



Dandenong and District
Aborigines Co-operative Ltd



ANNUAL REPORT
2022 - 2023

ACKNOWLEDGEMENT

We acknowledge the First Peoples of this land on which we live and work in Southern metropolitan Melbourne, the Wurundjeri Woi Wurrung and Boon Wurrung / Bunurong peoples, and pay our respects to their Elders past, present and emerging.

We acknowledge Aboriginal people, as Australia's first peoples, and as the traditional custodians of the land and water on which we rely to survive. We recognise and value the ongoing contribution of Aboriginal people and communities, and acknowledge this contribution enriches the lives of all Victorians.

WARNING

WHEN READING THIS PUBLICATION AND SHARING WITH FAMILY AND FRIENDS, PLEASE BE MINDFUL THAT IT MAY CONTAIN IMAGES AND/OR NAMES OF PEOPLE WHO HAVE PASSED INTO THE DREAMING.

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Valuing our Past Visioning our Future

Our Vision

To empower our Aboriginal communities to live their best lives.

Our Purpose

To ensure our community can access a range of culturally appropriate services that support their physical, cultural, spiritual and emotional wellbeing.

We Value

- Our history and culture
- Being open and honest
- Respect
- Relationships

Our Operating Principles

- Cultural safety
- Build the capacity of our community
- Seek partners that share our vision
- Responsive to identified community needs

Our Strategic Commitments

1 Empower the community to reach their cultural aspirations

We will empower the communities we serve to reach their cultural aspirations by working with youth, families and elders to realise their cultural aspirations.

2 Be driven by community engagement and support

We will actively create opportunities to effectively engage youth, families and Elders to inform our service design and delivery.

3 Build our capacity

We will restructure our Governance framework to reflect contemporary best practice processes.

We will empower our collective wisdom to innovate to ensure we actively build sustainability.

We will move boldly with strong leadership into our next 50 years.

4 Excel in Service Development and Delivery

We will deliver culturally informed best practice, evidence based services that impact.

5 Partnerships that work for our community

We will purposefully seek out partnerships with those who share our vision, passion and commitment to improve outcomes for our communities.

6 A workplace of choice

We will recruit courageous leaders to achieve our purpose and vision.

We will implement an overarching quality and safety framework that will ensure our future growth and sustainability.

We will relocate services to bespoke culturally appropriate infrastructure that is located within the heart of the community and can respond to future growth.

We will put measures in place to ensure that we value our staff and recognise their achievements.

We will provide a safe workplace free from bullying and harassment.



2023 TIS Family Fun Run Best Dressed

Our Catchment

Become a Member

DDACL encourages new members.

As an Aboriginal Controlled Organisation, having a membership that truly represents local communities is central to our existence.

Lifetime membership of DDACL costs just \$2.00 and provides members with voting rights at the Annual General Meeting.

Members are also kept up to date with events and information from DDACL.

To join us please ask for a membership application form from reception at Bunurong Aboriginal Health Service, 3 Carrol Avenue.



DIRECTORS REPORT

The Directors present their report together with the financial statements of Dandenong & District Aborigines Co-operative Limited ("the Co-operative") for the year ended 30 June 2022 and the independent audit report thereon.



Marion Hansen

Marion is a Gamilaroi woman from Moree in NSW. She has lived and worked in Victoria since 1973.

Marion started as an Aboriginal Health Aide, then Aboriginal Hospital Liaison office in the Southern Region. She worked with Reg Blow the first CEO of DACCL in the 70's and she became a member.

Marion has worked in all levels of Government as well as in community. She is a founding member of Ngwala Willumbong, and was elected to 4 terms in ATSIC, twice as Victorian Commissioner where she represented Aboriginal Australia at the United Nations in Geneva and New York.



Beryl Wilson

Elected 29/01/2023 for a two-year term.

Beryl is a Barkindji woman and has called the Dandenong region home for over 45 years. Since the late 70's Beryl has been a member of DDACL.

Beryl has always worked for community in various roles since 1980.

Beryl is currently employed through Keyassets, which addresses the needs and wellbeing of kids in out of home care and the foster system.



Natasha Smith

Elected 21/03/2021 for a two-year term.

Natasha is a proud Wiradjuri Wemba/Wemba woman, thankful for her good fortune to be born in the land of Wurundjeri people and the endless welcome she's received ever since.

She's well known for her high standards, caring nature and strength of conviction.

A single Mother of 4 beautiful boys, she believes firmly in One Mob! Her interest in growth, helping the community and mentoring our youth led her to become a Director. We're excited to have her on the team!



Leigh Gittens

Elected 21/03/2021 for a three-year term.

Leigh Gittens is a Yorta Yorta Wemba Wemba man. Leigh is the third generation that's been involved at DDACL, with his grandparents being founding members.

He has 7 children that have grown in the community and are the next generation involved. He has been employed with DDACL for more than 20 years and has loved every minute working for his own community.



Lesley Gardiner

Elected 25/11/2018 for a three-year term.

Lesley has been committed to the community all her life and has worked for the Co-operative, Monash Health, the Department of Education and Training as a KESO, and now at Monash Health in the Aboriginal Health Team.

Lesley had prior experience on the Board and that experience has given her the capacity to make a good contribution to the Board this year, along with her community connections helps her to engage and communicate the Co-operative's model of improvement. Her special interest are in Housing and Young people.



Chris Walker

Elected 25/11/2018 for a three-year term. Outgoing at March AGM.

Chris holds a Bachelor of Education (Personal development, Health & Physical Education). He was on the Governing Committee for the Yorta Yorta Nation from 1999-2004 and has been a member of the Co-operative since its inception. Chris's main interests are community development, music and business development.

Chris previously held the role of Secretary and was elected as Chairperson in 2021.



Kevin Harrison

Kevin Harrison is a proud Aboriginal man with Dja Dja Wurrung, Wurundjeri, Boon Wurrung, Taungurong, Yorta Yorta and Wiradjuri bloodlines.

Kevin was born on Wurundjeri country and has been a member of DDACL since the early 1980's. Kevin was elected to the Board in 2023.

Kevin has held many positions throughout his life working for community. As a men's family violence group facilitator at DDACL supported social change within his community. He is currently employed with the Victorian Aboriginal Child Care Agency as a Strengthening Cultural Safety Project Lead.

Kevin has served on the Dandenong Koori Court since 2021.

Kevin is committed to DDACL's growth and development and he is particularly proud of his role as a Director.



CHAIR REPORT

Marion Hansen



I am very proud to lead the DDACL Board as we continue to strive and meet the high standards which are demanded of us. This Board is fully committed to DDACL having a strong structure which will enable the organisation to survive for decades into the future. This will only be achieved with ongoing commitment of all Board members, now and into the future. The need to understand Governance, risk management, risk identification, financial reports, obligations and expectations of Government and other funding bodies is tantamount to success in today's era.

We were very proud to pass the DFFH service review and to be advised by DFFH that DDACL is no longer considered an at-risk organisation, removing the risk of being defunded which had been present for several years.

We strive to deliver the highest quality services to our community. It is important to note that DDACL is a service provider. We are funded to provide services which improve outcomes for our community.

I'd like to acknowledge my fellow Board members and thank them for their commitment to the organisation, and

to the ongoing support they offer each other and myself.

The Board of Directors acknowledge the commitment of the CEO, Jenny Ockwell, and thank her for her leadership within the organisation and her ongoing dedication to DDACL. We also wish to thank all the staff for their achievements throughout the year as they constantly exhibit an unwavering commitment to improving outcomes for community through their varied positions.

The first steps toward growth and development of DDACL as the leading Aboriginal Torres Strait service provider in South East metro have been successfully taken and it was successful due to the ongoing support of our community.

Lastly, and importantly, I sadly acknowledge the passing of one of our Directors in this financial year. Margaret Gardiner passed suddenly on August 20, 2022 whilst still in the office of Director. Margaret gave freely of her knowledge and expertise to DDACL and had done since its inception. Her loss was felt across our catchment and continues to this day.

CEO REPORT

Jennifer Ockwell



I would like to acknowledge the first peoples of the land on which we meet, and on which we deliver to our Community, the Wurundjeri Woi Wurrung and Boon Wurrung/Bunurong people.

I also, importantly, acknowledge the commitment and resilience of our staff.

This past year has seen a period of growth and achievement in challenging circumstances. The constant demand for adjustments in service delivery due to changes in legislation, and funding structures, combined with staffing shortages, has highlighted the overdue need to change and adapt to this technological era. Staffing shortages across the sector also impacted capacity to deliver services. It was during this period that infection rates of COVID19 began to taper off.

Service Delivery

The focus on the long-term sustainability of DDACL has been a priority for myself, and the management team, which has been fully endorsed by the Board of Directors. The evidenced based data emphasises the urgency for growth and development of DDACL. This is desperately needed to ensure long-term, high-quality service delivery. Planning for long-term sustainability is an arduous task and given the demand for growth and expansion, the last 12 months have been very challenging.

DDACL continued to reform service delivery throughout the year. These reforms have been aimed at refining operational practices with an aim to improve holistic health outcomes for all clients and have included planning both structural change and strategic direction change.

The demand for improved access to all services, for all community members in our catchment, has demonstrated the urgent need to upgrade facilities. DDACL has not developed and implemented any strategy to address the growing needs of our catchment since the building of the Bunurong Health Service in the early 1990's. In order to remain viable, it is essential that we address the condition of our buildings and the capacity to accommodate the staff needed to deliver the funded services. The Board of Directors are committed to ensuring the growth and expansion of DDACL, ensuring services are available for future generations.



Christine Edmonds (IHPO) Selena Dronryp (DWGP Coordinator) Tulip Ramirez (Care Coordinator)



CEO REPORT

In line with this commitment, and with the support of VACCHO, we have completed a business case which details the projected growth of our catchment over the coming 15 years.

There is ongoing development of sustainable services through Aged Care, Disability, Children and Families programs. This is an important matter due to changes in the funding practices, with evidence-based reporting being entered into a platform, then the funding being issued. This means we deliver the services before we are funded, and we are funded on the work which has been completed.

Housing

The properties at 12 Simpson Drive, Dandenong and 9 Goulding Court, Dandenong were both sold and settled on the 30th September 2022 and 30th June 2023 respectively. While both properties were sold above their original purchase prices of \$131,663 and \$259,549 respectively, they were sold below their previous fair value assessments, recording a loss on sale of \$19,418 and \$66,156 respectively.

Net cash proceeds from the sale of 12 Simpson Drive and 9 Goulding Court were \$666,392 and \$619,755 respectively.

Although the following information is not relevant to this financial year, it is important to note that in August 2023, the Co-operative purchased property at 28A McLennan Street, Eumemmerring for \$510,000 and 2A Ti Tree Drive, Doveton for \$515,000. In November 2023, the Co-operative purchased property at 2B Ti-Tree Drive, Doveton for \$515,000. These properties are to be held for investment purposes.

There are no vacant properties, and maintenance has been effectively assessed and enacted in a timely manner.

Board of Directors

The Board of Directors have undertaken Governance training in August 2022 and Risk Management training in May 2023.

Board Meetings Attended in 22/23 FY

Marion Hansen	7
Leigh Gittens	7
Natasha Smith	7
Margaret Gardiner	0
Christopher Walker	3
Lesley Gardener	5
Petah Atkinson	2
Elaine Taylor	1
Beryl Wilson	2
Kevin Harrison	2

** The Board meetings were held bi-monthly from February 2023, alternating with bi-monthly Risk Management meetings.*

CORPORATE SERVICES

Hemy Murugesan Manager Corporate Services



Hemy boasts a solid foundation in Accounting, Finance, and Audit, holding esteemed credentials as both an FCCA and CPA. With a career spanning over two decades, she has devoted herself to enhancing financial management, conducting audits, refining financial strategies, and overseeing efficient HR teams within diverse non-profit contexts. Hemy excels in optimising accounting processes, enhancing organisational efficiency, and steering financial audits towards excellence, skills honed through her tenure with similar institutions.

Having accumulated more than a decade of experience in managing Finance, HR, ICT, and other integral operations of non-profit organisations, Hemy assumed her current role in January 2023. Despite the relatively short time in this position, she has made remarkable improvements in the areas of Finance, HR, ICT, and overall operations.

The Corporate Services team underwent a significant positive restructure, bringing on board two fully qualified accountants, an additional HR support member, an experienced Corporate Services Officer. Existing staff members are Quality Risk Coordinator and HR Advisor role. This team had been resilient to changes and had greater team unity spirit in bringing forward improvements.

The Corporate team successfully navigated the DFFH review in April 2023, addressing many recommendations related to Corporate Governance, Finance, and HR. They ensured timely submissions of Acquittals/Reports, meeting all Reporting Compliances with external stakeholders and funding bodies, thereby enhancing accountability and credibility.

The Finance team had improved reporting mechanisms to the Board and Executive Management team. Strengthened internal controls and defined processes contributed to a more robust management of program budgets and expenditure. This, in turn, increased financial literacy across the Management team, resulting in better budget monitoring and a reduction in program surplus. There has been greater internal controls and improvements made to payroll process.

The Human Resources team had successfully filled vacant positions and enhanced record-keeping processes. Staff training initiatives on Cultural Safety, Mental Health, and Child Safety were implemented, contributing to improved staff knowledge.

Despite the absence of an in-house IT team, Hemy collaborated along with Corporate Services Officer and an outsourced IT team to identify and

address gaps, ensuring uninterrupted internet services across DDACL. Substantial efforts and investments were made to enhance the organisation's cybersecurity, and a uniform IT procurement system was introduced across DDACL.

Quality and Risk trainings across the organisation were implemented. Staff received training on Risk and Logic QMS, enhancing their understanding and documentation processes. Recommendations from past QIP reviews were implemented. Throughout the year policies and process were reviewed in QMS. Logic Implementation process has been successfully rolled across DDACL'S team.

In summary, the Corporate Services team, under Hemy's leadership, has made incredible contributions to improving Finance, HR, ICT, Quality and Risk across DDACL in the past year. Achievements by the Corporate Services team have greatly enhanced the efficiency and overall operations of DDACL.



CLINICAL SERVICES

Tarni Cooper
Manager Clinical Services



DDACL continue to deliver clinical services from Bunurong Health Service.

The Clinical Services Workforce consists of:

- Manager
- Aboriginal Health Worker Trainee
- Aboriginal Outreach Worker/ Aboriginal Health Worker
- Medical Driver
- Community Nurse x2 (Both Part Time)
- Medical Receptionist x2

Our GP workforce consists of four (4) part-time General Practitioners and one (1) GP Registrar.

We continue to deliver specialist services as outreach programs. The specialist providers we currently have are:

- Endocrinologist
- Paediatrician
- Audiologist
- Optometrist
- Diabetes Nurse Educator

In September 2022, we farewelled Dr Valentina Galak. Dr Valentina Galak had worked in Aboriginal Health for over 40 years. We wish her well in her Retirement.

Dr Hung Nguyen once again achieved an award in Aboriginal Torres Strait health. Hung was awarded the Eastern Victoria General Practice Training - Outstanding Contribution to Aboriginal Health Award 2023.

Dr Hung Nguyen has been instrumental in continuing quality improvements in Clinical Care at Dandenong & District Aborigines Co-operative Limited. As the Lead GP, Dr Hung, as he is affectionately known by staff and community, ensures cultural safety is tantamount in the training of our Registrars. Self-management of care is an important emerging aspect of health for our clients and Dr Hung engages our registrar in this strategy. We congratulate Dr Hung on his achievements and thank him for his ongoing leadership in the Aboriginal Health Space.

The Hearing Australia action plan (Service plan) is in place. This plan allows us to deliver Hearing and Ear health clinics from Bunurong Health Service for eligible clients. This service started in early 2022 and has continued throughout 2022-2023, with the priority group being children aged 0-6 years, not enrolled in full time school. Hearing Australia is delivering these sessions from DDACL on a quarterly basis, with clinics coordinated by the Clinical team.

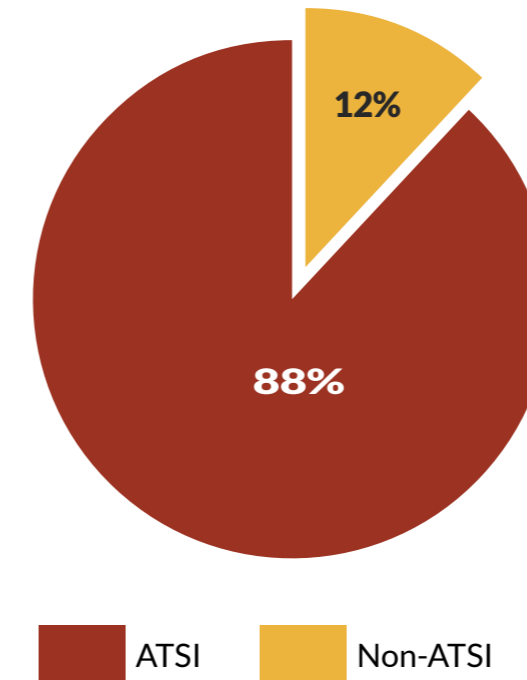
BARPA completed some overdue maintenance work in the clinic – painting internally and also revamped the back garden area Biik Bilik – Steets of my Town; was launched in June 2022. This was created as a co-design project through the COVID Pandemic.

In August 2022, DDACL was invited to have Biik Bilik as part of the promotional video for International Games Week in Melbourne. It has been showcased in various forums such as: New York Games for Change Festival, Vic International Community Development Network. Thank you to all of the people and community members who were involved in creating this resource.

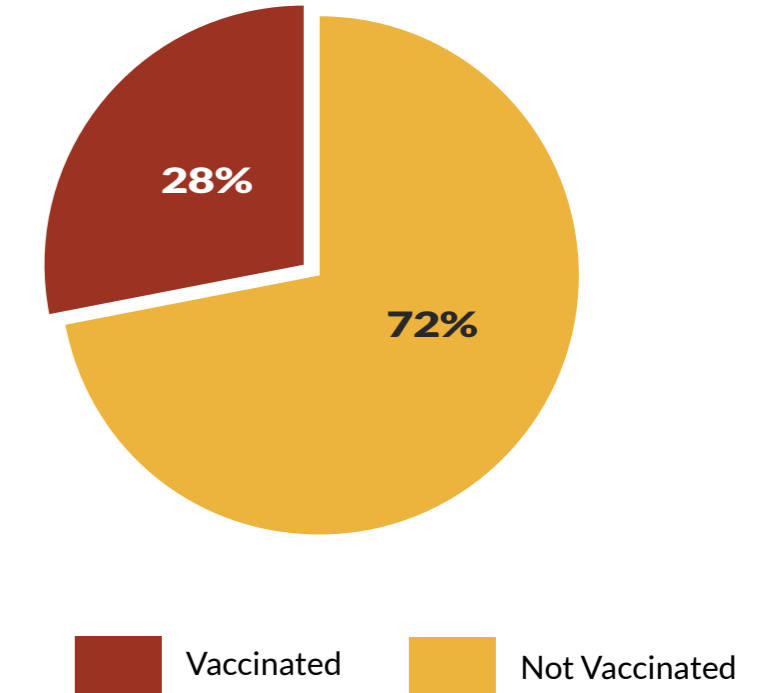
AGPAL Accreditation was conducted in October 2023. The clinical team were well prepared, with all documentation required to meet the 124 indicators. Clinical Services undertook a full Policy and Procedure review to ensure that all aspects of service delivery are meeting the legislative requirements. DDACL once again passed this accreditation, ensuring the community is receiving the highest standard of care available.

Clinical Services Data

Patient Ethnicity Status

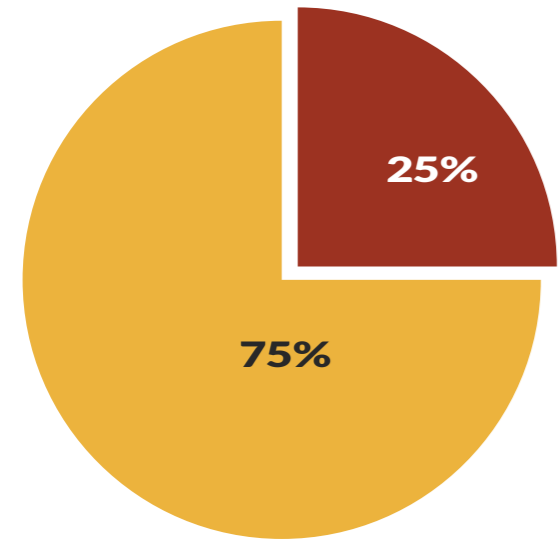


Flu Vaccination Rate 6 mths and over



Clinical Services Data continued

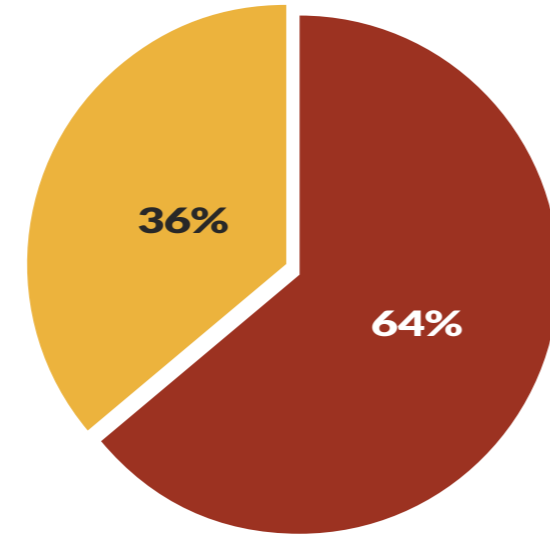
Health Checks Completed and Claimed



Claimed
 Not claimed

*Eligibility is ATSI, that hasn't had a 715 claimed in the previous 9 months. (Some of these patients may have had their 715 Health Check elsewhere)

Childhood Vaccination Rates

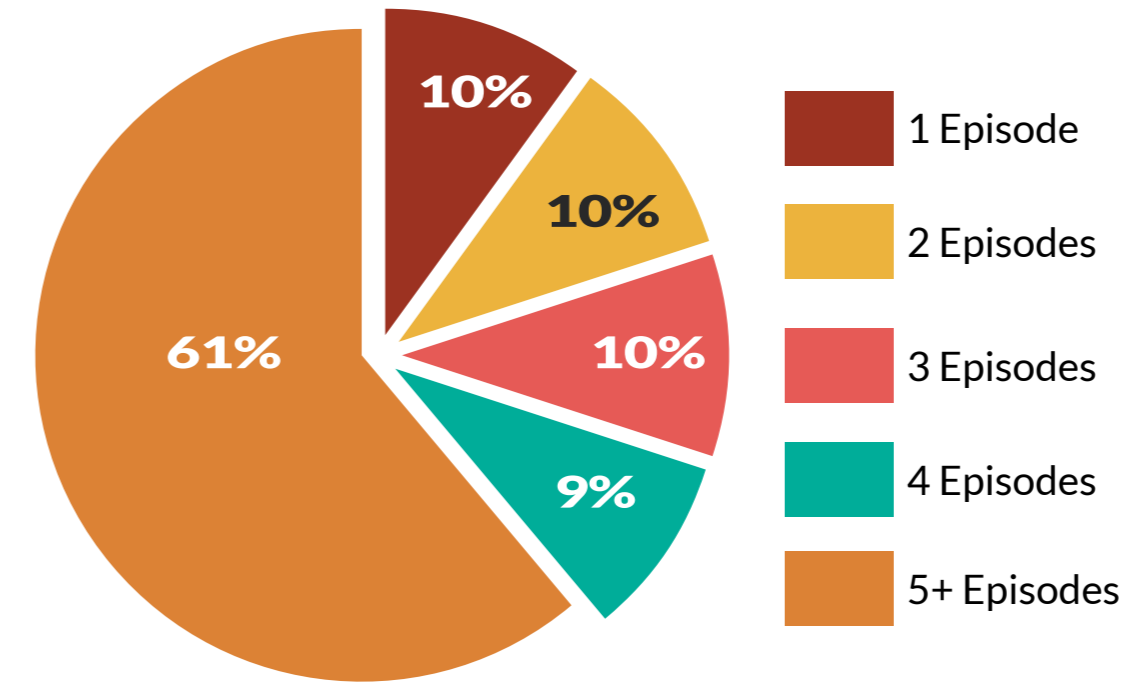


Fully vaccinated/Up to date
 Overdue

*These are the recommended Childhood immunisations

Clinical Services Data continued

Episodes of Care



1 Episode
 2 Episodes
 3 Episodes
 4 Episodes
 5+ Episodes

*Episode of Care is one or more contact by a patient with one or more health care providers on the same day



NAIDOC Debutante Ball

HEALTH SERVICES

Minh Nguyen
Manager Aboriginal Health Programs



The 2022/2023 Financial Year has been a year of growth and change for the Aboriginal Health Programs (AHP) team. It was also a year where we focused on implementing the strategic goals of community engagement and support, building our capacity, excellence in service development and delivery and being a workplace of choice. The AHP team is very pleased to see out the year with so much positive energy and optimism as we successfully navigated into a new normal. There is no doubt that a lot more work needs to be done; our community continues to hurt but also heal as we work to bridge the gap in health outcomes.

We had two key areas of growth in the team when we received new funding from South Eastern Primary Health Network (SEMPHN) to deliver a health promotion program to increase awareness and participation in cancer screening (breast, bowel and cervical). The First Nation Cancer Screening Program (FNCSP) team was formed in mid-April 2023 consisting of Coordinator (Jyoti Chaudhary), Health Promotion Officer (Pushpa Austin) and Outreach Worker (Darrell Egan) who hit the ground running, working hard to engage with community and key stakeholders to ensure a collaborative and community driven approach.

We also received new funding in March 2023 from the Department

of Health, Aboriginal Social and Emotional Wellbeing (ASEWB) Unit to enhance and deliver an ASEWB program that addresses the needs of our local community, focusing on social, community and cultural connection and healing. With encouragement from the ASEWB team, we were able to develop a model of care that enhanced and expanded on existing resources and services and commenced the process of recruiting new members to the team. The new team will consist of our existing Alcohol and other Drugs Support Worker (Chloe Penhale) and Mental Health Outreach Worker (Will Tyrell); Aboriginal Social & Emotional Wellbeing Outreach Worker all of whom will be led by a SEWB Coordinator & Senior Case Worker.

It was also a year when we adjusted to a post-covid environment and rebuilt our teams in the Integrated Team Care (ITC) and Koori Maternity Service (KMS) programs as community, clients and patients return to our services. Commissioned by SEMPHN over 7 years, the ITC team started the financial year with a team of 4 (Caroline Atkinson – Coordinator; Sharon Kirkpatrick – Aboriginal Outreach Worker; Melinda Smith – Care Coordinator; Sylvia Kassing – Indigenous Health Project Officer) and ended the year with a team of 7 (ITC Coordinator Caroline Atkinson; Care Coordinators Angela Kelly and Tulip

Ramirez; Indigenous Health Project Officer Christine Edmonds; Aboriginal Outreach Worker Sharon Kirkpatrick; Outreach Worker Darrell Egan). We continued our partnership with Derrimut Weelam Gathering Place and Nairm Marr Djambana to ensure our ITC program is delivered closer to where people live and access services.

We successfully recruited to the KMS Support Worker position (Naomi Howlett), and now offer a service staffed by local Aboriginal women with lived experience and health work qualification. Our Coordinator (Kelly Farmer) also achieved her Certificate IV in Aboriginal Health Work (AHW) Practitioner and commenced working one day a week at the clinic. Naomi commenced her studies for Certificate IV, Aboriginal and/or Torres Strait Islander Primary Health Care on joining the team. We are very pleased to be building our Aboriginal workforce within the organisation and putting health care back in the hands of community members. We acknowledge the support of the VACCHO team in this financial year as we articulated a new model of care based on what we see on the ground and coming through our Bunurong Health Services.

Our partnership with Youth Support & Advocacy Services (YSAS) and Headspace Frankston to provide outreach youth mental health services continued to gain momentum this year,

HEALTH SERVICES

as young people begin to re-engage with services and programs. Commissioned by SEMPHN, the program delivered health promotion activities, secondary consults and workforce capacity building, individual and outreach and group based support to young people in the Casey and Frankston Local Government Areas. A highlight through this time was the Coasting Through Project, which had a stop-start journey due to COVID restrictions. The idea germinated in art group sessions where young people identified a keen interest in skateboard design and traditional painting. The overall number of skateboards completed were 7 which were all gifted to 7 locations that were identified as safe spaces for Indigenous young people. Headspace in Frankston, Headspace Rosebud and Youth Services Mornington Peninsula, VACCA Frankston and Nairm Djambana, Bunjilwarra and Rosebud Secondary.

Sadly, we also said goodbye to our amazing Tackling Indigenous Smoking (TIS) team as the funding model pivoted to a centralised, regionally based health promotion program. Aply led by our amazing Pushpa Austin (Coordinator), the team of Health Promotion Officers (Brooke Gray, Jason Tamplin, Prithimesh Sinha and Emily Leon) delivered engaging and impactful health promotion that culminated in the DDACL Fun Run held on 19th February 2023. In partnership with the Victorian Aboriginal Health Service (VAHS) we

will be delivering a new TIS health promotion model that is led by VAHS via a consortium. The model is built on what has been working over the past 10 years (DDACL Fun Run is on the books!) and acknowledges the expertise and deep community connection that DDACL has in our region. We look forward to working with all the other Aboriginal Health Controlled Community Organisations (ACCHO's) to deliver an impactful, place-based and evidence-driven health promotion program that will close the gap on Indigenous health and wellbeing. Only when we are in control and working together will we see meaningful change for DDACL communities and members.



TIS Team: Jason Tamplin (Tobacco Action Worker)
Pushpa Austin (Coordinator) Prithimesh Sinha (Tobacco Action Worker) Emily Leon (Tobacco Action Worker)

PROGRAM STATISTICS

AOD

(July 2022 – June 2023)

- 23 clients
- 53 Episodes of Care
(KPI is 50 EOC)

MH

(September 2022 – June 2023)

- 31 clients
- 170.54 contact hours

FNCSP

(April-June 2023)

- 192 community members engaged
- 350 flyers and brochures distributed
- 21 cancer screening appointments coordinated

KMS

(July 2022 – June 2023)

- 10 clients provided with individual support

ITC

(July 2022 – June 2023)

HEALTH SERVICES

Number of services

Care coordination services	1993
Supplementary Services	1072
Clinical Services	204
Grand Total	3269

Care Coordination Component - Patient Demographic

Male	60
Female	91
Number of patients on Care Coordination waiting list	3
Number of patients discharged from the program completely	15

Allied Health and Specialist Services - Supplementary Services

Allied Health	340
Specialists	732
Transport	126
Medical aids	11

Outreach Workers

Number of patients assisted by Outreach Workers	103
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Breakdown of patient assistance by Outreach Workers


▪ Attendance to GP and/or practice nurse appointments	220
▪ Attendance to specialist appointments	114
▪ Attendance to allied health appointments	200
▪ Attendance to care coordination appointments	47
▪ Collecting prescriptions from the pharmacy	123
▪ Phone Follow-up with patient	344
▪ Phone follow-up with clinician	70
▪ Transport provided (i.e. OW drove)	547
▪ Attendance at follow up consultation	213
▪ Community Transport	5
▪ Other	0
Total	1883

HEALTH SERVICES

TIS social media reach

 **727 likes**
Increase of 24 likes since June 2022

 **365 followers**
Increase of 196 followers since June 2022

 **2940 views**
Increase of 69 views since June 2022

Our most improved social media platform was Facebook, with the reach increasing by 25.7% to 2,884. This in turn has increased our page visits which increased 23.7% to 1,144 which shows the community is engaging with the page.

TIS: (July 2022 – June 2023)

	Health Promotion	Partnerships (organisations & community leaders)	Referrals	Environmental change
Community members reached – community engagement	1156			
Community members reached – education provided	370			
Priority population (women) – community engagement	28			
Priority population (youth) – education provided	65			
Resources distributed	855			
Partnering to deliver TIS message		86		
Partnering to reach priority groups		47		
Referrals to Quitline			15	
Referrals to quit support (not Quitline)			29	
Support services to provide smoke-free events				8
Support homes to be smoke-free				428
Assist organisations to review smoke free policy				4
Support organisations to implement smoke free policy				1

CHILDREN & FAMILY SERVICES

Nikki Moss
Manager Children & Family Services



For the last fifteen years Nikki has worked across numerous ACCOs throughout metropolitan Melbourne, predominantly in housing and advocacy roles.

During her nearly two decades of time in the sector, Nikki has had the opportunity to gain extensive experience in case management, rental property management and client support. She firmly believes in the importance and value of Aboriginal led self-determination in designing and implementing programs to improve the livelihood of Aboriginal communities.

Nikki feels honoured to be part of the DDACL team since 2017 and within her role, working with families and children, she aims to play a role in assisting Aboriginal communities to close the gap and move towards a prosperous future.

This financial year the Social and Community Services (SACS) team underwent a restructure which led to formation of two separate divisions. The Child & Family Services team (CAFS) and the Aged Care and Disability Services team. The CAFS team now comprises of:

- Family Services
- Aboriginal Best Start
- The Orange Door

This year also saw the discontinuation of the **Boys on the Bounce** and **Girls on the Go** programs due to inadequate available funding. While it is disappointing that we lost those fantastic programs, Nikki says she would be remiss if she did not take the opportunity to thank the incredible staff who contributed to running these programs so successfully over the many years. Their dedication to the children in the community is to be commended.

Nikki would like to highlight in closer detail each of the three programs that comprise the CAFS teams scope of responsibility.

Family Services

The Family Services program promotes the safety, stability and development of vulnerable children, young people and their families with a focus on building capacity and resilience. This year we delivered **2266.50 hours of service to 27 families**.

All referrals to Family Services are received through The Orange Door (TOD) with some of the cases being classified as high risk and necessitating intensive and attentive support. The Family Services program faced many challenges throughout the year. With the implementation of

TOD, the number of referrals to Family Services decreased whilst TOD was being established. This was a regional issue that was likely due to the internal processes and the service demanded upon TOD. However, these are continually under review and improvement strategies are being implemented to address these issues. The families that we are seeing in the Family Services program can be quite complex and may require ongoing intensive support. Due to this requirement the families tend to be working with a Case Worker for an extended period of time in order to achieve long term positive outcomes for the family.

The Orange Door

DDACL practitioners working within TOD, operate as an intake service that aims to provide support and assistance to families in regard to the safety and wellbeing of their children. By connecting families directly to services, TOD provide a culturally appropriate response to a range of different needs and can refer people to various specialist services that are culturally safe. The recruitment of the DDACL Orange Door Practitioners was difficult, which meant there was an initial delay in the establishment of DDACL's Practitioners in TOD. Despite

CHILDREN & FAMILY SERVICES

this preliminary set-back DDACL proved to be a pivotal partner agency that greatly contributed to the planning and implementation of TOD. The integrated model is a new concept and DDACL's presence at TOD plays an important role by contributing to support the safety and wellbeing of Aboriginal children and families that access the services ensuring greater outcomes are achieved. DDACL presence at TOD also enables service continuity as families are given the option to be linked in with the DDACL Family Services program for ongoing case managed support.

Aboriginal Best Start

Aboriginal Best Start (ABS) aims to improve the engagement of Aboriginal Families to Early Years Services by introducing strategies to ensure cultural safety is present in the services. The program covers the catchment of The City of Greater Dandenong, The City of Casey and Cardinia Shire.

Throughout the year, 4 partnership meetings were held, 14 PDSA's have been developed and the ABS Facilitator is working closely with 6 services. Some other achievements of the program are:

- A Cultural Awareness and Inclusion survey was created which was sent to all the funded kindergartens in Casey South.

- Resources and language was shared with many services across SMA.
- Aboriginal Best Start flyer was made for service support.
- Aboriginal specific MCH key ages and stages flyer was made for Cardinia Shire.
- Language was included throughout the 2023 calendar with New Directions.
- The creation of a regional approach was developed for priorities through SMA regarding Cultural Safety for Aboriginal families.

2023 TIS Family Fun Run Stall



Tulip Ramirez (Care Coordinator) with Derrimut Weelam Gathering Place team (Program partner)

AGED CARE & DISABILITY SERVICES

Ross Moraes
Manager Aged Care & Disability Services



Ross is an accomplished aged care service delivery leader, with extensive experience leading teams and managing change in large, complex local government, community care and non-for-profit settings.

Ross has the skills and experience to provide exceptional leadership within dynamic, diverse and changing organisations. He has qualifications in business management, workplace health and safety, coaching, mentoring and extensive leadership training having strengthened his communication skills, emotional intelligence and ability to achieve positive outcomes.

Ross is working collaboratively across key stakeholders, including all tiers of government, to ensure key deliverables are met and to build the skills of the Aged Care & Disability team.

He has a wide range of skills across people management, finance, budgeting, service planning, change management and risk mitigation.

Ross commenced with DDA CL in April 2023. During this time Ross has:

- Faced Quality Audit in mid-May 2023. The department identified that we were in non-conformance with a few standards due to record keeping. (There are eight standards)

- All recommendations (Non-Conformances) made by the Audit team have been addressed by setting up corrective action reports.
- Updated operating system and re assessed all clients by July 2023. All client records updated.
- Established all relationships with the Cities of Dandenong, Casey and Cardinia to improve ATSI client referrals are streamlined.
- Set up MAC (My Aged Care Portal) to streamline the client entry to access services. (Was dealing with over 1200 outstanding referrals)
- Set up assessment / Review protocols for all clients needing assistance needing CHSP services.
- Successful in NACCHO funding submission over \$440,00.00. (Tranche 2)
- Recruitment of PCA's and improved funding obligations after departmental review in the previous year.
- Dealing with a high level of NDIS clients in an advocacy level due to early release of clients.
- Changed and updated salaries as per the new recommendations made by the federal government in July 2023.
- Updated all policies and procedures to meet other NFP service providers.

The following issues have impacted on DDA CL's capacity to deliver services as we expect to deliver them:

- The inability to recruit and retain Aged Care Workers in our geographical areas. (Catchment areas)
- The inability to recruit someone who can drive a Manual vehicle to cover home maintenance. Lawn mowing being the service with a high demand among CHSP services.
- Loss of allocated funding due to unmet service levels.

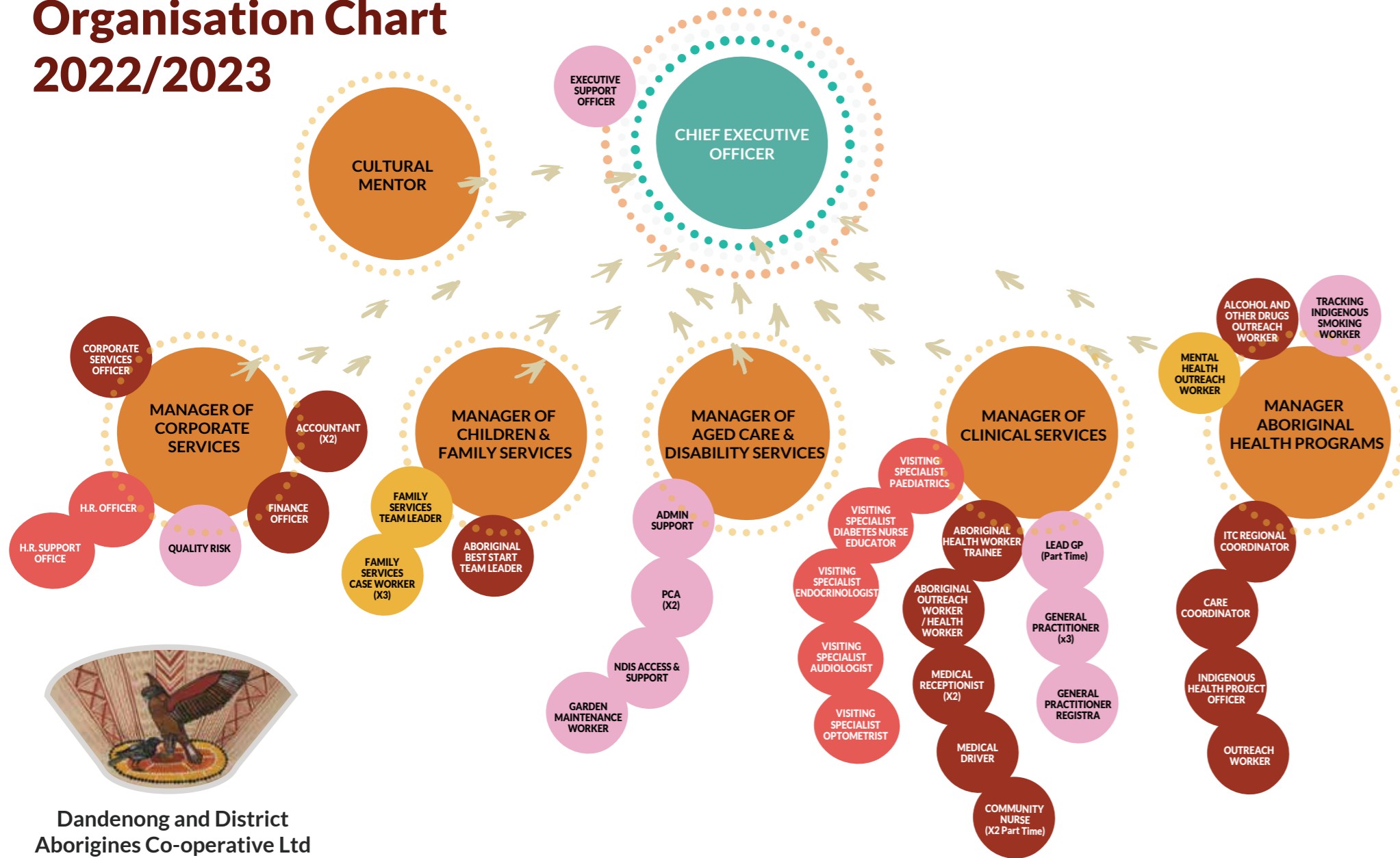
2023 Family Fun Run Kristy Williams (DDACL EA) Kelly Farmer (KMS Coordinator)



AOD MH Chloe Penhale (AODOW) William Tyrrell (MHOW)

AOD MH SEWB Conference Chloe Penhale (AODOW) William Tyrrell (MHOW)

Organisation Chart 2022/2023



Dandenong and District
Aborigines Co-operative Ltd



Financial Report 2022-23

Dandenong and District Aborigines Co-operative Ltd

ABN: 34 256 073 685

Directors' Report

For the Year Ended 30 June 2023

Events after the reporting date

In August 2023, the Co-Operative purchased property at 28A McLennan Street, Eumemmerring for \$510,000 and 2A Ti-Tree Drive, Doveton for \$515,000. In November 2023, the Co-Operative purchased property at 2B Ti-Tree Drive, Doveton for \$515,000. These properties are to be held for investment purposes.

In November 2023, the Department of Families, Fairness and Housing (DFFH - VIC) notified the Co-operative that \$304,924 in unspent monies from funding programs were to be repaid to the department. There was no prior knowledge that unspent monies were to be repaid upon completion date of the program, either in the funding agreement or by other means of communication and was recognised as a contingent liability as at 30 June 2023. The effect of this repayment will be recorded in the 2024 financial year.

In November 2023, the Department of Health (DoH - VIC) notified the Co-operative that \$24,900 unspent from funding programs that were allocated to initiatives scheduled for the 2023 financial year were to be repaid to the department. There was no prior knowledge that unspent monies were to be repaid, either in the funding agreement or by other means of communication and was recognised as a contingent liability as at 30 June 2023. The effect of this repayment will be recorded in the 2024 financial year.

Except for the above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Co-operative, the results of those operations or the state of affairs of the Co-operative in future financial years.

Indemnification and insurance of officers and auditors

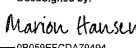
During the financial year, the Co-Operative paid a premium insuring the directors and all executive officers of the Co-Operative against a liability incurred as such a director or executive officer to the extent permitted by the Corporations Act 2001. The contract of insurance prohibits disclosure of the nature of the cover and the amount of the premium.

The Co-Operative has not otherwise, during or since the financial year, except to the extent permitted by law, indemnified or agreed to indemnify an officer or auditor of the Co-Operative or of an related body corporate against a liability incurred as such.

Auditor's independence declaration

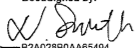
The auditor's independence declaration in accordance with section 307C of the *Corporations Act 2001* for the year ended 30 June 2023 has been received and can be found on page 3 of the financial report.

Signed in accordance with a resolution of the Board of Directors:

DocuSigned by:

 Marion Hansen
 B2A02880AA65494...

Director:

24-01-2024 | 7:43 AM AEDT

DocuSigned by:

 Ryan H Dummett
 B2A02880AA65494...

Director:

Dated this day of 2023

Dandenong and District Aborigines Co-operative Ltd

ABN: 34 256 073 685

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Dandenong and District Aborigines Co-operative Ltd

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, there have been:

- no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- no contraventions of any applicable code of professional conduct in relation to the audit.

Ashfords Audit and Assurances Pty Ltd
 Chartered Accountants

Ryan H Dummett
 Director

13 December 2023

Unit 301, 148 Logis Boulevard, Dandenong South Vic 3175

Financial Report 2022-23

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 20 June 2023

	Note	2023 \$	2022 \$
Revenue	4	6,814,334	6,409,873
Finance income	5	97	354
Rental receipts	4	125,102	136,655
Loss on sale of assets	6	(85,574)	-
Employee benefits expense		(3,268,629)	(3,343,826)
Depreciation and amortisation expense		(221,325)	(296,906)
Professional fees		(93,922)	(5,326)
Accounting and auditing fees		(9,831)	(12,700)
Cleaning and waste feeds		(83,818)	(89,651)
Consulting fees		(365,788)	(451,953)
Utility expenses		(20,656)	(22,604)
Equipment expenses		(55,008)	(98,750)
Travel and accommodation fees		(38,089)	(18,114)
ITC & activity expenses		(151,154)	(359,780)
Doctor expenses		(207,060)	(405,311)
Other expenses		(830,577)	(551,815)
Bad debt expense		-	(24,853)
Finance expenses	5	(10,421)	(19,081)
Surplus before income tax		1,497,681	846,212
Income tax expense		-	-
Surplus for the year		1,497,681	846,212
Other comprehensive income for the year, net of tax			
Items that will not be reclassified subsequently to profit or loss			
Revaluation changes for land and buildings		-	12,257,753
Other comprehensive income for the year, net tax		-	12,257,753
Total comprehensive income for the year		1,497,681	13,103,965

The accompanying notes form part of these financial statements.

Statement of Financial Position

As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	12,288,870	9,495,751
Trade and other receivables	8	78,288	116,175
Other assets	10	-	988
TOTAL CURRENT ASSETS		12,367,158	9,612,914
NON-CURRENT ASSETS			
Property, plant and equipment	9	13,084,193	14,526,666
Right-of-use assets	11	55,286	179,541
TOTAL NON-CURRENT ASSETS		13,139,479	14,706,207
TOTAL ASSETS		25,506,637	24,319,121
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	12	282,813	530,472
Lease liabilities	11	52,831	129,569
Employee benefits	14	367,437	399,427
Other liabilities	13	533,933	405,752
TOTAL CURRENT LIABILITIES		1,237,014	1,465,220
NON-CURRENT LIABILITIES			
Lease liabilities	11	21,257	80,491
Employee benefits	14	73,488	96,213
TOTAL NON-CURRENT LIABILITIES		94,745	176,704
TOTAL LIABILITIES		1,331,759	1,641,924
NET ASSETS		24,174,878	22,677,197
EQUITY			
Contributed equity		938	938
Reserves	15	15,415,831	15,415,831
Accumulated surplus		8,758,109	7,260,428
TOTAL EQUITY		24,174,878	22,677,197

Financial Report 2022-23

Statement of Changes in Equity For the Year Ended 20 June 2023

2023						
	Contributed Equity \$	Accumulated surplus \$	Asset Revaluation \$	Capital Grants \$	Special Purpose \$	Total \$
Balance at 1 July 2022	938	7,260,428	12,312,508	3,084,418	18,905	22,677,197
Surplus for the year	-	1,497,681	-	-	-	1,497,681
Balance at 30 June 2023	938	8,758,109	12,312,508	3,084,418	18,905	24,174,878

2022						
	Contributed Equity \$	Accumulated surplus \$	Asset Revaluation \$	Capital Grants \$	Special Purpose \$	Total \$
Balance at 1 July 2021 (Restated)	938	6,414,216	54,755	3,084,418	18,905	9,573,232
Surplus for the year	-	846,212	-	-	-	846,212
Total other comprehensive income for the period	-	-	12,257,753	-	-	12,257,753
Balance at 30 June 2022	938	7,260,428	12,312,508	3,084,418	18,905	22,677,197

The accompanying notes form part of these financial statements.

Financial Report 2022-23

Statement of Cash Flows For the Year Ended 20 June 2023

	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	7,792,881	9,122,067
Payments to suppliers and employees	(6,116,819)	(7,346,562)
Interest received	97	354
Interest and other finance costs paid	(10,422)	(19,081)
Net cash provided by/(used in) operating activities	1,665,737	1,756,778
CASH FLOWS FROM INVESTING ACTIVITIES:		
(Payments) for property, plant and equipment	(22,793)	(44,679)
Proceeds from property, plant and equipment	1,286,147	-
Net cash provided by/(used in) investing activities	1,263,354	(44,679)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of leases	(135,972)	(159,443)
Net cash provided by/(used in) financing activities	(135,972)	(159,443)
Net increase/(decrease) in cash equivalents held	2,793,119	1,552,656
Cash and cash equivalents at beginning of year	9,495,751	7,943,095
Cash and cash equivalents at end of financial year	12,288,870	9,495,751

The accompanying notes form part of these financial statements.



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Website: drael.org.au