

South West
AMS
Aboriginal Medical Service

2019/2020 ANNUAL REPORT

SOUTH WEST ABORIGINAL MEDICAL SERVICE



ABOVE IMAGE:

SWAMS Staff at the 2019 Staff Christmas “Amazing Race” celebrations.

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
- Western Australian Country Health Service
- Western Australian Primary Health Alliance
- Rural Health West
- South West Development Commission
- Western Australian Dental Health Services
- Australian Government Department of Social Services
- National Disability Insurance Agency

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.

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CHAIRPERSON'S LETTER

Kaya.

As the Chairperson of the SWAMS Board of Directors, it is my pleasure to present the 2019-2020 Annual Report.

It has been another big year for SWAMS and the unfortunate spread of the COVID-19 pandemic has further reiterated the importance of Aboriginal Community Controlled Health Organisations.

The success of the Aboriginal-led pandemic response has put our sector in a great position to further advocate for funding, future expansions and projects. This success has again demonstrated that our people are in the best position to and should be leading in the decision making processes that affect our people.

Ensuring our community has access to culturally appropriate care during times of uncertainty, such as COVID-19 is essential. Aboriginal and Torres Strait Islander people are at a heightened risk due to our complicated health needs and higher instances of chronic conditions.

Our mob's health and well-being are the driving force in everything we do as a Board and we thank the community and SWAMS for their prompt response to this pandemic. SWAMS' quick response was appreciated and has set the organisation up with policy that will guide us throughout the evolution of this pandemic and possible future virus and disease outbreaks. There are always lessons to be learned in difficult times and we have certainly learned and grown throughout this strange time.

I would like to thank CEO Lesley Nelson and the SWAMS Team for their outstanding contributions throughout the last year, we 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

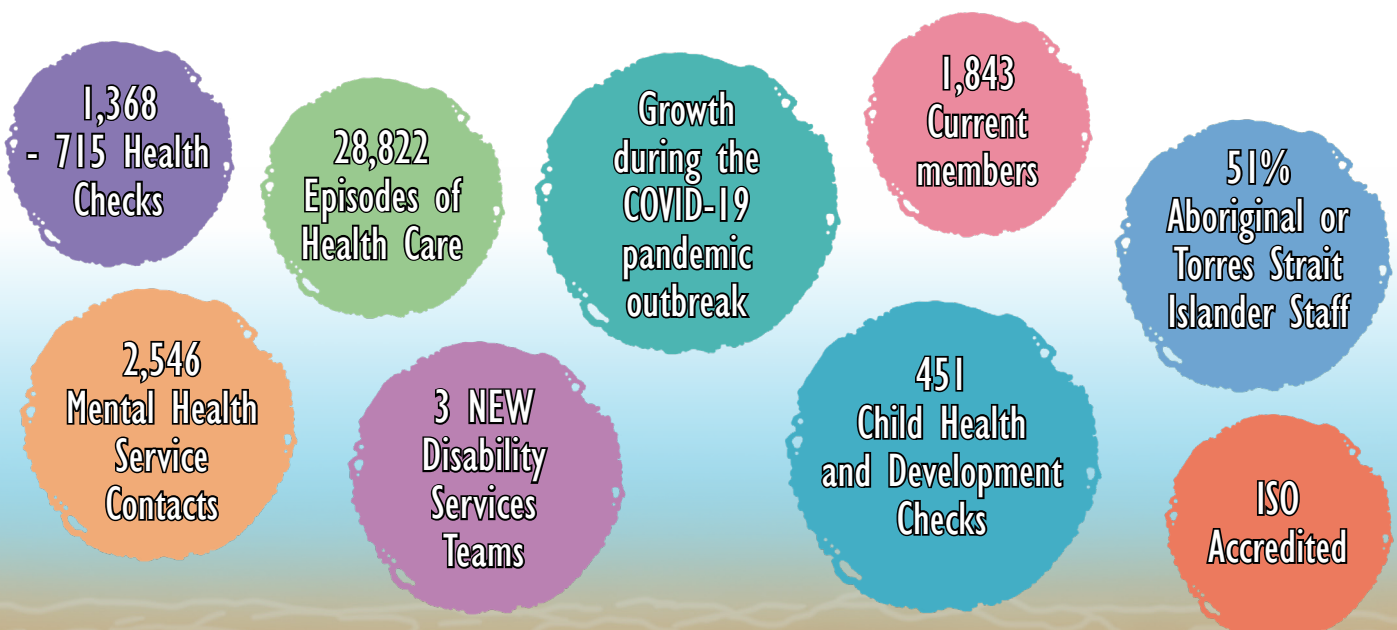
to our organisation. Thank you to the community for their continued support throughout this year, we hope you and your families have stayed well and will continue to look after yourselves and your moort.

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, Chairperson



SWAMS 2019 / 2020 AT A GLANCE



CEO'S REPORT

Kaya wandju. Hello and welcome.

With the release of this publication comes time to reflect on our achievements over the last 12 months and review our operational strategies, targets and goals.

I think it goes without saying that the 2019 – 2020 financial year was like none we have never experienced in most of our living memories. The complication of the Coronavirus or COVID-19 pandemic has changed the landscape of the world in every industry but especially our health industry.

The virus, first reported in Wuhan, China in December 2019 spread around the world with an unexpected speed and health care services were left reeling with the possibility that this virus could have devastating, world-wide impact and indeed it has.

Australia had a unique opportunity with regard to this virus in the fact that we were given a little time to prepare unlike many nations across the world, and so prepare we did!

SWAMS was quick in our response to policy change, preparation and communication and for that I would like to thank our whole staff cohort. Every one of our staff members went above and beyond for our community and organisation during this unprecedented time.

Our Management Team worked tirelessly to address any shortcomings in policy, personal protection equipment stock levels, risk management and also created new procedures to ensure our community were safe, well cared for and able to access essential services even in the case of complete lock-down. We spread messages of self-care, hygiene and the importance of positive mental health, because your spirit should be looked after during times of stress and isolation.

The first Australian case of COVID-19 was reported in January 2020. This virus was a scary and unknown illness with no vaccine and no known treatment and to some extent no knowledge as to how it was transmitted. However with direction from the WA Health Department, our ACCHOs Peak Bodies and our senior clinical staff, SWAMS was able to respond extremely well at every level of restriction.

Unfortunately due to Government guidelines and social distancing restrictions we had to cancel a lot of programs and events this year and we even had to implement a closed-door and screening process before anyone was able to access our buildings. I would like to thank our clients and stakeholders for their understanding during this time. These procedures were imperative for us to remain open and continue providing primary care to our community.

I would like to take this opportunity to acknowledge the fact that even during these unprecedented times, during this financial year



we have managed to capture opportunities to increase services to the community. We did not cut services or staff, in fact we have expanded, grown and welcomed new staff members and new programs. That is something to be proud of.

At the time that this publication went to print, WA has had no community transmission of this virus and as such, SWAMS has been able to recommence face to face consults, events and programs.

It is imperative however that we remain vigilant. Continue to practice personal hygiene and remain aware.

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 organisation that we continue to provide quality health outcomes for our clients.

This year has also been a big year for our SWAMS HealthHUB with continued planning and progress being made. We will continue to seek opportunities for funding for this project.

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 2019 - 2020 financial year.

- Lesley Nelson, CEO

A handwritten signature in black ink that reads 'Lesley Nelson'.

BOARD MEMBERS

Below is a summary of the Board Member's attendance over the last financial year. There was no board meeting in August 2019 and January 2020. The below chart does not include the extra meetings that took place in relation to COVID-19.



Dean COLBUNG

Harvey Ward Remuneration \$6,487
Service: November 2017 - November 2019

Attendance:

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



Robyn MCCREANOR

Manjimup Ward Remuneration \$6,412
Service: November 2016 - current

Attendance:

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



Dianne HART

Collie Ward Remuneration \$6,487
Service: November 2019 - current

Attendance:

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



Michelle MUNNS

Bunbury Ward Remuneration \$4,150
Service: November 2019 - current

Attendance:

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



Ernie HILL

Bunbury Ward Remuneration \$19,975
Service: November 2016 - current

Attendance:

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



Donna TURVEY

Bunbury Ward Remuneration \$18,537
Service: November 2018 - Current

Attendance:

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



Karim KHAN

Donnybrook-Busselton Ward Remuneration \$7,737
Service: November 2016 - current

Attendance:

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



Janine WALLAM

Bunbury Ward Remuneration \$12,912
Service: November 2016 - current

Attendance:

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



Denise JETTA

Bunbury Ward Remuneration \$600
Service: July 2019

Attendance:

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



Natalie WALLAM

Harvey Ward Remuneration \$3,850
Service: November 2019 - Current

Attendance:

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

● Green dot - Board member attended ● Grey dot - End of sitting term ● Red dot - Board member did not attend ● Dark Blue dot - Board member resigned

Disclaimer: Board of Directors current as at the end of this financial reporting period ending 30 June 2020

NGALANG BOODJA

Bunbury Clinic

Unit 5/55 Forrest Avenue
Bunbury 6230
Western Australia

T: (08) 9726 6000 or 1800 779 000 (free call)
F: (08) 9791 7655
E: records@swams.com.au

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

Bunbury Administration

Unit 3/30 Wellington Street
Bunbury 6230
Western Australia

T: (08) 9797 8111
F: (08) 9721 4621
E: info@swams.com.au

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

Outreach Clinics

Brunswick (GP)

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

Busselton (GP, ITC and Maternal and Child Health, Mental Health and AOD Counselling)

Unit 3/2 Fairbairn Road, Busselton

GP

Monday: 10am - 4pm
Wednesday: 10am - 12.30pm

ITC Services

Monday, Wednesday & Friday: 9.30am - 3pm

Maternal and Child Health

Thursday: 10am - 4pm

Mental Health and AOD Counselling

Friday: 9am - 4.30pm

Collie (GP, Mental Health and AOD Counselling)

Collie Hospital, Deakin Street

GP

Monday: 10am - 4pm

Mental Health and AOD Counselling

Tuesday: 10am - 4pm

Eaton (Kwilenap - Maternal and Child Health)

1 Pratt Road

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

Wednesday: 9am - 2pm

Harvey (ITC Services Only)

Unit 5/5 Hayward Street

Monday, Tuesday & Thursday: 9.30am - 3pm

Manjimup (GP)

GP Down South, Unit 7-8/30-32 Rose Street

Thursday: 10.30am - 3.30pm



HEALTH OVERVIEW

Health Overview

At SWAMS, our clinical and primary health care services are continuing to grow each and every year and although the COVID-19 pandemic did force some short closures and changes in our face to face consults, we have managed to come through the year strong and prepared.

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

The threat of the new virus was addressed in a timely manner and we were able to implement new policies, pathways and procedures to ensure our staff and the community were safe and informed.

Our new “No walk-ins” policy means that we are able identify any health risks and keep our clinics open. This year, we saw an increase in services such as Telehealth and phone consults and also enabled phone counselling to support our client’s emotional needs during isolation and difficult times. We delivered care packages, medications

and well-being checks to ensure the community knew we were still open and here for them and their moort. Our clinic teams have been working extremely hard to stay operational and this in itself is a great achievement.

It is essential to remain proactive towards our overall health as a community. Keeping up to date with health checks and regular tests is imperative to feeling and being well.

At SWAMS we believe that “Health” is more than your physical health but also about maintaining positive mental health, social health and connection to culture.

During the 2019 / 2020 financial year we have increased focus on these areas and have seen a positive response from community members.

We would like to thank every existing and new client for supporting SWAMS this financial year. Please stay vigilant, COVID-19 is not over yet!

KEY HEALTH HIGHLIGHTS



KEY HEALTH HIGHLIGHTS

28,822
Episodes of
Health Care

3,413
Individual Clients
Seen

451
Child Health
and Development
Checks

13,405
GP Contacts



44
Obstetrician and
Gynaecologist
Consults

346 Children
Immunised
against the
flu



19
Ophthalmologist
Consults

26
Paediatrician
Consults



37 High
School based
Health Checks

33
Cardiology
Consults

38
Endocrinologist
Consults

76
Ear, Nose and
Throat Consults

HEALTHHUB

Improved quality of life for Aboriginal people in the South West region

The positive Aboriginal led response to the COVID-19 pandemic has only further reiterated the need to have accessible, quality and safe health care services for our most vulnerable communities.

This year, SWAMS have been working incredibly hard behind the scenes to advocate and move the HealthHUB project along wherever possible. We have engaged in focus groups and consultations to ensure culture, technology, design and work flow are all considered.

Our Development Approval (DA) Application was approved this year which means that our South West Aboriginal HealthHUB is now considered to be “shovel-ready”. This is a big step toward making this vision a reality.

This project directly supports every pillar of the WA State Government’s COVID-19 Recovery Plan and is aligned with many State and Federal initiatives. Therefore, we have and will continue to explore every possible opportunity for funding.

The University of Technology Sydney (UTS) and Dr Christopher Lawrence will play an imperative role in this space, weaving and implementing the most innovative and emerging technologies throughout the entire HUB facility.

Technology is a major focus in this project and in Health services so

we can harness and capture data to represent Aboriginal populations in research initiatives to assist in Closing the Gap.

During this financial year we developed a HealthHUB Advisory Group to assist with advocating and progressing this project. The HealthHUB Advisory Group consists of:

- Dennis Jetta – Local Elder;
- Professor Fiona Stanley AC – 2003 Australian of the Year. Director of the Telethon Kids Institute;
- Mal Osborne – CEO City of Bunbury;
- Garry Brennan – Mayor of Bunbury;
- Don Punch MLA – Member for Bunbury;
- Kristy Carriage – Local Youth Rep;
- Debra Bennell – Local consumer;
- Lesley Nelson – SWAMS CEO.

We would like to thank the members of the Advisory Group, UTS, Dr Christopher Lawrence and the community for their continued and unwavering support for this project.

HealthHUB Advisory Group Meeting



HealthHUB presentation at Dumas House



SWAMS visits HUB Partners University of Technology Sydney



CLINIC EXTENSION

A more comfortable space to have a yarn

It is no secret that we have expanded quickly and have outgrown our Bunbury clinic.

At the beginning of 2020 some space that is directly adjacent to the clinic was identified as a possible extension space. The space was originally used as a storage room. We were able to secure enough funding to expand the existing clinic into that space.

The extension will allow us to offer more services and a more comfortable experience for clients and staff.

The extension will focus heavily on creating a comfortable space for the Mental Health team and clients as well as allowing space for a couple of additional GP / clinical consult rooms.

We would like to thank WAPHA and the Indigenous Australians Health Programme for making these much needed extensions possible.

We are looking forward to welcoming the community into this new space.



NEW KWILENAP BUILDING

Dedicated to Maternal and Child Health

Since the opening of our first dedicated Maternal and Child Health Clinic we have seen an increase demand for services and due to this growth, we have secured a new building for the Kwilenap Clinic.

The new building, located at 1 Pratt Road Eaton is bigger and has already become a more comfortable place for the delivery of groups, programs, play time and appointments for our boodjari yorgas.

The location which is across the road from the estuary park, means

that family days and activities can be held easily and we have plenty of parking for mums and families who would like to visit.

Over the next year our team will be creating a safe outdoor play area for the koolankas and parents to enjoy some fresh air and sunshine.

Our Maternal and Child Health Team will maintain a presence at our Bunbury clinic, however most appointments for the Bunbury area will be held at the new Kwilenap building in Eaton.



1 Pratt Road,
Eaton



COVID-19 RESPONSE

Our whole of organisation approach

COVID-19 was discovered in Wuhan China in November 2019 and was declared a global pandemic by the World Health Organisation on 11th March 2020. During these dates, SWAMS and the Aboriginal Health Sector leapt into action to prepare for what would be an unprecedented time for the world.

Very little was known about this virus however SWAMS were able to put into place measures to give our community the best chance of avoiding transmission. It is impossible to detail all measures taken by our team during this time.

Below are some of the measures put into place during our initial response:

- Pandemic plans were developed and updated regularly in line with Australian and West Australian guidelines
- COVID-19 procedures were developed in alignment with state and national departments of health and advice from government
- A clear assessment pathway and assessment tool was developed and implemented
- Restriction of client access, screening procedures and moved to phone consults early
- Staff trained on protocols and scenarios testing response
- Stockpiles of Personal Protective Equipment (PPE) were ordered to keep staff safe

- Communication strategy developed and enacted
- Key message campaigns like Social Distancing and hygiene were developed and sent to community in as many formats as possible.

We quickly implemented policies to look after our staff. We had to make sure they were looked after to ensure the service would remain open – so working from home, being flexible and understanding of their family circumstances was very important to us.

Infection Control Training

Every member of our staff (including non clinical staff) completed the COVID-19 infection control online course that was made available by the Department of Health. The course covered infection prevention and control for COVID-19. In addition to this mandatory training, SWAMS staff also completed additional training via the AMSED platform.

An additional four Infection Control units were made mandatory for clinical staff: The management of blood and body fluid spills, Reducing injuries from sharps, Hand hygiene for direct patient care and Personal protective equipment.

An additional two units for Administration staff: Hand hygiene for non-clinical staff and Personal protective equipment.



COVID-19 RESPONSE

Outdoor Respiratory Clinic (ORC)

In order to continue to treat and help unwell clients, our clinical team developed an ORC system. Clients who were showing symptoms of COVID-19 were still treated but were not admitted into the building. Instead, if clients were symptomatic they were directed to the ORC located outside, at the back of the clinic while doctors were given time to put on all required PPE. This kept staff and clients who were inside safe, all while still treating symptomatic clients face-to-face. Clients were then given information about COVID-19 testing and quarantine if required.

Vulnerable Clients

Our vulnerable clients were identified early and phone welfare checks were developed to ensure our vulnerable clients (mental health, chronic conditions, pregnant mothers etc) were not left behind or forgotten. If required, medications were delivered and safe home visits were completed.

Transport

In order to protect our staff members and vulnerable community, transport services were briefly suspended. Transport drivers were unable to identify symptoms and were therefore at increased risk of carrying and transmitting this virus. Prior to transport services being resumed, two vehicles were fitted with protective perspex shields to further protect our drivers and the community.

Elder Support Program

The Elder Support Program is a short term emergency response to the COVID-19 pandemic, with the program aimed at Elders over the age of 50 who live in urban environments and are in need of some extra support during this uncertain time.

The program is able to deliver a small amount of meals each week, weekly wellness checks, referrals to GP's and other allied health practitioners and also provide transport to medical appointments, pick up of medication and transport of meals.

Currently, there is a team of Elder Support Workers who have been very successful in implementing this program in a very short period of time. Beginning in May, there has been an excellent uptake of this program. Clients have engaged with a number of referrals to GP's and allied health practitioners, and have expressed how much this program has supported them to be more empowered with their health and well being.

Newmont Australia

As part of Newmont Australia's ongoing community support during the COVID-19 pandemic, 300 flu vaccines were donated recently to the South West for SWAMS to use in the community. Newmont also provided funding to raise awareness of the importance of the vaccine to avoid multi level sickness.



Mindaroo Foundation & BHP Billiton

We would like to thank the Mindaroo Foundation and BHP Billiton for their generous donation of Hand Sanitiser and equipment during this pandemic.

Social distance - Not disconnection

Spirit and positive mental health of our community was a major focus during lock-downs and times of isolation. Phone counselling was enabled to ensure that clients could maintain counselling schedules and mental health plans. We also spread important messages of connection, self care, friendship and anxiety relief via our online platforms to encourage people to reach out and stay in touch.

The program extends to the Perth metropolitan area, with services being delivered with our subcontracted partners, by Derbarl Yerrigan Health Service and Moorditj Koort Aboriginal Corporation.

As this program is a short term one, there will be a transition for clients, with pathways identified to provide extra supports according to client needs.

163
Clients
Perth metro &
Bunbury

605 hours
of well being
checks
provided

BOODJARI MOORT

Maternal Child Health

We, the Boodjari Moort Maternal and Child Health Team, provide women in the South West with culturally appropriate health care and support during pregnancy and early parenting years, and developmental health care and for their babies and young children. We love babies and we love Indigenous women – so we want to see our Indigenous women have healthy pregnancies and safe births. Despite COVID-19, women still get pregnant, and babies and children still need their check-ups and immunisations, and so we continued our service with a few minor changes.

One of the biggest changes is that seeing most of our clients at Kwilenap clinic rather than in Bunbury.

Our Australind site was not big enough and so on 1st July we moved to 1 Pratt Road Eaton. The women and children are loving the space! We plan on expanding our services in the year to come because we now have the larger space.

Prior to COVID-19 we were running the Circle of Security program for parents and a Cuppa & Yarning group on a Wednesday morning, during school terms. These programs have been very well received by the community and are a lot of fun. Our really big news is that we have started a Positive Birth Program to prepare pregnant mums for labour and birth, and the feedback we have received from this

program has been fantastic. Women have felt much more empowered and prepared to give birth. Unfortunately we had to put our parent groups on hold during COVID-19.

As part of our service we facilitate specialist doctor clinics and recently we have commenced a weekly Obstetric clinic. Instead of pregnant women needing to see the Obstetrician at the outpatient department of the hospital, they can now see the same doctor at Kwilenap. We are thankful for WACHS Obstetrics for developing this new service with us.

Offering outreach services is crucial in promoting engagement in health care for pregnant mums and koolangkas. We continue to see pregnant women on a fortnightly basis in Busselton and earlier this year we started offering a Maternal Child Health service in Collie once a week. Every Tuesday, in Collie we do both home visits, and see women and children at the Child and Parent Centre next to Wilson Park Primary School.



5 Days
a week
at Kwilenap

4 specialist
Paediatric
clinics

New Kwilenap
clinic location:
1 Pratt Rd
Australind



Extended
weekly MCH
services in
Busselton

New
Weekly
Obstetric
Clinic

4 Ear, Nose
and Throat
Clinics held

New
Positive
Aboriginal
Birth Program



NEW
Maternal and
Child Health
services in
Collie

MENTAL HEALTH

Kaat Darabiny - What you thinking?

SWAMS Kaat Darabiny (what you thinking) Mental Health Service has undergone massive changes and development.

We are proud to announce that we now deliver a range of services to meet the needs of the individual, family and community. These include Counselling Services for both Mental Health and Alcohol and Other Drug issues in Bunbury, Busselton and Collie.

We also have Social Work services, Suicide Prevention, health promotion activities and staff who assist with the Aboriginal Men's and Woman's groups.

We help clients to navigate other services and systems, which as we know can be very frustrating and stressful.

Our team are happy to see our Mob in whatever location is most comfortable to them.

Our "did not attend" rates have decreased from 34% to 19%. This data tells us that clients who access the Mental Health team receive high quality services on a timely basis that meets the needs of the individual and family.

The 3 biggest areas clients seek counselling support in are around Anxiety Disorders, Affective Mood Disorders (depression) and Substance Use Disorders. It is clear that our team are having an impact on people's lives as we continue to strive to wrap our arms around as many people as possible. We also have established solid external pathways to services such as detox, Residential Rehab and housing support.

In recent times we have restructured our team to have a greater focus on young people, and are looking forward to where things head into the future.

The Mental Health Team assisted clients of all ages as shown below:

- 25-44 year olds at 46%
- 18-24 year olds at 23%
- 45-64 year olds at 22%
- 12-17 year olds at 5%

2,546
Service
Contacts

35
New Referrals
every month. 27%
become regular
clients



285
Counseling
Clients

95%
of high risk clients
(suicide risk)
contacted within
7 days
(from date of referral)

Kaat Darabiny Team



301
Home Support
visits

Community members: Gayle Collard and Kylie Hill



OUTREACH

Spreading health messages far and wide

Katanning and Narrogin

The Australian Institute for Health and Welfare has recently identified the Great Southern and Wheatbelt Regions (specifically Katanning and Narrogin) as having poor access to both primary health care services and culturally appropriate health services.

Over the past 2 years, SWAMS has been exploring opportunities to expand our current footprint to deliver essential services to these towns. This exploration has included extensive community consultations, meetings and the analysis of current services and existing providers. SWAMS has the workforce, established governance and capacity to deliver this service, but it must be funded.

During our community consultations, we have engaged in 2 community surveys to determine the most needed services in the area, gauge the community's perception of current available services and how we could encourage them to use existing services.

SWAMS sees it as our responsibility to engage with these clients and to provide as many services as we can (despite not being funded for it) including sending health promotion materials during COVID-19 and Flu Season to remind and advise clients of the important issues.

We will continue to explore opportunities for funding to ensure the community in these towns are not left behind or without essential services.

Outreach Towns

Throughout this financial year we have continued to deliver regular clinics, services and programs to all of our outreach towns.

SWAMS is the only Aboriginal Medical Service in the South West Region. We have outreach clinics in Busselton, Collie, Harvey, Manjimup, Eaton and Brunswick.

SWAMS has a mobile clinic on wheels (COW) which travels to regional and remote locations, schools and events.

Staff members visiting Katanning for community consultation



Collecting valuable data in Manjimup



Great Southern Visit



SWAMS Manjimup Clinic



CHRONIC CONDITIONS

Supporting our mob with Chronic Conditions and Integrated Team Care (ITC)

The Chronic Conditions Team (KAM) works with clients and their families with the aim of supporting clients on their journey of self-managing their health. Additionally, the KAM team also manages the Integrated Team Care program which is a federally funded program for any Aboriginal and/or Torres Strait Islander person who has a recognised chronic condition. The ITC Program aims to facilitate self-management in Aboriginal people with a chronic condition, with support and help from a GP and Multidisciplinary team.

A person who is registered with ITC or is interested in accessing the ITC program must be Aboriginal or Torres Strait Islander, but does not have to be a SWAMS client or member.

Enrollment for the ITC program is via a GP Management Plan. ITC does not cover any medications.

SWAMS is the lead contractor for ITC services across the South West.

During COVID-19 times SWAMS was proactive in setting up a phone follow up system to make regular calls to vulnerable clients to offer extra support and education via phone. We were also able to expand our Webster pack delivery service to a wider range of clients to reduce chances of exposure to COVID-19 for vulnerable clients.

Our team strengthening partnerships with hospital ward staff to improve the discharge process for clients.

After reviewing processes SWAMS changed the Bunbury pharmacy provider to the Bunbury Drive In Chemist which is co-located in the same complex as the Bunbury clinic.

4,130
KAM Clinical
Services

NEW
Pharmacy
Partnership

188
SWAMS
ITC Clients



QUALITY AND COMPLIANCE

“Quality means doing it right when no one is looking”. – an apt statement that challenged us during one of the most difficult years that SWAMS have had to endure especially during the continual adjusting processes that needed to be put in place during the pandemic shutdowns in April and May.

While our goal was still the same, “to provide essential health services to our community”, the Quality Assurance Management System kicked into another gear, by ensuring the additional protection of patients and staff complied with government and safety requirements during the state of emergency.

Although WA is currently experiencing a reprieve from the demands of an ever-changing world, our goal has been to learn from what we did, understand how it affected our stakeholders, and improve on what we did during this time by facilitating a CQI (Continuous Quality Improvement) strategy.

Over the coming months SWAMS will be investing in online technology that strengthens our quality management systems and

provides us with a responsive infrastructure that can not only meet international standards, but also far exceed the efficiencies of our current systems, which means more time for the people that need us the most.

SWAMS remains a proudly certified business, being recently re-assessed against international standards 9001.

In the next twelve months we will be preparing for our three yearly certification assessment against the general practitioner’s standards “RACGP” and as part of the twelve-month technology improvement, have in place infrastructure that will allow us to be proactively responsive to our community environment.



FS 613853

HEALTH PROGRAMS

EVENTS

Over the 2019 / 2020 financial year, SWAMS ran and participated in many events throughout the South West region. One of our major focuses for these events is to spread messages of healthy living, healthy lifestyle and healthy community. Below is an overview of some of the events we hosted and supported during the year.

Busselton Senior High School Noongar Games

SWAMS supported the deadly Noongar Games Carnival, hosted by Busselton Senior High School and the Stephen Michael Foundation. Students participated in a traditional games tournament including Borna jokee, Edor and Meetcha boma.

IndigifestOZ

SWAMS staff members attended the annual IndigifestOZ film festival. The IndigifestOZ film festival is an important part of the world acclaimed CinefestOZ and showcases deadly Indigenous films and film makers both local and world-wide. SWAMS staff shared activities and health promotion messages with guests and local schools at the main event.

Bush Medicine Workshop

Vivienne Hansen, the co-author of the published book **Noongar Bush Medicine**, delivered a Bush Medicine workshop where 35 attendees learnt about the therapeutic and health benefits of traditional, local and common medicinal plants and created ointments.

GWABA Football Festival

SWAMS attended and sponsored the annual GWABA Football Festival in Bunbury. The annual event is attended by thousands of local Noongar and Aboriginal football fans and is always a great place to have a yarn with the community. SWAMS gave out gift bags with merchandise and health promotion messages.

NAIDOC Week 2019

NAIDOC Week is always a highlight for the communities around the South West region. The theme for 2019 was "Voice, Treaty, Truth". This theme acknowledges the fact that Aboriginal and Torres Strait Islander people are the traditional owners of the land on which we all live and we have always wanted and deserved a voice and a role in decision-making that directly affects our people. Whether that be in Australian politics, the land or our health.

Every year SWAMS hosts two celebrations for the community to mark NAIDOC Week:

NAIDOC Elder's Luncheon

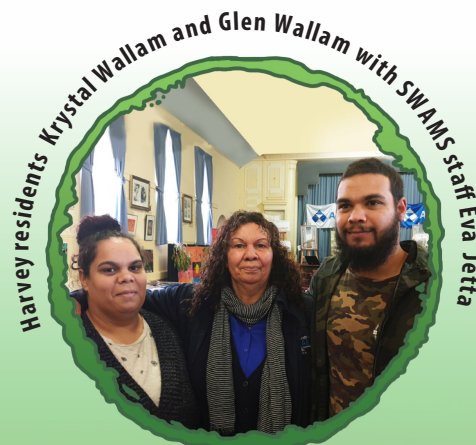
A special event just for our Elders. This event is an opportunity for us to thank our Elders for everything they do for the community. Elders are given a three course meal, cultural and local entertainment and a chance to win prizes throughout the event. Approximately 55 people attended the 2019 luncheon.

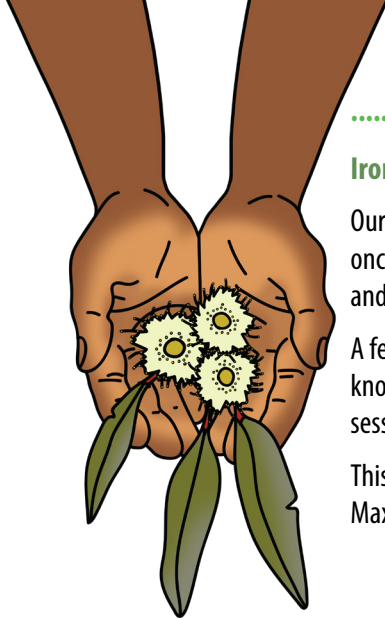
NAIDOC Family Fun Day

The NAIDOC Family Fun Day is the largest event we host throughout the year. Attended by approximately 1100 people each year. Guests to our Family Fun Day enjoy a range of free activities, entertainment, raffle prizes and the Deadly Jobs and Health Expo.

Regional NAIDOC Events

SWAMS also attended and sponsored many NAIDOC Week celebrations throughout the South West region including; the Undalup Association's NAIDOC Family Day in Busselton, Harvey NAIDOC Week, Wadandi NAIDOC Fun Day, Black and Gold Night, and NAIDOC Week Waroona.





Ironbark

Our Ironbark falls prevention program has continued to be delivered once per week. The Ironbark program is for clients over the age of 45 and each involves an exercise and yarnning session.

A feedback survey found that 100% of clients had increased their knowledge of how to prevent falls. We have delivered 31 Ironbark sessions, have 26 registered participants and 16 regular clients.

This program is delivered in partnership with Curtin University and Maximum Results.



Aged Care

The SWAMS Commonwealth Home Support Program (CHSP) supported ageing clients with their social support and transport needs. Clients were assisted to do grocery shopping, attend appointments, engage in group activities and access community events.

SWAMS CHSP clients primarily live in Bunbury, Busselton and Donnybrook.

Barang Koorliny – Get Moving Workshops

Successful funding submission to Injury Matters allowed for SWAMS to deliver two Barang Koorliny Falls Prevention workshops. Workshops were presented by Injury Matters staff, SWAMS Podiatrist Noosha Behshad and Luke Monks, Exercise Physiologist from Maximum Results. Attendees learnt about risk factors affecting falls prevention and participated in group exercises to promote balance and strength. Approximately 50 attended over the 2 sessions.

Falls are currently the leading cause of injury fatalities and hospitalisations in WA. Education into the risk factors for falls, learning how to exercise safely and how to actively reduce your risk of suffering a fall is key.

In addition to the workshops, participants of these workshops were eligible for a rebate towards new exercise shoes, a specialised shoe fitting by SWAMS Podiatrist Noosha and were given resources to assist in increasing their weekly physical activity.



2 special falls prevention workshops

18 Pairs of safe shoes subsidised



HEALTH PROGRAMS

YOUTH SERVICES AND PROGRAMS

Our Youth, Our Culture

SWAMS partnered with Redcross, PCYC and Breakaway to deliver a weekly youth program every Monday from 3.30-5.30pm. The program was funded by the WA Primary Health Alliance with attendance remaining strong.

This group provided a safe space for youth to socialise, have a healthy snack, engage with role models and local services.

Many activities were held throughout the year including healthy cooking workshops, information sessions about sexual and mental health and sport / exercise sessions.

Art expression workshops were also held during school holiday times to give young people activities to attend and create a connection between culture, art expression, social connection and mental health.

18
Youth
Program
sessions

Average
weekly
attendance
of 40



End of Year Party

Our 2019 Our Youth, Our Culture End of Year Party was delivered in partnership with the GOANNA Study. The party was a welcome celebration for the end of a big school year. Guests were entertained by WA 2019 NAIDOC Award winner and Hip Hop artist FLEWNT who performed his award winning song Kya Kyana and some other deadly tunes.

FLEWNT then hosted a lyric writing workshop where guests could learn to express feelings and inspiration in the form of lyrics and poetry.

Guests were also given the opportunity to have a game of lazer tag, connect with other guest services such as Headspace and TAFE and enjoyed a free sausage sizzle.



2020

Due to unsuccessful funding applications and withdrawal of other partners due to organisational changes SWAMS was unable to sustain running the youth group at PCYC and withdrew after term. We hope to resume this service again in the future.



GOANNA Study

GOANNA is the first national survey of Aboriginal and Torres Strait Islander people aged 16–29 in relation to sexually transmitted infections and blood borne viruses, with an emphasis on young people’s levels of knowledge, risk behaviours and health service utilisation.

By having a baseline of data in what the local youth know, we are able to directly target any gaps in knowledge and understanding.

SWAMS worked in collaboration with ACHWA to collect surveys on sexual health related behaviour for young people aged. Surveys were collected at 2 major events in Bunbury, GWABA Football Carnival and the SWAMS Our Youth, Our Culture, End of Year Party.

The survey also opens up an opportunity to start discussions about sexual health and other health issues that may be on the participants mind. Often creating a first contact with our sexual health service.



82
Playgroups

184
stay at home
activity packs
delivered

NEW
Facebook group
engaged 23
families

31
Bunbury and
Brunswick
Playgroups



Playgroup

SWAMS delivered 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.

There were a total of 82 playgroups delivered in the 2019-2020 financial year. However, due to funding cuts, the Australind

playgroup (which held 20 playgroups) came to an end in December 2019.

The Manjimup Family Day was held to engage the Manjimup community and promote SWAMS services and playgroup. There was also a special event at Crocs Playcentre Bunbury which was attended by 23 parents and 32 children.

End of year celebrations took place at the Bunbury Wildlife Park and a new cultural play mat, puzzles were purchased thanks to funding from Southern Ports Authority. Approximately 35 children and 25 adults attended.

During the COVID-19 restrictions, 184 Playgroup stay at home activity packs were delivered.

PHOTO HIGHLIGHTS

Wade Garwood Presenting at the AHCWA Youth Conference



2019 SWAMS Our Youth, Our Culture - End of Year Party



SWAMS Clinic On Wheels visits Newton Moore High School



SWAMS Playgroup Koolangkas



Stephen Taylor entertaining at the 2019 NAIDOC Elders Luncheon



Barang Koorliny - SWAMS and Injury Matters



SWAMS Donates Lego to the koolangkas at Djidi Djidi School



COVID-19 Pathways at the Bunbury clinic



Health Programs Zoom Meeting during COVID-19 restrictions



Administering Flu Vaccinations



Pam Trezise with appreciative community members



Outreach Event Set up



PHOTO HIGHLIGHTS

2019 NAIDOC Elder's Luncheon Entertainers



Bush Medicine Workshop



Lesley Ugle receiving her 2020 Harvey Citizen of the Year Award



Outdoor Respiratory Clinic - COVID-19



COVID-19 Care Packages



SWAMS Board Member Donna Turvey at the NACCHO Conference



NACCHO Board Meeting



Board Members visit new clinic extension



Lesley Nelson graduating with a Masters



UTS Dr Christopher Lawrence and Lesley Nelson



Ironbark Program activity



SWAMS Staff cook BBQ sausages for NAIDOC



NAIDOC Family Fun Day 2019

The annual Family Fun Day was held on Friday 12th July 2019 at the Bunbury Trotting Club. Violet Bennell performed the Welcome to Country and focused on the year's theme "Voice, Treaty, Truth." Our MC comedian Kevin Kropinyeri entertained the masses with his quick wit and cooking demonstration with our CEO, Lesley Nelson. Local artists highlighted our local culture with their performances and the Deadly Jobs Expo was a great addition to the day.



DISABILITY SERVICES

Community Connector Team

The Community Connector Team works to support clients to test their eligibility to the National Disability Insurance Scheme, and can further support clients to conduct their planning meetings and reviews. The team is able to write applications on behalf of clients, and have had a high success rate so far. Despite being a relatively new program, the team has been working very hard to share information and education about the NDIS and what supports are available to clients, if they have access met.

Since beginning in November 2019, 53 clients have been referred, with 16 Access Request Forms being lodged in that time, with 9 approved and 6 still in processing. The time frame from referral to

access met can take some time, however, our processes are adapting and growing.

The all Aboriginal team currently consists of three Remote Community Connectors and an Evidence and Access Coordinator, all belonging to different parts of WA. We aim to ensure culturally appropriate services and can advocate on a client's behalf between the NDIS, and partner organisations APM and Wansea.

Looking forward, the Community Connector team aims to begin holding community events and sharing some more knowledge with the community about the NDIS and the team's ability to help.

Currently have 53 clients working with or worked with

6 events completed before COVID pandemic: Bunbury, Busselton Collie, Manjimup Nannup and Collie

16 Access request forms completed - 9 are approved and 6 are still in process

Weekly Kwilenap and Clinic mornings, monthly clinics at Harvey and Busselton

NDIS Program Merchandise



Local artists Korrine Bennell and Dellas Bennell were selected to create a mural for the SWAMS NDIS Project Art Project



SWAMS Staff: Graham Stol and Ruby Haynes



411 Client Contacts in South West Region

DJOOROOBIDINY

“Go along happily”

This year, the Djooroobidiny Team made up of Craigie Sell, Naydeene Edwards and Troy Albert have been out and about in the community conducting research as to how they can best support people living with a disability as part of a National Disability Insurance Scheme Capacity Building Grant Initiative.

The Djooroobidiny Project started in May this year with the aim to create better linkages for Aboriginal people with a disability and the relevant support services. There are 4 key aspect to this project which will be implemented in stages over the next 3 years.

The SWAMS Djooroobidiny Team are continuing to implement these key aspects of community consultation, creating a peer support group, implementing community led activities, inclusive of Aboriginal culture and country and a public awareness campaign with a key focus on reducing the stigma for Aboriginal people with disabilities.

This project is in the consultation phase, the Team is currently travelling around the South West conducting community consultation sessions to identify gaps and gather feedback to further strengthen and build the capacity of Aboriginal children, families and community.

During our travels we are also educating the community on all the different aspects associated with disability. We are assisting people with access help with issues they may be dealing with on a daily basis.

We are looking forward to another really busy year ahead for our Capability Team with our Doorroobidiny Project (Go along Happily).

14
Towns
visited

Reducing
the stigma
around
disability



SERVICE PROVIDER TEAM

During this financial year, SWAMS was successful in gaining Registered NDIS Service Provider status. This means that we, as an organisation can also now provide supports to clients who have been approved and received their NDIS Plan.

We will be delivering funded services and this team will create another income stream for the organisation. This will further strengthen our position to support the community.

Our NDIS Provider Team can help you if you are already an NDIS participant and have received your NDIS plan. Our NDIS team can deliver supports on your plan or connect you to services who can help.

Over the next financial year, this team will be working on resources such as price guides, service agreements and resources that will make using our services easy and transparent for our participants.



Registered NDIS Provider

CONNECTING WITH OUR MOB

Cassandra Budge - Public Relations



Korrine Bennell - Marketing Assistant



Communications Team

This year has been a busy year for our SWAMS Communications Team who have worked to ensure key messages are delivered in an easily consumable manner to our community.

COVID-19

Our focus this year, as part of the SWAMS COVID-19 pandemic response, was to create opportunities for direct customer contact. Assisted with the development of Elder's packs, editing and filming videos, the opening of the new Playgroup Facebook group, assisted with big mail outs, gift packs and tried to keep in touch via social media and online platforms. We wrote articles for newspapers and online magazines about our COVID-19 response and our services in general.

Assisted with the development of an organisation wide approach to internal communications during this time and filtered the mass information coming in from the Health Department and World Health Organisation to ensure the messages could be understood by the community and staff.

Resources and Programs

Whilst COVID-19 was a major focus for us, it was equally important to continue to support the whole organisation in developing resources, promotional items, advertising and engagement / marketing strategies for each program, event and department. The communications Team are engaged and invested in strategy management for internal communications and improving efficiency and workflow.

HealthHUB

The HealthHUB was a major focus for our team in assisting with the facilitation of focus groups, presentations, advisory groups and strategy development for funding and project awareness.

Online platforms

This financial year has seen a huge increase in engagement with our online platforms and in turn we have seen increased interest in media coverage, both locally and on a national scale. With the launch of our new website, we are now able to communicate up coming events, news, articles and other information easily.

News and eNews

This year we completed a re-design of our Seasonal SWAMS Newsletter and eNews to encourage higher readership.



30+ Print Resources Designed and Launched

15,008 Social Media Average Weekly Reach

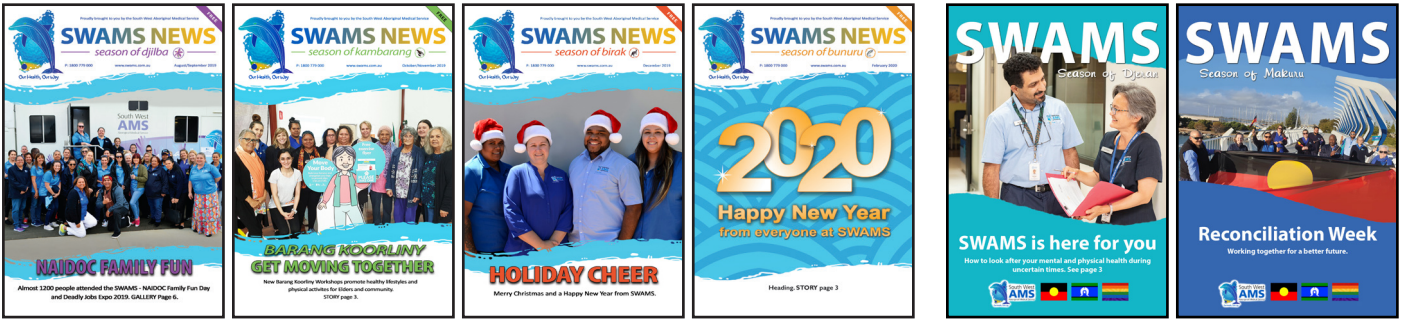


5 x TV News Stories

4 x National Radio Interviews

Old Newsletter design

New Newsletter design



HUMAN RESOURCES

Training

All SWAMS staff were directed to undergo COVID-19 online training provided by the Department of Health. Staff received certificates for successfully completing their training. In addition to COVID-19 training, SWAMS staff undertook Infection Control training via the AMSED 24/7 online platform. SWAMS authorised staff to work from home during COVID-19 restriction period and introduced special COVID-19 leave to enable staff to undergo screening without utilising their own personal leave.

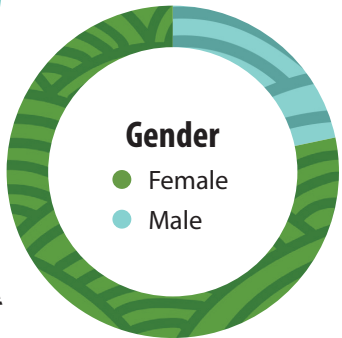
Staff Professional Development

SWAMS Supported Tertiary Education. During the period under review, SWAMS supported 16 employees studying for tertiary qualifications ranging from Cert IV to degrees. Of the 16 employees, it is pleasing to note that 10 were Aboriginal.

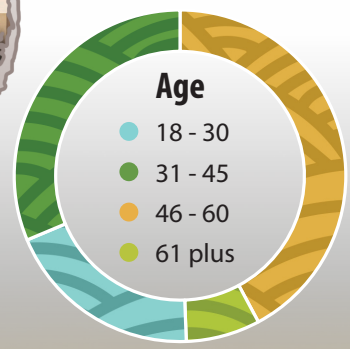
Cultural Awareness Training

All SWAMS staff were presented with the opportunity to attend Cultural Awareness training. Cultural Awareness training is provided by a respected Elder in the community.

83
Employees
as at
30 June



864
Online training
modules
finished



1,303
hours of
professional
development

SWAMS STAFF SPOTLIGHT

Staff Achievements

Lesley Ugle - Indigenous Outreach Worker ITC Services Harvey

We would like to congratulate SWAMS Staff member, Lesley Ugle on being named the 2020 Harvey Community Citizen of the Year.

Rebecca Colbung - Evidence and Access Coordinator

Rebecca started at SWAMS in July 2018 as a Playgroup Leader and has recently hit the ground running in her new role as Evidence and Access Coordinator. In addition to this, Rebecca recently successfully completed her Master's Degree in Education AND a Leadership Training course through the Australian Institute of Management - all while working full time! We would like to congratulate Rebecca on these deadly achievements!

Melissa Miles - Aboriginal Health Practitioner

Since graduating and becoming a Aboriginal Health Practitioner, Melissa has showed dedication in her role and has also recently done training for the "Mooditj Program" and is currently undertaking tertiary studies in Management.

Lesley Nelson - SWAMS CEO

Our CEO Lesley Nelson graduated with her Masters of Business Administration from Edith Cowan University during this financial year.

Elsie Penny - Nurse Manager

Elsie was honored in the Zonta Club's 100 Women Magazine: Celebrating the achievements of women in the South West. Elsie was honoured for her work in Suicide Prevention and Aboriginal Health.

Wade Garwood - Logistics Officer and AHCWA Youth Representative

Long-time SWAMS Staff member and Logistics Officer Wade Garwood recently represented SWAMS and the AHCWA Youth Council at the Ministerial Youth Round-Table at Parliament House. The Round-Table discussions were hosted by Minister Dave Kelly and Minister Michelle Roberts and focused heavily on increasing job security and opportunities for youth as part of the COVID-19 recovery space.

PARTNERSHIPS

Working together for a better future

Collaborative partnerships are essential to maintaining and delivering high quality health care to our members and clients. We are committed to expanding our network, seeking out and optimising opportunities that will strengthen our community, health and vision.

Aboriginal Health Council of WA (AHCWA)

AHCWA is our peak body and have guided us and assisted us with projects and programs throughout this financial year. We would like to thank AHCWA for their support and continued advocacy.

Research

SWAMS was involved in a number of research projects and we recognise the importance of best practice and evidence-based services for our mob. We would like to acknowledge our key research partners including:

University of Technology Sydney – This My Mob App

Curtin University – Ironbark Program

The University of Melbourne - Kaat Koort, Aboriginal Brain Health Study

South Australian Health and Medical Research Institute – The Goanna Study

University of Technology Sydney (UTS)

We would like to acknowledge the important partnership with UTS: University of Technology Sydney and Dr Chris Lawrence. Dr Chris and UTS have been incredible advocates for the HealthHUB Project as well as other important projects such as This My Mob App which is currently under development. Technology is a major focus so we can harness and capture data to represent the Aboriginal populations in research initiatives to assist in Closing the Gap.

COVID-19

COVID-19 has brought many challenges however one of the key strengths have been the partnerships and collaboration between organisations and governments which have assisted WA to act quickly and collectively respond to the pandemic.

The support from our philanthropic funders including Mindaroo Foundation, BHP and Newmont quickly provided SWAMS with essential equipment, resources and services to better protect SWAMS staff and community.

The Australian Government has recognised the important role of Aboriginal Community Controlled Health Organisations have played in protecting our most vulnerable clients and the Aboriginal community.

FINANCIAL HEALTH



20 November 2020

Mr E Hill
Chairperson
South West Aboriginal Medical Services Aboriginal Corporation
PO Box 1444
BUNBURY WA 6231

Dear Ernie

30 JUNE 2020 MANAGEMENT REPORT

Following completion of our 30 June 2020 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.

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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 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 2020/21 information provided by management.

We draw attention to Note 2e of 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.

4.0 Accounting Policies

We confirm to you that we are not aware of any changes to the accounting policies of SWAMSAC since 30 June 2019 in respect of the preparation of the 30 June 2020 financial report with exception of the first time application of AASB 15, AASB 1058 and AASB 16 as required by Australian Accounting Standards.

5.0 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.

6.0 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.

7.0 Prior Year Recommendations

7.1 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.

8.0 Audit Findings

8.1 Audit Opinion

In accordance with the terms of our engagement letter, we have a responsibility to provide an opinion in respect to SWAMSAC's annual financial report as to whether it is free from material misstatement.

Our audit report is unqualified with our opinion stating the financial report presents fairly the financial position of SWAMSAC, as at and for the year ending 30 June 2020.

8.2 Audit Adjustments and Unadjusted Audit Differences

During the course of our audit, we did identify misstatements considered to be material at a financial report level. These adjustments were communicated with SWAMSAC at the time of the audit and will be adjusted for accordingly.

8.3 Audit Recommendations

We are pleased to report our audit procedures indicated financial records have been maintained to high standards throughout the audit period, subject to those specific comments and recommendations raised within appendix 1. Given the significant activity SWAMSAC has experienced, we are pleased the core financial internal controls and processes continue to operate effectively.

Please contact us should any additional clarification or assistance be required in implementing these recommendations.

We would like to thank Lesley, Jamie, Peter and the team for providing accounting reconciliations and related documentation at the commencement of our audit. We believe this reflects the diligence and pro-active approach taken by Jamie and the team in respect of financial processes, procedures and maintenance of documentation.

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

8.4 Other Matters

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.

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

TIM PARTRIDGE FCA
Director

APPENDIX 1

Audit Recommendations for the year ended 30 June 2020

GUIDANCE TO FINDINGS RATING / IMPLICATION

Findings identified during the final audit have been weighted in accordance with the following scale:

Significant: Those findings where there is potentially a significant risk to the entity should the finding not be addressed promptly.

Moderate: Those findings which are of sufficient concern to warrant action being taken by the entity as soon as possible.

Minor: Those findings that are not of primary concern however still warrant action being taken.

AUDIT FINDINGS

1. MASTERFILE ACCURACY AND VALIDITY

Finding Rating: Moderate

We noted SWAMSAC does not conduct an independent review of changes and adjustments made to master files relating to payroll. In particular there is no review for timeliness of changes made, errors, or any unauthorised changes.

Implication

There is an increased risk that:

1. Required changes to the master-files are untimely;
2. Erroneous changes made to master-files have a low chance of being detected in a timely manner; and
3. Suspicious / fraudulent changes made to master-files have a low chance of being detected in a timely manner.

Recommendation

We recommend an independent review of all changes made to master files be conducted periodically. The review should involve:

- A download of all changes (new / old / modify) made to each master-file;
- A representative sample then be tested and traced to originating / supporting documentation to assure validity and timeliness; and
- A review for suspicious master-file changes (e.g. changes to bank details or pay-rates back and forth) should be performed.

Management Comment:

- The current process involved in changes to employee details such as a bank account details and personal contact information is recorded on the "Employee Details" form. This change is recorded on our QC system form – signed by the employee, which then comes from Human Resources to Payroll.
- The process for changing employee pay rates, hours of pay and changes to employment status and position are recorded on the QC based "Employment Variation" Form, also on QC.
- The authorisation requires the employee's signature, their Managers approval, the Corporate Services Manager Approval (financial) and the CEO's approval.
- Changes to employee master files will be implemented so that the Corporate Services Manager or the Financial Controller review changes to employee bank account details and pay rates in a timelier manner.
- SWAMS acknowledges that an Independent post review of these changes does not currently take place and will implement a review process to ensure changes to payroll records are followed up for review.

FINANCIAL HEALTH

APPENDIX 1
Audit Recommendations for the year ended 30 June 2020

2. PETTY CASH RECONCILIATION REVIEW
Finding Rating: Minor

We noted petty cash reconciliations are not subject to independent reviews.

Implication
Risk that error or fraud may not be identified in a timely basis.

Recommendation
Petty cash reconciliations should be signed off by the preparer and independent reviewer.

Management Comment:
Acknowledge that a second independent sign off should take place. This change has already taken place post audit, with the Petty Cash Reconciliation accompanying the Cheque replenishment requisition signed by a Director.

Planning our future

At SWAMS, it is paramount to maintain our financial health, in order to provide a sustainable service to our community. We are also committed to building on our financial base, in order to provide essential services and programs but also enable us to expand on these services and programs.

Where does our money come from and where does it go?

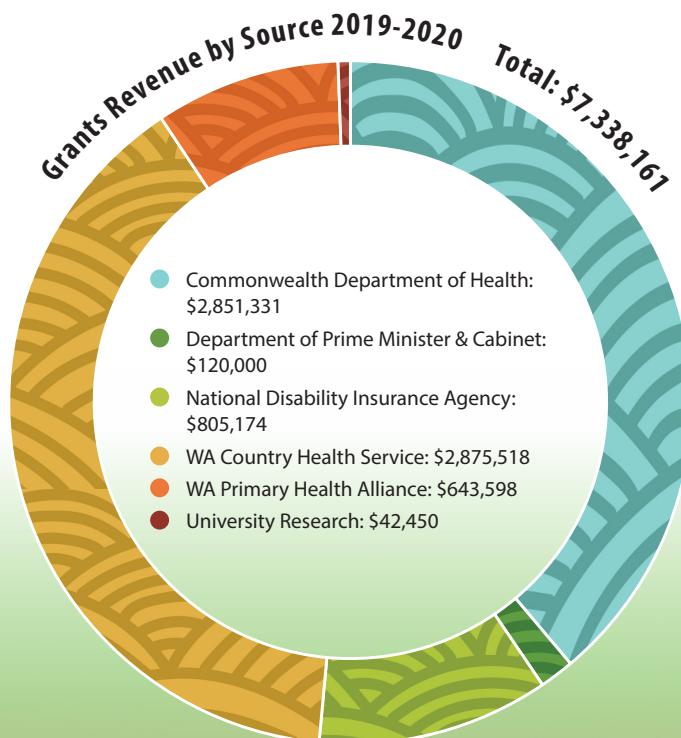
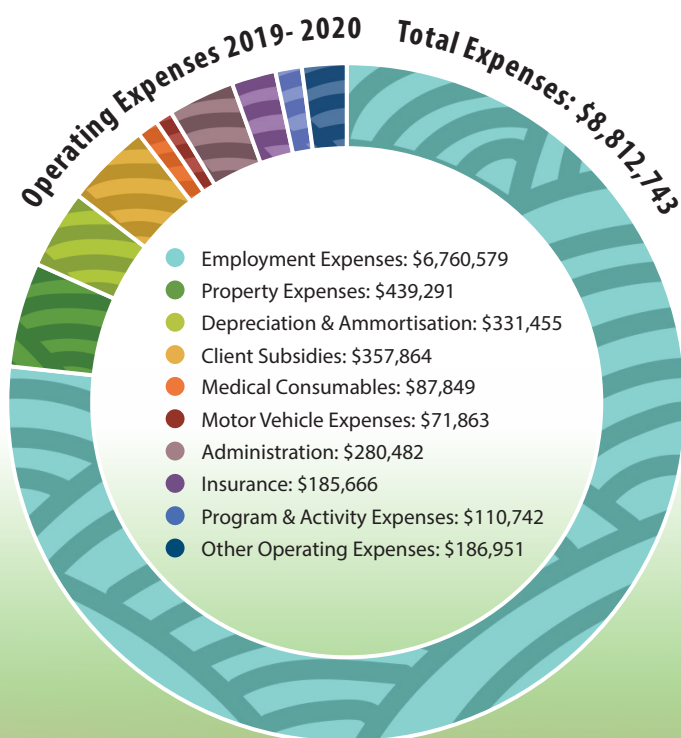
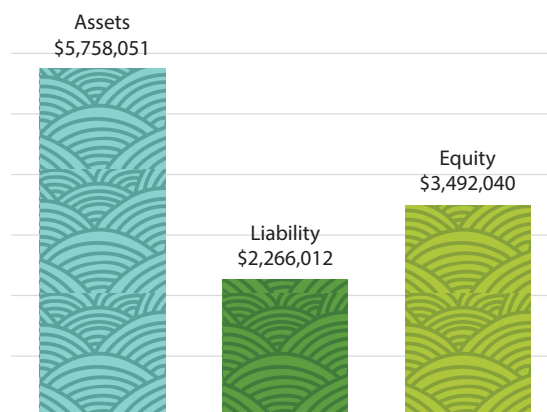
The majority of SWAMS funding comes from Federal Government Grants, which include the Commonwealth Department of Health and the Department of Prime Minister and Cabinet.

Employment was our biggest expense for the financial year. This includes wages, professional development, superannuations and leave payments.

See graphs for further details.


Assets, Liabilities & Equity 2020

Financial position at the end of this reporting period.
Debt to Equity Ratio: 64.9%





For more information, call SWAMS Clinic.

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