Acknowledgment of Country

Ramahryuck District Aboriginal Corporation acknowledges the custodians of the lands on which we provide our services, the Brayakaung and Brataualung peoples, and pay our respects to elders past, present and future.
Message from the Chairperson

Wunman Njinde everyone

We are now in our 27th year and what a deadly year we have had. The Board and staff have worked together to increase the number of services we are providing to our community. There have been challenges, but we have met each one of them and we are now looking forward to the rewards of a stable, financially secure organisation as we move forward into a future where our people’s health and wellbeing will continue to improve.

I am now in my second term as Chairperson, after a year serving in the Deputy role. I am so pleased to say that during the past year, the Board, elected by our members, has worked together as one so that we make the right decisions. I thank each director for their ongoing support because without that commitment we could not have achieved anywhere near as much as we have.

We have done so much that I can only touch on a few of our successes. You will have to read on in this report to find out about just how well we have performed. One of the highlights of the year was the handover of the title deeds of our properties at 111 and 117 Foster Street Sale, 66 – 70 and 72 Latrobe Road Morwell and 25 Young Street Drouin. The handover ceremony took place on 29 May 2019 where Mr Tim Kanoa, Executive Director, Aboriginal Victoria handed the title deeds over to us, followed by the Cultural Connect Dance Group performing several dances. Now that we have these title deeds, the properties are fully under our control. We can make decisions about what we do with these properties without having to obtain permission from the Government. This is true Aboriginal self-determination in action and something I am very proud of.

I am pleased to announce that we are registered for the National Disability Insurance Scheme (NDIS) and currently, the only Aboriginal organisation in Gippsland that has registered. The Board has decided to establish our NDIS service by employing a NDIS Establishment Coordinator, with this position funded by Ramahyuck. Additionally, I am pleased to announce that we have been funded to employ NDIS Community Engagement Workers. Watch this space, as the NDIS is going to become a big part of Ramahyuck and the services we provide to our community.

Our community events have again been a success with larger numbers attending. Both the Sale and Morwell NAIDOC Flag Raising events had record attendance and the NAIDOC family days also attracted large numbers of participants. We celebrated National Sorry Day as well as Reconciliation Week, and we were invited to participate in several reconciliation events at the RAAF base in Sale. Over the past year I have attended so many events at the RAAF base that I am expecting to receive an honorary appointment to the RAAF, together with my own ID card to access the base.

Our annual fishing contest was another great event, even if the weather was a little so, so. The Family Christmas Party was the best. Seeing the smiles on the kid’s faces when they received their presents was deadly, as was the glee expressed by some of the parents when they won one of the food hampers in the raffle. It was a fantastic evening.

We could not have done what we have, without the ongoing commitment of our staff. Last year was difficult for staff as we went through the organisational restructure, but since then success of the restructure has been demonstrated by everyone working together to provide the best services we can to our community. I thank each and everyone one of our employees for their ongoing support and dedication. You lot are too Deadly.

In closing, thanks again to all Directors and staff for your support as we move forward into a future where we know we can contribute to improving the health and wellbeing of our mob. We, the members of our community, know what we have to do to improve our health, what services we need and how those services should be implemented. As you can read, I am a firm believer in Aboriginal self-determination and with your support and that of the community, we will have the future we deserve.

Yarabbee
Deborah Leon
Chairperson
I have now completed my second year at Ramahyuck District Aboriginal Corporation and I can hardly believe how the time has flown. The 2018/19 year was one of growth for Ramahyuck, with a large increase in grant funding resulting in new services for our community as well as new employment opportunities. There have been many highlights and have commented below on only a few.

As noted in our last Annual Report, the Board approved an organisational review, which took place in April, May and June last year. I am pleased to say the results from the review are evident in how well Ramahyuck has performed this year. Our expenditure is down due to reduced employment costs and related expenditure as well as large reductions in other expenditure such as cleaning, motor vehicles, telephone expenses and information systems.

During the year we had many significant events. Our NAIDOC celebrations were again well attended and I pass on my sincere thanks to the organising committee and also to all of our Community who attended the various events. Other notable events included National Sorry Day, Ramahyuck Fishing Day, Family Christmas party, and Ramahyuck representations at the Maffra ANZAC Day March and the Leongatha Ceremony to commemorate the 100th Anniversary of the end of World War One. On behalf of Ramahyuck, I spoke at both events on Aboriginal members of the Australian Defence Force who served in both the Great War and World War II.

In May a ceremony was held to recognise the handover of the unencumbered title

CONTINUED ON PAGE 6
deeds on five of our properties. The Victorian Government held caveats on the properties which meant Ramahyuck had to seek Government permission before any major property activity changes could be made. The caveat removal has been a two year process and included a great amount of work on our part to convince the Government that we could manage the properties. Photos of our Chairperson accepting the title deeds are included in this report.

A decision was made in September last year to upgrade our information system as the network servers were approaching the end of their lives and system failures were occurring more frequently. We went to market and after a long tender process chose Latrobe IT as our preferred supplier and system managers. Four new network servers were installed and a large number of desktop computers replaced. We now have a system in place that will grow with us over the coming years. A major part of this project was the excellent work of Peter Turner, our IT Officer, in ensuring that the new networks provided the services we wanted. I thank Peter for his fantastic work and dedication.

As mentioned above, we were very successful with our grant funding applications. Over the year, we would have received new program and project funds exceeding $2m. This demonstrates the recognition by Government on how well Ramahyuck is performing. Newly funded activities include, Mental Health and Dual Diagnosis Clinicians, Preventing the Cycle of Violence worker, NDIS Community Engagement Officers, escaping domestic violence program and providing dental vouchers to Aboriginal patients who complete a 715 health check.

Once again we had a very successful quality audit where no major or minor non-conformities were identified. Yes, there were some suggested system improvements but this was healthy feedback which will assist us to better provide services to the community. I pass on my thanks to Sally Sibley, our Quality Manager, for her stellar performance in managing our quality activities as well as to all staff for your individual contributions.

Over the year, we managed to recruit to each of the vacant Executive Management team positions. Julie Hawke joined us as General Manager Primary Health Care Services; Andrew Dimarco came on board in January as our General Manager Economic Development and Mark Munnich took on the role of General Manager Community Services in March. There is now a highly experienced senior management team and I look forward to continuing to work closely with them into the future.

In closing, the year would not have been as successful as it was without the support of our very generous Board. Every Director takes their role seriously and is prepared to meet when required to ensure that the organisation, from the strategic perspective, functions as it should. Additionally, I must state that I am proud of our staff, across the organisation, for your efforts and professionalism. Without the dedication of the Ramahyuck Team, we would not be able to offer the services we do to our community. Once again, I am proud of you all and thank you for your efforts. It was a great year and I know with all of your continued support, 2019-20 will be better.

David Morgan
Chief Executive Officer
Primary Health Care Services

This past year has been an extremely busy time for the Primary Health Care Team; this includes staff in Home and Community Care (HACC) and Commonwealth Home Support (CHSP) area.

With the National Disability Insurance Scheme (NDIS) rolling out in the Gippsland region, clients have been supported through the process of testing their eligibility to enter the scheme. There have been strong relationships built between Ramahyuck staff and the Local Area Coordinators at Latrobe Community Health Service. It is so important for our Community members to understand the significance of the mail and phone calls they may be receiving about accessing the NDIS.

The staff in HACC & CHSP work tirelessly to ensure clients receive culturally safe services. They work closely with Respite services, Aged Care facilities and Dementia support services.

If anyone you know needs support from HACC & CHSP staff to access services, we are there to assist in the referral process.

Events are organised by the staff and this year 24 Elders attended a concert by Troy Casser-Daley in Bairnsdale. It was a fantastic evening and everyone thoroughly enjoyed themselves. Congratulations to the HACC & CHSP team for organising such a wonderful night.
Health Promotion

In the Health Promotion and Early Detection and Prevention space it has been extremely busy.

Hearing

The Hearing Coordinator and the Aboriginal Health Worker on 14th March attended the Guthridge Primary School, 36 children were booked of which 25 children were screened. The result was 4 children were found to have hearing problems that were referred to an Audiologist.

Other ear health activities include:
- ENT specialist – saw 25 clients
- GP referrals – 56 clients
- 7- Primary Schools from Morwell and Sale – 71 Aboriginal children screened
- 2- Kindergartens in Morwell – 43 Aboriginal children screened
- 2 – Visiting RWAV Audiologists – screened 39 clients in Sale and Morwell clinic
- Sale Audiology –45 Aboriginal clients and 10 mainstream clients were screened, this includes referrals from 715 Health checks, GP and Integrated Team Care (ITC) referrals
- Morwell Audiology clinic –29 clients screened resulting from 715 Health Checks and ITC referrals
- Drouin Audiology Clinic –28 clients screened including results of 715 Health Checks and GP referrals
- Australian Hearing –screened 31 clients both Sale and Morwell clinic

Optometry

Ramahyuck had 6 sessions with the Australian College of Optometry in the year just finished. A total of 24 people had eye exams, with 11 patients being prescribed glasses. A further 2 patients underwent Diabetes screening.

Ramahyuck has been given two Retinal Cameras which will be installed in July and August in our eye health rooms in Sale and Morwell to help screen for Diabetic related eye problems.

Medical Services

The past year has seen over one hundred (100) Aboriginal Health checks performed in Sale, forty four (44) for the Drouin site and over one hundred and eighty three (183) in Morwell. This is a fantastic result and a big increase over the previous year.

Ramahyuck is also taking part in the National Indigenous Bowel Screening Project with Menzies School of Health Research to assist and encourage Aboriginal and Torres Strait Islander people to take this important test, which could save their life.

Across the Medical Clinics this year we have been working with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO), the peak body for Aboriginal Health and Wellbeing in Victoria, to look at how we can restructure the clinic to help support the full client journey.
• We are reviewing roles within the clinic including Administration and how they can support nursing staff to encourage follow up appointments with clients after having their Aboriginal and Torres Strait Islander Health Assessment (ATSI HA) and GP Management Plans (GPMP).
• Nurses, Aboriginal Health Practitioner in training (AHP) and Aboriginal Health Workers (AHW) are all encouraged to review who is coming to see the doctor so that opportunistically Aboriginal and Torres Strait Islander Health Assessment and reviews can be completed.
• We are also working hard to ensure all services we provide are claimed appropriately through Medicare by:
  • Providing follow up education to staff on Medicare claiming
  • Reviewing immunisations completed and Medicare claims submitted
  • Reviewing patient files and making sure we provide the best service and follow up we can

The more revenue we can generate the more we can give back to the community in health promotion activities.

Since 2010, Ramahyuck has been providing a medical service in Drouin. In January 2019 this service ceased when our General Practitioner resigned. Ramahyuck is now leasing out the medical centre to a locally based General Practitioner who provides bulk billed services.

**HIGHLIGHTS in 2018-19 for Ninde Dana Quarenook:**
• Appointment of our first Aboriginal Practice Manager
• Over 4000 patient contacts
• Completing pre checks with clients to maximise time and build rapport
• Completed 183 Aboriginal & Torres Strait Islander Health Checks
• One Aboriginal Health Worker has gained qualifications as an Aboriginal Health Practitioner
• Over 1000 patient contacts completed by Aboriginal Health Practitioner
It has been a very interesting and exciting 12 months at Dental in the year just finished. Gippsland Dental Clinic has had a complete staff and management overhaul during the past 12 months. We would like to welcome our new team members, as well as saying the sad goodbyes to those who have left us. We also welcomed our Aboriginal Trainee, Breannon Kennedy-Hills to the dental team. Breannon has been a great asset to the dental team and is passionate about serving her community.

No government funding meant fee structure changes which proved to be a challenge to incorporate. This did however prove to be a success as we managed to run at a profit for the first time in a long time. The dental team thank everyone for their support during this transition.

The Dental team supported other Ramahyuck programs during NAIDOC 2018 by making sure that all children and families received toothbrushes, toothpaste and some fun additions to encourage healthy oral habits were included in family day show bags.

Christmas was also a fun and educational time within dental. Christmas is a season of celebration and as extra ‘goodies’ are consumed the dental team also encouraged lots of oral health promotion activities.

Mouthguards are a very important piece of equipment for anyone who plays a contact sport, and for the first time we have made a mouthguard in the colours of the Aboriginal flag!

The Dental team has been engaging in lots of team building activities, which has proven to be very successful and have been encouraging healthy eating lifestyles, including the odd treat baked by a dentist as our pictures show. We have also been supporting the Treaty

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Election Process by wearing our Treaty shirts both at work and at home.

Koori appointments attended: 107
Koori discounts total at $20,115.51 in treatment provided in the 2018-2019 financial year.
Staff discounts total at $1,240.00 in treatment provided.

Department of Veteran Affairs Patients were also continued to be treated by Ramahyuck dental teams.
Ramahyuck Dental also worked in conjunction with Central Gippsland Health during the 2018 – 19 financial year. We were able to treat 64 of their patients who were provided with vouchers to cover their costs of treatment. This included 59 emergency patients and 5 patients who required general treatment.
Medical Services
No Show Policy
Within our medical clinics we have been experiencing a high number of people not presenting for and/or not canceling appointments. As such, people in need of appointments are denied the opportunity due to a lack of notice.

In future a record of no shows will be kept on the persons file and if they do not attend 3 or more appointments in a 12 month period they will no longer be able to book an appointment. The patient will not be refused a service, instead they will be seen as a ‘walk in’ patient in the medical clinic on the day, however they may not be seen until a partitioner is available. The patient will be triaged by the nurse and will have to wait until the next available GP can see them.

Koori Maternity Services
In terms of numbers this year, there has seen a decrease in births. This is partly due to the numbers at Drouin no longer being included. It is also due to increasing numbers of mothers opting for long term contraception after birth.

In 2018/19 there were:
• 28 births,
• 13 women booked for remainder of the year and into early 2020, so far.
• Less births but complexity is increasing in relation to drug use, social problems, emotional issues and family violence.

Smoking continues to be a problem with 75% of all mothers presenting continuing to smoke. Of these women 75% reported a reduction in smoking by the third trimester. The sticking point is always the last 2 - 3 cigarettes, with more work required in this area. It was encouraging to note that there are a higher proportion of mothers not smoking at all, 25%.

The increased complexity of clients meant a great deal of time was spent with Child Protection issues. This included 76% of our families experiencing Child Protection issues in the last year. Several mothers have required referral to tertiary centres at Monash Clayton. Only one required to birth at MMC, the others were all cleared to have a locally managed birth.

Other KMS information
• Transient population, who come in and out of care, means 60 families have accessed KMS in one form or another.
• Average birth weight is 3.1kg, still within the normal range
• Breast feeding is currently at 60%
• Less than 5% of babies admitted to Special Care Nursery (SCN), compared to national average of 6%
• One late pre-term baby (36/40)
• One Neonatal Intensive Care Unit (NICU) admission
• There has been an increase in miscarriages but this may be because of the number of mothers booking in at < 6/40 - is this the best terminology? i.e Under 6 weeks?
• 90% of mothers booked by 12/40
• 95% of mothers booked by 20/40
• No young teenage mothers. This continues to be a positive trend. Any teenage pregnancies are late teens (18/19y/o). This compares very favourably with the national average of 2.5% and has been a trend at KMS, Morwell for a number of years.

Cervical Screening
Pamper Day held with funds provided by Gippsland Primary Health Network.
• 30 women attended despite the awful weather
• Local organisations attending were: VACCA, Latrobe City MCHN, Treaty Worker and CASA
• Mini health checks were provided and encouraged attendance at full Aboriginal Health Assessments
• Women treated to makeup and manicures
• Freshly prepared healthy soup and pasta on the menu. (Thank you to staff)
• New Cervical Screening Programme discussed resulting in follow up appointments. Staff will chase up these women and encourage them to attend.
Aboriginal Maternal Child Health Initiative

After a few hiccups and a reduction in hours the Maternal & Child Health Nurses (MCHN) are returning to the KMS House. Mothers are happy to see MCHN back at KMS House and numbers are slowly rising.

Relationship with Latrobe City Council staff are continuing to build

A “Yarning Group” is being set up for parents and KMS Staff will attend as often as possible. This has been in the pipeline since before Christmas last year. It is hoped that the first group will meet in August 2019.

Mental Health & Dual Diagnosis Services

In May 2019, Ramahyuck received funds through both the Australian and State Governments to employ a Therapeutic Mental Health Clinician and a Dual Diagnosis Clinician.

The Mental Health Clinician has established all documentation for confidential referrals and has a current case load. The Dual Diagnosis Clinician has been appointed and commences in July 2019.

Integrated Team Care (ITC)

Staff in the ITC program continues to be really busy coordinating services for clients with Complex Chronic Diseases. We have received funding to assist the coordinators by having an outreach worker who can assist with transport, documentation and other tasks.

Elder’s Luncheon

Along with the SEWB worker Created NAIDOC 2018 display board BECAUSE OF HER WE CAN theme

At our NAIDOC Family Fun Day medical staff to conducted BSL, Blood pressures screening and to take attentive? Bookings for 715 Health Checks, also AUSD risk Diabetes screening for the community.

Along with SEWB workers we organised a Christmas Raffle to raise money for the Kids Christmas party. The raffle made $598.
Wanjana Lidj – continues to deliver high quality programs to the Community. This year has seen Wanjana Lidj increase their therapeutic specialist support to 0.2 EFT, which can only support the continued high level programs that we offer to our Community. This support is invaluable in ensuring that our families have access to therapeutic interventions; support and assessments, whilst staff have an opportunity for consultation; training and gaining insightful wisdom into the issues our families present with and what may be impacting their ability to heal.

Further to this we also have maintained and strengthened our partnership with the Queen Elizabeth Centre through the provision of Early Years and Parenting specialisation. To value add to all of above we have been extremely successful in recruiting a high level, very experienced Practice Leader who comes to us with a wealth of experience and knowledge. We have been extremely fortunate to get someone of exceptional caliber who can support, guide and influence change within the way Wanjana Lidj undertakes case practice.

The year just finished saw a lot of changes both in the growth of program areas, new programs coming on board and staffing. This has been not only an exciting time but also a very challenging and has been a time for us to re-group; re-build and reenergise ourselves. Recruitment has been a huge part of our work this year and we have been very fortunate to recruit to many of the positions. This has meant that we have needed to ensure our staff are trained adequately, so a training framework was developed and will be implemented throughout 2019/20.

Once again Wanjana Lidj underwent a ‘surveillance’ visit by the accreditors and I am happy to report there were no ‘non compliance’ issues. Client feedback was excellent and we continue to seek opportunity for improvements where and when required.

Team building is a very important concept when trying to re-build a team with new and existing staff. This year we were very fortunate to have Jamie Marloo Thomas, Co-Founder & Executive Director of Wayapa Wuurrk come to us and undertake a day session in holistic healing and cultural wellbeing. Wayapa Wuurrk means to “Connect to the Earth” in the languages of the Peek Whhuurung and Gunnaikurnai Peoples of Victoria. Wayapa is based on Indigenous knowledge concepts and is an internationally-accredited Earth Connection Wellness Practice that combines earth mindfulness, narrative meditation and a physical movement practice to create Earth Mind Body Spirit wellbeing. It was an amazing day, enjoyed by all.

I would like to take this opportunity to thank all those staff that have contributed to the ongoing success and achievements our families and children have experienced throughout the year. There have been numerous positive outcomes and these could not be achieved without the dedication and hard work that is underpinned by committed staff.

Restoration House:

Restoration House was also given a makeover this year, updating old furniture and appliances. New children’s toys and educational resources have also been updated in the House, ensuring a strong emphasis on Aboriginal Culture. Restoration House held an internal open day, providing lunch and a chance to view the newly renovated space. The Restoration House looks fantastic, fresh and welcoming to all the new families and services that will utilise this unique service in the future.
Aboriginal Family Preservation:

The Aboriginal Family Preservation Program has had a great year, supporting 17 families despite being down one staff member – due to maternity leave. We have also been able to welcome one new staff member to the Preservation Team, which has value added to the team dynamics and outcomes for families.

Yaail Lung Pardooi Strengthen Families:

This program area has well and truly over performed this year and has had some great outcomes for families and children. The program works very closely with Take Two therapeutic supports and has seen some amazing results through this partnership work.

Integrated Family Services:

IFS certainly has over performed this year and even though most cases are very complex – staff have been able to support families in achieving their goals whilst ensuring the best interest of the child is maintained at all times.

Intensive Family Support Services:

As above, this program area has well and truly over performed and has even had to manage a waiting list in the Wellington region. The program was new to Wellington last year and very quickly has proven the need and the value of having such a specific Aboriginal focused program for this area. The demand cannot be met in a timely manner so an ‘active holding’ process has had to be implemented.

Baw Baw Parenting:

BBP has had a change of staffing this year and for several months the program was inactive. However, the program is back on track and performing well. The Program met target and according to feedback parents and children, who attended the playgroup, enjoyed the experience.

Yarning about Families:

This program has been well attended with numbers growing steadily throughout the year. We are currently investigating options as to where to hold the program as current premise is no longer fit for the purpose.

The program along with all family services programs offered our families the opportunity to have their family portrait taken. Our families do not usually or very rarely have something as positive and beautiful as a family picture that they could treasure and reflect on when times get tough. This was a great day and once the photos were produced they were framed and presented to the families. All families were delighted and extremely proud of not only their efforts but the quality photo they had off their families.

Children and Schooling – Homework Programs:

Both programs held in Moe and Traralgon have been extremely well attended and the introduction of a cultural garden at Moe Primary School was a huge success. Native plants and food plants were purchased and the children planted them; nurtured them and continue to care for them ongoing.

The program received very positive feedback from the Principal of Moe Primary School, about the importance of the Moe...
Learning Hub. He advised us that the students love attending and the teachers have noticed a positive change in the students since the program started.

Our Traralgon homework club continues to get high numbers of attendees on a very regular basis.

Aboriginal Family Led Decision Making:

This program has under performed this year due to a number of factors. The program has seen some staff changes including a change in the Team Leader position, whilst another staff person went on Maternity leave – these changes do impact on our ability to meet target but in saying this the work that has been undertaken in this program has been of a very high standard and some great outcomes for families have been achieved.

Aboriginal Best Start:

This program saw the loss of our staff member in Baw Baw mid way through the year and even though there were numerous attempts to recruit to the position – this was unsuccessful.

Practice Leader:

The Family Services Practice Leader will work in close partnership with the General Manager, Team Leaders and staff to lead a high quality, culturally safe and effective response to Aboriginal people seeking support and safety through the Family Services Program area.

The Family Services Practice Leader will be responsible for providing practice leadership and expert advice to the staff team on child and family services and interventions with a strength based approach and therapeutic lens. The Family Services Practice Leader will also provide secondary consultations to internal and external stakeholders and proactively build capacity and resilience within the team.
Strengthening Cultural Safety in Family Violence program: Background

The Royal Commission into Family Violence made 227 recommendations for an accessible, inclusive and non-discriminatory family violence system. In particular, Recommendation 148 relates to ensuring that funding agreements for mainstream family violence organisations incorporate a requirement for services to undertake cultural safety reviews and action plans in all areas of operations, governance, workforce and relationships with community.

Recommendation 148 from the Family Violence Royal Commission recommends:

The Victorian Government ensure that funding agreements for mainstream family violence organisations incorporate a requirement for services to undertake cultural safety reviews and action plans in all areas of operations, governance, workforce and relationships with community. Investment in Aboriginal service providers will be necessary to support this.

The Royal Commission into Family Violence found barriers to Aboriginal and Torres Strait Islander people reporting family violence.

The Commission reported that the entire family violence system should be culturally appropriate and easy to access to provide choice for Aboriginal people. This is not limited to service users, but also extends to Aboriginal employees and relationships with Aboriginal organisations.

The Strengthening Cultural Safety of Family Violence Services Project (the Project) is supported by the Department of Health and Human Services (the Department), Family Safety Victoria and the Department of Justice and Regulation.

The Project supports mainstream family violence service providers to improve the cultural safety of their services with support from Cultural Safety Advisor roles located in Aboriginal organisations across the state. Cultural Safety Advisors will assist mainstream providers to undertake organisational cultural safety reviews and to implement action plans.

Unborn reports

Ramahyuck in conjunction with Child Protection are in the process of developing a program that works on the idea for an Aboriginal mothers/babies early parenting service in Morwell and Inner Gippsland as a whole. This progressive concept has been driven by the need to address the significant un-born reports for Aboriginal babies particular the cohort of young mums having their babies and aims to deliver a unique and innovative approach to addressing the complex and diverse needs of this target group.

A meeting of key stakeholders has resulted in a shared agreement for developing a model and utilisation of an existing premise in Traralgon. The model will combine Alcohol and Drug services for Aboriginal women, pre and post natal care and in and out patient care from the local hospital. The project will be informed by a similar model in other parts of the State.

The Orange Door

The Orange Door for Inner Gippsland went live in November 2018. This was a very exciting time after all the hard work; dedication and effort put in by all agencies over the previous 12 to 18 months – finally see it come to fruition.

The Orange Door is a fundamental change to the way we work with women, children and families. It will keep the whole family in view with support tailored to each family member’s needs. It is a more visible contact point so that people know where to go for support; makes the experience of getting support as easy, seamless and safe as possible; connects people to a wide range of supports across the spectrum of prevention, early intervention and response; delivers an immediate response for people in crisis by linking people to specialist services, medical treatment and care, accommodation and practical assistance;
allows practitioners to share expertise and coordinate an integrated service response for women, children and men; provides advice based on the latest risk assessment tools and best available information; helps change the system to keep perpetrators in view, assess the risk they pose, and hold them to account.

The Orange Door is open to people of any age, gender, sexuality, culture and ability. The Orange Door is working with local Aboriginal services and communities, multicultural services, LGBTI services and disability services to meet the diverse needs of people and families.

It’s great to see real partnership between government and the community sector working to deliver The Orange Door. Co-locating workers from a variety of agencies at The Orange Door has been challenging as has recruitment into the Orange Door.

Gunai Lidj

Gunai Lidj provides a high quality service to our local Koori Community and also offers the option of transport to ensure those children and parents in need of child care have access to a culturally focused centre.

This year has seen Gunai Lidj undergo enormous change with the Government introducing the Child Care Subsidy scheme. Many of our families struggled with the changes, despite the lengths staff and other support services went too to assist families in navigating these mammoth changes. These changes did have a significant impact on the enrolments for our centre, but recovery is steadily happening and things are slowly re-building.

This year has also seen some renovations occur, which is very exciting. The baby’s room has increased in size and therefore capacity to take on care of more babies. The school children will have a new and dedicated space to call their own and a new and improved planning room for the educators has also been provided.

Gunai Lidj regularly has special events, cultural days and fun days. These have included morning teas/lunches for families/guardians; favourite book character; red, black and yellow day for NAIDOC; crazy colour day; footy day; pyjama day; Easter egg hunt; Graduation and Christmas party.

In April Gunai Lidj lost their Coordinator after 11 years; however we were very fortunate to have Eileen step up as Acting Coordinator until an appointment can be made.

Gunai Lidj staff are very dedicated to providing a high quality, culturally appropriate service and this is shown by the joy and excitement on the children’s faces when they attend the centre.

FAST: Swim to School and Journey to Big School

FAST – Early Years project – this program is being supported significantly by the FAST facilitator at Uniting. The program will be fully transitioned from Uniting to Ramahyuck by the end of 2019 and a transition plan has been developed to support this to occur. This is a significant piece of work as well as exciting and a great move for Community and Self Determination.
The program addresses a need for strengthening parenting skills among Aboriginal families in our communities. The main focus of this profile is on the adapted implementation of FAST (Families and Schools Together) in the Wellington site.

The FAST program (© FAST National) is a collaborative and time-limited prevention and parent involvement program designed to address three problems: alcohol and drug abuse; violence and delinquency; and school dropout. Its strategy is to reduce causal factors related to those problems by starting with young children using a family-based model. Children (ages 4–9 years) who display behaviour problems (at school and at home), poor self esteem, short attention span and hyperactivity are targeted by teachers for this multi-family program.

Program context FAST is an 8-week, early intervention/prevention program, designed to strengthen family functioning and so build protective factors in children. The program targets the whole family and participation is strictly voluntary. It is conducted in the context of a local school. The core of the program involves eight weekly multi-family meetings usually held in the school during which positive interactional experiences for families are structured and facilitated by a collaborative leadership team. The collaborative team consists of at least four members: a parent partner; a school partner; and two community-based agency partners.

FAST uses modelling and practising in its training of weekly activities accompanied by an explanation of the research background to the activities. Use of a video of other FAST programs has given further visual input of activities. The training manuals, which rely on high English literacy, have been modified for use in remote Indigenous settings. A 2-day FAST training program for team members allows for checking of activities against local cultural practices, and for planning the first night’s program. The training is beneficial to the team members, as it sets them up for the eight week implementation of the program. Once they have completed the eight week process and have participated in evaluation, team members receive certification and accreditation as FAST team members. When the team experiences a successful program, the confidence of the team members is raised. In particular, parent partners are brought to a level where they gain an interest to pursue further endeavours – we will be embarking on our first FAST for Wellington term 3.

**Journey to Big School Day**

This is part of the FAST program The Journey to Big School is around transitioning children and families from Kindergarten to Primary School.

**NAIDOC week 2018.** Wanjana Lidj held a Women & Children’s Health day – which was held at Neighbourhood House in Morwell. The day was centred around the NAIDOC theme for 2018, which was “Because of Her We Can”. Wanjana Lidj provided a culturally safe space for women and children to come and get pampered, whilst also having access to health and wellbeing information. The event included DIY pampering activities, massages, raffles, children's activities and a free lunch. We also had stalls set up for educational purposes from Koori Maternity Services and Latrobe City’s Maternal Child and Health service. The day was a success, with over 70 woman and children attending the event. Local members of the Aboriginal community attended, as well as Organisations, Services and Networks of Ramahyuck.

All of the Wanjana Lidj team came to support and help out on the day, whilst also bringing the families we support to the event as well.

I would like to take the opportunity to thank all the staff that have worked tirelessly throughout the year to make the work we do for and with our families a success. Success can be very small milestones to major achievements – well done and congratulations to all.
Community Services

The 2018/2019 year has seen some major developments in Ramahyuck’s Strategic direction, with the formation of the new stream Community Services.

Community Services now comprise of several services / programs. A General Manager was recruited, Mark Munnich, and we welcome him to this new role. The program areas he supervises include:

**Social and Emotional Well Being Services (SEWB)** which comprises of SEWB outreach, Mental Health Services, Alcohol and Other Drug Services (AOD) and the Bringing Them Home / Link Up Program (BTH).

SEWB focuses on the social and emotional wellbeing problems and mental health among our local Aboriginal and Torres Strait Islander communities. SEWB broadens the focus from mental health to a wider view of wellbeing and to services which promote positive wellbeing. It focuses on strength and assisting / promoting these strengths of Aboriginal and Torres Strait Islander communities and people, increasing access to primary health and early intervention, and improving access to culturally sensitive and relevant services. SEWB services are restructuring inline with Geographic changes and our RDAC Strategic direction. The services are using strategies to engage our communities and offer better access, best practice and cultural sensitivity to our SEWB services.

The Bringing Them Home
Our Bringing Them Home program provides links to other Stolen Generation organisations and helps to raise awareness through hosting *Sorry Day and Apology Day* events.

Our BTH worker can provide:
- Links to grief and loss counselling
- Referrals to other agencies to help find your family
- Access to records and family tree
- Access to services relating to Stolen Generation support

**Collaborative Impact Justice Program:**
Under the Victorian Aboriginal Justice agreement, the Koori Justice Unit and Community Safety and local Aboriginal community controlled organisations are seeking support to get started on establishing a collaborative approach across Gippsland, potentially creating conditions for collective impact.

The initial purpose of the collaborative initiative in East Gippsland is: To reduce the number of young people in the justice system across East Gippsland. This program is moving forward and now nearly 12 months into the program, it has proven progress, with support from local and wider services/programs both NGO and Government services.

**Local Justice Program**

The Local Justice Program seeks to reduce the number of Aboriginal People coming into contact with Police and the Justice System as a result of criminal activities. The target group consists of Aboriginal males/females (18+), which are subject to court orders or are identified as likely candidates for diversion as an alternative to imprisonment.

The program also works closely with the local Sheriff’s office to resolve outstanding warrants by means of payment plans, conversion to community work hours or applying for a court hearing to resolve or contest the fines/warrants.

The local Drouin program provides a community work site for clients on corrections orders to complete their hours and we can also offer our clients access to our other programs where appropriate eg:- Men’s group, parenting programs, referrals for drug and alcohol counselling, Men’s behavioural change programs and Psych reports/referrals through...
our Doctors service. If clients need assistance with the court hearings, we can source solicitors on the client’s behalf and assist with the court process where possible.

**Family Violence program**

A new program initiated by the Victorian Government response to reduce and educate on the rising issue of family violence. Ramahyuck has only just started to provide this service.

Our Program will focus on networks, partnerships and linkages through coordination and service delivery i.e. Gippsland Family Violence Alliance and Sub Regional Network Utilising existing services and projects currently operating, and strengthening these.

**National Disability Insurance Scheme Program**

The NDIS is and will become an important part of every person who has a disability. Ramahyuck has been scoping this service to becoming an NDIS provider. We are in early stages of development and building our capacity to be as a Registered Provider.

Ramahyuck has been funded to provide Cultural Awareness training to both services, individuals and communities specifically related to NDIS. These training sessions will commence in August 2019.

Some key outcomes will be around community engagement and removing the barriers to accessing the NDIS:

- Providing information or advice about NDIS which will create a better understanding of NDIS.
- Providing people/families with intensive 1:1 support with NDIS access and pre-planning.
- Increase NDIS access.
- Increase individual’s access to an NDIS plan.
- Engage with individuals reengagement with the NDIS (had started but stopped)
- Also reengage with people who received 1:1 support who a) could have benefited from NDIS but did not proceed or declined and b) went through the access process but did not meet eligibility

- Nature of issues/barriers faced by people looking to access NDIS

**Treaty Project 1:**

Ramahyuck have accepted to manage and supervise the Treaty worker for our region under the Victorian Government’s initiative to establish the First Peoples’ Assembly of Victoria (the Assembly) to start developing a framework to negotiate Treaty or Treaties.

The position is responsible for delivering face-to-face electoral supports as well as supporting Aboriginal people, families and communities to participate in the Treaty elections in October 2019.

Three main goals are:

**Goal 1:** Help your local Aboriginal Communities stay informed about the Assembly election.

**Goal 2:** Encourage the Aboriginal Community to have their voice heard by enrolling, voting or running in the Assembly election. Every voice makes our people stronger.

**Goal 3:** Broker relationships and navigate supports available to you.

The areas covered are:

- Wellington (Sale and Surrounds)
- Latrobe (Traralgon, Morwell, Moe and surrounds)
- Baw Baw (Drouin, Warrigal and surrounds)

**Treaty Project 2:**

GLaWAC working in collaboration with GLaWAC.

Late last year GLaWAC submitted a grant to Aboriginal Victoria for the purpose of supporting the Community in Gippsland to discuss what Treaty may mean and what individuals and Community want from Treaty.

The funds that GLaWAC has received are intended to be used to support our partner organisations and Community groups in having these conversations.
In late 2018 a review of our Corporate Services structure was undertaken. As a result it was determined that the Finance team would report to David Morgan, CEO as David is a qualified Accountant. It was also decided that a key focus of the Corporation needed to be on developing opportunities for economic development.

This resulted in a new role titled General Manager, Economic Development being created. In February 2019, Andrew Dimarco was recruited to this role and now oversees the Human Resources, Information Technology, Infrastructure Services and Quality teams.

A number of exciting economic development projects have continued to progress during the 2018/19 year including the proposed Solar Farm based at Ramahyuck’s 16ha property in Longford and the introduction of an Arts & Crafts retail outlet based out of the Sale Head Office. Ramahyuck is also now listed with a number of social procurement organisations including Supply Nation. In addition to economic development work undertaken there has been a keen focus to reduce operational costs across a number of areas including insurances, telecommunications, fleet, stationary and uniforms.

Ramahyuck has also boosted its presence online including Facebook and Instagram and it’s very encouraging to see the number of followers on both platforms increasing steadily.

Quality

During the 2018/19 year Ramahyuck undertook our annual ISO2009:2015 Standards audit by the independent review body, Quantum Certification Services (QCS). This included our mid-point review against the Human Service Standards (HSS):

- ISO 2009:2015 has six standards with a total of 63 specific criterion
- HSS have four standards with a total of 16 specific criterion

These audits are one of the ways of demonstrating our compliance with legislation, funding body requirements and most importantly our commitment to providing programs and services that work with clients and patients to assist attainment of client’s identified aims and goals.

Our last audit occurred in March 2019 (ISO and HSS) and we met all the requirements of the audit. Our audit body has made improvement recommendations, but we had no major or minor non-conformities, which is a significant improvement for the Corporation. This was a great effort by everyone.

Some of the feedback the reviewers received when they were undertaking the HSS review;

- “unbelievable what they have done for me”. Another client confirmed “they are the best thing”

Overall strengths of the Corporation were noted in the outcome report;

- The effective management and quality systems that supports RDAC and staff.
- The appointment of the General Manager, Economic Development to review funding opportunities, related projected and cost impacts and cost reduction where possible.
- Records for servicing clients in relation to awareness of rights and responsibilities as well as the Family Action plan and outcomes.
- The increase in the number of staff who have Aboriginal heritage, which is commendable for the support for the local Communities and development opportunities offered to them through education and training.
- The planning for the next Strategic Plan has begun, with an external facilitator to be appointed.

It has, as always, been a very busy year, supporting staff to achieve high and consistent results in providing best practice levels of service provision. This year also saw the resignation of a long term staff member, Melissa Hunt. Ramahyuck thanks Melissa for her years of service, and we wish her well for the next steps in her journey.

Learning & Development

In mid July 2018, Neville Burley commenced with Ramahyuck as the new Learning & Development Officer. Since this time, a number of exciting professional development initiatives have been implemented, including:

- Review of our Cultural Awareness training, resulting in the sessions reducing from 2 days to 1 and the addition of Gunai Kurnai content.
• The rollout of essential staff training including Code of Conduct, Workforce Bullying & Harassment, First Aid and Mental Health Management Essentials.
• Training needs analysis conducted for all staff.
• Successfully applied for a grant from DHHS under the Aboriginal Workforce Development Initiative to deliver a Leadership program and Certificate IV in Community Services. Both programs will be facilitated in partnership with TAFE Gippsland and The Skills & Learning Centre.
• Development of an online training platform which will allow staff to complete inductions and training online.
• A number of staff have been enrolled in traineeships including Certificate 3 in Horticulture, Certificate 3 in Dental Assisting, Certificate 4 in Human Resources and a Diploma of Accounting.

Ramahyuck is building strong relationships with local training services organisations including The Skills and Job Centre, TAFE Gippsland and MEGT.

A number of grant applications have been recently submitted regarding training and potential employment outcomes in the NDIS space for Aboriginal people also.

**Information Technology**

Following a competitive tendering process we entered into an IT Services Agreement with Latrobe IT who have worked alongside our in-house IT Technician to implement a range of necessary upgrades including hardware and the standardisation of our network servers. The upgrades have allowed our workforce to work with greater consistency across sites. Most of Ramahyuck’s sites have now transitioned to NBN also.

A new phone system has also been successfully rolled out across all sites. The system is managed in-house by Latrobe IT and introduces a number of essential features to allow staff to communicate more effectively whilst greatly reducing our phone costs.

Lastly, new video conferencing equipment has been installed across 3 key sites in Sale and Morwell. The units allow staff to hold meetings online thus saving time and costs associated with travel.

**Human Resources**

Our Human Resources team were kept busy during the year with a number of important processes being re-engineered in order to improve efficiencies, including:

• Streamlining recruitment processes to lesson the burden on recruiting managers
• All position descriptions have been updated into a consistent format which now better reflect the responsibilities, experience and qualifications aligned to each staff member’s role
• Creation of a HR Manual which incorporates all required HR processes to ensure consistency and efficiency across all program areas
• Implementation of a more suitable HR filing system ensuring greater usability and compliance with auditing requirements
• Review and update of employment contract templates to ensure compliance with relevant legislative requirements

Recruitment has also been steady during the year with 50 new staff joining the team to fill vacancies as a result of staff exiting and new positions being created. Importantly, the number of Aboriginal staff increased from 30% to 40.8% during the year which is a fantastic result.
The 2018/19 financial year resulted in a surplus of $2.7m, confirming that the organisational review undertaken in the previous financial year has helped stabilise the financial operational activities of the Corporation. It must be noted that the surplus contained unexpended grants of $1.6m taken into equity. As such, there was an actual operating surplus of $1.2m from ordinary activities. Due to the high level of unexpended grants, when these funds are eventually expended on program activities this may result in an end of year deficit. This does not indicate the Corporation is experiencing financial difficulties, rather it confirms the expenditure of program funds on our contracted obligations.

Total income of $11,993,440 was made up of $9,203,337 in grant income and $2,618,951 in fees and other income. Additionally, income included $171,152 in gains on the revaluation of the Corporation’s property portfolio. Expenditure totalled $9,277,874 with employment costs at $6,980,281 the largest expenditure category and it was pleasing to see employment costs were $851,589 less than in 2017-18. For further details on our 2018-19 financial performance, refer to our 2019 Financial Report, approved by Directors on 30 October 2019.

The following information is taken from the audited financial report.

### Statement of Comprehensive Income

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<thead>
<tr>
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<th>2019</th>
<th>2018</th>
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</thead>
<tbody>
<tr>
<td>Income</td>
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</tr>
<tr>
<td>Grants</td>
<td>9,203,337</td>
<td>8,369,716</td>
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<td>Clinical</td>
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<td>Dental</td>
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<td>Fees &amp; Charges</td>
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<td>Total Income</td>
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<td>10,991,156</td>
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<tr>
<td>Expenses</td>
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<tr>
<td>Corporate</td>
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<td>Employment</td>
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<td>Operational</td>
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<td>Total Expenses</td>
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<td>Surplus/(Deficit)</td>
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### Statement of Financial Position

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<td>Current Assets</td>
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<td>Current Liabilities</td>
<td>(1,372,110)</td>
<td>(1,224,225)</td>
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<td>Non-Current Liabilities</td>
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<td>(167,193)</td>
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<td>Net Assets</td>
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<td>9,127,345</td>
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<tr>
<td>Equity</td>
<td>(11,843,694)</td>
<td>(9,127,345)</td>
</tr>
</tbody>
</table>
2018-2019 INCOME

- Grants: 77%
- Clinical: 10%
- Dental: 6%
- Fees & Charges: 4%
- Other Income: 3%

2017-2018 INCOME

- Grants: 76%
- Clinical: 13%
- Dental: 5%
- Fees & Charges: 2%
- Other Income: 4%

2018-2019 EXPENDITURE

- Employment: 75%
- Operational: 20%
- Corporate: 5%

2017-2018 EXPENDITURE

- Employment: 78%
- Operational: 18%
- Corporate: 4%
Statement of Financial Position

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
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<tbody>
<tr>
<td>Current Assets</td>
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<td>Non-Current Assets</td>
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<td>Current Liabilities</td>
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<td>Net Assets</td>
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<td>Equity</td>
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<tr>
<td>Non-Current Assets</td>
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<tr>
<td>Current Liabilities</td>
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</tr>
<tr>
<td>Net Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity</td>
<td></td>
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</tbody>
</table>

- Current Assets: $10,000,000 (2019), $5,000,000 (2018)
- Non-Current Assets: $15,000,000 (2019), $10,000,000 (2018)
- Current Liabilities: $(5,000,000) (2019), $(10,000,000) (2018)
- Net Assets: $5,000,000 (2019), $10,000,000 (2018)
- Equity: $(15,000,000) (2019), $(15,000,000) (2018)
A big thank you to all of our funders. Without your ongoing support we would not be able to provide the services we do to our communities.
Ramahyuck District
Aboriginal Corporation

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