

ANNUAL REPORT 2017



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WACHS
YEAR
25
anniversary
★ ★ ★ ★ ★



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About WACHS

Wellington Aboriginal Corporation Health Service is on the land of the Wiradjuri people.

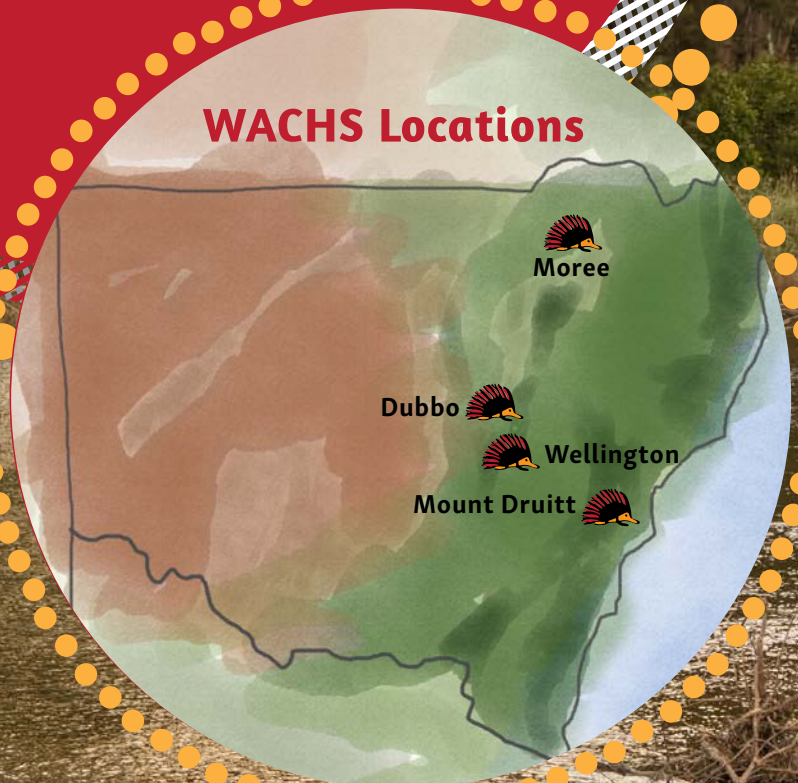
Wellington is a remote rural community with a shire population of approximately 8,831 people of which 1,897 are Aboriginal (2016 Census Stats). Wellington Aboriginal Corporation Health Service (WACHS) offer professional health services through specialist programs by staff either employed by Wellington Aboriginal Corporation Health Service or through partnership links with visiting services.

WACHS is an Aboriginal Community Controlled Health Organisation which strives to provide holistic health care to enhance the health and emotional well-being of the Aboriginal and non Aboriginal community of Wellington and surrounding districts and also Moree, Dubbo and north western and far west regions of NSW.

WACHS is governed by a Board of Directors which consists of seven Aboriginal community members who are elected annually by the Community. The Board of Directors provides the strategic direction of the organisation and works in close consultation with the Chief Executive Officer to ensure that organisational, community and funding outcomes are being achieved.

WACHS employs 113 staff including visiting Specialists from Wellington and the surrounding District.

WACHS Locations





WACHS Vision

WACHS is acknowledged and respected as an organisation of excellence which is demonstrated by a healthier Aboriginal community.

WACHS Mission Statement

To advocate for and facilitate the achievement and maintenance of health outcomes consistent with Aboriginal peoples' evolving notion of cultural well being.

Purpose

WACHS plans, delivers, co-ordinates and advocates for effective clinic and community-based primary health care services to the Aboriginal community.

WACHS Objectives

- a) Provide culturally appropriate primary health care service for Aboriginal people and the wider community within the Wellington shire.
- b) Administer and operate an Aboriginal Medical Service within the legal framework, funding agreements and the capacity of WACHS.
- c) Enhance the health status of the Aboriginal community in Wellington shire including, Nanima Reserve.
- d) Involve Aboriginal people in the planning and provision of primary health care services.
- e) Provide professional development for our Aboriginal Board and staff to support their roles and responsibilities within WACHS.
- f) Support and assist Aboriginal people to better utilise existing holistic health care services.



Acknowledgement of Country

We acknowledge and respect the traditional lands of all Aboriginal people, we respect all Elders past, present & future. We ask all people that walk, work & live on traditional Aboriginal lands to be respectful of culture & traditions and work together as one to better Aboriginal Health.

The WACHS Board



Chairperson
Marsha Hill



Secretary
Phillipe Bell



Treasurer
Graham Blackhall



Public Officer
Linda Baxter



Director
Glenda Bell



Director
John Ah See



Director
Adam Ryan

Chairperson's Report

As Chair of the Board Of Directors for the Wellington Aboriginal Corporation Health Service and on behalf of the board, it is my pleasure to present the 2017 Annual Report.

Each year we continue to grow our organisation and 2017 has been no exception. The past 12 months was certainly another year for some outstanding achievements initiated by our hard working and dedicated staff.

We also could not achieve the success of the organisation without our CEO, Darren Ah See and the Executive Management team who look after the day to day operations for all of our business units.

Some of our great achievements include:

- 25th Anniversary of Wellington Aboriginal Corporation Health Service
- Official Launch of the Greater Western Aboriginal Health Service
- Clinic client contacts achieved in 2017 were an outstanding 31,926
- Quit B Fit associated with the National & NSW Rugby League Knockouts
- Major sponsor of the Inaugural Dreamtime Awards
- Quit B Fit Men's Health Forum held in Dubbo in February
- MomenTIM youth camps arranged in Manly and Mt Isa
- Tele-health has increased with 74 tele-health consults, with an equipment upgrade late 2017
- Integrated Care now has 150 registered patients and has been funded for another 12 months
- Healthy for Life held a Chronic Disease

Camp in April

- Our Eye Health Program saw 740 patients and provided 445 pairs of glasses
- Australian Nurse-Family Partnership Program had 2176 client contacts and 403 home visits
- The Social, Emotional and Wellbeing Team have moved premises and had 1350 client contacts this year. They have been involved in the Wellington Prison to Community Committee and also ran the Matong Wudurra Camp at Lake Burrendong.
- Our Aboriginal Children's Therapy Team have serviced over 1,000 families since 2011
- Continued involvement in the Bila Muuji CQI project throughout the year
- The Maayu Mali team had 55 residents with 16 completing the program

Congratulations to all our staff that have graduated this year from their various courses. It is important to recognise these staff members as our organisation is committed to continued training and education of all staff.

I would also personally, like to thank the board members for their commitment to the growth of the organisation. Without you we would not have the professional community organisation that we do.

As the end of the year is fast approaching, I would like to wish all our Wellington and Dubbo communities well for the festive season and thank you for the patronage over the past 12 months.

Looking forward to a bigger and brighter 2018.

Regards

Marsha Hill

Chairperson

Chief Executive Officer Report



As the CEO of WACHS, I would like to say how proud I am of the achievements our staff have made across all services and sites over the past twelve months. The commitment and dedication shown by Staff in their day to day duties, supported by the high level management of the Executive Management team, has been the main contributor to WACHS success. I must also commend WACHS Board of Directors on their strategic leadership and professional governance of WACHS during this time.

The past 12 months has again seen rapid growth in services, Staffing and funding across a number of sites. This funding has been to either enhance existing programs / services, or the provision of funding to set up new programs / services. This growth has not only provided additional services to support the health and wellbeing needs of individuals, families and communities, it has also strengthened WACHS reputation

as an organisation of choice when it comes to services and programs across a number of regions. This reputation has resulted in WACHS being engaged by the Commonwealth Department of Health to support two Aboriginal Community Controlled Services with specific operational needs, one being a NSW based service and the other being located in Western Australia.

I would also like to thank the key partners and organisations that have worked with WACHS, and acknowledge the part that they have played in our success. This has included both Aboriginal and mainstream organisations, as well as the ongoing financial support provided by the Commonwealth Department of Health, the NSW Ministry of Health, and the Department of Prime Minister and Cabinet. Without these ongoing partnerships and annual funding, WACHS could not provide the wide variety of services at a best practice level that it has over the past 12 months.

The final thank you is to the communities of Wellington, particularly the Aboriginal community for your ongoing support, trust and acceptance of WACHS as your own service. As CEO I do not lose sight that the service is community owned and that our focus is on supporting the individuals and families that rely on the health and wellbeing services that we provide.

Regards

Darren Ah See
CEO

Executive Manager of Operations Report



It has been a pleasure once again to be working for an organisation that strives to achieve positive outcomes for the community.

The Executive Manager Role has the following programs under its portfolio:

- Clinical Services
- Social Emotional Well Being
- Tackling Indigenous Smoking
- Healthy For Life
- Integrated Care
- MomenTiM
- Cleaning and Hospitality

I would like to acknowledge all Team Leaders and staff under these programs who continue to deliver high quality services to the community. Their roles are often challenging and I am proud of the manner in which they conduct themselves within their roles.

There have been many achievements and challenges throughout the year, in particular

with the rapid growth and development of the organisation. The fast growth and new opportunities that have been given to WACHS has meant staff often have had to step outside their comfort zone to lead and support others in new services that we have taken on or backfilling roles whilst others attended to these tasks. It is relieving as a Manager to watch staff flourish in these roles and accept the challenge that they are faced with.

All services have offered amazing support to their communities. In particular I am excited at what the prospect of the recently funded 'New Directions' funding can offer the community.

All programs have delivered their Key Performance Indicators with success and at times exceeding in various areas.

WACHS continues to support community programs, including;

- School NAIDOC
- SNAICC Day
- Reconciliation
- School Sport and Community Programs
- Community initiatives
- Wellington Cowboys Junior League
- Wellington Cowboys Senior League
- Wiradjuri United – Koori Knockout

We are very proud to continue our support for the above programs and look forward to continuing the support into 2018.

Regards

Melissa Mills

Executive Manager of Operations

Executive Manager of Human Resources & Special Projects Report



2017 has been an extraordinary year for WACHS and the Human Resources and Special Projects portfolios.

Firstly, I assumed the responsibility for the Aboriginal Children's Therapy Team (ACTT) and the Australian Nurse Family Partnership Program (ANFPP) in Dubbo. These two programs were added to my existing responsibility for the Moree Aboriginal Residential Rehabilitation Service (in Moree, of course). Change can sometimes be a bumpy process but I am pleased to say that due to the commitment and professionalism of the teams, the transition has been smooth and problem free.

Earlier in the year we won the contract for the ANFPP (Blacktown) which is to be managed by Anthony Carter, WACHS Executive Manager Greater Western Aboriginal Health Service. I have had a strategic input in the initial preparation of the program and remain a support in this regard.

In terms of Human Resources, WACHS expansion has been astonishing and of course this impacts the requirements of the human resource services. With the move into Mt Druitt I have worked with Management and the staffing team to review position descriptions, look at staff appraisals, develop contracts, and work with staff as part of the induction into the WACHS fold. This has been incredibly rewarding work and it is always genuinely pleasing to be around staff who are firmly committed to the health of their community. The expansions are not limited to Mt Druitt, but also to Wellington and Dubbo.

I look back on 2017 with a great sense of pride at being part of a professional and expanding team and I look forward to 2018 as a time to consolidate that expansion and I'm always eagerly looking out for new and exciting opportunities.

Regards

Janet Curran

Executive Manager

Human Resources & Special Projects

Executive Manager Quality Report



Our quality systems and performance objectives respond to a range of social determinants of health and extend beyond clinical service delivery. We strive to strengthen and promote an integrated model of care by connecting the service system across the region.

We aim to achieve equitable health outcomes for Aboriginal and Torres Strait Islander peoples and to ensure that all Aboriginal and Torres Strait Islander people in our regions have access to culturally safe high quality comprehensive primary health care.

Our pursuit of excellence begins with our commitment to our staff

The true strength of our organisation

Quality Improvement is about responding to the question

“How can we do this better?”

The Standard you walk past is the standard you accept.

WACHS aims to improve health outcomes for Aboriginal people through applying continuous quality improvement approaches and building a culture of CQI within health service delivery.

Key Elements needed to build and embed a CQI culture:

- A planned and evidence-based approach to identifying and responding to community, client and stakeholder needs
- Monitoring outcomes and driving continual improvement
- Maintaining a corporate culture that prioritises quality and evaluation
- Ensuring strong internal operational systems that support staff to effectively undertake their roles
- Meeting or exceeding the requirements of the RACGP and QIC Quality Management System standards
- Clearly communicating our quality framework and performance expectations to staff, community and stakeholders
- Developing a Quality framework and Quality policy
- Implementing a Quality Management System – LogiQC that is a web based software system that can be accessed anytime, anywhere that there is Internet availability. It is a centralised hub of information and insight, a single point of truth. A point of convergence, a place where the dots connect
- LogiQC manages safety, quality, risk and compliance across the organisation. It

demands visibility across teams and departments and requires clarity on what needs to be done, by when and by whom

- It's working smarter not harder, and finding the shortest path to get things done

Within the LogiQC system there is an Accreditation Module that integrates with other registers activated in the system, making it easy to generate a report on how well you meet standards and what needs to be done before your next audit.

- Link your documents, audits and other activities to RACGP and QIP standards and requirements and generate an evidence report
- Set automatic reminders to prepare for internal /external audits detailing what needs to be done
- Conduct a self- assessment and generate an action plan
- Give your auditor online or on-site access to view your evidence report
- Benefit from LOGIQC's 'knowledge bank' of examples and pre-loaded requirements for compliance with standards

WACHS went "Go Live" with logiQC 1st June 2017. We have been in the building phase for the last 10 months and training has been delivered and continues to be delivered across WACHS.

Number of Documents built in LogiQC	August	September
Documents	320	349
Contracts	94	117
Scheduled Audits	63	89
New Improvements	30	17
Repairs	4	2
Suppliers	10	11
Training Certificates	60	181
Feedback	1	8

WACHS currently has over 70 Plan Do Study Act's (PDSA) across the organisation. PDSA is a tool demonstrating areas of improvements across all programs.

Regards

Robyn Gunter

Executive Manager
Quality

Executive Manager Communication & Engagement Report




Information Technology

- The transition from Medical Director to Communicare has been completed at GWAHS
 - New telephone systems with VC capability will be installed at Warne Street and GWAHS
 - We have moved to a cloud data centre environment for Western Sydney
 - Following a competitive tender process Cloudwize has secured the Western Sydney hardware procurement
 - The NBN is now available in Dubbo and Wellington and we have progressed the roll out of test sites to evaluate the data capacity and to inform a plan for transition to the NBN for the entire organization in the next 12-18 months. This work continues
- WACHS is working on a body of work in identifying future models of care and technology for telehealth for WACHS clients.
 - The new WACHS website is well on it's way to being completed with some minor adjustments being made currently and new images to be loaded.

Communication and Engagement

- WACHS Facebook page is active and growing @wachs each month. There has been very positive interaction with the community so far with no incidences to report.
- The GWAHS page has been re-branded and is now active and also attracting a lot of interest from the local community.
- Quit B Fit Facebook followers has continued to grow with the event exposure that has taken place in the later part of the year.
- Promotion of the Quit B Fit National Indigenous Touch Football Knockout has been ongoing this year at all events and in the lead up to the event. The back page of the Koori Mail also featuring the event.
- A communication plan is being developed for Western Sydney including social media, media, branding and public relations opportunities
- Videos for ACTT and ANFPP have been completed and published on the WACHS Youtube channel
- Positive promotion of WACHS events and programs continues with media opportunities where appropriate. These



events have included the NSW Indigenous Knock Out and the National Indigenous Rugby League Knock Out.

- Filming was conducted during a MomenTIM program camp and these videos will be used on social media and the website to promote the event for next year.
- We have worked with the Melbourne Storm and Manly Warringah Sea Eagles in regards to the Tackling Indigenous Smoking Campaigns. These were used throughout the later part of the year to assist in the promotion of the Touch Knock Out.

Regards

Rebekah Bullock

Executive Manager

Communication and Engagement

Finance Report

We are pleased to provide this report to members on the financial outcomes of WACHS.

Over the last two years, the finance team has worked hard to implement a range of financial objectives to guide decision making in the organisation. WACHS have a number of key strategic objectives in terms of financial management. The purpose of these objectives is:

- To develop our capacity to self-fund priorities which we identify
- To ensure we hold sufficient funds to invest in our capital needs, without compromising our liquidity
- To grow our business by developing new revenue streams
- To manage funds appropriately and in accordance with the high expectations rightfully placed on community organizations by funding providers

To achieve these objectives a range of financial benchmarks have been established. These benchmarks inform decision-making and guide growth. The following objectives are of particular importance:

- We will maintain a strong net asset position, with assets at least five times the value of all our liabilities;
- We will maintain strong liquidity, with current assets at least twice the value of current liabilities;
- We will develop our revenue streams, with target growth in revenue of 3% per annum

- We will maintain our profitability, with target surpluses in our Management Fund of \$500,000 after capital acquisitions

Net Asset Position

We are pleased to report that net assets increased \$1.53m to \$12.55m (an annual increase of 13.88%). Total assets are currently 5.03 times total liabilities.

Liquidity

The corporation has maintained a liquidity ratio well in excess of our target (2:1). For every \$1 in current liabilities, the Corporation has \$3.10 in current assets. This suggests that the Corporation maintains sufficient cash and equivalents to fund our current activities and to support our growth objectives.

Revenue

The Corporation had Grant income (net of unexpended grants) of \$12.1m, an annual increase of \$3.27m. There was further growth in Medicare income (an increase of \$182,317, which is largely attributable to the opening of Greater Western Aboriginal Health Service in April 2017).

An audit of assets held by the Corporation indicated that a substantial number of assets in the corporations asset register no longer had the carrying value attributed to them in the records. These values were adjusted, with over \$400,000 recorded in the income statement as a loss on disposal. Despite this, overall income increased \$3.79m.

Surplus

The corporation recorded a surplus of \$525,691. This exceeds our target of achieving

a \$500,000 surplus in our Management fund. These funds are set aside to invest in programs and assets, which will benefit our community. The largest investment in this financial year was the purchase and refurbishment of the Warne Street building, which provides modern facilities for the delivery of our Social and Emotional Wellbeing Programs, and an ongoing source of rental income for the Corporation.

with that growth managed in accordance with the financial objectives and processes established. Since 2014, the Corporation has recorded growth in net assets of over \$5m (an increase of 68%). The Corporation is in a very strong financial position.

Joseph Holloway & Co Pty Ltd

Overall Financial Position

Over the last couple of years, the Corporation's growth has been impressive,



TOTAL REVENUE
\$12.1
MILLION



SURPLUS OF
\$525
THOUSAND



NET ASSETS
\$12.55
MILLION

VALUE OF ASSETS FOR EVERY \$1 IN LIABILITIES



\$3.10
IN CURRENT ASSETS



\$1.00
IN CURRENT LIABILITIES



Clinic Program



The clinic consists of a team of General Practitioners, Nurses, Aboriginal Health Workers, Reception staff, transport, Allied Health and Specialist Services. Allied Health Services include Psychology, Drug and Alcohol, Women's Health, Sexual health Clinics, Eye Health, Pharmacist, Podiatrist and Dietitian.

The WACHS clinic has a dedicated telehealth room and equipment. In 2017 there were 74 telehealth consults. We are looking forward to an upgrade of the existing equipment in November.

Clinic Staff

Team leader

Jo Edwards

Senior receptionist

Fallon Ahsee – Completed Cert IV in business and was a finalist for the BCA Aboriginal and Torres Strait Islander student of the year in 2017 and Advanced Diploma in leadership and Management.

Receptionist

Kristy lee Cornish – Completed BCA certificate 3 in 2017

Transport

Glenn Carr

Clinic Nurses

Jemma Stanley – Endorsed Enrolled Nurse/
Infection control

Jinnara Tyson – Endorsed Enrolled Nurse



General Practitioners

Dr Bijay Pandey

Dr Tim Kirchler

Dr Pubudu Jayaweera.

GP Registrars

Dr Caroline Ivey

Dr Farisha Begum

Our GP's provide a visiting service to the local Nursing Home and residential care facility.

In 2017 four medical students in their 5th year from UWS visited WACHS clinic for their 5 week clinical placement. The purpose of their placement was to gain experience in Aboriginal Health and learn more about the Wellington Aboriginal Community and culture.

Patient Story

A client who regularly attends for his clinical needs was identified as needing additional support outside of his clinical needs.

Through WACHS multidisciplinary and holistic approach to client care, we were able to connect the client to another service provider, outside of WACHS, who was able to provide transport after hours and on weekends.

The client was very appreciative and this help has reduced additional stress that he was experiencing.

All clinic staff complete mandatory training to promote a safe workplace and enhance quality of care.

Mandatory training includes Fire training and CPR. All clinic staff have also completed Mental Health First Aid.

Clinic staff have been working closely with the Integrated Care and Healthy for Life team to enhance the WACHS client journey and achieve positive health outcomes. Together they completed a total of 565 Aboriginal Health Checks in 2017.

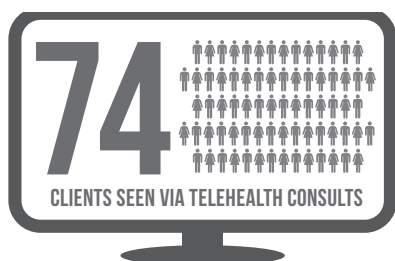
Clinic staff work in partnership with other Community Services and the Western NSW

LHD. In 2017 clinic staff visited Wellington High School to talk about the role of WACHS in promoting health outcomes within the community. WACHS clinic works with services in the Community to ensure effective referral pathways

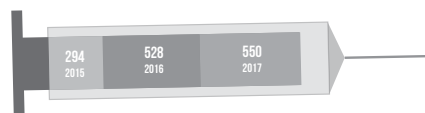
The WACHS Clinic is located at 28 Maxwell St Wellington, we are open from 9am to 5pm weekdays.



Clinic Program Stats 2016/2017



550 INFLUENZA
IMMUNISATIONS

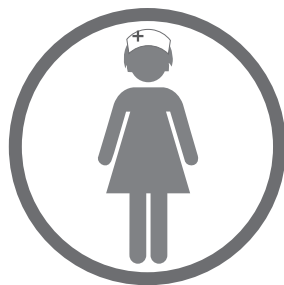


GP SERVICES



16,173
CLIENT CONTACTS

CLINIC NURSE



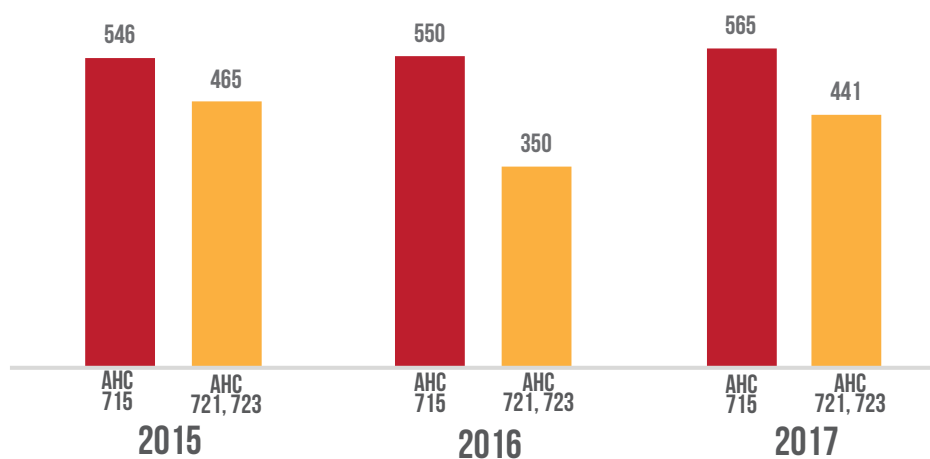
4,901
CLIENT CONTACTS

CLINIC TOTAL



24,361
CLIENT CONTACTS

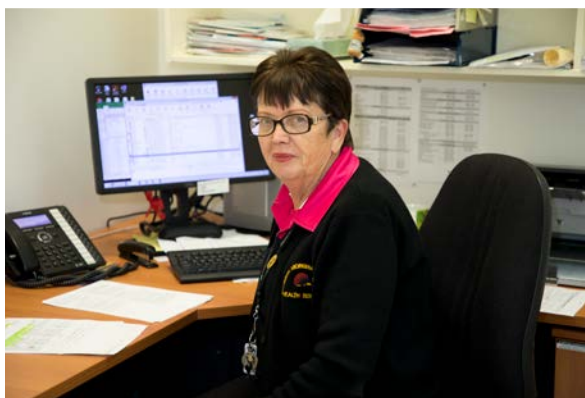
HEALTH CHECKS COMPLETED



Podiatry

WACHS Podiatrist, Sreenathudu Arshanapalli (Sam), is now into his 5th Year of service at our Practice providing high quality specialist footcare to our Community.

He attended the Chronic Disease Camp at Burrendong Dam.



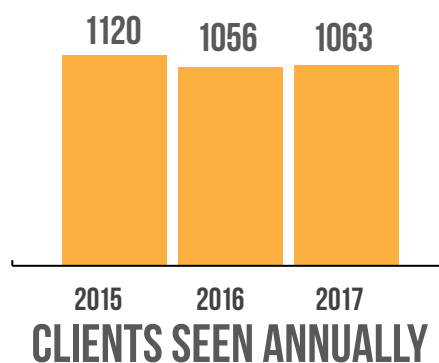
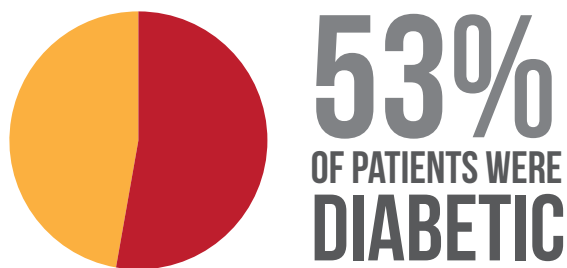
Podiatry Clinic Stats 2016/2017

90%
1,063 ATTENDED

1,178

10%
NOT ATTENDED

TOTAL CLIENTS BOOKED



Integrated Care Program





Integrated Care is now in its 4th year and since last annual report, we were funded for another 12 months.

Integrated Care is about working with patients and health care providers to ensure patient centred care is the forefront. We not only focus on patients clinical needs but also look at social issues that may or do hinder health care outcomes. This includes integrated systems to ensure key patient information is available to other health care providers that are supporting mutual patients. This process is supported through secure messaging via ARGUS, My Health Record and clear referral pathways.

Over the last 12 months, we have been trying to work out a way in which we could maximise this sort of care to include all chronic disease patients. Integrating our

own programs within our service to improve patient care and patient outcomes clinically and socially was a key area and this started the conversation around an ideal patient journey, which we have been trying to implement across various teams.

Chloe and I worked closely with patients to increase access to outside service providers and improve relationships and develop key contacts within services such as Local Health District Wellington, Dubbo and Sydney, Marathon Health, Sydney Eye Hospital, My Aged Care, TAFE, as well as various private service providers just to name a few.

A few of our Integrated Care patients attended our Chronic Disease Camp earlier in the year at the Wellington Caves.

We currently have over 150 patients registered in Integrated Care and over 800 patients have a My Health Record at WACHS.

Integrated care has not been all smooth sailing, and it has helped identify gaps in service access and to medication, but this has helped us put processes in place to alleviate any disruption to patient care and outcomes.

Well done to Chloe whom has successfully completed her Certificate III in Primary Aboriginal and Torres Strait Islander Health and has now commenced her Certificate IV to become an Aboriginal Health Practitioner.

Integrated Care is not just a program it is a way of working.



Integrated Care Stats 2016/2017



951
CLIENT CONTACTS
^13%
FROM 2015 / 16

Healthy for Life Program





The objectives of the Healthy for Life Program

- Improve chronic disease care by prevention, early detection and management of chronic disease
- Improve the availability and quality of child and maternal health services

Staffing profile

Senior Aboriginal Health Worker

Lai Peckham

Aboriginal Health Worker

Angela Frail

Youth and Sexual Health Worker

Denise Barwick

Dietitian

Susanna Hope

Maternal and Child Health Worker

Trish Thorne

Eye Health Worker

Tori Towney/Chloe Mulholland

Team Leader

Trish George

Health checks continued throughout the year at WACHS and in the community at preschools – DET and Nanima/schools/playgroups and other locations.

The H4L program supported hearing screenings in conjunction with the Hear Our Heart Bus in the community at schools/preschools and play groups.

Home and hospital visits continued to support clients in their homes and to aid in clients being discharged from hospital.

Maternal and Child Health Services continue to provide developmental screenings and immunisations.



Eye checks were conducted locally in Wellington and at Outreach centres to support Aboriginal communities.

Youth activities were supported in the community. Sexual Health support was provided at WACHS with visiting clinics and in the community.

The H4L program held a Chronic Disease camp in April at Wellington Caves with participants having a variety of guest speakers and activities to enjoy.

Staff participated in NAIDOC day activities at schools and preschool delivering healthy messages and promoted other health campaigns throughout the year.

Exercise groups recommenced and are held weekly at the hospital.

Staff continue to attend mandatory and non-mandatory training to upskill and increase their knowledge.

Congratulations to Angela Frail in obtaining her Aboriginal and Torres Strait Islander Health Practitioner Registration and Denise Barwick for completing certificate IV in Aboriginal and Torres Strait Islander Health Practitioner. Denise is currently completing her clinical component. Chloe Mulholland is currently doing her Certificate IV in Aboriginal and Torres Strait Islander Health Practice.





Eye Health Program

Chloe Mulholland who is the Eye Health Co-ordinator works with Brien Holden to help facilitate clinics and makes sure all referrals and glasses are sent to the appropriate people. Optometry clinics which are held in over 10 regional country towns are all bulk billed via Medicare and spectacles are available if required free via the NSW

Government's Vision Australia Spectacle Program if on a Centrelink payment or through the Brien Holden Vision Low Cost Spectacle program. If they require Ophthalmology services the Optometrist will refer the patient to the Outback Eye Service or the Dubbo Public Ophthalmology Clinic.

Outreach Centres



Eye Health Program Statistics 2016/2017

740 PATIENTS SEEN

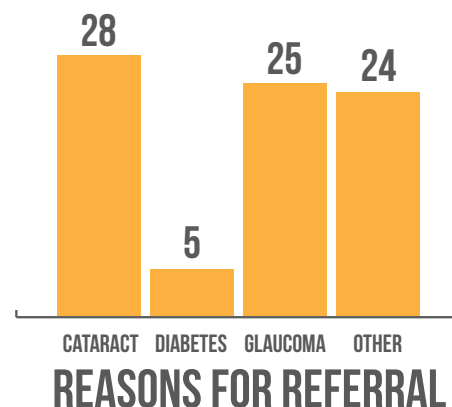
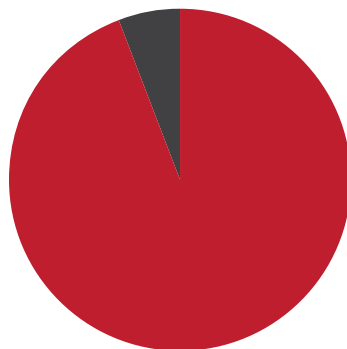


EYE HEALTH PROVIDED

445

PAIRS OF GLASSES

94%
OF CLIENTS WERE
ABORIGINAL



144 DIABETIC

EYE HEALTH CHECKS



Australian Nurse - Family Partnership Program



The Australian Nurse-Family Partnership Program (ANFPP) continue to service Wellington, Dubbo, Gilgandra and Narromine first time mothers who are expecting an Aboriginal and/or Torres Strait Islander baby. The program is based on the Nurse-Family Partnership (NFP) model developed by Professor Olds in the United States of America. The Australian adaptation of the program is unique in that an Aboriginal Family Partnership Worker contributes their cultural knowledge to assist the Nurse Home Visitor and other team members to ensure a culturally safe program is delivered to the client and their family. Clients can receive visits in their home, an agreed upon service building or other specified locations. Visits commence during pregnancy and continue until the child reaches two years of age.

Staff

The ANFPP team is supported by WACHS Executive Manager of Human Resources and Special Projects, Janet Curran and consists of:

Nurse Supervisor/Team Leader

Lyndall Fryer

Nurse Home Visitors

Emma Ramsay & Ashleigh Lunn

Aboriginal Family Partnership Workers

Nikkita Chatfield, Francie Kelly & Jinnaya Tyson

Senior Administration Officer

Sue Merritt

Activities

Throughout the year, the ANFPP team have been fortunate enough to be involved in



many educational opportunities. Team members have attend core training at the National Program Centre in Brisbane, where they receive education relevant to their roles, allowing staff to develop skills and knowledge to aid in the delivery of the program to clients and the communities in which we service. The ANFPP team were invited and attended the Australian National Breastfeeding Stakeholder Consultation Workshop, which was held in Sydney during April. As a team, we contributed feedback on the principles, enablers and strategic priorities which will help shape the Australian National Breastfeeding Strategy: 2017 and Beyond.

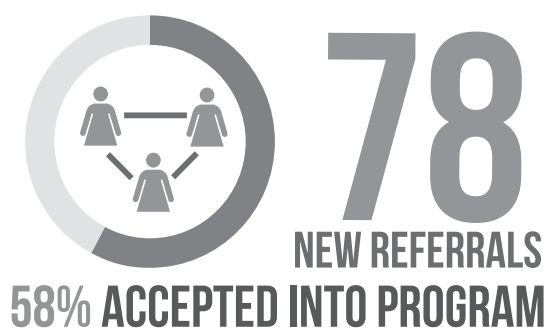
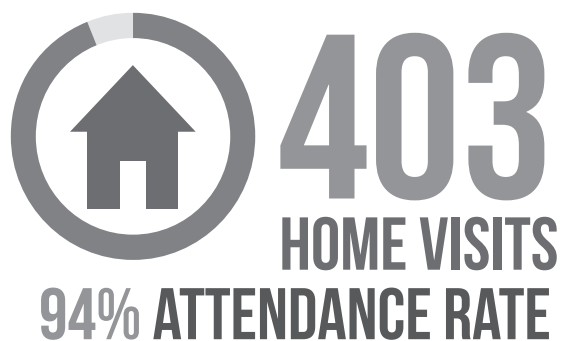
The ANFPP team, along with CEO, Darren Ah See, Executive Manager of HR and Special Projects, Janet Curran and Executive Manager of Quality, Robyn Gunter attended the ANFPP National Annual Conference

in Brisbane during May. The ANFPP team were involved in preparing a presentation to be featured during the conference. The presentation had a focus on how our service embeds knowledge, innovation, strengths and solutions throughout the delivery of the program. The ANFPP team have also been involved in various community events such as NAIDOC celebrations, community fun days and privileged to participate in educational workshops throughout the year.

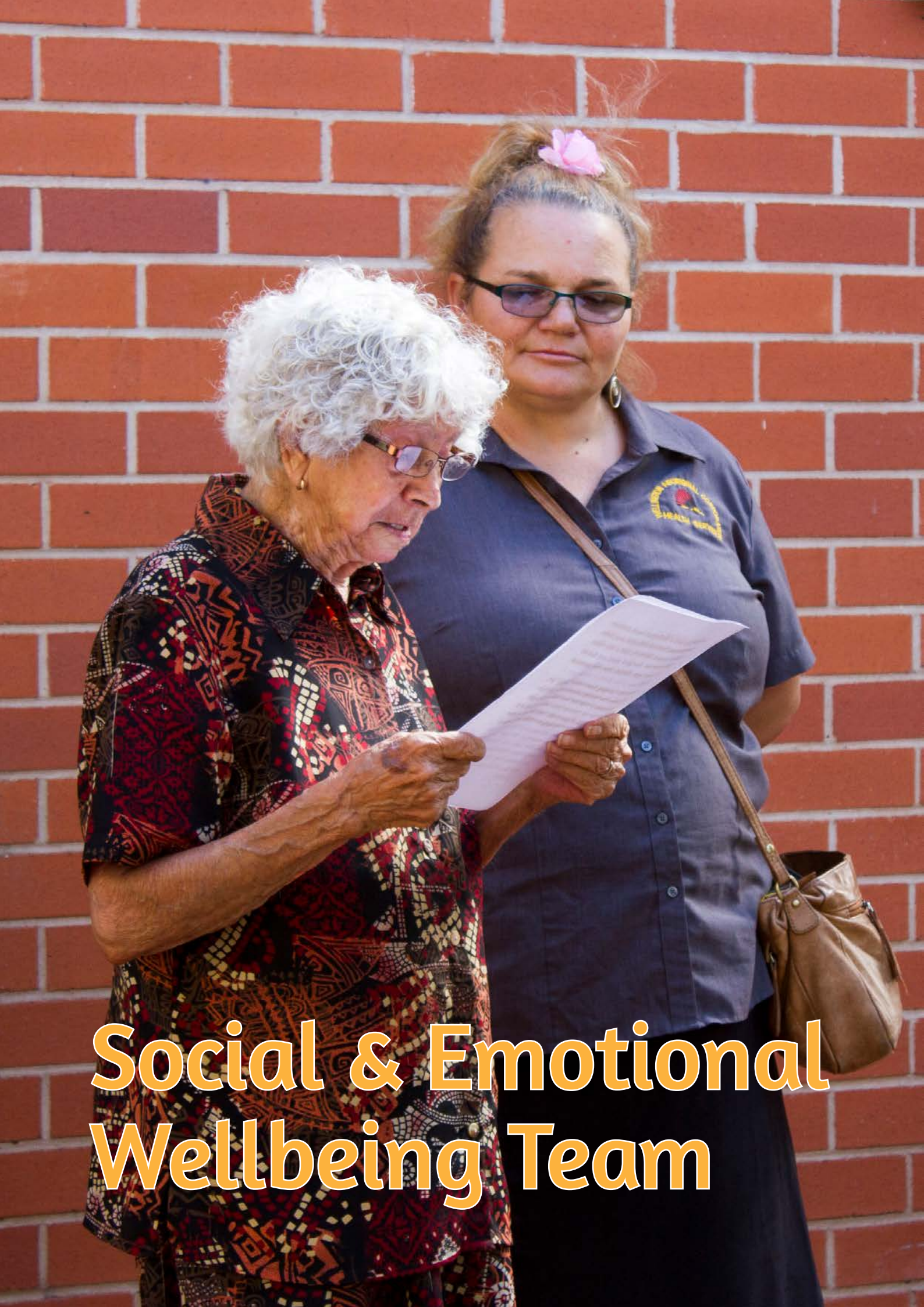
Achievements

- The ANFPP have undergone some changes to staff and welcome the new additions to the team, Lyndall Fryer, Jinnaya Tyson and Ashleigh Lunn.
- Over the past year, ANFPP have graduated nine clients from the program over the multiple geographic locations. This has been an exciting time for our Mums, Dads and their gorgeous 2 year olds.
- We have successfully engaged with more fathers in the program. It has been very rewarding to see Dads so involved in the pregnancy, birth and early development of their child.
- The team have been working on an Operations Manual, which is the first of its kind in Australia and will be shared with the National Program Centre as well as other sites across Australia.

Australian Nurse-Family Partnership Program Stats 2016/2017



9 CLIENTS GRADUATED FROM THE PROGRAM



Social & Emotional Wellbeing Team

Staff

The Social and Emotional Wellbeing Team consists of the following:

Team Leader

Cherie Colliss

Aboriginal Family Health Worker

Loretta Stanley

Social & Emotional Well Being Program

Jody Chester & Tiffany Walker

Drug And Alcohol Worker

Vacant

Child & Family Team

Jennah Dungay & Leteisha Pope

Local Support Coordinator

Wendy Peachey

The SEWB team have moved to the new premises at 30 Warne Street and have settled in well.

With an almost full team for the majority of the year it has seen stability in our client contacts and community participation. We have had a variety of groups and activities which we have either run or been involved in over the year.

Groups run by our programs and team members include:

- A Boys and a Girls group with Wellington Public School
- SistaSpeak with Wellington High School
- Mothers Group
- Yinaar Healing Circle
- Our school holiday activities
- Who's Ya Mob Too.

Our Aboriginal Family Health Worker Loretta Stanley has also been working in partnership with the Education Centre Against Violence

in delivering the Weaving the Net program at Coraki, while our SEWB worker has been busy furthering her skills in becoming a trainer for the Aboriginal Mental Health First Aid through a course delivered by Western NSW PHN.

Our Team Leader has also become involved in the recent development of the Wellington Prison to Community Committee which has been developed to share knowledge and create networks with the long term goal of improving the journey home for Aboriginal and Torres Strait Islander inmates to their families & communities

Matong Wundurra Camp – Lake Burrendong

Purpose for the Camp

To create an environment that is culturally safe for our youth. Educational sessions on giving awareness to reduce drug and alcohol intake, healthier lifestyle and healthy relationships. Building good relationship and breaking down the barriers between the local Police and our Aboriginal youth.

Brothers 4 Recovery – boys that became men and fought all odds to fight their addictions.

Luke Kennedy – Motivational Speaker – talks about his life, peer pressure, gang life drugs and alcohol, turning his life around to become a state boxing champion.

Joey Williams – The Enemy Within – mental health, suicide prevention.

Staff Training

Jody Chester graduated with her Bachelor of Community Development and Social Welfare at Western Sydney University.

Tiffany Walker completed Advanced Diploma Leadership & Management with BCA.

Jannah Dungay & Wendy Peachey completed their Cert IV Aboriginal Family Health Worker through Education Centre Against Violence.

Cherie Colliss Graduated with Certificate in Human and Community Services at University of Sydney.



Social & Emotional Wellbeing Team Stats 2016/2017

SOCIAL & EMOTIONAL WELL BEING TEAM



1,350 CLIENT CONTACTS
^144%

ABORIGINAL FAMILY HEALTH WORKER



225 CLIENT CONTACTS
^2%

DRUG & ALCOHOL WORKER



157 CLIENT CONTACTS

CHILD & FAMILY WORKER



174 CLIENT CONTACTS
^89%

TEAM LEADER



40 CLIENT CONTACTS



Quit B Fit Tackling Indigenous Smoking Program

Quit B Fit is a regional program that delivers the Australian Government Department of Health Tackling Indigenous Smoking Program.

This year has seen Quit B Fit sign partnership agreements with both Manly Sea Eagles and Melbourne Storm Rugby League Football Clubs. This has been a huge step forward for Quit B Fit in terms of brand building and program awareness. As part of the partnership, key players from both sides filmed promotional videos that outline key messages of the tackling smoking program. Highlighting the negative and harmful effects of tobacco use and the implications of second and third hand smoke has on others. In addition to the videos Quit B Fit were also given still photos of players with Quit B Fit signage to use for promotion.

As part of the partnership Quit B Fit were able to utilise the Manly v Melbourne match at Lottoland where Players wore Quit B Fit shirts pre game, staff were in attendance at the game to hand out information and Quit B Fit LED signage on the grounds which also featured in the background on Fox Sports coverage of the game.


During Indigenous Round Melbourne Storm players wore Quit B Fit branding on their socks.

Quit B Fit went on to sign a further partnership with Melbourne Storm which allowed Quit B Fit branding to be displayed on the rear of the playing shorts from Round 15 until the end of the 2017 season.

These partnerships have been great for assisting the team with brand building and awareness of the Quit B Fit – Tackling Indigenous Smoking program.







Quit B Fit has continued with School Education Programs during 2017. With 250 students from 15 school groups across the region completing the 8-module program that primarily focuses on holistic health and the well-being for youth while outlining how tobacco negatively impacts many factors of our overall health and well-being. From these sessions a small number of students were selected as part of our collaboration with fellow WACHS program MomenTIM to attend an Indigenous leadership camp run by Royal Far West.

Quit B Fit has also taken to the road again this year, completing a road tour of the Central West region to promote anti-tobacco messages to students from Condobolin High School, Cowra High School and Peak Hill Central School. The team collaborated with NSWLHD as well local Aboriginal Medical Services in each town as a way of creating referral pathways for families in each town. Quit B Fit also utilized their Ambassadors as part of the partnership with Black Money Entertainment to attend the tour and assist the promotion of anti-tobacco messages.

Quit B Fit again has proudly been the major sponsor for the NSW Aboriginal Rugby League Knockout hosted for the second year run by Redfern All Blacks at Leichardt Oval, Sydney. The event sees thousands of Aboriginal & Torres Strait Islander families come together for 4 days of action packed Rugby League in Men's, Women's and Juniors competitions. The event has been described by some as "a modern day corroboree". Being involved with such a high profile Indigenous event gives the Quit B Fit team the opportunity to engage large numbers of communities in one spot to provide smoking cessation referral pathways, Brief interventions and promote smoke-free communities. The entire event is

smoke-free and alcohol free. Smoking is not permitted anywhere within the grounds of the Knockout. This year security were on hand to reinforce the no smoking within the ground message to those in attendance.

The Quit B Fit team this year invited other TIS grant recipients to attend the event also to engage with members of the community in attendance and in particular provide a follow up pathways for those who are from their respective regions.

Staff from WACHS and GWAHS services also attended to provide on-site Health Screenings to over 160 people in attendance.

NRL ambassadors also frequented the Quit B Fit tent to support the anti-tobacco messages of the team. The ambassadors signed over 600 footballs and bucket hats for youth and adults who attended the marquee.

This year Quit B Fit also partnered with the inaugural National Indigenous Rugby League Championships held at Wollongong. This event was somewhat of a smaller version to the NSW Rugby League KO and provided opportunities for Quit B Fit to interact with large numbers of Aboriginal & Torres Strait islander families to promote quit smoking, not taking up cigarettes and ensuring homes and cars are smoke-free zones.

Quit B Fit are currently working towards hosting the inaugural National Indigenous Touch Football Knockout in November. The team have been working closely with Touch NSW, Touch Australia, Dubbo Regional Council, Black Money Enterprises & Manly Sea Eagles to ensure the event is a successful sporting attraction that will again allow the team to interact with a large number of Indigenous community members from across Australia.

Work is continuing from the team to ensure the longevity of the program delivery .Quit B Fit is committed to building the profile of the program while ensuring that key partnerships with Stakeholders and communities are upheld.

Looking forward to a busy and productive 2018.

Best wishes,

Quit B Fit team



joshaddocarr

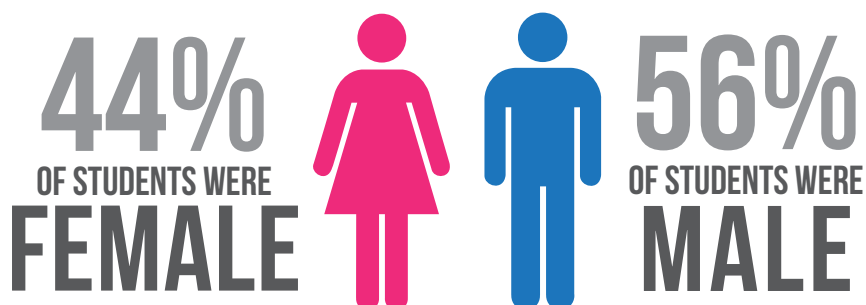
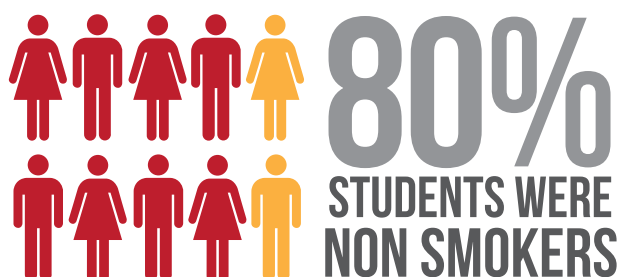


Liked by 33rcz, codywalks16 and 1,985 others

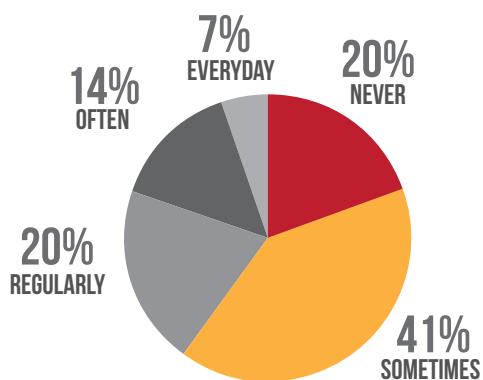
joshaddocarr What a great win from the boys last night!
#Purplepride #ytb #nike



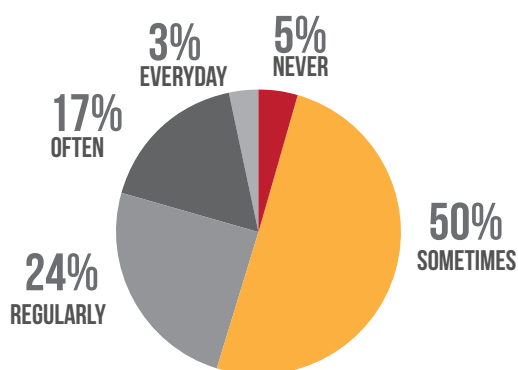
142
STUDENTS SURVEYED



HOW OFTEN STUDENTS TALK ABOUT HEALTHY LIFESTYLE CHOICES



PRE PROGRAM SURVEY



POST PROGRAM SURVEY



MomenTIM



2017 has been another unbelievable year in regards to rolling out MomentTIM as part of WACHS allied health programs. The year has been full of memorable highlights and challenges to assist young men within our Community. MomentTIM continues to build and strengthen the engagement of youth in Wellington and across the region to speak out about Mental Health and allow individuals to seek self-determination for their futures. Our young men can face challenges that often make them feel isolated, Like they are alone BUT They're not alone.

MomentTIM continues a whole of community approach aimed at improving our young men's health, both physically and mentally through increased clinical visits and pastoral activities such as one on one mentor sessions, group workshops, self-development and

cultural activities. MomentTIM is currently in its 3rd year and is fully funded by Movember Australia, Wellington is one of 3 sites (other sites Mount Isa and Deception Bay). Key Project aims are reduce stigma and shame associated with Mental Health by improving the level of understanding and increasing support networks. Increase access to best evidence and culturally appropriate Mental Health screening, treatment and referral practices. The ability to engage Aboriginal and Torres Strait Islander young men in positive, practical activities that promote participation in education, work skill training, along with positive aspects around culture and community.

Recent education sessions developed with key topics covering Cultural Connections, Identity, Mental Health, Being a Man, Leadership,



Role Models, Relationships & Positivity and Potential. MomenTIM also allows rapport and connection to be established and maintained in schools and community settings and an innovative approach that suits an improved environment setting rather than a clinical setting.

2017 Aboriginal Mens Health Expo in Dubbo was hosted by the Quit B Fit, and held at Vista Lodge. Men from across the region travelled to meet, catch-up, and listen to Keynote speakers on a range of important topics to increase self-belief and take back information to their communities to maintain strength and unity. A highlight of the event was holding a Corroboree with invitations extended to Dubbo Community.

MomenTIM proudly sponsored the round two group 11 game Wellington Cowboys V Dubbo Macquarie Raiders. The game was to promote, eliminate & reduce stigma towards mental health and raise awareness for suicide prevention. "We all have an opportunity to connect, supporting and inspiring one another to talk about their feelings, issues and problems to provide positive supports for one another so no one suffers in silence".

A fundraising event held post game for the Auction of the 1st grade jerseys supplied by MomenTIM. Macquarie Raiders donated the proceeds of the auction from their jerseys to the Dubbo and District Juniors rugby League Player Welfare Fund & Wellington donated proceeds from the auction of their jerseys to Grace Sharp and Hear Our Heart bus.

In collaboration with Aboriginal Affairs an Orange Suicide Forum "Yarn up" was held at Orange Aboriginal Medical Service. The guest speaker Wayne Wigham and Percy Knight from Black Dog institute spoke about suicide, Wayne gave a moving story and presentation

about himself about his past attempts to suicide and now he is living his life to tell his story to assist other men to come forward and seek help or learn strategies to improve mental health. We had a yarnning circle where we all had the chance to speak and say something some chose to speak about personal issues regarding suicide and how they addressed the issue.

Royal Far West Camp

Royal Far West (RFW) and Manly Warringah Sea Eagles (MWSE) have been working together as community partners for a number of years and invited WACHS for a second camp for the Wellington community to deliver a program identified by MomenTIM and Quit B Fit. Students selected recently completed the Deadly Choices Education program at Wellington High.

The opportunity to listen to high profile mentors who have experience struggling with mental health was very powerful, it demonstrated the reality for the participants. Many of them could identify with some of the themes discussed and supported to express their own thought and observations.

The feedback from the students speaks volumes how these camps can really add to each of their life's journey. Student comments "That you can change your life at any stage", "Don't be ashamed of your culture" & "that we had fun as a group and we did activities that we have never done"

In September, Gidgee Healing Mt Isa arranged a camp to Riversleigh station 270Km north of Mt Isa. MomenTIM WACHS selected 2 participants to attend this camp. The Lawn Hill Pastoral Company, Waayni people invited MomenTIM as they identify the need for youth to experience a cultural experience,





Cattle Station work and listen to stories from Preston Campbell and Joel Thompson and their battles with Mental illness. The camp gave insight into Farm life and allowed the participants to self-explore and become in tune with the country they walked on.

The participants had an opportunity to work together as one in the cattle yard for the day drafting, dipping, marking and tagging Brahman stock, the station currently running 25K head of stock. This work demonstrated Communication, teamwork and self-belief to attempt a new skill that they were not comfortable and needed to adapt quickly. The positive feedback received from the Manager of the property outlined the raw natural untapped ability of these young men and their capacity to achieve their own goals.

Preston Campbell and Joel Thompson addressed the group and their battles with mental health during their careers and post football. Preston discussed how on the outside everything looked great but behind the scenes, he contemplated suicide and eventually attempted suicide. Preston

explained how just one person's influence saved his life by accessing support to talk about his emotions. Joel's childhood life experiences shaped his behaviour as a young person which nearly lead him to becoming incarcerated and his football career over before it began. Joel's ability to overcome adversity and challenges that lay before all indigenous people invigorated the group to understand we all have choices and the power to be our own individual self to achieve your goals not somebody else's.

Visits to Champagne falls an untouched piece of paradise from the fresh water underground bores exemplified the unique untouched human presence but you could feel our ancestors watching our movements and ensuring our protection. The group Lawn Hill National Park visited a sacred Men's site "wild dog dreaming" Boodjamulla and viewed ancient paintings on rock face and canoed the rivers along the gorge. National Parks and Wildlife ranger gave insight into the management of the park and the significance to keep it maintained for future generations.

Aboriginal Children's Therapy Team



ACTT continues to provide Allied Health to Aboriginal children living in Dubbo aged birth to eight years. Our clinic at the Aboriginal Child Maternal Hub is where the majority of our assessments and therapy for Speech Pathology, Occupational Therapy and Psychology take place. Beyond our clinic, we offer our clients preschool and school based intervention as required. Our main service partners are Buninyong Preschool and Allira Child Care Centre. Both of these early childhood settings receive pre and post testing for all children at the start and end of the year as well as school readiness groups to improve speech, language, fine and gross motor skills. We also participated in two community networking meetings including the Dubbo Early Years Group and Dubbo Communities for Children that occur each month. The team has also participated in many community and school based NAIDOC events throughout the year.

Achievements

- Since establishing the ACTT service in 2011 we have serviced over 1000 families.
- ACTT presented a paper at The National Rural Health Conference on 'Creating a Successful Partnership between Aboriginal Health Workers and Allied Health Clinicians'. This presentation discussed the evidence and best practice for Allied Health Clinician and Aboriginal Health Worker Partnerships as well as the model developed and used by ACTT.
- ACTT hosted a community event for Aboriginal Children's Day that was attended by 500 preschool age children. They participated in a Traditional Indigenous Games mini Olympics. This event was held in partnership with ACTT, ANFPP, TIS and Healthy 4 Life.

- Hosted a final year Speech Pathology Student from The University of Sydney for an 8-week placement in rural and indigenous health.

Completion of internal quality improvement projects for ACTT including;

- feedback and surveys annually for staff, clients, schools and external agencies
- review of school based intervention, change in service delivery models to increase client outcomes and access to service



Aboriginal Children's Therapy Team Stats 2016/2017

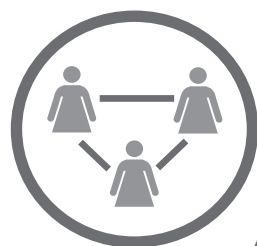
78%
ATTENDED

1957

22%
NOT ATTENDED

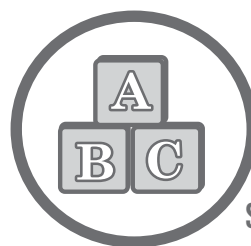
APPOINTMENTS

^75% FROM 2016



188

NEW REFERRALS
^21% FROM 2016



112

SCHOOL BASED SCREENINGS

OCCUPATIONAL THERAPY



674

CLIENT CONTACTS

548 ACTT HUB | 126 OUTREACH

PSYCHOLOGY



238

CLIENT CONTACTS

SPEECH THERAPY



1090

CLIENT CONTACTS

909 ACTT HUB | 181 OUTREACH



Bila Muuji CQI



Project Purpose

The purpose of the Bila Muuji CQI Project is to provide effective, high quality primary health care for Aboriginal people accessing Bila Muuji services.

Five Bila Muuji sites are included in this project; Wellington, Walgett, Coonamble, Dubbo and Orange.

Project Aim

The aim of the Bila Muuji CQI Project is to embed CQI practices to support improvement of health care quality across Bila Muuji services.

Project Objectives

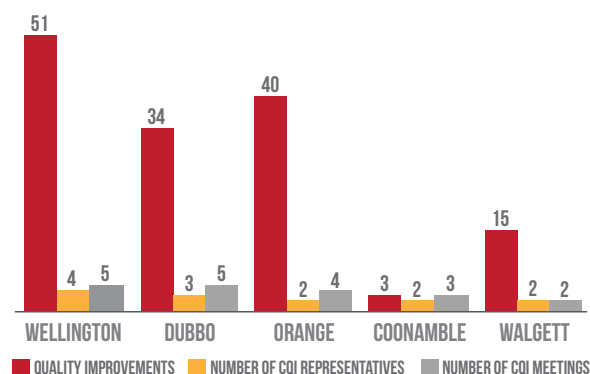
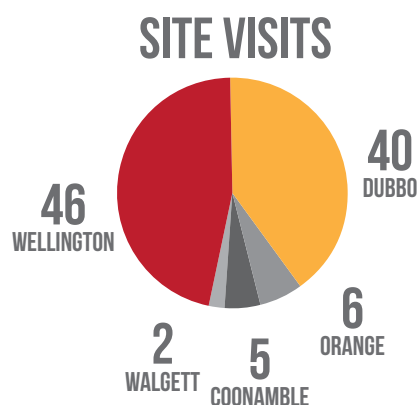
The objectives of this project are to:

1. Establish a managed network to oversee the development, piloting and implementation of a managed CQI network for Bila Muuji
2. Undertake an evaluation of the CQI network and CQI activities of the Bila Muuji CQI Project

Representatives attended the workshop from each of the Bila Muuji services, the Aboriginal Health and Medical Research Council, the Centre for Epidemiology and Evidence and the Centre for Aboriginal Health. Workshop participants identified a range of priority activities in line with the National CQI Framework for Aboriginal and Torres Strait Islander Primary Health Care 2015 – 2025. This included improving coordination of existing CQI activities by establishing strong leadership and governance through a managed CQI network, identification of CQI clinical leads across Bila Muuji services and the appointment of a CQI Practice Coordinator to develop tools and implement

CQI activities going forward. This document builds upon the key priorities identified at the Dubbo workshop and the CQI project proposal developed by Wellington Aboriginal Corporation (WACHS).

Five Bila Muuji sites are included in this project; Wellington, Walgett, Coonamble, Dubbo and Orange.



Key projects to date

Formulation of strong relationships amongst the group

Developing sound relationships with the key people in the participating AMS was the first step. The intent was to build trust and a culture of collaboration and support rather than 'I will tell you how to do it approach'.

The focus is on the promotion of the CQI Network as the strength in the project and the role of the co-coordinator is to support that Network its goals and its development.

Aboriginal health Check (715) audit tool trail and development

The Audit tool was created by the CAH and trailed in the Bila Muuji CQI network, with the aim of improving the quality of the health checks currently being provided with in each health service

This was a trial of the Audit tool.

Great things that were identified e.g. smoking status/ medication history/ allergies in the medical history and physical examination.

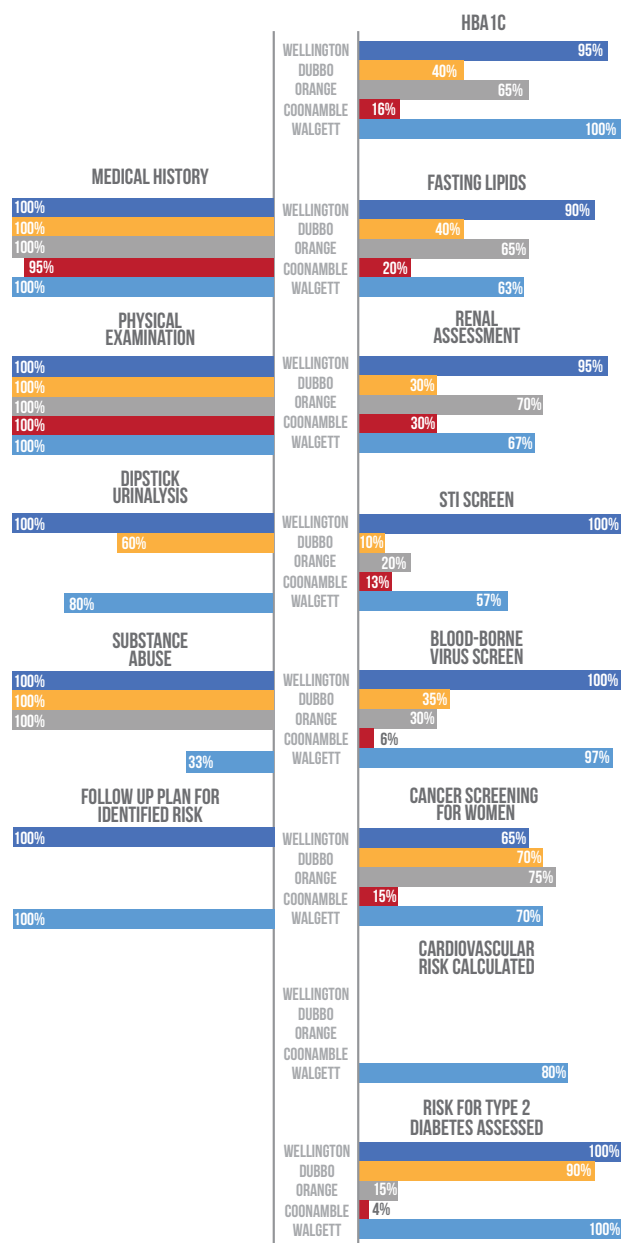
Lessons Learnt in the first 12 months of the project

Challenges

All five of the participating AMS's already have an understanding of Continuous Quality Improvement and are committed to embedding Quality into their organisational structure. They have shown a willingness to engage with the Bila Muuji Project.

1. At times their capacity to do so at the level they would like is affected by lack of resources i.e. staff absences. These absences are for various reasons such as illness, family issues, funerals, study leave. Some can be planned for but replacement staff are not always easy to secure and need time to be orientated to the service. This requires use of an already scarce resource, time. Sometimes human resources are thinly spread. This reduces the capacity to fulfil some commitments. The result is some managers taking work home after hours and weekends.

715 AUDIT RESULTS



Good result overall, less optimal in some areas ie STI Screening also less then optimal things CVR status recording very low.

Results documented regarding areas that require investigation by each site and less then optimal number of urine analysis etc.

2. Each AMS is in a different phase of developing their CQI processes and need support at a local level to build their Quality System
3. Managers need support to attain and maintain the skills and knowledge required to achieve in their positions. There is a need to develop a Skills Matrix required for the position and develop a self-assessment tool. This could determine what education is required and how we can contribute to supporting managers and their staff to improve their skills and confidence. An example of this is a request I received from one Manager and robustly supported by another to have training to manage a meeting, including preparing an agenda and taking minutes
4. Sometimes there is benefit to looking more broadly for solutions. By building the skills required i.e. reflective practice and promoting the sharing ideas, helps differentiate what is a resource deficit or a process/approach problem and can lead to real solution
5. Orientation and Induction are key to developing a quality culture. Orientation and Induction Manuals are very important to integrate new staff to the organisation but they do not stand-alone. It is important that a conversation is had with each new staff member about the importance of maintaining a strong, positive organisational cultural, and stating what that culture is and why it is important. In other words expectation should be explicit not implicit
6. A QMS system such as but not exclusively LogiQC, is a critical component of a quality system. Building the system

takes time and patience but the organisations will reap the benefit of embedding processes that ensure Quality is at the core of their organisation

7. Building and maintaining trust, working cooperatively and collaboratively are important for the success of the project.

Plans for moving forward

1. Continue to work collaboratively, share information, resources and continue to work with each AMS to embed quality into their organisation. I plan to continue onsite visits in accordance with the needs of the individual AMS as well as communication via Yammer forum, Newsletter email and phone.
2. Work with the individual AMS and the CQI Network to implement CQI Quality Action Plan.
3. CQI network meetings to have Training component included.



Maayu Mali:
Moree Aboriginal Residential
Rehabilitation Service



Following the review of our clinical program and content we have spent 2017 embedding the changes into our daily practices. This has been achieved and is evidenced in our statistical data, particularly our rise in completion rates for this period. We have been supported with this through our partnership with St Vincent's around our program design allowing for a truly culturally relevant delivery of these programs to our clients.

The addition of an outreach worker through St Vincent de Paul has also allowed us to have a more robust program allowing for aftercare for clients. With this has also come the addition of an onsite counselling service to our clients which has made an overwhelming difference in meeting clients' needs.

During this time WACHS has valued the

support and input of David Kelly and Adrian Webber from St Vincent's, members of our Clinical Advisory Group (CAG) Janet Curran Project Manager, CEO Darren Ah-See and the WACHS Board

Highlights

- The High Number of Referrals that have come through and continue to come through to our Centre
- The over whelming feedback received from community, Service providers clients and their families regarding Maayu Mali and how its run and the support it provides to clients and their families
- The completion rate by residence attending out Centre has risen by 30% on last year's completions for residence completing our program

Patient Story

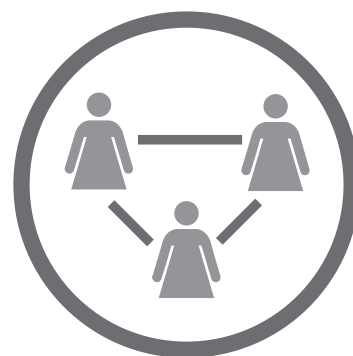
Several clients have been attending TAFE courses with 4 clients enrolled in Business Skills certificate of attainment, 3 clients enrolled in the First Aid Certificate and at this stage 4 clients enrolled in the White Card Certificate. We also plan for clients to complete a Barista certificate on site with dates to be set in the near future. I will be working with TAFE Moree and Janet to look at what TAFE courses we will continue with as this has been a great aspect of our program recently and the client's outcomes have been great.



55 RESIDENTS
ATTENDED
THE CENTRE



16 COMPLETED
THE PROGRAM
^30% FROM 2016



86
REFERRALS



100%
OF CLIENTS ACCEPTED RECEIVED
HEALTH CHECKS

Greater Western Aboriginal Health Services



In February this year, WACHS announced that it had been successful in its bid to tender for the provision of culturally appropriate Aboriginal and Torres Strait Islander health services to the Western Sydney , Nepean and Blue Mountains areas.

The Commonwealth funding had been awarded to WACHS under the Indigenous Australian's Health Program for Western Sydney, Nepean and Blue Mountains regions through until 2018.

As this was a joint tender with the Commonwealth, The NSW Ministry of Health also provided funding for the provision of culturally safe services for Aboriginal people including population health, chronic care, mental health and drug and alcohol.

The transition from WentWest to WACHS

operations took place on the 1st April and has been a smooth process with existing staff joining the WACHS team.

We have implemented the WACHS standards, procedures, policies and IT Systems to assist the staff in providing the best quality care for our Western Sydney clients.

The scope of the arrangement includes operations of the Aboriginal and Torres Strait Health Services provided from the Mt Druitt premises as well as Aboriginal health services to Penrith and the Healthy4Life services to Nepean / Blue Mountain area.

Whilst the Mt Druitt service is currently operational, WACHS plans to open the Penrith and Nepean / Blue Mountains services in the beginning of 2018.





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