



FIRST PEOPLES' HEALTH AND WELLBEING 2019–20 ANNUAL REPORT



...our priority remains
First Peoples' Health
and Wellbeing.



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ACKNOWLEDGEMENT OF COUNTRY

First Peoples' Health and Wellbeing would like to acknowledge the traditional custodians of the lands we live and work on.

We acknowledge the people of the Kulin Nations and pay our respects to elders past and present.

We acknowledge and pay respect to all of our community members, or patients, our Board and our staff, and to everyone who has contributed to our organisation.



OUR VISION

Healthcare that meets Australian First Peoples' health and wellbeing needs

OUR PURPOSE

To provide services that meet the health and wellbeing needs of Australian First Peoples





FPHW offered car park COVID testing to rapidly respond to the demands of the COVID-19 pandemic

CHAIRPERSON REPORT

At the heart of Aboriginal health, community voice must lead the way.

What a challenging year it has been as we prepared for and responded to the COVID-19 pandemic. Our CEO's strong leadership and belief in FPHW and her commitment staff has gone above and beyond expectations. The staff's dedication to caring for our community and each other led to an exceptional response, they all showed up and delivered in extremely difficult circumstances.

The safety and care for our community has always been at the forefront the many daily acts of compassion and kindness that contributed to immeasurable positive outcomes for our community. I am extremely proud of the staunch Aboriginal leadership displayed by the team and the board would all like to thank the staff for their commitment.

While the tasks and current demands remain extensive, we will continue to operate in these challenging times to support the communities we care for. We will however step back from the chaos and create space for ourselves as a united team. It will be in this space that we will reflect on and encourage a strong collective Aboriginal voice to drive respect and kindness in the face of isolation, protectionism and prejudice.

The health and wellbeing interests of Aboriginal people has always been, and will continue to be, our primary focus.

To meet those needs First Peoples' Health and Wellbeing (FPHW) have gone through significant change with a genuine aim to be Aboriginal community led. We plan to achieve this by:

- undertaking a complete review of our organisation's operational frameworks and clinical and strategic governance structures.
- reviewing our staffing to ensure Aboriginal leadership is at the forefront of decision making and strategic direction.

FPHW strive to make sure there is a cultural lens, embedded across a westernised model of care. Revitalising our business plan and model of care

is not just about the mechanics of how we work together. It is about renewing our commitment to our values. This strategy, in its simplicity, aims to enable self-determination and empower all First Peoples

Working together with our CEO Karinda Taylor, we strongly support the reform efforts to make FPHW more culturally safe, responsive, inclusive, and effective to deal with the systemic challenges and impacts of racism and cultural appropriation.

FPHW would like to welcome some new members to the team.

Kalina Morgan-Whyman, a proud Yorta Yorta woman with a bachelors degree in commerce with majors in accounting, management and human resources, joins FPHW as the Corporate Services Manager and currently Acting Chief Operating Officer.

Moreen Lyons, a Jaadwa woman from Wotjobaluk nations joins the team and has been tasked with developing a workforce development plan for the organisation. Given the current impacts of COVID-19, Moreen's major focus is around staff health and broader wellbeing.

Izzy Howard commences on 17th August 2020 as the Site Manager for the Frankston Clinic. Izzy is a Jaadwa woman, a division one registered nurse with a master's in health administration. Izzy brings an enormous amount of knowledge, compassion and empathy as an Aboriginal woman.

I would also like to acknowledge the ongoing commitment and strong work ethic of **Stevie-lee Ryan**, Taungurung woman, Aboriginal Health Practitioner, who continues to lead the Thomastown clinic as Site Manager. Stevie-Lee brings a wealth of experience and knowledge to FPHW

The board can assure you all, FPHW remains committed to continuing to do our part to close the gap on Aboriginal health and wellbeing and we will do this with unwavering cultural respect.

Sue-Anne Hunter

Chairperson, First Peoples' Health and Wellbeing

CEO REPORT

I'd like to acknowledge the Traditional Owners of the lands where we deliver health and wellbeing services to First Peoples' across greater Melbourne and pay my deepest respects to our ancestors and Elders that have come before us and acknowledge young and emerging Aboriginal leaders setting new standards, accountabilities and creating pathways for our mob.

I'd like to take this opportunity to express my upmost respect and gratitude to our Chairperson, Ms. Sue-Anne Hunter and Treasurer, Ms. Colleen Kelly for continuing to support and encourage me as the Chief Executive Officer of First Peoples' Health and Wellbeing. I'm also grateful for the support and strength of Ms. Kalina Morgan-Whyman, Corporate Services Manager and Ms. Moreen Lyons, Workforce Development Co-ordinator who joined our team during a challenging time, largely due to COVID-19. Our entire Board of Directors and Executive Management Team have demonstrated a strong commitment and leadership to First Peoples' Health and Wellbeing.

Similarly to the previous 12 months, we continue to see significant growth and change across the entire organisation. A key focus has been reshaping the leadership team. I am so proud of the staunch leadership and professionalism demonstrated by our Senior Leadership Team (SLT). We have worked collaboratively to ensure we are in the best position to respond to patient, community and staff need. We remain focused on strengthening our Aboriginal workforce development strategy with an emphasis on staff's professional development and career pathways to ensure our staffing is focused on achieving their profession aspirations and therefore continuously improving the care we offer as a collective team.

The key factors that unpin the core values or the organisation remain unchanged, and ensure we continue to focus on maintaining Aboriginal community led and leadership at the heart of what we do each and every day will place us in good stead.



With the rapidly evolving COVID-19 pandemic, the team remained committed and dedicated to maintaining delivery of high quality health care while implementing key changes to our model of care to ensure patients felt their health and safety was well supported. We transformed our entire service from face to face primary health care to a four-tiered model of care to reduce the possibility of transferring COVID-19. We commenced telehealth and phone consults where possible, offered car park COVID testing, co-ordinated flu vax outreach clinics, established a GP Respiratory Clinic and continued face-to-face consults when necessary.

Following a year whereby our clinics were forced to rapidly respond to the demands of the COVID-19 pandemic, the next 12 months will be focused on reflection, reviewing and strengthening our systems of care, strategic and clinical governance, workforce development and retention strategy.

I wanted to take this opportunity to make mention that it is an absolute honour to be part of an organisation that truly places first peoples' health and broader wellbeing at the centre of what we do. Despite challenges due to the COVID-19 pandemic, our entire team has never lost sight of the organisation's vision and we will continue to strive for better to make a significant difference to the health and wellbeing of Aboriginal and Torres Strait Islander people.

Mrs Karinda Taylor
CEO, First Peoples' Health and Wellbeing



Over 600 flu vaccines administered



Local MPs showing their support to FPHW



Flu vax Mullum Mullum



OUR KEY FACTORS

- 1) continuing to deliver high quality trauma informed primary health care to Aboriginal and Torres Strait Islander communities.
- 2) maintaining and continuing to build strong partnerships with other Aboriginal led organisations and mainstream health and social services across greater Melbourne.
- 3) supporting and strengthening our staff's skills, experience with an emphasis on self care.



TOILETS

NO ENTRY

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CE
FALCON

... Our team have seen changes and growth responding to the needs of our community

CHIEF MEDICAL OFFICER REPORT

It is an honour to be asked to contribute to the FPHW Annual Report and it's publications. At the outset, please accept my acknowledgement that we work and live in country where First Peoples' Sovereignty remains unceded and continuing, as it has for many tens of thousands of years.

2020 has been a watershed year for our service, we have seen significant changes, responded to significant challenges and built upon the strong foundation laid during the initial creation and establishment of our services and clinics.

Our team have seen changes and growth responding to the needs of our community and those who have come for care, through the unique circumstances that evolved through out 2020. Our Clinic teams of Medical Administration Team members, Aboriginal Health Practitioners, Aboriginal Registered Nurses, Clinical Psychologist, Psychiatrist and General Practitioners adapted to the developing COVID-19 pandemic, and the ensuing political and cultural upheavals, restrictions, frustrations and risks keeping our core purpose and those who came for care as highest priority for safety, support, and service within our foundation of our trauma informed, culturally appropriate and community led and responsive approach.

This year we grew, adding a GP Respiratory Clinic to our Thomastown Clinic, testing core and general community members and staff, reporting and managing results and ensuring COVID care was available, managed, accessible and safe. At differing times this year, team members have worked from home, when safest and needed, adapted our garden and carpark to provide safe care, provided outreach 'flu vaccine clinics, opened, closed and then reopened our Frankston clinic, and provided ongoing community supports.

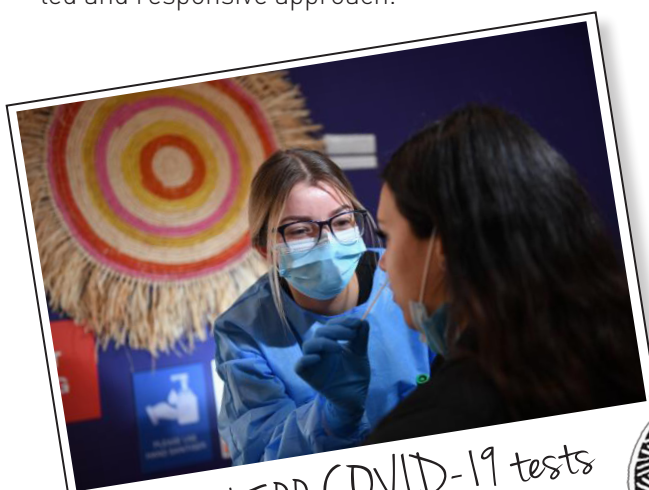
We worked with our redesigned and refocused leadership team to grow and consolidate our services to be community led, and stay welcoming, responsive and tailored to the unique needs of those who come for care.

We are looking forward to building stronger networks, developing our services and caring for Aboriginal and Torres Strait Islander people and their families as we emerge from the impacts of the COVID pandemic.

Many aspects of 2020 were very difficult and I want to acknowledge the work of everyone who gave great efforts to improving the health care we provide to Aboriginal and Torres Strait Islander peoples and community in Melbourne (Thomastown and the northern suburbs, and Frankston and the southeast) and across Melbourne, Victoria and the rest of Australia, as our clinic community move around many different places across the country.

I look forward to 2021 with more confidence knowing we have all overcome many challenges in 2020. Our priority remains First Peoples' Health and Wellbeing.

Dr Bill Liley
Acting Chief Medical Officer



*Over 4,500 COVID-19 tests
and respiratory assessments*





... our FPHW team worked collaboratively to implement their COVID-19 comprehensive response plan.

SETTING THE STANDARD FOR COVID-19 RESPONSE

First Peoples' Health and Wellbeing (FPHW) rapidly responded and rolled out their COVID-19 response plan, setting the standard for care of Victorian's Aboriginal and Torres Strait Islander communities during the COVID-19 pandemic.

As part of their commitment to provide the best possible primary care to Aboriginal people, FPHW developed a COVID-19 pandemic plan in early February to prepare for the anticipated impact on the Aboriginal community across greater Melbourne. FPHW stocked up on equipment and drugs in preparation for the outbreak in Australia and their team worked collaboratively to implement their comprehensive response plan.

To reduce the possibility of COVID-19 transmission, FPHW transformed their entire service from face to face primary care to a four-tier service delivery model. FPHW services moved to:

- phone consultations where possible
- set up car park COVID-19 testing clinics
- co-ordinated flu vaccines via carpark clinics across 12 community sites
- administering over 600 flu vaccines
- continued to see patients face to face with appropriate protective equipment when necessary.



SUMMARY OF FIRST PEOPLES' HEALTH AND WELLBEING RESPONSE PLAN

Telehealth consults set up with medical administration staff working remotely

Car park **COVID-19 test clinics** established

Car park **flu vaccine clinics** to prevent co-infection with influenza and COVID

Telephone triage for follow up face to face consultations where necessary

Identification of all high-risk patients and **individualised safety and care plans** developed and communicated

Coordination of **script and medication delivery** to ensure continuity of care and less exposure risk for vulnerable patients

Mental health and anxiety related consultations continuing remotely – including clinical psychology and psychiatry

Public health messaging through a significant increase in social media

“At Home Health Checks” rolled out to keep on top of chronic disease management during lock down periods

SITE MANAGER REPORT



FRANKSTON

First Peoples' Health and Wellbeing would like to acknowledge to the Boon Wurrung and Bunurong People as the Traditional Custodians of the land on which our Frankston clinic resides and provides care to community. We pay our deepest respects to Elders past, present and emerging.

Nearly 4000 Aboriginal and Torres Strait Islander people live along the Mornington Peninsula, and this number is growing at a significant rate. First Peoples' Health and Wellbeing (FPHW) identified that there was a significant gap in access to culturally appropriate healthcare for this community. To address this gap and improve access, FPHW established an Aboriginal Community Controlled Health Service in Frankston in late 2019.

On Tuesday 29th October 2019 First Peoples' Health and Wellbeing opened its clinic doors in Frankston, becoming the first Aboriginal Health Service in the Mornington Peninsula. The clinic is located in the heart of Frankston, a few minutes walk from the train station, shopping centre and carparks. Initially the Frankston clinic was staffed by clinicians from Thomastown clinic and opened every Tuesday. The community embraced the new clinic and by February 2020 we had begun recruiting a team for Frankston.

Our Frankston clinic's steady progress came to a halt when COVID-19 began and the decision was made to shut our Frankston clinic to focus on the Respiratory clinic at Thomastown. The Frankston team was moved to telehealth for the next six months and worked closely with the Thomastown clinic to keep community well and safe during the pandemic. Frankston's patient numbers grew significantly during this time, and the need for a bigger team became apparent. Recruitment began and the team soon doubled.



It has been a privilege to be embraced by the Aboriginal community on the Mornington Peninsula since opening our doors in October 2019. We are looking forward to expanding our services in the next twelve months, with a large focus on Mental Health and Women's Health. We are hopeful that COVID-19 will settle and we'll be able to form even stronger connections with community, Aboriginal organisations and support services within Mornington Peninsula.

Thank you again for a great first year, we are looking forward to many more years to come.



Isabelle Howard
Site Manager – Frankston
BNurs, MHA

THOMASTOWN

I would like to Acknowledge the traditional owners of the land across greater Melbourne that I have worked on and pay my respects to Elders, Past, Present and Emerging. I am so grateful for having and knowing what I do today, because of my ancestors, my protectors who fought for it.

2019 – 2020 has been a busy year for us at Thomastown and FPHW as a whole, starting off the year as business as usual which was quickly interrupted by the pandemic that has rattled the globe. Thomastown's response to COVID was quick, we contacted all of our at-risk patients and created individual plans with them all. We partnered up with other organisations and arranged pop up influenza vaccination & COVID testing clinics all over Melbourne in drive through car parks, from Hastings to Healesville all the way out to Broadford and Wyndamvale. All up we ran 12 outreach clinics and had over 600 patients with incredible feedback from mob who don't have an easily accessible Aboriginal Health Service for them to go to. We started testing patients in March with symptoms straight away in our clinic, the staff handled the anxiety and the unknown very well with our patients, we have had incredible feedback about our staff and services.

Part of our response was our quick transition into providing telehealth to our community and being able to support some of our staff who needed to go back home to New South Wales, Western Australia & Queensland who are still currently able to continue to work from home.

We were funded by the government to open up a respiratory clinic on the 10th of June 2020 in just 1 week we turned our clinic upside down and split it down the middle half being our GP services for our Aboriginal & Torres Strait Islander patients and their

families and the other half a respiratory clinic who serviced our patients and the broader community. To date we have done 4,500 Tests and I would like to thank our staff who worked on the front line testing and looking after our patients.

Our patient numbers not related to the respiratory clinic have grown significantly in this time with a 285% increase at Thomastown.

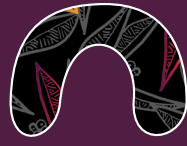
I am looking forward to 2021 we have two staff in training to be Aboriginal Health Practitioners and two of our Nurses will be graduating. FPHW has a lot to bring next year and I cannot wait to be apart of it.

I would like to thank our board, we could not do this without your direction and expertise, all of our patients who are our biggest supports, all of our stakeholders and community who have shown so much generosity and kindness as well as acknowledge all of the staff, the hard work and dedication this year has been phenomenal you have all effortlessly kept up with demands and changes of this year and I could not be anymore prouder of every single one of you. Thank you all so much. I would also like to thank CEO Karinda Taylor for your guidance and mentoring through this year and acknowledge the time you have taken out to put staff wellbeing first.

What a year!



Stevie-lee Ryan
Site Manager & Senior Aboriginal
Health Practitioner



100%

Aboriginal Leadership
(excluding the GPs)



88%

Female workers



70%

Aboriginal Staff



12%

Male workers



262

Health Checks
completed

285%

increase of
clinic patients
at Thomastown
in 12 months



4500+

COVID-19 tests and
respiratory assessments



12

Flu Vaccine carpark
outreach clinics

600+

flu vaccines
administered



2019-20 STATISTICS

FINANCE - AUDITOR'S REPORT

	2020 \$	2019 \$
Revenue	2,082,035	1,053,428
Finance income	1,127	1,018
Other income	61,631	5,479
Employee benefits expense	(1,651,235)	(493,104)
Depreciation and amortisation expense	(145,412)	(18,177)
Other expenses	(269,170)	(456,541)
Finance expenses	(13,649)	-
Surplus for the year	65,327	92,103
Other comprehensive income for the year	-	-
Total comprehensive income for the year	65,327	92,103



Please note, this report is an extract from the audited financial statements Access Services for Koories Ltd. T/A First Peoples' Health and Wellbeing for the year ended 30 June 2020. This extract reports are for the purpose of the annual reports and should not be used for any other purpose. Please contact info@fphw.org.au to request a full set of the audited financial statements.

ASSETS	2020 \$	2019 \$
CURRENT ASSETS		
Cash and cash equivalents	1,440,711	436,512
Trade and other receivables	27,311	745
Other assets	60,000	72,49
TOTAL CURRENT ASSETS	1,528,022	509,755
NON-CURRENT ASSETS		
Plant and equipment	81,432	19,758
Right-of-use assets	779,980	-
TOTAL NON-CURRENT ASSETS	861,412	19,758
TOTAL ASSETS	2,389,434	529,513

LIABILITIES	2020 \$	2019 \$
CURRENT LIABILITIES		
Trade and other payables	304,739	55,449
Contract liabilities-Unexpended Government Grants	675,613	-
Lease liabilities	279,323	-
Employee benefits	108,999	23,336
TOTAL CURRENT LIABILITIES	1,368,674	78,785
NON-CURRENT LIABILITIES		
Lease liabilities	502,495	-
Employee benefits	2,832	622
TOTAL NON-CURRENT LIABILITIES	505,327	622
TOTAL LIABILITIES	1,874,001	79,407
NET ASSETS	515,433	450,106

EQUITY	2020 \$	2019 \$
Members contributions	28	28
Retained surplus	515,405	450,078
TOTAL EQUITY	515,433	450,106

WORKFORCE DEVELOPMENT AND CULTURAL STRENGTHENING ACTIVITIES

WORKFORCE PLANNING AND DEVELOPMENT

During 2020 we continued to approach Aboriginal Health care from a holistic perspective, seeking to incorporate a cultural lens over quality improvement systems, policies and documentation as part of our short and long term strategy. Developing employees and teamwork while remaining a preferred employer for current and future Aboriginal health practitioners.

We discussed and reflected at length upon the key drivers most likely retain and attract quality health care practitioners and professionals to our organisation. We appreciate the impact of performance appraisal satisfaction upon employee's engagement, behaviour and attitudes is crucial to retention and development, establishing viable internal career pathways. And continue to develop and refine employee assessment and development tools which capture the key competencies.

Workforce planning and development strategies must incorporate the elements and key competencies which will ensure our People's continue to be offered the highest quality health care they deserve, while ensuring FPHW remain risk adverse.

While recognising creative and visionary behaviour is at the core of culturally appropriate and spiritually expansive workplace:

- being heard
- respected (cultural safety)
- professionally supported and developed
- offered internal promotion opportunities.

Aboriginal employees choose to work in Aboriginal Community organisations with a sense of vision and purpose, so in determining the key performance indicators for any role competencies, governance, continuous improvement must be examined and weighted against the employee's cultural background, life experience, aftermath of genocide and intergeneration trauma.

Workforce development incorporates all these elements, and FPHW continues to develop systems and services which are high quality and culturally safe.

"Aboriginal people enjoy quality of life through whole-of-community self-determination and individual spiritual, cultural, physical, social and emotional well-being. Aboriginal health in Aboriginal hands."

NACCHO

CONTINUOUS QUALITY IMPROVEMENT

During 2020 a range of quality improvements and systems were identified which resulted in the development of supporting documentation, tools and systems. Systems which have been incorporated into our daily activities. Continuous Quality Improvement with NACCHO Aboriginal Health and Quality Framework in mind.

FPHW will maintain and strengthen its scope as a health care service of quality and cultural safety for Aboriginal health and Wellbeing in Melbourne. Continuous Quality Improvement and developments embedded internally will enhance and demonstrate the quality health services offered to our Community by highly skilled health practitioner. We will continue to lead by example and exhibit strong decision making skills within the sector. In 2021 FPHW will continue to strengthen its governance structures and skills base which will include data collection and research within a compliant quality improvement framework.

Moreen Lyons

Workforce Development Coordinator



FIRST PEOPLES'
HEALTH AND WELLBEING