

2016/17

ANNUAL REPORT



SOUTH EAST TASMANIAN ABORIGINAL CORPORATION



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OUR VISION



Vision Statement

The South East Tasmanian Aboriginal Corporation (SETAC) exists to secure the empowerment of the Aboriginal people of South East Tasmania so that, through self determination, we can make decisions that affect our lives

and share in Australia's land, wealth and resources, contributing equitably to the nation's economic, social and political life, with full recognition of, and support for, the ongoing enjoyment and development of our indigenous cultural heritage.

SETAC Objectives

1. Unite Aboriginal people in the community of fellowship and understanding.
2. Promote the development of the Aboriginal community towards achieving the common goal of self determination.
3. Empowerment of individuals to achieve excellence in education, employment and training.
4. To assist Aboriginal people to gain access and equity of treatment to existing Aboriginal and non Aboriginal services, especially health, housing and welfare services.
5. To promote the granting of land rights to Tasmanian Aboriginal people.
6. Create business opportunities and social, cultural and economic benefits to the community.
7. Create opportunities and training to facilitate successful business management and expansion.



OUR HISTORY

**THE SOUTH EAST TASMANIAN
ABORIGINAL CORPORATION (SETAC)
FIRST CAME INCORPORATED IN 1992.
THE ORGANISATION WAS
ESTABLISHED IN RESPONSE TO
COMMUNITY CONCERNS AND NEEDS
EXPRESSED THROUGH A COMMUNITY
DEVELOPMENT PROJECT.**

Based in Cygnet, SETAC is a strong and vibrant part of the community governed by an elected Board and incorporated under the Corporations Aboriginal and Torres Strait Islander Act 2006 (CATSI Act).

SETAC employs over 30 people and delivers a comprehensive range of aged and primary care services from two locations in addition to an active land management program.

OUR VALUES



SECTION 1

AN OVERVIEW OF SETAC



ABOUT US

South East Tasmanian Aboriginal Corporation (SETAC) represents the Aboriginal community in the Kingborough and Huon Valley areas. SETAC was established in 1992 by a group of community members who wanted to provide services to our elders and has been operating for 25 years. SETAC is an Aboriginal community controlled organisation delivering a range of health care, wellbeing and aged care services to the Aboriginal community since its inception, and is governed by a Board of Directors who comes from the local Aboriginal community. SETAC appointed a Chief Executive Officer who manages the day to day operation of the organisation.

SETAC is an incorporated body and now employs over 30 staff across a range of programs and services and continues to deliver holistic services, with a whole of family focus.

Our purpose is to improve the health, wellbeing and connectedness of our Aboriginal and wider community by delivering a range of services including primary health care and wellbeing, aged care and land management. SETAC also holds the title to a culturally significant site-being the Living History Museum of Cultural Heritage (Fanny Cochrane-Smith's Church) at Nicholls rivulet.

Community Access and Improved Client Outcomes

Whole of family focus, flexibility in meeting community needs, meaningful community involvement and feedback.

Community Cultural Awareness and Education

Increase cultural awareness and understanding, promote the positive, build identity and sense of belonging.

Strengthen Programs & Services

Services and programs that match identified needs, family focus, community feedback, improving measurable outcomes.

Economic Development

Creating employment and life opportunities especially for our youth, develop Land Management business, investigate and promote income generated activities.

Staff Development

Ongoing training, creating career pathways, support and development.

Continuous Quality Improvement

Governance, accreditation, risk management, OH&S, Board training and development.



OUR PEOPLE



Tracey Dillon
Chief Executive Officer



Elaine Glover
Acting CEO (former)



Tess Strong
Health Care Manager



Bradley Strong
Operations & Programs Manager



Debbie Cowen
Community Services
Team Leader



Leonie Honeychurch
Receptionist



Jackie Direen
Outreach



Heather Patmore
Outreach



Tracey Dillon
Chief Executive Officer



Lindy Cordwell
Admon Officer



Sarah Collett
Enrolled Nurse



Katherine Lees
Registered Nurse CCSS



Donna Wilks
Registered Nurse



Anna Chernov
Registered Nurse



Rhys Cordwell
Transport



Karen Connolly
Fitness Coordinator



David Combes
Admin



Toni Murray
Community Carer



Shelley O'Donnell
ITC Coordinator



Julie Dunlop
Education Support Worker



Maree Dayton
Community Carer



Health Tatnell
Maintenance



Trevor Dunlop
Maintenance



Maria Hunter
Community Carer



Gail Rolfe
Community Carer



Leah Kay
Community Carer



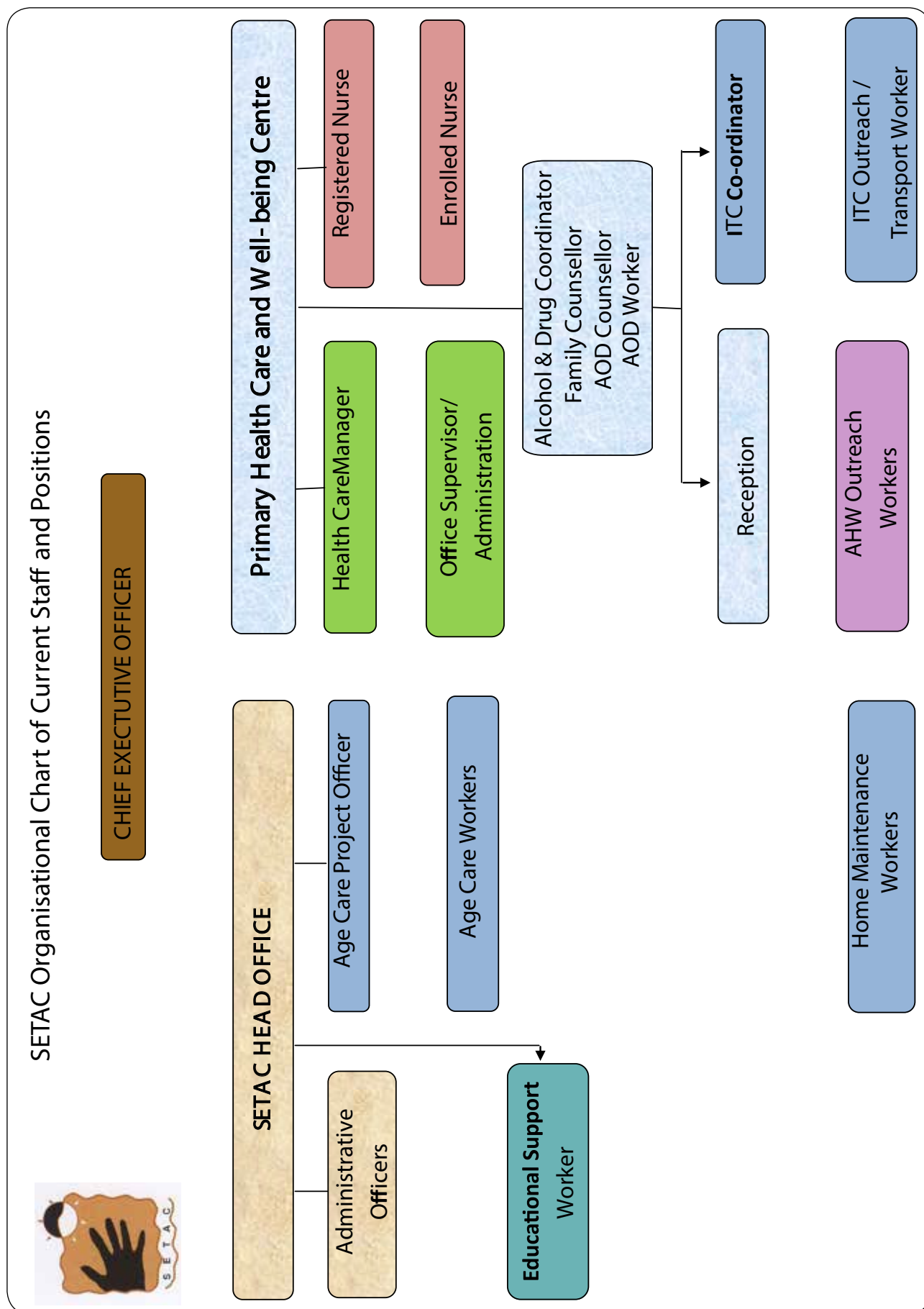
Kristie Knight
Community Carer



Miriam Row
Community Carer

STRUCTURE & MANAGEMENT

South East Tasmanian Aboriginal Corporation is registered with the Australian Charities and Not-for-profits Commission (ACNC).



SECTION 2

GOVERNANCE



CHAIRPERSON'S REPORT



FY2017 IN REVIEW

It has been a year of change. We said goodbye to Elaine Glover who acted in the CEO role until we went to a proper recruitment process. We were lucky enough to get Tracey Dillon who has many years of experience and has worked in this field before.

This period of change saw staff come and go and we finally have a full complement of staff. We had an increase to funding from Primary Health Tasmania, State Growth Funds, and the Commonwealth Department of Health.

I would also like to thank Tess Strong who supported Elaine Glover whilst she was acting in the role and also inducting Tracey into her new role.

The new CEO Tracey Dillon in the short amount of time finally finished the organisational restructure that was in the making for the past two years. She brought the organisation up-to-date with moving all staff to the Modern Award and developing new position descriptions. She along with the SETAC accountant also put in place stronger financial controls, along with revising the operational policies and procedures.

2017 HIGHLIGHTS

In FY2017, as mentioned above SETAC finally underwent a formal recruitment and put in place a permanent CEO to lead the organisation into the future.

The Board of Directors also worked hard as they knew it was drawing close to the end of the organisations Strategic Plan. We hosted consultations with community members and key stakeholders to discuss SETAC's future and we look forward to next year completing this task. SETAC is becoming more and more inclusive of others and this Board wish to maintain those principles of inclusivity and transparency.

SETAC in March/April 2017 took on two senior staff members who in six weeks undertook a major review of the Aged Care Program and passed with flying colours. It was important that we passed this review as it was critical that we did not lose our aged care funding for the community.

The Board with the assistance of the CEO revised the Delegations of Authority to allow the organisation to run more efficiently so that staff was trusted to make decisions through the levels.

I would like especially thank Tess, Tracey, Tracy Spencer, as SETAC put in for numerous grants of which increased our bottom line. They were successful in obtaining funds for the Alcohol and Drug program, renovations of the Fanny Cochrane Smith Museum, capital works for both Mary Street & Channel Highway, NAIDOC funds, Aboriginal Mental Health, aqua therapy and Drum Beat program. In addition, to renegotiating funding for allied health services with Tazreach and obtaining funds for the New Directions program.

SETAC is progressively increasing our member numbers and this is evidenced by the numbers we have at community events which is on average 40-50 members.

BOARD CHANGES

On 20 February 2017, Tracey Dillon, who has served on the SETAC Board since 2015, stepped down as Director to take up the role of CEO. Tess also decided to step down to focus on her role as acting Health Care Manager. I wish to thank them for their invaluable contributions to the organisation.

We were fortunate enough to get Michael Strong to fill the vacancy. Michael has many years' experience as a director on the Board.

The Board looks forward to fresh perspectives and in the future want to grow some new talent and we look forward to the AGM and some young people putting themselves forward.

25 YEARS

Over the 25 years I believe we have the best people from the sector, we have good partners who also play a crucial role in our success. Our growth has been exponential and would not have been possible without our community, and collaborations with other stakeholders.

While we have achieved much success today, we are not complacent. We continue to work hard, seek improvements to our business model and learn new skills. We maintain our spirit of community. We set our sights on the very long term and are committed to the goals we have set.

Our challenge now is to ensure we continue to grow and become an even more successful organisation for the next 25 years. There are a few things which are key to getting there.

First and foremost, we must maintain high standards uniformly across the organisation, especially in our core programs aged care, and health.

Technology is rapidly changing the world. We need to embrace new technologies to improve our operational efficiency, and streamline our work practices.

APPRECIATION

On behalf of the Board, I would like to express my sincere appreciation to our community, our members, including stakeholders, and committed employees for their support over the years. It is with your support that we have been able to achieve such growth in 25 years. I hope you will stay on this journey and my fellow directors and I will do our very best to ensure that you will be well rewarded for your confidence.

Janine Cowen,
Chairperson

CEO REPORT



As this is SETAC's 25th Anniversary I think it is important to note that I am proud to be working at SETAC an organisation that my husband along with others had a hand in setting up back in 1992. The caring, effort and determination Rodney his family and friends

espoused to serve this community, I hope I can demonstrate those values too and carry on the legacy of serving this community.

I knew I could do the job as I had worked as CEO in two other organisations similar to SETAC. I felt it would be easier as SETAC is smaller than the other organisations I worked at in the past. Was I wrong about that, the same level of work is required and the enormous responsibility of running these organisations' should not be underestimated.

SETAC by and large is an Aboriginal Community Controlled Organisation and provides so much more than to Aboriginal people in the community, it also provides services to non-Aboriginal people.

As I have been working towards these celebrations of SETAC's 25th Anniversary it has brought to light how integral SETAC is to the community of Cygnet and its surrounds. SETAC has been a major employer who employs permanent staff year round. SETAC has also contributed to businesses in Cygnet and Huonville as we purchase many goods and services from local businesses. I can comfortably say that the Aboriginal community has been a huge contributor to the economy of Cygnet.

SETAC provides many community services to Cygnet. Its core business is providing aged care and primary health care services to its people, along with demonstrating pride in sharing its cultural history with community. When I started back in February 2017 I had the imminent task of undergoing an aged review audit and meeting the standards of the Aged Care program. This was a huge task as I found that the work required to meet all the standards was not adequate. I took Brad Strong off line to manage this process and between Brad, Tess and myself together we in six weeks successfully met all the standards. The outcome was that SETAC are fully adhering to the requirements of the operational guidelines and meeting any legislative requirements set out by the funding body.

It did not stop there as SETAC was also undergoing a restructure due to SETAC changing the way it operates particularly in aged care, health, and a financial audit by the then board.

To implement this I worked solidly with the Board, management and staff and conducted an organisational analysis which involved staff input to determine whether or not existing jobs and structures were meeting organisational goals.

I worked closely with a Human Resources company to finalise drafts of position descriptions that were more closely aligned with staff positions. Following this we transitioned all staff across to the modern award and every staff member was clear about the award they were on and what their position entailed.

The exercise provided the Board with a stronger understanding of industrial matters (employment laws and rules) their obligations and the rights of employees.

There were some very pleasurable activities such as the return of artefacts to a special place and the associated cultural ceremony that was led by Tess Strong. This will be a story that the children who participated in the ceremony will pass down to their children over the years.

It was also pleasing to see the numbers of community people attending our events is increasing. So I guess they are supportive of the changes that have been happening here at SETAC.

I want to thank my management team Tess Strong, Brad, Strong, Debbie Cowen for all the support and hard work they did this year. I would also like to thank staff for their ongoing cooperation and the many changes they went through; transitioning with new CEO's, going through a restructure, and reviews. It can only get better from here.

Tracey Dillon,
CEO

OUR OBJECTIVES AND ACTIVITIES

HEALTH CARE MANAGER'S REPORT

Indigenous Australians' Health Programme IAHP

The Indigenous Australians' Health Programme (IAHP) aims to improve the health of Aboriginal and Torres Strait Islander people through a variety of activities focused on local health needs as well as targeted responses to particular health issues and activities across the life course.

SETAC provided Aboriginal and Torres Strait Islander people with access to health care services in the Huon and Channel region, and also partnered with mainstream services delivering comprehensive, culturally appropriate primary health care.

The Activities offered by SETAC include:

Exercise/Fitness program

An increasing number of participants are utilising this highly successful program. This warrants a diverse assortment of training styles and methods that can be adjusted according to all levels of fitness. The program session run four days a week. Exercise class vary with Zumba, fit ball and cardio

- Learn to swim program
- Royal Flying Doctors Service RFDS - Dental program

People living and working in rural and remote areas are disproportionately affected by problems associated with poor oral health largely because they have poorer access to services and experience several barriers relating to oral health services.

The Royal Flying Doctor Service is addressing the issue to either continuing and build on their current dental program or in the case of Tasmania enables the implementation of a Mobile Dental Care program to bring dental teams to remote and rural Tasmanian communities.

Unfortunately the program was withdrawn by the Federal Government.

- National Youth Week project:
- SETAC School Holiday Program
- Quit smoking Program - Partnered with FIAA

Tackling Smoking Team holding Quit Café and Hypnotherapy sessions.

- Men's and Women's Aqua therapy program
- Physiotherapy weekly clinic



- Podiatry - Podiatrist from the RHH - monthly clinics in Cygnet and bi-monthly clinics in Geeveston and Dover
- Hearing - Audiologist from Australian Hearing – monthly clinic
- Sexual & Reproductive Health- Family Planning Tasmania provide fortnightly clinics with a Registered Nurse and a monthly clinic with a FPT Doctor.
- Remedial Massage- Monthly in Cygnet and Bi- Monthly in Geeveston
- Speech Pathology- early childhood provided by St Giles Early Childhood

Nurses RN and EN Program, (Monday – Friday) provides the following:

- Nurse led primary health care service, treatment diagnostic, health check and referral (internal and external)
- Co-ordination of visiting health professionals and individuals.
- Foot Care clinic – maintenance of foot and nail care
- Health promotion and early intervention.
- Assists the GP's and Health Professionals through coordinating the health care needs of our Aboriginal community including, but not limited to
 - o medical appointments,
 - o social and emotional support
 - o and liaison with the PHT Closing the Gap team.

Group:

Group activities addressed identified needs with monthly Social Programs providing Health Information sessions and social and wellbeing outings for

- Men's Group
- Women's Circle
- Care Group
- Eating with Friends Program



New Direction Mum and Bubs

SETAC was successful in receiving New Direction Mums and Bub funding allocation in January 2017

The Commonwealth transitioned the New Directions Funds to SETAC to provide this Program.

In May 2017 recruitment of Aboriginal Child Health Worker and planning of employment of Child and Family RN for a monthly Child Health Clinic was implemented.

We developed an innovative approach to the New Direction Mum and Bubs program that is catering for needs that better suit Community requirements while still catering for the child health checks. The Mums and Bub program is more orientated to community feedback, health information and social inclusion.

- Rarryna Face Playgroup each Wednesday from 10:00 to 12:00 Noon
- Child and Family Health Nursing monthly clinics

Governance and System Effectiveness

To ensure Governance and System Effectiveness, SETAC continued investment in information systems, system support, data, evaluation, continuous quality improvement and other measures to strengthen the quality and safety of health care provision to Aboriginal and Torres Strait Islander people.

- Implementation of the new data collection system Communicare.

Primary Health Tasmanian (PHT) Integrated Team Care(ITC)

The aim of the Integrated Team Care is to improve health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through better access to coordinated and multidisciplinary care, and to contribute to closing the gap in life expectancy by improved access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health and specialists) for Aboriginal and Torres Strait Islander people.

SETAC through this program achieved better treatment and management of chronic conditions for community, through improved access to the required services and better care coordination and the provision of supplementary services.

Program Activity

The ITC team of Coordinators, Outreach and Transport Workers assisted Aboriginal and Torres Strait Islander people to obtain primary health care as required. They ensured that a coordinated, multidisciplinary care service was delivered to eligible Aboriginal and Torres Strait Islander people with chronic disease. The program also improved access for our community to culturally appropriate mainstream primary care. The team assisted patients with travel to their medical and specialist appointments, provided clinical care, arranged the services in patients' care plans, and assisted patients to participate in regular reviews by their primary care providers.

The Supplementary Services Funding Pool assisted patients to access GP-approved medical aids.

Currently SETAC has 72 active Clients on the program. This is well over the allocation we are funded for in the program.

Tazreach

The aim of the Medical Outreach Indigenous Chronic Disease Program (MOICDP) is to increase access to a range of health services, including expanded primary health for Indigenous people in the treatment and management of chronic diseases (Diabetes, Cardiovascular disease, Chronic respiratory disease, Chronic renal (kidney) disease and Cancer).

SETAC increased access to multidisciplinary care and increased the range of services offered by visiting health professionals to prevent, detect and manage chronic disease more effectively.

Program services:

Visiting Health Professionals

- Dermatology- 4 clinics per annum
- Dietetics - Diabetes Tasmania - 6 clinics per annum
- Mental Health Practitioner - Tracey Spencer - weekly
- Cardiopulmonary - Physiotherapist weekly
- Eye clinic – Eyeline conducted an eye clinic at SETAC in June 2017

Physiotherapy and fitness exercise sessions focusing on general cardio respiratory fitness to improvement of chronic disease outcomes and specific strength training to manage arthritic joints.

SETAC Alcohol and Drug treatment services (AOD) Huon Valley and Channel Collaborative Aboriginal AOD Service (HVCCAAODS) Rullanih teggana

This program is new and staff were not recruited at this stage.

The health outcomes from the Alcohol and Drug treatment services for the Tasmanian community, including Aboriginal and Torres Strait Islander peoples include:

- decreased alcohol and drug related presentations at tertiary level (Emergency Departments)
- improved quality of life for people accessing services
- decreased proportion of clients categorised as elevated risk or using harmful levels of alcohol and drugs
- improved client capacity to self-manage health and well-being impacted by alcohol and drug use

2016-17 Service Maintenance Program

SETAC was the recipient of funds for the Service Maintenance Program to conduct minor capital works to ensure safe and appropriate infrastructure. The funding provided for repairs and upgraded our clinic and staff housing facilities. SETAC with these upgrades has improved access to services and improves health outcomes for community members.

Activities:

SETAC's future Strategic plan intends to employ a full time Medical Practitioner therefore requiring an adequate bathroom and toilet facility and urgent office floor repairs.

- Repair and upgrade of the Primary Health and Wellbeing Centre Toilet/bathroom renovation This project provided for the renovation and modernisation of the SETAC Head Office toilet area following a 10 years period of wear and tear and required repainting and recarpeting
- Office repairs and continued improvement to the PHC&WBC office by repairing time damaged flooring in the doctor's treatment room.

SETAC Alcohol and Drug treatment services
(AOD) Huon Valley and Channel Collaborative

Aboriginal AOD Service (HVCCAAODS) Rullanih teggana

This program is new (to SETAC and implementation commence in May 2017).

The health outcomes from the Alcohol and Drug treatment services for the Tasmanian community, including Aboriginal and Torres Strait Islander peoples include:

- decreased alcohol and drug related presentations at tertiary level (Emergency Departments)
- improved quality of life for people accessing services
- decreased proportion of clients categorised as elevated risk or using harmful levels of alcohol and drugs
- improved client capacity to self-manage health and wellbeing impacted by alcohol and drug use
- Fitness
- Extent fitness/exercise program in Dover region
- Commencement of an Elders mobility exercise class – chair exercise
- Health Check clinics
- Hearing test check training for SETAC staff
- Aboriginal Health Worker certificate training
- Quit Smoking program – Hypnotherapy session
- Aqua therapy



OPERATIONS & PROGRAMS MANAGER'S REPORT

SETAC AGED CARE SERVICES

SETAC have been delivering Home Care Packages for since its inception and has now positioned themselves in the Huon and Channel Area as one of the providers of choice under the new Consumer Direct Care model. SETAC provides packages to 20 Aged Care recipients

SETAC delivers Home Care Packages to a number of older Australians ranging from level 2 to level 4. SETAC has only began providing assistance under the Home Care Package to level 3 and 4 clients since the program changes in February 2017.

SETAC underwent an audit of our Home Care Packages and Commonwealth Home Support Programme in April 2017. SETAC were assessed as having met all the Home Care Standards. SETAC's Aged Care Program has, since February 2017 grown substantially with the introduction of the Consumer Direct Care giving older Australians more choice and flexibility in who delivers their services, how these services are delivered and what services are relevant to their needs. As a provider of choice we have since taken on more clients than we previously had and more complex care needs.

With the changes SETAC have seen many challenges including preparing ourselves to deliver services to clients at the level 3 & 4 level. The additional care needed for clients on higher level packages now includes many clinical care requirements. This has required SETAC to negotiate and enter into agreements with a range of other service providers including community nursing and other allied health professionals.

SETAC have negotiated new brokering arrangements with many other providers within the area including Care Forward, Community Based Support, Home Care South, Karadi Aboriginal Corporation and Huon Elder Care. These brokering arrangements allow SETAC to deliver services to those older Australians within the Huon and Channel Area.

SETAC delivers Home Maintenance and Individualised Social Support to around 40 clients under the Commonwealth Home Support Program. SETAC have a team of Home Maintenance workers who provide much needed gardening and maintenance services to older Australians who are unable to maintain their lawns and gardens. SETAC are contracted to deliver around up to 1600 hours of home maintenance to older Australians within the Huon and Channel Area's and due to the aging population the number of people requiring our services is increasing.

SETAC Aged Care Services delivers a Respite Program in partnership with Park Side Foundation. SETAC delivers up to 30 hours per week to carer's of older Australians, providing much needed respite to those who dedicate their lives caring for their loved ones. Many of those carer's attached to the program rely on the services SETAC provides to them that little bit of much needed assistance.

SETAC Aged Care service will continue to grow over the next few years; this is mainly due to the Increasing Choice in Home Care. SETAC are now no longer restricted to 20 home care packages or restricted to level 1 & 2 packages. The main changes to Home Care are the increase in choice and flexibility and older Australians can now choose their Aged Care Provider. There is fairer access to Home Care Packages and older Australians will be assigned packages based on their need and how long they have been waiting for a package.

EDUCATION SUPPORT PROGRAM

SETAC has been delivering an Education Support Services project for the Children and Schooling Programme under the Indigenous Advancement Strategy with the Department of Prime Minister and Cabinet. The objectives of the project have been to support families and assist students to remain in school; improve literacy and numeracy skills and to support successful youth transitions to further education and employment. The program has assisted students and families through the delivery of a suite of services to young Aboriginal people including activities and events supporting cultural and community connections, facilitated education and training opportunities and positive role modelling. The project has seen the development of partnerships and memoranda of understanding with mainstream youth service providers and with local employment & training providers. The project has delivered a range of cultural activities to high school students at 5 of the local High Schools. These cultural activities have included cultural and history camps on Murrayfield, visits to the Queen Victoria Museum and Art Gallery, the Launceston Gorge,





NAIDOC day celebrations. Students had the opportunity to engage in cultural activities and meet with elders within the Aboriginal community. Other activities have included mutton birding, basket making, shell painting and stringing. Some students were also involved in returning artefacts to country in a smoking ceremony. This outlined the importance of caring for country and how important it was to protect Aboriginal artefacts.

Tutoring support has been provided to 23 students, 6 students in primary school and 17 high school students. The tutoring support has provided high school students with the skills and confidence to successfully complete year 10.

SETAC has been working collaboratively with Weetapoon Aboriginal Corporation and have been involved in establishing a pathways program. The program consisted of 17 Aboriginal students from the 4 high schools within the Huon and Channel areas. The students all enrolled in the Huon Valley Trade Training Centre and attended sessions each fortnight. The students participated in many activities including, Beacon work ready program, (all students provided with Certificates), Duke of Edenborough Awards (which they are currently completing), team building day at the AFL, some students accompanied the Education Support Worker to the Youth Conference in Launceston.

There were a number of challenges with the program initially particularly with hiring a suitably qualified social worker. SETAC overcame this by revising the program to focus more on youth rather than primary schools and incorporating more cultural related activities into the program.

There were a number of initial setbacks in the beginning many of the schools were cooperating with the program although there had been some lack of interest initially. This was overcome by working with the schools on a more formal basis. One way to overcome this was to seek MOU's with schools and meeting with Principals.

It was also identified there was a huge need for tutoring of Aboriginal students in years 7 – 10. It was decided to trial an Aboriginal only class of year 9 & 10 students and the outcomes were positive with many participants in the class showing signs of significant improvement.

One of the expected outcomes of the program was to increase parent participation and interest in their children's schooling. Since the program began there has been a significant increase in parental engagement. Parents were becoming engaged and volunteering to assist with classes and activities. There has been an increase in participating with parents becoming more involved in their children's tutoring in the home as tutors now work with parents and students as part of the tutoring program.

Throughout the program it was identified there was a large demand for ongoing social support for Aboriginal students not only at school but in their personal lives. The Education Support worker found herself dealing with many complex issues particularly around family, trauma and separation. The role of Education Support Worker has had to adjust to the needs of the students and has spent a considerable amount of time supporting students, all with the aim of ensuring students remain engaged with school and ultimately assisting them in the transition from high school to further education or employment.

SOCIAL EMOTIONAL AND WELL BEING

SETAC's Social Emotional and Well-Being Project funded by Primary Health Tasmania aims to empower individual Aboriginal community members with the ability to deal with trauma, self-manage their mental health and build resilience. The project's initial aim was also to focus on PTSD and social isolation, due to grief associated with the loss of connection to country, culture and identity. SETAC have changed some aspects of the original proposal primarily due to some concerns about the lack of aftercare resources and accessibility issues such as sexual violence work.

SETAC has established a reference group for the project. The focus will now be strengthening families and has taken a family restoration model. This approach now cuts across ages, genders and can be across all programs at SETAC. Intergenerational trauma can be considered using this approach.

Ongoing support for participants is built in with access to therapists and referral pathways to other organisations, such as SASS, as needed. The first group of 5 families attended a Families Support Camp held on Country at Murrayfield on the 17th November 2017. The second group will begin at the end of January 2018. Red Dust Healing is booked in for the 10th December and will follow up this first group of families.

CONTINUOUS QUALITY IMPROVEMENT

SETAC are in the process of establishing a Continuous Quality Improvement (CQI Committee). The committee will be established as part of SETAC's goal to achieve excellence in quality of all its services and operations. The objectives of the Committee will be to:

- Promote a culture of continuous improvement and openness to change within the organisation.
- Identify areas for improvement in the quality of our organisation and its services.
- Recommend the review and/or adoption of policies, procedures and protocols that will bring about improvements.
- Ensure compliance with relevant acts and standards.

The committee will also review critical operational functions such as development and review of a Risk Management Plan, Business Continuity Plan and Workplace Health and Safety.

SETAC are in the process of nominating membership of the CQI Committee and have already drafted the Terms of Reference. While SETAC has always undertaken some form of Continuous Quality Improvement across program areas, it has been identified there is a need to consolidate all processes across the programs SETAC deliver to ensure there is a precise and consistent approach to improvement.

SETAC will also be reviewing the Quality Improvement Council (QIC) Standards and Accreditation with the aim of gaining the appropriate accreditation to grow the level of Health Care Services SETAC can offer to the community.





TIC INVESTMENT

Tasmanian Aboriginal Investment Corporation collectively known as TIC and a standalone investment company operating wholly in the private sector. Its investments amount to millions of dollars. SETAC is one of eight organisations that are a shareholder of the company. SETAC became a shareholder of TIC in the early 2000's. It has not always been plain sailing, but with due diligence the Corporation has achieved a considerable profit.

370 Main Rd Glenorchy. This building was purchased by TIC on 20th December 2001 at a cost of 3m and is currently independently valued at over 4m

TIC is a shareholder of Southern Cross Marine Culture is just over \$3m and is worth almost double that with the growth in the company.

Rental Properties include the following:

JJ's warehouse.

Unit 8 Broadland Dr Launceston is leased to Bakers Dozen

33 Orr Street Queenstown is currently on lease to a Bendigo Bank franchise. At a cost of \$150,000 the property is being leased at a 8% return

The trust collectively made a distribution profit \$116,850 for the year ended June 30th, 2017; however Southern Cross Marine Culture Pty Ltd made a loss of -\$830,161 for 2015-16, (not available at the finalisation of last year's accounts) and a profit of \$293,018 for 2016-717 TIC share of 50.29% of that total is -\$270,115, however as a unit holder SETAC available distribution is approximately \$81k

SECTION 3

FINANCIAL STATEMENTS

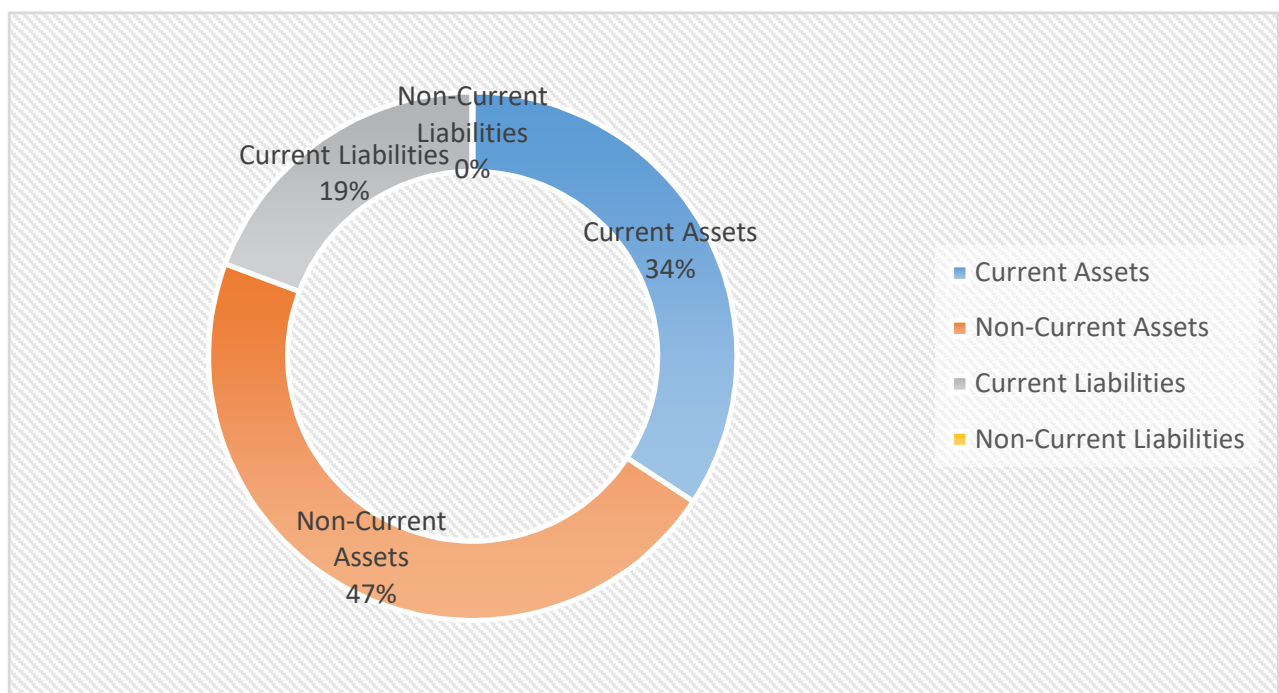
Assets & Liabilities 2016/17

Assets

| | | |
|---------------------|-----------|---------------------|
| Current Assets | \$ | 1,273,525.01 |
| Non-Current Assets | \$ | 1,724,977.92 |
| Total Assets | \$ | 2,998,502.93 |

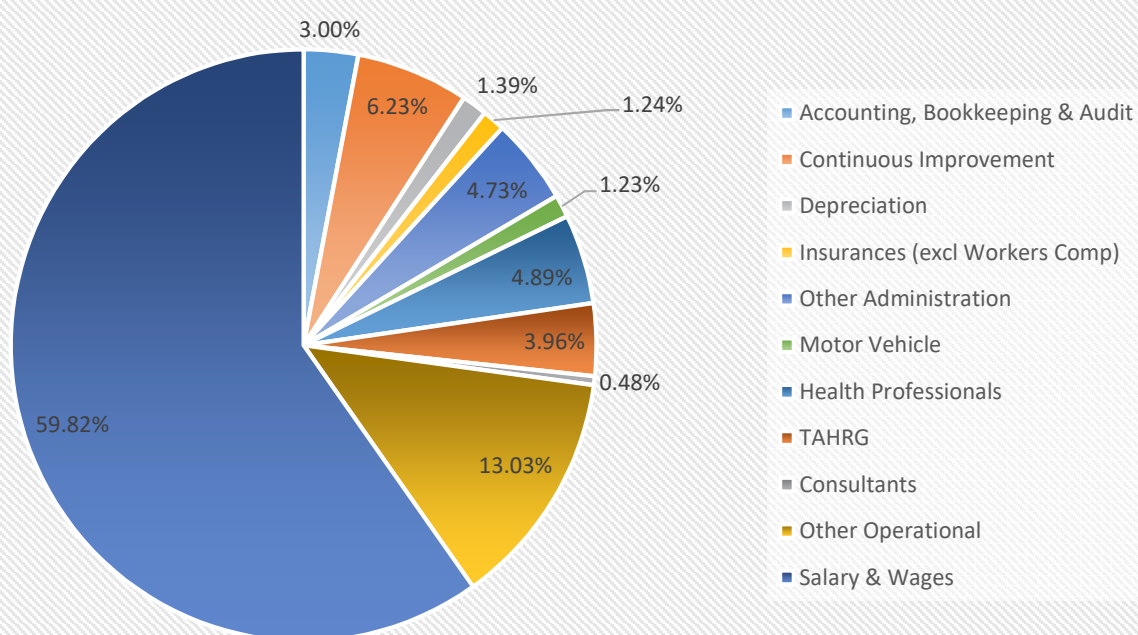
Liabilities

| | | |
|--------------------------|-----------|---------------------|
| Current Liabilities | \$ | 716,194.09 |
| Non-Current Liabilities | \$ | 1,553.40 |
| Total Liabilities | \$ | 717,747.49 |
| Net Assets | \$ | 2,280,755.44 |



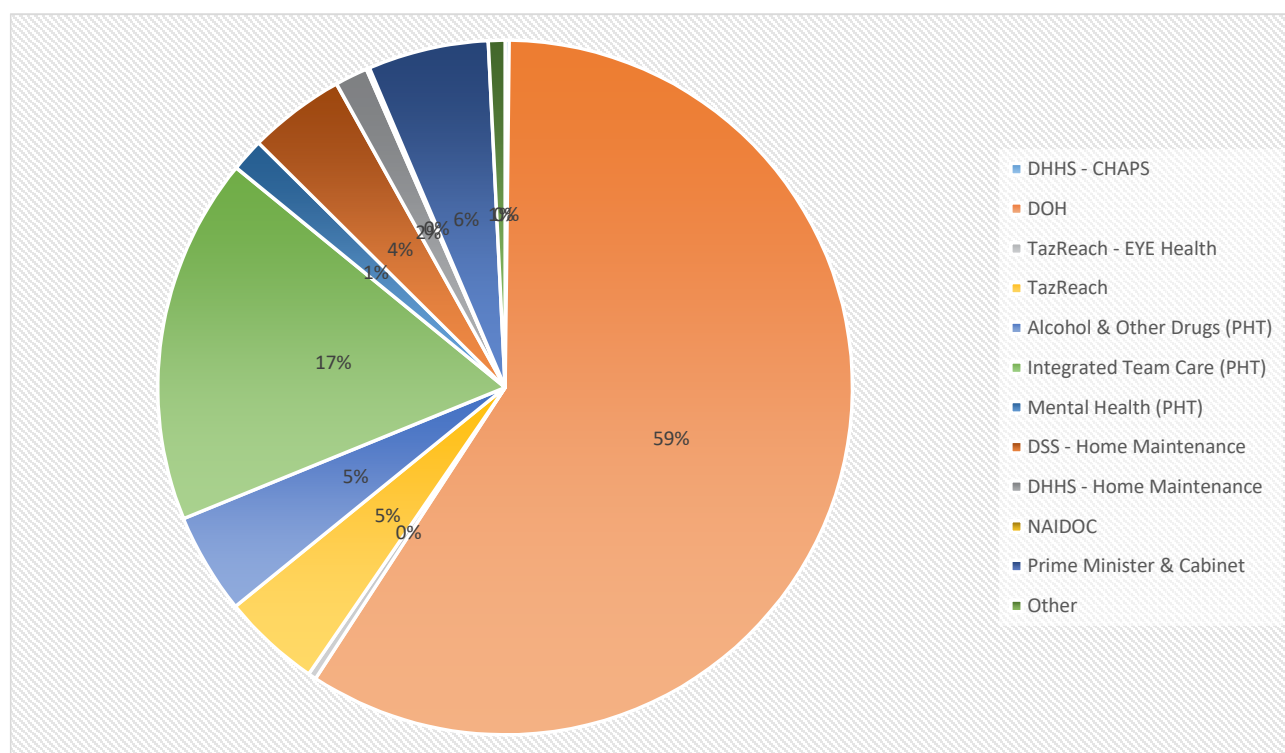
Expenditure 2016/17

| | | | |
|---------------------------------|----|--------------|--------|
| Accounting, Bookkeeping & Audit | \$ | 56,607.96 | 3.00% |
| Continuous Improvement | \$ | 117,378.50 | 6.23% |
| Depreciation | \$ | 26,264.00 | 1.39% |
| Insurances (excl Workers Comp) | \$ | 23,427.79 | 1.24% |
| Other Administration | \$ | 89,097.45 | 4.73% |
| Motor Vehicle | \$ | 23,275.42 | 1.23% |
| Health Professionals | \$ | 92,113.90 | 4.89% |
| TAHRG | \$ | 74,655.99 | 3.96% |
| Consultants | \$ | 9,084.98 | 0.48% |
| Other Operational | \$ | 245,543.56 | 13.03% |
| Salary & Wages | \$ | 1,127,686.38 | 59.82% |



Grants Received 2016/17

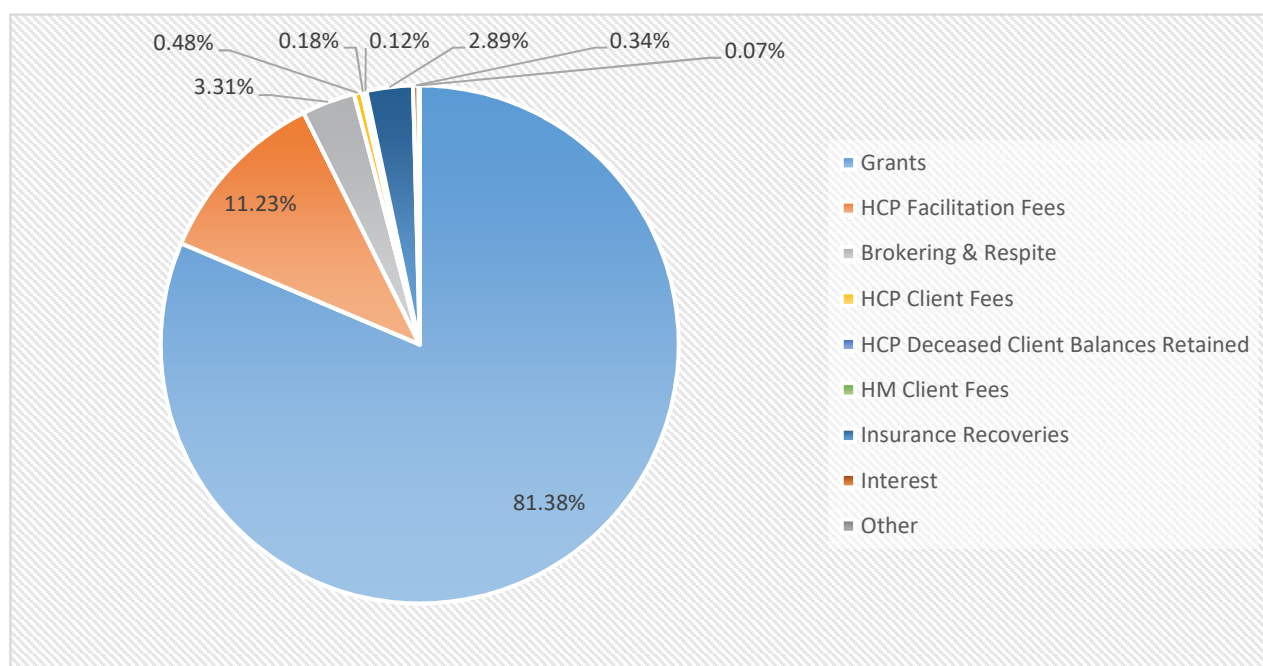
| | | | |
|-----------------------------|----|------------|--------|
| DHHS - CHAPS | \$ | 3,000.00 | 0.18% |
| DOH | \$ | 965,592.83 | 59.01% |
| TazReach - EYE Health | \$ | 6,000.00 | 0.37% |
| TazReach | \$ | 75,108.04 | 4.59% |
| Alcohol & Other Drugs (PHT) | \$ | 76,767.00 | 4.69% |
| Integrated Team Care (PHT) | \$ | 279,229.98 | 17.06% |
| Mental Health (PHT) | \$ | 25,000.00 | 1.53% |
| DSS - Home Maintenance | \$ | 73,613.68 | 4.50% |
| DHHS - Home Maintenance | \$ | 25,017.96 | 1.53% |
| NAIDOC | \$ | 2,500.00 | 0.15% |
| Prime Minister & Cabinet | \$ | 91,770.00 | 5.61% |
| Other | \$ | 12,753.63 | 0.78% |



Income and Expenditure Breakdown Report 2016/17

Income

| | | | |
|---------------------------------------|----|--------------|--------|
| Grants | \$ | 1,636,353.12 | 81.38% |
| HCP Facilitation Fees | \$ | 225,750.63 | 11.23% |
| Brokering & Respite | \$ | 66,557.14 | 3.31% |
| HCP Client Fees | \$ | 9,655.55 | 0.48% |
| HCP Deceased Client Balances Retained | \$ | 3,627.31 | 0.18% |
| HM Client Fees | \$ | 2,447.73 | 0.12% |
| Insurance Recoveries | \$ | 58,113.80 | 2.89% |
| Interest | \$ | 6,827.34 | 0.34% |
| Other | \$ | 1,432.54 | 0.07% |



SECTION 4

OUR OTHER IMPORTANT INFORMATION

ACKNOWLEDGEMENTS

Prime Minister and Cabinet

Department of Health and Human Services

Department of Health

Primary Health Tasmania

Department of Premier and Cabinet

Department of Social Services

Tazreach

LOOKING TO THE FUTURE

SETAC has gone from strength to strength in the past twelve months and this has been largely due to the strong commitment of our Board, staff and the support of our membership. Our members and staff are our most valuable asset and working together we will continue to raise the profile of the Aboriginal community of South East Tasmania, and the health and social well being issues they encounter. Just as our respected elders have paved the way and provided us with strong foundations to move forward it is SETAC's goal to ensure their legacy continues with future generations.

We are looking forward to ensuring that we continue to provide a service that promotes mutual respect, dignity, integrity and a healthy cultural connection

Janine Cowen, Rodney Dillon, Brad Strong

SETAC Directors



BOARD OF DIRECTORS



Janine Cowen



Rodney Dillon



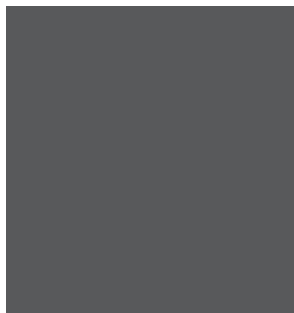
Bradley Strong



Tracey Dillon



Tess Strong



Michael Strong



Stephen Coad

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SOUTH EAST TASMANIAN ABORIGINAL CORPORATION