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2026 | March Digital Edition



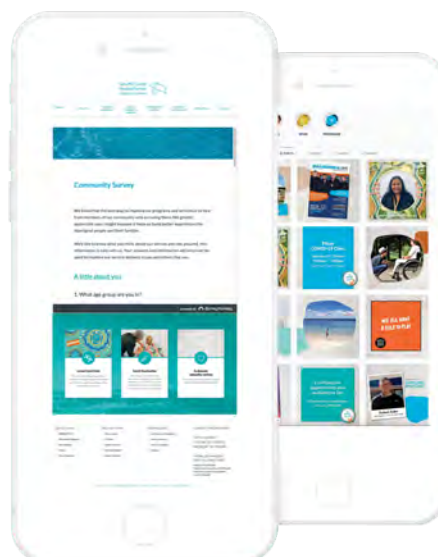
Welcome to the Second Edition of our Newsletter for 2026

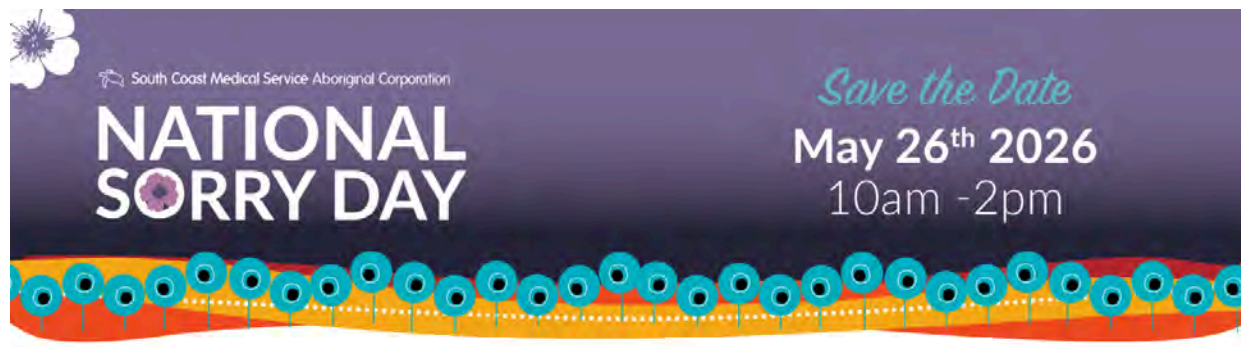
We're excited to bring you the latest news from our teams across the organisation. As we plan Sorry Day events for this year, our featured image from 2024 offers a moment of reflection.

Be Part of the Team Behind Our Social Media

We've created a quick survey to hear what you enjoy on our social media and what you'd like to see more of. Taking just a few minutes to complete it will help us share content that is meaningful to you. Remember to follow us on social media to see your ideas in action!

Social Media Survey





National Sorry Day is held on the 26th May each year and is an important day of reflection and recognition for Aboriginal people. It acknowledges the strength and resilience of Stolen Generations survivors and remembers the children who were forcibly removed from their families, communities, and culture.

Our team organises the Nowra event, and we encourage all community members to **save the date**. Coming together on Sorry Day is a meaningful way to acknowledge the past, stand alongside community, and support ongoing healing.

Events are also held in other locations across our region, including Ulladulla, Batemans Bay, and Wollongong. More details will be shared as they become available.



Close the Gap Day Events

We've been out and about for Close the Gap Day this week. We were yarning about regular health checks and how reaching out for support can make a real difference in keeping our mob strong, healthy, and deadly!

We yarned with mob out at Jerrinja, Wreck Bay, and the Jane Ardler Centre.

We shared stories, lunch, and giveaways, and yarned with community members about the supports available and ways to care for themselves and their loved ones.

Why Health Checks Matter for Our Community

Early detection is one of the most powerful ways to improve health outcomes for Aboriginal and Torres Strait Islander people. Finding health issues early, often before any symptoms appear, improves outcomes and, in some cases, can prevent serious illness altogether.

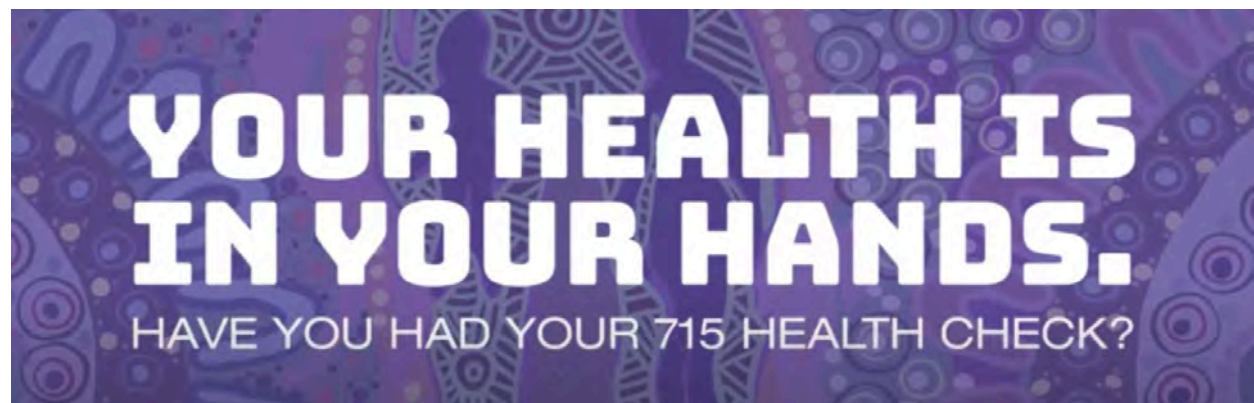
Thanks to ongoing initiatives, more of our mob are accessing health checks and screening programs than ever before. Indigenous-specific health assessments through Medicare have grown significantly over the past decade, and this progress is something to celebrate. It shows the real difference that community-focused health initiatives can make, but there is still more work to do to improve screening rates for lung, bowel, and cervical cancer and close the gap on health outcomes for our community.

Our **715 health checks** focus on Aboriginal and Torres Strait Islander people, looking at many aspects of wellbeing, including blood pressure, blood sugar, oral health, mental health, hearing and vision, immunisations, and more. By spotting risks early, we can work with community members to manage health concerns before they become serious. These



concerns before they become serious. These checks also help identify when additional screening, such as lung, bowel, or cervical cancer tests, may be needed.

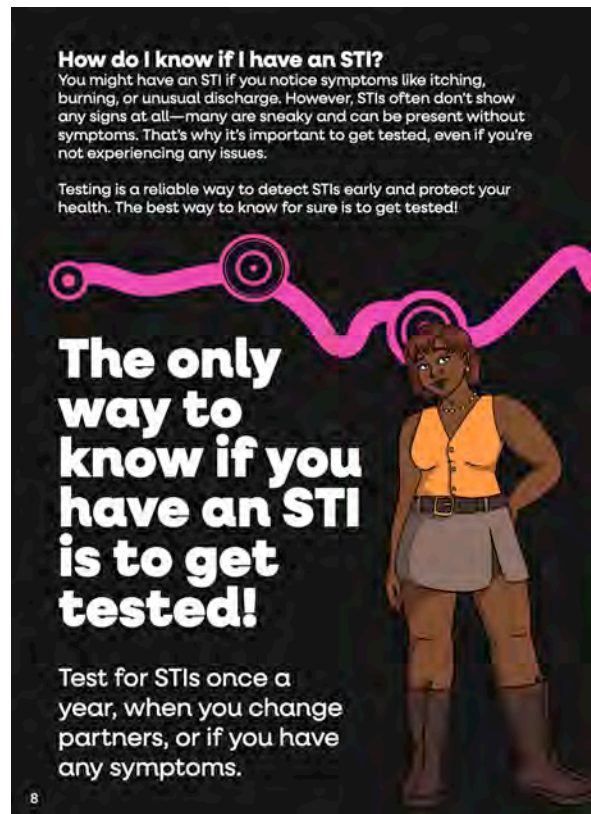
We encourage all mob to prioritise their health with regular check-ups. When you take care of yourself, you're also looking out for your family and your community. **Be healthy. Be deadly!**



Testing for STIs

Aboriginal and Torres Strait Islander people experience higher rates of STIs and blood-borne viruses, particularly in remote and connected communities. Regular testing is important because it helps detect infections early and prevent serious health issues.

Community members should consider getting tested if they've had unprotected sex, changed partners, experienced condom issues, are planning a pregnancy, have symptoms, or have had an STI in the past year. Testing is quick, easy, and confidential. Even if you don't work directly in health, knowing about STI testing helps you share accurate information, support our mob, and contribute to a healthier community.



Fantastic Feedback for our Clinic

We're proud to share some fantastic results from our latest Clinic Feedback Survey. Between 1 July and 31 December 2025, we received feedback from 309 clients, and the results highlight the incredible work our team does every day to support community.

The feedback shows strong trust in our service and reflects the welcoming, culturally safe care our clinic is known for. Clients shared that they feel respected, listened to, and supported, reflecting the holistic, culturally safe approach at the heart of our work.

These results reflect the care and commitment of our entire team. Every interaction, every yarn, and every effort to make people feel welcome contribute to outcomes like these. We know the work isn't always easy, and there are times when a lot is asked of our team, but these results show just how much that effort means to our community.

Some highlights from the survey include:

- **95%** praised the clinic's welcoming atmosphere, professional staff, & culturally responsive care.
- **89%** gave the clinic a perfect **10/10** rating.
- Our **Net Promoter Score (NPS) was 76**, which is considered outstanding by national and international benchmarks.
- The average likelihood to recommend our clinic was **9.27 out of 10**.

Overall experience

91%

of respondents rated their overall experience as very good or excellent.



"This clinic is by far the best clinic I've ever attended. Staff are wonderful, doctors really listen and understand. I don't have any suggestions because I've been completely happy since changing to the AMS from my old clinic. I cannot compliment the standards of the AMS and its staff enough."

 South Coast Medical Service Aboriginal Corporation

Employee Spotlight



A quick yarn with Annie

What do you do here at South Coast AMS?

I am the Team Leader for our Quality, Compliance & Reporting Team.

How long have you worked with us?

8 years.

What do you enjoy most about working with the team at South Coast AMS?

I have enjoyed various roles with the AMS over the years. I particularly like leading a team that is dedicated to excellence in everything they do. I have enjoyed seeing the transformation in our SharePoint, which is the envy of other organisations.



Annie Hilzinger

Team Leader
Quality, Compliance & Reporting

What's something people might not realise about Quality, Compliance, and Reporting?

We create and maintain reports in Power BI that empower management by transforming raw data into interactive, real-time visualisations for faster data-driven decision making.

Do you have any hobbies or interests that people might find surprising?

I have volunteered for AusTurtle on Bare Sand Island (Njubilitjk) for Turtle Research in the NT several times, participating in their research camps and studying the small but significant nesting population of Flatback and Olive Ridley sea turtles on the island. I also love to travel in my camper all over the country.

Can you share a memorable moment or achievement from your time here?

Accepting the Quality Compliance Team of the Year Award at the 2025 Aboriginal Health and Medical Research Council (AHMRC) Conference on behalf of the QCR Team.

If you could swap roles with anyone in the company for a day, who would it be and why?

Olivia, Trainee Graphic Design & Communications Officer. I would love to learn how to design the cool images Olivia has created using graphic design software.

 South Coast Medical Service Aboriginal Corporation

Child & Family Services

Honoured to Be Featured on AbSec's Deadly Practice

We were honoured to be featured on **AbSec's Deadly Practice**, sharing the work we do to support families and our mob. The Deadly Practice team visited our offices, yarning with us about the important work we do, the challenges, the triumphs, and things in between. As AbSec highlighted:

"This Deadly Practice showcases the dedication to families and communities by this Aboriginal Community-Controlled Health Organisation (ACCHO). They go above and beyond to create positive impacts and outcomes for families within their communities."

We're proud to walk alongside families every day and grateful to be recognised for our efforts in supporting our communities. You can check out the [Deadly Practice feature](#) here.



CAFS Services Shout Out

The Child and Family Services team (formerly 'TEI') would like to give a big shout-out to some amazing services that have gone above and beyond to support our clients in the Shoalhaven area.

Dandelion Support Service

Every day, Dandelion works hard to make a positive difference for children and families in need. They provide high-quality pre-loved and new clothing, shoes, toys, books, linen, nursery furniture, and other essential items for babies and children. Since partnering with them, they have generously supplied an incredible amount of donations to families we refer, making them a vital support service for our work. Please note that Dandelion cannot accept self-referrals; families can be referred through a local agency [here](#).

SALT Care

SALT Care is a local registered not-for-profit charity providing benevolent relief to people experiencing homelessness, mental health challenges, financial hardship, young people at risk, elderly people needing support, people with disabilities, and others who are socially disadvantaged. We access SALT Care throughout the year for general support such as food, clothing, home goods, and housing assistance. During Christmas, their support is truly exceptional. They provide Christmas hampers for families and gift hampers for children, ensuring that families who might otherwise have very little can celebrate the season with joy. Our families are incredibly grateful for their ongoing support.

Early Intervention attends the Shoalhaven Swimming Carnival

Our Early Intervention team recently headed along to the Shoalhaven Swimming Carnival, and what a fantastic day it was! Grace, Ella, and Cheyenne spent the day connecting with children and young people, creating a fun and welcoming space for everyone who stopped by. Kids lined up to join in the games, win prizes, and have a yarn. It was a deadly day all around, filled with smiles, laughter, and meaningful connections.



Foster Carer Recruitment Out in Community

Our Carer Recruitment team has been out and about, connecting with community and spreading the word about foster care at local events. They attended the Berry Show, setting up stalls to yarn with people interested in making a real difference in the lives of children and young people.

Across both days, the team had plenty of meaningful conversations, sharing info about the fostering journey, answering questions, and encouraging people to consider taking that next step. It was great to see interest from community members wanting to give back. These events were a fantastic opportunity to raise awareness, build connections, and continue promoting the important role foster carers play in supporting our children and young people.



[Learn More About Foster Care](#)

Connecting with Local Services in Wollongong

Our Wollongong team continues to strengthen connections across the community by building relationships with local services and learning more about the support available to the people we work with. In February, the team met with several organisations, often over a cuppa, to share knowledge, explore opportunities for collaboration, and better understand how each service supports the community. These included:

- **Salvation Army** – Alcohol and Other Drugs support (AOD).
- **St Vincent de Paul** – Non-Interest Loans (NILS).

- **Head Start Homes** – Programs to strengthen financial capability and support home ownership outcomes.

By connecting directly with local providers, we're able to strengthen referral pathways and ensure our community can access the right support at the right time.

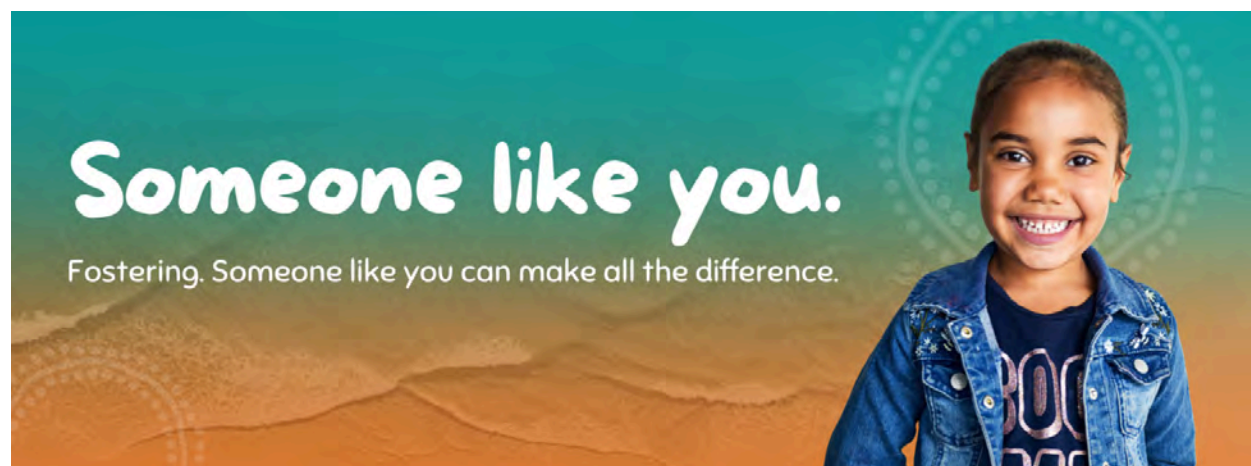
Parenting Programs

Our parenting programs support parents and carers to build strong, healthy relationships with their children and families. We provide culturally safe programs that help strengthen parenting skills, improve communication, and support children's social and emotional development. Through shared learning, practical strategies, and supportive group environments, our programs help families grow in confidence and create safe and nurturing homes for children and young people.



Parenting Programs

We are currently facilitating **Tuning into Kids** in Term 1 and will have **Season for Healing** in Term 2. For more info, reach out to: psintake@southcoastams.org.au or pick up a brochure in one of our offices.



Learn More About Foster Care

Email: psintake@southcoastams.org.au