

KATUNGUL ANNUAL REPORT 2021-22



KOORI HEALTH IN KOORI HANDS



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Cover image: Picture of painting by Yuin, Djiringanj artist Rhiannon Chapman. From the artist: DJIRINGANJ YUIN COUNTRY, my country. This painting is a little more special to me, my totem the black duck (Umbarra) in the middle with our mother mountain behind - Gulaga Mountain. The crystal blue colour represents my people - Katungal (saltwater) people. The gum leaves replicates our Mother Earth looking after us and feeding us oxygen. The hand prints resembling my ancestors from near and far, guiding and paving the way. We never walk alone, always guided always protected.



**Ronald Nye Senior,
Chairperson Katungul**

This year we saw the challenges from the pandemic continue with further restrictions, community transmission and intermittent stay at home orders impacting on Katungul's ability to work with our community. Through this, Katungul has shown great strength in adapting and developing its service delivery to ensure the consistent care and support of our clients and communities.

"KATUNGUL HAS SHOWN GREAT STRENGTH IN ADAPTING AND DEVELOPING ITS SERVICE DELIVERY TO ENSURE THE CONSISTENT CARE AND SUPPORT OF OUR CLIENTS AND COMMUNITIES."

Katungul turned its focus to the COVID-19 vaccinations and worked hard to deliver several pop-up clinics across our footprint to connect and encourage community to get their vaccine. There was a considered effort to ensure community were able to access timely and accurate information through webinars, Facebook group partnerships, brochures, social media campaigns, video campaigns, information sessions and more. The Far South Coast was one of the highest Aboriginal vaccination rates in NSW and we continue our commitment to keeping our staff and communities safe and informed.

Katungul formed strong partnerships with the local health district and other key agencies and became a leader in local COVID-19 response. Transmission of COVID-19 from community to community was reduced and our Aboriginal communities were provided with quality health care and support. I wish to commend all Katungul staff and leaders on their commitment to this despite the personal and professional cost of the pandemic.

(HAIRPERSONS) REPORT (CONTINUED)

03

Katungul responded to the needs of our community, forming a Covid hotline for Batemans Bay, Narooma, Bega and expanding to the Queanbeyan, Goulburn and Yass area's. This provided a place for community members who caught COVID-19 to find support, ask questions and bridge the gap between the local health districts' virtual care.

Katungul's key health programs have continued with closely managed face to face medical services being provided in a COVID-19 safe manner. Our community and social emotional programs have worked to slowly re introduce programs but continue to adapt to the ever changing challenges of the pandemic.

It has been a great pleasure to mentor and support our CEO Kayeleen Brown during her first year in the role. She has been instrumental in advocating for our communities, building partnerships and improving our pandemic response services. Her passion, drive and commitment is without question and I know I speak for the board when I say we look forward to our continued work with Kayeleen and what the future may bring.

The board has continued to provide direction to the organisation including implementing a new service model, founded in Culture, Healing, Community and Kinship as the core foundations of achieving 'Koori Health in Koori Hands'. In February of this year we welcomed our new board following a postponed AGM due to COVID-19 restrictions. Apart from my continued role as Chairperson the new board is as follows: Yvonne Stewart - Deputy Chairperson, Lynette Goodwin, Graham Moore, Lorraine Naylor, Angela Parsons, Anne Greenaway and James Allen. Once again on behalf of the board I thank all staff, leaders, community members and partners that have contributed to Katungul and to the health and well-being of our community during this reporting period.

Ronald Nye Senior
Chairperson Katungul

04 (EO REPORT



**Kayeleen Brown (left) with
Djaaawan Dancers.**

**" I AM VERY PROUD OF THE WORK
OF OUR STAFF, WHO HAVE
STEPPED UP AND RISEN TO EVERY
OCCASION..."**

Our teams worked closely together, across service arms and portfolios to face new challenges. We set up COVID-19 response teams for Batemans Bay, Narooma and Bega. These support lines were integral to our ability to respond quickly, leading dispatch and medical care responses unlike any other Aboriginal Medical Service in NSW. Katungul was also a strong voice in the greater conversation about the needs of our Aboriginal clients and communities. In addition to our three main Covid support lines, we provided virtual ones for Goulburn, Yass and Queanbeyan, connecting Aboriginal clients with virtual care and COVID-19 support packs.

During the pandemic 1 in 3 clients reported they had little to no support from the Local Health District to effectively manage their care whilst in isolation. Katungul provided 30,420 occasions of service. Whether it was through telehealth, critical care for those affected by the pandemic or COVID-19 testing and outreach.

I am proud to report that through the pandemic we formed great partnerships, collaborating with NSW Health, NSW Police, Resilience NSW and NSW Aboriginal Affairs and working toward shared outcomes that resulted in reducing the spread of COVID-19 across our communities. Our service adaptation model has been acknowledged for leading service delivery in line with Aboriginal Kinship, relationships and needs. All of which contributed to the success of our response.

This last year has been a significant challenge for not just Katungul but all health services and the many communities that we service. I am very proud of the work of our staff, who have stepped up and risen to every occasion and adapted to ever changing health priorities, rules, and regulations.

Through this period our staff have never lost sight of our core values and have continued to provide quality services to our clients and communities. This year stretched Katungul services more than ever before, with many staff working additional hours to support and implement service changes even when personally impacted by the pandemic.

05 (EO REPORT CONTINUED)

Thank you to our funders who worked with us to adapt and tailor Funding Agreements to the needs of our communities. The support and acknowledgement from Government and other funding bodies allowed Katungul to adapt and meet the needs of our communities as much as possible.

During the year we saw significant staff shortages, with health orders limiting travel, access to housing and the industry clinician shortage making recruitment challenging. Without the ability to recruit and retain staff in key clinician positions it makes it difficult for us to maintain our clinic operations. Katungul has been advocating on local, state and national levels for support, change and system reform and is working on strategies in partnership with NSW Health to alleviate and respond to these challenges. During the year Katungul also worked to identify and target more Aboriginal identified positions and redesign our recruitment strategy. This work will continue and expand in the new year as we work to grow our Koori staff representation including succession planning, mentoring and skill development.

During the year staff supported online competitions, cooking classes, online concerts and hosted a range of Katungul end of year functions in collaboration with many other services including our Cultural Fishing Day in late 2021 which was a great success. Due to restrictions, we were unable to host the 2021 NAIDOC activities and will extend this work into the 2022 planned NAIDOC events.



06 (EO REPORT (CONTINUED

The Far South Coast was one of the highest Aboriginal vaccination rates in NSW and one of the only regional communities who developed localised messages and campaigns with the 'Don't be scared' and kids vaccines videos. Thank you to our Elders, communities, staff and families who participated to make this all a reality. In addition I would like to thank our fellow Aboriginal services who worked closely with us, NSW Aboriginal Land Councils, Twofold Aboriginal Corporation, SEARMS and Murra Mia. It's through maintaining and building these relationships that Katungul was able to establish the Southern NSW Aboriginal Community COVID-19 Resources Group on Facebook. Created to ensure better access to resources and information across services and referral pathways for communities. Thank you to all agencies involved and your continued support in this initiative.

"THE FAR SOUTH COAST WAS ONE OF THE HIGHEST ABORIGINAL VACCINATION RATES IN NSW AND ONE OF THE ONLY REGIONAL COMMUNITIES WHO DEVELOPED LOCALISED MESSAGES AND CAMPAIGNS"

In February 2022, we welcomed our new board following a postponed AGM due to COVID-19 restrictions. I'd like to offer my thanks for the support and guidance I received from the previous board during the first half of the year, as I settled into my position as CEO of Katungul.

In early 2022, our far northern NSW Aboriginal communities were hit hard by devastating floods. Katungul was one of few services who contributed donations of food, clothing and other essentials, to support the many Aboriginal communities affected. Thank you to everyone who provided assistance and came forward with donations. We received a formal indication of gratitude for the support of our fellow Aboriginal Health Services and communities.

During the year Katungul expanded into the Case Work Support Scheme, broadening our participation and services to support families in contact with the Department of Communities and Justice System. Through this we can offer cultural mentoring, restoration and client support. We look forward to continuing our work in this area, advocating for our clients and helping to keep our families together whenever possible.

07 (EO REPORT (CONTINUED

During my time as CEO, Katungul has seen notable changes and improvements to our service delivery functions, procedures and practices. Our teams have worked tirelessly to design, adapt and implement new procedures, systems and processes to secure and improve our service capacity into the future. Following the impacts of COVID-19, Katungul needed to adapt and change to the new world of services integration, embracing digital transformation and moving away from paper-based processes. Katungul now has a strong IT and system development foundation. We will continue this work into the new year to reflect our ever-growing service needs.

"WE CAME TOGETHER, PERSEVERED THROUGH UNCERTAIN AND DIFFICULT TIMES BOTH PROFESSIONALLY AND PERSONALLY."

In our commitment to provide better services to our clients and community we have completed significant work in the capital upgrades for the Bega facility, with the development of the Safe Places Domestic Violence facility. Katungul looks forward to the finalisation of this facility and working with Government to secure funding for future projects that will service our communities. Pending funding approval we will work with community on their input, feedback and guidance on the service model design and integration into the model of care for this service arm.

During the year Katungul farewelled some staff and welcomed new members to the team. I especially want to thank serving staff for their support, leadership, and direction during the year. We came together, persevered through uncertain and difficult times both professionally and personally. Many services found new ways of working and supporting their clients remotely, with work at home orders in place. This compelled Katungul to grow, explore and innovate our service model and implement a new model, founded in Culture, Healing, Community and Kinship as our core foundations of achieving '*Koori Health in Koori Hands*'.

08 (EO REPORT (CONTINUED

Katungul was asked to present at many conferences over the past year, including suicide prevention, mental health, social and emotional wellbeing and healing. Katungul is grateful for these opportunities to raise awareness about the challenges, innovation and success of the work being done in our communities and leadership of both our staff and community who work tirelessly to achieve positive change. I look forward to continuing to support and expand this work into the future. Thank you to our community leaders who support the great work that we do and the many participants of our programs who continue to contribute to the outcomes of our activities and programs.

We as a service are still learning and adapting to service delivery methods and more efficient practices to improve our service delivery. Thank you to everyone who has provided feedback and continues to provide input about how we can better achieve quality services at Katungul. We are forever grateful for everyone's patience, support and words of encouragement. Only by working through our clients and communities issues and concerns can we grow and adapt to their needs.

Lastly, thank you to the Katungul board who has supported and guided me. In particular, our Chairperson Ron Nye Snr, who provided endless support and guidance to me in my transition into the role. I would also like to acknowledge our ancestors, our Elders, community, clients and the many people who have come before us. Katungul has grown and expanded into what is an important and innovative service. Thank you to the many clients who continue to choose us as their provider of choice and support us. We are dedicated to improving our services, and I am confident that Katungul will continue to grow in strength, into the future and beyond my term of service. Thank you for a great first year with Katungul and allowing me to lead our services for community and the growth and development of Katungul.

Kayeleen Brown,
Katungul CEO

OUR PEOPLE 09



Kalimna Kay Stewart

Meet Kalimna, she is a Culture Admin officer with our People & Culture team at Katungul.

I help coordinate and assist with the administration processes during a staff members cycle of employment with Katungul. This ranges from providing advice; conducting orientation, induction processes, mentoring and guiding school base trainees, assisting with cultural development, uniforms, staff ID cards, WHS implementation and everyday administration duties, just to name a few!

I am very passionate about learning; I love to read, study and up-skill myself, to keep growing. I am passionate about my sports although I haven't been able to play sports in a while. My favorite sports would be football and netball.

I am passionate about the ocean and the land and Aboriginal culture. I'm passionate about being on Country and learning about Aboriginal health.

"I LOVE THAT OUR MOTTO IS KOORI HEALTH IN KOORI HANDS...AND THE PRIDE I FEEL FOR BEING A PART OF IT."

The best thing about working at Katungul is working for an organisation that helps our community in so many ways. I love that our motto is *Koori Health in Koori Hands* and I feel so strongly about how important this is and the pride I feel for being a part of it.

I love working for the community and being able to liaise and advocate for mob and employees on different levels.

Meet Sean Kinchela, Katungul Eyes & Ears and Otitis Media Coordinator.

I coordinate the Otitis Media and Aural Health program, going out to public schools and performing hearing screens on Indigenous children as an early intervention program. We want to ensure they are hearing with the best of their ability and enable them to get through school without any hearing disabilities.

I also coordinate the visiting optometrist program, ensuring community gets their yearly eye health checks and glasses. We also educate our clients around major health issues that can affect our eyes such as diabetes.

I'm so passionate about our people, the oldest living culture in the world! I'm a proud Gamilaroi/Wiradjuri man and I've grown up on Yuin country. I'm proud of where I come from and where I'm going in life. Being an artist I get to tell these stories through my art and music.

The best part of my job is giving a client their glasses and watching their facial expressions when they are finally able to see properly.



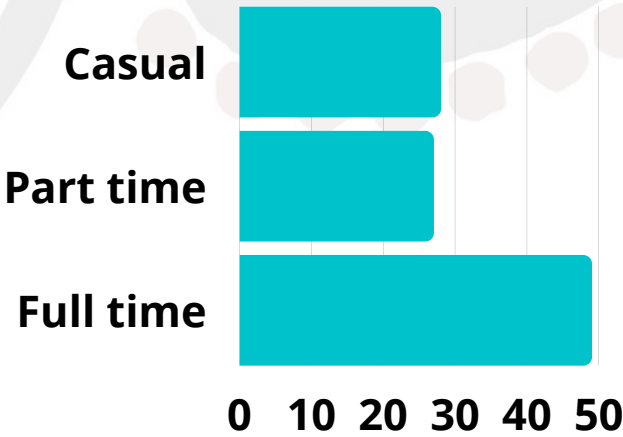
Sean Kinchela



OUR PEOPLE 10

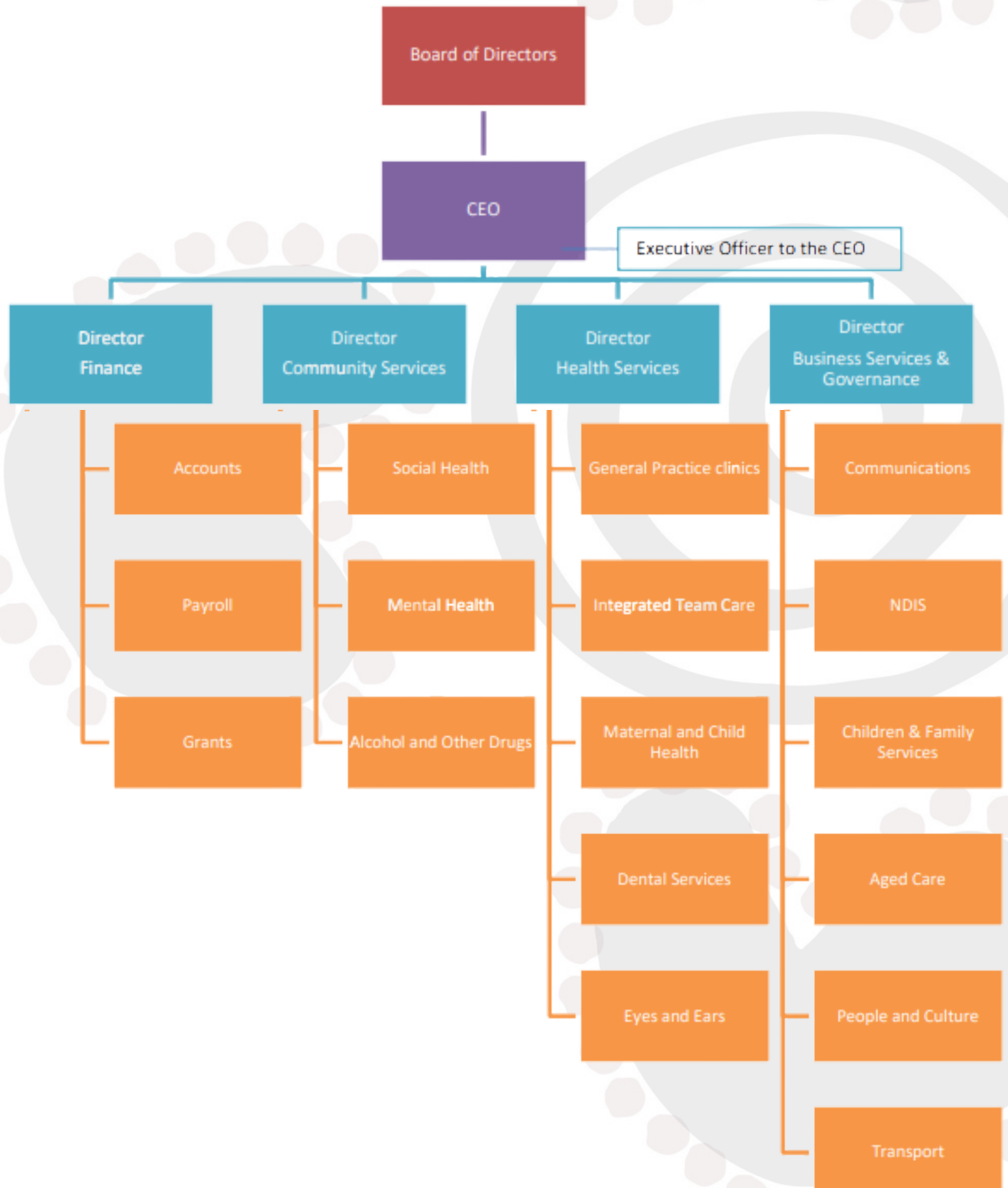


TOTAL STAFF



**Total staff as of June 30, 2022*

ORGANISATIONAL CHART 11



12 MEET OUR CLIENTS



Alcohol & Other Drugs Team.

*Bob came to Katungul after recently having come out of incarceration and hoping to make some big changes in his life.

After doing some self reflection, Bob realised the bad choices he had made in life could be attributed to alcohol and was determined to change.

Bob has now been sober for two months, An incredible achievement!

"...WITH CONTINUED HELP AND EDUCATION FROM THE KATUNGUL ALCOHOL & OTHER DRUGS TEAM, BOB WILL BE ABLE TO REMAIN ABSTINENT AND ACHIEVE HIS GOALS."

Bob's next goal is to re-apply for his license and enter back into the workforce. Now that he has been sober for two months he feels confident in his sobriety and trying to find full time employment.

Bob respects and appreciates the support Katungul has been able to offer him and with continued help and education from the Katungul Alcohol & Other Drugs team, Bob will be able to remain abstinent and achieve his goals.

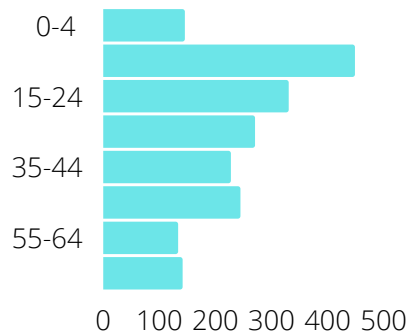
***Bob is not the real name of the client. To ensure this clients privacy we have changed his name. We thank him for giving permission for Darren to share his story.**

13 KATUNGUL CLINICAL CLIENT SNAPSHOT

BATEMANS BAY



Indigenous clients by age

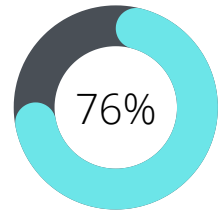


51.4%



48.6%

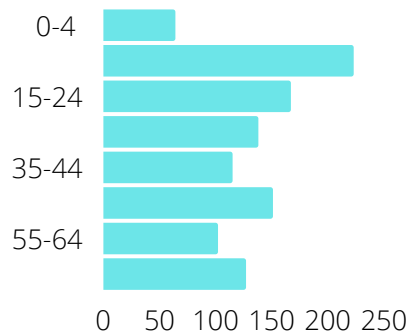
Indigenous vs non-Indigenous clients



NAROOMA & WALLAGA LAKE



Indigenous clients by age

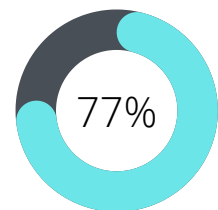


49.8%



50.2%

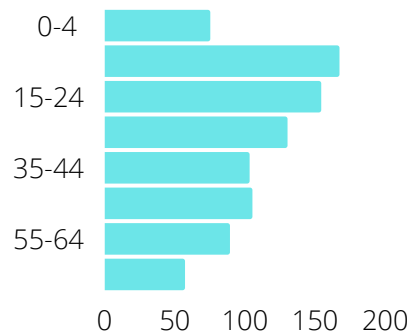
Indigenous vs non-Indigenous clients



BEGA



Indigenous clients by age

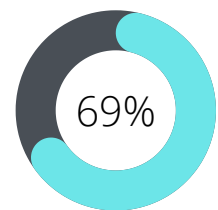


51.5%



48.5%

Indigenous vs non-Indigenous clients



CLINICAL REPORT 14



Over the past 12 months Katungul has had a strong and clear focus on COVID-19 care. Throughout this period our clinical teams have been on the ground providing testing, follow up and escalation for community members experiencing symptoms attributed to COVID-19. We established COVID-19 support hotlines and a community self-referral pathway that included follow up at days 1, 3 & 7, to monitor clinical care.

"STATEWIDE, KATUNGUL WAS THE ONLY ABORIGINAL MEDICAL SERVICE PROVIDING INNOVATIVE CARE ..."

Statewide Katungul was the only Aboriginal Medical Service providing innovative care, through the development of our clinical items, new methods of delivering care and on the ground support to those most affected by the pandemic. We also worked closely with the Local Health District and aided them in managing COVID-19 positive community members.

Katungul's KPI data was greatly affected by the pandemic, but since reopening our clinic doors there has been a strong focus on preventative health care and management of chronic conditions.

Over the past 12 months Katungul has gone through a change in management with the aim of creating stronger clinical guidelines, clearer pathways for clients and an increase in staff moral.

NSW HEALTH KPI'S SNAPSHOT 15

ALCOHOL AND OTHER DRUGS

Katungul
54%

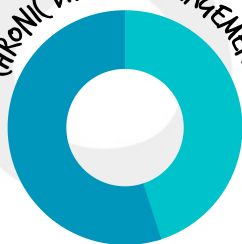


NSW & ACT ACCHS
46%

64% of current Katungul clients have had their alcohol consumption status recorded in the past 24 months, compared to 55% state average.

CHRONIC DISEASE MANAGEMENT

Katungul
55%

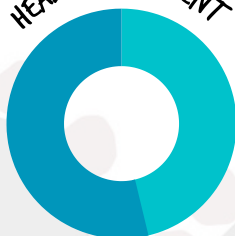


NSW & ACT ACCHS
45%

55% of Katungul current clients are on a Chronic disease management program compared to 47% over all NSW ACCHSs.

HEALTH ASSESSMENT

Katungul
53.8%



NSW & ACT ACCHS
46.2%

50% of clients aged 25-54 with a current completed health assesment.

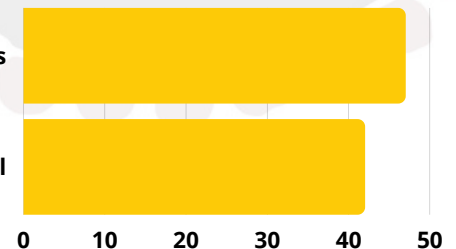
This data is a summary of some key performance indicators for Katungul compared with the NSW and ACT state-wide average for all Aboriginal Community Controlled Health Services (ACCHSs) that are funded by the NSW Ministry of Health.

This data provides a snapshot of how Katungul is performing, period ending June 2022, in different health areas. Katungul uses this information as a tool to plan, implement and monitor quality improvement of our services and the ongoing delivery of high quality, evidence-based health care.

SMOKING TOBACCO CONTROL

NSW ACCHSs

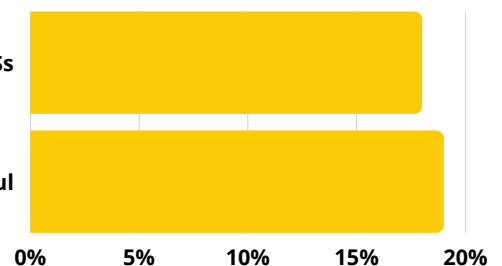
Katungul

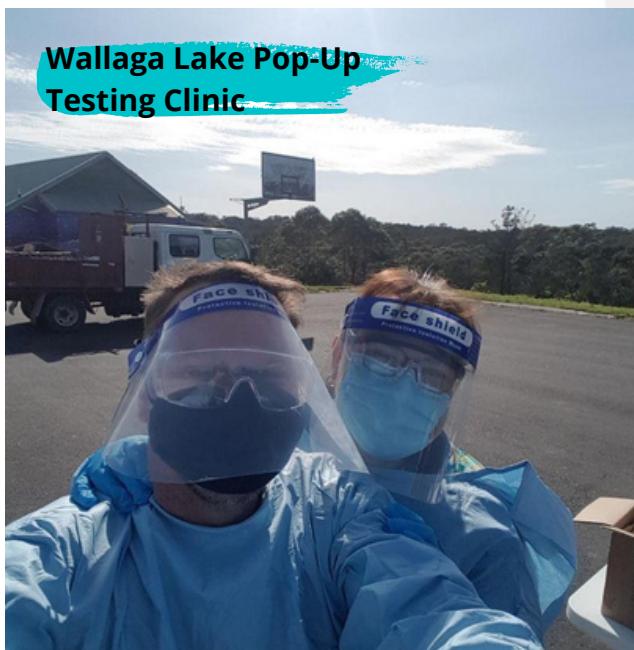


SMOKING TOBACCO CONTROL

NSW ACCHSs

Katungul





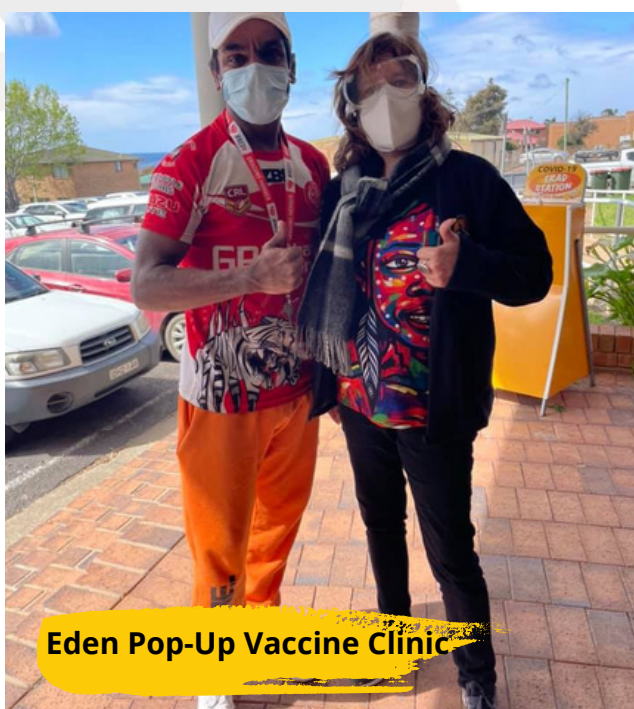
**Wallaga Lake Pop-Up
Testing Clinic**



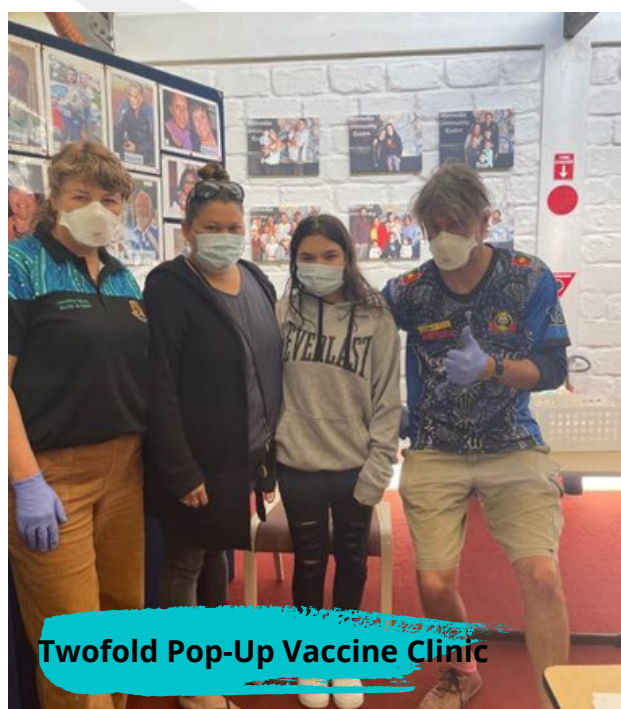
**Wallaga Lake Vaccine Promotion
Series**



**Wallaga Lake Covid
Vaccine Clinic**



Eden Pop-Up Vaccine Clinic



Twofold Pop-Up Vaccine Clinic



**Katungul Clients Covid
Vaccination Brag Wall**



(CLINICAL REPORT) 18

Integrated Care Program



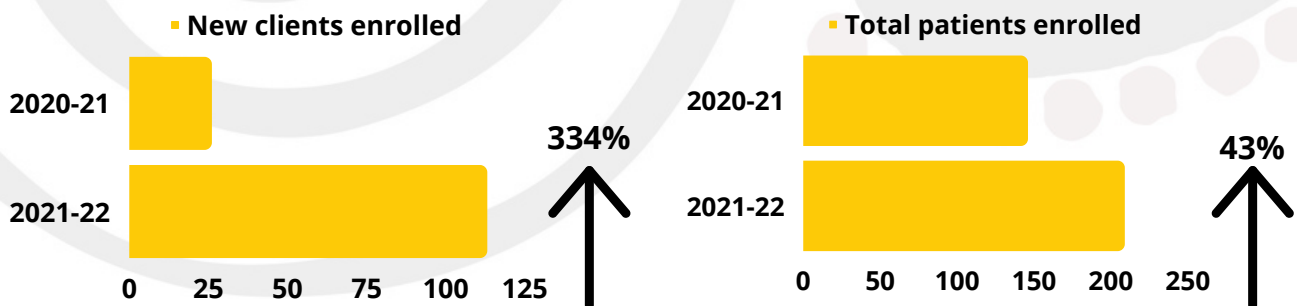
Dean & Tash From the ITC Team

Katungul's Integrated Team Care Program (ITC) offers a culturally appropriate service to Aboriginal and Torres Strait Islander clients with chronic health conditions.

Having a chronic health condition can be overwhelming, expensive, and stressful. Katungul's Integrated Team Care Coordinators help to alleviate these issues by assisting clients to manage appointments,

gain access to supplementary services, arranging transport, supporting self-management, and offering education around chronic health conditions.

The ITC team provide well rounded, holistic and culturally appropriate support on our clients' journeys to better health. Katungul has three Integrated Team Care workers. One in Batemans Bay and Narooma and an Allied Health Assistant in Bega.



The ITC team saw an increase in clients due to increased education for community and working closely with clinicians to increase referrals. The team also worked on building relationships with other AMS's, exchanging ideas and pooling resources. The team grew, taking on a new staff member covering the Bega area.

The biggest challenge over the past 12 months was COVID-19, which made it difficult to access out of area specialists. Referrals were triaged and put on hold for long periods and the lockdowns in other area's like the ACT, made things difficult. Safety of our clients and reducing risk of transmission was top of mind.

The teams objective for the next financial year is to increase referrals in Bega and Eden.

CLINICAL REPORT 19

Eyes & Ears



Source: Brian Holden Foundation

The Katungul Otitis Media team are a dedicated to helping our young children and deliver a culturally sensitive program with compassion and empathy.

The delivery of both our eyes and ears programs were significantly impacted due to the pandemic and no schools were screened between the periods of June 2021 and February 2022 due to COVID-19 and NSW Educations' strict visitor policies.

Both programs now find themselves two years behind in schedule. Other challenges include recruitment of staff through the LHD to ensure we have a referral pathway.

From February our Otitis Media and Aural Health team visited 11 schools for initial screenings with follow up consultations due at the end of 2022.

Due to consistent school screening prior to 2021 and educational initiatives, we have seen fewer ear-health issues this year within the Indigenous population in schools. This is a significant step in reducing the higher than average incidents of Otitis Media in Indigenous children.

Our eye team (Brien Holden Vision) was set up to aid and support Indigenous eye health issues. The team provide an affordable spectacle program and offer accessibility to eye health specialists in rural and isolated areas.

A big challenge is clients attendance. This year we worked on extra measures including appointment reminder letters and SMS texts.

This financial year the Brien Holden Vision Institute were successful in obtaining their funding to provide low income Indigenous workers with two free pairs of glasses per year. We are also now in our third year of collecting patients diabetic retinopathy images of the back of their eyes. This means that we can start recording and comparing changes in our clients conditions to help educate them and early diagnose any eye health issues related to eye pressures and diabetes.



Bingie Women's Group



NDIS Film Project



Flood Relief Support



Eden High Program



Eden Canoe Program

21 COMMUNITY SERVICES REPORT



During the first half of this reporting period we faced another COVID-19 outbreak and our communities once again went into lockdown. Katungul followed our COVID-19 pandemic plan and our community services teams worked amid lockdowns, restrictions, and work from home orders to meet the needs of our communities. With our highest priority being the health and safety of our staff and clients, our teams identified new ways of supporting and engaging with our clients. Our Koori Connections and clinical teams began to work closer together, pooling resources, utilising skills and building support systems for our clients and community.

"...OUR HIGHEST PRIORITY BEING THE HEALTH AND SAFETY OF OUR STAFF AND CLIENTS, OUR TEAMS IDENTIFIED NEW WAYS OF SUPPORTING AND ENGAGING WITH OUR CLIENTS. "

During this second wave of transmission, the community services team helped deliver clothing, food hampers, groceries and other essentials to those clients and community members in isolation. These resources have continued to support our community to stay safe, socially distance and not having to access shopping centres and large crowds. This has been a significant step in reducing community to community transmission.

The community services team worked closely with our communications team to utilise Katungul's social media platforms to interact with clients and community members and ensure continuity of service provision.

22 COMMUNITY SERVICES REPORT (CONTINUED)

Using social media the team shared cooking sessions, musical concerts, and information to assist our communities. This was very successful for our teams and allowed us to interact and remain engaged with our communities. Our team also remained in contact with those most vulnerable in our community, seeking reassurance and support via phone. These daily calls were key to safeguarding our clients needs.



**Wallaga Lake Community
Boat**



School Holiday Program

When restrictions began to ease our teams were able to move back into the community and within three months we saw an encouraging influx of referrals and group activity. Post lockdowns we are able to return to face to face contact and re-establish our programs and advocacy to service providers. We also saw new programs commence including weekly yoga, a men and women's fitness program, a boxing fitness program, and a men's golf group. These groups not only focus on our participants physical health but their spiritual and emotional wellbeing- an integral part to a person holistic health and wellbeing.

In December 2021 we held a Family Fun Cultural Fishing Day, which provided an opportunity for community to come together, enjoy Culture activities, yarn about our shared experiences and have some fun after a difficult year.

Our community boat program also saw great success with program leader Wally Stewart being featured in the media for this innovative program. The program showed local men and boys how to build a boat and traditional fishing nets. This was then used locally to catch fish to be shared with community.

23 (COMMUNITY SERVICES REPORT (CONTINUED)

The community services team is very proud of and saw great success with, the mens camp program at the Narran Lakes Cultural site. This site is significant to Aboriginal people and is a spiritual healing place. Targeting men suffering mental health and self esteem issues, we invited Indigenous leaders, Elders and knowledge holders to attend and share in the experience. This camp was designed to encourage connection to Culture to help regain a sense identity- an important step in the healing process. We wanted participants to build resilience, gain respect, find purpose and feel a sense of pride and self-awareness. We provide transport to the camp, food and accommodation.

We noticed that women in our communities felt connected and had created strong networks throughout our geographic footprint whilst in contrast we have seen a decline in the mental health of many of our males clients and community members. We believe that Culture is identity and with cultural camps like this, it paves a pathway to healing and breaking the cycle of trauma, family violence and drug and alcohol abuse. This program also offers an important opportunity for young men to connect with older men, learn from their stories, gain a network of strong leaders and provide a space to share and connect with community and align with healing methods to improve mental wellbeing.

"THIS CAMP WAS DESIGNED TO ENCOURAGE CONNECTION TO CULTURE TO HELP REGAIN A SENSE IDENTITY- AN IMPORTANT STEP IN THE HEALING PROCESS. "

Our organisation promotes Culture as a preventative factor through understanding family and community structures and the complexities of these relationships, which in turn enables us to work within the cultural context that Aboriginal people exist. Our model that includes cross-resourcing as well as using our robust network externally, has proven to be a vital component of how to work with individuals, families and Kinship support networks that guarantee sustainable outcomes. As a lead organisation Katungul works closely with our business partners to address gaps in services, high needs cases, community engagement initiatives and cultural significant events, irrespective of geography and assigned programs. We find that working collaboratively we can leverage the expertise of our entire team and networks to produce effective outcomes. Our Koori Connections team also participates in external meetings and networks to maximise our referral and case management options.

Other exciting programs delivered in 2021/22: My Voice My Journey, Eden High boys & girls program, Mogo Mudji program, Bega women's group, Bega school holiday program & more!

24 COMMUNITY SERVICE CLIENT SNAPSHOT

DECEMBER 2021
17/11



Feedback Forms

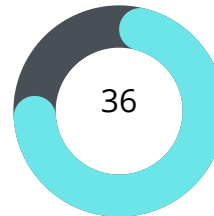


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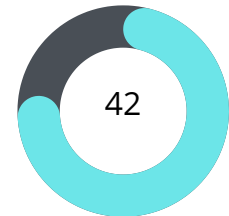


56

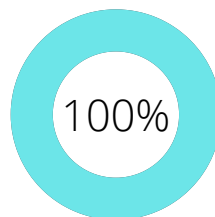
Community Events



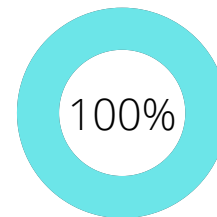
Group Activities



Proportion (%) of feedback forms that show moderate to high satisfaction with the quality of support received



Proportion (%) of feedback forms that show moderate to high satisfaction that needs have been met by this interaction.



JUNE 2022
17/11



Feedback Forms

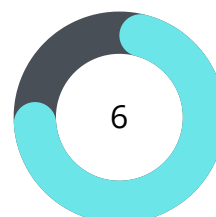


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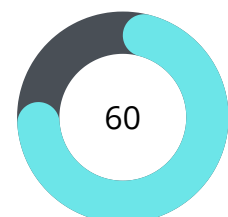


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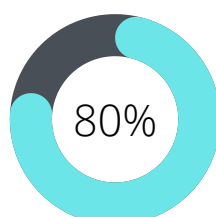
Community Events



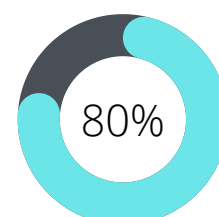
Group Activities



Proportion (%) of feedback forms that show moderate to high satisfaction with the quality of support received



Proportion (%) of feedback forms that show moderate to high satisfaction that needs have been met by this interaction.







Alcohol & Other Drugs

The Stay Strong Program has a team of six staff members who provide comprehensive wrap around AOD services for our communities from Batemans Bay to Eden. This ranges from intensive case management to brief interventions, therapeutic group programs, cultural programs and secondary school-based programs.

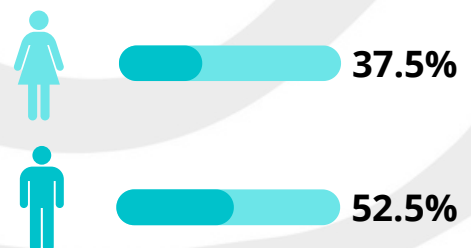
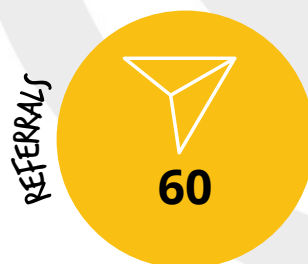
We support clients in their journeys through their recovery from substance dependence, support affected families and educate youth about the harmful effects of drugs and alcohol dependence.



Delivering kids packs with PCYC



Eden Canoe Consultation



We saw a decrease in active clients and referrals mainly due to the pandemic and subsequent lockdowns. We also allow clients to move in and out of the program by recording a client in our system as either inactive or active, depending on the time frame from when they last engaged with the service.

28

COMMUNITY SERVICES REPORT (CONTINUED)

Alcohol & Other Drugs

Key focus 2021/22 service period:

- Providing a consistent service amid multiple COVID-19 lockdowns.
- Returning and growing our involvement at Eden High School Hub programs and increasing school retention rates with our male and female groups.
- Participation and collaboration with Sydney University Matilda Education unit with the AOD school-based program roll-out, Strong and Deadly Futures.
- Case review meetings with clients and DCJ, Community Corrections, Housing etc and increasing our vital roles as advocates for our clients.
- Providing support and advocacy for clients in the criminal justice system. Writing support letters and appearing in person in court to advocate with the magistrates.



Boys Cultural Camp



Eden High Program

The Katungul AOD remain an active participant in the Waminda Brokerage program. This program allows for clients in recovery to access services with brokerage funds that sit with Katungul and four other Aboriginal controlled organisations. For this reporting period, the funds have been used to support our clients in areas such as crisis housing, utility bills, craft activities, interlock for cars, car regos, back rent, transport etc. This helps relieve stress and barriers for our clients.

29 COMMUNITY SERVICES REPORT (CONTINUED)

Alcohol & Other Drugs



Bega Women's Group

Challenges:

- COVID-19 and stress on clients and staff.
- Finding ways to connect with clients during multiple lockdowns.
- Complex case management takes a lot of resources.
- The gaps in mental health services for clients and support for AOD workers working with clients suffering from complex mental health issues.
- Time spent travelling to and from detox and rehabilitation centres.
- Caring for the carers and our own team staff members facing personal challenges.

Key highlights:

- AOD team members invited to present at the National Youth Mental Health Summit in Perth. Due to COVID-19 this was delivered virtually.
- Importance of support/recovery/cultural groups.
- Attracting a near equal number of male and female referrals.
- Key role in the Strong and Deadly Futures Batemans Bay High School program consultations and roll-out. Staff conducted community and school student consultations and will be involved in the class programs, leading the sections on culture.
- Work with clients involved with DCJ, particularly in the Bega/Eden area.
- Providing vital client transport to and from rehab and post-rehab support.
- Key partnerships with the ALS, Community Corrections, Juvenile Justice and Courts to divert clients from incarceration.

2022/23 Objectives:

- Grow our team to ensure consistency of service.
- Bring back all groups to a state of pre-pandemic.
- Develop our strong relationships with high schools in our footprint to present strength-based programs to teenagers.
- Build on partnerships with other service providers.
- Home detoxing with Katungul GP for low-risk clients.



NDIS Team OH&S Training

Challenges:

- Covid pandemic plan placed restrictions on supports to participants.
- Lack of Allied Health impact on our ability to deliver services funded by the NDIS. Participants are vulnerable due to inconsistency of treatment. Being able to access allied health would make a significant difference to the day-to-day delivery of our service.

Key highlights:

- Welcomed a new Support Coordinator in the Batemans Bay office along with another who transitioned from a Support Worker role.
- AH&MRC of NSW and Laundry Lane Productions produced two short videos showcasing the NDIS services and its impact on our clients. The video featured a client and showed how Katungul NDIS have impacted their quality of life.
- Eight support staff have transitioned from casual to permanent part time, allowing job security for our community workers.
- New psychologist which will greatly aid our participants.
- Internal Murri Matters training for team building.
- More emphasis on group cultural activities to ensure participants have more opportunities to improve and develop social connections.

NDIS Groups:

Due to COVID-19 restrictions group activities were limited during this time. Men's group has continued and the bond between the Support Workers and participants is extremely strong. Every week the group gathers to discuss issues and have a yarn. A new calendar is being developed for permanent groups and we look forward to implementing these in the new year.

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NDIS CONTINUED

NDIS



NDIS Team OH&S Training

NDIS STAFF



26

- 7 Full time
- 8 Permanent pt
- 11 Casual

61.6% Indigenous

53.9%



46.2%



TOTAL PARTICIPANT



49

77.5% Indigenous

42.9%



57.1%

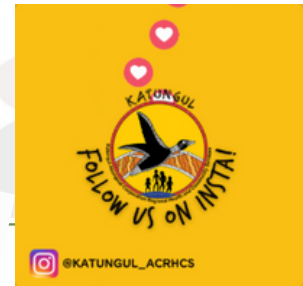
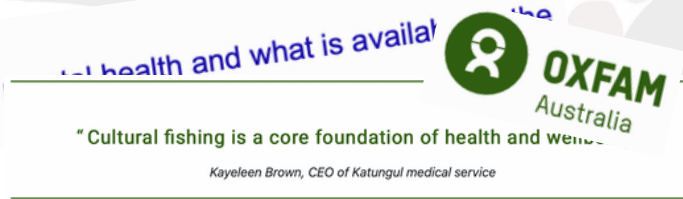
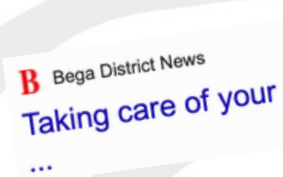
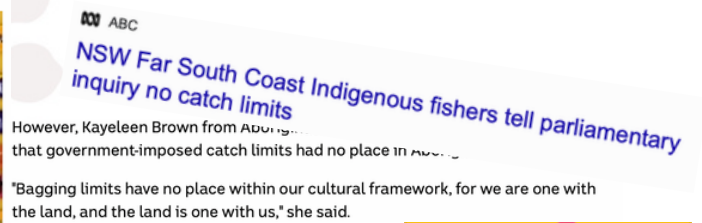


NDIS Team OH&S Training

COMMUNICATIONS 32



What do Indigenous people want from Australia's election?



For most of the 2021-2022 period, communications has been focusing on the promotion of the COVID-19 vaccine and encouraging community to get vaccinated. To achieve this, communications used a multi-pronged approach that included webinars, print collateral, website content, social media campaigns, media promotion, interviews, partnerships with local Indigenous artists to create kids vaccine video and more.

"COMMUNICATIONS HAS BEEN FOCUSING ON THE PROMOTION OF THE COVID VACCINE AND ENCOURAGING COMMUNITY TO GET VACCINATED."

In September 2021, we started a Facebook group called the Southern NSW Aboriginal Community COVID-19 Resources Group. This group was set up by Katungul in partnership with NSW Health, SEARMS, Department of Community & Justice, Aboriginal Affairs, and the National Indigenous Australians Agency for Aboriginal communities within Southern NSW to access Covid-19 related resources in one place. With important information to communicate to community it was clear that content was getting diluted and lost. This Facebook group was designed so community could find all COVID-19 related information in one place.

In mid 2022 we began to expand our social media to include Instagram, Twitter and LinkedIn. Building presence and reach on these platforms is a strong objective moving into 2023.

After building strong media relationships and positioning ourselves as a leader in the industry we noticed a shift in media requests. We enjoyed coverage on BBC World, Oxfam, Sydney Morning Herald, Bay Post, Narooma News, Bega District News, Eden Magnet, South Coast News, The Beagle, ABC News, NITV, SBS, Croakey Media, Coordinare, AH&MRC, Power FM and more!

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PEAK BODIES, FUNDING BODIES &

MOV

PEAK BODIES



FUNDING BODIES



MOV



FINANCIAL REPORT 34

A summary of the year's results — including a comparison to the previous two financial years — is attached. This summary is included in the complete Financial Report for the year ended 30th June 2022 which will be available to the public on the ORIC website once approved by the members at the AGM.

Gross income for Katungul went up by over 40% during the year. As foreshadowed in last year's report, the FY2022 income included \$3.43 million in capital grants and, while the income from those grants is included in the Income Statement, the expenditure is recorded in the Balance Sheet. The net overall improvement is reflected as an increase in Members Equity of just over 33% and, Members Equity now stands at \$13.77 million.

The unspent portion of the Capital Grant from the NSW Government (\$281K) has been bolstered by a further capital grant of \$500K from the Australian Government through the Department of Health and, all of this money (\$781K in total) has been rolled over to the current year to be applied to clinic improvements at Batemans Bay.

We have, since 30th June, pursued new funding opportunities from the Australian Government Department of Health (successful to stage 2 to a total value around \$3 million) relating to capital improvements at both Bega (staff accommodation) and Narooma (Clinic expansion). We are also in the process of applying for NSW Government CTG Capital Funding (\$350K) for expansion of our patient transport service and a bus to support Safe Places at Bega. CEO Kayeleen has further advanced Katungul's position with the NSW Department of Communities and Justice who have the primary responsibility for operational funding of Safe Places at Bega. Progress reports on these items will be available at the AGM.

As foreshadowed in last year's report there were bushfire recovery initiatives funded for FY2022 (\$431K) and these have been extended for 6 months to December 2022 (\$224K). Covid funding totalling \$828K was also procured during the year (\$37K from NIAA to add to their \$47K rollover from FY2021 with the balance from the NSW Government). The Indigenous Australians Health Program that basically allows the clinics to operate as bulk billers (Funded by the Australian Government via the Department of Health) was also increased during FY2022 by \$410K and, a further \$490K has been added in the current income year. The SEWB team have again successfully pursued several smaller grants to enhance service delivery across their programmes.

NACCHO also established their BBV/STI Programme with a total of \$78K expended in FY2022 and, a further \$181K to be allocated in the current income year

The focus on funding for training has also been successful with a total of \$205K received (\$75K from NIAA and \$130K through the NSW Ministry of Health) for two recruitment and training programs. These funds were only received in June 2022 and have been fully rolled over to the current year.

Total funds actually banked but not yet expended amounted to \$1.254 million at 30th June 2022.

FINANCIAL REPORT 35

Katungul Aboriginal Corporation Regional Health and Community Services ICN 1816

Statement of Income and Expenditure			
For the Year ended 30th June 2022			
Income	2022	2021	2020
Grants and Other Income	\$ 14,774,061	\$ 10,367,466	\$ 9,353,031
Expenditure			
Labour Costs	\$ 8,034,868	\$ 7,182,165	\$ 6,684,841
Other costs	\$ 2,985,339	\$ 2,852,789	\$ 2,175,408
Non Cash Costs (Depreciation)	\$ 277,941	\$ 281,328	\$ 330,007
Total Expenditure	\$ 11,298,148	\$ 10,316,282	\$ 9,190,256
Net Surplus	\$ 3,475,913	\$ 51,184	\$ 162,775
Asset Revaluation	-\$ 164	\$ 6,658,951	-\$ 64,772
Addition to Members equity	\$ 3,475,749	\$ 6,710,135	\$ 98,003

Statement of Financial Position			
As at 30th June 2022			
Assets	2022	2021	2020
Cash and Cash Equivalents	\$ 2,692,314	\$ 1,552,930	\$ 2,235,989
Other Current Assets	\$ 634,560	\$ 728,380	\$ 611,952
Total Current Assets	\$ 3,326,874	\$ 2,281,310	\$ 2,847,941
Non Current Assets	\$ 14,073,509	\$ 12,744,676	\$ 6,126,105
Total assets	\$ 17,400,383	\$ 15,025,986	\$ 8,974,046
Liabilities			
Current Liabilities	\$ 3,125,311	\$ 1,806,767	\$ 2,356,648
Long Term Liabilities	\$ 502,177	\$ 2,922,073	\$ 3,030,387
Total Liabilities	\$ 3,627,488	\$ 4,728,840	\$ 5,387,035
Members Equity	\$ 13,772,895	\$ 10,297,146	\$ 3,587,011

The above information is a summarised extract from the Audited Financial Accounts for the years FY2020, FY2021 and FY2022. It has been produced for inclusion in the General Report for FY2022 to members.

The information for this financial report was approved for inclusion in this report by our auditors. The accounts from which this summary has been extracted only become a public document at ORIC after adoption by the members at the AGM but, if any member requires a full copy of the accounts prior to the AGM, please email colins@katungul.org.au

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PHONE: 4476 2155

BEGA

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