



WAMS

ANNUAL REPORT

2022 - 2023



*For the community,
By the community, since 1986*







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Health is Life is Health



BOARD OF DIRECTORS REPORT JULY 2022 TO JUNE 2023

Introduction

The north-western region has had their share of environmental upheaval once more. In the summer heat – October to December – we experienced a deluge of rain, isolating the Walgett township from all points of the compass. The two rivers were in flood many people had to leave their homes and, in some circumstances, their animals, to seek alternate housing.

Whilst emergency service personnel were welcomed from various locations across N.S.W., the local people, with local knowledge, were the leaders and the guides to bring people to safety and to deliver emergency supplies to those who were not in a position to leave their homes. Walgett is fortunate for the levee bank to remain solid and steadfast. Special recognition must be afforded to our local transport drivers, Richard Sharpley and Arthur Murray. Their local knowledge aided other SES personnel, who travelled to our region to provide assistance, during these times.

The resilience of our local community members, bringing them to higher ground, offering care packages of foods and personal products, is commendable to the unity of people when confronted with a battle against the elements. The recovery processes continued for the duration of the reporting period – e.g., restoring public highways, domestic roads, removing mud from homes and external dwellings (e.g. garages, sheds). An exhaustive process for those who were in this unfortunate situation, while attempting a degree of “normality” for their families.

The COVID pandemic also “lurked” around our rural towns. WAMS staff and their families contracted the virus at varying times, resulting in our workforce declining for unexpected and lengthy periods. Whilst the legislative requirements were altered, health personnel continued to apply basic public health procedures both for themselves and their clients.

At the final quarter of this reporting period, the WAMS Directors were fortunate to confirm a meeting with the Walgett Shire Council Mayor, fellow Councilors and senior personnel. To share a lunch along with general conversation, allowed both agencies to communicate their concerns for social growth and commercial development of the Local Government Area.

Visitors to WAMS

Country hospitality is offered to any individual or delegations of people who take the time to visit our community and our organisation. WAMS provide an overview of their work both locally and across their service area, explaining the frequency of programs, workplace relationships and partners.

From the floodings that occurred early in the financial year, several approaches were made by local agencies to various Ministers in regard to their concerns about emergency services, homelessness, housing, water quality, food security and health provision.

Walgett community people were given the opportunity to discuss such concerns with two NSW Government Ministers. Minister Rose Jackson who is the Minister for Water, Minister for Housing, Minister for Homelessness, Minister for Mental Health, Minister for Youth and Minister for the North Coast and Minister Ryan Park who is the Minister for Health and also the Minister for Regional Health. Having both Ministers visit at a time when the north-western towns were in a “recovery mode” from the floods, afforded people to raise their concerns with repairs to unsafe public highways and domestic roads,

As part of her official ceremonies in Lightning Ridge, the Governor, the Honourable Margaret Beazley and her husband, Mr Wilson, took a detour on their return journey back to Sydney and spent several hours at WAMS. Directors and staff that attended were afforded the opportunity to discuss local history, WAMS origins, social and environmental topics. They were both conversant with rural living and understanding professional and personal isolations for those choosing to live and work beyond the mountain ranges. Prior to their departure, an invitation was extended to morning tea at Government House for WAMS personnel, when they have free time on a visit to Sydney.



Partners of WAMS

Networking, relying on professional colleagues to link together for service provision, is an essential element in the delivery of comprehensive primary health care. From local relationships to national connections, we would not have had the resources we have acquired over many years of lobbying.

It with sincere appreciation and gratitude that WAMS were recognised by our local Elders agency, the Dharriwaa Elders Group, by both the donations of automatic sanitisers units for BAMS and WAMS, as well as presenting a Certificate of Recognition for the work of personnel during the commencement of COVID restrictions. Working in partnership is necessary for our rural towns.

Quality

It was a very proud moment for WAMS to receive formal certification of three years accreditation with Te Wana for meeting several standards, including governance, service delivery and stakeholder relationships. We are required to provide regular updates on the standards, e.g. what we have achieved and what is in progress. WAMS extend their gratitude to our community members who are key to maintaining our business, our staff who are involved in achieving the accreditation and our stakeholders who extend their professional support in shared client care.

WAMS have made several enquiries in regard to their application to be registered with the National Insurance Disability Scheme (NDIS). We have been informed that our application has been received and is being processed. It is concerning that some twelve months have passed from when the initial application occurred.

Quality in Culture

The corporate branding of WAMS via the artwork of Frank Wright will be expanded across our official documents. Such documents include the Strategic Plan, Annual Report, etc as well as staff signatures, stationery and other materials formally labelling our organisation.

Gamilaraay language continues to be displayed on doors and several places within the properties. Identification our local language is a source of positive mental health and well-being for our community, reaffirming Aboriginal identity, history and the local dialect. Reviving our living history.

The recording of the local history of the 1965 Freedom Rides Memorial Park is in its first stage of design. Initial communications with the Perkins family confirmed their support of our works. A delegation of WAMS personnel visited several archival institutions – i.e. AIATSIS, the State and National Museum and the State Archives. Once the information was collated by an appointed historian, our local artist Frank Wright, created the visual to the graphics around the four sides of the vault itself.

invitations were distributed to attend the launch of the park and the website. First and foremost to receive the invitations were the “students” who travelled on the bus to Walgett, families and friends of those who were present on this very significant day - all those years ago. Whilst many students indicated they were unable to attend, their recall of the events was very clear. They were pleasantly surprised that, as no commemoration was in existence; it was a local Aboriginal organisation who took the lead to create such a physical space. As we close the reporting period, the four panels are now attached in preparation for the launch in July 2023. We are also excited to launch the website at the same time. Further stages of the park and the website will continue over future years.



Quality in Governance

At the Annual General meeting held in March, Mrs Mary Purse was re-appointed as the Chairperson. The additional four Directors – Ms Hall, Mrs Trindall, Ms Janissen and Ms Peters were also re-appointed. The Auditing firm of Ryan and Rankmore were not endorsed to continue the auditing works of WAMS. The members endorsed the appointment of Crowe, a firm who is also engaged by Aboriginal Community Controlled Organisations (ACCHO's). The WAMS Directors wish to formally express appreciation to Mr Kevin Rankmore and his team for their reliable services over many years.

Towards the end of the calendar year (2022), Coolamon Advisors conducted a Governance workshop for all of the Directors. The content of the workshop paralleled the revision of the WAMS Strategic Plan document. The Plan has undergone several edits, due to changing operations of WAMS. It is anticipated the document shall be complete and final at the end of this financial year.

Brewarrina Aboriginal Medical Service (BAMS)

Constant lobbying and advocacy to renovate the rented property continues to fall on deaf ears. It is increasingly difficult to maintain or repair the facility to a safe and comfortable standard. At the end of this financial year, the very heavy industrial front door fell off.

Coincidentally, we finally received positive news. Funds were granted to construct a purpose-built facility, a new design for BAMS that accommodates the current operations as well as projected growth over the coming years. The Project Managers who directed the expansions development in 2021, have been engaged for these works.

With the land purchased for the new facility, there is additional space to locate staff housing. Funds were separately sourced to move the existing demountable situated at the local caravan park and to be placed alongside the new demountable that will be purchased in the forthcoming financial year.

Conclusion

WAMS continue to experience staff shortages, due to many reasons, not excluding incentives offered, higher salaries, social support and location, location, location. It is very pleasing to have personnel who enjoy living in our community and working with our local staff and residents. The Directors are empathetic to the circumstances surrounding workforce and are very grateful for our local people who are the foundation of the organisation.

On the June long weekend, we shared exciting news with the Chief Executive Officer, Christine Corby, who became a recipient of a Member of the Order of Australia (AM). Such recognition showcases the work of WAMS, its service area and the networks and partnership that have been fostered through her tireless advocacy and associations.

Our rural communities are unique but have a common interest of maximizing resources and creating unique opportunities to expand businesses. WAMS continues to demonstrate its strength, endurance and capacity within the social determinants of health. The definition of holistic care is inclusive of employment, education, housing and personal safety.

My role as Chairperson has given me the opportunity to meet like-minded people, wanting to invest in our community's profile. I formally give thanks to my fellow Directors, working as a team, sharing their experiences in their respective associations. To the staff, I extend my gratitude for their work ethic, their client care and their team work. One cannot exist without the other.

**MARY PURSE, CHAIRPERSON
BOARD OF DIRECTORS**



Health is Life is Health

Walgett Aboriginal Medical Service Limited

ANNUAL REPORT 2022/2023



Walgett Aboriginal Medical Service Ltd

ABN 78 014 990 451

Annual Financial Report

For the financial year ended 30 June 2023

Celebrating over 37 years of Service since 1986

Funded by: Federal Dept of Social Services – National Indigenous Australians Agency
NSW Health – Rural Doctors Network – Western NSW Primary Health Network



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

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Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Directors Report

The Directors present their report together with the financial statements of Walgett Aboriginal Medical Service Ltd (the "Corporation") for the year ended 30 June 2023.

1. Directors

The Directors of the Corporation at any time during or since the end of the financial year are:

Mary Purse
Carol Janissen
Iris Hall
Doreen Peters
Jenny Trindall
Elizabeth Kennedy

2. Information on directors

The names of each person who has been a director during the year and to the date of this report are:

Name	Position	Occupation	Appointed/Resigned
Mary Purse	Chairperson	Retired	
Iris Hall	Director	Retired	
Carol Janissen	Secretary	Australian Unity	
Doreen Peters	Director	TAFE services coordinator	
Jenny Trindall	Director	-	Appointed 17 April 2023
Elizabeth Kennedy	Director	Enrolled Nurse	Resigned 25 July 2022

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

3. Principal activities

The principal activity of Walgett Aboriginal Medical Service Limited during the financial year were to:

- foster and strengthen the development of Aboriginal culture and identity;
- provide an accessible medical service to Aboriginal people;
- provide health promotion programs that meet the needs of Aboriginal people;
- assist Aboriginal people to use existing health services effectively; and
- promote understanding among the members of the health system (at all levels), the general community and politicians so that adequate provision is made for the needs of Aboriginal people.

There were no significant changes in the nature of the activities of the Corporation during the year.

4. Review of operations and results of those operations

Operating results

The operating result of the Corporation amounted to a profit of \$2,131,272 (2022: \$2,135,624).

5. Significant changes in the state of affairs

There were no significant changes in the state of affairs of the Corporation that occurred during the financial year under review.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Directors Report

6. Events subsequent to the reporting date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors, to affect significantly the operations of the Corporation, the results of those operations, or the state of affairs of the Corporation, in future financial years.

7. Likely developments

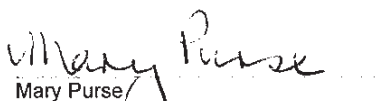
The directors are not aware of any likely developments that will materially affect the results of the Corporation's operations in future financial years.


8. Meeting of directors

	Number eligible to attend	Number attended
Mary Purse	12	12
Iris Hall	12	12
Carol Janissen	12	12
Doreen Peters	12	9
Jenny Trindall	4	4

9. Auditor's independence declaration

The auditor's independence declaration is set out on page 22 and forms part of the Directors report for the financial year ended 30 June 2023.


Mary Purse
Director
Date: 29/2/2024


Doreen Peters
Director
Date: 29/2/2024



Walgett Aboriginal Medical Service Ltd
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Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue	2	12,028,155	10,787,461
Expenses			
Administration Expenses		(715,755)	(543,580)
Consultants & Professional Fees		(425,576)	(434,044)
Contractors		(867,787)	(838,866)
Employee Expenses		(4,178,359)	(3,980,726)
Loss on Disposal of Assets		(513,919)	(213,797)
Medical & Dental Supplies		(1,170,467)	(1,189,444)
Motor Vehicle Expenses		(163,007)	(120,038)
Occupancy Costs		(255,155)	(226,097)
Program Costs		(162,202)	(110,848)
Repairs & Maintenance		(748,781)	(260,478)
Travel & Accommodation Expenses		(234,345)	(141,907)
Other Expenses		(84,679)	(45,380)
Depreciation and Amortisation		(793,214)	(738,553)
Total Expenses		(10,313,248)	(8,843,759)
Surplus from Operations		1,714,907	1,943,702
Other Income			
Fair Value Gain on Investments		13,907	-
Net Interest		191,198	888
Other Income	3	305,524	191,033
Total Other Income		510,629	191,921
Other Comprehensive Income			
Revaluation Decrement		(94,265)	-
Total Comprehensive Income		2,131,272	2,135,624

These statements should be read in conjunction with the attached compilation report.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Statement of Financial Position

As at 30 June 2023

	Note	2023 \$	2022 \$
Assets			
Current Assets			
Cash and Cash Equivalents	4	12,538,869	8,317,361
Trade and Other Receivables	5	541,986	23,177
Other Current Assets	6	118,413	189,659
Total Current Assets		13,199,268	8,530,197
Non Current Assets			
Investments	7	13,907	-
Property, Plant and Equipment	8	14,024,926	13,692,999
Total Non Current Assets		14,038,834	13,692,999
Total Assets		27,238,102	22,223,195
Liabilities			
Current Liabilities			
Trade and Other Payables	9	936,060	461,032
Lease Liabilities	10	40,798	165,499
Employee Benefits	11	426,410	433,726
Contract Liabilities	12	4,511,632	1,990,953
Total Current Liabilities		5,914,899	3,051,209
Non Current Liabilities			
Lease Liabilities	10	130,987	127,876
Employee Benefits	11	55,179	38,346
Total Liabilities		6,101,065	3,217,431
Net Assets		21,137,036	19,005,765
Equity			
Retained Earnings	13	21,137,036	19,005,765
Total Equity		21,137,036	19,005,765

These statements should be read in conjunction with the attached compilation report.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Statement of Changes in Equity

For the year ended 30 June 2023

	2023	2022
	\$	\$
Retained Earnings		
Opening Balance	19,005,765	16,870,141
Comprehensive Income		
Profit for the year	2,225,536	2,135,624
Loss on revaluation of Property Plant & Equipment	(94,265)	-
Total Retained Earnings	21,137,036	19,005,765

These statements should be read in conjunction with the attached compilation report.



Walgett Aboriginal Medical Service Ltd
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Cash Flow Statement

For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Cash Flows from Operating Activities			
Cash Receipts from Customers		1,604,219	956,283
Cash Receipts from Government and Other Grants		12,901,986	10,848,130
Cash Paid to Suppliers and Employees		(8,607,824)	(7,819,193)
Interest Received		198,298	2,492
Cash Generated from Operations	4	6,096,679	3,990,712
Cash Flows from Investing Activities			
Acquisition of Property, Plant and Equipment		(1,815,854)	(846,006)
Proceeds from Sale of Property, Plant and Equipment		62,272	131,818
Net Cash used in Investing Activities		(1,753,582)	(714,188)
Cash Flows from Financing Activities			
Payments of Lease Liabilities		(121,588)	(281,406)
Net Cash used in Financing Activities		(121,588)	(281,406)
Net Increase in Cash and Cash Equivalents		4,221,509	2,995,118
Cash and Cash Equivalents at the Beginning of the Year		8,317,360	5,324,728
Cash and Cash Equivalents at the End of the Year	4	12,538,869	8,317,360

These statements should be read in conjunction with the attached compilation report.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Notes to the Financial Statements

For the year ended 30 June 2023

Note 1 Accounting Policies

Reporting Entity

Walgett Aboriginal Medical Service Ltd (the 'Corporation') is domiciled in Australia. The Corporation's registered office is at 37 Pitt St, WALGETT, NSW, 2832.

Basis of Preparation

These financial statements are general purpose financial statements for distribution to the members and have been prepared in accordance with Australian Accounting Standards - Simplified Disclosures made by the Australian Accounting Standards Board and Interpretations of the Australian Accounting Standards Board, and the *Australian Charities and Not-for-profits Commission Act 2012*.

Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Critical Accounting Estimates & Judgements

The Directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances. These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below:

Key estimates - impairment of property, plant and equipment

The Corporation assesses impairment at the end of each reporting period by evaluating conditions specific to the Corporation that may be indicative of impairment triggers.

Key estimates - Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain property, plant and equipment.

Key estimates - Employee entitlements

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Use of judgements and estimates

In preparing these financial statements, management has made judgements and estimates that affect the application of the Corporation's accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis.

Details of the specific judgements, estimates and assumptions that have the most significant effects on the amounts recognised in the financial statements are summarised in the Notes.

Changes in Significant Accounting Policies

A number of new standards are also effective from 1 July 2022 but they do not have a material effect on the Corporation's financial statements.

Certain new accounting standards and interpretations have been published that are not mandatory for the reporting period. The Corporation did not early adopt these Accounting Standards and Interpretations that are not yet effective. It is not expected that these changes will have a material impact on comparative and future year results.



Walgett Aboriginal Medical Service Ltd
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Notes to the Financial Statements

For the year ended 30 June 2023

Standards/Interpretations	Issue Date	Operative Date
AASB 2020-1 - Classification of Liabilities as Current or Non-current	Mar-20	01/01/2023
AASB 2021-2 - Disclosure of Accounting Policies and Definition of Accounting Estimates	Mar-21	01/01/2023
AASB 2022-1 - Initial Application of AASB 17 and AASB 9	Mar-22	01/01/2023
AASB 2022-10 - Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities	Dec-22	01/01/2024

Income Tax

No provision for income tax has been raised as the Corporation is exempt from income tax under Div. 50 of the *Income Tax Assessment Act 1997*.

Property Plant & Equipment

i. Recognition and measurement

Assets are measured using the cost model, where the asset is carried at its cost less any accumulated depreciation and impairment losses. Costs include purchase price, other directly attributable costs and the initial estimate of costs of dismantling and restoring the asset, where applicable.

Assets that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Subsequent expenditure is capitalised only if it is probable that the future economic benefits associated with the expenditure will flow to the Corporation.

ii. Depreciation

The depreciable amount of all property, plant and equipment, except for freehold land is depreciated on a straight-line method from the date that management determine that the asset is available for use.

Assets held under a finance lease and leasehold improvements are depreciated over the shorter of the term of the lease and the assets useful life.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed Asset Class	Depreciation Rate
Buildings	2.5% - 10%
Plant and Equipment	4.5% - 40%
Motor Vehicles	20% - 25%

Depreciation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

Leases

At inception of a contract, the Corporation assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

This involves an assessment of whether:

- The contract involves the use of an identified asset - this may be explicitly or implicitly identified within the agreement. If the supplier has a substantive substitution right then there is no identified asset.
- The Corporation has the right to obtain substantially all of the economic benefits from the use of the asset throughout the period of use.
- The Corporation has the right to direct the use of the asset i.e. decision making rights in relation to changing how and for what purpose the asset is used.



Walgett Aboriginal Medical Service Ltd
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Notes to the Financial Statements

For the year ended 30 June 2023

Lessee accounting

The non-lease components included in the lease agreement have been separated and are recognised as an expense as incurred.

i. Right-of-use asset

At the lease commencement, the Corporation recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Corporation believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term or the assets estimated useful life on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

ii. Lease liability

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Corporation's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Corporation's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Fair Value of Assets

'Fair value' is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date in the principal or, in its absence, the most advantageous market to which the Corporation has access at that date. The fair value of a liability reflects its non- performance risk.

A number of the Corporation's accounting policies and disclosures require the measurement of fair values, for both financial and non- financial assets and liabilities.

When one is available, the Corporation measures the fair value of an instrument using the quoted price in an active market for that instrument. A market is regarded as 'active' if transactions for the asset or liability take place with sufficient frequency and volume to provide pricing information on an ongoing basis.

If there is no quoted price in an active market, then the Corporation uses valuation techniques that maximise the use of relevant observable inputs and minimise the use of unobservable inputs. The chosen valuation technique incorporates all of the factors that market participants would take into account in pricing a transaction.

If an asset or a liability measured at fair value has a bid price and an ask price, then the Corporation measures assets and long positions at a bid price and liabilities and short positions at an ask price.

Financial Instruments

i. Recognition and initial measurement

Financial instruments are recognised initially on the date that the Corporation becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).



Walgett Aboriginal Medical Service Ltd
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Notes to the Financial Statements

For the year ended 30 June 2023

ii. Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Corporation classifies its financial assets into the following categories, those measured at:

- amortised cost; or
- fair value through profit or loss - FVTPL.

Financial assets are not reclassified subsequent to their initial recognition unless the Corporation changes its business model for managing financial assets.

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

The Corporation's financial assets measured at amortised cost comprise trade and other receivables, cash and cash equivalents and other financial assets in the balance sheet.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income and impairment losses are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for financial assets measured at amortised cost.

When determining whether the credit risk of a financial asset has increased significantly since initial recognition and when estimating ECL, the Corporation considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Corporation's historical experience and informed credit assessment and forward looking information.

The Corporation uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Corporation uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Corporation in full, without recourse to the Corporation to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Credit losses are measured as the present value of the difference between the cash flows due to the Corporation in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Corporation has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in bad debt expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.



Walgett Aboriginal Medical Service Ltd
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Notes to the Financial Statements

For the year ended 30 June 2023

Where the Corporation renegotiates the terms of trade receivables due from certain customers, the new expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

Other financial assets measured at amortised cost

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

iii. Financial liabilities

Subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Corporation comprise trade and other payables and lease liabilities.

Impairment of Assets

At the end of each reporting period the Corporation determines whether there is an evidence of an impairment indicator for non-financial assets.

Where an indicator exists and regardless for indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss.

Employee Benefits

i. Short-term employee benefits

Liabilities for wages and salaries that are expected to be settled wholly within 12 months after the end of the period in which the employees render the related service are recognised in respect of employees' services up to the end of the reporting period and are measured at the amounts expected to be paid when the liabilities are settled. The liabilities are presented as current employee benefit obligations in the balance sheet.

ii. Other long-term employee benefits

The liabilities for long service leave are not expected to be settled wholly within 12 months after the end of the period in which the employees render the related service. They are therefore measured as the present value of expected future payments to be made in respect of services provided by employees up to the end of the reporting period. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the end of the reporting period of high quality corporate bonds with terms and currencies that match, as closely as possible, the estimated future cash outflows. Remeasurements as a result of experience adjustments and changes in actuarial assumptions are recognised in profit or loss.

The obligations are presented as current liabilities in the balance sheet if the Corporation does not have an unconditional right to defer settlement for at least twelve months after the reporting period, regardless of when the actual settlement is expected to occur.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Notes to the Financial Statements

For the year ended 30 June 2023

Cash and Cash Equivalents

Cash comprises cash on hand and demand deposits. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

Current and Non-Current Classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: It is either expected to be realised or intended to be sold or consumed in the Corporation's normal operating cycle; It is held primarily for the purpose of trading; It is expected to be realised within 12 months after the report period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: It is either expected to be settled in the Corporation's normal operating cycle; It is held primarily for the purpose of trading; It is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Revenue & Other Income

Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Corporation expects to receive in exchange for those goods or services.

Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer;
2. Identify the performance obligations;
3. Determine the transaction price;
4. Allocate the transaction price to the performance obligations; and
5. Recognise revenue as and when control of the performance obligations is transferred.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Corporation have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

The revenue recognition policies for the principal revenue streams of the Corporation are:

Rendering of services

The Corporation earns revenue from provision of professional services, incorporating consulting advice. Revenue is recognised over time in the accounting period when services are rendered.

Sales

Revenue is recognised at the point the customer purchases the goods and services. Payment of the transaction price is due immediately at the time of purchase.

Grant revenue

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when there is reasonable assurance that the grant will be received and all grant conditions will be met, it is probable that the economic benefits gained from the grant will flow to the Corporation and the amount of the grant can be measured reliably.

When grant revenue is received whereby the Corporation incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the balance sheet as a liability until the service has been delivered to the contributor, otherwise the grant is recognised



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Notes to the Financial Statements

For the year ended 30 June 2023

as income on receipt.

The Corporation receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the balance sheet, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

Donations

Donations and bequests are recognised as revenue when received.

Interest revenue

Interest revenue is recognised using the effective interest rate method.

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except:

- where the amount of GST incurred is not recoverable from the taxation authority, it is recognised as part of the cost of acquisition of an asset or as part of an item of expense; or
- for receivables and payables which are recognised inclusive of GST.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables.

Cash flows are included in the statement of cash flows on a gross basis. The GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified within operating cash flows.

Comparative Amounts

Comparatives have been restated to reflect the current year presentation of the financial statements. No prior year adjustments have been performed and the total balances have not been altered.

Trade and Other Receivables

Trade receivables are recognised initially at the transaction price (ie cost). Most sales are made on the basis of normal credit terms and do not bear interest. Receivables are not discounted to present value.

At the end of each reporting period, the carrying amounts of trade and other receivables are reviewed to determine whether there is any objective evidence that the amounts are not recoverable. Debts are written off once attempts at recovery of the debt have ceased.

Contingent Liabilities and Contingent Assets

The Corporation does not have any contingent liabilities or contingent assets at 30 June 2023 (2022: \$nil).

	2023	2022
	\$	\$
Note 2 Revenue and Other Income		
Disaggregation of Revenue		
Dental Fees Received	22,700	11,246
Doctors Fees	1,128,514	785,210
Grants Income	10,876,941	9,991,005
Total	12,028,155	10,787,461

Information about the performance obligations arising under each of the above categories of revenue, including a description of when the entity typically satisfies its performance obligations, the significant payment terms, the nature of the goods and services provided, obligations for returns, refunds and other similar obligations, and types of warranties and related obligations is provided together with the accounting policies for revenue in Note 1. This note also details the methods used to recognise revenue for performance obligations satisfied over time.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Notes to the Financial Statements

For the year ended 30 June 2023

Contract assets arising from contracts with customers giving rise to revenue are disclosed as part of 'trade and other receivables'.

		2023	2022
	Note	\$	\$
Note 3 Other income			
Other Income			
Other Income	3	305,524	191,033
Fair Value Gain on Investments		13,907	-
Total Other Income		319,432	191,033

Other Income			
Government Subsidies		23,175	14,091
Recovered Expenses		63,133	67,164
Rents Received		87,797	55,420
Sundry Income		131,419	54,359
Total Other Income		305,524	191,033

Note 4 Cash and cash equivalents

Reconciliation of Cash

For the purposes of the statement of cash flows, cash and cash equivalents include cash on hand and in banks, net of outstanding bank overdrafts. Cash and cash equivalents at the end of the reporting period as shown in the statement of cash flows can be reconciled to the related items in the statement of financial position as follows:

	2023	2022
	\$	\$
Cash and Bank Balances	12,542,920	8,328,567
Credit Cards and Overdrafts	(4,051)	(11,207)
	12,538,869	8,317,361

	2023	2022
	\$	\$
Note 5 Trade and Other Receivables		
Current		
Trade Debtors	541,986	23,177
Total Current Trade and Other Receivables	541,986	23,177

Impairment of receivables

The Corporation applies the simplified approach to providing for expected credit losses prescribed by AASB 9, which permits the use of the lifetime expected loss provision for all trade receivables.

To measure the expected credit losses, trade receivables have been grouped based on shared credit risk characteristics and the days past due. The loss allowance provision as at 30 June 2023 incorporates forward looking information.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Notes to the Financial Statements

For the year ended 30 June 2023

	2023	2022
Note 6 Other Current Assets	\$	\$
Prepayments	118,413	189,659
Total Other Current Assets	118,413	189,659
	2023	2022
Note 7 Investments	\$	\$
Shares at Market Value	13,907	-
Total Investments	13,907	-
	2023	2022
Note 8 Property, Plant and equipment	\$	\$
Land & Buildings	16,761,890	16,719,230
Accumulated Depreciation	(4,515,712)	(4,381,809)
Net carrying amount at 30 June 2023	12,246,178	12,337,421
Plant & Equipment	3,013,810	2,556,024
Accumulated Depreciation	(1,977,132)	(1,783,870)
Net carrying amount at 30 June 2023	1,036,678	772,154
Motor Vehicles	1,320,967	1,118,696
Accumulated Depreciation	(578,896)	(535,272)
Net carrying amount at 30 June 2023	742,071	583,424
Total Property, Plant & Equipment	14,024,926	13,692,999

Reconciliation of carrying amount	Land and Buildings	Plant and equipment	Motor vehicles	Total
Balance at the beginning of the year	12,337,421	772,154	583,423	13,692,999
Additions	996,294	457,786	356,486	1,810,566
Disposals	(557,551)		(33,607)	(591,158)
Depreciation	(435,721)	(193,262)	(164,231)	(793,214)
Fair Value Decrement	(94,265)			(94,265)
Balance at 30 June 2023	12,246,178	1,036,678	742,071	14,024,926

Revaluation

A valuation on land and buildings was performed during the year ended 30 June 2023 by Preston Rowe Paterson. This valuation resulted in a fair value decrement of \$94,265 being recorded, this has been recognised in the statement of profit and loss and other comprehensive income.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Notes to the Financial Statements

For the year ended 30 June 2023

	2023	2022
	\$	\$
Note 9 Trade and Other Payables		
Current		
GST Payable	181,862	42,145
Payroll Liabilities	68,072	49,491
Super Accruals Payable	31,851	29,067
Trade payables	478,070	117,140
Accrued Expenses	176,204	223,189
Total Current	936,060	461,032

Note 10 Leases

A. CORPORATION AS A LESSEE

The Corporation has leases over a range of motor vehicles.

Information relating to the leases in place and associated balances and transactions are provided below.

The Corporation leases motor vehicles with lease terms varying from 2 - 3 years, the lease payments are fixed during the lease term. No new motor vehicle leases were entered into during the financial year ended 30 June 2023.

The Corporation entered into a lease agreement for the installation of solar panels. Base instalments are \$3,090.78 ex. GST for a term of 60 months. The end of term residual value is \$38,719 ex. GST.

a) Lease liabilities

Right-of-use assets related to leased properties are presented as property, plant and equipment.

	2023	2022
	\$	\$
Current Lease Liabilities		
Lease Liability	40,798	165,499
Total Lease Liabilities	40,798	165,499

Non-Current Lease Liabilities

Lease Liability	130,987	127,876
Total Lease Liabilities	130,987	127,876

	2023	2022
	\$	\$
Note 11 Provisions		
Current		
Employee Entitlements	422,810	422,839
Purchased Leave	3,600	10,886
Total Current	426,410	433,726



Notes to the Financial Statements

For the year ended 30 June 2023

	2023	2022
	\$	\$
Note 11 Provisions		
Non-Current		
Employee Entitlements	55,179	38,346
Total Non-Current	55,179	38,346
	2023	2022
	\$	\$
Note 12 Contract Liabilities		
Unexpended Project Grants	4,511,632	1,990,953
Total Contract Liabilities	4,511,632	1,990,953
	2023	2022
	\$	\$
Note 13 Retained Earnings		
Opening Balance	19,005,765	16,870,141
Current Year Earnings	2,131,272	2,135,624
Total Retained Earnings	21,137,036	19,005,765

Note 14 Related Parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

Key Management Personnel Transactions with the Corporation

	2023	2022
	\$	\$
Short Term Benefits		
Base Salary	846,460	727,692
Annual Leave Movement	20,205	24,760
Total short-term benefits	866,665	752,452
Superannuation	74,123	61,019
Total post-employment benefits	940,788	813,471
Other Long-Term Benefits		
Long Service Leave Movement	1,762	(10,639)
Total other long-term benefits	1,762	(10,639)
Total KMP Transactions	942,550	802,832

Other Related Party Transactions

From time-to-time members of Key Management Personnel will utilise services provided by the Corporation. These transactions are on normal commercial terms and conditions no more favourable than those available to other members of the Aboriginal community unless otherwise stated. Such transactions are considered trivial and domestic in nature and hence are not required to be disclosed any further.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Notes to the Financial Statements

For the year ended 30 June 2023

	2023	2022
Note 15 Auditor's Remuneration	\$	\$
Audit and Review Services		
Crowe Audit Australia		
- Audit and Review of Financial Statements	25,000	-
Ryan & Rankmore Chartered Accountants		
- Audit and Review of Financial Statements	-	30,250
	25,000	30,250

Note 16 Subsequent Events

The financial report was authorised for issue on 28 February 2024 by the Board of Directors.

Other than the current disclosures, there has not been any other matter or circumstance occurring subsequent to the end of the financial year that has significantly affected, or may significantly affect, the operations of the Corporation, the results of those operations, or the state of affairs of the Corporation in subsequent financial periods.



Walgett Aboriginal Medical Service Ltd
ABN 78 014 990 451

Directors Declaration

The Directors of the Corporation declare that:

1. The financial statements and notes, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* ;
 - a) the comply with Australian Accounting Standards - Simplified Disclosures and;
 - b) give a true and fair view of the financial position as at 30 June 2023 and of the performance for the year ended on that date of the Corporation.
2. In the Directors' opinion, there are reasonable grounds to believe that the Corporation will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.


Mary Purse
Director

Date: 29/2/2024


Doreen Peters
Director

Date: 29/2/2024



Walgett Aboriginal Medical Service Limited

ABN: 82 323 047 390

Crowe Audit Australia

ABN 13 969 921 386

Audit and Assurance Services

Dubbo Office

2 Commercial Avenue

Dubbo NSW 2830 Australia

PO Box 654

Dubbo NSW 2830 Australia

Tel 02 6883 5600

Fax 02 6884 2242

Bathurst Office

157 George Street

Bathurst NSW 2795 Australia

PO Box 684

Bathurst NSW 2795 Australia

Tel 02 6330 2200

Fax 02 6330 2299

www.crowe.com.au

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Directors of Walgett Aboriginal Medical Service Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Crowe Audit Australia

Gabriel Faponle
Audit Partner
Registered Company Auditor No. 513644

Dated at Dubbo on the 29th day of February 2024

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Independent Auditor's Report to the members of Walgett Aboriginal Medical Service Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Walgett Aboriginal Medical Service Limited (the Corporation), which comprises the statement of financial position as of 30 June 2023, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Corporation is in accordance with the Division 60 of the *Australian Charities and Not-For-Profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Corporation's financial position as at 30 June 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards – Simplified Disclosure and the Division 60 of the *Australian Charities and Not-for-Profits Commission Regulations 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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Crowe Audit Australia

ABN 13 969 921 386
Audit and Assurance Services

Dubbo Office

2 Commercial Avenue
Dubbo NSW 2830 Australia
PO Box 654
Dubbo NSW 2830 Australia
Tel 02 6883 5600
Fax 02 6884 2242

Bathurst Office

157 George Street
Bathurst NSW 2795 Australia
PO Box 684
Bathurst NSW 2795 Australia
Tel 02 6330 2200
Fax 02 6330 2299

www.crowe.com.au



Other Information

The directors are responsible for the other information. The other information comprises the information contained in the Directors' Report for the year ended 30 June 2023 but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report, or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Report

The directors of the Corporation are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Corporation or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Corporation's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Corporation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.



- Conclude on the appropriateness of the directors use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Corporation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Corporation to cease to continue as a going concern.
- Evaluate the overall presentation, structure, and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

Crowe Audit Australia

Crowe Audit Australia

Gabriel Faponle
Audit Partner
Registered Company Auditor No. 513644

Dated at Dubbo on the 29th day of February 2024



FINANCE AND ADMINISTRATION REPORT JULY 2022 TO JUNE 2023

Introduction

The Finance and Administration Department has two main functions;

- 1) Maintain the Financial records of the organisation. This includes payroll, prepare the accounts for audit and provide financial reporting to the funding bodies.
- 2) Provide Administrative support to WAMS. This includes but is not limited to; handling accommodation and travel bookings for visiting specialists and staff, coordinating external trades, purchases, insurance schedules, Asset registers and other files.

Thanks to WAMS's Auditing firm, Ryan and Rankmore, Kevin Rankmore, Jason Brown, and their audit team for all their hard work in getting the audit completed.

I would like to acknowledge the following organisations for their ongoing funding;

- The Australian Government Department of Social Services
- The National Indigenous Australians Agency (formerly The Australian Government Department of the Prime Minister and Cabinet)
- The NSW Ministry of Health
- The Western Local Health District
- NSW Rural Doctors Network
- Western NSW Primary Health Network

Staffing

Personnel:

- | | |
|-------------------|--|
| • Mathew Baker | Manager Finance |
| • Mellisa Timmins | Finance Assistant |
| • Vacant | Administration Assistant, Administration Team Leader |

Cleaning Team

Personnel

- | | |
|--------------------|-------------|
| • Caran Doolan | Team Leader |
| • Kerry Kennedy | |
| • Deborah Fernando | |
| • Anne Peacock | |
| • Jaykoda Sharpley | |

Overview

WAMS finished the year with a total funding and other revenues of \$12 million including \$1.1 million in Medicare, an improvement over the previous year's revenue figures which were affected by COVID restrictions. WAMS has spent over \$1.8 million on new capital equipment, dental equipment, renovations of WAMS facilities and accommodations and improvements to our IT equipment and software.



Walgett

It has been a year of recovery and getting back to business in Walgett. We have been focussed on filling vacancies and restoring services to pre-Covid operations.

With thanks to the Australian Government Department of Social Services and NSW Ministry of Health we saw increases to our funding for mental health programs. We also received supplementary financial support from NACCHO and the AHMRC for our COVID testing and mental health programs.

We lodged successful applications for further works on the development of the Freedom Ride Memorial. We have also received further funding for capital asset maintenance for our medical and accommodation buildings.

We have completed comprehensive upgrades to the computer terminals and upgrades to the Network server and telephone systems as part of our ongoing IT efforts. There have been extensive maintenance works carried out on several properties, including but not limited to the reflooring and repainting of the Administration Building, Fencing installed around Euragai Goondi and several other security improvements.

Brewarrina

Brewarrina too has been recovering and moving to a post Covid back to business. We were successful in lobbying the Australian Government Department of Social Services for an additional finding for mental health services and suicide prevention.

\$5 Million in funding for a purpose-built facility for Brewarrina has been approved which, once built, will give us our own fully owned facility for services at Brewarrina.

Brewarrina also received additional funds for both COVID response strategies from The Australian Government Department of Social Services and The NSW Ministry of Health.

Works have also progressed on improving the accommodations available to medical services staying in Brewarrina.

Conclusion

Overall, 2022/23 has seen considerable progress in our recovery after the prolonged COVID19 lockdowns and flooding.

In closing I would also like to acknowledge the continuing support and advice of the CEO (and that of Katrina Ward as COM) along with my team, Mrs. Mellisa Timmins. Thank you.

MATHEW BAKER
FINANCE MANAGER



CHIEF EXECUTIVE OFFICERS REPORT JULY 2022 TO JUNE 2023

Introduction

The health and wellbeing of individuals continues to be a primary concern for both BAMS and WAMS service areas. A mixture of floods, COVID and water quality is not a recipe for positive health and wellbeing. One of our staff travelled by boat to work, in order to offering front line care and assistance for those experiencing difficulties. Without a consolidated effort, at a local level, such a rapid response would not have been achieved.

Staff once again, stood up to the task of supporting clients by working in partnership with the emergency services. Travelling by car, boat and helicopter to members of our community was integral to re-enforcing the delivery of health care and social support. Their local knowledge of the waterways and their leadership allowed the visiting frontline services to increase their time to travel to people in distress.

Visitors to WAMS

Having an “open door” can sometimes inhibit our daily operations, our core business. However, WAMS do believe in the importance of extending a welcome to our town and to our business from persons far and wide.

At the beginning of the reporting period, the Honourable Margaret Beazley and her husband, Mr Wilson, toured the Walgett Local Government Area during a time of community events. WAMS were keen to show them local Aboriginal culture, history and language, as well as viewing the very successful community garden under the management of Annie Deane. Both keen gardeners themselves, they were impressed by the health and size of the produce and the variety that was grown.

During the second half of the reporting period, the State government commenced their travels to our regional towns. Walgett hosted two Ministers to their community. Minister Rose Jackson (Minister for Water, Minister for Housing, Minister Homelessness, Minister for Mental Health, Minister for Youth and Minister for North Coast), along with Minister Ryan Park (Minister for Health and Minister for Regional Health) both expressing their concern in regard to the social dynamics.

Partners of WAMS

To bring resources to BAMS and WAMS, to ensure that our business is updated in modern technology requires ongoing advocacy for staff and for Directors. The networks and linkages that we have created are a result of such consistent and concerted efforts.

Health agencies, government and non-government agencies are regular visitors to Walgett. Whilst we recognise the importance of working together as a collective unit, it can be difficult to do so when staff are placed in an uncomfortable situation, e.g. there is an imbalance of shared care and/or shared data. I commend staff who have had to navigate such “diplomatic” paths on behalf of clients and their families.

WAMS have several formal Memorandums of Understandings, Service Level Agreements and documents that demonstrate the equal partners in such arrangements. We are pleased to work in conjunction with Walgett Shire Council in their delivery of community programs for several events such as Youth Week, Reconciliation Week, Harmony Day, Beat the Heat and NAIDOC week.

We wish to recognise the outcomes that have been achieved with the Dharriwaa Elders Group and their philanthropic colleagues on a national platform to espouse local concerns on housing occupancy, water quality and food security. These social determinants are key contributors in living a healthy and safe way of life.



The creation of a local based training and education program in collaboration with the University of Newcastle continues to be delayed beyond our control. WAMS recognise that designing a local-based professional development facility in conjunction with secondary education is an opportunity to employ people on site and on country, without the emotional and financial pressures.

Quality

To ensure personnel Contracts and Job Descriptions, are aligned with legislative and corporate regulations, as well as staff appraisals, a HR service has been engaged. Having a professional and qualified agency with personnel who have worked for many years in the ACCHO sector, affirms WAMS commitment to securing people who are au fait with our philosophies. Staff were invited to speak about their own issues and about work performances.

WAMS have prepared themselves for a review to be undertaken to be organisationally re-accredited. Both Directors, staff, stakeholders, and consumers will have an opportunity to share their experiences of WAMS and its service delivery. An initial meeting was held for Directors and staff in early 2022, to be familiar with the processes of accreditation, responsibilities of both layers of WAMS businesses, to produce documents and records that meet the standards of such certification.

After several delays, the actual review was conducted the last week of this financial year. It shall be some time before an outcome is received. At the end of the 2023 calendar WAMS was confirmed by Te Wana to successfully be accredited year for 3 years. The next annual review shall occur in mid-2025. To ensure our operations meet the stands for the duration. WAMS shall supply quarterly reports on their activities across all aspects of their works.

Quality in Culture

It is very exciting to see construction progressing at the Freedom Ride Memorial Park. Secured fencing, the photos surrounding the vault, deciding on the site for the plants, creating a curved pathway has created a very positive curiosity by community members and visitors as they walk along the main street.

Invitations have been extended to persons who directly participated in the 1965 protest and/or their descendants to be interviewed. Such memories are the foundation to create recordings of local Aboriginal history and archiving these memories for our future generations.

The opening of both the Freedom Ride Memorial Park and the website shall be held in the first month of the next financial year. Invitations have been sent to various key stakeholders, government officials, family members and the original SAFA students. Six plants will be placed around the area, which shall commemorate several identities who had key involvement in February 1965.

We have commenced implementing corporate branding for WAMS with our Frank Wright artwork, by updating all our business documentation. For the next stage, a decision will be made regarding a staff uniform. Wearing the same garments, this will solidify the organisations physical appearance complementary to the corporate branding, ensuring visual connectivity for staff and promoting a unified organisation to the community.

Since our opening of the expansions in 2021, both staff, clients and community members have expressed the importance of accurate signage, that is easy to read with script large enough for individuals who are visually impaired. Inside the entry to the clinic at Pitt Street, an internal "Wayfinding" sign is currently in design which shall also have Gamilaraay language as part of its directions.

Quality in Governance

Our Directors are kept up to date with governance training, which leads to an informed Board member's experience, proper management of conflicts of interest and risk, a good understanding of and planning for financial controls and an organisation that thrives through adversity. They are currently booked for continuing governance training in the next financial year.



Quality in Operation

The design of the Strategic Plan is nearing completion. The document will have supporting Plans within specific fields of operation. A Business Plan, Human Resources and Infrastructure documents are the first papers that have evolved from the Strategy. Tasks identified, timelines planned and personnel accountable are components of each report. Once the Directors confirm their endorsement, Managers will then meet with staff to determine priorities and create pathways to achieve outcomes for operations.

We are yet to receive a response from the NDIS Commission in regard to our application to be registered in the delivery of client care under the National Insurance Disability Scheme (NDIS). Having this eligibility will allow WAMS to access allied health and specialist care which clients urgently require.

Community Events/Health Promotion Programs

When the opportunity arises, staff are present to support activities as well as offering financial sponsorship. Such occasions include the following;

AECG	SRG	School Awards	ANZAC
Local Community Working Party	International Women's Day	Police Aboriginal Advisory Council	Local Interagency
St Joseph's Primary School	Local High and Primary Schools	Family Planning NSW	LEMC
Walgett Shire Council Harmony Day	Walgett Shire Council Reconciliation	Walgett Shire Council Australia Day	Walgett Shire Council Sorry Day
Walgett Shire Council Meet & greet event	Walgett Shire Council Reconciliation Day	Christmas raffle – vouchers purchased to boost local economy	Walgett Shire Council NAIDOC

The Health Expo held in May is an example of collective partnering. Fourteen agencies gathered together at the local oval to offer service demonstrations, engage youth in team competitions, participate in activities, sample delicious foods (cultural and contemporary). Several raffles of health related prizes aligned with the theme of living healthy, staying well.

The installation of audio information of WAMS businesses, the message on the electronic signboard, using social media and sponsoring the local radio station all form our advocacy and publicity to members of the community.

While meetings can take staff away from client care, we believe that their attendance at meetings according to their work roles are an essential criterion of their employment. Listed below are several meetings that are regularly held in our town.

CDAT	Youth Week	Remembrance Day	Walgett Show
Children's Health Checks (Primary schools)	Health Checks (High School)	Women's Health Checks	Men's Health Checks
Children's Day	Elders Health Checks	Dharriwaa Elders Group	Fruit and vegetable deliveries

(NSW) Aboriginal Health and Medical Research Council (AHMRC)

Membership to the AHMRC is integral to networking across the sector, accessing professional development, being informed of health and social updates pertinent to an ACCHO. From governance training and information to staff professional development, recruitment and conferences, the AHMRC is the key lead for our sector.



At the AHMRC's CQI conference we were pleased to hear the name of Joseph Gordon from the BAMS site, announced as "Emerging Talent Award WAMS was pleased to be the recipient of the Sustainability Impact Award at the CQI State Forum event held in Sydney. This award is presented to WAMS for the work in the community gardens and food distribution. We would like to also acknowledge the outstanding contribution of Annie Deane in the hard work that goes into the planning, design and upkeep of the community garden.

National Aboriginal Community Controlled Health Organisation (NACCHO)

Personnel attended the Annual General Meeting of the NACCHO members held in Canberra. With over one hundred and forty representatives from across the nation, it is an opportunity to listen to presentations by like-minded colleagues, to view exhibition displays that supply information on services to the sector, be updated on current health challenges, but more importantly to connect with other member services and affiliated organisations.

Conclusion

We find that planning any one day often leads to interruptions, delayed responses and unexpected circumstances. WAMS is varied and surprising. Never boring. Having an ad-hoc conversation or planned discussions, can lead to opportunities for expanding and updating our businesses.

My thanks and appreciation is always extended to the Directors and to the staff. To the Directors who are strategic thinkers, planning for service growth and enhancing client care. To the staff who live and work in the WAMS footprint, or those who offer a visiting service. Each individual is a piece of each working day.

As we step away from our thirty-seventh year and move into the final years to reaching a fortieth milestone, WAMS realise the importance of creating a corporate memory, a community memory, a legacy for those who walk this path in years to come. To locate those who left their tracks, to contact personnel involved in WAMS since 1986, we have engaged an historian who has accepted the task of making contact with as many people who can be contacted and experienced the "WAMS journey". Publicity will commence to invite those who wish to contribute to the legacy, to leave their tracks, to share the WAMS world.

CHRISTINE CORBY. AM
CHIEF EXECUTIVE OFFICER



CHIEF OPERATIONS MANAGER REPORT JULY 2022 TO JUNE 2023

Introduction

The COM provides cultural leadership across the organisation and is responsible for the management and growth of the public health and social and emotional wellbeing programs. The COM oversees the managers to ensure WAMS operations are managed effectively and achievement of the agreed program performance indicators occurs.

This role also supports the CEO's achievement of organisational objectives and facilitates delivery of business operations across both WAMS and BAMS. The position also includes overseeing Human Resources (HR) and recruitment.

Whilst for a portion of the year a HR Consultant was employed the COM worked closely with them until the HR Consultant resigned due to illness which saw the COM overseeing Human Resources internally with the assistance of executive management team.

This initiative has been beneficial as it has provided the pathway for updating essential onboarding documentation related to human resources and recruitments such as, employee contracts, job descriptions, performance appraisals and recruitment processes and welcome packages.

Impacts affecting service delivery.

The ongoing effect of the Covid 19 pandemic had impacted the workforce with staff shortages continuing during the reporting period. Staff have been fortunate to be upskilled with CommuniCare training which has been paramount for the flow on effect of Medicare claiming processes.

Without staff willingness and commitment to WAMS it would be difficult to provide such essential and professional services for the local and surrounding communities. The Pandemic continued to take its toll on the staffing of the organisation with an extraordinary amount of leave being taken due to COVID outbreaks and staff fatigue. This has led to having a domino effect creating an extraordinarily low level of staffing and difficulties meeting service targets.

Through maintaining a regular advertising campaign many positions were filled by the end of the financial year, with more expected to be filled in the coming months. COVID 19 outbreaks and major flooding events played havoc to normal operations but, with ongoing support and teamwork, staff were able to adapt and be flexible within their roles to provide the services required.

Staff readily adjusted and encouraged community to support each other to increase community resilience. WAMS and BAMS continued providing vaccination clinics to reduce the effects of both covid and flu viruses including the Japanese encephalitis vaccine (JEV) which, due to the floodwater waters, contributed to an increased mosquito population and risk of infections occurring.

WAMS Medical Practitioners

WAMS was fortunate to have employed Dr Nina Dowling as a full time General Practitioner (GP), following her relocating to the Walgett district permanently. Dr Amy Derrick was also employed as a GP Registrar and settled in smoothly. This was made possible through a pilot program with RACGP supplying remote supervisors for Dr Amy.

Locums GP's were also utilised in meeting the medical demands of the local and surrounding communities.



Accreditation

During the reporting period the Clinic Practice Manager resigned which shifted the responsibility of clinic operation to the Acting Clinic Practice Manager (ACPM and the Chronic Disease Manager (CDM). The clinic was due for its the 3-year Accreditation assessment which I thank the CDM and clinic team who streamlined and organised the clinic processes which, in turn, provided stability and support for staff to successfully achieve the accreditation standards.

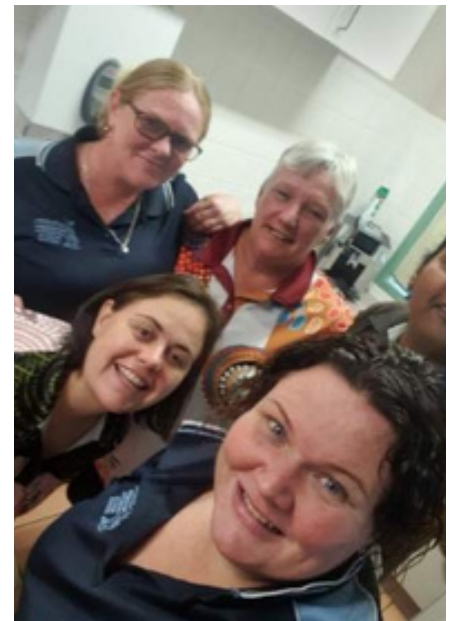
WAMS had also been active in being successful in achieving Quality Assurance Accreditation through Te Wana. This accreditation focuses on quality improvement activities to monitor and evaluate systems in place always striving to improve the service. BAMS was also successful in being accredited for another three years achieving all standards with AGPAL in April 2023.

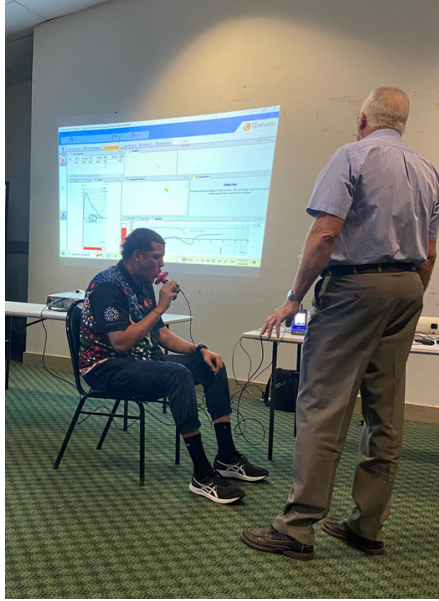
Another proud moment for the WAMS organisation was the achievement of winning the AH&MRC CQI State Forum Awards - Sustainability Impact Award which is in acknowledgement of the outstanding result of the Community Garden, installation of solar panels and rainwater tanks.

In conclusion, although the impacts of the pandemic continued and major flooding events caused business operations to be interrupted, having a flexible approach has contributed to positive changes occurring. WAMS/BAMS organisational structure and business activities will benefit future operations of WAMS/BAMS allowing for future growth of the services presently available.

I would like to personally thank all staff who have continued to focus on providing improved services for our local and surrounding communities.

KATRINA WARD
CHIEF OPERATIONS MANAGER







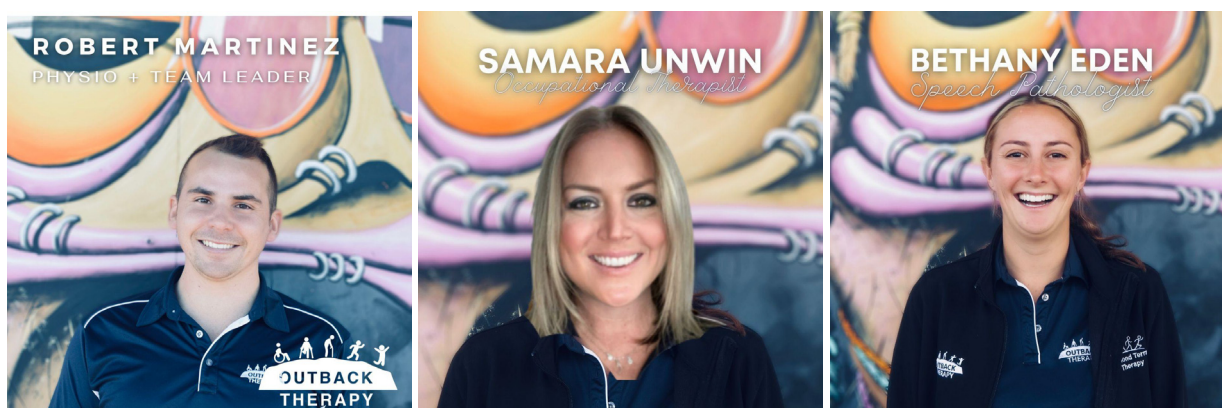
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ALLIED HEALTH



OUTBACK THERAPY ALLIED HEALTH SERVICES 2022-2023

WALGETT ABORIGINAL MEDICAL SERVICE



OVERVIEW

Outback Therapy is a branch of Raymond Terrace Therapy, and proudly provides Allied Health services to Walgett Aboriginal Medical Service (WAMS). Outback Therapy allied health services delivered to WAMS include; Physiotherapy, Speech Pathology and Occupational Therapy.

Outback Therapy has had another delightful year (2022-2023) in its partnership with WAMS and remains dedicated to serving the community after resurfacing in full force post COVID-19. Despite the challenges posed by the past few years across the health industry, Outback Therapy has persevered and continued to provide essential allied health services to those in the Walgett community through WAMS.



Outback Therapy 2022-2023 WAMS



Throughout 2022-2023, there has been a gradual return to a more traditional service delivery model, and this positive shift has been evident through the surge in referrals and a significant increase in the uptake of face-to-face service provisions. This renewed interest in direct interaction highlights the trust and confidence that the community has placed in Outback Therapy and WAMS ability to adapt and maintain high-quality services despite the challenges presented by the times.

Outback Therapy's innovative and flexible service delivery approach has been instrumental in ensuring that our therapeutic offerings remain accessible and effective. This forward-thinking approach has enabled us to seamlessly demonstrate our commitment to the community by continuing to deliver critical support to individuals and families who rely on our services.

The partnership with WAMS has brought about exciting opportunities for Outback Therapy to expand our reach and make a meaningful impact for this rural community. By joining forces with the esteemed WAMS organisation, Outback Therapy has gained access to a broader network of like-minded health professionals, cutting-edge resources, and a diverse WAMS team, inclusive of Aboriginal Health Workers. Working collaboratively optimises the ability to develop meaningful and culturally competent connections with the Walgett community and further enhances our ability to serve community members with the utmost care & expertise.

Outback Therapy's commitment to providing exceptional services remains unwavering, and we strive to ensure that our therapeutic interventions make a positive and lasting difference in the lives of those we serve. Through the collaborative efforts of the dedicated team at WAMS and the support of the community, Outback Therapy continues to excel in promoting holistic health and wellbeing, getting everybody feeling back to normal following a undoubtedly shaky couple of years.



Picture: Community Health Expo (Rob & Beth)

Outback Therapy 2022-2023 WAMS



SPEECH PATHOLOGY

ALLIED HEALTH PROFESSIONAL

Miss Bethany Eden
Speech Pathologist (March 2021 - present)

SERVICE PROVIDED

- ❖ Provision of paediatric speech pathology services in the clinic, school, within the home and home programs
- ❖ Provision of Adolescent and Adult speech pathology services in the clinic, community and home consultation
- ❖ Speech, language and literacy; assessment and recommendations
- ❖ School Screenings
- ❖ Use of Telehealth services where appropriate
- ❖ Incorporation of WAMS Aboriginal Health Workers in service delivery
- ❖ Resource development: Culturally sensitive Activity Packs, assessments, resources
- ❖ Liaising with and supporting local services; schools, preschools, Western NSW Local Health District
- ❖ Fortnightly book reading at Goonimoo Playgroup (see photo) and upskilling of Goonimoo staff in communication development
- ❖ Outreach services to Goodooga and Brewarrina

Over the previous year, Beth (Speech Pathologist) has continued to provide fortnightly Speech Pathology services to WAMS and outreach services to Goodooga and Brewarrina. Beth has supported clients of all ages and abilities to work toward their communication goals.

Beth has continued to focus on creating positive relationships with local services including the schools and preschools in Walgett by providing regular service directly in the school and preschool settings. Beth has also begun a fortnightly book reading program at Goonimoo playgroup to promote how book reading can support language development, enhance relationships with families in the community and support upskilling educators in communication development.

Beth has provided health promotion resources and education sessions which have assisted in an increase in referrals and promotion of how Speech Pathology can support the Walgett community. Beth also attended the Walgett Health Expo to promote the Speech Pathology profession.

Outback Therapy 2022-2023 WAMS



SPEECH PATHOLOGY

Beth has developed a streamlined approach to the Speech Pathology service, there is currently no waitlist for services which ensures more clients are being seen.

The Speech Pathology service continues to be embedded with WAMS service offerings. Clients accessing Speech Pathology services at WAMS note that they love the large, exciting therapy space in the Chronic Disease Building which allows for imagination and playful therapy. We are excited for the future of Speech Pathology at WAMS, to continue enhancing service delivery and utilising the vibrant and welcoming therapy space.



Book Reading at Goonimoo Playgroup
with Speech Pathologist Beth Eden



Providing Speech Pathology Outreach
Services to Goolooga

Outback Therapy 2022-2023 WAMS



OCCUPATIONAL THERAPY

ALLIED HEALTH PROFESSIONAL

Miss Samara Unwin
Occupational Therapist (2019 - present)

SERVICE PROVIDED

- ❖ Provision of paediatric Occupational Therapy review and assessments
- ❖ Provision of Occupational Therapy to adolescents and adults
- ❖ Home programs
- ❖ Play Group intervention / information sessions
- ❖ School Screenings
- ❖ Post care hand and upper limb injury
- ❖ My Aged Care referrals and assessment
- ❖ Equipment prescription and exploration of funding options
- ❖ Funding applications and advocating for individuals
- ❖ Fall prevention and mobility equipment provision
- ❖ Home environment review and modifications recommendations
- ❖ Liaising with and supporting local services; schools, preschools, Western LHD

Over the previous year, Samara (Occupational Therapist) has provided monthly Occupational Therapy (OT) outreach services to WAMS. The OT service has continued to grow over the past 12 months, getting back to routine after COVID.

The OT delivered through WAMS addresses the needs of all of the community, from paediatrics, to adults, to our elders. The OT service is provided to all areas of the local community and surrounding areas.

The Occupational Therapy service has grown to include a regular monthly outreach service to Collarenebri, a joint service provision with Samara (OT) and a WAMS Aboriginal Health Worker, it includes support to the daycare and school.

Additional training has been completed to enrich the OT service and further diversify the resources available to the Walgett community. The addition of Lymphoedema Services and Driving assessments can be included in the upcoming year.

Outback Therapy 2022-2023 WAMS



OCCUPATIONAL THERAPY

The Occupational Therapy role continues to adapt and incorporate the growing and changing needs within the community. The Therapist has been asked to become involved with ongoing and emerging local groups; such as Local Children's play groups (Goonimoo) and the Elders group.

The service also offers Telehealth and remote access of WAMS practice software to allow for continued service delivery. This includes indirect client service provision; this may include funding reports for home modification to adapt the home environment to be better suited for individual needs. The Telehealth Service also has addressed issues of geographical isolation for some residents, who are unable to travel, therefore increasing access to service and providing a more inclusive service to the Walgett community.

Occupational Therapy Clinics are also being offered in surrounding areas supported by WAMS service catchment and innovative approaches to further reduce barriers of accessibility. A monthly OT clinic provided at Collarenebri supported by a WAMS Aboriginal Health Worker, and a Brewarrina Aboriginal Medical Service (BAMS) OT service is run on a needs basis. Again, increasing access to remote communities to this service.



The Occupational Therapy and Speech Pathology Room

Located within WAMS Chronic Disease Building

Outback Therapy 2022-2023 WAMS



PHYSIOTHERAPY

ALLIED HEALTH PROFESSIONAL

Mr Robert Martinez
Physiotherapist (2014 - present)

SERVICE PROVIDED

- ❖ Paediatric physiotherapy review and assessments
- ❖ Physiotherapy services across the age span
- ❖ Musculoskeletal conditions assessment & intervention & Acute conditions
- ❖ Group programs: Cardiorespiratory rehabilitation “ Heart Matters”
- ❖ Chronic and complex disease management
- ❖ Outpatient service provision within the clinic and community
- ❖ Palliative care
- ❖ Complex and chronic pain management
- ❖ Team Leader for Allied health team
- ❖ Incorporation of WAMS Aboriginal Health Workers in service delivery

Over the previous year, Rob Martinez (Physiotherapist) has continued to provide monthly physiotherapy outreach to WAMS. Physiotherapy at WAMS continues to provide a wide ranging physiotherapy service for acute and chronic conditions.

Our physiotherapist provides services from a clinic within the newer WAMS building and continues to deliver individual and group programs within the Exercise Therapy Room (ETR). The specialised gym equipment allows rehabilitation, improves accessibility and allows variety for exercise options.

2022-2023 has seen the physiotherapy service return to the new normal with a high uptake and referrals. The WAMS physiotherapy service is the only available physiotherapy service in the Walgett region. There continues to be a strong community need for physiotherapy across the lifespan



The physiotherapy led cardiorespiratory rehabilitation, “Heart Matters” continues to be a valuable WAMS service offered to the community, now having two weekly groups. “Heart Matters” is delivered in the ETR and co-facilitated by Annie Deane (Life Modifications).

Outback Therapy 2022-2023 WAMS



PHYSIOTHERAPY

In 2023, Outback Therapy proudly maintained its long-standing commitment to providing allied health services to WAMS, with Physiotherapy being its most established and sought-after service. Rob is celebrating his ninth year of service to the vibrant community of Walgett under WAMS.



Since our 2021-2022 report, Robert has also joined the team at Brewarrina Aboriginal Medical Service (BAMS) and is absolutely thrilled with the experience so far. As part of Outback Therapy, he brings with him the passion and dedication to further broaden access to experienced and specialised physiotherapy advice for rural and remote communities. Robert aims to provide a monthly to bimonthly service to BAMS.

Looking ahead, Robert is excited about the Physiotherapy services delivered at WAMS and BAMS. His vision includes the introduction of more diverse programs and the seamless continuation of the existing high-quality services. Robert is determined that through his enthusiasm and commitment to enhancing Physiotherapy services, he will leave a positive impact on the lives of those he serves, promoting health and well-being in “the Outback”.

Outback Therapy continues to support WAMS health promotion programs and community events. In 2023 Beth (SP) and Rob (Physio) attended the Walgett Health Expo as a representative of WAMS and hosted an exhibition on Allied Health Professional services.

The future of Physiotherapy at WAMS and BAMS looks promising, thanks to Robert's dedication and the support of the entire WAMS, BAMS and Outback Therapy teams.

Outback Therapy 2022-2023 WAMS



Health is Life is Health

BREWARRINA



BREWARRINA REPORT JULY 2022 TO JUNE 2023

Introduction

WAMS continues to maintain the arrangement with the Department of Social Services to enable the community of Brewarrina to access quality health care by continuing to manage the operations of the Brewarrina Aboriginal Medical Service (BAMS). The team includes not only qualified and professional staff but also many visiting specialists, allied health professionals and contractors who all work together with a shared goal to improve the overall primary care health outcomes of the local and surrounding communities.

Purpose Built Facility

WAMS has been successful in acquiring a grant to construct a new purpose built Aboriginal Medical Service building in Brewarrina for BAMS. This has been made possible through the Federal Government's \$120 million allocated for major capital works at community-controlled organisations. The project will improve First Nations health services, as well as provide the facilities clinical staff need to deliver culturally-safe and appropriate care to the local and surrounding communities. A block of land has been pre-purchased across from Baiame's Ngunnhu ancient traditional fish traps which will also provide a culturally appropriate setting to host health promotions and events. Chief Operations Manager, Katrina Ward, is excited to oversee such an important project for enhancing medical services for the Brewarrina community and expects the project to be completed mid-2025.

Accreditation

Our diligent staff continuously work toward improving excellence in the quality of services provided by the team and visiting allied health providers. These achievements are recognised through being successfully accredited with AGPAL Quality in Practice which was renewed for another three-year period in April, 2023. Congratulations to all staff who have been able to achieve this result despite Covid and floods for the year. The team continued to strive toward improving their skills and qualifications to provide professional health care services that are welcoming and culturally appropriate for our clientele.

Covid 19 Impacts

This reporting period presented unprecedented challenges with the impacts of the Covid 19 pandemic continuing throughout this reporting year. The way business operated dramatically changed with the continuation of Covid screening, social distancing and deep cleaning becoming standard practice. The focus on Covid 19 vaccination became a priority in attempts to ensure staff and community members remain healthy and free of the ill effects of the virus.

Flooding

Heavy rains in the north and across the region contributed to major flooding for an extended period in the first half of the reporting year. This had a major impact on the ability for staff to deliver services to the local communities, cut by floodwaters, which became isolated between townships with major road closures. Fortunately, some aircraft were able to provide a service to ensure our GP and some visiting services continued, demonstrating the devotion to the health of the Brewarrina community.

Brewarrina Aboriginal Medical Service

ANNUAL REPORT 2022/2023



Visiting services include:

○ General Practitioner - Medical Locum service	5 days a week
○ Psychologist – Social Emotional Well Being program,	2 days a week
○ Drug and Alcohol counsellor	Weekly
○ Sexual Health Clinic	monthly
○ Family Planning – Women’s Health clinic	fortnightly
○ Podiatry	fortnightly
○ Ear Nose & Throat Specialist	every 3 - 4 months
○ Brien Holden Vision Institute	quarterly
○ Dietician and Physio/exercise program	2 days a week
○ HAPEE Australian Hearing	quarterly

Services Offered:

Triage, assess and refer clients to appropriate health providers		
Wound care	Clinical services as they present	Chronic Disease Management
Follow up referred clients	Medications review & monitoring	Local Medical Transport
Family planning support	General medical duties	Outreach clinic Orana Haven
Visiting Health Clinics	Health Assessments	Home visits
SEWB Support	Vaccination clinics	GP Consultations
Health education and awareness promotions	Advocate and coordinate health care & referrals	Case management and review with service providers

Healthy for Life Program

- Health Check Clinics

Weilmoringle Primary School	Orana Haven Clients	Community members
Gainmarra-Birralee Pre School	Clontarf Boys Academy	St Patrick’s Primary School
Brewarrina Central School		Brewarrina Christine School

- Influenza, JEV and COVID 19 vaccination clinics

Brewarrina Central School	Community members		BAMS Staff
Orana Haven	Weilmoringle		

Regional Meetings:

Regional Eye Health Partnership	Goodooga Health Plan Consultation	Family Planning NSW
Ear Health Advisory Committee	NIAA	RN on Country -UoN
Aboriginal Health Partnership	AHMRC Emergency Response Plan	Integrated Team care
Health Plan Consultation	WLHD Partnership Planning	RACJP_JTIS Meetings
CAPO Meeting	AHMRC CTG	

Local Representation:

Interagency Health Meetings	Ngemba Community Working Party	Brewarrina Local Aboriginal lands Council
Integrated Care Program	ANZAC March	NAIDOC Week Celebrations
Local Emergency Management	Mark Coulton Visit	Remembrance Day
Orana Haven	Local Schools	



WAMS

Board of Directors Meetings and AGM	CQI Meetings	Clinic Governance
Managers Meeting	WHS Meetings	Transport meetings
Respiratory Clinic	All Staff Meetings	Health Minister – Ryan Park
Local Emergency Management Meetings	Ministry of health representatives	LHD Representatives

Conferences / Forums Attended

AHMRC AGM	NACCHO AGM	Aboriginal Chronic Conditions Conference
AHMRC QCI Meeting	Rural Doctors Network Forum	Headspace Conference

Health Promotion

Health Checks	Covid 19 Awareness	Wellness Packs delivery
School Flu Vaccine Clinic	Homelessness day	Covid positive packs
NAIDOC week	Community Wellbeing Event	Open Day/May Measure Month
White Ribbon Day	Women's Health Awareness	Careers expo
RUOK Day	Child protection Week	Ochre Day

Staff In-services & Training

Covid 19 Immunisation	Covid 19 Infection Control	Cold Chain Breach
Work Health & Safety	Medicare Claiming	First aid/ CPR
Covid 19 Awareness	Covid 19 Vaccination updates	AGPAL /PENCAT
Work Health & Safety	Wound Care Seminar	Retinal Camera refresher
	Certificate 4 AHP PHC	

External Relationships

Brewarrina Multipurpose Service	Mission Australia	McKillop
Western Local Health District	Brewarrina Central School	St Patrick's School
Brewarrina Shire Council	Weilmoringle Public School	Brien Holden Vision Institute
RACGP _ JTIS	Bre Local Aboriginal Lands Council	Brewarrina Museum
Ngemba Community Working Party	Orana Haven Drug & Alcohol Rehabilitation Centre	Dubbo Western NSW Eye Health Partnership
Primary Health Network	NIAA	AHMRC / NACCHO
Brewarrina Lands Council	Brewarrina Museum	University of Newcastle
Local Emergency Management Committees	Brewarrina Police, Fire & Ambulance Services	Brewarrina Sporting Clubs



Staffing for the period;

- Katrina Ward Manager & Chief Operations Manager
- Bernadette Hertslet Endorsed Enrolled Nurse – Clinic & Team Supervisor (12 Month Leave without pay)
- Dee-Anna Nixon Endorsed Enrolled Nurse - Healthy for Life
- Chris Boney Gardener / Maintenance
- Bronwyn Moore Cleaner (casual) (resigned)
- Roxanne Crawford Cleaner
- Joseph Gordon Trainee AHW
- Gemma Roper Dietitian (returned from Maternity Leave April 2023)
- Natasha Barker Receptionist
- Belinda Loughnan Medicare compliance officer & Reception
- Megan Kelly ITC Coordinator/SEWB worker (Returned Jan 2023)
- Julia Bow Registered Nurse

BAMS Manager (Chief Operations Manager) is responsible for overseeing operations and staff performance of the medical service including, coordinating, and leading clinical services and programs for the local community. This position is a key leadership role where the BAMS team is lead and manage to provide quality health care to local and surrounding communities ensuring all activities undertaken meet legislative, accreditation and professional standards and funding obligations.

- Katrina Ward

General Practitioners are contracted on a locum basis. The visiting GP's are responsible for monitoring and managing the Primary Health Care and Chronic Disease needs of clients. They work alongside the BAMS team to provide medical interventions to improve the overall health and wellbeing outcomes for our communities.

- Dr Scott Porter
- Dr Sue Cory

Administration Staff are the frontline personnel who often become multi skilled and perform the general office duties that assist in the daily conduct of Clinics and other support services.

- Natasha Barker Receptionist

Aboriginal Outreach Program provides an avenue to promote better health and to advocate on client's behalf to access healthcare assistance.

- Natasha Barker Aboriginal Outreach Worker / Admin support
- Belinda Loughnan Medicare compliance officer

Medical Clinic provides a Locum GP service 5 days a week to enabled people to access a doctor in a timely manner and receive referrals to specialists, medical or surgical treatment and allied health care as required. The clinic team assist the GP's and provide initial medical assessment and care to clients prior to them consulting with the GP.

- Julia Bow Registered Nurse
- Joseph Gordon Aboriginal Health Worker

Healthy for Life Program provides primary health care services to the Brewarrina and surrounding communities including Weilmoringle and Orana Haven Drug & Alcohol Rehabilitation Centre. This team provides the planning and implementation of Health Assessments and GP Management Plans for individuals and assists clients to access the Chronic Disease Programs such as exercise and nutritional programs on offer. Health promotion education and awareness events are also coordinated by the healthy for life team.

- Dee Anna Nixon Endorsed Enrolled Nurse
- Gemma Roper Dietitian
- Annie Deane Exercise Therapist



SEWB / Suicide Prevention Program provides visiting Psychologists who offer culturally appropriate approaches and therapeutic intervention to healing that are strength-based and empowering. A SEWB support worker and Community Development worker also provided ongoing support and education for community members.

- Will Grech Psychologist
- Fran Read Psychologist
- Megan Kelly SEWB worker and ITC

Drug & Alcohol Counsellor visits from WAMS weekly and provides services to Brewarrina, which includes individual assessment, counselling, education sessions and health promotion activities.

- Gabby Sledge Drug and Alcohol Network Coordinator

Auxiliary Staff ensure the BAMS grounds and premises are well maintained and presented in an inviting and clean manner.

- Chris Boney Gardener/Maintenance
- Roxanne Crawford Cleaner

Summary:

The team continues to provide culturally appropriate health services for the Brewarrina and surrounding communities whilst working in partnership with the local VMO Doctors surgery, Local Health Service, Primary Health Network, and other health related organisations. Many of the visiting Allied Health services continued to be interrupted due to the pandemic and flooding. I am proud to report that BAMS was able to provide flights for visiting services during the flooding to enable continuation of medical services within the Brewarrina community.

Staff were flexible in continuing to provide safety measures to prevent the spread of Covid 19 such as maintaining strict client screening, provision of RAT testing and hand sanitisers throughout the year. It has become common practice within our service promoting social distancing, deep cleaning and frequent use of hand washing, all of which is due to our staff's conscientious leadership in practice. Where services were disrupted due to Covid and flooding, community spirit and wellbeing was improved through the distribution of welfare packs, children's activity packs and food parcels to ensure individuals immediate needs were met. Although spirits were lifted with a full river from the flooding the influx of mosquitos and mice caused additional torment to the local community. BAMS was instrumental in providing care packages which included insect repellents, vaccinations and mice baits to assist in reducing any further harm from occurring.

The GP clinic endures to provide expert quality medical service and primary health care management through engagement of a semi-permanent GP– Dr Scott Porter. Dr Porter has become a familiar face within Brewarrina and community members are embracing the continuity of care offered from Dr Porter and the team. Staff and community members have become innovative and adapted to utilising technology via telehealth services when practical. Through being flexible in providing a complete and professional service, clients not only continued to receive comprehensive medical intervention and monitoring, but they were also managed accordingly to improve overall health outcomes. Dr Porter has worked closely with the team who consciously coordinated adult and child health checks, which continues to be a beneficial tool in identifying and monitoring chronic disease throughout the Brewarrina and Outreach communities. Despite interruptions contributed from the Covid 19 pandemic and flooding events staff were able to increase Medicare revenue through ensuring clients were consciously followed up to received GP Management Plans and be recalled for 3 monthly medical reviews.



The team from Brien Holden Vision Institute provides expert Optometry services to support BAMS, through their Optometry teams visiting and delivering a high standard of eye health care to individual clients. They also provide training and access to substantial equipment which assists in providing follow up treatments and procedures, including fitting of spectacles and retinal photography to monitor degenerative changes of an individual's vision. Other visiting Allied Health Services who frequent BAMS include psychological intervention, Ear Nose and Throat Specialist, Drug and Alcohol Counselling, Podiatry, Women's Health, Australian Hearing, Family Planning and Sexual Health clinics.

I am pleased to report that many of the staff have participated in additional training opportunities to enhance their skills. However, there is one staff member that has excelled over the past year by completing his Diploma of Audiometry and continues to work on his Cert IV of Aboriginal Health Practitioner, which has seen Joseph Gordon being recognised and winning the Emerging Talent Award in May 2023 at the AH&MRC CQI State Forum dinner in Sydney. Joseph has taken a lead role in Eye and Ear Health in Brewarrina and surrounding communities having a vested interest and passion in improving the overall health outcome of our people and community.

Conclusion

During the reporting period I spent time at WAMS in the Chief Operations Manager (COM) position and oversaw both operations. I have continued to be impressed by the BAMS staff's willingness and ability to ensure BAMS operations continued strongly whilst I was offsite. I would like to wholeheartedly thank and congratulate the dedicated staff for their ongoing diligence and commitment to ensuring the best possible health care. The BAMS team often provide ongoing services, outside their job descriptions, whilst extremely short staffed which does not go unrecognised.

Sincere thanks are also extended to the WAMS CEO, WAMS Staff and the WAMS Directors for their continued support offered in my position as COM. I look forward continuing to guide quality primary health care services to members of the Brewarrina and surrounding communities as well as consolidating ongoing professional support and mentoring to the WAMS/BAMS teams.

KATRINA WARD

CHIEF OPERATIONS MANAGER







Health is Life is Health

**CHILDREN'S
SERVICES**



GOONIMOO MOBILE CHILDRENS SERVICE REPORT JUNE 2022 TO JUNE 2023

Introduction

Goonimoo Mobile Children's service provides a Playgroup visiting small rural towns and isolated communities within the Walgett Shire. The program provides an Early Childhood Educational program in areas where access to other services is limited. Playgroup sessions foster a play-based learning approach to build on Early Childhood Education and learning as well as role-modelling positive play techniques for children 0-5 years. Funding for the Goonimoo Childrens services is received from NIAA locational supported playgroup.

The first 6 months of the reporting period saw the Goonimoo team working together despite having no manager under the experience of Tara Smith. The commencement of 2023 saw the recruitment of Stacy Buliani in the Manager role to provide a new face and ideas to the local team.

A major flooding event at the end of 2022 contributed to a decline in playgroup sessions due to road closures and inability to travel beyond the levee banks. However, Goonimoo staff were able to be creative and assemble activity bags for distribution by SES volunteers to children who were isolated on the local Aboriginal reserves.

Staffing

- Stacy Buliani Children's Services Manager (commenced January 2023)
- Tara Smith Lead Educator
- Larina Murray Casual Assistant (commenced July 2022)
- Bridie Lake Assistant (commenced May 2023)

Play sessions conducted at the following venues;

- Collarenebri Preschool
- Carinda Hall
- Goonimoo Centre
- Walgett Community College Primary School

Goonimoo has been operating 5 days a week with play sessions being conducted in various venues. Monday, Wednesday and Friday at WAMS Goonimoo building, Tuesday at Collarenebri, Thursday alternate fortnightly Carinda and Walgett Community College Primary School.

WAMS Referral Services accessed;

- Midwifery supporting Mums with antenatal appointments
- Social and Emotional Wellbeing Program team for family support and positive behaviour techniques
- New Directions Mums and Bubs Nurse Children's Immunisation and check ups
- Healthy for Life team, Children's Health Checks
- Hearing Australia
- Oral Health – Dental team, Dental therapist – Information and check ups
- Allied Health Professionals Speech, Occupational Therapy, Dietician and Psychologist to assist with developmental assessment and provide referral to Paediatrician.



Referrals

- Goonimoo continues to receive referrals through its links to programs within WAMS as well as referred to playgroup from other organisations within the community.
- Access to playgroups can be via self-referred, family, friends or local services.

Community Development Activities

WAMS health promotion	Walgett Show Art & Craft Entries	ANZAC Day
Sorry Day	International Women's Day	Harmony Day
Reconciliation Week	Easter events	Big Play group in the Park
NAIDOC week	Flood activities	Christmas party
Christmas Photo Booth	Colour Run	Book Week
Pajama Day	Child Protection Week	

Professional development

WAMS Inservice training	Communicare Training	AMSED Modules
Certificate in Early Childhood	First Aid & CPR	Child Restraint Fitting
Early Child Care Conference	Certificate 4 Aboriginal Health	SNAICC Conference

Conclusion

Goonimoo has successfully conducted play sessions across the communities and has since expanded its services through collaboration with local stakeholders. This has provided opportunities for families to engage with our services and has seen an increase in enrollments and regular attendances.

The importance of learning continues to be promoted through active play ensuring successful transitions to school are seamless. Staff continue to encourage and promote early childhood education and its importance to the community.

KATRINA WARD

CHIEF OPERATIONS MANAGER

On behalf Stacy Buliani Goonimoo Manager (for 6 months)



Health is Life is Health

**CHRONIC
DISEASE**



CHRONIC DISEASE SERVICES REPORT JUNE 2022 to JULY 2023

Introduction

Chronic Disease Services consists of a range of programs and individual services focusing on prevention, early detection and intervention, client support and self-management. While the goal of chronic care management is to improve the quality of life of people who are struggling to manage multiple conditions, this should incorporate all aspects of care within a well-being framework. A well-being framework has been shown to help support clients to achieve good health outcomes. As we move into 2023 we will see the foundations of holistic care being laid.

Team Members

Gaby Alvarez-Sledge - Drug and Alcohol Network Coordinator	Melissa Nathan - Chronic Disease Manager
Annie Deane - Exercise Therapist	Rhiannon Peoples - Healthy for Life Coordinator
Alysha Fernando - Integrated Team Care Program (ITC)	Kelly-Anne Rowe - Aboriginal Health Worker
Devanshi Gala - Community Dietician	Rubina Thapa - Healthy for Life RN
Jenny Hunt - Aboriginal Health Worker Eye Health	Markell Trindall - Aboriginal Health Worker Trainee
Bruce Moore - Health promotions Officer	Casey Walford - Aboriginal Health Worker Trainee

Key Achievements

- Contribution to Aboriginal and Torres Strait Islander eye health by Aboriginal Community-Controlled Health Organisations (ACCHO)
- Sustainability Impact Award for Community Garden
- Commencement community Dietician position

Challenges

As WAMS moved into a post-COVID era environmental challenges continues with on-going floods with isolation, mosquito plague, increased snakes and water issues. These challenges impacted staffing capacity as populations continued to not move and locum's doctors and nurses were not available as pre-COVID. Local recruitment also proved difficult, the same trend as seen around the country and not specific to Walgett.

These challenges meant that alternate activities such as welfare checks, food and medication deliveries and telehealth consults which were put in place for COVID lockdowns continued due to the environmental challenges. COVID remained a challenge throughout affecting staff absenteeism, and PCR and RAT testing and vaccine delivery continued throughout the year.

Continued vacancy of the chronic disease GP position and the documented challenges has had a negative effect on services such as health assessments and care plans – essential elements of Aboriginal funded care.

Agencies worked together

Aged Care Australia	Dharriwaa Elders Group (DEG)
Domestic Violence Group	Family Planning NSW
Indig Connect	MacKillop Family Services
Mission Australia	Orana Haven
PCYC Walgett	RFDS
Thiyamali	Walgett Holistic Working Group (WHWG)
Walgett Shire Council	Youth Action Meeting (YAM)

Chronic Care Services

Specialist Services

Specialist services continue to be supported with minimal changes throughout the year, under funding by the Rural Doctors Network (RDN). The Paediatrician – Dr Gina Mariano, supplied by Dubbo Health Service moved from the area and was not replaced, and the Cardiologist is now accompanied by a cardiology registrar due to the high number of cardiology clients seen.



Allied Health Clinics

Allied Health Clinics continued where possible with a blend of telehealth and physical visits. Data cleansing was undertaken to ensure accurate stats can be captured and is ongoing, therefore data cannot be compared to the previous year. Referrals have increased however referral billings have decreased due to a marked decrease in health assessments and care plans generated.

Allied Health types of service have increased with the commencement of HAPEE Hearing services for under 6 years old to complement the existing service of Australian Hearing (over 6 years).

Nursing clinics

Chronic Disease Nursing stream continued to develop processes that enhance access to client care including recommencement of QAAMS (Diabetes testing), 24 Hour Ambulatory BP testing, 24 Hour ECG monitoring, and new sterilisation processes. Training was undertaken in the areas of chronic disease, pathology, QAAMS, Echocardiograph, Retinal Screening and Family Planning. Nurses continue to support Outreach clinics as well as specialist services.

SPECIALIST CLINICS	# CLIENTS SEEN	
CARDIOLOGIST Dr Kanishka Kalamadasa	103	1 service per month. Increase of 36%
DERMATOLOGIST Dr David Cook Dr Adam Harris	100 49	3 monthly visits. Increase 28% Increased 14%
ENDOCRINOLOGIST Dr Guttikonda	53	Decrease of 50% as Dr Guttikonda heads towards retirement
PAEDIATRICIAN Dr Gina Mariano	22	Service ceased
ALLIED HEALTH CLINICS		
HAPEE HEARING	N/A	Stats unavailable
HEARING AUSTRALIA	N/A	Stats unavailable
OPTOMETRIST VARIOUS	379	Increase of 35%
OCCUPATIONAL THERAPY	50	1 week per month Increase of 56%
PHYSIOTHERAPIST Rob Martinez	127	3 days/month, Nil change
PODIATRIST Luke Buchtmann, Sonika Prasad, Savo Maric	450	Data cleansed
PSYCHOLOGIST Will Grech	132	Data cleansed
SPEECH THERAPIST BETH EDEN	50	Data cleansed

Programs

Alcohol and Other Drugs

Coordinator provided regular services to Walgett, Collarenebri and Brewarrina. The second year of ongoing vacancy of AHW in this program impacts service delivery. Achievements in this program include the introduction of Naloxone Take Home Program which supports family to treat opioid overdoses. Interagency networking has been an important element of working with the community and included agencies such as the Domestic Workers Group, AA meetings, Schools, and Legal Aid amongst others. An achievement of this program was working with the DEG and Work and Development Orders (WDOs). This voluntary program runs in association Revenue NSW to allow participants to clear unpaid fines through a wide range of activities or treatment programs. Approximately \$70,000 in state revenue debt was cleared in outstanding fines.



Eye Health

The Eye Health Program continues its successful service with one of the highest attendance in NSW. The effort WAMS and of Eye Health Coordinator Jenny Hunt was acknowledged at the 2023 National Aboriginal and Torres Strait Islander Eye Health Awards winning the NATSIEHC 2023 award for Exceptional contribution to Aboriginal and Torres Strait Islander eye health by Aboriginal Community-Controlled Health Organisations (ACCHO). WAMS works actively within the priorities of the national to Walgett and the surrounding areas of Lightning Ridge, Goodooga, Collarenebri, Narrabri, Wee Waa and Pilliga.

Family Centred Primary Health Care

The FCPHC programs provides comprehensive and coordinated primary health care to Aboriginal and Torres Strait Islander people in rural and remote areas where mainstream services are limited and has been severely affected by the challenges of the current year. Services were disrupted to Pilliga community for 8months due to the flooding and severe poor road conditions. The program was also impacted by the chronic disease GP vacancy and low staffing capacity. Urgent supplies were delivered to Pilliga via helicopter during this time to support clients.

WAMS Goodooga clinic Services were maintained at the MPS site funded under RDN. Improvements continue to be made to the quality of care provided.

OUTREACH CLINICS	Individual Clients
GOODOOGA GP	
DR KATH HUTT	82
DR KATHRYN KEENAN	100
DR MARK YOUNG	95

Healthy for Life

The Program provides services to the communities of Walgett, Namoi, Gingie and Collarenebri. It is a well-being program that empowers people to make healthy food, nutrition and lifestyle choices, supporting their chronic conditions, promoting self-management and reducing risk factors. The Programs have achieved engagement and attendance from local community members. Activities included:

Anzac Day	Walgett Show
Community Snake Bite training	Delivery of urgent supplies to Community
Far West Active Fest	Food pack handouts to homeless clients
High School Community Garden session	International Women's Day
New residents night	Walgett Health Expo Day
Cervical Screening Yarning Walgett, Collarenebri and Narrabri	Youth Week Spectacular Walgett, Collarenebri

The Community Gardens have seen a 100% increase in garden wicking beds from 50 beds to now 100 beds. The gardens were awarded a Sustainability Impact Award from the CQI Forum and continue to be a showcase for WAMS. During November 2022, a local family (2 Adults, 6 Children) lost their home and contents to a house fire and were left homeless. Due to road closures and flooding Walgett was isolated which affected the availability of fruit and vegetables within the town. WAMS was able to supply and distribute much needed produce to the family within hours of the house fire, ensuring the family had fresh and healthy food available to them at this time.

The Community Garden Network program was launched in July 2022. The program encourages community gardeners with an interest in gardening to meet every second month. The network is designed to support and encourage people to grow more produce at home. There is no criteria for joining the Network, participants can be very experienced gardeners or novices, and everyone is welcome. The group support and encourage each other with gardening tips and ideas and also swap seeds and produce. The Network currently has 23 active local members and is greatly enjoyed.



The Meal of the Month program began in August 2022. The concept is to promote healthy eating by encouraging and educating the community on healthier recipes and food choices. Each month a recipe is created based on seasonal, available, healthy and affordable ingredients.

A cooking demonstration is held each month at the local IGA supermarket where community members are offered to taste test that month's recipe. Recipes are on display for people to take home and try with raffle and prize incentives for participants. The IGA supermarket works with us to provide discounted prizes on the Meal of the Month Ingredients.

Under the guidance of the Healthy for Life Modifications Officer the following programs were offered:

Community Exercise sessions held in Apex Park	Individual exercise programs
Water Exercise sessions held at Walgett pool (Summer)	Maintaining Community Gardens and veggie box distribution to Chronic Disease clients
Introduction to Community gym program held in PCYC	Community Garden Network meetings
Falls Prevention Program	Meal of the Month
Walking Group (Winter)	Community Health Promotion at Walgett Show
Yoga promotion	Walgett Health Expo cooking demonstrations.

Integrated Team Care – “Mara-gulu-mali” Caring Hands

January 2023 saw the commencement of the Integrated Team Care (ITC) program known as the Caring Hands Program. The program supports Aboriginal and Torres Strait Islander people who live with complex chronic conditions, providing one-on-one support to help people self-manage and access the health care they need. A program with defined funding creates a challenge to deliver services in the most financial yet fair way possible. The program continues to work through its teething problems including access to specialist consultations, accommodation and transport and client demand.

The eligibility criteria for accessing the program is Aboriginal and Torres Strait Islander clients who have a specific chronic illness defined under ITC as being an eligible condition that has been, or is likely to be, present for at least six months, enrolled for chronic disease management and have a GP Management Plan and be referred by their GP. Dental is not an eligible condition for the purposes of the ITC Program. Priority is given to clients with complex chronic care needs who require multidisciplinary coordinated care in order to manage their chronic disease/s.

2023-2024 Vision

- Continuing to add to reviewing current programs to ensure they meet expectations in the most efficient and beneficial way, and to encourage growth within each program aspect.
- To move from the negative connotation of 'chronic disease' to a positive well-being framework.
- To continue data cleansing so accurate service delivery is captured.
- To continue creating health opportunities that clients can access locally instead of travelling to Dubbo.
- To strengthen partnerships with local providers to work towards the common goal of optimum client care.

MELISSA NATHAN
CHRONIC DISEASE MANAGER



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CLINIC



CLINIC TEAM REPORT JULY 2022 TO JUNE 2023

Introduction

The Clinic provides many services to the Walgett community. We have two permanent Doctors as well as GP locums that regularly visit the organisation. Our core purpose as an organisation is improving the health and wellbeing of people in Walgett and the surrounding communities. The clinic focuses on both preventative and ongoing care within a multi-disciplinary team which consists of General Practitioners, Registered Nurses, Aboriginal Health Workers and Midwives.

Doctors

WAMS has Dr Nina Dowling as our permanent GP as well as GP Registrar Amy Derrick, who are supported by regular visiting GP locums. Alongside working in the GP clinic our doctors cover outreach clinics to Pilliga as well as providing cover in the Chronic Disease Building at WAMS.

Pharmacy

The dispensary is managed by our Senior Aboriginal Health Worker, Phillip Dowse. Any staff member who assists in the dispensing of medications must have achieved their Dispensary Assistant Certificate III through the Pharmacy Guild of Australia.

Transport

The team assists clients to WAMS appointments and out of area pre-booked Specialist medical appointments. Local transport ensures clients can attend their medical appointments with any of the WAMS services. By offering transport, we are able to increase the accessibility to medical care for our clients. The team also works in collaboration with Walgett pharmacy ensuring clients medications are delivered directly to their homes.

Clinic

Permanent Registered Nurse Bronte Hiscox formally resigned from WAMS in June 2023 Bronte was supported by agency Registered Nurses from the Remote Area Health Corp (a support service for agencies who are funded by the Commonwealth program for COVID clinics) and Aboriginal Health Workers.

Midwifery and New Directions Mothers and Babies program

Midwifery/ AMIHS program- the community Midwife and Aboriginal Health Worker provide antenatal and postnatal care to expecting mothers and their newborn babies. The Midwife works in consultation with the GP and associated hospitals where women have elected to birth.

New Direction Mothers and Babies- the Child and Family Health Nurse and Aboriginal Health Worker provide childhood immunisations and ensure children are reaching their developmental milestones and appropriate assessments are attended if required.

COVID 19

The COVID-19 pandemic has shown us how important it is to maintain infection control standards and therefore all staff need to be vigilant in ensuring they keep up to date with infection control training. Various vaccinations clinics were held during this period with notifications and communication via our Facebook Page so that the community was up to date with the latest information, including their vaccination status. Free supplies of hand sanitiser and other Covid-19 related products were made available for clients to take home, ensuring that the community was made as safe as possible.



Medical Students

Medical students commenced placements at WAMS in April 2023. Fifth year medical students from the University of Western Sydney undertook a five week placement at WAMS. Learning takes place through immersion, by observing direct patient care delivered by the grass roots services and by working in and with Aboriginal communities.

They were introduced to the complexities of health care of families, communities and to gain an insight into patient-centred primary health care. They were also given opportunities to appreciate the community and understand the social supports available to Aboriginal people, as well as the barriers and difficulties in accessing health services.

Health Expo

Over a year in the making, WAMS held a Health Expo in May 2023 to raise health awareness in the community and it also served as an invaluable opportunity for the community to engage with various health-related resources, services and key stakeholders in the health sector.

Staff from all departments were on hand on to assist to ensure the day ran smoothly with both the Chronic Disease Team and Clinic providing various health checks, engaging activities and displays which also also helped us strengthen our ties within the community.

Conclusion

Staff are to be congratulated on their outstanding efforts during the Covid pandemic, particularly with testing and vaccinating the community, whilst short staffed. We were also running, for part of the reporting period, without a Clinic Practice Manager but staff were flexible to assist and take on new roles to ensure that the clinic operations ran smoothly.

KAYLA THURSTON
ACTING CLINIC PRACTICE MANAGER



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**ORAL HEALTH
PROGRAM**



REPORT ON ORAL HEALTH PROGRAM JULY 2022 TO JUNE 2023

Aims of the Dental Program

- To provide a culturally appropriate mix of dental health services for clients who reside in WAMS service area
- To improve access to dental services for all our clients
- To build an effective dental workforce
- To work effectively with local partners in the provision of quality dental care

Activities

We provide oral health services to Aboriginal and non-Aboriginal people of Walgett and the surrounding areas that form WAMS service area.

During this financial year, WAMS engaged the following dentists for a total of 15 weeks:

Dr Michael Prochazka	11-22 July, 21-25 November, 5-9 December 6-17 March, 8-12 May, 19-23 June
Dr Sheela Sampath	1-5 August, 13-17 February
Dr David Sheen	5-16 September, 7-11 November, 15-19 May
Dr Andrew Parsons	10-14 October

We also employ an Oral Health Therapist on a part time basis to provide preventive oral health care and advice to children and their families. Mr Ashraf Nesirwan works at WAMS 3 days per month. He provided 10 rounds of service to clients.

Mr Ashraf Nesirwan	25-27 July, 29-31 August, 26-28 September 24-26 October, 29-30 November, 12-14 February 31 January-1 February, 20-22 February, 3-5 April 5-7 June
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WAMS contracts the services of Mr Alex de Matos a Dental Prosthetist on a sessional basis to provide dentures to people on the waiting list. In the financial year 2022-23 there were no denture services provided by Mr Matos.

We are very appreciative to the dental professionals for their commitment to the program, and their enthusiasm for the organisation, staff and the community. We have a combined team that provides the best care for various groups, i.e children, denture needs, and general dentistry.

We are most grateful to Ms Jenni Floyd, Area Program Manager for Oral Health, Western NSW Local Health District, and to the staff at the Dubbo Community Dental Clinic, who have supported us through program coordination and staff development support.

Recruitment of dental professionals in rural and remote areas is a national problem, and while we continue to be supported by a group of interested dental professionals who are willing to commit to regular visits to Walgett, the recruitment of appropriate staff is and ongoing challenge. We also utilise other avenues of recruitment support such as linking into professional networks to expand the pool of available and appropriate dental practitioners.



Performance Measures

The following services were provided by Dentists.

Service type	No. provided	No. patients	Service type	No. provided	No. patients
Examinations / Diagnostics incl Radiographs	473	227	Preventive	109	99
Periodontal Treatments	85	77	Tooth Extractions	134	94
Restorations	219	102	Endodontic	17	14
Denture and denture repairs	6	4	Medications	23	22

The following services by the Oral Health Therapist

Service type	No. provided	No. patients	Service type	No. provided	No. patients
Examinations / Diagnostics incl radiographs	205	92	Preventive	156	71
Restorations	64	31	Tooth Extractions	31	19
Endodontic	0	0			

Dental practitioners practise preventive, minimal oral health care and focus on restoring teeth, rather than extracting them. However, the history of dental care seeking behaviour, by adults particularly, is weighted heavily towards relief of pain and associated tooth extraction/s.

The preventive approach adopted for the child dental program is resulting in fewer extraction cases, with a greater emphasis on restoring and preserving teeth.

The Centre for Oral Health Strategy provides funding with the performance targets being 263 Dental Weighted Activity Units (DWAUs) for the 2022/2023 financial year. The team achieved 206 DWAUs, in another year with reduced capacity to provide dental services due to staff shortages.

Dental Practice Accreditation

The dental program achieved full accreditation against the National Safety and Quality Health Service (NSQHS) standards for Dental Practice Accreditation in 2014, being the first Aboriginal Community Controlled Health Organisation in New South Wales to do so. The dental program has maintained the cycles of dental practice assessment and accreditation through Quality Innovation Performance Ltd and is currently accredited to February 2026.

Child Dental Program

With the regular visits by Oral Health Therapists, WAMS can focus on preventive programs for preschool and school aged children. The activities include regular screening and prioritising for dental care, implementing a fluoride varnish application program for under 5's at high risk of dental decay, and supporting school based tooth brushing programs as well as working with young mothers and carers. The team utilises a mobile dental drills unit to do simple techniques such as fluoride applications and decay treatments at the schools.



These concentrated preventive activities have considerably lowered the numbers of young children requiring dental treatment under general anaesthesia (GA) in Dubbo Hospital, thus saving a lot of trauma to the child and family since GA comes with grave risks, and the time taken to travel to and from Dubbo.

School Tooth brushing Program

The school based tooth brushing program continues to run at the Koolyangarra and Birraleegal preschools, and at Walgett Community College Primary School. The school tooth brushing program is enthusiastically supported by the staff of the schools.

The team visits the schools regularly to monitor the program and provide ongoing support. Staff also visit preschools to work with staff and parents on improvement of oral health.

Oral Health Promotion Activities

Staff provided information about dental care and services at WAMS and distributed oral health care kits during NAIDOC week, at the Walgett Show, and at the Grawin Opal Fields. They provided oral health sessions to mothers and babies groups, antenatal groups and playgroups, and Elders groups where they provided advice on oral hygiene and diet. The team is proactive with community education and acknowledge the importance of good oral hygiene messages 'getting out to the public'

Medicare Child Dental Benefits Schedule (CDBS)

WAMS continues to receive funding from the CDBS for eligible children - under the age of 18 and on Family Tax Benefit A, with an allocation of \$1052 per 2 calendar years for specified service item numbers.

Staff training and Support

Kayla Thurston and Sarah Dowse are enrolling in the Certificate 4 in Dental Radiography at OTEN. In February the training team from the Dental Assistant Professional Association conducted the annual Infection Control and Prevention update via Zoom for staff.

Consultation and Co-operation

Our Dental Consultant continues to support the program in offering best practice dental care to the community. Our Consultant works actively to recruit and support Dentists, support local staff, and ensure adherence to regulations, practice management and reporting procedures. The Directors and staff are extremely grateful for the support provided to promote and recruit resources for the Dental Clinic.

The Western NSW Local Health District (WLHD) provides ongoing support for the Dental program. There are good referral procedures between WAMS and the WLHD dental clinics, for oral surgery and orthodontic cases.

Conclusion

WAMS has provided dental care to Walgett and nearby communities, with an increasing emphasis on preventative dental care, and adherence to best practice clinical management. Acknowledgment must be given to the local dental team who continue to demonstrate professionalism and a commitment to best practice dental care.

Dr SANDRA MEIHUBERS AM
DENTAL CONSULTANT



Health is Life is Health

**DHARRIWAA
ELDERS GROUP**

Walgett Aboriginal Medical Service Limited

ANNUAL REPORT 2022/2023



Above: WAMS and DEG continued their quarterly directors' lunches. In October 2022, Clem Dodd and Violet Morgan of DEG presented WAMS directors Mary Purse and Doreen Peters with a glass plaque thanking WAMS for keeping the Walgett Aboriginal community safe from Covid19. WAMS Christmas Elves visited DEG in December 22. Above right: WAMS ESO Leanne Beton and CEO Christine Corby, AM began working with historian Michael Bennett. Michael is collating timelines and historical materials for WAMS and DEG in our work to produce training resources for our staff and collaborators regarding the proud legacy and distinctive service delivery approaches of Walgett ACCOs.

WAMS and DEG



Left: In February 2023 the DEG and UNSW Yuwaya Ngarrali partners historically brought together DEG, WAMS and the Aboriginal Legal Service NSW/ACT to collaborate on the design and implementation of a new Walgett wellbeing service for children and young people. Right: Also in February 2023 Yuwaya Ngarrali hosted new staff of the Paul Ramsay Foundation in Walgett to discuss future work including support for the new Collaboration for Children and Young People's Wellbeing.



1



The Healthy supermarket program of Food and Water for Life Meal of the Month promotion was launched in September 2022 with the support of IGA manager Paresch Patel, as was the Gardener's Network (left). Above Right: an audit of IGA in February '23 will inform future work. Below: DEG supported WAMS Health Expo in May 2023. DEG's Peter Wright volunteered in the canteen, while WAMS Healthy Lifestyle worker Annie Deane and dietician Devanshi Gala provided healthy eating.

WAMS and DEG

Food & Water 4 Life



Left: DEG was pleased to contribute to WAMS' continued expansion of the Community Garden in December 2022.

2

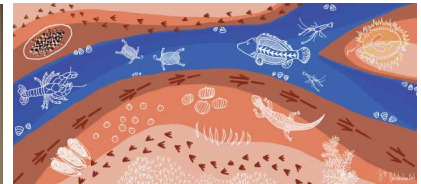


Above: DEG and WAMS staff have been gathering for lunchtime professional development seminars. In October 2022 DEG's Yuwaya Ngarrali partners presented on the research they did when we first met them in Walgett – ie understanding Aboriginal Mental Health Cognitive Disability in the criminal justice system. Below left: In our work to improve publicly available data about Walgett's health needs, WAMS and DEG met with the Australian Bureau of Statistics in August 2022 to encourage a new census survey of Walgett. Primarily, WAMS organised to host and facilitate the National Aboriginal and Torres Strait Islander Health Survey to be undertaken in Walgett. Below right: Bow Simpson trained as an Aboriginal Health Worker with WAMS years ago and is now DEG's Elders Transport officer.

WAMS and DEG



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Yuwaya Ngarrali Community Briefing Report:
Key Findings from the Food and Water Security Surveys in Walgett
 February 2023

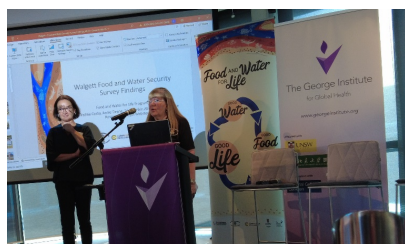


WAMS and DEG

Food & Water 4 Life

In January 2023, the WAMS/DEG/YN Food and Water for Life project presented the findings of the Food and Water Security surveys to the Walgett community.

After ensuring that community survey participants knew the survey findings first, we then travelled to Sydney and made important presentations to academics and health policy influencers at The George Institute for Global Health, and to drinking water utilities and policy influencers at the Australian Water Association's Next Water 23 Conference. While there we met North Western University's Prof. Sera Young who designed the survey tool we used which allowed us to measure Walgett against other places around the world. Our work using her tool has since been mentioned in the editorial of the prestigious international Nature journal!



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Health is Life is Health

EDUCATION



EDUCATION MANAGER REPORT JULY 2022 TO JUNE 2023

Introduction

The Education Manager reports to the Chief Operations Manager and works alongside the Finance Manager, Chronic Disease, Manager, Goonimoo Manager and Clinic Practice Manager to ensure staff are upskilled and the organisation is undertaking relevant training that ensures WAMS is compliant.

From February 2023 the Education Manager has taken twelve months Leave without Pay and the coordination of staff training was overseen by the Chief Operations Manager who considered:

- the knowledge of what staff have requested training for in their staff appraisal.
- the skills gaps within their team and/or service delivery
- staff capabilities and
- daily/weekly staffing levels and deficits

This will result in a focused and considered approach to meeting the requirements of service provision and client needs and as well as increasing the level of training currency.

Training for Quality

Mandatory organisational training needs include the following areas:

- Triage
- Hand hygiene
- Cold Chain management
- Infection control
- Safe use of practice equipment
- CPR training
- Medical terminology
- Cultural awareness

Training Formats

In the course of this year training has been delivered in a variety of ways including:

- Private providers
- Online
- Face to face
- Small groups targeted to a specific issue/area.
- Organisational meetings

Training Processes

Staff are encouraged to complete a Training Application which outlines what the training is about and the associated costs. Upon return, staff are then required to submit a Program Evaluation Report and the activity is then entered into the Training Register.

The Year in Training

Medicare	Needle exchange program	Retinal Camera
Cultural safety	Implanon insertion	Respiratory clinic
Cert 4 ATSI/AHP	Cold chain management	CommuniCare
Falls Prevention	Anaphylaxis and Asthma	First Aid and CPR
AMSED Modules	Fire Training and Fire Drill	Accidental Counsellor
Cert # in Community Services	Venipuncture & cannulation	Cervical screening
QAAMS	Chronic foot Conditions	Foundations of chronic Disease

Conclusion

Over the past year the profile of training within the organisation has been raised. There is an expectation that staff are willing to undertake a level of training that not only is aligned to their role but also aligns to organisational goals and the Strategic Plan.

Whilst COVID-19 has changed how training is often undertaken, this along with staffing shortages and the need to maintain service delivery has meant that some very creative thinking has been required to ensure that training continues to be on the agenda for staff and the organisation.

**KATRINA WARD on behalf of
LYN RUMMERY
EDUCATION MANAGER**



Health is Life is Health



**37 Pitt Street (PO Box 396)
Walgett NSW 2832**

**Ph: (02) 6820 3777
Fax: (02) 6828 1201**

www.walgettams.com.au



**ABN: 78 014 990 451
ACN: 605 822 339**

