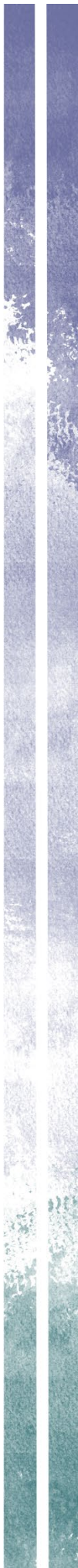


ANNUAL REPORT

2019/2020







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EPIS, acknowledges the
traditional owners of country
throughout Australia and their
continuing connection to
land, sea and community.

We pay our respect to them and
their cultures, and to elders
both past and present.

OUR VISION

To provide the best quality health and well being services to our communities.

OUR PURPOSE

To make a positive difference to the lives of people in our communities

OUR MISSION

EPIS will develop a social enterprise to promote health and well being with our clients in our business, and for our communities.



OUR VALUES

RESPECT

We build support and trust through a mutual understanding and expectation of shared respect.

COMPASSION

We respond to the needs of others; we are motivated by a desire to make a positive difference.

INTEGRITY

Our actions are grounded in an environment of honesty, respect for culture and strong moral principles.

COLLABORATION

We work openly and honestly together to meet the needs of our clients, community and each other.

Team epis







STRATEGY 2017-2020

OUR VISION

To provide the best quality health and well being services to our communities.

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COLLABORATION

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OUR GOALS

PERSON CENTRED CARE

We make a difference to the lives of each of our clients by respecting each individual's capacity for independent living.

DEVELOPMENT OF PEOPLE AND CULTURE

We make a difference by operating in an environment where the right people can thrive in a culture of caring and personal growth

CREATE A SUSTAINABLE SOCIAL ENTERPRISE

We make a difference through our social enterprise business model

STRENGTH THROUGH COLLABORATION

We make a difference by engaging with like-minded people and organisations to further benefit our clients and communities

OUR OUTCOMES

BETTER HEALTH
OUTCOMES

INDEPENDENCE

BETTER
EXPERIENCES

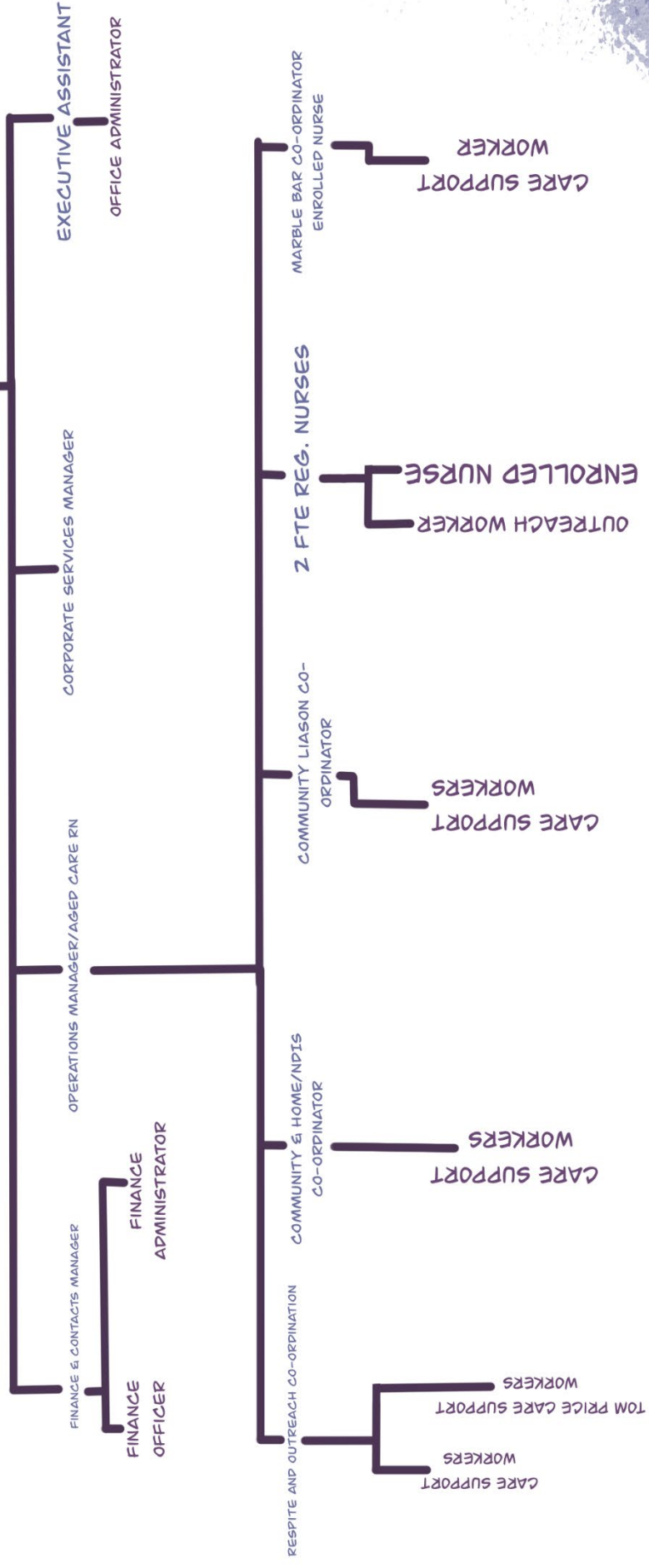
EQUITABLE
ACCESS

SUSTAINABLE
ORGANISATION

ORGANISATIONAL STRUCTURE

BOARD

CEO



EPIS services

NURSING SERVICES

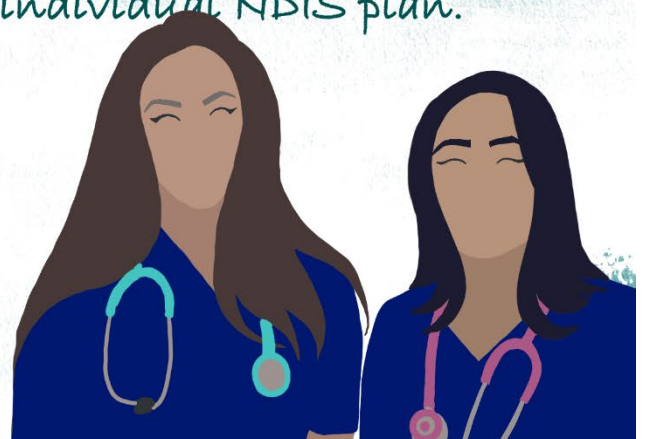
- clinical assessment.
- wound/skin care management.
- stoma care.
- medication management-oral and sub-cutaneous.
- case management and care coordination-escalation, when required is to GP or Newman Hospital.

INTEGRATED TEAM CARE (ITC)

- nursing and outreach support for people with chronic disease. Supporting quality outcomes by supporting clients to attend medical appointments and ensuring their medications are available and current.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

- service provision as per their individual NDIS plan.
- support coordination.
- plan management.



HOME CARE PACKAGE

-services delivered as per client's package of care (HCP)

COMMONWEALTH HOME SUPPORT PROGRAM

- personal care
- domestic assistance
- transport
- food services
- social support-group
- social support-individual
- Carer support short term respite.
- desert/flexible respite-trips on country.



COVID-19 QUARANTINE HOUSE

People with influenza type symptoms who are unable to self-isolate are eligible to receive both nursing and care support care 24/7 in the quarantine house until they either recover or require escalating to secondary care at Newman hospital.



RADIO HILL



SANDY CREEK



EPIS Board



Jeremy Edwards

Chairman of the board

Jeremy is skilled Local Government Practitioner with 30 years' experience in senior and executive management roles in both metropolitan and regional areas throughout Western Australia.

Jeremy has a community oriented approach and is committed to enhancing people's quality of life, he has proven leadership and strong Governance skills along with a sound understanding of strategic frameworks in the not for profit and government environment.

Jeremy was appointed to the board as Vice chairperson in 2019 and took over the role as chairperson in 2020. Jeremy holds qualifications in the form of a graduate certificate in management from Deakin University, a Master of Business and Leadership from Curtin University and is a fellow of Leadership WA. Jeremy currently holds the position of chief Executive Officer at the Shire of East Pilbara.]



Christine Darling

Christine Darling is the Commercial Manager of WA earthmoving and plant hire company EMJC. She has an extensive background in accounting and business.

She is well versed in financial accountabilities and has a wealth of practical information to assist the Board across many areas of organisational performance.

Christine has worked in the Pilbara for a number of years.



Lisa Clack

Lisa is currently the Executive Manager of Customer and Community Services with the Shire of East Pilbara, and has a career leading public policy development and programs in both State and Local Government for over two decades. A skilled engager, she is experienced in addressing complex and contentious community issues, attracting divergent views.

Lisa is a current MBA candidate at University of Sydney, holds a Master of Social Science, Bachelor of Arts (Psychology), Graduate Certificate Management, Certificate Financial Accounting, and Diploma of Project Management. Lisa is also a Fellow of Leadership WA.



Maggie Lewis

Maggie Lewis is the manager of the Newman Women's Shelter. She has lived in the East Pilbara all her adult life and has extensive experience in indigenous culture and affairs.

Maggie has used her business acumen and drive to ensure the shelter is one of the most successful, financially viable centres in WA.

She is passionate about local communities and making a difference and brings to our board a high level of cultural understanding and financial solutions



Megan Alchin

Megan Alchin is the MEM Reliability Superintendent for BHP. Megan holds a bachelor of Business and Graduate Diploma in Public Relations.

She is involved in many community focused not for profit organisations here in Newman and brings her extensive community development expertise.



Jeremy Edwards

Chairman of the board

The last financial year of 2019/20 for EPIS has been a challenging one and I am extremely pleased and very proud of our accomplishments for the year, we have all contributed in some way shape or form to the rebuilding this great organisation.

During the financial year we have had some significant changes within the structure of the organisation and the board of EPIS. I was appointed to the board as Deputy Chair in 2019 and then took up the position of Chair earlier this year, during my tenure as Chair we have said goodbye to Christine Darling – Clarke who resigned in March, and Vicki Kershaw who also resigned in March 2020 and became our new Chief Executive Officer. We also saw the resignation of Teresa (Maggie) Lewis as Chair and Linda Sinclair resigned from the board in July. We also welcomed Lisa Clack to the board and Robby Chibawe who unfortunately had to resign due to perceived conflicts with his full time role. A little bit unsettling but I am confident that during 2020/21 we will continue to see less movements and more stability in the board.

On a staffing level we changed CEO's during this period and farewelled Katrina Galley and wished her all the very best. We then embarked upon a recruitment process and it was with great pleasure that we recruited and successfully secured Vicki Kershaw into the role as our new Chief Executive Officer. From a Board perspective this was vitally important to get the right person with the right skill sets and the right fit especially as the organisation began a process of rebuilding. Vicki has brought to the organisation a fresh set of eyes and a real focus of enhanced service delivery for our clients, stakeholder engagement, attention to detail on financial sustainability, governance and in some respects just getting back to the basics. On behalf of the board I would like to thank Vicki and her team for the challenges that you have met from the Board, your accomplishments have been successful and you should all be proud of your achievements.

At a board level we have really been focussed upon improving our Governance, this has been assisted with a clear direction that we have set that includes agreed key performance indicators for the CEO and staff, performance reports being generated by the administration on a monthly basis, financial budget setting, delegations and short, medium and long term strategic planning.

This last year has been a difficult one, COVID-19 came at the same time as our new CEO, the same time as the business realignment process and the same time we were starting to rebuild. Add onto this the responses that we implemented for COVID-19 such as the isolation house in Newman the rebuilding of relationships with our funders and the day to day service delivery – all in all a fantastic effort and myself and the board could not be happier and prouder of the way Vicki and her team have responded – well done.

Going forward for EPIS the challenges are going to remain in place, we need to clearly set out our Strategic Plan and future direction, keep the financial finger on the pulse and most importantly keep up our high standard of service and our meaningful and caring approach to our clients.



Vicki Kershaw

Chief executive officer

The 2019-2020 year has provided challenges and opportunities for EPIS Inc. EPIS has met the challenges of the COVID-19 pandemic and a business realignment to better meet the needs of clients and is now in a strong position to deliver quality services for the most vulnerable in our community. EPIS commits to promoting a culture of life-long learning and supports staff to upskill to ensure services are based on the latest evidence-based best practice.

EPIS, with the support of BHP Vital Resources funding, set up an isolation house in Newman where people with influenza type symptoms could be cared for 24/7 in an environment that is able to manage the risk of any cross-infection. At the time of writing this report, East Pilbara has not had any reported cases of COVID-19. The isolation house has been utilised as an extra respite house for people with chronic disease who do not meet the criteria for support through the Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) or NDIS. EPIS has identified there is a significant number of people under the age of 50 years that have chronic disease but do not meet the criteria for support through Government funding streams. During the 2020-2021 year, EPIS intends to investigate if it is possible to address these identified gaps in service in these very remote rural locations.

To illustrate the enormity of this gap in service it is essential to understand the Martu perspective. Martu people's connection to country has no parallel in the Western world. It is not a sentimental attachment but is a more profound spiritual and cosmological link. Each Martu person is quite literally 'born' out of country. Their belief is that in the creative epoch, the creative beings left traces of their eternal power in rocks, trees and hills throughout the country, which took the form of 'spirit children'. Each Martu person's conception is the entry of a spirit child into their mother – they are in effect biologically linked to specific country. Each has a conception totem – the plant or animal species through which a spirit child physically entered the mother. Within EPIS Inc. these totems are registered for each Martu client as it impacts on the interaction with our clients. A client will not eat their totem so the EPIS team need to be aware when preparing food services or when taking clients back to country of the relevant totems and dietary requirements. It is important that we show respect for our Indigenous clients' lore if we want to 'close the gap' and provide positive outcomes.

psychological terms, country can also be seen as providing the grounding attachment figure for many Martu – the figure in their lives that provides a sense of utter safety, of security, of belonging. This is manifested when people are taken back to their family's country – particularly older people who were born in the desert. Their vitality, joy and peacefulness in that situation are immediately apparent.

When Martu die, they return to jukurrpa – the imminent and eternal life force that created and regulates the world. It is important to re-enter jukurrpa in one's own place – the place from which a person was born and where, in spiritual terms, they belong. The prospect of dying in one's country – in the right place – gives old people a sense of peace.

Newman is not traditionally Martu country, but it is close. It is not foreign, as somewhere like Perth or Port Hedland are foreign. Those places belong to different groups, different people and different lore.

As significant is Martu people's connection to family. Martu are wary of gathering around a family member at the point of death, but in the months, weeks and days leading up to that point, they are close and sustaining. Martu will frequently say 'family is everything', which reflects their entire social structure, based on kinship relations. Martu quickly become distressed when separated from family. It is far more difficult for people to be around a sickly or frail relative when they are in a distant location – financially difficult but also hard to organise because of a myriad of other social obligations.

Supporting Martu to have their last days in a familiar environment, surrounded by familiar people, in a context that fundamentally feels 'right' to them will give them a more peaceful, more dignified and more fulfilled end. During 2020 – 2021 year, EPIS will investigate the possibility of providing a culturally appropriate aged residential care facility in Newman.

LOCATIONS



Newman Head Office:

702 Les Tutt Drive, Newman

PO Box 624, Newman WA 6753

Ph: (08) 9175 5179

Newman Day Centre

702 Les Tutt Drive, Newman

PO Box 624, Newman WA 6753

Ph: (08) 9175 1666

Marble Bar Day Centre

Lot 19 Francis Street, Marble Bar

PO Box 102, Marble Bar 6760

Ph: (08) 9176 1060

Tom Price Day Centre

32 Wattle Street, Tom Price

Tom Price WA 6751

Ph: (08) 9189 2260





