



**YERIN**  
**ELEANOR DUNCAN**  
Aboriginal Health Services

# Annual Report

2021-2022

# Contents

Acknowledgement of Country	2
Our Namesake and History	3
Purpose / Vision / Values	4
Statement of Purpose	4
Vision Statement	4
Values	4
Chairperson Report	5
CEO Message	6
Organisational Chart	7
Transdisciplinary Model of Health and Healing	9
Sector Excellence	11
Human Resources	13
Eleanor Duncan Aboriginal Health Centre	14
Eleanor Duncan Aboriginal Dental Centre	14
Gulgul Yira	14
Social, Emotional Wellbeing and Community Programs	15
Yadhaba and Psychology	15
Ma-Guwag	15
Health Literacy and Education Programs	16
Health Promotion	16
Sexual Health	16
Integrated Team Care	16
Muru Bara 'Making Pathways'	17
Coordination of Supports (NDIS)	17
Allied Health	17
Respite	17
Child, Youth, Family and Homelessness Services	18
Ngaliya Out of Home Care	18
Dhangan Gudjagang	18
Aboriginal Together Home Program	18
Buridjga	19
Family Preservation	19
Comms and Marketing	20
Our Financial Performance and Position	21
Our Strategic Partners	22
Memberships	22
Accreditations	22

## Acknowledgement of Country

Yerin Eleanor Duncan Aboriginal Health Services would like to acknowledge that we operate and function on the lands of the Darkinyung people.

We pay respect to these lands and all that they provide for us.

We acknowledge and pay respect to the ancestors that walked and managed these lands for many generations before us.

We acknowledge and recognise all Aboriginal people who have come from their own Country and who now call this Country their home.

We acknowledge our Elders, past and present, who are our knowledge holders, teachers, and pioneers.

We acknowledge our youth who are our hope for a brighter and stronger future and who will be our future leaders.

We acknowledge and pay respect to our community members who have gone before us and recognise their contribution to our people and community.



## Our Namesake and History

The Eleanor Duncan Aboriginal Health Centre was named after the remarkable local Aboriginal woman, Eleanor Duncan. Eleanor was born in 1937 on the land of the Gomerol people in Moree. She went to school at the local mission and studied nursing at Newcastle. She went on to become one of the first registered Aboriginal nurses in New South Wales.

Eleanor worked at the Narrabri and Moree District Hospitals, providing specialist health services to the Aboriginal community in a culturally safe manner. After marrying and moving to the Central Coast, Eleanor continued to be actively involved in the local Aboriginal and Torres Strait Islander community. She was passionate about health care and helping her local community.

Sadly, she died at only 48.

We work tirelessly to continue Eleanor's legacy and are inspired by her to keep striving for improved health outcomes for Aboriginal people.

'Yerin' represents the place where freshwater and saltwater meet, creating brackish water in the mouth of the river. This is a powerful metaphor of two things coming together to create something new. We believe this is a metaphor for the patient and health and wellbeing services we provide, and what the waters create, is a healthier, happier, more balanced person, family and community.



## Purpose / Vision / Values

### Statement of Purpose

Empowering the Aboriginal community, on Darkinjung Country.

### Vision Statement

Inspiring strong, healthy, long lives.

### Values

- Cultural Connectedness
  - Belonging
  - Capability
  - Resilience
- Excellence
  - Innovation
  - Leadership
  - Self-Determination
- Integrity
  - Accountability
  - Empowerment
  - Justice



## Chairperson Report

With Vickie Parry

Yaama Maliyaa

I would like to acknowledge the Darkinjung people the custodians of the land that we live and work. I would also like to acknowledge the connection and respect that we have for our Elders, past and present and take a moment to honour our leaders who have and continue to fight in so many ways. I acknowledge our youth who are and will be our future.

It is again my honour to be presenting the 2021-22 Yerin Eleanor Duncan Aboriginal Health Services Annual Chairpersons Report.

It's been another massive year for our services and our community. In April 2021 we surprised the community and our staff with the purchase of our new premises and by August / September we started the move. As our current leases expired, we slowly moved our services/programs across to 35 McPherson Road. This provided substantial savings which were reinvested back into the organisation and the many programs we provide to community.

Our ultimate goal is to have all our services/programs (except Dental) under the same roof. Unfortunately, due to Central Coast Councils constraints and compliance our Development Application to move the Eleanor Duncan Aboriginal Health Centre has stalled. The next few months will be challenging as we work towards seeking a resolution to our development application.

In May 2021 we introduced a Project Control Group made up of Board Members, the Chief Executive Officer, management and community to help guide the process and have input into the planning and development of the new Centre. Through the Project Control Group, we hope to identify and encourage local Aboriginal Businesses and services to tender for work opportunities. Building on our local Aboriginal economy.

Although we still await the outcome from Council our executive team are busy applying for funding and grants to assist with the renovations, refurbishment and compliance needed.

This is also a time for me to highlight and celebrate some of our achievements!

- **Yerin Eleanor Duncan Aboriginal Together Home Program in collaboration with Home and Place Housing provides wrap around services and housing for 17 Aboriginal People who were experiencing long term homelessness. As a result, our staff and the model of care we have been allocated another 18 new packages.**
- **Ngaliya Permanency Support and Family Preservation received full accreditation.**
- **Gulgul Yira Dental is fully accredited until November 2024.**
- **Official Opening of our Umina Clinic to provide Culturally Safe GP services on the peninsula.**

There are so many more achievements that I could mention so I will finish here. But if you're interested in finding out, come join in and be part of this amazing organisation.

I want to thank my fellow board members for their dedication and commitment to Yerin Eleanor Duncan Aboriginal Health Services, its programs and services. I would also like to thank the CEO Belinda Field and the management team for tirelessly fighting the systems of government to provide an outstanding service to our community.

This year I want to end with a thank you message from a community member that I received highlighting the great work of Yerin Eleanor Duncan Aboriginal Health Services and our staff!

"Hi Vickie, I wanted to thank Yerin Eleanor Duncan so much for helping me out this last week, as you may be aware my husband is in hospital. The hospital wanted to discharge him to an aged care facility, but I wouldn't let them! So, the conditions on him coming home were, he needed a hospital bed and pressure mattress, and a few other things. The ITC program really helped me out! Saving me \$909 and then \$759 per month after that! So, thank you again".



## CEO Report

With Belinda Field

Yadha gayi-gu

I would like to respectfully acknowledge the Darkinjung people as the traditional custodians of the land in which Yerin Eleanor Duncan Aboriginal Health Services operates.

As an Aboriginal Community Controlled Organisation, we continually demonstrate our commitment to Aboriginal culture and self-determination, working with our community, members and stakeholders to achieve better health, social, emotional and wellbeing outcomes for our community.

Throughout 2022, COVID-19 continued to disrupt life for many of us. We have worked hard to support our staff, clients and community through this. Since the pandemic

started, we have supported over 5000 people through vaccinations, living with COVID packs (food, hygiene), counselling, at home activities for our gudjagang's and distributed over 3000 Rapid Antigen Tests to Community and Aboriginal organisations on Darkinjung country.

The care that Yerin Eleanor Duncan provides is exceptional and this is evident through feedback from external experts, awards, reports and our clients and community members. In recognition of our exceptional work in Continuous Quality Improvement, Yerin Eleanor Duncan's General Practitioner, Dr Adam Moody, was nominated and awarded the Aboriginal Health and Medical Research NSW "Digital Innovation Award" – the organisation that best utilises digital/technology solutions to help improve the performance of their Organisations business processes.

We finalised our research projects, particularly, one we worked in collaboration with The University of Newcastle. I am extremely excited about our involvement in this work – Contributing to the Indigenous-led evidence to inform smoking cessation care for Aboriginal and Torres Strait Islander women. This research piece has been published in the Medical Journal of Australia!

Throughout this report you will read the significant work of our staff in delivering exemplary health, wellbeing and community services, during the most extraordinary and unprecedented times, corporate services keeping our human resources, technology, and finances operating seamlessly.

As the Chief Executive Officer of Yerin Eleanor Duncan Aboriginal Health Services, I would like to thank the Aboriginal community and families that allow staff to come into their lives, often at an incredibly challenging time, trusting us with their stories and walking with the staff to a brighter, safer, healthier future.

I would like to thank my Executive Leadership team – they work hard every day. To my Board of Directors - I am grateful! You are all top-class people. My Board Chair, Vickie Parry who just keeps giving and giving – you never cease to amaze me. Throughout the past year the Board have offered their independent judgment and expert perspectives that have been a huge benefit to our organisation, clients and community.

"You may not control all the events that happen to you, but you can decide not be reduced by them" – Maya Angelou.

# Organisational Structure



**Vickie Parry**  
CHAIRPERSON



**Lindsay Hardy**  
DEPUTY CHAIR



**Corinne Hodson**  
PUBLIC OFFICER



**Stacy Parry**  
TREASURER



**Jodi Shannon**  
DIRECTOR



**Karen Adams**  
DIRECTOR



**Pascal Adolphe**  
SKILLS BASED DIRECTOR



**Belinda Field**  
Chief Executive Officer



**Jessica Wheeler**  
MEDICAL PRACTICE MANAGER  
• EDAHC  
• Visiting Clinicians



**Lea-Anne Miller**  
YADHABA, MA-GUWAG AND  
PSYCHOLOGY MANAGER  
• Ma-Guwag  
• Psychology  
• Yadhaba



**Vicki Field**  
HEALTH PROMOTION  
AND ITC MANAGER  
• Health Promotion  
• Integrated Team Care



**Madelene Davy**  
FAMILY, YOUTH AND  
HOMELESSNESS  
SERVICES MANAGER  
• Aboriginal Together  
Home Program  
• Buridjga  
• Family Preservation



**Breannon Field**  
CHILD AND FAMILY  
SERVICES MANAGER  
• Allied Health  
• Dhanggan Gudjagang  
• Permanency Support  
Program  
• NDIS  
• VOOHC



**Sarah Wheeler**  
DENTAL PRACTICE  
MANAGER  
• Dental  
• Optometry  
• Podiatry

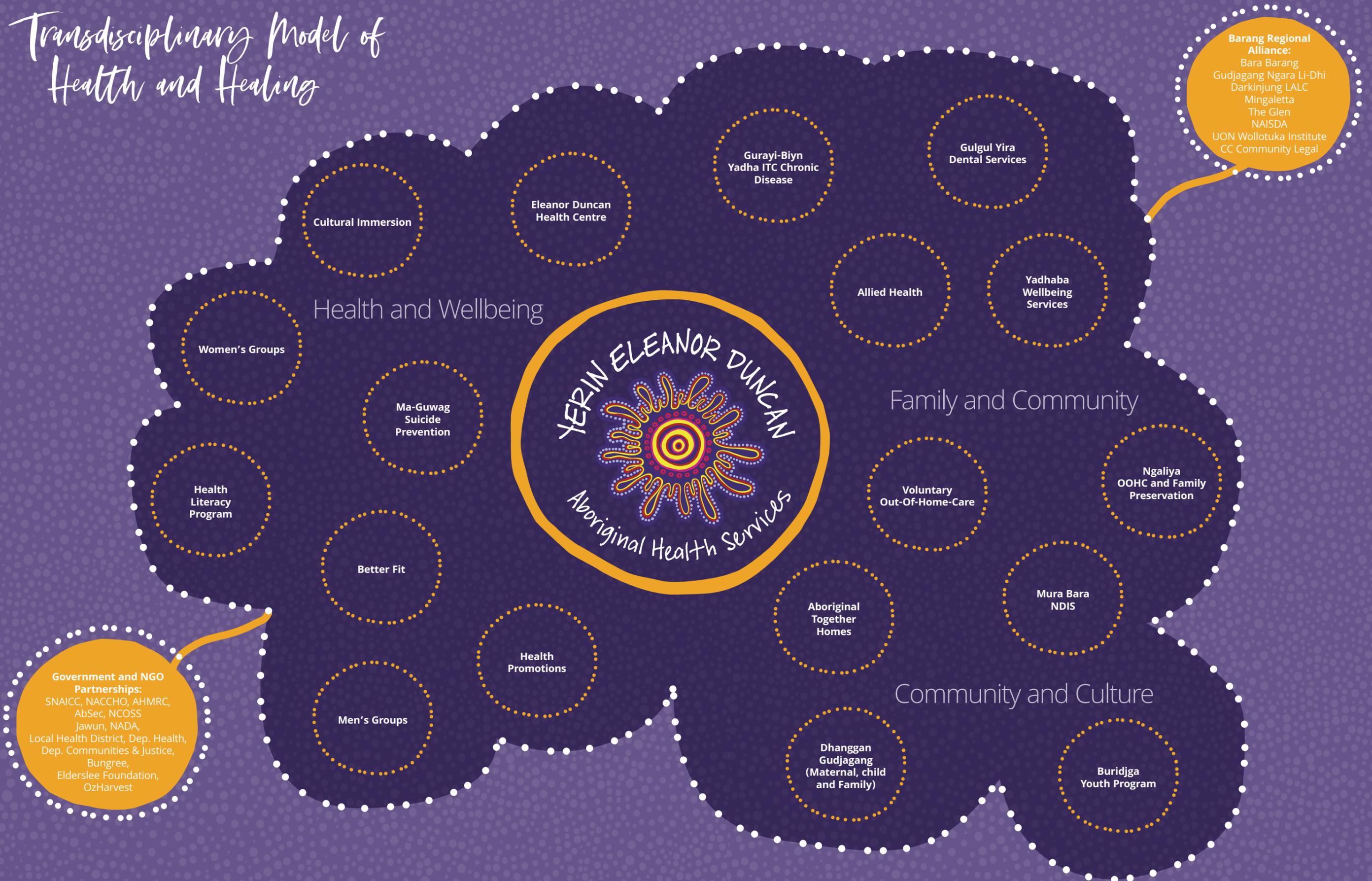


**Paul Hussein**  
BUSINESS MANAGER  
CORPORATE SERVICES  
• Data  
• Procurement  
• Business Development



**Darren Fitzgibbon**  
MANAGEMENT  
ACCOUNTANT CORPORATE  
SERVICES  
• Accounts  
• Human Resources

# Transdisciplinary Model of Health and Healing



## Sector Excellence

Yerin Eleanor Duncan Aboriginal Health Services takes pride in our transdisciplinary and best practice framework; we strive for excellence in all aspects of our business and service delivery. Throughout 2021 and 2022, Yerin Eleanor Duncan has been recognised for our continual sector excellence.

In April 2022, the Chairperson of Yerin Eleanor Duncan, Vickie Parry, was awarded the AHMRC Leadership and Excellence Award. This award recognises outstanding leadership and professional excellence, including inspiring their peers and colleagues. Vickie has demonstrated outstanding leadership capacity and compassion in times of crisis and beyond.

Business Manager, Paul Hussein, Practice Manager, Jessica Wheeler and Clinical Nurse Lead/Diabetes Educator, Kylie Le Strande, presented at the AHMRC Continuous Quality Improvement (CQI) State Forum in May 2022 and again at the Australasian Diabetes Congress. The presentation included an outline of the innovative equipment implemented by the Eleanor Duncan Aboriginal Health Centre for diabetes management, as well as including the outcome evaluation data of the implementation of Libre Sensors.

Moreover, Yerin Eleanor Duncan was recognised for our sector excellence at the AHMRC CQI State Forum. Dr Adam Moody was nominated and awarded the Aboriginal Health and Medical Research NSW "Digital Innovation Award" – the organisation that best utilises digital/technology solutions to help improve the performance of their Organisations business processes.



INSPIRING  
STRONG,  
HEALTHY,  
LONG LIVES.



# Human Resources



**51 ABORIGINAL STAFF**

**30 NON-ABORIGINAL STAFF**



**PROFESSIONAL DEVELOPMENT SNAPSHOT**

OVER 65 TRAINING, QUALIFICATION OR CONFERENCES ATTENDED



**YEARS OF EMPLOYMENT**

0-2: 51  
2-5: 19  
5-8: 9  
8-10: 1  
10+: 1



**GENDER BALANCE IN LEADERSHIP AND TEAMS**

**LEADERSHIP**  
7 WOMEN  
2 MEN

**TEAMS**  
56 WOMEN  
16 MEN



**EXPANSION OF PROGRAMS / INCREASE OF STAFF**

NUMBER OF STAFF HAS INCREASED FROM 79 (FY21) TO 81 (FY22)

## Eleanor Duncan Aboriginal Health Centre

The Eleanor Duncan Aboriginal Health Centre officially launched an outreach clinic on the southern end of Darkinjung Country at Umina Beach. The Umina Beach Clinic provides critical outreach services including access to GPs, nurses and Aboriginal Health Practitioners, and outreach services for all community, social and wellbeing programs.

**1859** CLIENTS RECEIVED A SERVICE

**OVER 60%** OF PATIENTS ARE EX-SMOKERS OR NEVER SMOKED

**OVER 70%** OF PATIENTS REPORT AN AVERAGE OR LESS THAN AVERAGE ALCOHOL INTAKE

**2377** DIABETES EDUCATION CLIENT CONTACTS



## Eleanor Duncan Aboriginal Dental Centre – Gulgul Yira

During 2021-22, Gulgul Yira Eleanor Duncan Aboriginal Dental Centre was successfully reaccredited until November 2024!

Gulgul Yira also celebrates the partnerships strengthened throughout the year. Gulgul Yira hosted incursions and excursions with Kooloora Preschool, Toukley Primary School and Aboriginal Organisations including The Glen for Men and The Glen for Women.

**CLIENTS THAT RECEIVED A SERVICE:**

- **243** PODIATRY
- **144** OPTOMETRY
- **1211** DENTAL

**8671** DENTAL TREATMENTS PROVIDED



# Social and Emotional Wellbeing

## Yadhaba and Psychology

Throughout 2022, Yadhaba partnered with Central Coast Community Legal Centre to have a Solicitor become part of the Yadhaba team. The Solicitor is able to provide legal guidance to Yadhaba clients.

**6893** EPISODES OF CARE

**615** REFERRALS

**53** SUCCESSFUL REFERRALS TO REHABILITATION OR DETOX

**12** WELLBEING GROUP SESSIONS HELD

## Ma-Guwag

Ma-Guwag has collaborated with Yamurrah Services to design a culturally responsive Dialectical Behaviour Therapy (DBT) Program. DBT's main goals are to teach people how to live in the moment, develop healthy ways to cope with stress, regulate their emotions, and improve their relationships with others. This program will be launched in early 2023.

**87** BETTERFIT SESSIONS

**28** EVENTS ATTENDED

**12** WELLBEING GROUPS

**44** NETWORK MEETINGS ATTENDED

(including Suicide Prevention Alliance Meetings, NSW Ministry of Health Stakeholder Meetings, AHMRC Sector Meetings, Central Coast Interagency Meetings, Sector relevant meetings)



# Health Literacy and Education Programs

## Health Promotion

Yerin Eleanor Duncan Aboriginal Health Services Health Promotions team, throughout the past year, has strengthened and maintained partnerships with OzHarvest, Bakers Delight, Elderslee Foundation and Aboriginal Affairs. These partnerships have allowed the ongoing delivery of food hampers and wellbeing packs to community in need.

Health Promotions also worked closely with Barang Regional Alliance and other opt-in organisations to organise events including our annual Community Christmas Party and National Sorry Day. These events had our highest ever attendance with over 200, and over 120 respectively.

**16** MEN'S GROUPS HOSTED

**10** WOMEN'S GROUPS HOSTED

**15** EVENTS HOSTED

**94** COMMUNITY HEALTH EDUCATION SESSIONS

## Sexual Health

Yerin Eleanor Duncan Aboriginal Health Services Blood Borne Virus, Sexually Transmitted Infections and Sexual Health Program launched in July 2021. The Sexual Health Team has since established relationships with high schools and other NGO's including NAISDA Dance College, to provide safe sex education to the community.

**15** EVENTS ATTENDED

**17** IN SERVICES PROVIDED

## Integrated Team Care

Gurayi-Biyn Yadha Integrated Team Care Program have thrived throughout 2021/22 with the development and expansion of educational groups including: Hydrotherapy, Better Life, Too Deadly for Diabetes and the Ganama Cooking Program. The success of these programs have resulted in clients with increased self-management of chronic disease, reduction in weight, increased mobility and increased nutritional knowledge.

**6392** EPISODES OF CARE

**48** GROUPS HOSTED

**108** CASE PLANS COMPLETED

**75%** OF CLIENTS REPORTED INCREASED HEALTH OUTCOMES FROM PARTICIPATING IN BETTER LIFE



# Muru Bara 'Making Pathways'

## Coordination of Supports (NDIS)

Muru Bara Support Coordinators worked to empower a client to escape domestic violence. The Support Coordinators supported the client to access Yerin Eleanor Duncan's Aboriginal Together Home Program to obtain and move into their own house!

**57 ACTIVE CLIENTS**

**57 HOURS PER WEEK PROVIDING SUPPORT**

**27 CLIENTS ARE SEEING INTERNAL ALLIED HEALTH SERVICES**

**8 NDIS APPLICATIONS APPROVED, SUPPORTED BY OUR ABORIGINAL DISABILITY LIAISON OFFICER**



## Allied Health

Muru Bara Allied Health Team launched in July 2021. The Allied Health team consists of qualified staff in discipline areas including psychology, occupational therapy, speech therapy and play therapy.

**259 CLIENT SESSIONS**

**58 ASSESSMENTS**

**45 ACTIVE CLIENTS**



## Respite

The Muru Bara Respite team celebrates that the respite property was able to be used to facilitate family group conferencing and therapies for children in Out-of-Home Care. These therapies are crucial aspects of family capacity building for children in Out-of-Home Care. Respite property was at capacity 70% of the past year.

# Child, Youth, Family and Homelessness Services

## Ngaliya Out-of-Home Care

Ngaliya Out-of-Home Care Permanency Support Program celebrates our outstanding achievement of receiving FULL ACCREDITATION. The Ngaliya PSP team are the only accredited Aboriginal Community Controlled permanency support program on Darkinjung Country!

**4 NEW TRANSFERS**

**3 RESTORATIONS**

**OVER 1800 CLIENT CONTACTS**

**24 ACTIVE CHILDREN**

## Aboriginal Together Home Program

The Aboriginal Together Home Program has been funded for a further 18 Aboriginal Together Home packages which will allow us to support a further 18 clients through to June 2024.

**17 CLIENTS WERE SUPPORTED THROUGH THE PROGRAM IN THE PAST 12 MONTHS**

**11 CLIENTS HAVE BEEN SUCCESSFULLY HOUSED**

**1063 INDIVIDUAL CONTACTS AND CLIENT SESSIONS HAVE BEEN DELIVERED TO CLIENTS IN THE PAST 12 MONTHS.**

## Dhangan Gudjagang

Dhangan Gudjagang officially launched 'Celebrating our Gudjagang on Darkinjung Country' in December 2021. This program provides education and connection to the local culture on Darkinjung Country for our babies and families.

**6296 EPISODES OF CARE**

**38 WOMEN EXPERIENCING DOMESTIC VIOLENCE SUPPORTED**

**4 MEN SEEKING DV SUPPORT**

**368 ACEs SCREENING**



# Buridjga

Buridjga had 4 clients successfully obtain their drivers licence through joint support from Yerin Eleanor Duncan and Bara Barang.

**879 SESSIONS WERE DELIVERED TO INDIVIDUAL CLIENTS**

**49 SCHOOL BASED YOUTH GROUPS WERE DELIVERED**

**64 CLIENTS WERE CONNECTED WITH AND REFERRED TO EXTERNAL SERVICES**

**119 CLIENTS SUCCESSFULLY ENGAGED IN THE PROGRAM**

## Family Preservation

Family Preservation has been successfully funded for a further 2 years to deliver preservation services to our children and families on Darkinjung country, to help reduce child protection risk and ultimately keep families together and keep culture strong.

**12 FAMILIES WERE SUPPORTED THROUGH THE PROGRAM IN THE PAST 12 MONTHS**

**5 FAMILIES SUCCESSFULLY COMPLETED THE PROGRAM, AND THE FAMILIES NO LONGER HAVE OPEN DCJ CHILD PROTECTION CASES**

**1916 CLIENT CONTACTS MADE, AND SESSIONS DELIVERED TO FAMILIES IN THE LAST 12 MONTHS**



# Community Engagement and Marketing

Yerin Eleanor Duncan Aboriginal Health Services continued to work with Trent Brailey, Forrest Buddy Creative, to deliver more heartfelt and educational communications.

Maximising our digital and social channels with carefully curated and home grown photography and videography ensured our messages resonated with the community in the very spaces they spend the most time, social media.

Allied with a fresh new approach to our printed collateral, Trent helped us ensure that the community recognised us at every touch point. Whether it is a brochure or poster in the clinic to videos shown at our events or our daily communications across social media to help educate the community on health initiatives, events or inspire them with stories of people in our community or staff making positive change.

Engaging with the community to document their stories and celebrate their families with family photo shoots enabled us to connect with the community and showcase their faces and stories.

We are looking forward to adapting to new digital and social platforms and continuing to help educate staff and the community on how best to harness these platforms for good and to create and inspire change.

**147,160 PEOPLE REACHED ON FACEBOOK. UP 93.8%**

**50,108 PEOPLE REACHED ON INSTAGRAM. UP 626.6%**

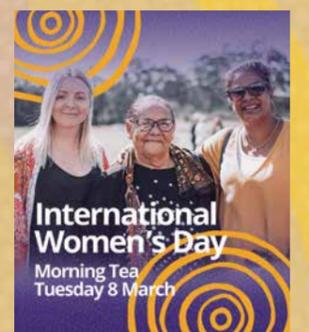
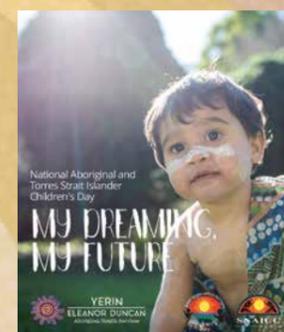
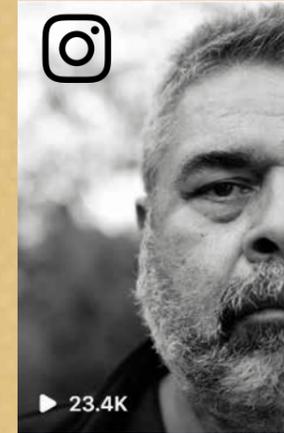
**760 NEW FOLLOWERS ON FACEBOOK**

**324 NEW FOLLOWERS ON INSTAGRAM**

**3,700 FACEBOOK POST ENGAGEMENTS**

**2,600 INSTAGRAM POST ENGAGEMENTS**

**17,036 MINUTES OF VIDEO VIEWED. UP 144%**



# Our Financial Performance and Position

Income during the 2021-2022 financial year was \$11.39 million which was mainly derived from grants. DCJ is the largest funding partner, with \$3.85 million during the year.

The positive working relationship and support from all grants is invaluable to Yerin Eleanor Duncan's ongoing operation and future. Total income surpassed \$10 million for the second time in the 2022 Financial Year, highlighting Yerin Eleanor Duncan's continued ability to secure Grant Funding to support the community's needs. Grant income was supplemented by Medicare Income and for the period ended 30 June 2022, Yerin Eleanor Duncan received a total of \$653,461 in the form of Medicare Income.

Another significant milestone achieved during the 2022 Financial Year was the purchase of Yerin Eleanor Duncan's respite house at Woongarra. The house is valued on the balance sheet at \$855,000 at the end of the financial year.

A significant portion of Yerin Eleanor Duncan's expenditure is related to program and client-specific costs, reiterating Yerin Eleanor Duncan's commitment to providing comprehensive

primary, secondary and Allied Health services to our community on the Central Coast.

Our equity increased by \$515,421 (17.5%) for the period of 2021/2022. The financial statements for the period were audited by Hall Chadwick. Yerin Eleanor Duncan continues to operate with good liquidity and efficiency within its financial capacity. Our full financials are available upon request.

Yerin Eleanor Duncan will maximise funding opportunities to continue to complement current service provision.

**\$11,394,702 REVENUE**

**\$10,879,281 EXPENSES**

**\$515,421 SURPLUS**

**\$6,040,351 ASSETS**

**\$2,585,972 LIABILITIES**

**\$3,454,380 EQUITY**

## Revenue

Commonwealth Government Grants	\$1,796,396
NSW State Government Grants	\$1,677,978
Hunter New England Central Coast Primary Health Network	\$1,715,370
NSW Rural Doctors Network	\$320,311
Other Revenue	\$512,564
DCJ	\$3,854,827
Other Grants	\$185,201
Medicare Revenue	\$727,992
NDIS	\$604,063
<b>Total</b>	<b>\$11,394,702</b>



## Expenses

Employee benefits expenses	\$6,756,495
Operational	\$3,330,645
Administration	\$258,718
Depreciation and Amortisation	\$533,423
<b>Total</b>	<b>\$10,879,281</b>



# Our Strategic Partners



# Memberships



# Accreditations





**YERIN**  
**ELEANOR DUNCAN**  
Aboriginal Health Services

**INSPIRING STRONG, HEALTHY, LONG LIVES.**

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