



Holiday closures

The Board and staff of Danila Dilba Health Service wish all our members, clients and supporters season's greetings.

The Danila Dilba **Knuckey Street Clinic** and **Palmerston Health Centre** will be closed on the following public holiday dates over Christmas/New Year:

- **Friday 25 December, 2015**
- **Monday 28 December, 2015**
- **Friday 1 January, 2016.**

Our **Men's Clinic** will be closed from **Friday 25 December, 2015** and reopening on **Monday 4th January 2016.**

If you need medical help on those days, please go to Royal Darwin Hospital. If it is a medical emergency, please phone 000.

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Annual General Meeting

At the Danila Dilba Health Service AGM, a number of people raised concerns about the organisation's governance, service delivery and administration

In response to those concerns, the Danila Dilba Board appointed Patricia Turner as an independent person to meet with each of the members who had written to the Board.



Ms Turner was asked to explore the issues and make recommendations to the Board as promptly as possible.

After meetings with the concerned members, Directors and staff, as well as a *Patricia Turner* review of relevant documents, Ms Turner provided a preliminary report to the concerned group.

A meeting was held on Thursday 3 December, 2015 with Ms Turner was also attended by Danila Dilba Directors Erin Lew Fatt, Gloria Corliss, Sarina Jan and Priscilla Collins.

Of Arrernte and Gurdanji descent, Ms Turner was born and raised in Alice Springs, and has held senior government roles such as the Deputy Secretary, Department of Prime Minister and Cabinet and CEO of ATSIC.

Ms Turner said that "most of the issues around Aboriginality of Board members, Indigenous staff levels, service delivery and community engagement were resolved at the meeting with the concerned members".

"I also found no evidence to suggest a reduction in service delivery and no financial mismanagement."

"Openness, accountability and transparency is excellent, and Indigenous staffing is increasing along with client numbers and income."

"Further issues around the new Danila Dilba Constitution have been raised and are now being looked into," she said.

The year that was



One Mob Different Country Dancers at the Palmerston clinic opening

2015 was a great year for Danila Dilba, with many achievements.

We are servicing most of the Aboriginal and Torres Strait Islander population in the region with more than 15,000 people using our services. Our episodes of care rose from 45,929 in 2013-2014 to 58,376 in 2014-2015.

Some highlights of 2015 for me are:

- the opening of the new Palmerston clinic
- expansion of programs such as Gumileybirra Women's Program and the Chronic Disease Wellbeing Program
- a ground-breaking enterprise agreement
- new clinics/property strategy
- text message appointment reminders
- increasing Medicare income

- new Board members, including Larrakia Officer Phyllis Mitchell
- finalisation of client eligibility policies
- accreditation by the Quality Improvement Council.

We have again provided a Community Report Card with details about our work in the inside pages of this newsletter.

I would like to thank my colleagues on the Board and Danila Dilba staff for their hard work and support throughout the year.

I wish everyone a happy holiday season.

Erin Lew Fatt
Acting Chairperson

Community report card 2014 — 2015

Danila Dilba is working to improve telling people about the work we do. As part of this, we have prepared this report card for the 2014—2015 financial year. For more information, please see the full 2014—2015 annual report on our website daniladilba.org.au.



We are employing more Indigenous people...

Number of Aboriginal and Torres Strait Islander staff

▶ 2013-14 = 55

▶ 2014-15 = 58

Danila Dilba's recruitment and selection policy aims to:

- increase the employment of Aboriginal and Torres Strait Islander people across all positions
- adopt merit-based selection process that actively supports the potential and development of Aboriginal and/or Torres Strait Islander candidates
- conduct recruitment and related practices fairly and transparently without favouritism, nepotism or bias.

While there has been some turnover in staff during the past year this has been due to the loss of funding for the youth mental health program *Dare to Dream* and the Palmerston Youth Program. All staff were offered re-deployment and the opportunity to apply for other positions. *Dare to Dream* counsellors were offered employment as clinic-based counsellors.

Many staff chose to take redundancy payments while others chose to resign. No staff were sacked due to these changes.



We are helping more people and providing more services...

Danila Dilba has experienced significant increase in demand for services over the past few years.

People using our services

▶ 2013 - 11,376

▶ 2014 - 12,723

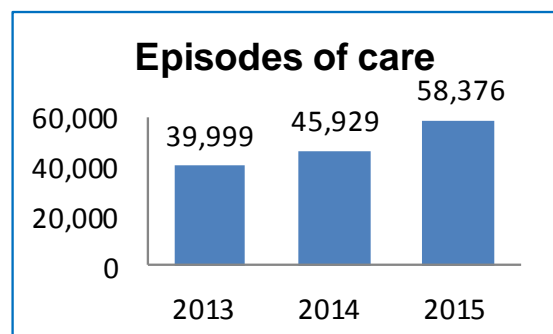
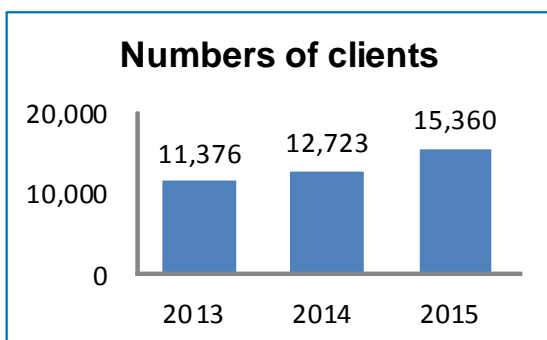
▶ 2015 - 15,360

Episodes of care

▶ 2013 - 39,999

▶ 2014 - 45,929

▶ 2015 - 58,376



We are improving our services...

New Palmerston clinic

As part of our efforts to better serve the community, Danila Dilba expanded our Palmerston Health Centre with a new health clinic in 2015.

There are now three clinics at the Danila Dilba Palmerston Health Centre:

- the new **Health Clinic**, for general GP services (phone **8931 5711**)
- the **Family Centre**, for women's and children's health (phone **8931 5700**)
- the **Dental Clinic** (phone **8931 5755**).

This move allows the Family Centre to expand its women's and children's health programs. The Gumilebyirra women's health program will now be able to offer well women's checks, health assessments, contraception clinics, and regular and acute general care.

Our dynamic 'Mums and Bubs' program will continue to provide maternal services, home visits, and high-risk and specialist services.

Our Child Health Program will be able to expand its services to help cater for the estimated 3,000 Indigenous children in the Palmerston area.



Counselling

Counselling services for our Bringing Them Home program continue. Recruitment is underway for clinic-based counsellors who will commence in the new year.

For information on counselling services and appointments please **phone 8920 9500**.

Our counselling service will be overseen by Tanja Hironen (pictured) who recently became our Team Leader, Social and Emotional Wellbeing. Tanja has worked on mental health education in remote areas, trauma, chronic pain and re-



Tanja Hironen

habilitation, and therapeutic services for young people. Tanja has completed her Clinical Masters, Honours and Bachelor of Science in Psychology. She is also a Steering Committee Member of the Australian Indigenous Psychology Association.

Other service improvements

Eligibility for our **transport service, dental clinic and medication supplies** has been reviewed due to ever increasing demand and affordability.

We get no specific funding for these important services – they are all funded from our Medicare billings.

These services continue to be provided to the most vulnerable clients – frail, aged, disabled, and parents and carers of infants and young children.

Information is available in all clinics on client eligibility requirements for these services.

After a review of our community programs, our **Tackling Indigenous Smoking, and Alcohol and other Drugs** programs are now available at our clinics.



We are seeking feedback...

Feedback ratings

	Poor	Satisfactory	Neutral	Good	Excellent
Overall experience	-	1	-	8	13
Ease of making appointment	1	3	-	4	14
Transport	-	-	1	5	6
Friendliness and helpfulness of staff	-	1	1	4	15
Reception area	-	2	2	3	15
Waiting time	1	4	3	5	9
Explanation of health issue	-	2	2	8	10
Explanation of treatment options	-	1	2	6	13
Follow up/support	-	1	1	5	15
I feel my personal information is kept private and confidential	-	-	1	1	20



We are building a stronger service...

Complaints

There were 10 complaints received this 12-month period. All complaints were resolved and closed.

	Complaints 1 July 2014–30 June 2015
Appointments	1
Other	2
Privacy and confidentiality	1
Transport	2
Wait times	3
Facilities	
Staff conduct	1
Total	10

WHS incidents

There were 22 work, health and safety incidents this 12-month period.

	WHS Incidents 1 July 2014–30 June 2015
Injury	2
Property	8
Transport	7
Physical/ verbal abuse of staff from clients	5
Total	22

Clinical incidents

There were 43 clinical incidents this 12-month period. All incidents were reported within a week of occurring, indicating an effective open disclosure process, were dealt with by senior management and closed satisfactorily.

	Clinical incidents 1 July 2014–30 June 2015
Adverse reaction/event	2
Clinical practice error	16
Injury	3
Medication error	1
External pharmacy error	1
Documentation error	1
Immunisation error	11
Near miss	5
Total	43

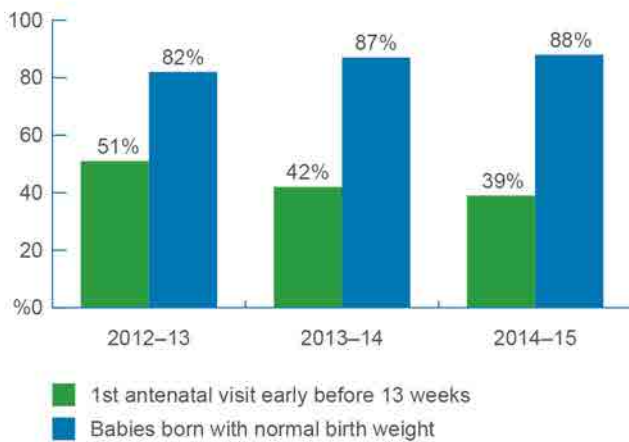


We are helping give babies and children a better start in life...

Pregnancy health

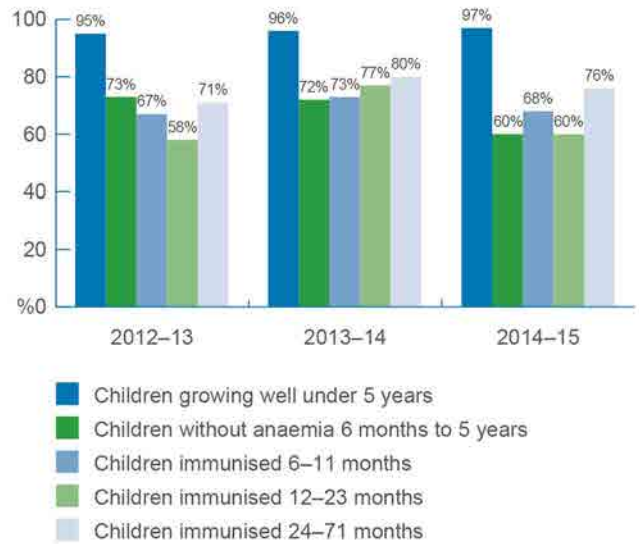
Women who are seen early in the pregnancy (before 13 weeks) are able to better prepare for the birth both physically and emotionally. A normal birth weight is between 2500–3500gms. Having a good birth weight is a good start to life.

In a slight increase from last year, 88% of babies born to Danila Dilba clients were a normal birth weight. While the number of first antenatal visits before 13 weeks are decreasing, the numbers of women using pregnancy services at Danila Dilba increased from 101 (in 2013–14) to 155 (in 2014–15).



Child health

This table shows key indicators for children who are being seen at Danila Dilba. The majority of children under five years are growing well.

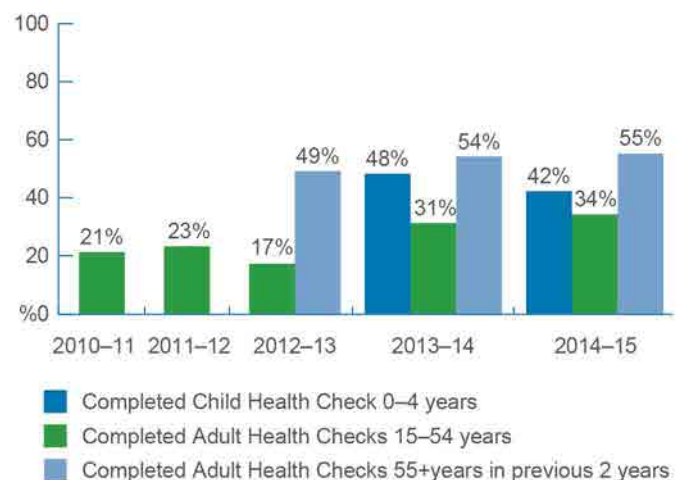


We are helping keep people healthy...

Health checks

Danila Dilba Health Service is focusing on completing health checks. A full checkup can help early detection of conditions such as diabetes and high blood pressure.

The number of Danila Dilba clients with a completed adult health check continues to grow. Completed health checks reached 34% for the 15–54 year age group and 55% for the 55+ age group over the past financial year. A full checkup for children includes looking at developmental stages and helping parents and carers with information to help in the early years.



Reports Child from National KPI 15–54 and 55+ from NTKPI

Danila Dilba leads way on family violence leave

Danila Dilba Health Service has joined just a handful of organisations, and local and state governments, in Australia to support employees who are dealing with abuse at home.

Erin Lew Fatt, Danila Dilba Acting Chair, said the organisation prides itself on being progressive with its staff, with a new enterprise agreement also providing leave for religious purposes such as cultural leave.

“We are an organisation that aims to provide a safe and supportive workplace for our 127 employees.”

“Providing family violence leave will allow staff time to ensure theirs and their children’s safety, and to seek support.”

“As an Indigenous health organisation we see the impact of domestic violence first hand and provide support to victims through our many services, such as the social and emotional wellbeing centre.”

Erina Early, Northern Territory Branch Secretary of the United Voice union said Danila Dilba is “the only Indigenous organisation in Australia to provide leave in its enterprise

agreement for staff affected by domestic violence.”

In the Northern Territory, more than 60% of assault offences are associated with domestic violence.

Indigenous women in the NT are almost 22 times more likely to be victims of domestic violence than non-Indigenous women.

Charlie King who runs the NO MORE campaign working with sporting clubs in the NT to support men to stop family and domestic violence welcomes the move by Danila Dilba.

“I congratulate Danila Dilba for leading the way in recognising that time off from work can be essential for staff dealing with the difficult situation of family violence.”

“This is a reminder to all of us that the effects of family violence require many levels of support”, Mr King said.



Erin Lew-Fatt, Danila Dilba Acting Chair.

Text message reminders

Danila Dilba has started to send automatic client appointment reminders by text message to mobile phones.

The message tells people who the appointment is with and when it is, and does not need to be replied to.

We hope this new system will help people remember their appointment and encourage them to ring to cancel if they can’t keep their appointment.

We do ask to please give at least 24 hours’ notice if you need to cancel so we can give the appointment to someone else.

Reception staff received one-on-one training in how to send the messages and how to make a list of people who don’t have mobile phones so that they can be still be phoned on a landline.

The system is working smoothly with feedback from reception staff that it saves them up to an hour a day.

Danila Dilba quality

For the first time, Danila Dilba Health Service has gained accreditation from the Quality Improvement Council (QIC).

While our clinics have accreditation by Australian General Practice Accreditation Limited (AGPAL), QIC accreditation is an independent endorsement of our overall organisational systems and structures.

The QIC review team found that Danila Dilba has, “worked hard and employed the right expertise to develop its systems and strengthen the structures that support the complexity of operations in a challenging and changing environment.”

The team visited clinics and other locations, interviewed staff, Directors and clients, reviewed key documents such as our Annual Report, strategic plan and communications materials, and also looked at most of our



policies and procedures.

It also found that Danila Dilba is an organisation with “a strong focus on integrity, transparency and accountability”.

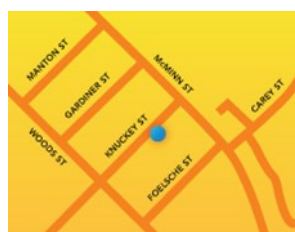
It said the organisation is very good at sharing information with its community and the assessment team commended Danila Dilba for its commitment to stakeholder and community engagement.

Corporate services
36 Knuckey St,
Darwin NT 0800

GPO Box 2125,
Darwin City NT 0801

Tel: (08) 8942 5400
Fax: (08) 8981 7567
info@daniladilba.org.au

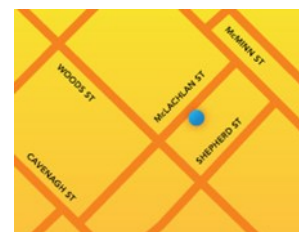
www.daniladilba.org.au



Knuckey St clinic

32-34 Knuckey St,
Darwin NT 0801

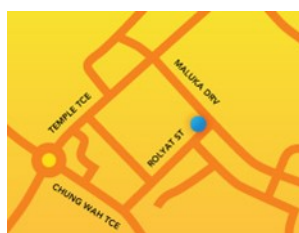
8942 5444



Men's clinic

42 McLachlan St,
Darwin NT 0800

8942 5495



Palmerston health centre

Unit 1/7 Rolyat St,
Palmerston NT 0831

Health Clinic
8931 5711

Dental Clinic
8931 5755

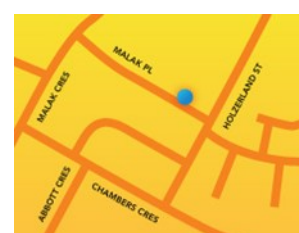
Family Centre
8931 5700



Emotional & Social Wellbeing Centre

Unit 1/3 Malak Place
Malak NT 0812

8920 9500



Community services

15/1 Malak Place
Malak NT 0812

8920 9500