Bawrunga Aboriginal Medical Service

2009 - 2011
CONTENTS

MISSION STATEMENT ................................................................. 3
BOARD OF DIRECTORS .................................................................. 4
ORGANISATIONAL CHART ............................................................ 5
AIMS ............................................................................................. 6
OBJECTIVES .................................................................................. 7
CHAIRPERSON’S REPORT .............................................................. 8

STAFF REPORTS

CEO Report .................................................................................. 9 - 16
Appendices to CEO Report ............................................................ 17 - 23
Senior Finance / Human Resources Officer ..................................... 24
Dr Bashar Abdulrazak .................................................................. 25
Dr Kenneth Ibe ............................................................................. 26
Dr Rahman ................................................................................... 27
Dr Pyae Sone Win ....................................................................... 28
Dr Win Htein Moe ...................................................................... 29
Dr Aye Min Han .......................................................................... 30
Dr Naveed Shaukat .................................................................... 31 - 32
Clinical Co-ordinator / Team Leader ............................................ 33 – 35
Nurse Practitioner / Team Leader .................................................. 36
Practice Nurse – Anna Norwood .................................................... 37
BAWRUNGA ABORIGINAL MEDICAL SERVICE
MISSION STATEMENT

The Mission of Bawrunga Aboriginal Medical Service (‘Bawrunga’) is to ensure that the future sustainability of the Organisation is assured using strong and professional governance and social innovation as primary tools. To broaden the organisation’s scope both as a consultative agency and a primary health care facilitator by delivering positive health outcomes and developing innovative community health and support programs. Bawrunga’s core social goal is to fulfill the unmet health and medical needs of Communities in rural and isolated areas.

Bawrunga’s primary focus is on preventative health education and chronic disease management, including delivery of a range of community-based Outreach programs; and to address and resolve drug, alcohol and violence as compelling and influential social issues using primary healthcare and allied resources as fundamental tools.

Bawrunga will strive to work effectively and efficiently in addressing priorities established by the Board of Directors of the Corporation, made up of both Indigenous and non-Indigenous members, as well as providing services for the broader community also drawing on feedback from and consultation with the community.

Bawrunga’s Mission is to promote a holistic approach to healthcare within the Communities where Bawrunga is based, as well as developing new medical services in other geographic areas, using the unique Bawrunga model of service delivery.

In accordance with Bawrunga’s Mission Statement, Bawrunga continues to operate Medical Services in Gulargambone, (Western New South Wales) as well as Medical Clinics in Gilgandra (near Gulargambone) and Toormina (Mid North Coast, NSW). In this way, Bawrunga continues to play our key role in provision of local employment and training opportunities, primarily for local Indigenous people, and to further expand into new areas, such as Port Macquarie on the Mid North Coast. Bawrunga also intends future expansion, planning to open a medical service in the Sydney Metropolitan Area, at Penrith.

As always, all the above initiatives continue to be run by Bawrunga without direct funding from Office of Aboriginal & Torres Strait Islander Health (OATSIH) or New South Wales State Aboriginal Health, or Local Government. Nevertheless, Bawrunga’s Mission is to continue developing close associations and liaisons with Commonwealth, State and Local government, as well as the corporate sector.
BAWRUNGA ABORIGINAL MEDICAL SERVICE INCORPORATED

Board of Directors 2009-2010

Chairperson
Emily Walker - Nambucca Heads

Secretary
Leavina Reid - Nambucca Heads

Treasurer
Margaret Edwards – Bowraville

Directors
Rhoda Reid - Nambucca Heads
Patricia Gordon - Bowraville
Wayne Regan - Nambucca Heads
John Glanville - Bowraville
Sandra Williams - Nambucca Heads
Bawrunga Aboriginal Medical Service Organisational Structure

Board of Directors

Chief Executive Officer

Operations Manager
Human Resources Manager
Finance Officer

Bookkeeper
Part-time Bookkeeper

Nambucca Heads
- GP Full Time
- RN Full Time
- Nurse Practitioner
- Receptionist
- Cleaner
- Maintenance Officer

Macksville
- GP Full Time
- Practice Nurse Full Time
- Receptionist
- Cleaner

Taramina
- GP Full Time
- Practice Nurse Full Time
- Receptionist Full Time
- Cleaner

Gigandra
- GP Full Time
- Team Leader Western Region
- Practice Nurse Part Time
- Receptionist Part Time

Gulgambone
- Receptionist Part Time

Dubbo
- GP Full Time
- Practice Nurse Part Time
- Receptionist Part Time
- Cleaner

Blacktown
- Receptionist Full Time
- Cleaner
BAWRUNGA ABORIGINAL MEDICAL SERVICE AIMS (2010 – 2011)

Bawrunga Aboriginal Medical Service (Bawrunga) aims to provide a unique model of sustainable Medical Health Service delivery and program development to the Aboriginal and broader community.

Bawrunga aims to advance Aboriginal self-determination.

Bawrunga aims to:

- Maintain and continue to replicate the sustainable model of service provision for Aboriginal Communities currently operating in regional and metropolitan areas throughout New South Wales.

- Develop and enhance creative self-funding models of medical service delivery;

- Recruit additional General Practitioners in order to continue provision of medical services to the areas serviced by Bawrunga,

- Continue to promote pride and respect for Aboriginal Culture and Tradition and in doing so, build strong and binding relationships and enhanced health outcomes for Aboriginal people and the broader community;

- To ensure that the future sustainability of the Organisation is assured using strong and professional governance and social innovation as primary tools.

- To broaden the organisation’s scope both as a consultative agency and a primary health care facilitator, by sustaining joint partnerships with other bodies, and by delivering positive health outcomes and developing innovative community health and support programs.
BAWRUNGA ABORIGINAL MEDICAL SERVICE OBJECTIVES (2010 – 2011)

To provide primary health care throughout the Indigenous and broader communities within its service areas, in regional and metropolitan New South Wales, by providing Bulk Billing services, promoting awareness and preventative health measures, and monitoring, through appropriate clinical services available through Medical Centres which are welcoming and readily accessible to all clients and their families.

These Objectives will be achieved by:

The continued recruitment and retention of General Practitioners

Financial sustainability, through maintaining strong focus on budgetary and financial management aspects of the organisation, moving away from the government ‘welfare’ mentality model;

Ensuring that the future sustainability of the Organisation is assured using strong and professional governance and social innovation as primary tools.

Creation of permanent employment opportunities for Indigenous and non-Indigenous people within Bawrunga’s service areas, through efficient financial practices;

Transparent accountability mechanisms, ensuring efficient and effective governance of the organisation, meeting all legal and statutory requirements;

Enhanced profile of the organisation, through active promotion within the public and private sectors;

Enhanced alliances with local government (Nambucca, Coffs Harbour, Coonamble and Gilgandra Shire Councils), as well as a new alliance with the Nepean Division of General Practice, to be based in Penrith, along with other Aboriginal Medical Services, mainstream medical services and related service providers, such as Symbion Pathology, based throughout New South Wales;

Strengthened connections between Indigenous and non-Indigenous people in the community, and to forge new alliances to address the challenges inherent within a diverse community.
REPORT FROM CHAIRPERSON OF THE BOARD OF DIRECTORS 2010 - 2011

I have much pleasure in submitting my Chairperson’s Report for the year 2010-2011 for Bawrunga Aboriginal Medical Service Inc. (BAMS). This year has brought impressive results, gained by the combined efforts of all Board members in their leadership role in providing improved health services to Aboriginal and broader communities. Bawrunga provides these excellent standard health services, to Nambucca Valley, Toormina, Gulargambone, Gilgandra and Dubbo, in Central Western NSW. I am happy to report Bawrunga’s expansion into the Sydney area of Blacktown, with a clinic there. Bawrunga continues to provide the only openly Bulk Billing Medical Services and targeted social programs for local Aboriginal and broader Communities within New South Wales.

Bawrunga’s health service delivery continues to rely on the excellent support of our hardworking General Practitioners, primarily our Senior General Practitioner, Dr Bashar Abdulrazak, along with Dr Kenneth Ibe, Dr. Zofia Teisseyre (our indispensable and highly appreciated Medical Supervisor and Locum who comes in when our regular Doctors are away), Dr. Ricki Kimbell, in her role as Medical Supervisor, Dr. Pyae Win and Dr. Moe Win, Dr. Aye Min Han, Dr Rafiqur Rahman and, until February 2011, Dr. Bhaskar, as well as our latest addition, Dr Naveed Shaukat. All these wonderful General Practitioners form our medical team, providing Bawrunga’s clinical services throughout our service areas. I want to thank our dear Dr Bashar Abdulrazak, with his invaluable contributions to Bawrunga’s growth and success through his dedication to his patients and continuity of care, for seven years.

Also, the Board extends deep appreciation to all of Bawrunga’s Reception and Nursing staff. Without them, it would be very difficult for Bawrunga’s services to maintain continuity of care. I also wish to express appreciation to Dr Larry Yee for his ongoing support, as our Medical Consultant, with ongoing assistance in expanding our medical services, working in with our CEO, to expand our medical services into the future.

The steady expansion of Bawrunga’s medical service provision is due in no small measure to the tireless efforts of our CEO and the great teamwork of all of our staff, medical, nursing, Reception and Administration. The Board will devote their full commitment and support to Bawrunga, ensuring this sound governance continues.

As Chairperson of the Board of Directors of Bawrunga Aboriginal Medical Service Inc., I now express sincere appreciation to all our Board members, for their support and commitment over this last year. I also thank Leavina Reid, Bawrunga’s exceptional CEO, without whose vision, flair and passion for the organisation, Bawrunga would not have been able to achieve our current levels of success.

Thank you all.
Emily Walker,
Chairperson, Board of Directors
CHIEF EXECUTIVE OFFICER REPORT 2010 - 2011

As Chief Executive Officer of Bawrunga, I am pleased to submit my Report for the year 2010 to 2011, to the Board of Directors and members of Bawrunga Aboriginal Medical Service.

Through my Report I now acknowledge each and every member of the Bawrunga team. This includes members of the Board of Directors and our Chairperson, Aunty Emily Walker; each of our nine wonderful General Practitioners, especially our longest-serving Doctor, Dr. Bashar Abdulrazak; our nursing staff, and all our administrative, financial and Reception team. Each and every member contributes in an invaluable way, to the vital medical and preventative health services offered to all members of Communities in the areas served by Bawrunga.

During the past year, Bawrunga’s has increased our numbers of General Practitioners with the addition of Dr. Naveed Shaukat and Dr. Prasad Lakshman bringing our General Practitioners staff from to a total of nine General Practitioners, including our marvellous Dr. Zofia Teisseyre, who continues to step in, when our regular General Practitioners take their leave. To accommodate and support these increased numbers of General Practitioners, we now employ a Nurse Practitioner, Julie Kent. Julie was the first Nurse Practitioner in New South Wales to work within private practice, with her own independent Provider Number. Julie is currently co-ordinating Bawrunga’s ‘Healthy Children’s Program’ through schools within the Nambucca Valley. During this year, our administrative and nursing staff has increased from 25 to 32.

During the past year, Bawrunga has recruited three new General Practitioners. Our new Doctors are as follows: Dr. Naveed Shaukat and Dr. Prasad Lakshman, both based in Dubbo and Blacktown. Dr Prasad will also serve in various other Clinics, as required. Dr. Lakshman will also be delivering one day per fortnight, Pain Management Clinic, in Nambucca Heads, in conjunction with other General Practitioners. Our third and latest recruit General Practitioner is Dr. Thwe Thwe, who will be based in Macksville Clinic, alongside Dr. Moe Win

I would like to express my sincere appreciation for Dr Zofia Teisseyre. Over this previous year, Dr. Zofia has continued to provide her wonderful support to our local General Practitioners, as Mentor, as well as working as our Acting Locum at Bawrunga’s Medical Centres, when we need her. I also express my heartfelt appreciation to Dr Ricki Kimbell in her role as Medical Supervisor for Bawrunga.

My continued and sincere appreciation goes to my long-standing and highly valued ally, Dr. Larry Yee, who continues to contribute to Bawrunga’s ongoing success and future expansions.

In this area, Bawrunga has expanded into Blacktown, in Western Sydney, and Dubbo, in Western Plains, New South Wales. These new services are part of Bawrunga’s ongoing corporate expansion. With this expansion, we have included our ongoing relationships with Symbion Pathology in delivering on-site pathology services to our clients. Through our relationship with the Division of General Practice, Dubbo, we have been able to establish Mental Health Services, with funding for a Mental Health Nurse, to work in conjunction with our General Practitioners in Dubbo. Bawrunga’s latest Clinic, based in the Woolworths complex in Macksville, has proven to be highly successful, with increased clientele base, and satisfaction reported all around.
Our new design website and logo are now up and running, with positive feedback (www.bawrunga.org.au).

During the year Bawrunga commissioned David Carter of The Foundation Group, to compile an application for the ‘GP Superclinics’, GP Super Clinics Program Invitation to Apply. The Foundation Group formulated an excellent Application for an infrastructure grant, for a GP Super Clinic to be established in Coffs Harbour. I am exceedingly proud to confirm that Bawrunga’s bid was successful! Despite heavy competition, Bawrunga won through, reinforcing our trust in our ability to take the next step forward, in applying for grant funding within the mainstream sector health service delivery.

This means funding of $7 million, for infrastructure, to be completed and ready for operation by July 2013. This funding will pay for building the Bawrunga Super Clinic, and Bawrunga will cover the financial management costs, in accordance with the arrangements agreed upon with the Commonwealth Department of Health and Ageing.

In this achievement, Bawrunga stands alone, demonstrating our outstanding cohesion and our ability, as an Aboriginal Medical Service to access mainstream grants of the calibre of Super Clinics. Let’s keep the faith!

PHILANTHROPIC PROGRAMS

Bawrunga continues to support our local schools, through School Health Programs. These Programs are conducted through schools in the Nambucca Valley, as well as Gilgandra, Gulargambone and Dubbo, in the Western area of NSW. Students, These Programs are delivered to all students, not only Aboriginal students. This has fostered excellent relationships between the education system, and Bawrunga as an Aboriginal Medical Service, especially as these programs were not being carried out by any other health service. Bawrunga continues to support young people through Sports Sponsorships, and World Youth Day activities. During this year we sponsored two Indigenous young people to attend World Youth Day in Madrid, Spain. Bawrunga continues to provide financial support when requested, to Indigenous families suffering financial stress, due to family bereavement and related stressors. Bawrunga also assists Aboriginal families with costs for travel to long distance specialist appointments. All these important contributions work positively to promote our organisation, as well as doing genuine good, throughout our Communities.

OVERVIEW OF CLINIC PERFORMANCE

Here is an overview of the performance of each of our Medical Centres, within Bawrunga’s service areas.

Nambucca Clinic

Bawrunga’s Nambucca Heads Practice has continued to maintain and develop its excellent record of medical health service provision.
Currently our active clients number over 4,079 active patients. Bawrunga’s financial management team has increased to three. This necessitated the creation of a new section, which is Human Resources, now managed by Tracey Mills. Our financial affairs are now managed by new staff member, Senior Accounts Manager, Angie Franklin. Angie comes to us with a wealth of experience in financial administration.

Bawrunga’s continued success has meant further increases in employment and training opportunities for Indigenous and non-Indigenous peoples throughout our service areas.

Bawrunga’s continued success is due to monitoring all areas of service provision, as well as continuing our ethos of being positive about exciting new options to expand our medical services, and balancing our risk-taking with thorough monitoring and ongoing management structures.

**Macksville Clinic**

Dr. Win Htein Moe will be joined by Dr Thwe Thwe Win, as Bawrunga’s latest addition to medical staff, and is our second female General Practitioner. Dr Win also originates from Myanmar (Burma), making a total of four General Practitioners who have come to us, originating from that country. This Clinic maintains its delivery of Bulk Billed primary health care services to a total of 3,194 clients. The two Macksville General Practitioners continue to be supported by one full time and one part-time Receptionist staff and one full-time Practice Nurse.

**Gilgandra Clinic and Gulargambone Clinic**

Dr. Kenneth Ibe is now entering his fourth year, delivering clinical services to the Communities of Gilgandra and Gulargambone. The Gilgandra Clinic still employs two Indigenous staff. One of those Indigenous staff delivers pathology services, within the practice. Dr. Ibe continues to cover one day per week at Gulargambone, and four days at Gilgandra. The Outreach Centre in Gulargambone has now been operating for six years, providing Bulk Billed clinical services, benefitting the whole Gulargambone Community, proving to be a vital element of health service provision to all our clients.

Bawrunga continues to provide clinical programs through the local schools systems, including ongoing Indigenous Child Health Assessments, which are also available to non-Indigenous children, where parents choose to access this program.

**Toormina Clinic**

This Clinic is still viable, currently with one General Practitioner, Dr. Rahman, who has been delivering health services to the surrounding community of Toormina, Boambee, Sawtell and Coffs Harbour, for two years now. Dr Rahman is assisted by one Receptionist and two part-time Practice Nurses. In time, this Clinic will expand to accommodate a second General Practitioner. Clientele numbers are steadily increasing at this Clinic.

**Dubbo Clinic**

Bawrunga opened the Dubbo Clinic in December 2010. Dr Kenneth Ibe delivered clinical health services to this Clinic, two days per week. Later Bawrunga recruited Dr. Naveed Shaukat, working
four days per week. The medical services at Dubbo continue to grow, with Symbion Pathology on site, enabling one-stop health service provision to our clients. This Clinic also employs an Indigenous female Health Worker, to conduct Outreach health services to the local schools.

**Blacktown Clinic**

In May this year, we opened the Blacktown clinic in Western Sydney. Bawrunga engaged Dr Lakshman Prasad, to provide clinical health services to the community of Blacktown and beyond. Dr Prasad continues to deliver health services two days a week, and is available to support Bawrunga, as relief General Practitioner. Dr Prasad also conducts a Pain Management Clinic at Nambucca Heads, one day each fortnight, assisting our General Practitioners with Work Cover compensation cases. We look forward to continuing our affiliation with Dr Prasad, into the future. At Blacktown Clinic, we also have Dr Naveed Shaukat, providing clinical health services three days per week.

**Doctors**

Our stalwart, Dr Bashar Abdul-Razak continues to work tirelessly as our longest serving General Practitioner. Dr Bashar has given Bawrunga over six and a half years continuity of service, and we cannot over-state our appreciation to him, for his faithful provision of high standard clinical services to his patients. We owe so very much to Dr Bashar’s dedication, clinical skills and commitment. All members of our team at Bawrunga hold Dr Bashar in very high regard, and appreciate his outstanding contribution to our overall success.

**Dr Kenneth Ibe** is our second longest serving General Practitioner. Bawrunga greatly appreciates Dr Ibe’s dedication and professional approach to his clinical health service delivery. He is now in his third year, delivering clinical services to the Communities of Gilgandra and Gulargambone.

**Dr Pyae Sone Win** has been with us for three years now, based at Nambucca Heads Clinic. Dr Pyae is a highly valued member of Bawrunga’s team, and continues to provide consistent clinical services, especially to our female clients choosing to access Bawrunga’s women’s health services. Dr Pyae is our primary female General Practitioner, who will shortly be joined by another female General Practitioner colleague. During Dr Pyae’s time with Bawrunga, she has established herself firmly as a highly valued member of the Bawrunga team.

**Dr Win Htein Moe** has been with us for two and a half years, continuing his clinical service provision through the Macksville Clinic. Dr Win’s bright and positive approach contributes strongly to the retention numbers of his patients. Dr Win is always willing to extend himself to support Bawrunga’s service provision, in any way requested, for example, by covering practice hours at other Clinics. Bawrunga hopes Dr Win will continue working with us for many years to come, as all members of staff at Macksville Clinic, thoroughly enjoy working with him.

**Dr Aye** has been with us for almost two years now. Dr Aye’s client base continues to grow steadily, in response to his warm and friendly approach to clients, combined with a high level of professionalism. Bawrunga will continue to provide a happy and productive working environment for Dr Aye, in co-operation with all our team members.
Dr Naveed Shaukat originally joined Bawrunga in 2004, at our Nambucca Heads Clinic. He then left us, to return to Sydney for some time. Dr. Naveed re-joined Bawrunga in March this year, joining Dr Prasad at Dubbo and Blacktown.

Dr. Rafiqur Rahman continues at our Toormina Clinic, having worked there for eighteen months, five days a week. Toormina clientele are very satisfied with Dr Rahman’s clinical service provision, and client numbers continue to grow. Bawrunga hopes to have Dr Rahman as part of our organisation’s continued growth and success at Toormina, into the future.

Our latest addition to the team is Dr. Thwe Thwe who will be our second female General Practitioner. Dr Thwe Thwe will work from our Macksville Clinic, along with Dr. Win Moe. We welcome Dr Thwe Thwe to our dedicated team, and hope she will be very happy with us.

As always, my gratitude is extended to Dr. Zofia Teisseyre, for her continued generosity in being available when our regular General Practitioners go on leave. Dr Zofia’s support enables Bawrunga to maintain continuity of clinical services to our clients while their regular General Practitioner is absent, as well as providing ongoing mentoring and supervision support to newly appointed General Practitioners joining our service. All at Bawrunga hope that Dr Zofia is able to continue our professional affiliation well into the future. She is like ‘family’ to us all, and dearly loved and appreciated by all.

Dr. Ricki Kimbell continues her valuable association with Bawrunga, in her role as General Practitioner providing clinical Supervision of our General Practitioners, as and when required. We look forward to this relationship with Dr Kimbell continuing into the future, and express our gratitude to her, for her ongoing support.

Our affiliation with Dr Larry Yee remains a strong element of our organisation. Dr Yee continues to be associated with Bawrunga through current and future development and expansion plans for our medical services, especially in the light of the new funding granted to us, for the GP Super Clinic at Coffs Harbour. In accordance with Bawrunga’s Business Plan, we are currently expanding into newly identified locations, for example Dubbo (Greater Western Plains region). As always, I express my deep gratitude to Dr Yee for his ongoing provision of expertise, advice and support. I look forward to continuing the excellent and rewarding relationship with Dr Yee, well into the future.

I extend my sincere thanks to every member of our medical team, and appreciation and deep gratitude to all members of our team. I want you all to know how much your continued dedication and professional contributions are appreciated and valued, not only by Bawrunga, but also by our broad range of clientele. It’s through your dedication that Bawrunga is able to ensure the continued provision of our high quality patient care. I particularly wish to thank each and every one of our General Practitioners, especially Dr Bashar, for his long-term dedication, and also Dr Kenneth Ibe, our second longest serving General Practitioner, working out West, at Gilgandra and Gulargambone. My thanks also go to Dr Win Pyae and Dr Win Moe, for their continued belief and commitment to their clients, and also Dr. Aye, and Dr. Rafiqur and Dr. Shaukat. Indeed, my sincere ‘Thank you’ goes out to our whole team. Bawrunga’s supportive work environment
continues to provide a sense of ‘family’ and belonging, to all members. This is no small feat, as our General Practitioners have come to us from a diverse range of cultural backgrounds, and it is a sign of our team’s strong sense of humanity, that we all work so well together, with mutual respect, admiration and true affection.

**Staff:**

**Financial Management team**

Bawrunga currently employs three full-time and one part-time administrative personnel at Macksville. These include Senior Finance Officer/Human Resource Officer one administrative supervisor and two Bookkeepers (one full time and one part time). This team manages all the financial elements of our organisation, monitoring and keeping track of all aspects of the day-to-day running of Bawrunga’s financial transactions.

**Financial Management**

Bawrunga’s accounting system has been consistently updated, and currently we operate the latest MYOB system. In her role as Senior Finance Officer Tracey Mills continues her responsibility for maintaining budgets, financial forecasting and monitoring, financial strategy development, supervision of the other book-keeping staff, as well as overseeing financial documentation for auditing purposes. We continue to utilise the latest IT technology in submitting Medicare claims, the TYRO system of terminals) in all Bawrunga’s medical centres. The investment in the TYRO system has certainly paid off, due to the more rapid financial turn-around. Bawrunga now engaged a new Auditor to conduct the Annual Auditing service to Bawrunga. The new accountant’s name is Helen Ramsay.

We continuously update Bawrunga’s IT technology, and have now incorporated a new server terminal, installed by C3GROUP. The new server terminal is based at the Nambucca Heads Clinic. This server terminal links all our other sites onto the one server, enabling us to access any of the other Clinics’ sites and data. This allows exchange of information data throughout all Bawrunga’s Medical Practices, covering all financial details, as well as enabling our current General Practitioners to access their patients' files, using a special security code, regardless of the location of the patient’s usual GP. The having just one server terminal Bawrunga saves a considerable amount of financial cost. This way, we do not need to replace computer equipment at any of our sites. Nor do we need to replace any of our computers. In time, the financial outlay to install this server will be rewarded through far greater efficiency. This new terminal would have an estimated cost of $120,000. However, Bawrunga is a member of DonorTech, a not-for-profit organisation which supports other not-for-profit organisations by way of hardware and software computer systems. By Bawrunga being a member of DonorTech, we have saved considerable amounts of funds, by enabling us to acquire the server software and hardware at a much reduced cost of $30,000.

Bawrunga continues to provide regular ongoing professional development opportunities for all our financial management team.
Services Provided

Bawrunga continues to run successful medical clinics at Nambucca Heads, Macksville, Toormina, Dubbo, Blacktown, Gilgandra and Gulargambone.

Bawrunga continues our affiliation with Symbion Pathology, with their Collection Centre functioning within all Bawrunga’s Medical Centres, continuing to represent savings on Bawrunga’s infrastructure costs. This added service also proves very helpful to our patients accessing the pathology services, through the convenience of ‘one-stop’ medical service provision.

Medical Services

Through our accreditation, Bawrunga continues receiving the ongoing payments through the Practice Incentive Program (PIP) through the Federal Government’s Medicare Program. Ongoing payments through the Practice Incentive Program (PIP) and through the Commonwealth Department of Health and Ageing.

Bawrunga continues to recruit new General Practitioners in keeping with our Business Plan and the need to ensure continuity of medical service provision, as our General Practitioners are foundation on which Bawrunga continues to deliver clinical medical services to the Communities. By continuous recruitment, Bawrunga is in a position to provide General Practitioners as and when required, enabling us to confidently expand our medical services, in rural and remote areas.

Acknowledgement

On behalf of Bawrunga Aboriginal Medical Service, I now offer my sincere Thank you, for the valued assistance given to our organisation throughout this past year. This continued support on the part of the individuals and organisations associated with us enables Bawrunga to continue to flourish happily.

Deep appreciation goes to all our medical team. Each member of our clinical practice enables us to continue to provide our high levels of professionalism and personal engagement with our clientele. This continuity of medical service provision ensures that we can continue to deliver Bulk-billing medical services for all clients of our broader Communities. My special appreciation goes, as always, to my long-term associate, Dr Larry Yee for his ongoing assistance to Bawrunga over this last year, and also to Dr Zofia Teisseyre and Dr. Ricki Kimbell, for their continued support of Bawrunga.

In Conclusion

I look forward happily to continued success and harmony, with each and every one of our Doctors and team members, and also, the members of Bawrunga’s Board of Directors. I am confident, as we embark on a new year of operations, that Bawrunga will continue to expand, especially with the plans for the new Super Clinic. I believe totally in this project, I am fully committing my energies to maintaining Bawrunga’s current successful operations, as well as the new Bawrunga Super Clinic project. I shall continue to support the philosophies and principles of social innovation on which Bawrunga is based. For another year, Bawrunga’s Board of Directors has shown their confidence.
in me as CEO, and this sense of your confidence in me, is what keeps me going. This success would not be possible without the wonderful dedication of each member of our team of General Practitioners, Nursing staff, Reception staff, and Administrative Officers and support workers of Bawrunga Aboriginal Medical Services.

Thank you, each and every one!

Leavina Reid

Chief Executive Officer,

Bawrunga Aboriginal Medical Services
APPENDIX TO CEO’s REPORT

Below, are extracts from press releases covering our successful bid!

PRESS COVERAGE OF BAWRUNGA’s SUCCESSFUL BID FOR THE SUPER CLINIC

1. (from Department of Health and Ageing) ... “Coffs Harbour residents will soon have better access to GPs and allied health professionals following the signing of a $7 million (sic) agreement with Bawrunga Coffs Harbour GP Super Clinic Ltd. Acting Minister for Health and Ageing, Mark Butler, today welcomed the signing of the $7 million (sic) agreement as a welcome boost to health care in Coffs Harbour. (The actual funded amount is $A7.7 million.)

“This GP Super Clinic will deliver better access to health services for locals in a single, convenient location,” Minister Butler said.

“The Gillard Government wants to make it easier for all Australians to see and contact a doctor and GP Super Clinics around the country are making this happen.

“The Coffs Harbour GP Super Clinic will provide a new level of integrated, multidisciplinary, team-based, patient-centred healthcare all under one roof

“Patients will be able to access care from GPs, nurses, allied health professionals and visiting medical specialists.

“The Coffs Harbour Clinic will have a strong emphasis on chronic disease and preventive health care and plans to offer physiotherapy, audiology, psychology, dietetics, speech pathology, podiatry, occupational therapy, dental, pharmacy, pathology, and exercise physiology as well as provide access to a health promotion officer and Aboriginal health workers. ...”

2. “The Gillard Government is making a significant investment in the GP Super Clinics program and has committed $650 million to build 64 GP Super Clinics and upgrade around 425 existing general practices, primary care and community health services, and Aboriginal Medical Services across Australia. 31 GP Super Clinics are now either open, providing early services, or under construction.”

BAWRUNGA is not a name familiar to many Coffs Harbour residents, but the Aboriginal-owned non-profit medical service is likely to become much better known in the years ahead.

Bawrunga Coffs Harbour GP Super Clinic Ltd has been chosen by the Federal Department of Health and Ageing to construct a purpose-built $7.7-million GP Super Clinic for Coffs Harbour, expected to open in late 2013.

When fully operational, the clinic is planned to accommodate up to eight GPs plus allied health services, offering bulk billing, ample parking and a welcoming atmosphere for patients and their families.

The parent organisation of the new Super Clinic is the Bawrunga Aboriginal Medical Service, which operates six non-profit bulk-billing medical centres on the Mid North Coast, Western NSW and in Sydney, including centres at Toormina, Nambucca Heads and Macksville.

“Today is a very exciting day for both Coffs Harbour and for Bawrunga,” said Leavina Reid, the CEO of Bawrunga Aboriginal Medical Service.

“The GP Super Clinic will be a place where patients can access multi-disciplinary, integrated, team-based approaches to care for their entire family.

“Some surgeries are not the most friendly places – we want a restful and relaxing place for families who need to come with patients.”

“Bawrunga’s GP Super Clinic, like all of our other medical centres, is open to the whole community but has special skills and a focus on delivering high quality Aboriginal and Torres Strait Islander healthcare as well as high quality services to the broader community.

“In recent patient satisfaction results we achieved results from both Aboriginal and non-Aboriginal patients which saw well over 90 per cent of our patients strongly recommending our doctors and the services we provide to others.”

The GP Super Clinic will focus on bringing a range of new GPs and allied health services to Coffs Harbour as well as working with local GPs who might wish to work in this new way of delivering primary care.

“The GP Super Clinic is aware of difficulties patients have in accessing GPs, the challenges of an national GP workforce which is ageing and the health challenges which face Coffs Harbour,” Ms Reid said.

The new clinic will focus on delivering services including general practice, allied health, nursing and other health and medical services with a specific focus on patients with a chronic disease or at risk of developing conditions like diabetes.
Ms Reid said negotiations were currently under way with Coffs Harbour land owners and further details of the GP Super Clinic’s location and services would be made available in the coming months after discussions with both the health sector and local government.

Nambucca Valley Aboriginal elder Auntie Emily Walker, who is the Bawrunga Chairwoman, will also chair the new Super Clinic Board, which will include a lawyer and an accountant and will have both Aboriginal and non-Aboriginal members.

Ms Reid said Bawrunga also planned to retain its Toormina clinic.
When trainee doctor Larry Yee was studying for his specialisation and signed up for a locum position to earn some extra cash, he had no way of knowing how it would affect his future practice of medicine. It was 1997, and Larry was about to meet Leavina Reid, a Senior Aboriginal Health Worker at the Armidale Aboriginal Medical Service in NSW. As a Kamilaroi woman with 20 years’ experience in the Indigenous health sector, Leavina had already learned a great deal about what wasn’t working in terms of improving health outcomes for her people. Leavina shared with Larry her dream of establishing an Aboriginal medical service to provide meaningful and culturally appropriate health care for her community. An inspired Larry told Leavina to get in touch if she ever got her idea off the ground.

In 1997 Leavina Reid moved to the Nambucca Valley on the mid-north coast of NSW, and in 1999 Dr Larry Yee got a phone call…

In 1999 Leavina and Larry organised a community meeting in the Nambucca Valley to discuss the region’s need for vastly improved primary health care within its local Indigenous communities. Addressing community elders, local and state government agencies, business owners and stakeholders from local health services, Leavina pitched her idea for an accessible bulk billing medical service that would be Indigenous owned and operated, but available to the whole community.

It quickly became apparent that government funding wasn’t available for this initiative. In spite of that the local Indigenous communities, with Leavina leading the way, resolved to join together to form the Bawrunga Aboriginal Medical Service (BAMS). ‘Ongoing politics had left us with no avenues to access funding’, said Leavina, ‘so we had to rethink. We had a group of very strongly committed people, we were incorporated, and we had our constitution…. So we looked at devising a five year business plan…. We thought about our social enterprise model, established a Board, and looked at achieving a self-sustainable business model, and moving away from a ‘welfare mentality’.

After approaching the local council, BAMS were offered a vacant council chamber rent-free, with one condition being that the clinic must secure the support and services of a fully accredited GP. Fortunately Larry was one such GP.
BAMS opened its first clinic in Bowraville in 1999, and for the next four years Larry travelled 400km from Sydney to volunteer his GP services on a weekly basis. With limited income, the clinic was heavily reliant on donations and the goodwill of volunteers. Larry recalls: ‘The plan was for me to work one day a week… We wanted to build up the clinic and attract other doctors to work there… Because there was a serious need there, and we were one of the only bulk billing services in the region, we were absolutely swamped. People were lining up. And all the staff were volunteering – we had board members and community elders on the front desk, and Leavina out the back doing dressings… And if someone needed transportation then that was Leavina’s car! And we were opening our doors to everyone’.

In 2001 BAMS recruited its first fulltime GP, and its income increased exponentially. Over time it became apparent that the service needed a larger, more centralised and accessible location to meet local demand. BAMS approached IBA who provided Leavina and her board of directors with the services of a business consultant, Tony Shaw of Northern Rivers Business Solutions.

Tony assisted Leavina and her team to learn about financial management and planning, risk assessment and how to create a sustainable revenue stream to sustain the operation. That learning enabled BAMS to secure a loan from IBA to purchase and fit out a flagship clinic in Nambucca Heads in 2008.

In receiving ongoing mentoring and business support and corporate governance training for the board, BAMS created the basis of a self-sustainable business model that would eventually allow it to achieve the autonomy it was striving for. ‘That is a huge badge of honour for Bawrnunga’, said Tony. ‘If you ask them why, they’d probably say that independence brings self-determination. They have a genuine pride that they have delivered for the Aboriginal people… If you look at where the business came from and where it is now, you’ve got to give credit to all those involved. You’ve got a CEO (Leavina) whose vision this was and who worked unpaid for more than five years to make it happen, and you’ve got most of the original Board from eleven years ago still giving their all as they have from day one’.

Tony believes it’s the commitment and stability at a senior management level that has been key to the organisation’s success. He said: ‘You’ve got a strong leadership team with an intimate knowledge of the business, which have seen both the good and bad times and are now truly capable of making informed value judgments. It’s their belief, commitment and enthusiasm mixed with their ability to draw on past experience that makes it all work’.
And worked it has. BAMS is currently 100 per cent Indigenous community owned and operated, fully funded through its bulk billing services, and employs seven fulltime doctors and 30 administrative and nursing staff. The service has opened new clinics in Macksville, Toormina and Dubbo, and more remotely in Gilgandra and Gulargambone, delivering vital GP services and primary health care to more than 15,500 patients since it started.

Each BAMS clinic has been established using the same business model, generating operating income through its bulk billed GP services and partnering with community organisations to deliver preventative health and education programs targeted to that particular community. Leavina says that from the outset, community consultation in planning and priority setting around health services is vital. ‘It’s easy to build something, but harder to hang onto it’, she said. ‘So we meet with community and work in conjunction with them. Community buy-in is fundamental to (a clinic) succeeding long term. And it’s about community ownership. But we always look at it as a business. Our first priority is to generate income through Medicare. We have to establish a base first, put GPs in place and generate income to cover all necessary overheads. Then we look at what programs are needed in that particular community, and we look at tapping into existing services that are already funded and become allies – the whole community working together’.

Despite its seemingly rapid growth and success, it has by no means been an easy journey for the organisation. Larry said: ‘There were so many setbacks through the years, so many times that it took so much out of Leavina. But she knew that this was so important and would make such a difference’. Key to that success has been a willingness to learn. ‘It hasn’t been smooth sailing’, said Leavina ‘and there have been wrong roads, but lots of learning experiences… We were learning as we were going, and we’ve been mindful of asking for help, being curious and taking up those opportunities for learning’.

Throughout the journey BAMS has retained its grassroots approach to delivering its services to Indigenous communities. Leavina said: ‘You need to do things in a culturally appropriate way. Our people won’t come and sit in a lecture room and listen to a talk on diabetes, so you set up a tent, put on some food, and go and sit on the grass and talk one-on-one’.

BAMS has also retained its commitment to opening its doors to the whole community, and to promoting reconciliation and unity. Larry said: ‘I think it fosters stronger ties between the Indigenous and non-Indigenous communities. In any waiting room you’ll see a cultural mix of people being treated in a culturally appropriate way. And those people see a strong, functional and positive service being delivered by Aboriginal people – so they become supporters of it’.

Tony agrees: ‘Bawrunga is a truly multicultural organisation that manages to maintain dignity and tradition so essential to its Aboriginal heritage…The service heavily promotes the concept of social equity as a foundation for its work and has achieved strong community recognition for this. Being unselfish, non-denominational in cultural terms and respecting and valuing every client irrespective of race, colour or creed resonates at a base community level’.
Although Larry no longer makes his weekly journey north, he remains closely involved with the service, lobbying for donations and program funding, participating in the recruitment of new GPs, and acting as a sounding board for his friend Leavina. But he maintains that he continues to receive more than he gives from his involvement. He (Dr. Yee) said: ‘From right back in 1999 I’ve seen how a small amount can fix so much. As a doctor, the things I have done here have helped entire communities. I’m enormously proud of being involved in creating change on that level. I’m part of something bigger than myself, my own environment.’ But Larry is also quick to credit Leavina. ‘An inspirational leader is a powerful thing’, he said, ‘and that’s why I’m still involved today, because I believe in her, in this project’.

Leavina is equally quick to deflect the credit towards others. She said: ‘I have a committed team who support me. I have a board that isn’t divisive, that is unified and able to see the bigger picture… I’ve never seen building Bawrunga as a chore or a job – it’s a passion. I’ve been fortunate right from the word go to have a group of people around me who shared that vision, who could walk towards it’.

Going forward, BAMS hopes to establish a charitable foundation and partner with other organisations to provide scholarships and grants for local Indigenous Australians. Larry said: ‘Health and wellbeing for Aboriginal people is a holistic thing. So the clinics address illness and health education, but wellbeing is also about your quality of life, empowerment through having choices about education, employment, housing and training. And that’s what closing the gap is all about – embracing all those aspects. And you need to empower Aboriginal people to want to achieve that level of health and wellbeing for themselves’.
The 2010 / 2011 year has seen some major changes in the finance area of Bawrunga Medical Service. We have been involved in a number of projects over the past year including the opening of two new sites, Dubbo and Blacktown. This has resulted in an increased workload in both the Finance and Human Resources areas.

These changes have resulted in the employing of a new Finance Officer and support staff. After a number of failed attempts to engage a suitable person for the position, Ms Helen Ramsey, was contracted to take over management of the accounts section. Unfortunately, in early 2011, due to family commitments, Helen left Bawrunga in May to relocate to Western Australia. In June Ms Angie Franklin was employed to take over this role. Angie has been working very hard to learn the complex tasks involved in managing Bawrunga’s finances.

Kim Jarrett continues in the Accounts area under Angie’s direction. Kim has worked for Bawrunga for over two years, and has readily adapted to all the changes that have taken place in the Finance / Human Resources areas. Kim Guest resigned in January, replaced by Tanya Robinson, who is settling into the position nicely, achieving positive results in the processing of the Workers’ Compensation invoices.

As Human Resources Officer I have completed the new Policy and Procedures Manual and the Accounts Manual. There will be ongoing development in this area as, when new Workplace laws are introduced, there will need to be policies drafted to reflect these changes. The drafting of new policies and keeping up-to-date with Workplace legislation is becoming much more important as the Organisation grows.

I have also organised five members of staff to undertake training through Novaskill, to obtain qualifications in the Administration area. Michelle Wood, Cathy Hallman and Haylei Martin are studying Certificate IV in Business Administration. Unfortunately, Haylei has since resigned. Sarah Ttooulou is studying Certificate IV in Frontline Management. I am completing Cert. IV in Human Resources Management.

The past year has seen another large increase in employee numbers on the pay roll. As at 30 June 2011 there were 31 paid staff members on file, 12 of whom were Indigenous; there were also 8 General Practitioners contracting for the Service - an increase from 23 paid nursing and administrative members of staff plus 7 Contracted Doctors, as at 30 June 2010. I see the coming year as being another very eventful one, with working on the Super Clinic in Coffs Harbour being by far the largest and most challenging project that Bawrunga has undertaken since my employment with the organisation in 2005. The coming year should be an exciting one with many more challenges to face.

Tracey Mills

Senior Finance / Human Resources Officer
ANNUAL REPORT FOR BAWRUNGA MEDICAL SERVICE

Dr. Bashar Abdulrazak 2010 - 2011

As Bawrunga’s longest serving General Practitioner, I am once again pleased to submit my Report to the Board of Directors and members of Bawrunga Aboriginal Medical Service (‘Bawrunga’).

I am now in my seventh year of practice with Bawrunga, and I continue to look forward with optimism, to what our future brings.

This year 2010 - 2011 I have continued my work at Bawrunga’s Nambucca Clinic. This ensures continuity of clinical health services to my patients.

During this last year, our patient numbers have continued to grow. My patients continue to choose to come to me as their chosen General Practitioner, and I am very happy to maintain these long-term doctor-patient relationships.

Over this last year I have maintained my health service provision, with ongoing individual health management plans, Indigenous Child and Adult health checks, immunisation vaccination programs, skin disease checks, men’s and women’s health issues, as well as chronic disease management plans for patients in the at-risk category for diseases such as diabetes.

In terms of Bawrunga’s management, I am happy to see how Leavina our CEO continues with her high level energy and inspiration. Leavina’s recruitment success continues to attract a wonderful range of workers for our team.

As always, our Reception staff provide a friendly welcome to all our patients and their families, and I appreciate this very much, as my patients usually come to see me, in a good frame of mind. Our team provides a unified approach of top quality health service provision, and I am very happy to continue working in this positive and affirming atmosphere.

The 2010 - 2011 year has proved another successful year for Bawrunga Medical Service, and I am happy to be part of this success story.

Acknowledgement

Once again, I extend my sincere thanks to Dr Ricki Kimbell, for her continued help and guidance. I also gratefully acknowledge the support provided by our CEO, Leavina Reid. I continue to admire Leavina’s dedication and inspiration to our team at Bawrunga.

This year I have continued my professional educational development, studying towards my Fellowship exams.

I continue to be a happy team member of Bawrunga, and want you all to know how much I appreciate being part of our great team. Thank you to all team members, and to Bawrunga’s Board of Directors, for your ongoing hard work. I am very happy to be part of our Bawrunga team, and I express my deep appreciation to all members of our team, and the Board of Directors.

Thank you.

Regards, Dr Bashar Abdulrazak
I am a member of Bawrunga Aboriginal Medical Service (BAMS) team working in the Gilgandra and Gulargambone clinic. I also had the pleasure of working at the Dubbo clinic when it opened.

This year has been very productive for both me and my staff. We have seen several new patients and we now have a steady client base.

I enjoy working in the rural areas and giving the patients the best possible medical care.

There have been a few staff changes and unfortunately we no longer have a nurse, although we have welcomed our new pathology staff member, Kimi Barwick. Suzanne resigned due to medical reason, and has now left, thus leaving Erin as the Receptionist.

Transport has been put on hold because of staff changes and shortages.

Two of the staff had the opportunity of attending the Christmas party in Coffs harbour and I am pleased that they thoroughly enjoyed the experience of meeting the other office and administrative staff on a social level.

I have attended numerous seminars and medical training sessions, including Mental Health Level 2, on focussed psychological skills.

I have benefited from working with BAMS and am hoping BAMS is also benefiting from having me as a member of their medical team, now and in the many years to come.

Thank you

Dr Kenneth Ibe
I have been working with Bawrunga Aboriginal Medical Services (BAMS) in Toormina surgery as a General Practitioner for approximately two years. I would like to express my thanks to Leavina Reid for her wonderful work for serving local people and also as the CEO of BAMS. Leavina is a lovely lady, very pleasant to talk with, easily understandable and very skilled to solve any issues in relation to running the clinic. We feel proud of having her as a CEO of BAMS.

I also give thanks to the Board of Directors who are playing vital roles to run the organisation in a successful way. I also give thanks to the staff members who are also working very hard.

BAMS is growing very fast with opening up new clinics and operating very well. More significant development of BAMS is the opportunity to build up the Super Clinic in Coffs Harbour. BAMS consistently operates as bulk-billed clinic for everyone who attends the clinic as a regular patient.

The ultimate success of BAMS largely depends on General Practitioners who are working very hard. In turn, BAMS needs to continue extending their hands all the time to support them in all respects. The General Practitioners' concerns should be given first priority regarding running the clinic and any issues related with the clinic should be discussed with them in the first place, before taking the final decision.

I have few recommendations as follows.

1. I would appreciate if Board of Directors could meet with the General Practitioners at least three times a year to exchange views.
2. Appointment of Nurse Practitioner is alright if the involvement is within the community (for example conducting school health programmer, etc.). I am very much concerned, if the Nurse Practitioner sees the patient in the surgery alongside with the GP, as it gives the wrong message to the GPs. My opinion is BAMS should not appoint the Nurse Practitioner to see the patient in the surgery, though it is legal, but personally I do not feel it is safe practice. Nurse Practitioner can play many vital roles, without seeing the patient. There is nothing against Julie Kent, she is a nice lady. She has worked with me from time to time and it was enjoyable.
3. Some of the staff needs more training in the more professional service delivery practices and procedures. I am happy to be involved if asked for.
4. If possible, staff, particularly the nurse/receptionists, should not be rotated as it impairs the relationship already built up with the patient.
5. Toormina surgery need more publicity, needs bigger sign board, if possible on the roof. Many people still do not even know that we are serving all groups of people of all races. In a 'nut shell', BAMS is doing very well to achieve the target. Thanks again to all staff that are doing a very hard job. I am enjoying my work with BAMS by serving the local people.

Thank you all again,
Regards

Dr Rafiqur Rahman

ANNUAL REPORT FOR BAWRUNGA MEDICAL SERVICE

Dr. Pyae Sone Win 2010 - 2011

I continue to enjoy working as a full-time General Practitioner, based in Nambucca Heads Clinic, as well as going to other Bawrunga Clinics, when the need arises, if other General Practitioners are absent for any reason.

Since I commenced working with Bawrunga our number of General Practitioners continues to expand.

I continue to work with Bawrunga’s CEO, Leavina Reid, and the Doctors of the Clinics, the Registered Nurses, Clinical Co-ordinator and Receptionists.

I also communicate and liaise with the Emergency Department Doctors, various medical specialists, Community Nurses, Nursing Homes and members of the Aged Care Assessment Team, to ensure continuity of patient care.

My main role continues to be the primary care of my patients. This includes recall for regular follow-up and continuation of care, including after-hours services.

My ongoing professional development continues, to ensure that I have up-to-date medical training information, and this entails attending meetings, conferences and workshops.

I continue to study for the Fellowship examination. I attend all available exam preparation workshops, seminars and meetings. I am studying online, and enjoy this mode of study.

I continue to be a happy member of the successful team of dedicated people at Bawrunga.

Thank you

Dr Pyae Sone Win
It is a pleasure for me to write this annual report. I have been working at Bawrunga Aboriginal Medical Service (BAMS) for nearly three years, since May 2009, and it has been full of good memories.

Since I joined BAMS, I have had lots of support from Management, Practice Nurses and all the staff. I have to confess that without the inspiration and diligence of our CEO Leavina Reid, we could not prosper here.

The new medical rooms in Woolworths Shopping Complex have opened the doors for more business opportunities for BAMS, and more health service provision for the community.

Another great thing happened at BAMS, with the successful application for the ‘Superclinic’. Without the renowned reputation of the CEO and her Management Committee, the Superclinic was an impossible dream for Bawrunga Aboriginal Medical Service. Now it has proved Bawrunga Aboriginal Medical Service deserves great respect in the Mid-North Boast area and in Australia.

I will be very proud of being a member of Bawrunga Aboriginal Medical Service and will enjoy doing so in the coming years.

Thank you.

Dr Win Htein Moe.
ANNUAL REPORT FOR BAWRUNGA MEDICAL SERVICE

Dr. Aye Min Han – 2010 - 2011

I have been a member of Bawrunga Aboriginal Medical Services (BAMS) clinical team for nearly two years and I am pleased to submit my Report to the Board of Directors and members of BAMS for 2010-2011. First of all, I would like to express my thanks, especially to Leavina Reid, CEO and the members of the Board of Directors for giving me the chance to work in the wonderful BAMS clinic. I appreciate the aims of BAMS, one of which is to provide the medical services to local people. BAMS is consistently operating as 100% bulk-billed clinic and available to everyone who is in need for medical service.

It can be easily observed that the success of BAMS has sky-rocketed over the last couple of years. Currently, there is a total of seven BAMS clinics up and running and a ‘Super Clinic’ in Coffs Harbour is on the way. It is true that 2010-2011 has been unusually busy times for the BAMS team, as a lot of changes or improvements have happened. Implementation of the e-Billing system, moving of Macksville clinic to a new site, getting a dedicated administration office at Macksville, opening of a couple of new clinics in Blacktown and Dubbo, getting a pathology collection room, with Laverty Pathology in Nambucca Clinic - These are some of the significant improvement during 2010 - 2011.

BAMS is also strengthening the clinical team by employing more doctors and nurses. Dr Bashar, Dr Pyae, Dr Moe, Dr Rahman and I continue working in BAMS clinics, providing the best medical care to our patients. A new doctor, Dr Thwe Thwe Win is joining soon and BAMS will have another female doctor for general and women’s health issues. I am proud to say that BAMS has employed the very first nurse practitioner in general practice, in NSW, Julie Kent, who is currently working efficiently in BAMS clinics and has been conducting school health programme.

Last but not least, I would like to admit that without the continuous support from the administration and financial team, especially Leavina, Tracey, Cathy and Sarah, the nurses, and the best reception team, I would not be able to manage the days of a general practitioner.

Thank you all.

With love,

Aye
ANNUAL REPORT FOR BAWRUNGA MEDICAL SERVICE

Dr. Naveed F Shaukat – 2010 - 2011

I am an overseas trained General Practitioner who had passed AMC examinations in 2003, and I was looking for a suitable GP position in an area of need, and Bawrunga supported me through every step until I could practise independently as a GP.

I joined Bawrunga Aboriginal Medical Services (BAMS) for the first time in 2004 as a GP working in Nambucca Heads, classified as RRMA-3 and an Area of Need. I was instrumental as a GP under guidance from the CEO Leavina Reid and Dr. Larry Yee who was my supervisor at the time. I remain indebted to BAMS for their sponsorship of my application to work as a GP, as they have sponsored many overseas doctors like myself, and they will continue to do so to fill the existing void in bulk billed primary healthcare services to Indigenous and remote Communities.

I was able to establish and run the Nambucca Heads Clinic that achieved a significant acceptance in the community due to high quality GP services and bulk billing.

I left BAMS in 2006 to work as a GP in Mount Druitt Aboriginal Medical Service, to expand my experience in Indigenous health, working with very senior doctors. Aged care related illness, Mental Health, Chronic disease management, Methadone prescribing were a few areas that I was trained in. Later, Bawrunga delegated to me the responsibility to run Dubbo and later Blacktown Clinics. By this time I had obtained my Fellowship FRACGP.

In February 2011, in a meeting with the CEO of BAMS, Leavina indicated the scope of work that had to be done in Dubbo, and the element of urgency for providing continuity of primary bulk billed medical services to Indigenous and local and remote Communities in general in Dubbo and adjoining areas. I valued her concerns and I commenced providing GP services in Dubbo starting 15 March 2011.

When I commenced work in Dubbo, I realised quickly that my worries have no basis to practice as a GP in Dubbo; the staff support was so good that it was beyond belief. Anita Merritt, the Receptionist, merits very high on her performance attributes, she knows almost everyone in the area in case I had any questions she would provide an insight that would be precise for my decision making regarding treatments and management and compliance with treatment issues. She is meticulous with Medicare billing items correctly, and keeping me on time by her constant feedback and concerns regarding anyone who needs urgent attention. Her Prac Soft skills are perfect and her problem solving abilities have no match. She speaks very well on the Telephone. She is very organised and reassuring to the patients.

Similarly, The RN Anna Norwood, played a crucial role in organising the treatment room, Immunisations, including school based health assessments, treatment plans, implementation and progress of GPMPs, TCA's, patient rapport, helping patients with their hospital
appointments and to minimise cost of Specialist treatments. She is thorough with checking pathology, INR, HBA1C, and urgent reviews based on imaging or pathology results by consulting either me or for getting patients in quickly when warranted. She is great with suturing and Health Education of patients with chronic care needs. Mellissa is a great part time help with school visits, and Rose helps with pathology collection at the onsite collection centre. In a nutshell,

I believe Dubbo clinic picked up rapidly within few months of starting.

The Blacktown Clinic:
I am currently looking after Blacktown Clinic, and have worked here full-time from 15th August 2011. We have a part time receptionist Susan Mason (9-2 pm 3/7), and Full Time Rania Chembirika RN. The Clinic is open 9-5pm.

More training for Pap smear, General Billing, Management of patients, business skills is recommended either through attending other training clinics run by BAMS or GP Division Workshops.

Thanking you and regards.
Sincerely yours

Dr. Naveed Shaukat
GP Blacktown Clinic
ANNUAL REPORT FOR BAWRUNGA MEDICAL SERVICE

Sarah Ttooulou Clinical Co-ordinator / Team Leader 2010 - 2011

It’s that time of the year again - It comes around so quickly. Please accept my Report for this year’s Annual Report to the Board of Directors and Chief Executive Officer of Bawrunga Aboriginal Medical Service.

Again, this past twelve months I have supervised and overseen all Bawrunga’s running procedures, as Clinic Co-ordinator, with great respect for all team members.

My work has provided me the opportunity to prove myself and show to all Bawrunga employees I can support and grow into a more productive, educated and well respected supervisor and employee.

My position within the Bawrunga Aboriginal Medical Service is very demanding and focus is of utter most importance. I take this very seriously.

I am responsible for all the reception staff members and I also assist in supervising all other employees across the entire Bawrunga organisation, in which I take immense pride.

**Current Reception Staff Members -**

**Nambucca Heads:**
- Michelle Wood, Nurse Practitioner
- Maria Vandugteren
- Heidi Spalding

**Macksville:**
- Catherine Hallman,
- Julie Mackay, Taylor Andrews

**Toormina:**
- Lesley Merchant
- Cindy Pocock

**Dubbo:**
- Anitta Merritt

**Blacktown:**
- Sue Mason

**Gilgandra and Gulargambone:**
- Erin Blanc,
- Kimi Barwick
- Leavina Reid Jnr.

My role is to supervise all daily running procedures and co-ordinate staff rosters (etc).

**Current Nursing Staff Members -**

**Nambucca Heads:**
- Julie Kent- Nurse Practitioner
- Kate Purkiss – registered nurse
- Joan Geraghty – registered nurse
Macksville: Dawn Weldon-Schupp – registered nurse
Toormina: Laetita Stahlhut – enrolled nurse
Dubbo: Anna Norwood – enrolled nurse
Gilgandra and Gulargambone: N/A
Blacktown: Rania Chembirika – registered nurse

Support Staff Members-

Lindsay Mooney,
Colin Majoram and Rene Millis,
Kenneth Byleveld and
Lee Lake.

With each year’s service that I give, grow and develop within this organisation, I become more aware of the overall picture, my sense of belonging to Bawrunga expands, to a sense I feel there is nowhere else in my career I would rather be.

Each morning, I have contact with all Bawrunga clinics either via telephone, e-mail and/or also remote access. This process is in place with each clinic, not only are patient numbers identified along with clinic incomes from the previous day’s surgery, but also support is available to all staff with any issue that may be present.

I encourage all reception staff members to communicate with me on all matters, big or small, in the reception area, and the daily running of the clinics. To ensure that all staff members have regular support sessions, we try to hold monthly meetings with all reception, finance and nursing staff, to discuss all relevant issues covering each unique component area making up Bawrunga Aboriginal Medical Service.

This year has seen massive growth, opening two new clinics - one in Dubbo (western NSW) and the other clinic in our first metro area Blacktown (Sydney NSW).

This has been a task in itself. I have travelled to both centres a number of times to train and support new staff in both the reception and nursing areas, I have also had the pleasure to meet and work with the new General Practitioner as well as locum GPs who have consulted within all clinics.

At this stage Bawrunga Aboriginal Medical Service contract the following GPs on a full-time basis:

Nambucca Heads: Dr Pyae Sone Win
Dr Aye Min Han
Dr Bashar Abdulrazak

Macksville: Dr Win Htien Moe

Toormina: Dr Rafique Rahman

Gilgandra and Gulargambone: Dr Kenneth Ibe
Dubbo / Blacktown: Dr Naveed Shaukat

On a part time basis:
Dubbo / Blacktown: Dr Lakshman Prasad

Adding to this, Bawrunga Aboriginal Medical Service has engaged a Nurse Practitioner Julie Kent who in turn supports the General Practitioner within her scope of practice. Macksville will be having a second female general practitioner join the practice by the end of this year and the growth goes on.

**Bawrunga AGPAL Accreditations Status:**

AGPAL Nambucca – Accredited, and maintaining and updating all Policies and Procedures,
AGPAL Macksville – Accredited, and In process of 3rd edition visit
AGPAL Gilgandra – Accredited, and maintaining and updating all Policies and Procedures
AGPAL Toormina – Accredited, and maintaining and updating all Policies and Procedures
AGPAL Gulargambone – Gained accreditation
AGPAL Dubbo - In process of Initial accreditation
AGPAL Blacktown - In process of Initial accreditation

Sarah Ttooulou,
Bawrunga Aboriginal Medical Service
Clinic Co-ordinator / Team Leader
ANNUAL REPORT FOR BAWRUNGA MEDICAL SERVICE

Nurse Practitioner / Team Leader - Julie Kent - 2010-2011

It is that time of year to submit an Annual Report to the Board of Directors and Chief Executive Officer of Bawrunga Aboriginal Medical Service (BAMS). I am indebted to BAMS for having the courage, conviction and progressive attitude to employ a Nurse Practitioner. It has been a new and exciting time of my life, and all staff and Managers have been extremely supportive of my role.

Over this past ten months I have supervised all Bawrunga's nursing activities and nursing staff, this has been an enjoyable and interesting aspect of my work and I have learnt a great deal about people's personalities. My position within BAMS is taken very seriously, as I am responsible for all members of the nursing staff.

My role is to assess and treat walk-in sick and injured patients within my scope of practice. I also work with the medical officers assisting them with their chronic patients, assisting with the development of Care Plans, immunisations, wound care and I also work up new patients. I also work with the medical officers assisting them with their chronic patients assisting with the development of care plans. I am able to administer immunisations, do wound care and I also work up new patients when the medical officers are booked out.

As all the nursing staff are new to general practice it has taken a while for everyone to settle in and become accustomed to the way of life in general practice. Nursing staff remain busy and have settled in nicely and are enjoying the work. I have great admiration for the nursing staff at BAMS and I am very proud to be their leader.

The Nursing staffs are in contact with each other often, relaying information and tips to help one another. All the nursing staff have attended many different educational evenings and read relevant journal articles. Kate Purkis and I also undertook the Ear Syringing and Canulation Course. I have also undertaken training and received my Certificate in the Well Women’s Screening Course. The Nursing staffs have a good relationship with everyone within BAMS and everyone within the surgeries work well as a team. I am proud to be known as a member of Bawrunga Aboriginal Medical Service, in all Communities where our organisation is represented.

Every week I have contact with the nursing staff to ensure there are no problems or to answer questions that staff may have, to ensure that the clinics are running well.

I encourage all staff members to communicate with me on all matters of concern related to nursing and relevant medical issues, and the daily running of the clinics.

To ensure that all staff members have regular support sessions, we hold monthly meetings with all reception, finance, nursing staff and medical staff, to discuss all relevant issues covering each unique component area making up Bawrunga Aboriginal Medical Service.

Julie Kent
Nurse Practitioner / Team Leader
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Anna Norwood, Practice Nurse - 2010 - 2011

The role of Practice Nurse has come with its welcoming challenges, positives and disappointments.

The past seven months has revealed the inconsistencies involved with not having a permanent Doctor within the surgery. However, we have welcomed each and every Doctor and informed each, on the surrounding specialists and services within the area. Each Doctor has proved to work diligently and efficiently within the practice.

Recently we received our Telehealth software, and we welcome the new adventure of Internet consultations. We hope to be involved in this process very soon.

After applying for a Commonwealth Bank Community Grant we were awarded $2,782.00 of much needed funds which were put to good use in the surgery. The Spirometry Machine that we purchased with this money will be loaded into Medical Director to be used to detect asthma and chest infections in people of all ages. Thank you to the Commonwealth Bank.

We are awaiting the upcoming accreditation date, trusting that we meet all the associated criteria. This is the first time I have had the opportunity to assist in this process at this level. The Division of General Practice in Dubbo is making their help available to me, and this is much appreciated.

My position includes the supervision of staff, a role which at times is quite challenging. I have found it difficult, to always 'have my finger on the pulse' with everyone.

Our new ECG machine has been a wonderful investment which has been put to use for the prevention of many Ischemic Heart problems.

The Christmas party will be a combined effort, Dubbo, Gilgandra and Gulargambone staff and partners.

All in all our practice here in Dubbo are slowly growing, our patients are well looked after, with our combined team effort.

I look forward to 2012 with Bawrunga Aboriginal Medical Service.

Thankyou

Anna Norwood