) Newsletter 2018

Certificate IV Graduates Shine Bright

Congratulations to our first group of Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) graduates! (Not all pictured)

The completion of these studies have provided graduating students with an entrance pathway into community controlled

health organisations.

Special thanks to Aboriginal Health Council of Western Australia (AHCWA) who partnered with us at SWAMS to bring this certified training to the South West. Congratulations!



L-R: Tanya Newman, Nadine Dymock, Oceania Stack, Sophia Karahoutus
Front: Carmen Jetta and Debbie Yarran

Executive Assistant - Amanda Wallam with her 2019 AHCWA Awards



OUR FINANCIAL HEALTH

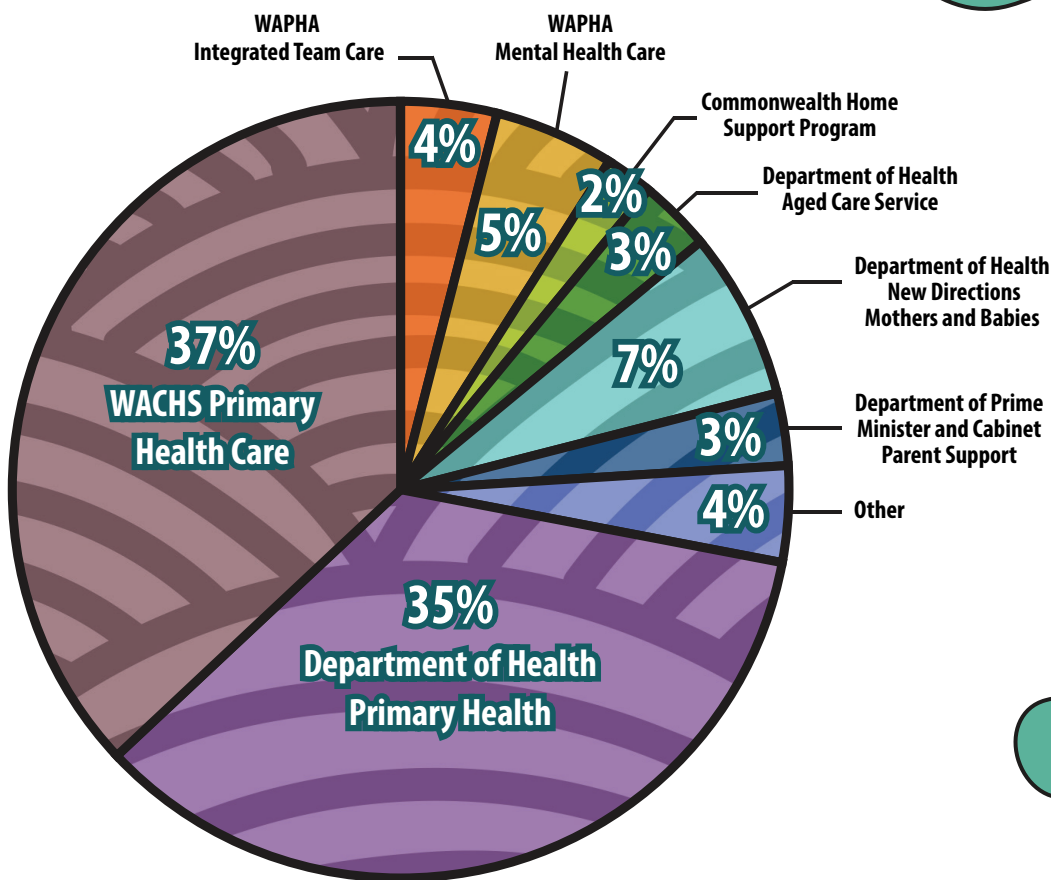
Planning for our future

At SWAMS we are committed to ensuring that throughout each year we build on our financial base. It is imperative that we look after our organisation's financial health to ensure a sustainable service that will not only continue to provide essential services to our community but also enable us to expand on these services and programs.

Where does our money come from?

SWAMS' main source of funding comes from Federal Government Grants which include both the Department of Health and Prime Minister and Cabinet. At a state level we receive funds from government bodies such as the WA Country Health Service (WACHS) and the WA Primary Health Alliance (WAPHA). We also generate income through Medicare.

Grant revenue by source



We rely on government and grant funding to deliver programs and services

\$1,204,840
Total Medicare income

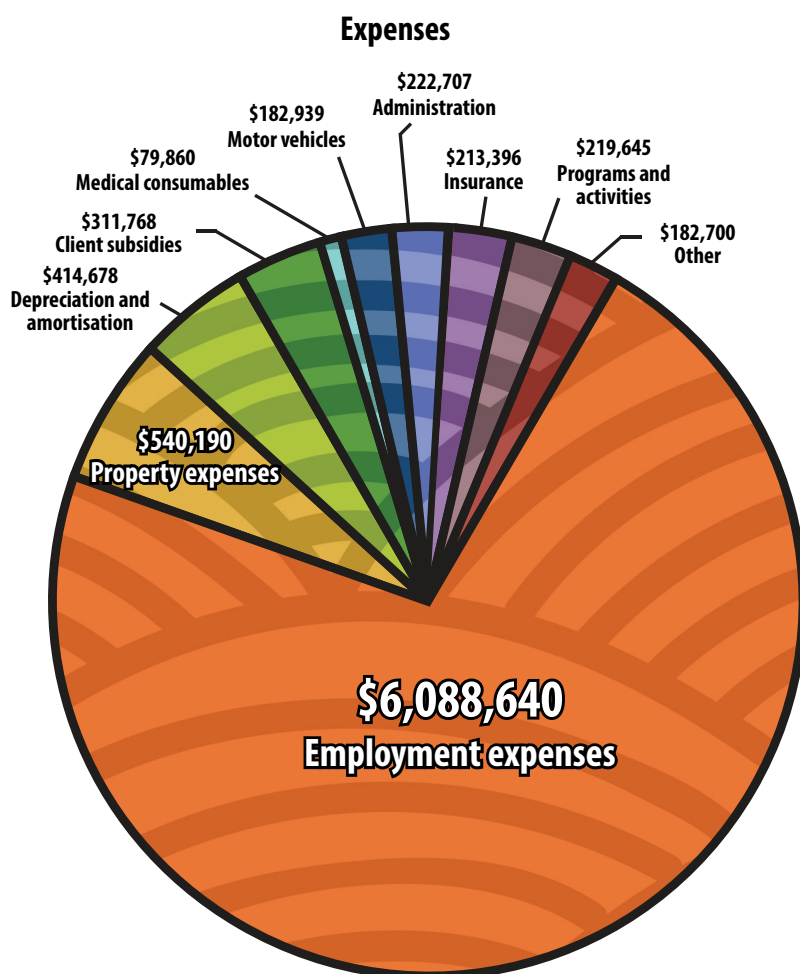
\$6,700,069
Total grant income

SWAMS debt to equity ratio is 34.2%

OUR FINANCIAL HEALTH

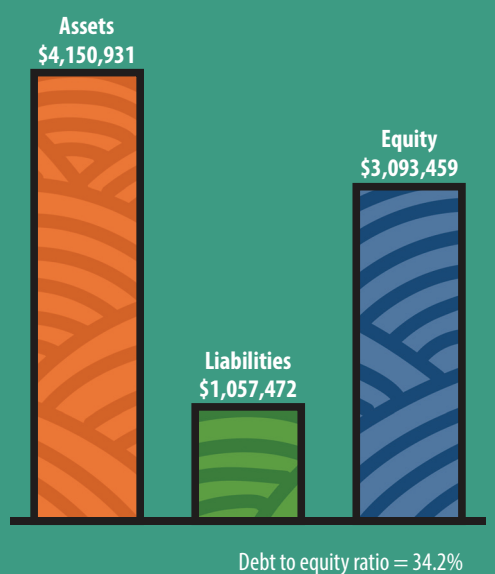
Where our money goes

During this financial reporting period, our biggest expense was employment expenses such as wages, professional development, superannuations and leave payments. The below info-graphic explains where we spend our money.



Financial Position

The below chart shows our financial position as at the end of this reporting period.



Property expenses are our second highest operating expense

Other assets include vehicles, clinic fit-out and vacant land

SWAMS assets include: Indigenous Business Australia managed investment fund

INDEPENDENT AUDITORS



T +61 (8) 9780 7555
F +61 (8) 9721 8982
E amd@amdonline.com.au
www.amdonline.com.au

AMD Audit & Assurance Pty Ltd
ACN 145 719 259 1/a AMD
Unit 1, 28-30 Wellington Street,
Bunbury, WA 6230
PO Box 1306, Bunbury, WA 6231

17 October 2019

Mr K Khan
Chairperson
South West Aboriginal Medical Services Aboriginal Corporation
PO Box 1444
BUNBURY WA 6231

Dear Karim

30 JUNE 2019 MANAGEMENT REPORT

Following completion of our 30 June 2019 audit, we provide our Management Report and audit recommendations.

1.0 Our Audit Approach

The Australian Auditing Standards are the professional Standards applicable to all audit engagements. Accordingly, our audit was conducted in accordance with Australian Auditing Standards, with testing designed solely to enable the expression of an opinion on the financial report of South-West Aboriginal Medical Services Aboriginal Corporation ("SWAMSAC"). This involved us making an assessment of the risk of material misstatement, whether due to fraud or error, and then using our professional judgement, applying audit procedures to mitigate that risk.

To assist those responsible for governance in understanding our role as external auditor, we have previously detailed our audit responsibilities and scope of work to be performed to meet those responsibilities in our audit engagement letter.

Australian Auditing Standards require us to document and evaluate SWAMSAC's system of internal control to establish the level of reliance on the internal control system in determining the nature, timing and extent of other auditing procedures necessary to enable us to complete our audit. This work is not primarily directed towards the discovery of weaknesses or the detection of fraud or other irregularities and should not, therefore, be taken to assume that no other weaknesses exist. Accordingly the comments within this letter refer only to those matters that have come to our attention during the course of our normal audit work and may not identify all possible improvements that an internal controls review may detect.

Our audit approach is based on a risk analysis methodology which relies upon our understanding of SWAMSAC's operations, strategies and risks. We performed a review of applicable accounting systems and tested those during our audit. The level of testing performed by us is determined by the degree of reliance we place on the internal control systems in place which has a resulting impact on the amount of substantive testing required during our audit procedures. The level of testing performed is also aligned with what is required to form an overall opinion on the financial statements which may not coincide with what SWAMSAC perceives should be tested.

7.0 Subsequent Events

We did not identify any additional subsequent events up until the date of this report that required disclosure within the financial report of SWAMSAC, apart from those already disclosed.

8.0 Prior Year Recommendations

8.1 Rulebook

As raised in prior years, the Corporations Rulebook should be updated to reflect current practices by removing or amending Point 8, Page 25 stating "The Corporation must give receipts for all money it receives" and Point 8, Page 25 stating "All accounts must be approved for payment at a directors meeting".

Inquiries made during the current year's audit indicate the amendments have yet to be made.

9.0 Interim Recommendations Completed

We completed our interim audit procedures during a site visit on the 20 to 22 March 2019 following which an interim management report was issued dated 17 April 2019.

We note the following recommendations from our interim management report have been subsequently actioned/completed:

- Calculating employee leave provisions in accordance with AASB119;
- Change in payroll details forms are now completed and signed by the Corporate Services Manager as evidence of review/approval;
- Finance receivables are correctly reconciled monthly with the end of month checklist signed off as evidence of review/approval; and
- Declarations of expenditure are completed for missing credit card/load and go cards purchases and load and go cards are now subject to independent review/approval.

Our audit also included evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates and judgements, as well as evaluating the overall presentation of the financial report. There were no areas of disagreement either in the accounting estimates or judgements or in the presentation and disclosures made in the financial report.

2.0 Assessment of Fraud and Error

The primary responsibility for the prevention and detection of fraud is that of the Directors and management. As a result, it is important that management with the oversight of the Directors place a strong emphasis on fraud prevention, which may reduce opportunities for fraud to take place and fraud deterrence, which could persuade individuals not to commit fraud because of the likelihood of detection and resulting consequences.

In accordance with Australian Auditing Standards we are required to obtain reasonable assurance that the financial report taken as a whole is free from material misstatement, whether caused by fraud or error. While our procedures are designed to identify material weaknesses and misstatements from fraud and error, there is an unavoidable risk that even some material misstatements may remain undiscovered. This unavoidable risk is due to the test nature and other inherent limitations of an audit, together with the inherent limitations of any accounting and internal control system.

We have confirmed that nothing has come to management's attention that may constitute an incident of fraud. In addition our audit procedures did not identify any instances of suspected or actual fraud. We take this opportunity to remind you that our audit is not designed to detect fraud and therefore our audit procedures are not designed for that purpose.

3.0 Audit Adjustments

During the course of our audit, we identified one misstatement considered to be material at a financial report level relating to an impairment write down of \$287,191 for the Forrest Avenue property. This adjustment was discussed with management following an independent valuation being obtained by SWAMSAC with the impairment write down raised subsequent to these discussions.

4.0 Going Concern

We have undertaken a review of the ability of SWAMSAC to continue as a going concern for twelve months from the date of signing our audit report and therefore whether the going concern basis for the preparation of the financial report is appropriate.

The assumption of going concern was concluded as appropriate following a review of operating budgets, review of Commonwealth and State secured funding for 2019/20 and information provided by management.

We draw attention to Note 2(e) to the financial statements which outlines SWAMSAC economic dependency, whereby to continue as a going concern SWAMSAC is dependent upon continued receipt of Commonwealth and State grant funds.

5.0 Accounting Policies

We confirm to you that we are not aware of any changes to the accounting policies of SWAMSAC since 30 June 2018 in respect of the preparation of the 30 June 2019 financial report.

6.0 Commitments and Contingencies

On completion of our audit and subsequent discussions with management, we did not identify any additional commitments or contingencies that required disclosure within the financial report of SWAMSAC, apart from those already disclosed.

We acknowledge the efforts of SWAMSAC executive in taking appropriate action to address previous comments and recommendations raised.

10.0 Other matters


We are pleased to report our audit procedures indicated financial records have been maintained to high standards throughout the audit period.

Our management report is on an exception basis, and therefore we have not commented on the various internal controls in place within your accounting systems.

We would like to take this opportunity to thank Lesley, Jamie and the administration and finance team for the assistance provided to us during our audit.

Should you have any questions concerning the above or would like to discuss any other aspect of our audit, please do not hesitate to contact me.

Yours sincerely
AMD Chartered Accountants


MARIA CAVALLO CA
Director

INDEPENDENT AUDITORS



T +61 (8) 9780 7555
F +61 (8) 9721 8962
E amd@amdonline.com.au
www.amdonline.com.au

AMD Audit & Assurance Pty Ltd
ACN 145 719 239 U/a AMD
Unit 1, 28-30 Wellington Street,
Bunbury, WA 6230
PO Box 1366, Bunbury, WA 6231

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 2019, 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 respects, of the financial position of SWAMSAC as at 30 June 2019, 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 *Corporations (Aboriginal and Torres Strait Islander) Act 2006* and 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 2019, 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 17th day of October 2019

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 2019 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 15th day of October 2019

CLINIC

Unit 5/55 Forrest Ave, Bunbury, WA 6230
Phone: (08) 9726 6000
Toll free: 1800 779 000
Fax: (08) 9791 7655
records@swams.com.au
www.swams.com.au

ADMIN

Unit 3/30 Wellington St, Bunbury, WA 6230
PO Box 1444, Bunbury, WA 6231
Phone: (08) 9797 8111
Fax: (08) 9721 4621
info@swams.com.au
www.swams.com.au

