

ATTENDEES
<u>SWAMSAC Members</u> Michelle Munns Suzanne Jones Janine Williams Ernie Hill – arrives at 3.20pm Karin Khan – arrives at 3.30pm Robyn McCreanor – arrives at 4.00pm <u>SWAMS STAFF</u> Lesley Nelson – CEO Amanda Wallam – Minute Taker <u>Guest</u> Maria Cavallo – AMD Chartered Accounting – For finance report only
1. WELCOME
3.10pm - Michelle opens the meeting and welcomes everyone to the SWAMSAC 2022/2023 AGM. She undertakes an acknowledgement to country in language. Michelle acknowledges the Elders past, present and emerging, and the land we are meeting on today.
2. APOLOGIES
Phillip Ugle
3. MINUTE SILENCE
A Minute Silence was held for sorry business, to pay respect to those who have passed.
4. ACCEPTANCE OF PREVIOUS MINUTES
Minutes of 2022/2023 Annual General Meeting held Tuesday, 31st January 2023 were tabled and accepted by Michelle Munns, second by Janine Williams. <i>All in favour</i> <i>Carried</i>
5.1 CHAIRPERSONS REPORT
Delivered by Michelle Munns – Acting Chairperson - on behalf of Ernie Hill Kaya - hello and welcome. As the Chairperson of the SWAMS Board of Directors, I am proud to see highlights of our busy year featured in this 2022/2023 SWAMS Annual Report. SWAMS has continued to expand further this financial year with an increase in programs, services and staff. Staffing has grown considerably to match these needs, with 173 people now employed by us. The core of our decision-making process is to ensure our mob have access to culturally appropriate health care. With a holistic approach to health SWAMS can achieve positive health outcomes for our clients.

Ensuring our mob have access to culturally appropriate health care is paramount to achieving positive health outcomes and will always be at the core of SWAMS decision making process.

By working closely with community and stakeholders we are ensuring the future of SWAMS.

With the continuing support of our partnerships, key organisations and community SWAMS will flourish in the coming year with further projects and programs planned for.

On behalf of the Board, I would like to thank Lesley Nelson (CEO) and the SWAMS staff for their continued commitment and hard work ensuring we deliver a quality service to our community.

In closing, I would like to express my excitement at the development of the new Health Hub. This is something we have worked tirelessly towards and now have the green light to go ahead.

The coming year will be a busy one as this project now gets underway in earnest.

5.2 CEO REPORT

Delivered by Lesley Nelson – CEO

Kaya wandju

I am pleased to present the South West Aboriginal Medical Service 2022/2023 Annual Report.

It has been a successful year for our organisation, with perhaps the biggest achievement of all the end of a multi-year Health Hub capital works funding campaign. Then-Premier Mark McGowan visited us in May to announce that the government would match the funding promise of \$18.3 million made by the Federal Government in October 2022.

SWAMS services now operate at multiple sites across Bunbury in rented locations, so it was with great relief that SWAMS received these commitments to the Health Hub, a culmination of years of work which is now continuing as we plan and will shortly begin construction of a wonderful new facility for community and staff: a permanent location for SWAMS' administration, clinical services and programs. The Health Hub will be built at Jaycee Park Bunbury, a site generously gifted to us by the City of Bunbury.

On a day-to-day level 2022/2023 saw significant service and staffing expansion, and we moved our footprint north with the launch of the Mandurah Bindjareb Aged Care Service. We now provide services for 100 Elders aged 50 and over in Bindjareb.

We also reinforced our connections to the communities we serve, adding more opportunities where we could. Our Katanning clinic was able to move to a second, larger location in January just months after we established our first clinic in the town.

In addition, we strengthened targeted areas across SWAMS such as supporting our young families with the Birthing On Country rollout and the introduction of the Health Navigator Pilot Program so young people in Out of Home Care would receive an allocated worker's assistance to ensure they could attend appointments to take care of their health.

Thank you to all our collaborative partners, community members and staff for supporting SWAMS as we continue to grow and become more moorditj, or strong, alongside our community.

Enjoy reading the 2022/2023 achievements of SWAMS in our report.

5.3 FINANCE REPORT

[See Annual Report for full overview](#)

Maria Cavallo from AMD Chartered Accounting delivered the 2022/2023 financial report.

The financial report is included within the SWAMSAC 2022/2023 Annual Report.

Maria acknowledges the traditional owners of the land we are meeting on today - Wadandi Country, and pays respect to the Aboriginal Elders past, present, and emerging.

As the auditor for SWAMSAC, AMD present the results of the End of Year financial audit as per the requirement for the year ending 30th June 2023.

AMD as the external auditors are obliged to provide an opinion as to whether the financials statements are correct and represents a true position of the organisation.

AMD confirms they have completed various audit procedures as stipulated within the Australian Auditing Standards. A pre-audit was conducted in April 2022 and then the end of year financial audit was held in September 2023. The end result is to form an

The audit report states the SWAMS financial reports are in accordance with the CASTI and ACNC Acts. It is a true and fair view, in all material respects, of the financial position of SWAMSAC as at 30 June 2023, and of its financial performance and its cash flows for the year then ended. This is a clean audit report and best audit report to have. There are no issues that have been identified.

There have been significant staff growth and changes in systems. SWAMS is in a strong financial position with positive operating cash flows and a good working capital position, all which is very positive. The Board of Directors were well informed of audits and accreditations.

[Resolution to accept the 2022/2023 Financial Report as presented by AMD:](#)

Moved: Sue Jones

Second: Janine Williams

All in Favour

Passed

6.0 POWERPOINT PRESENTATION – HIGHLIGHTS OF THE YEAR

A presentation was delivered by the CEO, showcasing SWAMS achievements for the 2022/2023 period.

Information included Board of Directors from each of the wards for the reporting period, tribal boundaries, serviced areas, and an outline of services / programs provided.

Who We Are

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

We provide high quality, culturally appropriate and accessible health and wellbeing services to Aboriginal people living in the South West of WA.

We are the sole experts in Aboriginal health in this region.

Organisational Values

We act with Integrity - We are ethical, honest and open in our disclosure to communities, we are always willing to listen and engage in transparent conversations

We Put People at the Centre - We strive to provide the highest quality, culturally appropriate care. We take the time to understand our clients' needs, validate their experiences and respond with professional and holistic services.

We are dedicated to excellence - We are a community led organisation using innovative approaches to our care. Our people are passionate, competent and strive for excellence in empowering our communities.

SWAMS at a Glance

- 49,844 Episodes of health care
- 2,286 members as at 30 June 2022
- 170+ staff milestone met this financial year
- 57% of ATSI staff
- 4,237 individual clients seen

Board of Directors

Overview of Board meeting attended for each Director and remuneration received for the financial year.

Our Services

- | | |
|-------------------------|-----------------------|
| • Primary Health | • Health education |
| • Allied Health | • Access & Engagement |
| • Maternal Child Health | • Patient transport |
| • Aged Care provider | • NDIS provider |

Service Centres - Outreach clinics

- | | |
|-------------|-------------|
| • Bunbury | • Harvey |
| • Busselton | • Manjimup |
| • Collie | • Katanning |
| • Narrogin | • Kwilenap |
| • Brunswick | • Mandurah |

Highlights

- 5 Psychiatry consults
- 40 pediatrician consults / 4 clinics
- 43 Endocrinologist consultants
- 29 Cardiology consults
- 83 ENT consults / 4 ENT clinics
- 170 Dental consults – largest area of demand, issues and challenges
- 179 Obstetrician & Gynecologist consults
- 677 Child health & development checks
- 620 Antenatal checks
- 5420 Chronic conditions services consults

Working on how SWAMS obtains the rebate paid for specialist appointments as patients may receive these

Community Programs

Social and Emotional Wellbeing - Our SEWB team provides counselling, social work, advocacy and support work to those facing social and emotional wellbeing challenges. Providing support with housing applications, support letters, financial support, social support and connectedness to family and community, in a culturally safe health care environment.

Our team encourages connection to land and spirituality, and has additional focusses on new mothers, babies and children as well as creating safe spaces for men in the community to connect.

Sexual Health - Sharing sexual health information and awareness through several fun, respectful and innovative ways, we have been working closely with the Health Promotion Team to create engaging social media campaigns, a website, resources, a series of podcasts and an advertisement for TV and YouTube

Youth Committee - Creating a safe space for youth to share their unique perspectives, understanding and discussions on societal issues, in a culturally safe forum.

Maternal and Child Health - Providing culturally appropriate support, developmental health care and immunisations during pregnancy and the early parenting years

Access and Engagement - SWAMS' Access and Engagement Team collaborates with individuals, families, and local groups to deliver health promotion initiatives which are tailored to meet specific needs of our community. There will be a function this weekend being held for youth – Binar basketball carnival.

Chronic Conditions - with the goal of enabling people with chronic conditions the ability to self-manage their health, our Chronic Conditions Team (KAM) build on the Healthy Lifestyle Program, increase self-management strategies and deliver education for clients living with chronic conditions. This team manages the SWAMS subsidies,

Mental Health and AOD - This program aims to reduce the percentage of Aboriginal people experiencing psychological distress, according to the Australian Institute of Health and Welfare (2020), this number currently sits at 66% of Aboriginal people. The prison program in partnership with Palmerston saw some challenges.

Health Navigator Program -This program coordinates the healthcare of children that are new to care from the commencement of the program in 2022. There has been outstanding results for children in care, and SWAMS has established great partnerships with other stakeholders.

Wariny Mooditj Koorlangka - (Make Children Strong) Working towards giving our children the best start to life.

Transition to Care Program - Aged care services hold profound significance for Aboriginal Elders, reflecting the preservation of cultural heritage, fostering community connections, and ensuring dignified support in their later years. Our Aged Care services are tailored to our communities needs, giving Aboriginal Elders an assurance their wisdom and contributions are upheld by their communities and societies at large. SWAMS now holds a year contract for TCP services.

Disability Service and NDIS - SWAMS is a registered NDIS Provider, and our team offers coordination of supports, support workers, mental health and allied health services to the community through funding available in their NDIS plans.

Bindjareb

The inauguration of Perth's inaugural Aboriginal Aged Care Service occurred in Mandurah on Wednesday, February 1, 2023. Managed by SWAMS, this facility will serve as the central hub for activities, services, and assistance aimed at supporting First Nations Elders within the Bindjareb region.

The array of services accessible at the Bindjareb location encompasses social support, group activities, domestic assistance, home maintenance, and transport for Aboriginal community members aged 50 and above. Additionally, these services will simplify the pathway for Aboriginal individuals to access aged care services.

This site has 150 clients at present. NATSIFLEX flexible funding will be received for this area for ongoing services and programs.

Health Hub

The SWAMS innovative health hub grew closer to reality after former WA Premier Mark McGowan announced a financial commitment to allocating \$18.3 million to the project, matching the Federal Government allocation of \$18.3million dollars to the construction of the hub in Bunbury.

The positive impact to the health of Aboriginal people in the South West will be incredibly significant, offering accessible and attractive facilities to service users, improving the capacity of specialist providers to plan and deliver their services.

Improving the health of Aboriginal people is one of the main Closing the Gap targets which the building of this facility supports, this means Noongar people will have better access to high quality, fit for purpose, culturally appropriate health care.

A lot has changed and developed since this annual report such as plans and engagement of sub-consultants.

Katanning: New Clinic Site

In January 2023, SWAMS had a great opportunity through the Shire of Katanning to move our services to a more fit for purpose building. SWAMS have entered a long-term lease of the old Shire building which was renovated into a medical facility.

The official launch of the new facility on June 14th, 2023, comprised of guests being treated to a delicious lunch, celebration cake and a tour.

Narrogin First Birthday

On January 11, 2023, we held a first birthday party for our Narrogin clinic, celebrating all it's achievements in its first year! Celebrations included a delicious BBQ, birthday cake, children's activities and prizes!

This was a great opportunity for community to meet our staff, have a tour of the clinic and learn about the services we can provide in the region.

Maternal & Child Health

Providing culturally appropriate support, developmental health care and immunisations during pregnancy and the early parenting years. On Wednesdays, we run the Circle of Security Parenting Program, and facilitate different events throughout the years to celebrate our families.

Our midwifery team now works on a case loading model, enabling mums to have the same midwife throughout their pregnancy, creating great relationships and continuity of care.

There is an opportunity for a center of excellence for Child health with Telethon Institute.

Aged Care

Aged care services hold profound significance for Aboriginal Elders, reflecting the preservation of cultural heritage, fostering community connections, and ensuring dignified support in their later years.

The Transition Care Pilot Program was implemented as a response to the low uptake of TCP services by Aboriginal and Torres Strait Islander people. As a result of the pilot program, there has been a significant increase in TCP uptake. As a part of the implementation process, the initiative was refined to better reflect the needs of Aboriginal and Torres Strait Islander people. We are continually engaging with the community to gather information about Aboriginal aged care services, and currently offer access to care management, physiotherapy, social work, nursing, personal care, domestic assistance social support, Community Home Support Program (CHSP) and transport.

Access & Engagement

Community engagement is a crucial element of health promotion and involves actively involving people in improving their well-being. SWAMS' Access and Engagement Team collaborates with individuals, families, and local groups to deliver health promotion initiatives which are tailored to meet specific needs of our community. Through meaningful involvement, health promotion becomes a shared effort, fostering sustainable changes and stronger, more resilient communities. The team supports and helps community navigate the disability and aged care systems respectively, ensuring access to services.

Disability Services

SWAMS is a registered NDIS Provider, and our team offers coordination of support, support workers, mental health and allied health services to the community through funding available in their NDIS plans.

NDIS services, when culturally sensitive and community-driven, honor the diverse needs and aspirations of Aboriginal people living with disabilities. By ensuring access to quality healthcare, education, and support, these services contribute to improved well-being and social inclusion.

NDIS services play a pivotal role in bridging gaps, encouraging resilience, and fostering a future where Aboriginal people with disabilities thrive as valued members of their communities.

NAIDOC

NAIDOC week provides an opportunity to celebrate and recognise the history, culture and achievements of Aboriginal and Torres Strait Islander people. Over NAIDOC week, SWAMS held a variety of events including: the Elders Luncheon at the Bunbury Lighthouse Hotel, Men's Health Day held at the Bunbury Regional Entertainment Centre, Women's Breakfast hosted at the Dolphin Discovery Centre and more.

These events were well attended with lots of positive feedback from the community.

The Women's Breakfast had over 100 attendees, with the women noting NAIDOC meant a celebration of culture, family, unity, identity, history, acknowledgement and respecting our elders.

Each year we are seeing an increase in numbers attending NAIDOC events, bringing the community together to celebrate.

NACCHO's Achievement Recognition Award

SWAMS is proud to have serviced Aboriginal and Torres Strait Islander people for 25 years. From humble beginnings in 1997 with 3 staff members, to 170 in 2023, 8 outreach clinics, new Aged Care Services (Bindjareb), offices opening in Mandurah, and new premises in Bunbury, SWAMS is providing much needed care to the community. In recognition of the achievement, SWAMS received a certificate of congratulations from NACCHO Chairperson, Donnella Mills.

Research

Throughout the past financial year SWAMS has actively engaged in various research projects, showcasing our commitment to advancing knowledge and understanding.

- SWAMSmob App – University of Technology Sydney (/Monash University Connecting community via a social app, promoting social and emotional wellbeing
- Both Ways Learning project – University of Western Australia (UWA) Focusing on building organisational and individual community research capacity.

Human Resources

With even more growth in the SWAMS team in the 2022/2023 financial year, the HR team has been busy with recruitment and ensuring the most suitable candidates are selected to support our existing workforce.

A new Human Resources Manager joined SWAMS in May of 2023 and has overseen the implementation of some exciting initiatives. This has included the transition to Employment Hero - a new cloud-based HR system providing easier access to information for staff and management, ongoing reviews of current policies and procedures and the implementation of a new organisational structure as we continue to grow.

Learning & Development

The training team works closely with HR to manage and identify staff who are interested in upskilling, professional development and career progression. SWAMS strongly encourages staff to reach their goals, including certifications, traineeships, and training opportunities for all staff.

Funding

An overview of funding and grant revenue was showcased. Amounts have not changed significantly from previous year.

Recognising Stakeholders

SWAMS acknowledges a number of organisations for their support throughout the year.

7.0 OTHER BUSINESS

Discussions from the Floor

It was raised that due to the transition to ASIC, a number of community members are asking about memberships / subsidies. Notices and new membership forms have been sent to previous members of SWAMS.

The CEO notes there needs to be some communication from the Board of Directors around the transition to ASIC and membership. This can be done via social media /

newsletters etc. The SWAMS Board of Directors agree that community have questions and messaging needs to conveyed to the community.

A member notes that community have aslo stated the CEO has outstayed her welcome, are not happy with Bunbury services, and would like to see the Board of Directors removed.

SWAMS is not obliged to hold community meetings, however we should continue these to engage with the community. This can have an impact on the reputation of SWAMS. Community members are worried that recent changes are going to impact / remove subsidies and that Bunbury services are dropping off.

It was suggested for the SWAMS Board of Directors to deliver short presentations at women's and men's groups, we should be engaging with community more.

NITV have approached a Board member to address concerns they are hearing in community or seeing on social media. This was shut down straight away. Board of Directors are very concerned to hear this.

Community concerns have recently intensified.

The SWAMS communications team could provide messaging for the Board of Directors to share with community. A consultant has recently been engaged to develop a community communication plan.

Short videos on Facebook could be undertaken. These can be done prior to community meetings.

SWAMS Board of Directors will initially review the community communication strategy plan. This should be available within 2 weeks for review.

A membership meeting needs to be held to view and process received membership applications. This will have a positive impact in the community. A meeting needs to be held next week.

A subcommittee could be formed to view these applications.

Resolution for SWAMS Board of Directors to establish a membership subcommittee.

Moved – Sue Jones

Second- Janine Williams

All in favour

PASSED

Sue, Janine and Karim nominate to be part of this subcommittee.

Memberships and communication strategy will be discussed further at the SWAMS Board meeting.

8. CLOSE

The Chairperson thanks everyone for attending this evenings meeting.

Meeting closed at 4.21pm

Signed as a true and correct record

This 26th ***day of*** October ***20*** 26

M-R. Murray

CHAIRPERSON