

01

ANNUAL
REPORT

2018
2019





BIRIPI **ACMC**

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BIRIPI ACMC

MESSAGE FROM **THE CHAIRMAN**

♦

Tim Allen



Hi everyone

I am pleased to deliver my first report as the Chairperson of the Biripi Aboriginal Corporation Medical Centre since our appointment by ORIC Special Administrator Peter McQuoid in April 2019. My fellow directors and I have been meeting every month to make sure that the organisation is in a healthy position financially and Biripi is achieving outcomes for the Community.

In particular we have focused on our Duties as Directors to:

1. Act in good faith with the best interests of the Organisation.
2. Act with care and diligence
3. Avoid Conflicts of Interest in the Position of a Director.




One of the requirements at the ending of special administration was that we report to ORIC on a monthly basis. We provide them with minutes on our monthly board meetings, monthly finance reports, and monthly management reports. We also have to provide monthly updates on the accreditation and compliance of aged care, our clinic and our out of home care services. This will happen every month until ORIC are satisfied that Biripi ACMC has strong Risk Management Strategy and Processes in place.

ORIC did provide Governance and Finance training for the Board and staff, we have also tried to secure the same training for Community in Taree for those of you who are interested in becoming future directors.

Another key initiative that the Board are supporting is the implementation of internal Audit Committees for Finance and Risk Management and Clinical Governance. These Committees will be key to identifying risks and preventing behaviours that aren't in the best interest of the Organisation, the Members, the Community and our Staff.

The main objective of the Finance and Risk Committee is to provide independent assurance and assistance to the Biripi Board on risk management, control, governance and external accountability responsibilities.

Membership of the committee is made up of





-  Two Directors appointed by the Board.
-  Two Independent external members to be determined by Board.
-  Attendee (non-voting)
-  CEO or nominee
-  Finance Officer
-  External Auditor or nominee
- Invitee for specific Agenda items

The Committee will nominate one of the Directors to report to the Board of Directors.

The members of the Committee, taken collectively, will have a broad range of skills and experience relevant to the operations of Biripi. At least

one member of the Committee shall have accounting or related financial management experience, with understanding of accounting and auditing standards in a not for profit environment.

Members of the Committee are expected to:

-  Understand the relevant legislative and regulatory requirements appropriate to Biripi Board
-  Contribute the time needed to study and understand the papers provided
-  Apply good analytical skills, objectivity and good judgment.
-  Express opinions frankly, ask questions that go to the fundamental core of issues.

The Clinical Governance Committee (CGC) has broad responsibility for monitoring the delivery of high quality and professional clinical care in all Biripis Care services that meets regulatory, organisational, community and cultural standards for performance.

Functions

The functions of the CGC include, but are not limited to, the following;

- a) To monitor the safety and quality of clinical practice
- b) To develop, be responsible and oversee implementation of clinical performance indicators to measure clinical effectiveness
- c) To ensure systematic improvements in clinical practice are identified as a result of clinical incident review and are

implemented and evaluated

d) To monitor the implementation and effectiveness of recommendations regarding quality improvement of clinical practice and standards

e) To monitor compliance against the relevant Accreditation Standards

f) To promote development of an organisational culture and environment that delivers high quality care and ensures safety of residents, clients and staff through effective systems and practices

g) To develop and maintain a clinical risk register to ensure oversight of clinical risks to the organisation and to monitor implementation and performance of risk controls

h) To assess and approve introduction, modification or removal of clinical practice policy and procedures based upon evidence, best practice and the organisations standards for service delivery

i) To report and recommend to the Board of Directors on clinical issues, risks or practice as requested.

In closing I would like to acknowledge that this has been a difficult time for both community and staff. On behalf of the Board I would like to thank everyone, in particular the staff, for their continued support and dedication.

We all look forward to continuing to work with staff and community and showcasing what an excellent service Biripi Aboriginal Corporation Medical Centre is.

TIM ALLEN
Chairman of the Board

BOARD OF DIRECTORS

The Team



TIM ALLEN
CHAIRPERSON

Tim, a Yuin man, is the Programs Manager at Werin Aboriginal Corporation Medical Centre, current Director at Many Rivers Regional Housing Management Services Aboriginal Corporation, and a former Director of Werin Aboriginal Corporation Medical Centre.

He was a Lecturer of Aboriginal primary health at TAFE NSW and earlier, a Youth Worker with Mission Australia and Indigenous Youth Employment Coordinator with Wesley Uniting Employment.

Tim has Diplomas in Business and Practice Management and a Cert IV in Aboriginal Primary Health Care.



MICHAEL SAUNDERS
DIRECTOR

Michael Saunders (Uncle Mick) is a proud Biripi man, one of his many talents is being an Aboriginal Resource Teacher, with over 20 years in teaching.

Uncle Mick has a Diploma in Primary Education, is currently studying a Post Graduate in Counselling and has also completed a Certificate in Ghatang Language (TAFE).

Uncle Mick is passionate about improving educational outcomes for Aboriginal people, keeping Gathang language alive by teaching language and building strong connections with the local community and Aboriginal families



DANIEL MORRISON
DIRECTOR

Is of Aboriginal descendant of the Murriwarri people in Brewarrina, he grew up in Western Sydney and now lives in Port Macquarie. Dan has a keen interest in building capacity within Aboriginal communities.

Dan completed a Bachelor of Health Science (Mental Health) from Charles Sturt University School of Nursing and Midwifery, Post Graduate Degree in Indigenous Health (Substance Use) from University of Sydney, School of Medicine, Post Graduate Degree in Health Service Administration from Latrobe University School of Public Health and a Masters in Health Service Management from the University of NSW School of Public Health and Community Medicine. Dan currently delivers Aboriginal Primary Health Care qualifications to Aboriginal people all over the state



JOHN CLARKE
DIRECTOR

John Clarke (Uncle John) is a true local born in Taree of Biripi and Worimi origins. He has been the CEO for Taree Indigenous Development & Employment for 9 years, for 9 years was the Chairman for Purfleet Taree Land council (PTLALC) and also the CEO for 8 years, and was a previous Director for Biripi APMC for 20 years (the longest serving Director for Biripi APMC). Uncle John brings with him a wealth of local Aboriginal knowledge and has a deep connection to his people and his country. Uncle John is an advocate for contribution to environmental, cultural and economic outcomes in our community.



CRAIG TAPPER
SPECIALIST DIRECTOR

Craig Tapper is an Adjunct Associate Professor at the business school of the University of NSW, and has taught there for over 23 years. As well as teaching he has also had a 25+ year career as a manager, executive and Board Member on a number of not-for-profit boards and has been involved in numerous consulting assignments with Commonwealth and State / Territory government departments, specialising in reviews of Aboriginal and Torres Strait Islander health, community and aged care programs.



DR DAVID NORLING
SPECIALIST DIRECTOR

Dr David Norling, commonly known as Doc in the community is a former director of pre-vocational education and training at Manning Hospital and has a special interest in Aboriginal Health. Docs career as a GP in the 70s began in Young, NSW, he later moved to the beautiful Manning Valley in 1980, where he was a GP for 25yrs with an interest in working with chronic disease, nutrition, acupuncture and counselling. Doc started working at Purfleet in the early 80s before the AMS was established, and then progressed to be employed at Biripi APMC for many years. Since retiring, Doc has continued friendships with many Biripi & Worimi people and has a continuing deep community involvement. He always happy to have a coffee catch up.

BIRIPI ACMC

MESSAGE FROM **THE CHIEF EXECUTIVE OFFICER**

Robert Skeen



Hi everyone, and welcome to our 2018/2019 Annual Report. What a busy time it has been in the six months since the end of special administration. My first day as the CEO of Biripi ACMC was also on the day of the handover.

Even though we are no longer under special administration ORIC still requires us to report every month. We are required to supply them with monthly reports from our Board of Directors meetings to show that we are compliant. Every month the Board of Directors have to supply ORIC with the Minutes, Finance and Managers Reports and compliance updates for BACS, Aged Care and the Clinic. This reporting will be ongoing every month until ORIC are satisfied that we are meeting their requirements.

In July we celebrated NAIDOC. What a fantastic time of the year to celebrate Biripi people and showcase their extraordinary talents. Service providers also had the opportunity meet the Community and talk with them about what

they do. The family fun day on the Wednesday was a huge success I was so proud to see our eye catching marquees and uniforms, our merchandise was very popular too and quickly snapped up by the community.

It was also great to see our staff involved with the activities on the day and helping to make it an enjoyable time for everybody, so well done to you all. Special mention to our Deadly Registered Nurse Luana Woodhouse who won a NAIDOC Excellence Award at the NAIDOC Ball that was held on the Friday night. We are so proud of her.

What a joy it was to see our young people shine at the fashion show held at the racecourse on Saturday night. In all, it was a great week for NAIDOC this year and a big pat on the back for all the organisers.

For all Organisations the period after special administration requires a lot of change. As you know we have to change the way we do things so we don't risk things happening again. These changes have to happen to make sure we satisfy the standards that are set by the government through the funding bodies, and to also meet the health and well-being needs of our community. Change can be hard but it is necessary.

Two big success stories so far this year is passing our accreditation for Aged Care, the Clinic and our Out Of Home Care Services. A big thank you

and congratulations must go to all staff involved including support from our corporate services area of Biripi.

Another milestone to celebrate this year is 11 of our staff completing an Aboriginal Health Practitioner Certificate in August, what an awesome achievement and we are very proud of you.

The Board and Management Team have also held Consultations with the Community. Its important for us to give you feedback on the Service we provide so you hear it directly from us and not false information or gossip. We also use it as an opportunity to work out how we can work together to improve quality of service and still meet compliance standards.

Heres to a successful year ahead providing great quality services to the community. Also don't forget to check out the different programs within Biripi APMC and what has been happening during this financial year.



CHIEF EXECUTIVE OFFICER



**“
our
health,
in our
hands
”**

BIRIPI ACMC

COMPANY VISION & MISSION

2018-2019

Biripi Aboriginal Corporation Medical Centre provides a wide range of culturally-appropriate health and well-being services covering communities across the mid-northern NSW region. These include; Clinical, Maternal Health, Aged Care, Community Health and Dental Health services from clinics and facilities around Taree and statutory Out of Home Care (OOHC) through Biripi Aboriginal Children Services (BACS) and Walanbaa Gaayili in Inverell.

OUR VISION

To realise better health outcomes for our community through providing culturally appropriate health care which places an emphasis on early identification and prevention and an equal start to life.

OUR VALUES

Respect, Caring, Listening, Honesty, Professionalism, Self-determination.

OUR PURPOSE

Providing Culturally appropriate Health and Well-being Services to our Community

HUMAN RESOURCES
AT A GLANCE



2018-2019

HUMAN RESOURCES OF BIRIPIACMC

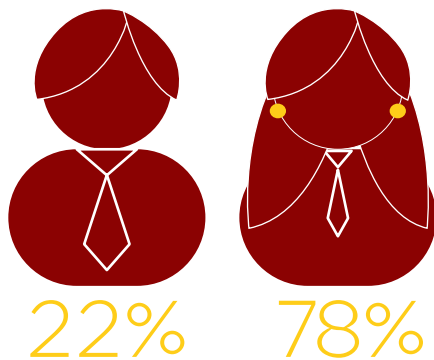
The Human Resource Team is responsible for the strategic and operational management of all human resources activities and ensuring that human resources systems and practices support the functionality of the organisation in achieving business objectives. The key objectives of the role include:

- Develop and implement an organisation wide HR strategy;
 - Achieve the desired organisational culture through a range of HR initiatives;
 - Direct and manage the human resources strategy and operations in accordance with the overall business plan;
 - Perform all operational human resource programs in an effective and efficient manner;
 - Provide leadership and line management development programs as required;
 - Coordinate and centralise all staff training and development;
 - Manage the Workplace Health & Safety (WH&S)
- program for the organisation ensuring compliance to all legislation and guidelines;
 - Responsible for effective workplace injury management;
 - Responsible for coordinating all aspects of recruitment such as posting job vacancies, conducting preliminary interviews and coordinating pre-employment processes, such as drug testing, background investigations and reference checks;
 - Manage and resolve employee relations, i.e. conflicts, complaints and other workplace issues;
 - Manage Industrial Relations matters;
 - Review, update and communicate Policies and Procedures.

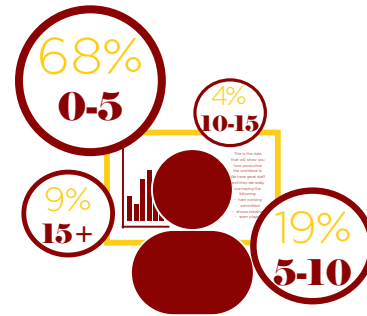
EMPLOYMENT STATUS



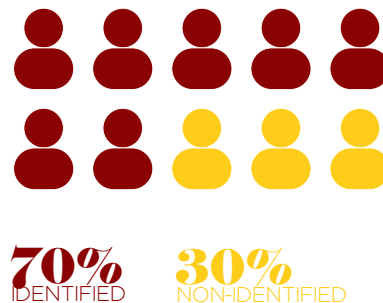
GENDER



YEARS OF SERVICE



ATSI IDENTIFIED



LOOK AHEAD

Learning & Development

An analysis has been conducted against the relevant standards of each business unit to determine our Learning and Development requirements. We are committed to investing in staff in learning and development in the short term and for the long term and are putting structured plans in place. This will include in house training, ad hoc training, on the job training, vocational training and professional development as well as mentoring and coaching program.

Work, Health and Safety

We have been reviewing our Workplace Health and Safety arrangements. Workplace Health & Safety is an important function of all organisations. The health, safety and wellbeing is very important and we are ensuring that we have great practices and processes in place, supported by training and information, this will be a key focus moving forward. We completed a WHS Audit to identify any gaps we may have in our safety management system. Following this, an Action Plan was developed to ensure that plans are put in place to ensure we are not only compliant with legislation, but

are moving towards a best practice model. Work has been underway to set up a framework and process for our WH&S safety management system. We have been building on our foundations and establishing improved processes for WHS. We are in the process of improving our documented procedures for workplace health & safety to ensure staff are provided with process and instructions in the management of WHS.

Human Resource Software

We plan to engage with a provider for a Human Resource software program to deliver HR activities such as recruitment, on boarding, HR monitoring, Performance Management, Employee Self Service and to integrate with our Payroll system. This will assist in accurate and efficient recording and monitoring of information.

Other HR Activities

- o Health & Wellbeing program for all staff
- o Staff Recognition Program
- o Traineeship Program

Carole Fangeras

HUMAN RESOURCES MANAGER

AGED CARE ACTIVITY

2018-2019

BIRIPI AGED AND COMMUNITY CARE

The Aged and Community Care Service arm of Biripi Aboriginal Corporation Medical Centre (ACMC) is funded by the Commonwealth Government to provide aged and community care services in the Mid-North Coast areas incorporating Bulahdelah, Forster in the south, Taree, and Port Macquarie in the north, Mount George and Gloucester in the west.

The core objective of Biripi ACMC Aged and Community Care Service is to provide culturally appropriate, safe and quality care that promotes functional independence while meeting all regulatory requirements.

Our Elders are at the core of our operations as such Biripi ACMC Aged and Community Care remain focused on consolidating on the Consumer Directed Care (CDC) approach with emphasis on consumer dignity and choice. We are also committed to ensuring Aged and Community Care industry best practices in order to maintain sustainable practices and ethics that preserves respect,



The staff at Biripi ACMC Aged and Community Care are motivated and dedicated. The staff have been key to ensuring best practice with consistency in providing services that promote respect, dignity and choices for our Elders.





cultural appropriateness and other core values of Biripi APMC.

Our service remains focused on promoting accountability, a safe environment for both clients and staff, increased staff productivity and best practice across our two main programs; Home Care Packages (HCP) and Commonwealth Home Support Program (CHSP).

Home Care Packages (HCP)

The HCP is funded by the Australian Government as part of a continuum of care for older Australians with mild, moderate to complex needs to live independently in their own homes. Eligibility for home care packages is usually 50 years of age and above for Aboriginal and Torres Strait Islanders and decided by the Age Care Assessment Team (ACAT) following level of care need assessments. Funds allocated to individual packages / levels determine budgetary control. The home support services provided to HCP clients are planned in consultation with individual clients (including carers) within their allocated packages and budgets. Services are case managed and delivered by Aged and Community Care staff. Services include but not limited to domestic assistance, personal care, social support, garden maintenance, shopping, domestic assistance and allied health services.

Commonwealth Home Support Program (CHSP)
The CHSP is funded by the Australian Government and provides entry-level home support care for frail older Australians requiring assistance to continue to live independently in their own homes for as long as possible. Therefore, to achieve these objectives, grants are provided by the Commonwealth Government through the Department of Health (DOH). The objective of the grant is to provide funding to service providers in order for them to deliver activities in accordance

with the objectives of CHSP and based on each activity grant agreement. Grant agreements also determine budgetary control for CHSP activities. Eligibility for CHSP is usually 50 years of age and above for Aboriginal and Torres Strait Islanders and decided by Regional Assessment Services (RAS) following care need assessments.

Biripi APMC Aged and Community Care is funded for the following Grant Activities / Sub Programs:

- 👏 Cottage Respite Care Relationships and Carer Support
- 👏 Centre Based Respite Care Relationships and Carer Support
- 👏 Social Support Individual Community and Home Support

AGED CARE QUALITY AND SAFETY COMMISSION REVIEW

Biripi APMC Aged and Community Care quality review was conducted by the Aged Care Quality and Safety Commission (The Commission) on 25 October, 2018. Following the quality review, The Commission found that Biripi APMC Aged and Community Care failed to meet the following Quality and Safety Standards;

- 1.1 Corporate Governance
- 1.2 Regulatory Compliance
- 1.6 Risk Management

On my appointment as the Manager of Aged and Community Care on the 8th of January, 2019 it became my role and goal to address and meet all Regulatory Compliance including Quality and Safety Standards as required by The Commission, relevant legislations and other Aged Care regulatory agencies. I was also tasked with



ensuring a consistent approach to our service delivery so that Biripi APMC Aged and Community Care continues to provide culturally appropriate services that aligns with the Consumer Directed Care (CDC) Framework and engages our clients in order to promote functional independence.

The Commission had a follow up review on 30th January, 2019 and a final review on 19th March, 2019. Following the final review, The Commission released the assessment notification on 9th April, 2019 advising that the 3 outstanding unmet standards had been met.

ELDERS OLYMPICS

The Biripi Sharks Elders Olympic Team participated in this years April, 2019 Elders Olympics event held in Port Macquarie on Werin Country. The Elders were able to participate in different games including egg and spoon, quoits, throwing the ball into the hole to mention but a few. The Elders enjoyed these activities which promotes health and wellbeing as well as social connectedness.

ANZAC DAY

The Elders also participated in the April 2019 ANZAC day march to commemorate those who died in peace keeping operations and wars. Lest We Forget.



FUNDING, DONATIONS AND PARTNERSHIPS

All the programs within Biripi APMC Aged and Community Care are funded by the Australian Commonwealth Government. The Elders also enjoy their sense of self-determination as they often engage in garage sales to sell materials and products from their art and craft activities in order to raise funds for some of their outings. Biripi APMC Aged and Community Care continues to build strong relationships with local businesses and service providers to serve our clients and the community.

OUR TEAM

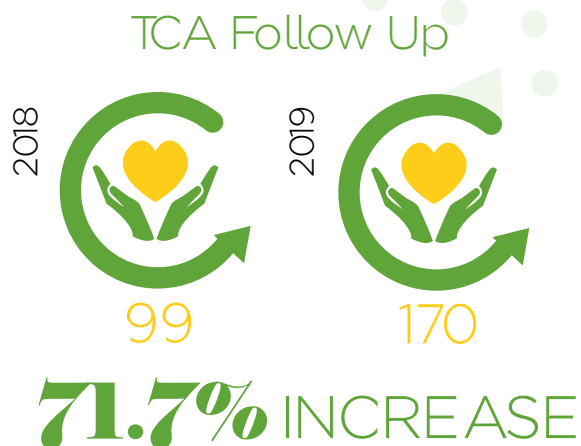
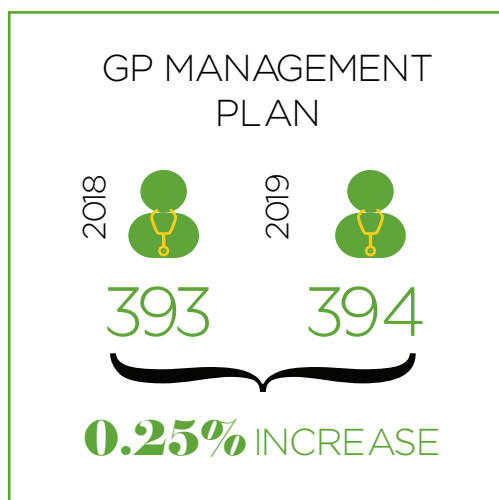
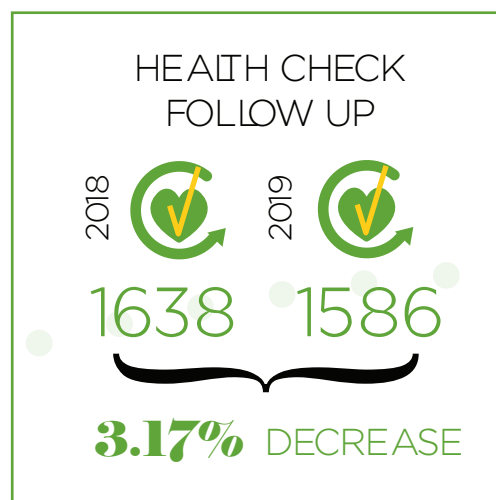
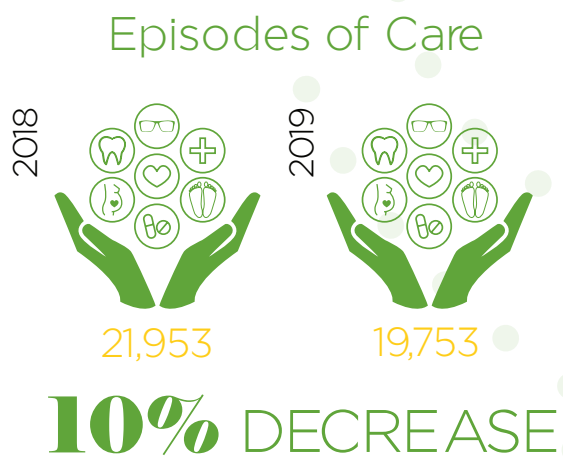
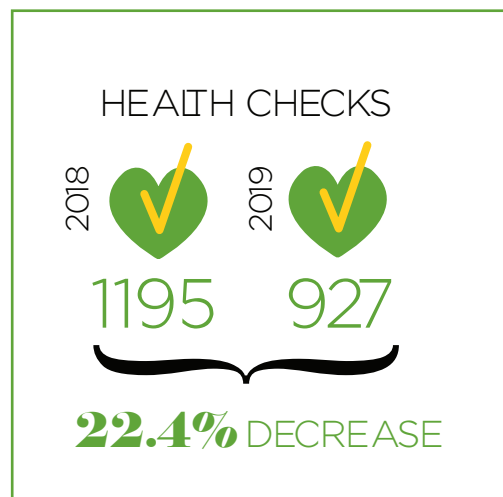
The staff at Biripi APMC Aged and Community Care are motivated and dedicated. The staff have been key to ensuring best practice with consistency in providing services that promote respect, dignity and choices for our Elders. The staff are qualified and skilled to provide culturally appropriate services to the Elders. In order to maintain qualifications and

up-skills, opportunities for professional development and other formal education are continuously explored and staff are encouraged to undertake training. The staff express enthusiasm and love for working in their different roles.

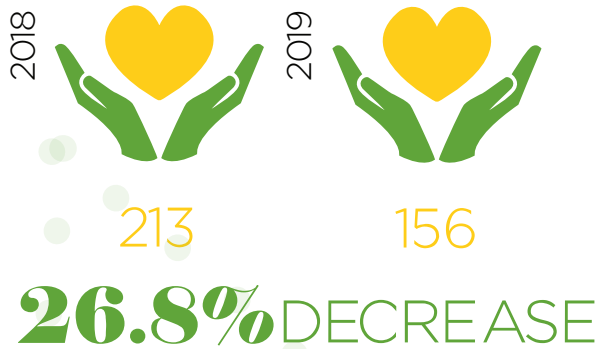
Levi Moore

AGED CARE AND COMMUNITY MANAGER

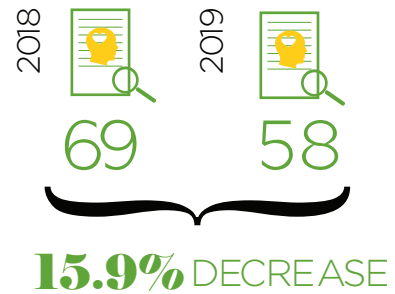




Team Care Arrangement



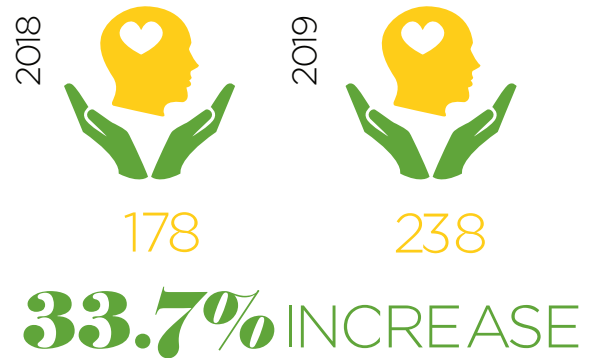
MENTAL HEALTH REVIEW



GPMP & TC REVIEWS



Mental Health Care Plan



ALLIED HEALTH JULY18-JUN19

Podiatrist	Psychologist	Physician	Exercise Physiologist
ATTENDANCE			
246	76	45	78
FAIL TO ATTEND			
108	27	10	42
NO VISITS			
22	48	6	48

BIRIPI ABORIGINAL CHILDRENS SERVICES

CHILDREN. CARERS.

2018-2019

BIRIPI ABORIGINAL CHILDRENS SERVICE (BACS) PROVIDES OUT OF HOME CARE (OOHC) SERVICES TO ABORIGINAL CHILDREN IN FOSTER CARE IN THE TAREE AND INVERELL REGIONS (INVERELL SERVICES ARE DELIVERED THROUGH A CULTURALLY APPROVED AND APPROPRIATE TRADING NAME WALANBAA GAAYILI CHILDREN SERVICES)

In the 2018-2019 year, through a staffing base of 20 persons supported up to 118 children and young persons who were either temporarily or permanently unable to live at home. BACS staff members are committed to providing children and young people with holistic and culturally appropriate care that is matched to their unique circumstances. Our practice is underpinned by the belief that every child and young person deserves to feel safe and reside in a home where they are respected and valued as individuals. As an Aboriginal service we acknowledge the impact of intergenerational trauma, recognising that children and young people who are in OOHC can recover from their trauma if they are in an environment that is safe, nurturing, consistent and predictable that is made possible through an effective support network.

BACS are proud to offer a skilled and dedicated team of professionals who work steadfastly to ensure that children and young people who are not able to live with their families are provided with a home that offers them safety and opportunity. Our service starts with our recruitment of carers through thorough assessments and training to ensure that our foster carers are equipped to provide high quality care to children in line with regulatory standards. Our OOHC Caseworkers support children and carers

CULTURE. COMMUNITY

alike to ensure that all their needs are met through a holistic, child-centered approach including engaging stakeholders (school, health, juvenile justice, etc) to provide a team of support to work towards case plan goals. BACS recognises the importance of traditional culture in the identity, wellbeing and ongoing care of Aboriginal children and is actively seeking to embed culture in our practice.

OUR ACHIEVEMENTS:

- 👊 BACS effectively worked with children, families and/or stakeholders to successfully restore a number of children to their natural family and processed a number of guardianship applications through the court to provide children with their forever home.
- 👊 The organisation worked closely with the Office of Childrens Guardian (OCG), NSW Ombudsman and Family & Community Services (FACS) to improve the quality of practice and delivery of services in OOH. BACS received positive feedback from the OCG in relation to a number of positive outcomes for children and young persons in our care during the OCG OOH agency accreditation process (an outcome is due to be received October 2019).
- 👊 A number of the children and young persons in the care of BACS have excelled in a variety of areas in the past year including selection in state representative sporting sides, recognition for

outstanding achievements at school, and selection in youth leadership roles in the community.

- 👊 An increase in internal and external training offered to both carers and BACS staff to provide development opportunities and provide better opportunities to provide best care for children and young persons.

OUR FUTURE:

Moving forward, BACS is focused on four core pillars of practice The Four Cs: Children. Carers. Culture. Community. OOH Caseworkers will continue to deliver positive outcomes for children and young persons through a strengths-based, trauma-informed approach to support. Carers will be supported by our Carer Support team offering supervision, training, carer support groups and carer awards night to celebrate carer achievements. In the new year we will be looking to incorporate a greater emphasis on culture within our care model through employing local Aboriginal Cultural Officers to help children and young persons understand who they are, where they come from, and the traditions that come with this (cultural care plans, cultural camps, language workshops, etc). Lastly, the engagement of the Taree and Inverell communities is key in terms of listening, learning and involving community members in the way that we work with children / young persons and carers.

Ryan Dempsey

PRINCIPAL OFFICER




PROGRAMS ACTIVITY

2018-2019

OVERVIEW

The last 12 months has brought many moments of exciting developments for Biripi. During this time the Programs team has continued the tradition of providing high quality services and programs to our clients and community, especially in the area of Aboriginal child protection, Early Childhood, Community, support, counselling and Early Intervention and Prevention Programs. Our holistic service approach in supporting the most vulnerable people within our community certainly allows us to be more proactive and effective in achieving quality and better client and community outcomes.

The Programs Team has gone through many changes within the last 12 months and in the planning for the next 12 months worked strategically in alignment with organisations commitment to the people of our community. Key strategic priorities in all program delivery and services reflect back to strong evidence based service provision, strong cultural and services integrity and strong leadership and sustainability.



WE HAVE KEPT BIRIPIS VISION:

To realise better health outcomes for our community through providing culturally appropriate health care which places an emphasis on early identification and prevention and an equal start to life.

WE HAVE MODELLED BIRIPIS VALUES OF:

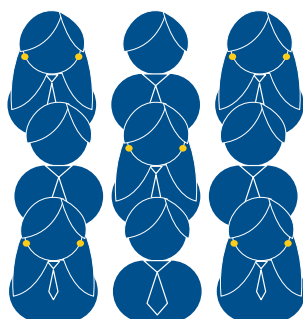
Respect, Caring, Listening, Honesty, Professionalism & Self Determination

WE HAVE MAINTAINED OUR PURPOSE TO:

To provide culturally appropriate service which lead to better health outcomes, healthy lifestyles and strong leadership in our community.

THE TEAM:

The Program team is made up of dedicated workers whose passion, commitment and purpose is providing quality services to community. The services provided by the team involve:



DRUG & ALCOHOL
FAMILY HEALTH
SEXUAL HEALTH
HEALTH PROMOTIONS
CONNECTED BEGINNINGS
YOUTH SERVICES
CULTURAL AWARENESS
FAMILY STRENGTHENING
SERVICES
SOCIAL & EMOTIONAL
WELLBEING

TRAINING AND DEVELOPMENT

Biripi believes that training and development of their employees is an integral part of business and a commitment to training is a key measure that can define a quality organisation. Training delivered internally and by external providers was targeted, aligned to operational requirements and provided outcomes that improved individual workers skills and built overall workforce competency.

In line with funding, compliance staff undertook specific workshop and facilitation training in order to increase skills and staff capabilities. Training was sourced from qualified professionals and provide targeted programs to community. The Programs team has made a significant investment in reviewing and analysing current systems and data collection processes within Biripi and the move to digitize the whole organisation. This process has enable our staff to identify gaps within services, reflect on existing practices and assist in the development and improved of internal processes that support staff in the provision of quality client care, streamlined internal referrals and additional services that improve client outcomes. With the introduction of new data systems, we have been able to improve daily operations of the organisation, increase staff efficiency and provide

greater resources to frontline services. A key feature of the past year is our emphasis towards improving our data collection and developing Best Practice Frameworks and the tools required to evaluate the effectiveness of these initiatives.

STAKEHOLDERS /PARTNERSHIPS

Biripi continues to receive support from the various funding bodies both State and Federal. The departments have expressed their commitment to continue supporting our community and assisting us to provide these valuable services. Our focus moving forward is to seek opportunities to develop key relationships with a variety of local agencies, funding bodies or groups in an effort to provide better outcomes for our clients and community. We will value and respect good partnerships with Aboriginal and non-Aboriginal connections, however, we will always ensure that Aboriginal people and Aboriginal culture is never compromised.

With such growth, it has been an exciting year for Biripi. We have managed to reach the funding body targets and key performance indicators for all of our services as well as achieving some major goals and expectations with the

Programs Team. We feel we provided continuity of service to our clients during the turbulent year and continue to strive to improve what we offer by closely working with our client base and service delivery staff to not only review our current delivery model, but also implement changes to support everyone involved.

The Programs team would like to thank and acknowledge all of our stakeholders that have made a contribution throughout this year and hope to continue to strengthen these partnerships for future initiatives and program delivery.

SERVICES PROVIDED BY THE PROGRAMS TEAM ARE:



PSYCHOLOGY SERVICES

Individual Assessments, Intervention Assessments and Therapy Services have continued to be provided by all Clinic staff members resulting in us being able to meet all referred clients medical, developmental, emotional and psychological needs. Our dedicated and passionate team offers a wide range of supports to families and individuals. We offer therapeutic interventions and provide professional counselling to help our clients, their carers, and the community, overcome the challenges life presents us. As part of a wider organisation, the team provide a coordinated approach to ensure our clients have the tools and support they need to negotiate the world and reach their full potential. The team have built a solid foundation in providing professional counselling and therapeutic tools for clients and carers ensuring they are supported in their journey through providing carers with valuable insight around their childrens behaviour based on their child's early experience of attachment disruption and trauma. This is done through the Reparative Parenting Program (RPP). RPP is an attachment based program around the needs of children affected by trauma, that seeks to help foster and kinship carers learn reparative parenting not just behaviour management. It aims to increase the understanding, skills and resources of carers to support placement stability. The RPP program continues to be well received by the carers who have commented that they now have a greater awareness as to the impact of trauma on childhood development and what they as carers can do to support the children in their care.

Stolen Generation continued to be main focus of the SEWB team with the support and participation in Stolen Generation forums, events



“We are dedicated to improving the lives of vulnerable children and young people.”

and memorials. An important component of this focused work was supporting of clients attending the Kinchella camps, providing counselling to link up staff and people affected by the Stolen generation.

Ongoing support is also provided through the establishment of the Fire Pit weekly meetings that are open to community and staff. The informal gatherings offer the opportunity for people to discuss grief and loss and the traumatic affects that it may have on their social and emotional well-being.



YOUTH SERVICES

We are dedicated to improving the lives of vulnerable children and young people. Our mission is to find loving homes for children of all ages and provide extensive support to our foster carers. We guide our carers through their fostering journey, ensuring they have the training and networks they need to fulfill their vital role. Whether providing respite or a forever family, we provide our carers with the tools to help children who need them the most.

The introduction of the NSW Governments (TEI) Targeted Early Intervention reform is directing the way Biripi provides services in the future. The reform has provided opportunities to implement additional activities and programs outside of its core business of case management. The team is excited to work with the youth to develop, plan and implement youth inspired, youth driven initiatives.

Through past programs and planned future initiatives Biripi Aboriginal Youth Services has developed and continue to maintain strong working partnerships within Biripi and mainstream services

through joint initiatives and programs, client case consultations, youth leadership and training, strengths based case planning and providing culturally appropriate services. This will continue to be achieved through a collaborative process with the following services:


Indigenous fashion parade

Biripi was invited to support a group of motivated, creative young people to develop an Indigenous Youth Fashion Parade. The event was driven by the Y committee from YMCA which was established to develop and facilitate community events to raise money to develop youth programs for young people participating in YMCA NSW. The YMCA NAIDOC Indigenous Fashion Show took place at Taree Racecourse during NAIDOC week attracting up to 200 guests including a number of community leaders. The event was a huge success and showcased local young people and the talent we have in our community. Indigenous dancers, musicians, singers and artists also showcased their skills.

Saltwater Real Conciliation Womens Camp

Biripi Youth Services has been a part of the Saltwater Real Conciliation womens camp for five years holding the positions of committee member and facilitating youth activities.

The Camp is a three day fully catered cultural camp for local Biripi and Worimi Aboriginal and non-Aboriginal women to join together to network and engage in educational, physical and traditional workshops aimed to build and maintain better relationships between the wider Australian community and local Biripi Aboriginal people for the benefit of all in the Manning Valley.



This year the camp was a great success with over 300 women and young girls attending and participating in cultural activities, workshops, arts, crafts and self-care.

Nations of origins

Biripi Youth Services supported PCYC Taree to send teams to participate in Basketball, Netball, Futsal and Rugby (girls and boys) at Nations of Origin. It was an amazing opportunity for our young people to represent our Biripi Nation! We had over 50 local school students between the ages of 13 and 16 involved with Nations of Origin 2019.

Nations of Origin is a four day sport, cultural, education and leadership program which is held every year in July in the Raymond Terrace area.

It is the largest Aboriginal youth sporting event in NSW hosting more than 1000 players and nearly 200 event and team volunteers.

Over 75 teams from 18 Aboriginal Nations throughout NSW come together, engage Aboriginal and Torres Strait Islander and non-Aboriginal young people and promote reconciliation within communities. The program has four main components being reconciliation, education, cultural identity and sport.


Nations of Origin is aimed at increasing school retention with all participants required to have an 80% school attendance to be eligible to participate and all participating sporting teams must consist of both Aboriginal and non-Aboriginal young people.

It was an awesome experience for all involved with long lasting friendships formed, new talents uncovered and fun had by all.



FAMILY STRENGTHENING PROGRAM

The Family Strengthening Program is an early intervention Program, aiming is to build the resilience of families and children that are considered to be at risk. Biripi is one of many services funded to deliver the Family NSW program. The last 12 months has seen the Family



Strengthening worker working with 40 highly complex families providing one on one intensive assistance. The program offers case management and works closely with families to identify needs, provide support and connect them to services to address their vulnerabilities. Our case management support has continued to grow due to the emerging needs of the community by providing more intensive support (three months or more) to community members. Our referral pathways have continued to grow as we continue to make more connections with fellow service providers in our network.

HEALTH PROMOTIONS

Health Promotions continues to be a priority for our service with the facilitation of Education events and the development of programs focusing on early intervention, prevention and treatment of chronic and preventable diseases. Biripi health promotions officer recently undertook facilitating training for the Heart Foundations Koori Cook Off program. The Koori Cooking program is a 4-week healthy cooking and eating program that was originally developed and delivered in Aboriginal communities throughout the Illawarra and Shoalhaven regions of NSW by the Heart Foundation. The program aims to increase confidence, knowledge and skills about healthy cooking and eating in a fun and social way. In partnership with our Exercise Physiologist, participants will have access to exercise workshops

and the development of personalised training plans to suit their ability and desired goals. The Koori Cook off program is new to Biripi and moving forward can be utilised as a resource tool to address childhood obesity, heart disease, diabetes and cardio vascular disease. This program can be adopted to suit any participant, age group or ability.

The Health Officer partnered with Breast Screen NSW from Hunter New England LHD to facilitate the second year of the mobile unit Breast Screening program to increase the number of Aboriginal women accessing the early detection screening unit and receiving ongoing treatment for breast cancer. Feedback from Breast Screen NSW was that Taree had for the last three years the highest number of Aboriginal women screened for Breast Cancer and contribute this to the support of Biripi in facilitating these clinics.

As a volunteer of the Mid Coast Cancer Council our officer enters Biripi into the annual Relay for Life walk and supports other Aboriginal groups to enter and raise funds for the event. Further support is through raising funds and highlighting the awareness, education and early detection of cancer through hosting annual Beanie for Brain Cancer day and wear your footy colours to work days.

CONNECTED BEGINNINGS

Biripi was successful in obtaining the Connected Beginning funding provided by NSW Ministry of Health in July 2018. The program aim is to provide clinical services to its clients to prepare children for school readiness. The Biripi Playgroup offers a support-based program providing clients easy access to dental check-ups, hearing tests, psychologist, speech pathologist and occupational therapists, early childhood services and NDIS providers who are able to address any concerns parents may have about their child's development. The many benefits of attending playgroup include;

- ✎ Receiving support on their child's speech, language, motor skills, behaviour and overall learning
- ✎ The child's development can be monitored by a multi-disciplinary team week-to-week
- ✎ The child has the opportunity to engage in free play, hear a story and do some craft
- ✎ Opportunities to socialise and meet other children

Connected Beginnings, Biripi's maternal team and the Clinic successfully implemented the Federal Government funded Sound Scouts App hearing tests into our organisation. The app is a cost-effective approach to hearing tests that aims to detect hearing problems in school-aged children, in a fun and engaging way.

The tests are conducted online using Sound Scouts, a tablet-based game that detects hearing issues. Once identified through the Sound Scouts

system, these young children can be referred for further testing and appropriate support through Biripi staff and have the best chance of reaching their full potential through the early detection of any delays in achieving their learning milestones or developing social skills.

DRUG & ALCOHOL & SEXUAL HEALTH SERVICES

As part of an integrated approach to reduce the harms associated with injecting drug use (IDU), in particular the transmission of blood-borne viruses, Biripi Drug and Alcohol and Sexual health workers partnered up to develop a strategy to implement a trial Needle and Syringe & Condom Vending Machine at one of our clinic sites.

Despite education about the harms associated with drug use and information on drug treatment programs, many people continue to inject drugs. One of the major risks associated with injecting is the transmission of blood-borne viruses such as HIV, hepatitis B and hepatitis C.

The Needle and Syringe Program (NSP) is an evidence-based public health measure aiming to reduce these transmissions through the anonymous and confidential access to resources that prevent the spread of these infections.

Ensuring high risk groups have anonymous access to a secure self-service machine that administers the provision of sterile needles and syringes to injecting drug users is a fundamental component of harm reduction and discourages sharing of used injecting equipment.

“Everyone belongs, everyone grows and everyone makes a contribution... our health in our hands

FAMILY VIOLENCE

Our Family Violence and prevention worker provided support for victims of domestic and family violence, involving referrals to victims of domestic and family violence to support vulnerable women, carers and children, assistance with Victims of Crime claims, local court support of clients experiencing domestic Violence, assisting with relocation of families into supported crisis accommodation and referrals to services specialising in counselling and ongoing support.

Biripi partnered with Education Centre against Violence (ECAV) to deliver the successful Weaving the Net Strong Aboriginal Man program (SAM) and String Aboriginal Women (SAW) domestic Violence prevention programs to community.

CULTURAL AWARENESS

Cultural Awareness training was delivered internally and externally to Aboriginal and Non- Aboriginal staff as part of their cultural awareness induction process focusing on protocols and practices specific to our area, significance of local places significant to the Biripi people and the internal and external obligations governing Biripi staff.

The Cultural Officer under GP Synergys (CMAG) Cultural Mentors Aboriginal Group represents Biripi on the committee and also provided cultural mentoring, Cultural awareness education lessons and ongoing support and guidance to Biripi's Registrars. The Officer supported the Registrar to participate in activities that enhanced their cultural capabilities and engagement of community whilst they are undertaking their training.

Further to the services offered internally, educational classes and workshops were conducted as a partnership initiative with Rural Health University of Newcastle for their visiting Doctors, Nurses and Allied Health professionals.

We also continued our long tradition of partnering and providing support and assistance to individuals and organisations

conducting community events, activities and projects.

Here are just a few highlights:

NAIDOC Community Celebrations, Indigenous Youth Fashion Parade, Sorry Day, Reconciliation, Nations of Origin, Paint the Town Red Project, Child Protection Week, Youth Week events, Healthy Mind, Healthy body PCYC program, Kinchella Boys forums, Stolen Generation events and Beautiful sisters of the Manning Aboriginal Health Knockout Challenge.

Overall feedback from the 800 strong community attendees at the NAIDOC events was positive with many community members stopping to give feedback to staff in person. This continued on our social media pages over the days that followed.

IN CLOSING

We have seen an increasing demand for our services over the last 12 months which has provided greater employment opportunities for our staff with four completing their Cert 4 in Primary Health Care and the additional recruitment of new staff members required to meet this demand.

In the end, the success of an organisation comes down to the people that work here. Our front-line Aboriginal Health workers, support workers, case workers and case managers supply the services for which we receive funding. There is also a whole group of external services and more importantly community members that have shown support and commitment to strengthening existing partnerships and developing new initiatives to address the key issues affecting our community. Without these people, Biripi could not exist.

As we continue to facilitate our improvement strategy over the next year, there is no doubt we will see more services developed with our passionate and dedicated staff facilitating them. I look forward to seeing what the next 12 months brings for Biripi and continuing to be a part of our peoples journey.

Everyone belongs, everyone grows and everyone makes a contribution our health in our hands.

Dominique Clarke

PROGRAMS MANAGER

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, providing a guide for handwriting or typing. The paper itself is a clean, off-white color.



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