

ABORIGINAL MEDICAL SERVICE REDFERN

45  
YEAR

*Anniversary*

# Annual Report 2015 – 2016



...es clinic, counselling, counselling, eye, ... (undergraduate eye specialist) ...  
...ul smoking prevention, tobacco health, oral, health promotion, advocacy, aged care, ...  
...ity awareness program, youth support program, mental, drug and alcohol unit, all dental procedures, ...  
... dental, thermal, dental, oral hygiene education, mouth guards, dental care, peri-implant, dental, ...  
...alls, respite services, penicillin, injections, exposures, transport, arts and crafts, youth program, ...  
...dillo, mental, nutrition, counselling and support, oral counselling and support, welfare, counselling, ...  
...nt, advocacy, assessment and referral for detoxification and rehabilitation, drug treatment programs, ...  
...haring and drug, ear nose and throat, oral, gynaecological, women's health, dental, ...  
...es, dental, contact, counselling, oral care, orthodontic, glasses, orthodontic, eye specialist, ...

# ABORIGINAL MEDICAL SERVICE

Est. 1971



The Aboriginal Medical Service (Redfern) was established in 1971 and was the first Aboriginal Community Controlled Health Service in Australia.

The AMS is a founding member of the National Aboriginal Community Controlled Health Organisation formally NAIHO 1974) and of the NSW Aboriginal Health Resource Committee 1984 (now known as the Aboriginal Health and Medical Research Council of NSW). NACCHO and the AHMRC are the national and state umbrella bodies respectively for Aboriginal Community Controlled Health Services.

We strive to improve the quality and range of our services through community interaction and evaluation.

We recognise that the unacceptable state of Aboriginal health will never improve substantially while Aboriginal people are denied human rights and recognition of ownership of land.

We see health as:

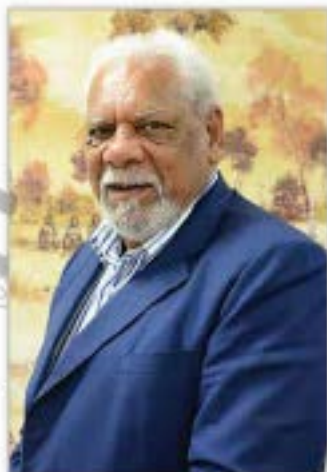
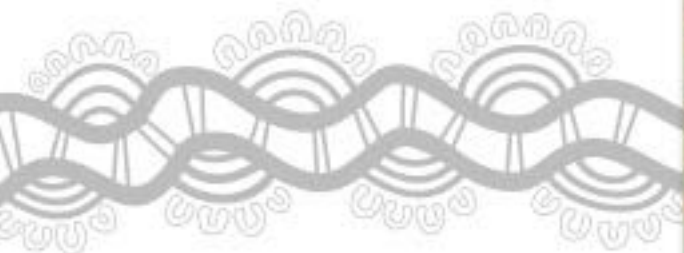
"Not just the physical well being of the individual but the social, emotional and cultural well being of the whole community, this is a whole-of-life view and also includes the cyclical concept of life-death-life"

(National Aboriginal Health Strategy 1989)

The Aboriginal Medical Service Redfern would like to advise readers that this website or document may contain images or names of deceased Aboriginal and Torres Strait Islander people.

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## Message from the Board

### Sol Bellear, Chair

The 2015/16 financial year has been another extremely successful year for the Aboriginal Medical Service Cooperative Limited (AMS). The board and management have continued to improve on the Organisation's overall performance and have strengthened our deliverance in health care. The AMS has implemented many reforms across the organisation that will not only secure the organisation in the short term but also pave the way forward into the future.

Our focus this year has been on our financial performance such as referring our goods and services to the Government's Health Share Procurement has resulted in reduced costs. Our Directors and senior staff are offered governance training and we continue to build capacity within our workforce.

There are many highlights from the AMS' work this year, some of which are outlined in this report, these include:

#### Financial Performance

This year the AMS' emphasis was on strengthening our financial governance procedures and processes. As the AMS operates on government grants, internally generated revenue and donations. This year AMS closely monitored organisational budgets and spending, reinforced processes developed over the last 12 months, which has led to a favorable financial position.

#### Strengthening Governance

Our board is committed to providing expert strategic direction and governance to our organisation. Our board of directors undertake annual introduction to governance training for not for profit directors and have the option to undertake further education in intermediate or advanced governance. This strategic training provides our directors with increased capacity when making decision that affect the organisation. This year senior and middle management were offered similar training opportunities which were well received.



## ABORIGINAL MEDICAL SERVICE REDFERN



### Clinical Performance

Our Clinical performance has increased over the year. The board would like to note significant achievement in the following areas:

- Increasing our Client registrations – on average 60 new client registrations per month
- Medicare revenue stable and trending upwards
- Aboriginal Health Checks (MBS 715) have increased exponentially this year with 25% of all clients having completed their health assessment.
- Recording of Alcohol and Smoking status have also improved this year.

### Workforce development and training

The AMS board strongly support further education and training for staff. This year the AMS coordinators commenced leadership and management training; several staff has completed or are in process of completing their business administration certificates at various levels and several health workers have completed their Aboriginal Health Worker Practitioner Training.

In addition, the AMS has also increased our Aboriginal workforce, which is currently 65% Aboriginal staff, a great achievement in our organisation.

Finally The Board of Directors would like to commend all staff of the Aboriginal Medical Service Cooperative Limited (AMS) for their continued hard work, dedication and passion over the last year.

Sol Bellear, Chair  
Aboriginal Medical Service, Redfern



Level 17, 200 King Street  
Sydney NSW 2000

Correspondence to  
Locked Bag 6800  
200 Post Office  
Sydney NSW 1200

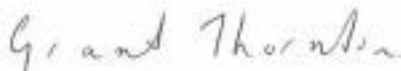
T +61 2 8007 2600  
F +61 2 8000 4900  
E [info@gt.com](mailto:info@gt.com)

[www.grantthornton.com.au](http://www.grantthornton.com.au)

**Auditor's Independence Declaration**  
**To the Responsible Entities of Aboriginal Medical Services Co-Operative Limited**

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012, as lead auditor for the audit of Aboriginal Medical Services Co-Operative Limited for the year ended 30 June 2016, I declare that, to the best of my knowledge and belief, there have been:

1. no contraventions of the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
2. no contraventions of any applicable code of professional conduct in relation to the audit.



GRANT THORNTON AUDIT PTY LTD  
Chartered Accountants



James Winter  
Partner - Audit & Assurance  
Sydney, 26 October 2016

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# Statement of Profit or Loss

For the year ended 30 June 2016

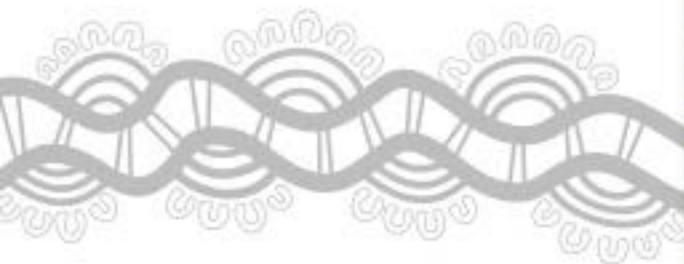
<b>Income</b>	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
Grants & subsidies	9,953,332	9,401,149
Other income	309,563	572,775
<b>Total Income</b>	<b>10,262,795</b>	<b>9,973,924</b>
<b>Expenditure</b>	<b>2016</b>	<b>2015</b>
	<b>\$</b>	<b>\$</b>
Labour costs	6,188,083	6,867,116
Non-labour costs	2,268,801	2,794,362
<b>Total Expenditure</b>	<b>8,456,884</b>	<b>9,661,478</b>
<b>Total Income/(Loss) for the year</b>	<b>1,805,911</b>	<b>312,446</b>

# Statement of Financial Position

As at 30 June 2015

<b>Assets</b>	<b>2016</b>	<b>2015</b>
<b>Current Assets</b>	<b>\$</b>	<b>\$</b>
Cash and cash equivalents	4,558,683	3,009,393
Other current assets	431,696	374,994
<b>Total Current Assets</b>	<b>4,990,379</b>	<b>3,384,387</b>
<b>Fixed Assets</b>	<b>5,117,901</b>	<b>5,058,784</b>
<b>Other Assets</b>	<b>2,365</b>	<b>2,422</b>
<b>Total Assets</b>	<b>10,110,645</b>	<b>8,445,593</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and other payables	629,515	502,666
Other current liabilities	536,884	801,318
<b>Total Current Liabilities</b>	<b>1,166,399</b>	<b>1,303,984</b>
<b>Long Term Liabilities</b>	<b>51,901</b>	<b>55,175</b>
<b>Total Liabilities</b>	<b>1,218,300</b>	<b>1,359,159</b>
<b>Net Assets</b>	<b>8,892,345</b>	<b>7,086,434</b>
<b>Total Funds</b>	<b>8,892,345</b>	<b>7,086,434</b>





## Performance Report

### LaVerne Belleair, Acting CEO

#### **Key objectives**

The staff of the AMS has worked tirelessly to deliver high standard health care to our community. The AMS continues to improve on all key performance indicators over the year, some of the highlights include:

#### **Medical and Specialist Services**

##### **MBS Item 715**

This year AMS have increased in MBS Item 715 Aboriginal Health Assessments. Over the year we have seen an increase of approximately 15%.

##### **Medicare billings**

The staff has had extensive training to enhance their knowledge on Medicare billing and its many processes and as a result have increased our billings by 20% on last financial year.

##### **Practice Incentive Payments**

The Practice Incentives Program (PIP) Indigenous Health Incentive aims to support general practices to provide health care to our community. This year the AMS has increased our registrations with the Practice Incentive Payment scheme.

#### **Medical Staffing**

The AMS now has 8 full time General Practitioners across our clinic areas. This includes one Aboriginal doctor and several Registered Nurses.

#### **Dental Clinic**

The year has been a big year for the dental unit, with the implementation of the new software, the AMS has seen an improvement in reporting from the Dental unit. Reporting from our clinical areas is extremely important for service development and identifying improvement areas. The Dental Unit have identified several key areas for improving services delivery.

#### **Drug and Alcohol**

##### **GP Prescriber training**

Drug and Alcohol services have remained constant throughout the year. The AMS provides specialist drug and alcohol assessment and treatment, including chronic pain and drugs of addiction. A key achievement within the service is increasing our GP prescriber coverage. Training is scheduled for all GPs to become registered Opioid Prescribers.

## **Public Health**

Our public health programs have continued to grow and are well received by the community. This resulted in increased participation across all programs. All programs will be reviewed and updated in the coming year.

## **AMS Celebrates 45 years of service**

This year the Aboriginal Medical Service Cooperative (AMS) celebrated its 45th year of service. Commemorating the event with a special Q&A Forum held at the Charles Perkins Centre at Sydney University. Also during our 45 years celebrations, the Aboriginal Medical Service revered long serving Chief Executive Officer, Dr Naomi Mayers OAM, unveiling a stunning portrait in her honor.

## **Training and development**

To strengthen capacity within our workforce, the AMS has strongly promoted training and development opportunities to staff, particularly Coordinators, Administration staff and Aboriginal health workers. Several staff have completed certificates in various disciplines and levels. Many staff who complete certificates have moved onto higher level qualifications.

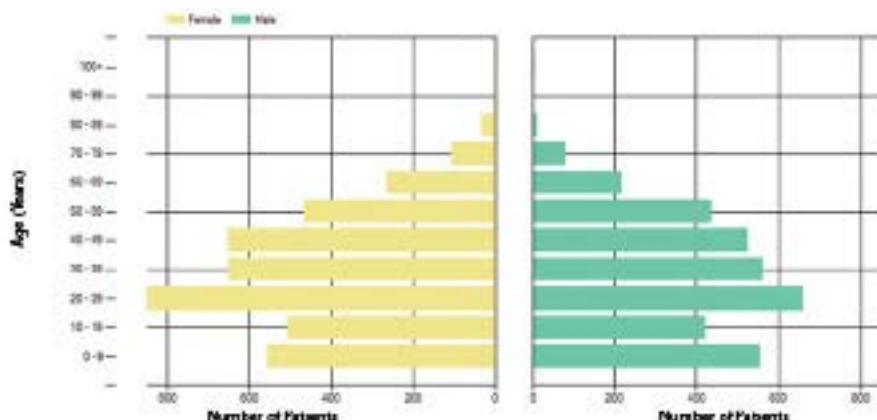
**LaVerne Belleair, Acting CEO**  
**Aboriginal Medical Service, Redfern**

# Our patient profile

## Total registered clients

Demographic Breakdown by Age [population = 7571]

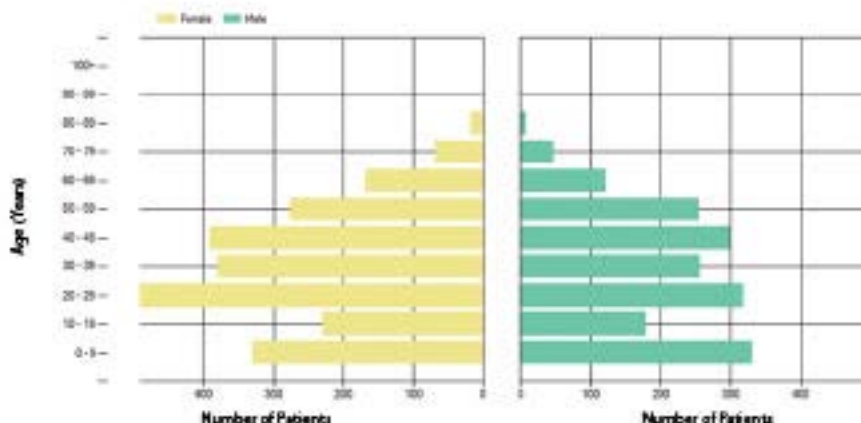
Females = 4095, Males = 3475, Other = 1



## Total active clients

Demographic Breakdown by Age [population = 4162]

Females = 2353, Males = 1809, Other = 0



# Performance data

## 715 Health Assessments



### Health Assessments

Health Assessments have increased from an average of 41 per month in 2015 to 60 per month in 2016. Our target is 80 per month and we have introduced a number of strategies to improve in this area including a patient competition, awareness campaign and staff training.

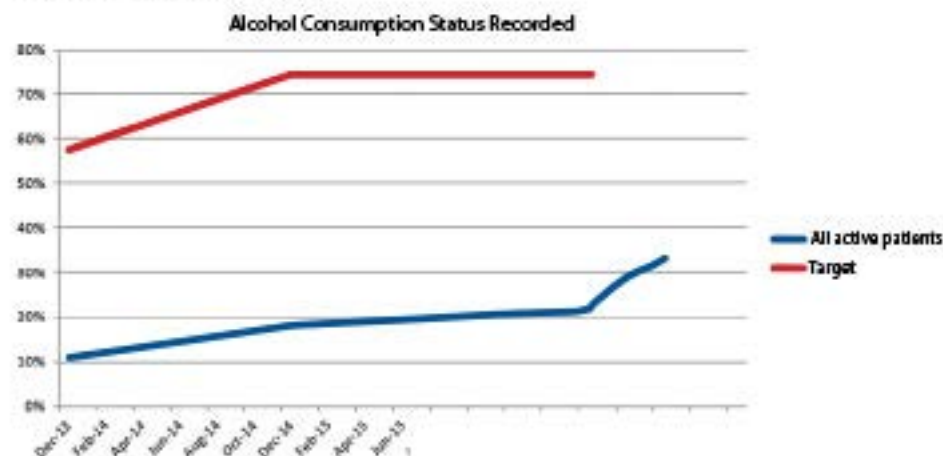
## Baby Birth Weights



### Baby Birth Weights

We have seen a substantial improvement in the recording of baby birth weights over the past 12 months. This has been achieved through training clinical staff on how to capture and record relevant data. Barriers to success include staff turnover and having to retrain staff and lack of ownership of the antenatal portfolio. Need to implement a more consistent approach as this is often not captured on the first baby visit by Midwives.

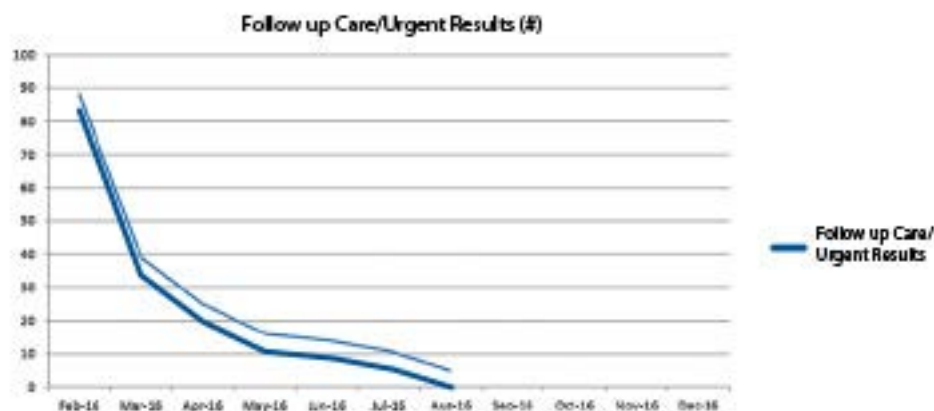
## Alcohol Consumption Status



### Alcohol Consumption Status

Whilst we have seen a distinct improvement in this measure from 11% to 35% over the past 20 months we still have a way to go to reach our target of 80%. This is due to a reluctance of staff to ask patients about alcohol intake and we are addressing this by providing staff training and raising patient awareness of the need to collect this information to provide better healthcare.

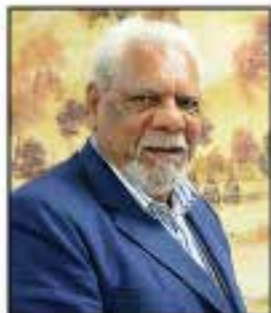
## Follow up Care/Urgent Results



### Follow up Care/Urgent Results (Urgent Result Follow Up)

There has been a dramatic improvement (decrease) in the number of outstanding urgent results requiring patient follow up since we implemented a documented process for managing these items in the clinic. Over the past 6 month period we have reduced the outstanding items results from 88 to 11, representing a 90% improvement. Our focus now needs to be maintain this result and focusing on reducing the number of outstanding NON urgent follow ups.

**CHAIRMAN**



Sol Bellear Chairman

**BOARD OF DIRECTORS**



Dulcie Flower



Barb McGuinness



Rick Lyons



Edle Coe



Craig Madden



Kerry Welsh



**CEO**



**Naomi Mayers CEO**

**MANAGERS /  
EXECUTIVES**



**LaVeme Bellear  
Acting CEO**



**Karen Silva  
Practice Manager**



**Josh Roxburgh  
Community  
Relations & Public  
Health Manager**

**COORDINATORS**



**Laurel Robinson  
Public Health**



**Brad Freeburn  
Drug & Alcohol,  
Mental Health**



**Barbara Kennedy  
Aboriginal  
Health Worker**



**Tracey Duroux  
Community  
Relations**



**Mona Pall  
Administration**



**Toni Madden  
Transport**



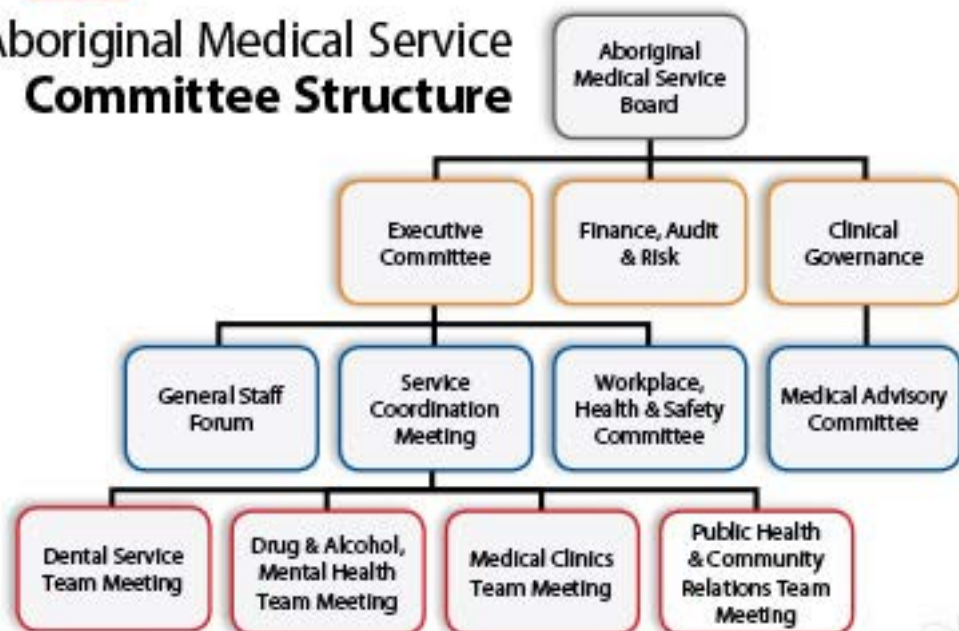
**Kim Mafi  
Dental**



**Maree Tohi  
Medical**



## Aboriginal Medical Service Committee Structure





# 2016 EORA ELDERS' OLYMPICS

The second annual Eora Elders Olympics was held at the Hurstville Aquatic Centre on April 1 and thus marking the start of NSW Seniors Festival 2016.

Once again the Aboriginal Medical Service team the Redfern Rebels, turned up sporting their new striking red, black and yellow uniforms and arrived ready to compete.

More than 100 Aboriginal and Torres Strait Elders and their supporters from all across Sydney competed in a range of sporting contests, including traditional Aboriginal and other games including tunnel ball, quoits and a relay.

Teams included Aboriginal Medical Service (pictured), Wyanga, Alana, Gurfwal and the reigning champions Kurranulla.

The day was a huge success, a day filled with plenty of fun and laughs and enjoyed by all, particularly all the amazing competing Elders.

Information stalls at the event provided participants with advice on disability services, health checks, nutrition and healthy lifestyle.

For the second year running the Kurranulla team were victorious and once again took the top prize back to the Sutherland Shire.

Our own Redfern Aboriginal Medical Service Rebels team members, once again showed up for a day of hard competition and showed some of the younger spectators just how its done.

The Elders Olympics is played in the name of good sportsmanship.





45  
YEAR

Anniversary

# CELEBRATING COMMUNITY



health centres Australia wide.

Also instrumental in setting up the AMS were Indigenous doctor Gordon Briscoe, Dr Fery Grunseit and Dr Fred Hollows, all of whom were seriously concerned about the in-availability of health care services to Aboriginal people living in and around Redfern.

The service became so popular that the demand for quality health care outstripped the size of the clinic and within a year of opening Federal Government funding was granted to expand the service.

Now 45 years on, the Aboriginal Medical Service services over 55,000 patients a year.

The AMS is a multidisciplinary health service providing holistic care for the growing Aboriginal community. Offering services such as a Medical Clinic, Specialist Clinics, Eye Clinic, Dental Clinic including orthodontics, as well as Public Health Services, Drug and Alcohol Services, Mental Health Services, Social support and outreach services.

The AMS has established partnerships with local hospitals and specialists who provide bulk-billed services for patients and respond to urgent requests from AMS staff.

This year the Aboriginal Medical Service Cooperative celebrated its 45th year of service. Commemorating the event with a special Q&A Forum held at the Charles Perkins Centre at Sydney University.

The AMS came to be when a group of Aboriginal and Torres Strait Islander community activists including 'Mum Shit' Smith, Ken Brindle and Chicka and Elsa Dixon, at a time when GPs and hospitals insisted on cash in advance from Aboriginal and Torres Strait Islanders and communities endured overt racism in all local hospitals. At this time most Aboriginal and Torres Strait Islander people would only go to hospital for emergencies.

The Aboriginal Medical Service humble beginning came in 1971 as a very small volunteer set up on Regent Street, Redfern which has now grown to become a model for other community controlled



# 45 YEARS OF CONTROLLED HEALTH



Aboriginal Elder Uncle Charles "Chicks" Madden welcoming attendees to the AMS 45 Year Anniversary.



Respected Elder and AMS Board member Dulcie Flower shares History on Aboriginal Health.



Casino AMS CEO Steve Blundell recounting his experience in Aboriginal Community Controlled health.



Formative AMS member and respected community leader Bronwyn Parrish recounts the struggles and triumphs.



Dr Paul Totzilo and AMS Chair of the Board Sol Bellear recount the AMS humble beginnings.



Former AMS staffer and respected politician Andrew Ratzewaga shares his experiences.



## STAY ALIVE... GET A 715

REGARDLESS OF AGE, ALL BOORRIS ARE ELIGIBLE FOR AN ANNUAL INDIGENOUS-SPECIFIC HEALTH CHECK

The health checks are free to encourage consistent health opportunities, reduce chronic disease risk factors, gender change screening, chronic disease management, and other health services. It is available to all patients registered with the Aboriginal Medical Service Redfern branch.

## AMS PATIENTS AND 715 HEALTH CHECKS

The Aboriginal Medical Service in Redfern now have an appointment system for the 715 Health Checks. Appointments are available Monday to Friday from 9am - 1pm.

Anyone who books an appointment needs to allow at least one hour as they will be seen first by a nurse/Aboriginal Health Worker and then by a General Practitioner to complete the consult. Everyone who is registered for Close the Gap (PBS co-payment) is required to have a health assessment yearly. However we encourage every patient to

have a health assessment so we can better meet their health needs. By completing the 715 Health Check it also allows the AMS to be able to refer to allied health services and other health professionals.

For more information or to book for an appointment contact the Aboriginal Medical Service Medical Clinic Reception on 02 9319 5823 or speak to one of our reception staff next time you visit the clinic.



02 9319 5823 | Aboriginal Medical Service Co-Operative Ltd

## AMS STALL AT YABUN FOR SURVIVAL DAY 2016

More than 15,000 people gathered to celebrate Australia's Aboriginal and Torres Strait Islander cultures at the annual Yabun Festival held at Victoria Park in Camperdown, this January 26, 2016.

Arriving at 8.30 am just after the early morning rain, Victoria Park was already a buzz with festivities, community members, stall holders and performers all preparing for the 10 am start.

Coordinators from the Aboriginal Medical Service; Mona Pili and Tracey Duroux attended on the day, running a stall promoting the Medical Service programs, clinics and services.

The AMS stand provided sunblock and hand sanitizer to anyone in need and handed out hundreds of information packs, posters, toothbrushes and other promotional material.

Yabun Festival is one of the largest

annual gatherings of Aboriginal and Torres Strait Islander people in the country.

Hosted by Gadigal Information Service the day featured a range of Aboriginal cultural activities, including traditional Aboriginal games, arts and crafts, performance workshops, and circus skills lessons, more than 100 different stalls and live music and performances.





# Community Events 2015 – 2016

AMS promotes healthy lifestyles through community events



*NAIDOC event at the Aboriginal Medical Service Cooperative in July 2016*



*World AIDS Day event at the Aboriginal Medical Service Cooperative in December 2016*



*Women's Breast Screen Pamper Day event at the Aboriginal Medical Service July 2016*



*Biggest Morning Tea event at the Aboriginal Medical Service Cooperative May 2016*



*Eora Elders Olympics at Hurstville Aquatic Centre March 2016*

# LIFE OR ICE? LAUNCH

In the Australian general population, the use of ice and amphetamines is reportedly around double the rate of other developed countries, particularly in comparison with the United States and the United Kingdom.

It has been reported that 25% of Australians fourteen (14) years or older have used this drug within the past twelve months.

To aid in the fight against ice and amphetamine use, the Aboriginal Medical Service has developed a campaign with a series of posters, flyers and information pamphlets to inform our community of the physical, social and emotional repercussions with ice and amphetamines within our communities. And to also highlight that drug use affects entire families, not just the addict.

The campaign included eight posters filled with confronting, melancholy and despairing images.



Each poster was tag lined with messages including:

"Life or ice?"

"They promised me they'd be back – ice destroys families"

"Ice doesn't just affect you – it affects me too"

"I lost mum and dad to ice"

"Ice – think twice"

"I grieve the loss of a child that is still alive"

"Don't risk it all"

The likelihood of users becoming dependent on ice is acutely high and the addiction makes it difficult for users to complete usual daily tasks without it.

Ice use damages the central nervous system and leads to a range of physical health problems. It can cause psychosis including delusions, hallucinations and bizzaria, violent or aggressive behavior.

Effects can last for up to six hours, but can also cause sleep deprivation for days.

Ice and amphetamine use causes damage to communities, it tears families apart and ruins lives.

Talking with your mob/ loved ones, kids, families and community about the dangers of drug use and associated dangers can hopefully help reduce the number of our people using these illicit drugs.



# NOTES



**Aboriginal Medical Service 36 Tumor Street, Redfern NSW 2016**

T: (02) 9319 5823 F: (02) 9319 3345 E: [amsredfern@amsredfern.org.au](mailto:amsredfern@amsredfern.org.au) W: [www.amsredfern.org.au](http://www.amsredfern.org.au)