



Yorgum

ABORIGINAL
CORPORATION

ANNUAL REPORT 2015/2016

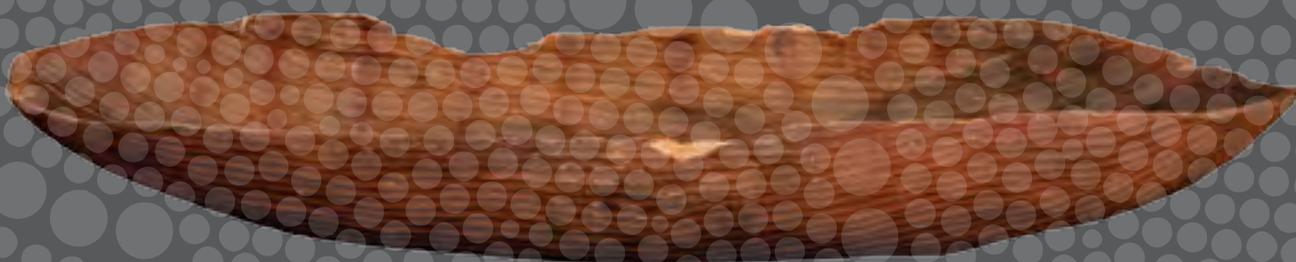
// At Yorgum we base our services on the life sustaining image of the living tree...The shelter and sustenance it gives to different forms of life... its deep roots, its rising sap, its blossoming flowers...





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Coolamon



Since those early days, Yorgum has grown stronger and has played an integral role in our community by assisting and supporting hundreds of Aboriginal clients with counselling and other supports.



The Story So Far

In 1991, a group of Aboriginal women, some of whom worked in women's refuges, discussed their concerns about the lack of appropriate counselling support for Noongar women experiencing spiritual, emotional and psychological pain. They came to the conclusion that there was a need for a 'healing' approach rather than an ongoing, crisis-driven 'patch-up' approach. Their vision led to the establishment of Yorgum.

In 1993, after a hard struggle to secure sustainable funding, Yorgum became incorporated. In that same decade, recommendations from the *Aboriginal Deaths in Custody Report*, the *Bringing Them Home Report* and the *Swan Mental Health Report* reinforced the importance of Yorgum, and the need for a strong team of Aboriginal counsellors, as a unique and essential service.

Since those early days, Yorgum has grown stronger and has played an integral role in our community by assisting and supporting hundreds of Aboriginal clients through counselling and other support.

MEETING THE REAL NEEDS

The issues faced by our communities are complex and interwoven.

The cyclical effects of violence and abuse, experienced by many, are linked to many other issues such as health, finances, employment, education, crime and incarceration, family fragmentation and violence and loss of identity. Yorgum has strived to offer a holistic service that supports the whole person in the context of their family and community.

THE SERVICE GROWS

This holistic approach has been enhanced over the years, by additional services. For example, in 2006 Yorgum was funded to provide Link-Up Services, 'Bringing Them Home' counsellors and from WA Country Health Service, the Building Solid Families program. In 2010, Yorgum received funding to provide services through its Social and Emotional Wellbeing Workforce Support Unit (WSU) to specifically support Social and Emotional Well Being workers throughout the State who were funded through the Prime Minister and Cabinet (PMC) under the national Social and Emotional Well Being Program. In 2014, Yorgum received funding from the Department of Social Services (DSS) to provide support services for people giving evidence to the Royal Commission into Institutional Responses to Child Sexual Abuse.

This growth has also seen us move beyond Noongar Boodja. Our Link-Up and WSU services go as far afield as the Pilbara and the Goldfields, while our clinical services remain focused on Aboriginal people living in the Perth Metropolitan area (Wadjuk Boodja).



We have faced many trials and tribulations since we were founded by those visionary women but, two decades on, we are proud to be a strong, mature Noongar service, playing a crucial role in the healing of Aboriginal people in Perth and Western Australia.



COOLAMON

The Coolamon is a carrying vessel traditionally used by Aboriginal women to carry water, fruits, nuts as well as to cradle babies. They were also used in ceremonies such as for aromatic smoking, believed to have purifying effects.

Yorgum has adopted the coolamon as the symbol of a 'holding vessel' for keeping stories safe whilst healing from the effects of inter-generational trauma



We value our diversity. Different individuals, different families, different language groups (from anywhere in Australia) are all included and respected in Yorgum.



The Yorgum Way

Yorgum's purpose is to provide a nurturing place, and an environment which promotes the cultural strength and empowerment of Aboriginal people and their families through a holistic healing process that supports their spiritual, physical, intellectual and emotional well-being.

The 'Yorgum' is a large red-flowering gum tree which has healing properties. Aboriginal people have used this tree for thousands of years in the treatment of numerous ailments, including diseases of the eyes.

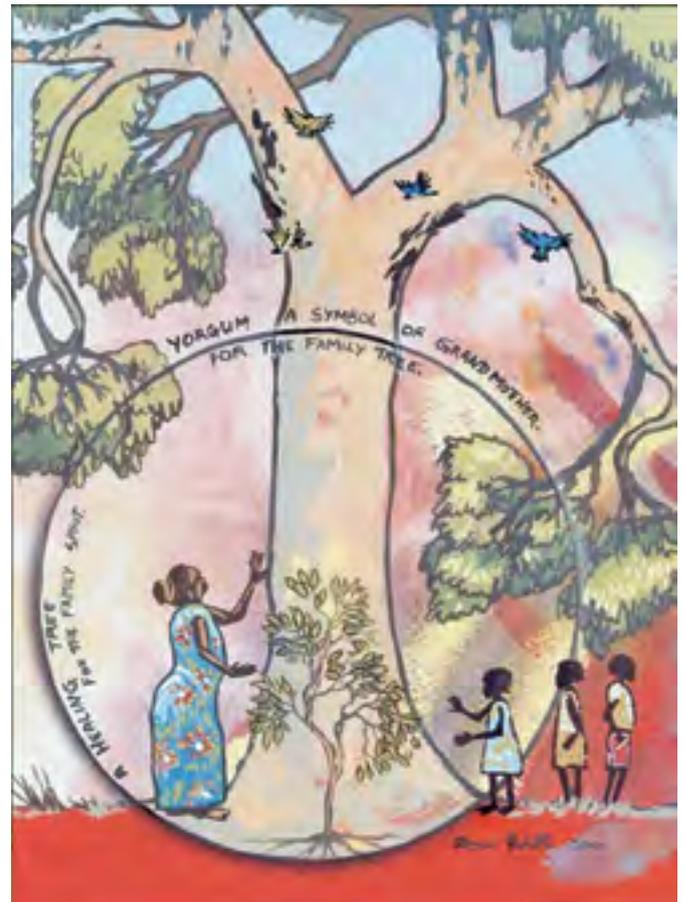
At Yorgum, we base our services on the life-sustaining image of the living tree: its deep roots, its rising sap, its branches reaching to the sky, and the shelter and sustenance it gives to different forms of life — insects, reptiles, birds and other animals. All of these are a symbol of connectedness and inter-dependence in the diversity of living beings. This image conveys the philosophy of the Yorgum staff and the way in which they work.

We aim to heal and strengthen the whole tree, not just parts. We are not just addressing individual problems, we are aiming to nourish people and families and communities so that they grow healthy and strong together.

We value our diversity; different individuals, different families, different language groups are all included and respected in Yorgum. We remember that human differences can be accepted as expressions of our uniqueness and our capacity to survive.

The roots of the Yorgum represent the culture, identity, self-esteem and safety that helps us grow strong. When these roots are weak, when there is abuse, or when spirit or culture or identity or self-esteem are ignored or undermined, the tree and all its individual parts can become ill.

The soil that the Yorgum grows in, represents the consistent, supportive and loving relationships and life enhancing values that we need to be healthy. A tree is an organic system. If the whole system is diseased, you can't just treat one of the roots and expect the rest of the tree to be healthy. You must treat the whole tree as well as the soil within which it grows.





Yorgum aims to provide a nurturing environment that promotes the cultural strength of Aboriginal people and their families through a unique culturally sensitive healing process, designed to support each individual's spiritual, physical, intellectual and emotional well-being.





Chairperson's Report

It is with great pleasure I submit my report for Yorgum Aboriginal Corporation's 2015/2016 Annual Report.

This has been a busy year, but I am pleased to say that the hard work of the CEO, and staff has enabled Yorgum to continue to deliver very important services to the Aboriginal community.

The Yorgum Board of Directors set out, this year, to establish an enhanced governance framework, and we have achieved this through the development of strong policies and procedures. We have also reviewed and amended the Rule Book in August 2016 to reflect clauses that are specific to the administration of Yorgum Aboriginal Corporation.

Yorgum aims to provide a nurturing environment that promotes the cultural strength of Aboriginal people and their families through a unique culturally sensitive healing process, designed to support each individual's spiritual, physical, intellectual and emotional well-being.

This year, a lot of hard work culminated in Yorgum's recent acquisition of the premises at 3 Bramall Street, East Perth (in July 2016) from the Indigenous Land Corporation. This building

has allowed Yorgum to increase the organisation's capacity to deliver better, more nurturing healing service, resulting in better outcomes for our Stolen Generation clients.

The Board of Directors are proud of Yorgum creating a solid foundation in the community and we look forward to that foundation becoming even stronger in the years to come. Yorgum's commitment to delivering culturally appropriate services is reflected in the growth of clients accessing the service and the trust in the community.

Thank you to my fellow Board of Directors for your ongoing strategic leadership and growth of the organisation.

Yours sincerely

Colin Phillips
Chairperson



Barbara Henry
Vice Chair



Lennett Sandy
Secretary



Ursula Swan
Director

Board of Directors



Chief Executive Officer's Report

This year, Yorgum has become a more confident, professional, and culturally responsive service for our clients and our community.

As a result, trust in us has grown, leading to significant increases in the numbers of people using our services. I am really proud of the way our team has worked together to achieve these dramatic improvements, which have grown out of the difficult changes we had to make in the previous twelve months.

OUR ACHIEVEMENTS

My report for the 2014/15 financial year contained many key initiatives that we were working on. It's pleasing, this year, to see how many of these have been achieved. They now form a foundation of our improved work practices.

STAFFING

We have been able to attract and retain excellent staff, including a higher number of male counsellors and caseworkers. This means that we are far better placed to support men in their social and emotional wellbeing and that the overall quality of all of our services is increasing.

We are committed to our staff. We have strived to give them ample, high quality training opportunities and to support them in gaining qualifications and accreditation. This, along with our increasingly good reputation, will assist in attracting and retaining the best people to serve our community.

In working with trauma, it is easy for staff to become 'triggered', and re-traumatised. We support our staff to give and receive care and support, for themselves and for each other.

SERVICES

At Yorgum, we strive to provide services that are both culturally responsive and professionally rigorous. There are many ways for people to heal within our clinical counselling services -

wildflower therapy, creative therapies (music, drumming and art) group and individual activities within schools, healing camps and workshop activities all complement each other.

Underpinning all of this is a shared clarity that we are committed to trauma-informed, client-focused approaches. True to the vision of our founding members, we are a place of holistic healing and that healing is based on an understanding of the inter-generational trauma that continues to hurt our community.

We continue to emphasise the need for 'wrap around' support. For example, a client who comes to us to get support in reporting to the Royal Commission into Institutional Responses to Child Sexual Abuse, can quickly be linked to our Clinical Services or Link-Up if these services prove appropriate. The service provided to the Stolen Generations by the Link-Up team is very important. I'd like to make special mention of our Kalgoorlie and Port Hedland Link-Up Services. The staff there do wonderful work for their communities, despite the challenges of isolation.

To further enhance this concept of wrap around services, we have established an effective Memorandum of Understanding with our neighbouring services, Derbarl Yerrigan Health Service (DYHS) and Aboriginal Alcohol and Drug Service (AADS). This helps us all work together to ensure that our people get the most appropriate support possible.

In addition, we are partnering with more schools and local organisations to ensure that we can 'spread the branches' of our services out into the corridors of Perth.

OPERATIONS

In 2014/15 we engaged in an intense Service Review by the Department of Child Protection and Family Services which has helped us to focus on and improve our clinical processes.



From L to R: Norma Morrison (Founding Member) Lynette Sandy, (Board Member and Founding Member) Cheryl Augustsson (Senior Yorgum Counsellor) are presented with the Divestment Plaque by John Maher, CEO of the Indigenous Land Corporation.

NEW PREMISES AT BRAMALL STREET

This year Yorgum enjoyed a significant milestone. We took official receipt of Title to new premises at 3 Bramall Street East Perth from the Indigenous Land Corporation (ILC). This new building adds to our existing Head Office and our two regional offices in Kalgoorlie and South Hedland.

The ILC acquired Bramall Street in 2014 on behalf of Yorgum Aboriginal Corporation to ensure a secure base to expand our services for Aboriginal Western Australians. The \$1.15m property was purchased through the 'Our Land Our Future' Land Acquisition Program. The ILC also contributed to two-thirds of the cost of improving the

building, with Yorgum funding the remainder.

Yorgum's Link-Up and Family History Research teams moved into the new facility in October 2015, enabling us to provide more appropriate, dedicated spaces for all of our services and enhance the privacy and confidentiality offered to our clients at both locations. The extra space means that we can enhance our unique provision of culturally appropriate 'wrap-around' services.

This is a great step forward for Yorgum, and has significantly enhanced the quality of our services.

In that same year we also secured our Quality Improvement Council (QIC) accreditation and as a result, we have embedded ongoing quality improvement in all of our work. We now have processes and systems that support our pursuit of excellence in service provision, administration and governance. We have reviewed and revised essential functions of HR such as payroll and enhanced internal and external communication, including the way data is collated and reported. We use a rigorous risk assessment process to ensure that we are able to be vigilant in our duty of care.

We have enhanced our staffing structures and audited and upgraded our IT equipment and infrastructure.

Efficient, effective and streamlined database have now become a foundation of our work, as well as high quality evaluation and accountability tools, through which we are able to demonstrate success in all our services and activities.

Along with all this, we have clarified and tightened our financial systems, as well as playing a lead role in responding to the review by the Office of the Registrar of Indigenous Corporations (ORIC).

We also developed a clear Strategic Plan which will ensure clarity and focus for the years 2016 – 2019. This plan allows

us to build on the achievements of this year, and grow ever stronger.

LOOKING TO THE FUTURE

I am really proud of what Yorgum has been able to achieve in 2015/16, but of course, we are constantly striving to grow and improve our services.

We still have work to do in ensuring that our evaluation processes for measuring Social and Emotional Wellbeing are effective.

We are keen, to take more of a lead role in a community wide response to addressing family violence.

We will seek further funding for services that complement our existing work within the directions set by our Strategic Plan.

And, of course, we will stay focused on both our clients and our staff, to play our part in healing and empowering our community.

In closing, I want to express my gratitude and admiration to the Yorgum team. The commitment, skill and hard work throughout the year have made Yorgum a genuine place of healing for our people.



Objectives

2015-2016 Financial Year:

OBJECTIVE 1

DELIVER PROFESSIONAL SERVICES FOR ABORIGINAL PEOPLE

- To achieve accreditation
- To ensure culturally valued high quality reunification, workforce support and clinical practice
- To measure the quality of the services we provide

OBJECTIVE 2

DEVELOP AND SUSTAIN CONTEMPORARY CULTURAL SERVICES

- Continue to lead the sector in the cultural services that we provide (includes reunification, workforce support and clinical services)
- To provide unique models of practice that draw positive attention
- To grow our service

OBJECTIVE 3

MAINTAIN AND EVOLVE A SECURE AND STABLE FOUNDATION

- To provide internal stability through good governance and high quality processes and procedures
- To continue updating and improving the business

OBJECTIVE 4

ENHANCE YORGUM'S COMMUNITY INFLUENCE AND DIALOGUE

- To ensure brand clarity and strive for Community confidence and support
- To possess a clear engagement strategy for Community
- To increase the Management Committee's visibility in Community

OBJECTIVE 5

ENGAGE AND DEVELOP OUR STAFF

- To deliver high quality staff training, development and supervision
- To ensure staff are qualified against a benchmark
- To ensure the right people are in the right roles
- To build two-way trust and trustworthiness

2016-2019 Financial Year:

OBJECTIVE 1

BECOME THE SERVICE OF CHOICE FOR ABORIGINAL PEOPLE

- Maintain quality improvement accreditation standards
- Lead the sector in providing a culturally appropriate healing service
- Measure and evaluate the quality of services we provide

OBJECTIVE 2

ACHIEVE EXCELLENCE IN CULTURALLY APPROPRIATE SERVICE DELIVERY

- Be recognised by the community and funding bodies for the delivery of culturally appropriate services
- Develop a culturally appropriate healing service for the Aboriginal community
- Deliver a level of service that embraces the diversity of the Aboriginal community

OBJECTIVE 3

PARTNERING FOR THE HEALING OF ABORIGINAL PEOPLE

- Develop and maintain working partnerships with other organisations
- Develop a strategy to increase our community presence
- Develop and maintain our relationships with funding bodies

OBJECTIVE 4

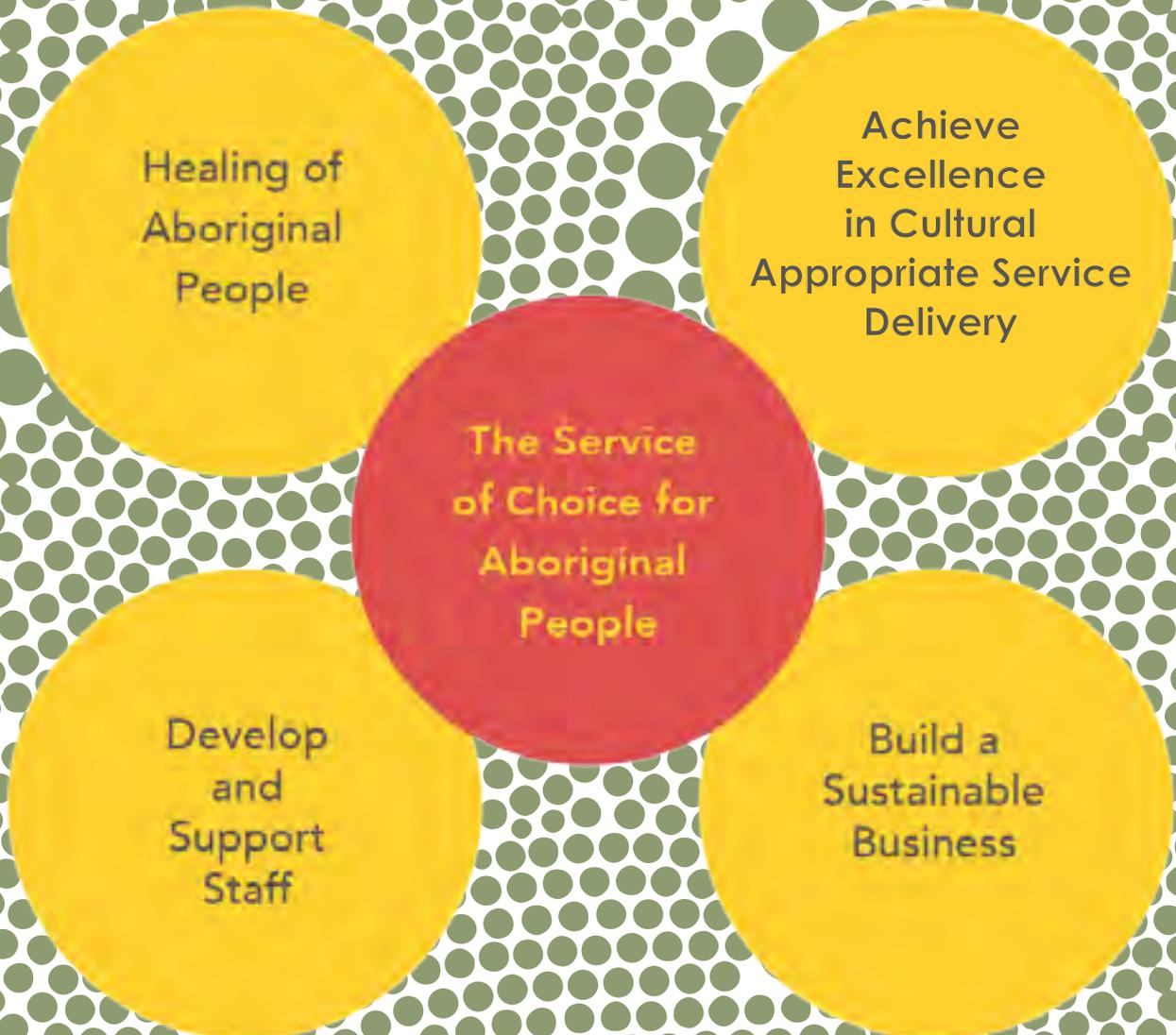
DEVELOP AND SUPPORT STAFF

- Become the organisation of choice for our staff
- Develop and sustain an appropriate competent workforce
- Ensure the work environment is sufficiently equipped for service delivery

OBJECTIVE 5

BUILD A SUSTAINABLE BUSINESS

- Maintain and continuously improve strong governance of the organisation
- Build and maintain positive relationships with funding bodies and community stakeholders
- Have a strong and effective voice in policy process





Healing is being a part of family, and seeing J. going back to country felt very heart warming and special to me. It's something I've never seen done before.

Program Areas

In 2015/16 we delivered a number of different programs.

1. LINK-UP

This unit provides support to Aboriginal and Torres Strait Islander people separated from their families as a result of past governments' removal policies and practices. The Service aims to help members of the Stolen Generation to trace their families and be reunited with them where possible.

2. CLINICAL SERVICE

This service provides support to individuals and families under the following government funded Programs:

- Building Solid Families Program (WA Country Health Service);

- Child Sexual Abuse Therapeutic Service (Department for Child Protection and Family Support - DCPFS);
- Counselling for Aboriginal Children Experiencing Family Violence (DCPFS);
- Indigenous Family Safety Program (Prime Minister and Cabinet);
- Royal Commission Community-based Support Services (Department of Social Services).

3. WORKFORCE SUPPORT UNIT

Provides and coordinates support to Aboriginal and Torres Strait islander workers delivering Social and Emotional Wellbeing (SEWB) services.



Healing is a life long journey for me; it has now finally got to a point of release for all that has been left to fester. My healing has taken a long time to process, I feel that the end of the painful years are over. Over and above what I expected. Dennis and Cheryl are fabulous . The healing I experienced was deep and profound, I feel held, seen, supported and loved.

Healing camp participant

LINK-UP PROGRAM

The Link-Up Program was developed as a result of the Bringing Them Home Report, produced 20 years ago this year. The Program provides a range of services to members of the Stolen Generations, their families and descendants and is funded by the Department of Prime Minister and Cabinet.

CLARITY AND GROWTH

I was really pleased to be employed as Manager of Link-Up within Yorgum this year, and especially pleased with what we have been able to achieve. When I joined, the program had been strained by uncertain funding. It was important to get a clear picture of what was happening for clients and staff. Who were the clients? How many were there? How many were waiting? How many were active?

Having gained clarity on the Link-Up clients, we worked to open up our services to ensure no client fell through the gaps. It has been important to ensure there is a 'flow through' of clients. We need to ensure that our activities provide a

healing process, not just a healing 'club' that too few people have access to.

We have worked to spread the branches of our service wider and find a place for more people who can benefit from our services and activities.

In keeping with this, we've streamlined the intake process, ensuring people are given attention from their first contact, and can consider their options. In addition to meeting with a supportive caseworker, people may be invited to attend healing camps or other activities, or be supported in their healing journey through different forms of reunion. They may be reunited with family members, or be supported to visit



Finding my birth family after a lifelong search is going to cleanse and heal my mind, soul and health. All the emotions have been pushed down and hidden for my whole life. This is the most precious gift to have been given.

the graveside of significant family members. They may be linked back to their own country, or to missions which were important in their life or the lives of family members.

THE HEALING CAMPS

The Healing Camps are a crucial part of our work. We have worked to align them to the Trauma Informed model that Yorgum is developing, making them more effective in addressing and healing the pain and suffering of the Stolen Generations and their families. We always work to maintain a safe space during the camp, to enable the healing journey to begin, continue or re-ignite for every person who attends.

We include carefully constructed activities, like yarning circles, blanket making, and arts and crafts to promote mindfulness, and to draw out and heal the trauma. These activities can change a person's life.

Nine healing camps were held this year, including women's camps at Esperance, Busselton and Whim Creek, and men's camps at Kalgoorlie and Busselton.

WORKING WITH CARE

The principles of the Trauma Informed model ensure that we treat all our clients with genuine dignity and respect, from the moment they first call, to the last contact. We always remember, they are in trauma. Sometimes they may be angry or upset, but we still treat them with dignity and respect.

If we are to do this well, we must also care for each staff member within the Link-Up team. A symbol of our care is that, at the beginning of each meeting, we read extracts of 'Dadirri' by Rose Ungunmerr-Baumann (See Box 1). She speaks of the Aboriginal way of deep listening and quiet still awareness. By reading Dadirri prior to commencing each meeting at Link-Up, we are reminded of our Aboriginal culture and ways, and this helps workers ground themselves in this knowledge and ensures we are considering our work from the right place.

OPERATIONAL IMPROVEMENTS

This year, we have reviewed all our processes to ensure that we evaluate our work much more effectively and are fully accountable to our funding bodies and our community, providing clear reports to our Board.

We can report that we now have approximately 200 active clients; about 170 people waiting to access our services, and around 200 who have benefited from our services and moved on. This last group are not forgotten, though. If they need to re-engage with us, we are here.

A mark of our development in 2015/16 is that, since the end of the financial year, we had 400 client contacts.

In addition to all this work, we continued to be an active part of the National Link-Up network. In fact, this year we hosted the National Link-Up Leadership team meeting in our new building. It strengthens us to know that we are part of a nationwide movement of healing in our work.

REGIONAL OFFICES

The workers in our Kalgoorlie and Port Hedland offices are an essential part of the Link-Up team. They do powerful work, in very isolated circumstances and we are really focusing on ensuring that they have the support they need to continue that work.

Our Port Hedland workers have over 70 clients and those in Kalgoorlie have around 50. Our service in Kalgoorlie now has a male caseworker which enables us to work more culturally appropriately and effectively with our men in the Goldfields region.

I want to thank my team for welcoming me as Link-Up Manager this year and, more importantly, for their skills, commitment and compassion in contributing to the healing of so many who have been impacted by the policies and practices that led to the Stolen Generations.

FAREWELL TO A LEADER

The Noongar community recently lost an important Elder and brother; Clem Riley, and we at Yorgum honour his memory and pay respects to his family. Clem attended a Men's Healing Camp in February which appears to have significantly affected the last months of his life.

(Extracts reprinted with his permission, and that of his family.)

Hello Laurel,

Firstly allow me to express my sincerest thanks to your staff members, Victor and Wayne. Their dedication and responsibility was second to none. I cannot sing their praises enough. Their caring and concern for the welfare of all participants was moorditch. Nothing was too hard or too tedious.

Laurel, please allow me to share a very personal moment with you... Before I went on camp I was getting very depressed due to the state of my health; it was that bad that I started preparing



my family for my death, telling them to organise their life and to plan for the future. Victor and Wayne must have picked up on my vibes because they really looked after me, telling me that it was okay and saying that they would care for me and make sure I had everything I needed.

Two days into the camp, I awoke in the morning and had an epiphany and from then on I started focusing on living rather than dying, and I realised that it was attributed to these two men. They also encouraged us to share our feelings and our life's journey with others. I came back with a completely different attitude.

EXTRACTS OF DADIRRI

A Reflection By Miriam - Rose Ungunmerr-Baumann

Dadirri recognises the deep spring that is inside us. We call on it and it calls to us. This is the gift that Australia is thirsting for.

... When I experience *dadirri*, I am made whole again. I can sit on the riverbank or walk through the trees; even if someone close to me has passed away, I can find my peace in this silent awareness. There is no need of words. A big part of *dadirri* is listening. Through the years, we have listened to our stories. They are told and sung, over and over, as the seasons go by. Today we still gather around the campfires and together we hear the sacred stories.

As we grow older, we ourselves become the storytellers. We pass on to the young ones all they must know. The stories and songs sink quietly into our minds and we hold them deep inside. In the ceremonies we celebrate the awareness of our lives as sacred. The contemplative way of *dadirri* spreads over our whole life. It renews us and brings us peace. It makes us feel whole again...

In our Aboriginal way, we learnt to listen from our earliest days. We could not live good and useful lives unless we listened. This was the normal way for us to learn - not by asking questions. We learnt by watching and listening, waiting and then acting. Our people have passed on this way of listening for over 40,000 years...

... Our Aboriginal culture has taught us to be still and to wait. We do not try to hurry things up. We let them follow their natural course - like the seasons. We watch the moon in each of its phases. We wait for the rain to fill our rivers and water the thirsty earth...When twilight comes, we prepare for the night. At dawn we rise with the sun. We watch the bush foods and wait for them to ripen before we gather them. We wait for our young people as they grow, stage by stage, through their initiation ceremonies.

... We hope that the people of Australia will wait. Not so much waiting for us - to catch up -but waiting with us, as we find our pace in this world.

... We have learned to speak the white man's language. We have listened to what he had to say. This learning and listening should go both ways. We would like people in Australia to take time to listen to us. We are hoping people will come closer. We keep on longing for the things that we have always hoped for - respect and understanding...

There are deep springs within each of us. Within this deep spring, which is the very Spirit, is a sound. The sound of Deep calling to Deep.

The time for re-birth is now. If our culture is alive and strong and respected, it will grow. It will not die. And our spirit will not die.

And I believe that the spirit of *dadirri* that we have to offer will blossom and grow, not just within ourselves, but in our whole nation.



// The Yorgum Men's Cultural Day enabled the men to forge stronger friendships and bonds, resulting in more cohesion and strength back at work.



YORGUM MEN'S CULTURAL DAY

In June Yorgum's male staff ventured out to Bickley Reservoir to enjoy a day of cultural healing, connection and wellbeing.

It was a great opportunity to get to know each other in a different type of work setting: on country, with water and fire, earth and sky, and the simple nourishment of just being in the bush.

Everyone shared yarns and moments of laughter around the camp fire. Along with the warmth, friendship and cultural fellowship, there was an amazing meal of kangaroo stew and damper, cooked in a camp oven over the open fire.

This day enabled the men to forge stronger friendships and bonds, resulting in more cohesion and strength back at work.



PICNIC IN THE PARK

Yorgum has supported Breastscreen WA's annual picnic in the park for Indigenous women over many years. The picnic aims to raise awareness for breast screening to prevent breast cancer in Aboriginal and Torres Strait Islander women.

This year's event, held at Kings Park, marked the tenth anniversary of the Picnic, and Yorgum, as we do every year, provided a special cake to mark the occasion. About 150 women attended the event, and they all seemed to thoroughly enjoy it. Our staff were able to use it as yet another opportunity to strengthen our links into the community.

Yorgum staff member, Loretta Evans continues to play a vital role in coordinating Yorgum's involvement in this event. This event is close to her heart, as she has lost two loved family members to breast cancer. Loretta will continue to carry the torch for her late relatives by raising awareness of breast cancer, and encouraging Indigenous women to undertake the screening.

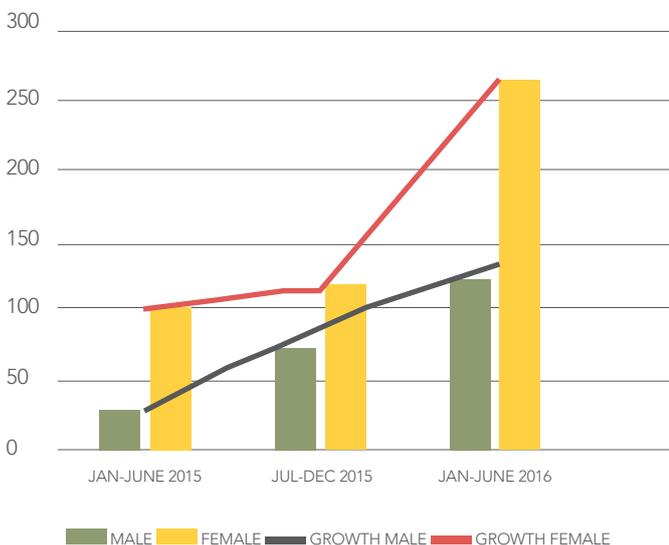


Yorgum offers a unique, all-Aboriginal counselling service for Aboriginal people of all ages, including children. We strive to foster healing from family violence, sexual abuse, and grief and loss, as well as providing general support.



Clinical Services

Yorgum provides clinical services that are professionally, rigorous and culturally effective. We work in Aboriginal ways, incorporating evidence-based practices that are proven to foster social and emotional well-being.



A YEAR OF GROWTH

In last year's Annual Report we reported on a year of hard work as we strived to improve the quality of our Clinical Services and to re-build trust with referring agencies and community members alike. In that report, I wrote that we had developed a strong foundation to grow into the future. Using this foundation, we're moving into the next 12 months with real confidence. We know we will continue to provide better quality services, to more clients.

That confidence, it turns out, was well founded. As the Client Numbers chart shows, our intake numbers have risen dramatically. The quality of our counselling, along with streamlined record-keeping and accountability processes, have meant that our reputation as a service has improved. Agencies that previously hesitated to refer clients are now confident in doing so, and the all-important word-of-mouth reputation has turned positive.



Our intake numbers have risen dramatically. The quality of our counselling, along with streamlined record-keeping and accountability processes, have meant that our reputation as a service has improved.



Adrian Simpson Yorgum Counsellor with Patrick Carter.

To achieve this, we've ensured that our counsellors are not just highly trained and skilled, but that they are well supported. We always say, 'Broken people can't heal broken people', and this work is stressful. So we put a significant effort into supporting our staff members to keep themselves healthy and thriving. We have also developed a 'solution focussed' culture in the team. When we see problems, we don't let ourselves get discouraged by them, but immediately look for solutions.

We have increased the number of male counsellors to 5 this year, significantly enhancing our capacity to work with men.

In addition to these improvements, we have significantly increased our engagement in schools, and so are able to play a more effective role in breaking the intergenerational impacts of trauma at a younger age. Related to this, we are particularly pleased at the increase in contact with clients who are under 19 years old, both in one-on-one work, and in groups.

Our creative therapies (art therapy, music therapy, etc.) are proving very effective for a wider range of people, and we also get excellent feedback on our flower essence therapy, which draws together modern and ancient knowledge to create a holistic healing experience.

IMPROVED SYSTEMS

We've implemented a number of policies and processes that emerged out of the CPFS review of 2014/15. As part of this, several important protocols have been embedded in our work:

- Consolidation of the Penelope Athena data management system. This streamlines and improves our accountability, our auditing, and our tracking of files.
- An improved case management policy and flow chart.
- 'HANAA' intake assessment tool, replacing a mix of assessment forms. This significantly improves our intake processes and our collaboration, including people are linked to the best supports for them.
- Confidentiality protocols.
- Improved and regular clinical supervision for counsellors.
- Rigorous and effective exit and review processes, to help us constantly improve our client support.
- Mandatory reporting protocols and training.
- 'Most Significant Change' (MSC) training, to ensure that our counsellors are able to measure the effectiveness of their work through listening to clients.

Our triage system has proved very effective, not only in ensuring that our clients get the right support, but also in securing a more transparent and trusting relationship with our referring agencies. These agencies now receive timely and meaningful feedback (within the constraints of confidentiality) on what support has been offered to those they refer.

These improvements have meant that we can confidently promote our work to a range of referring agencies. I have personally visited 43 agencies and organisations this year, as well as linking with key networks and partnerships like the Family Practice Networks in Mirrabooka, Armadale and Fremantle. These stronger links have been another factor in the increased use of our services by Noongar and other Aboriginal people.

THE YEAR AHEAD

The Clinical services team are proud of what we have achieved in 2015/16. But, of course, challenges lie ahead. The most significant of these is managing our success! As the numbers of new clients increase, we will need to review our capacity, and determine techniques for accommodating the increased demand.

We also hope to further broaden our work with schools, and will develop an evaluation tool to ensure that we can use evidence to continue to improve effectiveness.

And of course, we want to keep supporting our staff to become even more effective, culturally and clinically, in supporting our community to heal and thrive.



The intergenerational and community wide trauma created by past policies and practices means that, not only are the lives of clients underpinned by trauma, but workers and their families have also been affected.



Participants at Trauma Informed Practice follow up workshop.

Workforce Support Unit

The Workforce Support Unit has been operating since 2010, to support all Aboriginal and Torres Strait Islander staff working in Social and Emotional Wellbeing Programs.

The workforce that we support — Aboriginal and Torres Strait Islander “Social and Emotional Wellbeing” (SEWB) workers — are wide ranging. They include caseworkers, researchers and counsellors working in a variety of programs, including positions related to *Link-Up*, *Bringing Them Home*, *Stolen Generations*, *Family History*, *Substance Use and Mental Health*. There are Aboriginal and Torres Strait Islander SEWB workers in a number of agencies across the Perth metropolitan area, and in regional Western Australia, from the Pilbara down to the Great Southern.

This year, the Workforce Support Unit have continued to support the SEWB workforce, encouraging them to

- Enhance their own self-care;
- Connect with, and learn from, each other and guest experts at forums;
- Access professional development opportunities;
- Identify the professional and cultural supervision that they may need to stay strong and effective in their work;
- Gain, at least, minimum working qualifications.

CHANGES

As reported in Yorgum’s Annual Report last year, we were impacted upon by uncertainty and change related to the funding, as well as the Federal election. At this stage our funding is only for one year, and many organisations that we continue to support did not receive ongoing funding, which has meant a reduced client base.

CARING FOR THE CARERS

Our target group are caseworkers, researchers and counsellors. These workers in turn support hundreds of people in their respective communities, and therefore their personal mental health and social and emotional wellbeing is essential.

The many and varied challenges of Social and Emotional Wellbeing (SEWB) work should never be underestimated in the Aboriginal context. The intergenerational and community wide trauma created by past policies and practices means that, not only are the lives of clients underpinned by trauma, but workers and their families have also been affected.

It’s this challenge that makes our work so crucial and so challenging. The WSU Team continues to focus on self-care



Participants at the 2016 SEWB Forum



This workshop built on my existing Counselling skills and provided evidence based practices to enhance those skills. Participant: **Trauma informed workshop**



I really benefited from hearing speakers of different backgrounds and linking up with people from different organisations and networks. **SEWB FORUM Participant.**

practices, thus ensuring that counsellors and caseworkers place a high priority on taking care of their own personal wellbeing. The simple fact is: we need to be healthy ourselves, if we are to help others to work towards realising their own healing journey.

THE SEWB WORKFORCE FORUM

The two-day SEWB workforce Forum held at the Novotel Vines Resort in March, was a highlight of the year. The theme of the forum was Leadership: cultural, professional, personal and spiritual. There was a concerted effort and emphasis on providing an environment that was nurturing and connecting, not just within the resort itself, but the country that it's located in Noongar Boodja.

This Forum re-energised the SEWB workers, and we're confident that they in turn, are continuing to provide an even better service to our communities.

Whilst there were many personal and professional learning highlights, the WSU Team are very thankful to the guest speakers who shared their personal journeys and many varied experiences with the SEWB workforce. These times of sharing enabled the SEWB workers to be reaffirmed and feel valued for the service they provide in each of their respective communities.

A very special highlight for us as the WSU Team was that, when we approached the high profile guest speakers, not one of them hesitated to accept the invitation once they understood the context and theme of the SEWB Forum.

Guest speakers at the forum included:

- **Rev Sealin Garlett** (a highly respected Noongar Elder who is an inspiration for all) gave us the "Welcome to Country" and shared some of his stories

- **Mr Ernie Dingo** was the MC for the Forum and shared his "Colour Clan" concept which provided a significant and lasting impression on all present. The 'Colour Clan' concept integrated the impact of colonisation, which has resonated through to continual displacement of Aboriginal and Torres Strait people. This concept required each participant to be placed into a 'Clan', for the duration of the SEWB Forum, to become strong and cohesive with each other. Then, through a process of a negative and brutal impact, the 'Clans' were reminded of the intergenerational trauma, sadness and loss and grief that our people have suffered and are still suffering from.
- **Ms Ursula Swan** presented a very informative and valuable session on lateral violence and remained with us for the duration of the forum. Ursula proceeded to remind each SEWB worker of the importance of recognising how insidious an impact Lateral Violence can have in any workplace.
- **Dr Mark Bin Bakar** spoke about his personal journey and shared his wisdom on leadership growth and personal wellbeing. Mark also revealed his ongoing concerns for the survivors of the Stolen Generations, but also his concerns for the high number of children in care today.
- **Ms Narelda Jacobs** informed the SEWB workers of her personal and professional life achievements as a Noongar woman/news reporter and also shared some of the stories, insights and journeys of her father, who is a highly respected Noongar Elder and survivor of the Stolen Generation.
- **Dr Richard Walley** provided a greater insight into how leadership coexists in the paradigm of traditional



Yorgum staff-members Jacki Hall and Jodie Campbell share a laugh with Mary G at the SEWB forum.

customs and practices, and contemporary society. Richard presented to the SEWB workers on how the dichotomy of traditional Aboriginal customs and practices are in direct contradiction to how mainstream Australian institutions / systems are practiced. These included systems and institutions such as the educational system; the political systems; the legal system; the social stratification system, etc.

Two survivors of the stolen generations were special guests. They moved and inspired us with their contrasting stories of resilience and strength. These were:

- Mr Bill Dempsey
- Ms Gemell Hudson

Additionally there were also two very informative presentations from Yorgum staff:

- Amanda Yarran and Lisa Cooper: Kalgoorlie Ladies Healing Camp
- Wayne Ninyyette and Victor Woodley: Men's Healing Camp

The two-day SEWB Forum culminated with a network dinner, which remains an enduring memory for the SEWB Workforce. One of the many reasons for this was the guest appearance of Mary G, who entertained us all with her wit, humour, gusto and outstanding musical talent. As we know as Aboriginal and Torres Strait people, laughter is a therapy that has always been incorporated as a traditional practice, and has enabled our people to survive and be resilient. For many Mary G left a very special memory.

In March we organised a two-day workshop on Trauma Informed Practice, delivered by Professor Judy Atkinson. This was held in the two days immediately after the SEWB forum which enabled SEWB workers from outside of Perth to attend, as well as the Yorgum Clinical Team. This workshop was followed with a debriefing session led by Prof Atkinson, to address personal mental health and wellbeing in a trauma informed supported setting. These workshops were very empowering for the people that attended, and helped strengthen a consistent and effective approach to becoming 'trauma informed'. This in turn, assisted us in fostering social and emotional wellbeing in Aboriginal communities.

We supported two workers to graduate from their Certificate IV Mental Health training, while 5 workers commenced the Diploma of Mental Health, at Marr Mooditj Training.

I'm very proud of the core achievement of the WSU team in a very uncertain period. I feel confident that, should ongoing funding be forthcoming, our work will go from strength to strength in the years to come.

TRAINING YORGUM BROKERED OR DELIVERED

- Trauma Informed Practice – delivered by Professor Judy Atkinson
- Senior First Aid delivered by St John's
- Aboriginal Mental Health First Aid – delivered by Yorgum
- Youth Mental Health First Aid – delivered by Yorgum
- Family and Domestic Violence – delivered by Yorgum

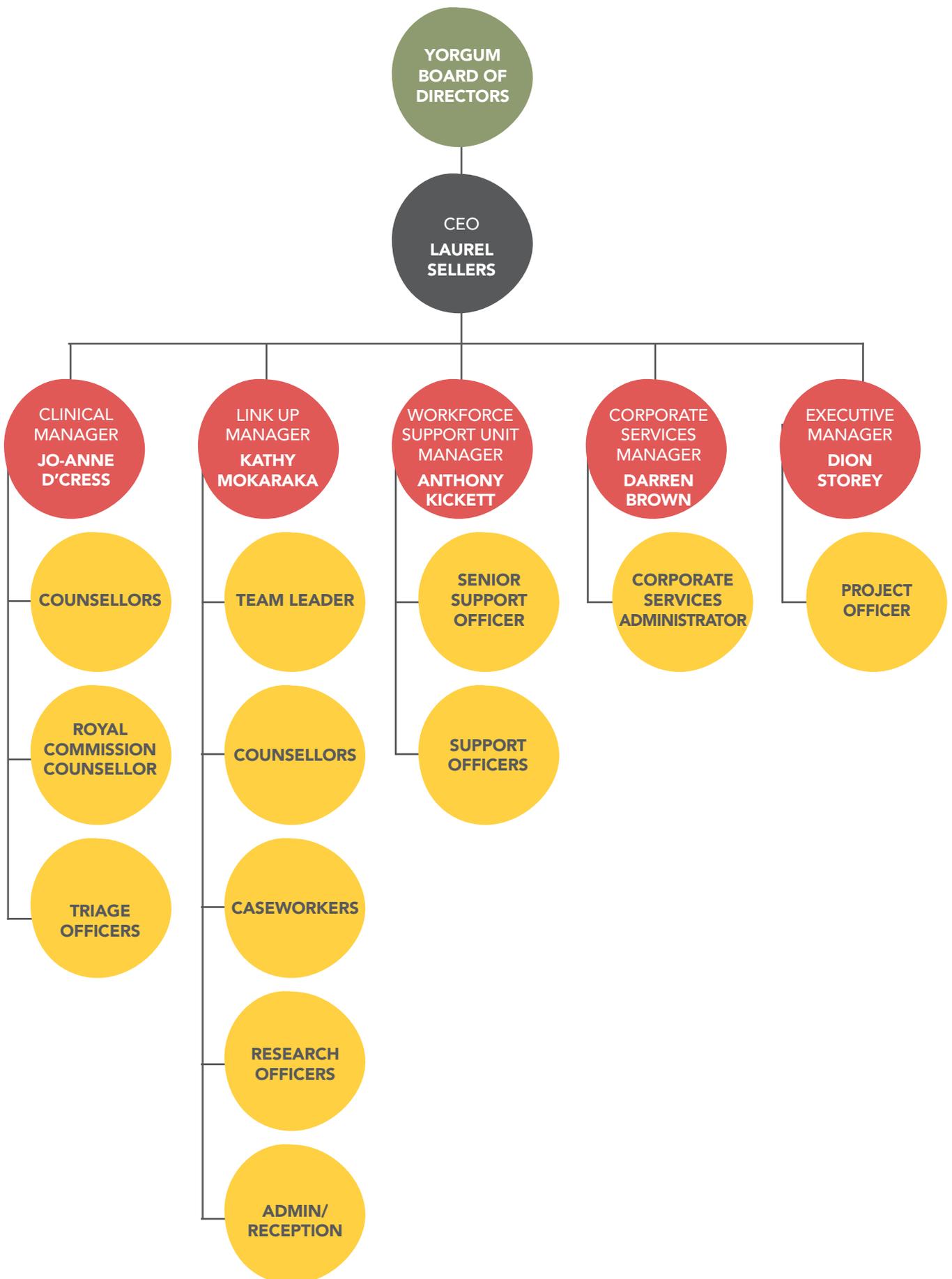
We have also prepared the way for:

Rhythm 2 Recovery training to equip workers to design and deliver effective, rhythm based interventions tailored to the specific needs of our target groups.

Family Violence: Train the Trainer – delivered by Yorgum.



Yorgum's Anthony Kickett and Kathy Mocaraka with Professor Judy Atkinson.



FINANCIAL REPORTS

YORGUM ABORIGINAL CORPORATION

ABN: 37 427 225 301

ICN: 1747

GENERAL PURPOSE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2016

YORGUM ABORIGINAL CORPORATION

STATEMENT BY BOARD OF DIRECTORS

For the Year ended 30 JUNE 2016

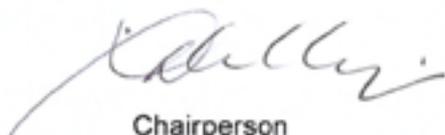
The directors of the Corporation hereby declare that:

The accompanying financial statements and notes of the Corporation as at 30 June 2016;

a) present fairly the Corporation's financial position as at 30 June 2016 and its performance for the year ended on that date in accordance with Australian Accounting Standards, mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.

b) at the date of this statement, there is reasonable grounds to believe that the Corporation will be able to meet its debts as and when they become payable.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



Chairperson

Dated this 7th day of NOVEMBER, 2016

Perth, Western Australia

YORGUM ABORIGINAL CORPORATION

DIRECTORS' REPORT FOR THE YEAR ENDED 30 JUNE 2016

The Directors present this report on the entity for the financial year ended 30 June 2016.

Principal Activities

The principal activities of the entity during the course of the year were:
Counselling & Education Services, Link-Up Program and Workforce Support.

There have been no significant changes in the nature of these activities during the year.

Operating Results

The operating profit/(loss) of the entity for the financial year was \$1,091,131; (2015: (\$225,506)).

Review of Operations

A Review of the entity operations during the financial year and the results of those operations are as follows:

- a) The entity's operations during the year performed as expected in the opinion of the directors; and
- b) The entity continued to engage in its principal activities during the year, the results of which are disclosed in the attached financial statements.

Significant Changes in State of Affairs

There have been no significant changes in the state of the entity's affairs during the financial year.

After Balance Date Events

No known matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the entity's operations, the results of those operations or the state of affairs of the entity in subsequent financial years.

Future Developments

The entity expects to maintain the present status and level of operations and hence there are no likely known developments in future financial years.

Environmental Issues

The entity's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

YORGUM ABORIGINAL CORPORATION

DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2016

Options

There have been no options over issued shares or interests in the entity were granted, during or since the end of the financial year, for any person who is or has been an officer or auditor of the entity.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2016 has been received and formed part of the financial statements.

Proceedings on Behalf of the entity

No person has applied for leave of Court to bring proceedings on behalf of the entity or intervene in any proceedings to which the entity is a party for the purpose of taking responsibility on behalf of the entity for all or any part of those proceedings.

The entity was not a party to any such proceedings during the year.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the directors by:

CHAIRPERSON - COLIN PHILLIPS Kelly
Director

URSULA SWAN Ursula Swan
Director

Dated this 7th day of November 2016

**INDEPENDENT AUDIT REPORT
TO DEPARTMENT OF THE PRIME MINISTER AND CABINET AND THE MEMBERS OF
YORGUM ABORIGINAL CORPORATION**

REPORT ON THE FINANCIAL REPORT

We have audited the accompanying financial report of Yorgum Aboriginal Corporation (The Corporation) which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, the statement of change in Equity & the statement of Cash Flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory notes and the director's declaration.

DIRECTORS' RESPONSIBILITY FOR THE FINANCIAL REPORT

The directors of the Corporation are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, the Corporations (Aboriginal & Torres Strait Islander) Act 2006, the Corporations (Aboriginal and Torres Strait Islander) Regulations 2007 and the Australian Charities and Not – for profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

INDEPENDENCE

In conducting our audit, we have complied with the independence requirements of the corporations (Aboriginal and Torres Strait Islander) Act 2006 and the Australian Charities and not for profits commission Act 2012.

INHERENT UNCERTAINTY REGARDING GOING CONCERN

Without qualification to the opinion expressed below, attention is drawn to the following matter. The financial report is prepared on the basis of the Corporation being a going concern. This is dependent upon continued funding from government agencies.

OPINION

In our opinion the financial report of Yorgum Aboriginal Corporation is in accordance with the corporation (Aboriginal and Torres Strait Islander) Act 2006 including;

- a. Giving a true and fair view of the corporation's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- b. Complying with Australian Accounting Standards – Reduced Disclosure Requirements (Including Australian Accounting Interpretations), the corporations (Aboriginal and Torres Strait Islander) Act 2006, the Corporations (Aboriginal and Torres Strait Islander) Regulations 2007 and the Australian Charities and not for profits commission Act 2012.
- c. We are not aware of any additional/increased reporting requirements imposed by the register of Aboriginal Corporations;
- d. We have been given all information, explanations and assistance necessary to conduct the audit;
- e. The corporation has kept financial records sufficient to enable the financial report to be prepared and audited; and
- f. The corporation has kept other records and registers as required by the CATSI Act.

COMPLIANCE WITH COMMONWEALTH & STATE (WA) GRANT FUNDING CONDITIONS

In accordance with the various Commonwealth of Australia and WA Grant General Terms and Conditions for Funding Agreements Relating to Indigenous Programs, and subject to the scope limitations above

In our opinion:

- (i) The Grant Acquittal Statement gives a true and fair view of the Corporations' financial transactions for the year ended 30 June 2016 in accordance with the applicable Australian accounting standards and other mandatory professional reporting requirements; and is based on proper accounts and records.
- (ii) All assets with a purchase or construction cost exceeding \$5,000 (GST inclusive), acquired with Australian Government Funds have been insured with an insurer recognised by the Australian Prudential Regulation Authority or regulated by a State/Territory Auditor-General;
- (iii) The Corporation is maintaining an Asset Register of assets acquired with grant funds where the purchase or construction cost of the asset exceeds \$5,000 (GST inclusive);
- (iv) The assets or services purchased with grant monies were purchased in fair and open competition and in accordance with the approved procurement methods for the acquisition of assets or services as set out in the Supplementary Terms and Conditions.
- (v) The Association is maintaining appropriate bank accounts as set out in the Supplementary Terms and Conditions and during the financial year all transactions in each of these accounts was found to be related to the grant the account was established for.

STIELOW & ASSOCIATES



Leon Stielow
CHARTERED ACCOUNTANT AND REGISTERED COMPANY AUDITOR
PRINCIPAL

Dated this 30th day of September 2016

Perth, Western Australia

30 September 2016

Yorgum Aboriginal Corporation
PO Box 236
NORTHBRIDGE WA 6865

AUDITOR'S INDEPENDENCE DECLARATION

**UNDER SECTION 339.50 OF
THE CORPORATIONS (ABORIGINAL & TORRES STRAIT ISLANDER) ACT 2006
& SECTION 60- 40 OF THE CHARITIES AND NOT FOR PROFITS COMMISSION**

**TO THE DIRECTORS OF
YORGUM ABORIGINAL CORPORATION**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2016 there has been:

- a) no contraventions of the auditor's independence requirements as set out in the corporations (Aboriginal & Torres Strait Islander) Act 2006 or the Australian Charities & not for Profits Commission Act 2012 in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

STIELOW & ASSOCIATES



Leon Stielow
CHARTERED ACCOUNTANT
PRINCIPAL

Dated this 30th day of September 2016

Perth, Western Australia

30 September 2016

Yorgum Aboriginal Corporation (YAC)
PO Box 236
NORTHBRIDGE WA 6865

Dear Committee Members,

RE: YAC AUDIT MANAGEMENT POINTS AND RECOMMENDATIONS

Please note the following points for your attention:

1. Financial Controls

The organisation is maintaining adequate financial controls and these are working effectively. This has resulted in a high level of compliance with the funding body Terms and Conditions of Grant Funding. The controls currently in place should be maintained on an ongoing basis.

2. Grants - Ability to Repay Surplus Grant Funds/Complete Incomplete Activities with Available Funds

As at 30 June 2016 and to the date of this letter YAC has the ability to, if required, repay surplus grant funds or complete all incomplete activities with the funds on hand. YAC should contact all funding bodies where surplus/unexpended grants exist to ascertain the status of these funds in terms of whether they will have to be returned or can be utilised this financial year.

3. Taxation Liabilities & Court/Tribunal Orders

YAC has paid the June GST/PAYG liability during July and according to their ATO Integrated Client Account have no other outstanding liabilities or unlodged BAS as at the date of this letter. As at the date of this letter no court or tribunal orders have been identified.

4. Superannuation Entitlements (SGC)

The SGC liability identified in the Financial Report which related to unpaid SGC as at 30 June 2016 has been paid in full. YAC has complied with ATO legislation and met it's obligations in relation to SGC.

5. Fees Paid to Directors

No fees were paid to Directors from Grant funds during the period 1 July 2015 to 30 June 2016.

6. Current Liabilities

The amount required to meet current liabilities due in the 12 months to 30 June 2017 payable as a result of legal commitments entered into by YAC pursuant to the funding agreement is NIL.

If you have any queries please do not hesitate to contact me.

Yours faithfully
Stielow Associates



Leon Stielow
Principal



	2016 \$	2015 \$
OPERATING REVENUE		
Grants and contributions provided	4,123,844	4,572,802
Interest received	681	729
Other operating revenues including Brammel St donation	2,168,012	847,868
User charges and fees	4,333	-
	<u>6,296,870</u>	<u>5,421,399</u>
OPERATING EXPENSES		
Depreciation and amortisation	106,258	128,761
Employee costs	2,647,344	3,007,844
Other expenses	2,452,137	2,178,773
Misappropriated Funds	-	331,527
	<u>5,205,739</u>	<u>5,646,905</u>
CHANGE IN NET ASSETS FROM OPERATIONS	<u>1,091,131</u>	<u>(225,506)</u>



STATEMENT OF FINANCIAL POSITION AT 30 JUNE 2016

	2016 \$	2015 \$
CURRENT ASSETS		
Cash and bank	1,336,223	1,239,271
Receivables	42,808	36,007
	<u>1,379,031</u>	<u>1,275,278</u>
CURRENT LIABILITIES		
Creditors	209,706	294,288
Provisions	220,346	144,851
Unexpended grants	393,685	297,176
	<u>823,737</u>	<u>736,315</u>
NET CURRENT ASSETS	<u>555,294</u>	<u>538,963</u>
NON CURRENT ASSETS	<u>4,293,169</u>	<u>3,066,950</u>
Property, plant and equipment	4,293,169	3,066,950
NET ASSETS	<u>4,848,463</u>	<u>3,605,913</u>
EQUITY		
Accumulated surplus	<u>4,848,463</u>	<u>3,605,913</u>



	2016 \$	2015 \$
CURRENT ASSETS		
Cash and bank	1,336,223	1,239,271
Receivables	42,808	36,007
	1,379,031	1,275,278
CURRENT LIABILITIES		
Creditors	209,706	294,288
Provisions	220,346	144,851
Unexpended grants	393,685	297,176
	823,737	736,315
NET CURRENT ASSETS	555,294	538,963
CURRENT RATIO (current assets/ current liabilities)	1.67	1.73



STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
Accumulated funds at the beginning of the year	3,605,913	3,831,419
Change in net assets resulting from operations	1,091,131	(225,506)
Prior Year Adjustment	151,419	-
Accumulated funds at the end of the year	<u>4,848,463</u>	<u>3,605,913</u>



FUNDING SOURCES

Of course, none of our work would be possible without funding, and we genuinely appreciate the trust shown in us by our four primary funding bodies.

The Department for Child Protection and Family Support (DCPFS)

The Department's mission is to protect and care for children and young people who are in need, and support families and individuals who are at risk or in crisis.

The Department of Prime Minister and Cabinet (PMC)

The Department's principal function is to provide high-quality policy advice to the Prime Minister and the Cabinet on matters that are at the forefront of public and government administration.

The WA Country Health Service (WACHS)

The WA Country Health Service is committed to providing accessible health services to the regional population, and a quality health care workforce.

The Department of Social Services (DSS)

The Department of Social Services aspires to be Australia's pre-eminent social policy agency. Their mission is to improve the lifetime wellbeing of people and families in Australia.

Indigenous Land Council (ILC)

The ILC is a corporate Commonwealth entity, established in 1995, with the purpose of assisting Indigenous people to acquire and manage land to achieve economic, environmental, social and cultural benefits.



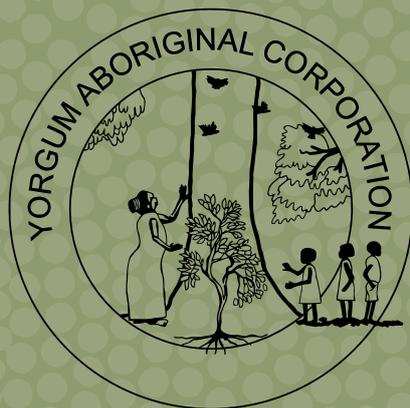
EACH OF THESE PRINCIPLES INTERACTS WITH EACH OTHER TO FORM THE KEY COMPONENTS OF TRAUMA INFORMED CARE.

PHYSICAL AND EMOTIONAL SAFETY	<p>Looks like</p> <ul style="list-style-type: none"> • safe welcoming environment • consistency, predictability • non shaming, non blaming, nonviolent • privacy and confidentiality • clear explanations about what is happening and why <p>(Hodas, 2004, NETI, 2005)</p>	CHOICE AND CONTROL	<p>Looks like</p> <ul style="list-style-type: none"> • maximise conscious choice and decision-making • increase life options • increase individual control and autonomy • consumer pursues goals and dreams consumer chooses how contact occurs <p>(Hodas, 2004, NETI, 2005)</p>
COLLABORATION	<p>Looks like</p> <ul style="list-style-type: none"> • respect, information, connection, hope • healing in the context of the interpersonal relationship • flatten the hierarchy – no ‘power over’ experience • explicit rights understood • doing ‘with’ rather than ‘to’ or ‘for’ • consumer is the ultimate expert <p>(Hodas, 2004, NETI, 2005)</p>	EMPOWERMENT AND SKILL BUILDING	<p>Looks like</p> <ul style="list-style-type: none"> • validation of resilience • understanding past adaptations and coping mechanisms • skill building/enhancement maximised • value social roles • survivors, not victims <p>(Hodas, 2004, NETI, 2005)</p>
TRUSTWORTHINESS	<p>Looks like</p> <ul style="list-style-type: none"> • trust earned and demonstrated over time • consistency in practice • maintaining appropriate professional boundaries • transparent processes • role clarity • informed consent <p>(Hodas, 2004, NETI, 2005)</p>	LANGUAGE	<p>Looks like</p> <ul style="list-style-type: none"> • safe welcoming environment • consistency, predictability • non shaming, non blaming, non violent • privacy and confidentiality • clear explanations about what is happening and why <p>(Hodas, 2004, NETI, 2005)</p>

// Yorgum is transitioning to a Trauma Informed Practice. We acknowledge that our clients have had difficult and traumatic lives and by practicing trauma informed, we endeavour to provide a culturally safe and welcoming environment, where every person who enters our service is treated with respect and dignity in a non-judgemental way.

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ICN 1747



YORGUM ABORIGINAL CORPORATION

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