

KATUNGUL ANNUAL REPORT 2023-2024



TABLE OF CONTENTS



Page 3

Chairperson's Message

Page 6

Acting CEO's Message

Page 8

Our People

Page 11

Health Services

Page 14

Community Services

Page 16

Clinical

Page 20

Communications

Page 24

Finances

MESSAGE FROM THE CHAIRPERSON

Jim Allen



Organisational Restructure

”

We are progressing with an organisational restructure aimed at streamlining our operations and enhancing efficiency. This aligns with our updated business strategy and is designed to position Katungul for long-term success, stability and adaptability in a changing environment.

“

Over the past year Katungul has undergone several significant changes. Former CEO Kayeleen Brown left the organisation and COO David MacQueen stepped in as Acting CEO. David has quickly adapted to the role and is working closely with the Board to ensure a seamless transition. I would like to extend my gratitude to David for stepping into the role.

In terms of strategic changes, the decision was made to cease being a registered NDIS provider. Katungul staff worked closely with participants to ensure a smooth transition of their individual plans to other registered providers ensuring that they continue to achieve their goals.

We are also progressing with an organisational restructure aimed at streamlining our operations and enhancing efficiency. This aligns with our updated business strategy and is designed to position Katungul for long-term success, stability and adaptability in a changing environment.

In addition, staff have been actively engaged in planning meetings to develop and improve systems, reporting, procedures and planning for enhanced holistic care across our communities.

The Closing the Gap priority reforms need to be embedded throughout Katungul's strategic and business plans. The goal is that every Aboriginal and Torres Strait Islander person across our service footprint:

- Enjoys strong and healthy lives.
- That children are born strong and healthy.
- Has strong economic participation and development of people and their communities.
- That people enjoy high levels of social and emotional wellbeing.

MESSAGE FROM THE CHAIRPERSON CTD

Jim Allen

For Katungul to have true self determination in health and wellbeing across our community we need equal representation in all roles and levels of care provided at Katungul and to do so an Aboriginal workforce is a priority. A strong Aboriginal health workforce supports improved cultural safety and trust between staff and community and delivers better outcomes for Aboriginal people.

Katungul is pursuing ways to develop career pathways, whether through TAFE or as a Registered Training Organisation (RTO); Aboriginal Health Practitioners will be our first step towards developing career pathways through our strategic and business plans.

Katungul is currently re-establishing partnerships with the following universities:

- **Australian National University** We are updating our Memorandum of Understanding (MOU) to support student placements at Bega and collaborating on a research project on suicide prevention with ANU and Melbourne University.
- **Macquarie University** Through the LEAP-HEAR initiative, Katungul is working to address gaps in the service system for Aboriginal children in NSW experiencing Otitis Media (OM) and hearing loss. This project involves building capacity in Aboriginal Community Controlled Health Services to deliver culturally safe screening programs and co-designing a scalable model for national implementation. Additionally, the LILAC project is a speech and language pilot program co-designed with the community and the STORM project focuses on addressing racism in the ear and health sector.
- **Charles Sturt University** The university is exploring the establishment of a medical school in the Eurobodalla region. An MOU for a Student Placement Agreement is currently under review.
- **University of Western Sydney** The university sends students for placements at Katungul, and we are looking to strengthen this relationship further by participating in an upcoming AMS partner workshop.
- **University of Wollongong** We are in negotiations with the university to launch an Aboriginal Health Practitioner Course at the Bega campus set to commence in 2025.

On behalf of the Board, I look forward to Katungul's continued success in providing culturally appropriate care to the communities we serve now and in the future.

BOARD DIRECTORS



Angela Parsons



Anne Greenaway



Yvonne Stewart



Judith Norris



Lynette Goodwin

MESSAGE FROM THE ACTING CEO

David MacQueen



AGPAL Success

”

The accreditation process requires health services to pass rigorous tests based on the quality of their service and the safety of their practice. Katungul has met every standard which is an achievement that very few general practices attain.

“

This year has been one of substantial growth and development for Katungul particularly in expanding our service offerings.

A key area of focus for future growth will be the introduction of in-home aged care services which I believe holds immense potential to benefit our clients. Katungul has successfully secured funding through the Commonwealth Home Support Programme allowing us to provide entry-level support to seniors in need.

One of our standout achievements this year was receiving top marks from the Australian General Practice Accreditation Limited (AGPAL). This accreditation acknowledges the high standards of quality and safety maintained in our clinics. Meeting every standard is a distinction that only 20 per cent of general practices achieve.

Another major milestone was the opening of the Katungul Women's Healing Centre (KWHC) in Bega. This centre offers a culturally safe, holistic service for First Nations women facing domestic violence and homelessness. The facility provides accommodation for women and their children by providing support as they escape violence and homelessness. While in this secure environment they have access to a comprehensive range of services, including medical care, mental health support, counselling, cultural healing and assisting with Centrelink, housing applications, financial matters, legal advice, education and employment opportunities. I am confident that with the passion and commitment of our team we will continue to make a lasting impact on the communities we serve.



MESSAGE FROM THE ACTING CEO CTD

David MacQueen

We will continue to support and participate in community events to connect with local Indigenous youth and families. Our team aims to enhance community engagement through a variety of activities and events with the primary goal of further strengthening Katungul's reputation and raising awareness of the essential work we do across our region from Eden to Batemans Bay.

Events like the Annual Touch Football Competition at Batemans Bay High School brings together Indigenous students from Narooma and Moruya High Schools. This is an opportunity for us to engage and foster a sense of community. Our involvement in this event will include providing merchandise and program information as well as hosting a barbecue to encourage positive youth engagement and strengthen connections within the community.

We are looking to strengthen our involvement in NAIDOC events across our footprint. This includes collaborating with Batemans Bay High School to participate in their NAIDOC celebrations. By hosting interactive activities and engaging directly with students and families we aim to celebrate Indigenous culture and increase awareness of the support and other services we offer.

Additionally, we are looking forward to being involved in future National Aboriginal and Torres Strait Islander Children's Day events, hosted by the Eurobodalla Shire Council. With a focus on promoting health and wellbeing our teams will continue to engage families through initiatives like the Strong Born campaign and provide information on our Social and Emotional Wellbeing (SEWB) and Alcohol and Other Drugs (AOD) services.

These events are a great opportunity to reinforce our commitment to holistic health for Indigenous children and families.

Looking ahead, our goals over the next 12 months include:

- Establishing a specialist hub in Bega with a cardiologist.
- Reestablishing a clinic in Eden.
- Building closer relationships with Local Aboriginal Land Councils (LALCs) across our footprint.

Lastly, I would like to sincerely thank the Katungul Board for their support and guidance during my transition into the role of Acting CEO.

OUR PEOPLE



TOTAL STAFF

57



FEMALE

40



MALE

17

CASUAL

7

PART TIME

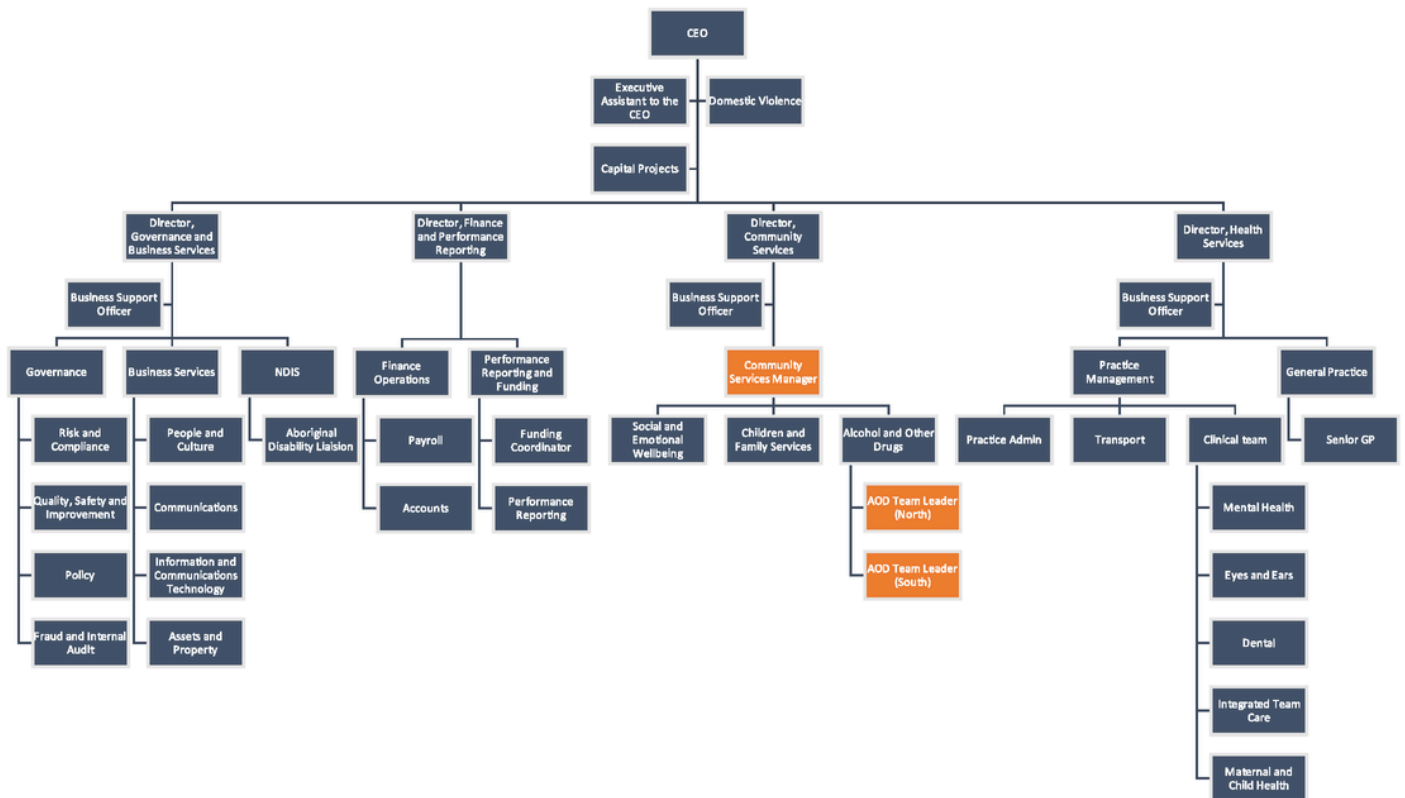
19

FULL TIME

31

OUR PEOPLE

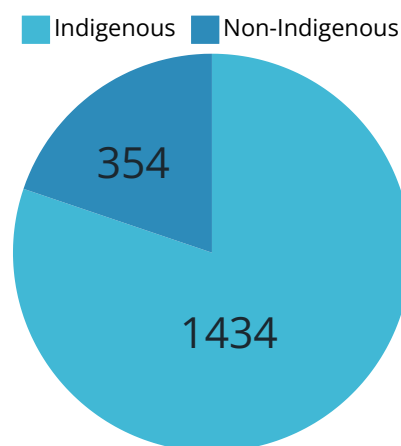
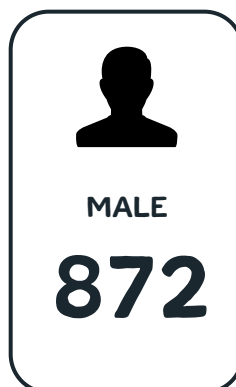
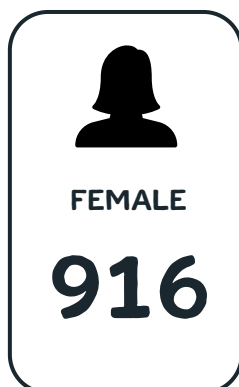
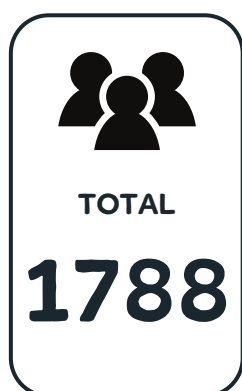
Organisational Chart



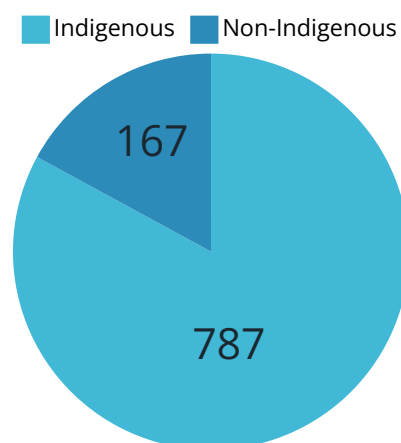
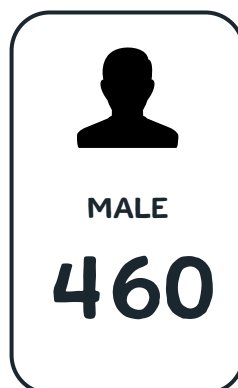
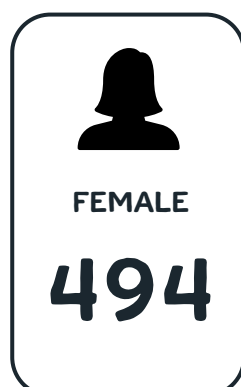
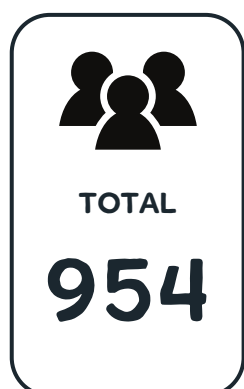
OUR PEOPLE

Client Snapshot

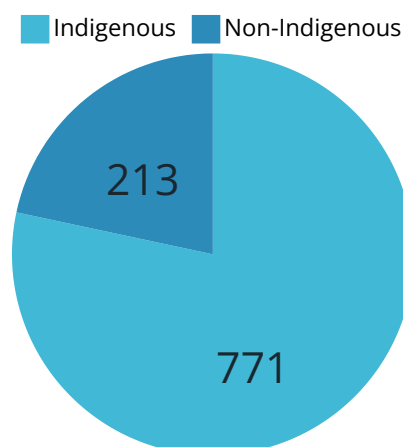
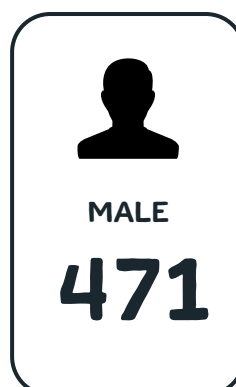
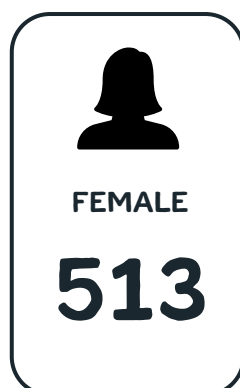
Batemans Bay



Narooma and Wallaga Lake



Bega



HEALTH SERVICES REPORT

Over the past twelve months we have continued to work closely with our communities to provide ongoing healthcare and support for general health needs including health checks, chronic condition management and preventive health measures.

Our current roster of visiting specialists includes an Optometrist, Endocrinologist, Psychiatrist, Podiatrist, Paediatrician and Cardiologist.

We are actively recruiting General Practitioners and Nurses with a particular focus on securing a Senior Nurse who will work across all three clinics.

To attract more medical professionals to the region we are exploring the development of a marketing campaign that highlights the South Coast's unique blend of natural beauty, community spirit and a relaxed lifestyle.

We have also been promoting the Strong Born campaign aimed at raising awareness of Fetal Alcohol Spectrum Disorder (FASD) and the dangers of alcohol consumption during pregnancy and breastfeeding.

Staff training sessions have been conducted across all three clinics. Community awareness events were held in Bega, Narooma, Wallaga Lake, Batemans Bay and Eden.



OUR PROGRAMS

Strong Born



NSW HEALTH KPIS SNAPSHOT

This data provides a summary of key performance indicators for Katungul compared to the NSW and ACT statewide average for all Aboriginal Community Controlled Health Services (ACCHSs) funded by the NSW Ministry of Health

715 Health Checks

Katungul 59% up 5% since Dec 23

NSW and ACT 47%

Aged 15-24 years

Katungul 53% up 2% since Dec 23

NSW and ACT 43%

Aged 24-54 years

Katungul 60% up 4% since Dec 23

NSW and ACT 52%

Aged 55+ years

Chronic Disease Screening

Cervical and HPV

Katungul 45% up 3% since Dec 23

NSW and ACT 36%

Cardiovascular

Katungul 55% up 2% since Dec 23

NSW and ACT 50%

COMMUNITY SERVICES

Alcohol and Other Drugs AOD

The Stay Strong Alcohol and Other Drugs team has continued to provide intensive AOD treatment across our footprint. We have faced staffing challenges and a high volume of client needs. The team has strong networks and relationships with key stakeholders who assist and support our clients facing AOD challenges. The team also plans to open an AOD Hub in Narooma to increase engagement with clients in a non-clinical setting.

The AOD team has been delivering a wide range of education and awareness activities on Fetal Alcohol Spectrum Disorder (FASD). The Strong Born campaign has been a great initiative to deliver important messages to our community about alcohol use during pregnancy and breastfeeding. We have successfully referred clients to our clinics for further assessments and support while also providing one-on-one assistance to families. The team completed intensive training with Dr. Robyn Williams one of the co-developers of the Strong Born campaign and its materials. This training was a crucial part of equipping the AOD team to deliver educational content to the community.

Our team alongside the Social and Emotional Wellbeing (SEWB) team has rebranded and completed a program makeover focusing on key areas such as processes, community engagement and staff training. These improvements have been essential for boosting staff morale and enhancing client outcomes.

Key Achievements:

- Recruitment
- Program Planning
- Rebranding of the Community Services Team
- Outreach Services

Collaboration and Successful Outcomes:

- Headspace Bournda Day with High School Students
- Narooma Youth Block Party
- Stay Strong in Schools Program - AOD

On the Horizon

The Stay Strong team will continue program planning alongside the SEWB team. We will maintain our intensive AOD treatment services for clients in our footprint. With successful staff recruitment we can now expand our reach to more of the community and provide Educational Yarn Ups to increase awareness of our AOD services. The team is collaborating with the SEWB team to finalise the Stay Healthy, Stay Deadly school program. This initiative will use evidence-based and trending data to tailor educational content to our community focusing on raising awareness and promoting education on AOD issues.

COMMUNITY SERVICES

Social and Emotional Wellbeing

Programs: Koori Connections, Strong Families, Strong Communities

The SEWB team has faced challenges this year including difficulties in filling vacancies across our footprint. However alongside the AOD team they have recently undergone an uplift and are now working towards completing the Quality Improvement Plan. This was developed in November 2023.

The teams have achieved great milestones with a focus on recruitment. The SEWB team has welcomed three new Koori Connections Officers at each of our locations. We have also added a new Youth Engagement Officer to the SEWB team with a focus on strengthening youth engagement. The team now has a strong presence in high schools.

The team is further exploring the Social and Emotional Wellbeing model which guides and underpins our work with the community. Ongoing training opportunities have been a vital part of the SEWB team's strategy to address the social emotional wellbeing of our community. With the team's recent uplift and quality improvement achievements the SEWB and AOD teams are now working side-by-side. The team has recently focused on program planning and is delivering a range of group activities across our footprint.

Key Achievements

- Recruitment
- Program Planning
- Rebranding of the Community Services Teams

Collaboration and Successful Outcomes

- Community Workshops
- headspace
- Campbell Page - *My Voice, My Journey*

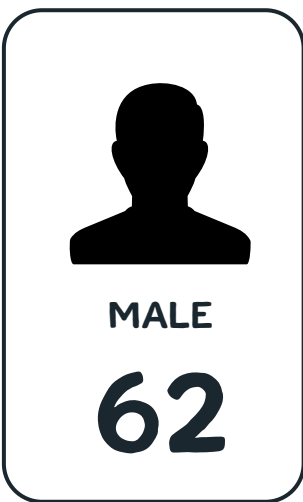
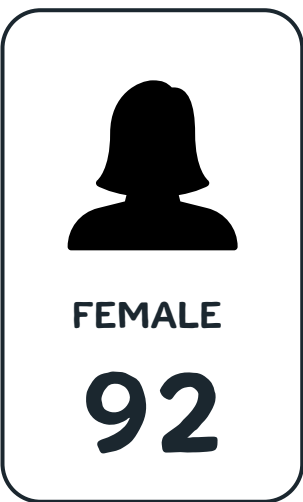
On the Horizon

The team will continue working collaboratively to deliver a range of programs and group activities across our locations. Planning is underway to introduce School Holiday Programs, Elders Days and a NAIDOC Debutante Ball.

The team is also developing a High Schools Program to deliver health services education and awareness. The *Stay Strong, Stay Deadly* program is scheduled to be finalised in the second half of 2024 with the initiative set to roll out in high schools during the second term of 2025. The Quality Improvement Plan will continue to explore new areas for improvement.

CLINICAL REPORT

Dental



Examination/Diagnostic



Preventative Services



Periodontic Services



Oral Surgery



Endodontic Services



Restorative Services

CLINICAL REPORT

Dental- Achievements

NAIDOC Day

Successfully distributed over 200 toothbrushes and toothpaste packs to community members promoting oral health awareness and hygiene.

Long-Term Dental Care Approach

Implemented a focus on comprehensive dental care for all clients. Each patient undergoes a full assessment and receives ongoing treatment until their oral health is restored and they are free from dental pain moving away from short-term symptomatic solutions.

Staff Training and Development

Provided training to new staff members, with the goal of enhancing service capacity and securing an additional dentist to better support the community's dental health needs.



CLINICAL REPORT

Ears

The Katungul Otitis Media Program provides hearing health checks for children in preschools, daycares and primary schools. Otitis media screening involves otoscopy (examining the ear), tympanometry (measuring middle ear pressure) and audiometry (testing hearing with headphones). It is important that all Indigenous children are screened for otitis media before starting primary school as otitis media can be both painful and detrimental to learning and development if undetected. Early detection is crucial as hearing problems associated with otitis media can impact learning, speech and language development.

We currently screen all daycares and schools from Batemans Bay to Eden that have Indigenous children enrolled. We have worked with 24 daycares and schools and screened 336 children in 2023/2024.

Katungul's Otitis Media Program is currently in partnership with Macquarie University led by Professor Cath McMahon and her team. The partnership involves a study aimed at demonstrating the importance and effectiveness of hearing health programs for Indigenous children. This study also includes collaboration with Brewarrina and Casino Aboriginal Medical Services.

Eyes

Brien Holden Vision Institute continues to provide visiting optometrists for Katungul's eye health program. Our eye health clinics are run across five sites: Batemans Bay, Narooma and Bega with outreach clinics at Wallaga Lake and Eden. These clinics offer comprehensive vision checks including screenings for diabetic retinopathy. Katungul clients are entitled to two pairs of free glasses every two years. Clients requiring specialist eye care (ophthalmologist) are directly referred for further treatment.

In 2023/2024 Katungul held 8 clinics across 5 locations and conducted 173 consultations - 68 males and 105 females.

For appointments clients are referred through 715 Health Checks or by self-referral by calling reception. Diabetic clients are encouraged to have yearly eye checks as part of their diabetes cycle of care.

CLINICAL REPORT

Integrated Team Care (ITC)

Katungul's Integrated Team Care Program operates across Katungul's three sites: Batemans Bay, Narooma and Bega. Our ITC Program offers assistance and support to clients with chronic health conditions such as diabetes, heart disease, respiratory disease or other chronic conditions diagnosed by a doctor that last more than six months.

Our coordinators Iris Walker (Batemans Bay), Dean Heycox (Narooma) and Jacob Frances (Bega) assist with the coordination of appointments that may arise from your General Practitioner Management Plan (GPMP). These plans are reviewed every three months by your doctor. The services provided by ITC include coordination of specialist and allied health appointments, advocacy, supplementary services, transport, education and encouragement of self-management.

Our ITC program currently has 336 clients, a number that has risen since 2023 as more people become aware of this service and the support it offers to improve access to specialist and allied health services with a culturally safe approach.

Each year ITC client numbers are increasing, demonstrating the continuing need for this service. Without the ITC program and given the cost of living most clients would find it challenging to access specialist and allied health services. ITC alleviates the burden and stress associated with navigating the health system.

Key Achievements:

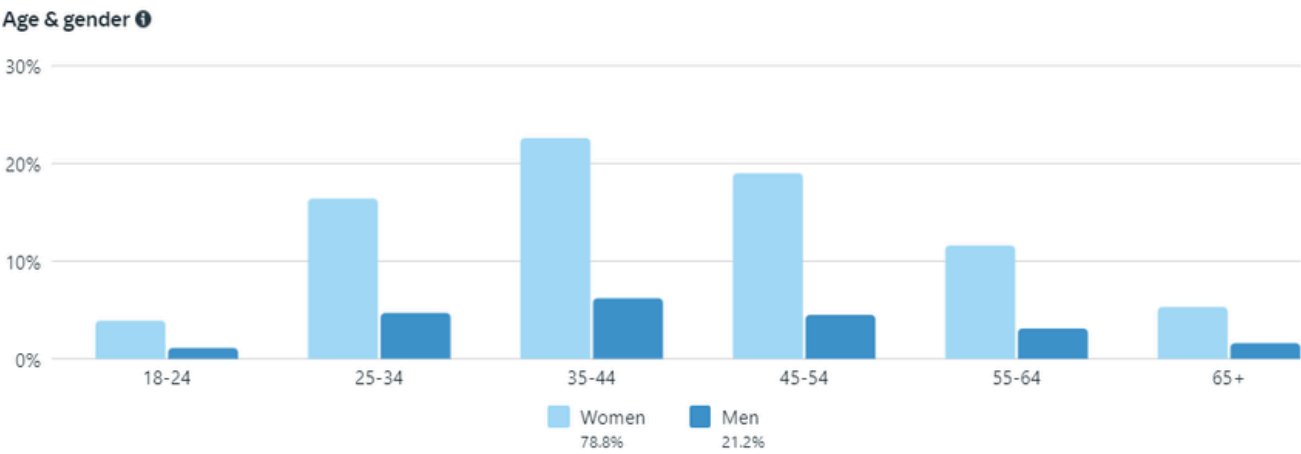
- Uptake in client numbers in 2023/2024:
 - 2023: 248 clients
 - 2024: 336 clients

Successful Project:

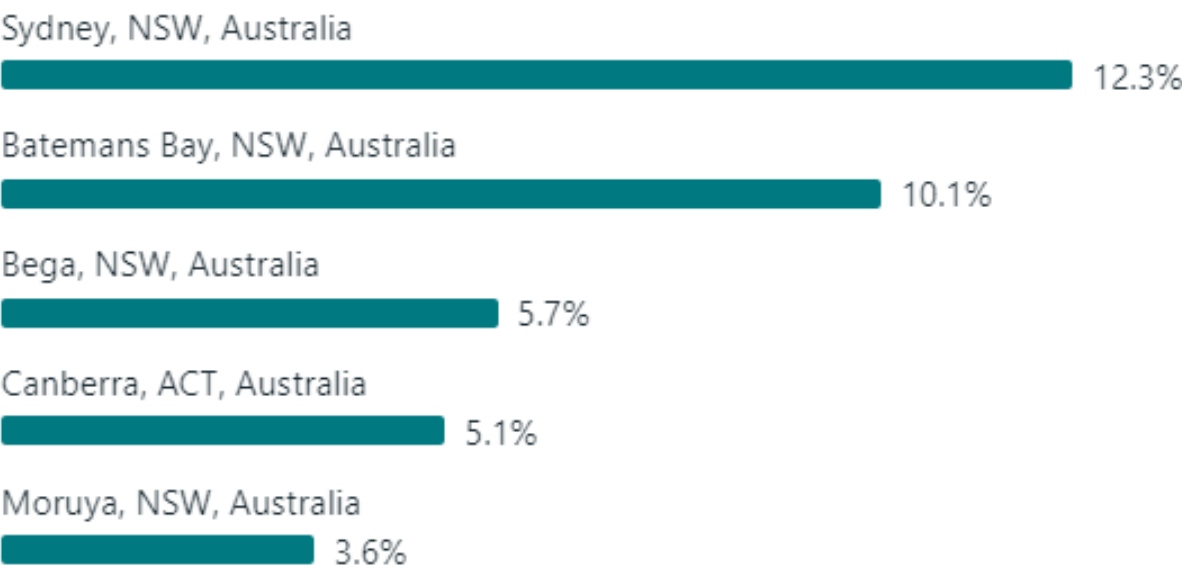
- Specific clinic days for clients to have their chronic condition health plans (GPMP) created or reviewed.

COMMUNICATIONS

Facebook Audience



Top towns/cities

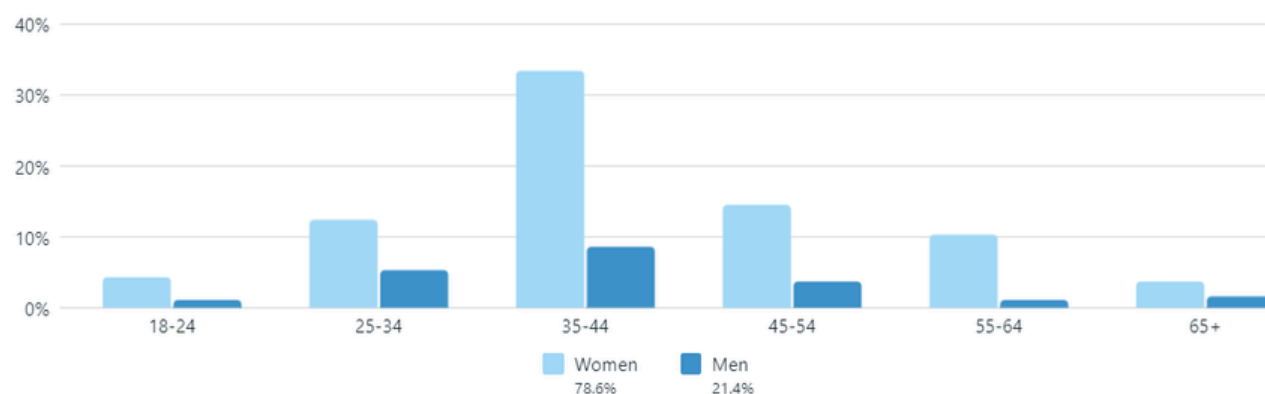


1911 Followers

COMMUNICATIONS

Instagram Audience

Age & gender ⓘ



Top towns/cities

Sydney, NSW, Australia



Canberra, ACT, Australia



Bega, NSW, Australia



Batemans, NSW, Australia



Dalmeny, NSW, Australia



254 Followers

COMMUNICATIONS

On the Horizon

Katungul intends to increase and enhance how we engage with the community and to effectively market and communicate our holistic and culturally appropriate health and wellbeing services for (and with) Aboriginal communities.

We also aim to raise awareness of Katungul's brand and cultivate trust and reputation within the community. The name 'Katungul' needs to be recognised and trusted as a brand and as one organisation with our community at the centre of everything we do.

To achieve these communications will:

- Share reliable third-party content on social media.
- Create an external newsletter in print and digital formats.
- Update the services catalogue.
- Utilise analytics to track engagement across digital assets.
- Design and optimise website to ensure same style and content as other digital assets.
- Build a photo repository of staff, facilities and services.
- Document and report on community engagement activities such as events, yarn ups and information sessions.
- Build a database of community contacts.
- Build a database of community service provider contacts.
- Increase use of multimedia elements such as video and infographics to enhance engagement.

FUNDING BODIES

Peak Bodies



Aboriginal
Health & Medical
Research Council
of NSW



NACCHO
*Aboriginal health
in Aboriginal hands*

Commonwealth



Australian Government
Department of Health



phn
SOUTH EASTERN NSW
An Australian Government Initiative



Australian Government
Department of Social Services

NIAAA
National Institute on Alcohol
Abuse and Alcoholism

NSW



NSW Health



Communities
& Justice



Aboriginal
Affairs



Health
Southern NSW
Local Health District



Resilience
NSW

ncoss
NSW Council of Social Service

Other

PRF

PAUL
RAMSAY
FOUNDATION



THE UNIVERSITY OF
MELBOURNE



Grand
Pacific
Health



RURAL DOCTORS NETWORK

ndis

FINANCIAL REPORT

A summary of the year's results – including a comparison to the previous four financial years – is on page 26. This summary is included in the complete Financial Report for the year ended 30 June 2024 which will be available to the public on the ORIC website once approved by the members at the AGM.

Gross income for Katungul was almost \$14million for the year. The income includes \$931K from Capital Grants and, as explained in previous years, the income from those grants is included in the Income Statement, but the expenditure is recorded in the Balance Sheet.

There was also a donation of \$1million included in income (see also Donations section of this report). This donation was specifically provided to support housing for GP's and, has been provisioned within Capital Reserves.

Expenses also included \$356K for Building Depreciation which, as a matter of course, is usually offset when valuations are done for all buildings. The next valuation update is due before 30 June 2025.

The net overall improvement is reflected as an increase in Members Equity which, as at 30 June 2024 stood at \$15.66 million.

The unspent portion of the Capital Grant from the Federal Government (via the Department of Health) of \$500K has been used to complete clinic improvements at Bega.

For the Katungul Women's Healing Centre (KWHC), the final instalment of capital funding (\$48K) from the Federal Government Department of Social Security, along with \$185K from the Paul Ramsay Foundation and supported by the first-year funding from NSW Government Department of Communities and Justice, completed it's establishment and, KWHC commenced operations in April 2024.

We have, since 30 June, been successful in attaining funding totalling \$352K from the Federal Government Department of Health for an initial foray into the CHSP space. This ideally complements the funding from NACCHO for the Elder Care Support Programme. We have also procured some capital funding from the NSW Ministry of Health (\$124K) to assist in the purchase of Wheelchair Accessible Vehicles to support clinic and community operations.

Total funds actually banked but not yet expended amounted to \$1.996million at 30 June 2024.

FINANCIAL REPORT

Katungul Aboriginal Corporation Regional Health and Community Services ICN 1816

Statement of Income and Expenditure					
For the Years ended 30th June 2020 to 30th June 2024					
	Income Year				
Income	2024	2023	2022	2021	2020
Grants and Other Income	\$ 13,963,434	\$ 12,605,391	\$ 14,774,061	\$ 10,367,466	\$ 9,353,031
Expenditure					
Labour Costs	\$ 7,223,366	\$ 7,103,386	\$ 8,034,868	\$ 7,182,165	\$ 6,684,841
Other costs	\$ 4,793,321	\$ 4,571,973	\$ 2,985,339	\$ 2,852,789	\$ 2,175,408
Non Cash Costs (Depreciation)	\$ 596,515	\$ 389,025	\$ 277,941	\$ 281,328	\$ 330,007
Total Expenditure	\$ 12,613,202	\$ 12,064,384	\$ 11,298,148	\$ 10,316,282	\$ 9,190,256
Net Surplus	\$ 1,350,232	\$ 541,007	\$ 3,475,913	\$ 51,184	\$ 162,775
Asset Revaluation	\$ -	\$ -	-\$ 164	\$ 6,658,951	-\$ 64,772
Addition to Members equity	\$ 1,350,232	\$ 541,007	\$ 3,475,749	\$ 6,710,135	\$ 98,003

Statement of Financial Position					
As at 30th June, 2020 to 2024					
Assets	2024	2023	2022	2021	2020
Cash and Cash Equivalents	\$ 4,323,745	\$ 3,008,261	\$ 2,692,314	\$ 1,552,930	\$ 2,235,989
Other Current Assets	\$ 24,821	\$ 165,613	\$ 634,560	\$ 728,380	\$ 611,952
Total Current Assets	\$ 4,348,566	\$ 3,173,874	\$ 3,326,874	\$ 2,281,310	\$ 2,847,941
Non Current Assets	\$ 15,446,912	\$ 15,020,883	\$ 14,073,509	\$ 12,744,676	\$ 6,126,105
Total assets	\$ 19,795,478	\$ 18,194,757	\$ 17,400,383	\$ 15,025,986	\$ 8,974,046
Liabilities					
Current Liabilities	\$ 3,710,738	\$ 3,326,610	\$ 3,125,311	\$ 1,806,767	\$ 2,356,648
Long Term Liabilities	\$ 420,606	\$ 554,245	\$ 502,177	\$ 2,922,073	\$ 3,030,387
Total Liabilities	\$ 4,131,344	\$ 3,880,855	\$ 3,627,488	\$ 4,728,840	\$ 5,387,035
Members Equity	\$ 15,664,134	\$ 14,313,902	\$ 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, FY2022, FY2023 and FY2024. It has been produced for inclusion in the General Report for FY2024 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

We have completed the audit of Katungul Aboriginal Corporation Regional Health and Community Services for the year ended 30 June 2024. During the course of our audit work we came across no deficiencies of internal control and financial reporting matters that we believe need to be brought to your attention.

Extract from Vincents Assurance and Risk Advisory

DONATIONS

Besides the \$1 million donation to support GP housing (referred to in the Finance Report), Katungul received a \$20,000 donation in goods from the Dr Steve Burroughs Foundation and over \$100,000 in goods from Good360.

Since June 30, we also received a donation from Domayne (via the Dr Steve Burroughs Foundation) for furnishings at the Katungul Women's Healing Centre valued at \$42K.

Throughout the last financial year, Katungul received generous donations from other organisations including, Big W, Two Good Co., Thread Together, Australian Red Cross, Resilience NSW, the Alannah & Madeline Foundation, Aldi, Global Culinary and Woolworths.

The donations included furniture, clothing, food, toys, blankets, books, backpacks, sanitary products, camping gear, and Christmas items.

These contributions were distributed to the community at our family fun day, other community events, and through our clinics. Some of the items have also been utilised within the Katungul Women's Healing Centre. We extend our heartfelt thanks to all these organisations for their generous support.





BATEMANS BAY

1-3 Old Princes Highway

Phone: 4488 4050

NAROOMA

26 Princes Highway

Phone: 4476 2155

BEGA

25 Bega St

Phone: 6492 0532

 1800 804 201

 www.katungul.org.au

