

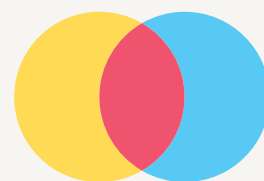


# **Access Health & Community**

Annual Report

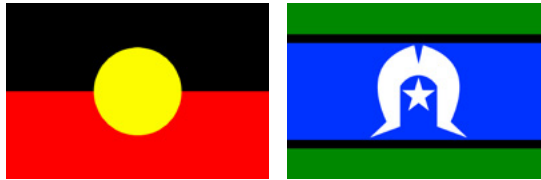
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**2021 – 2022**

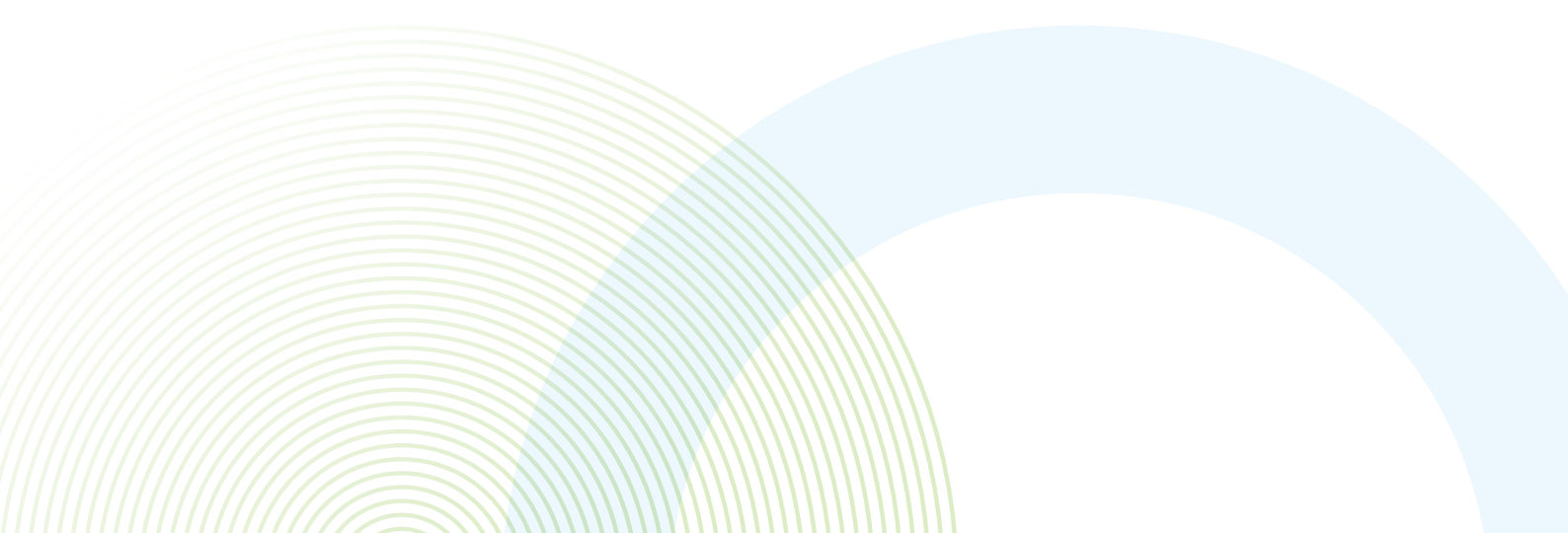


**ACCESS**  
Health & Community

# Acknowledgement of Country



Access Health and Community acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past and present and future, and extend that respect to other Aboriginal and Torres Strait Islander people. We acknowledge that sovereignty was never ceded.



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Volunteer Tom at the Camcare garden



# Purpose and Values

## Purpose Statement

# Building healthier lives together

## Our Values

### Equity

We believe everyone is entitled to good health.

### Collaboration

We work together to achieve our goals.

### Respect

We work with courtesy and include others.

### Innovation

We drive innovation for better care.

### Quality

We strive to be the best at what we do.




# A Year in Review




**16,000+**  
people supported  
(medical, dental, allied health and mental health consumers)

**72,000+**  
Number of hours of support delivered

**55,000+**  
Number of times we met with consumers



**99,500+**  
phone calls received



**20,799**  
public dental treatments



**2,531**  
My Aged Care referrals



**4416 people**  
supported by Adult Allied Health



Camcare Integrated Family Services supported **112 families** and provided **5,740 hours** of support



**40 programs** delivered by Community Houses including 5 online programs  
**9 NDIS programs** delivered by Community Houses and Men's Shed



## Child and Family Team

**8,819**  
The number of times we met with Child and Family Service consumers

**34 new parents** supported under Infant Feeding, Active Play & Nutrition (INFANT) program

**198 sessions with 49 kindergartens** Early Years Educators supported under School Readiness Program Initiative

**Hardly-reached families supported in group programs:**

**130** sessions with 49 kindergartens

**37** took part in Parent Child Mother Goose



## Steps Mental Health (inner and outer east) and Head to Health

**1,242**  
Number of people supported by the programs

**25,407**  
Number of times we helped people



**4,196** Number of times headspace Hawthorn supported young people and their families

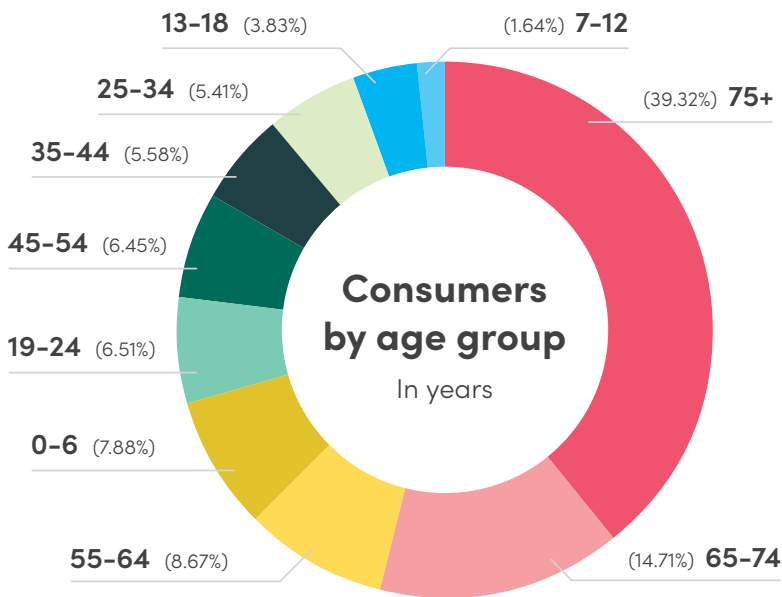
**912** young people supported by headspace Hawthorn



Vaccinations at the Hawthorn Medical Practice

# Our Consumers

## Mental and allied health consumers



**Consumers** In numbers

<b>NDIS</b>	<b>250</b>
<b>Indigenous</b>	<b>36</b>
<b>Homeless</b>	<b>31</b>
<b>Refugees</b>	<b>22</b>

**Consumers** In percentage

<b>Students</b>	<b>8%</b>
<b>Have Medicare</b>	<b>74%</b>
<b>Culturally &amp; linguistically diverse</b>	<b>40%</b>
<b>Own a house</b>	<b>48%</b>

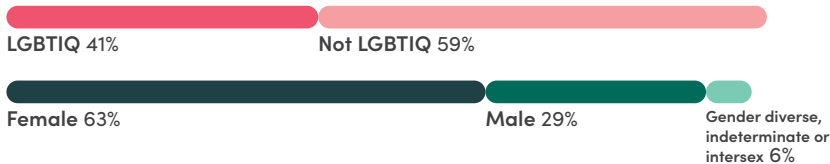
**Top 12 countries consumers were born in**

- Australia
- India
- Greece
- Hong Kong
- Italy
- Sri Lanka
- China
- New Zealand
- England
- Iran
- Malaysia
- Vietnam

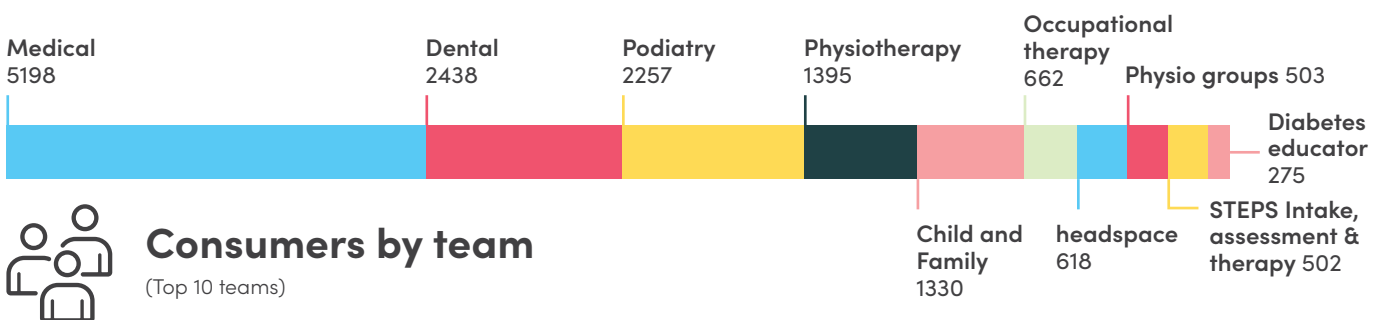


**headspace Hawthorn consumers**

From culturally diverse backgrounds 20%



**292**  
Number of children with NDIS supported



**Consumers by team**  
(Top 10 teams)

# Our People

**366** Total staff members

18

Fixed term full time

29

Fixed term part time

77

Casual

74

Permanent full time

168

Permanent part time

**4.37**

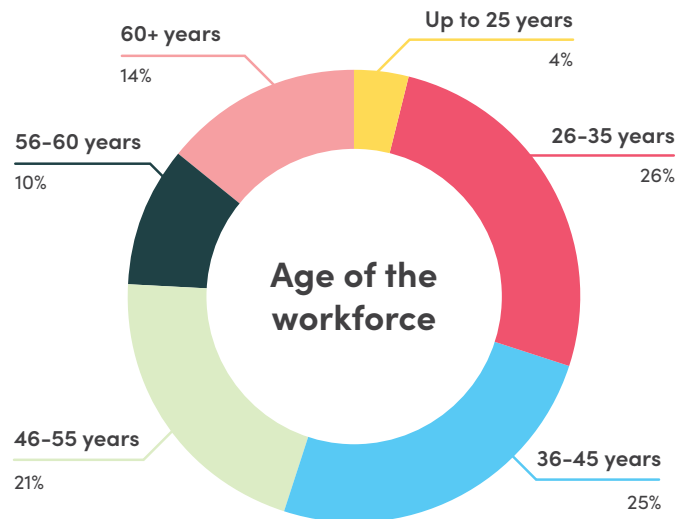
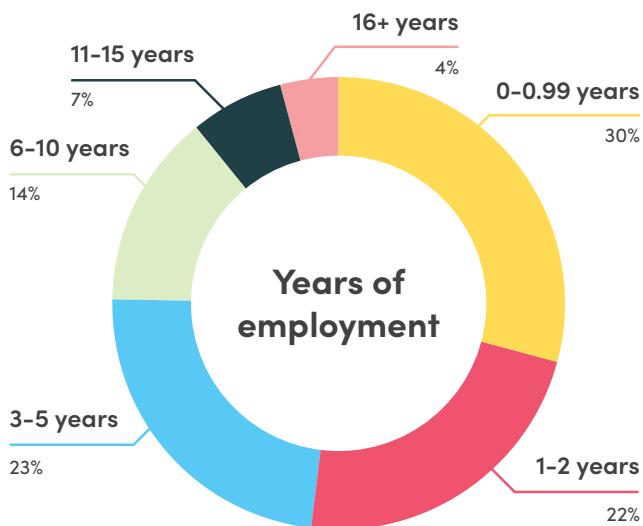
Average years of employment

**44.43**

Average age of employees



**207**  
Volunteers



## Women as a % of the workforce

	Total	%
All Staff	315	86%
Managers	33	80%
Executive Managers	3	50%
Board Members	3	33%

Women

85%

Men

14%

Gender diverse

1%

Our people told us...



31% of the workforce were born outside of Australia



For 20% of the workforce, English is not their first language



8% of the workforce identify as being LGBTQ+



4% of the workforce have told us they have a disability

# Chairperson and CEO address



Before we encountered COVID-19 and the incredible strain that it can place on the community and on health services, the saying "challenging times bring out the best in people" was simply a cliché that might possibly have some truth.

In FY2021-22, with the pandemic still very active and our staff working incredibly hard to support regular services and the many innovative responses we provided to those most in need, the cliché proved to be a fact. Community health stepped up to the challenge and filled the gaps as only we can do, and Access Health and Community (AccessHC) again delivered a magnificent result thanks to its employees and volunteers.

## Building healthier lives together

With the learnings of the pandemic already apparent, the Board and Executive Team of AccessHC came together in the second half of the year, to review and refresh AccessHC's strategic plan. The five year plan we created prior to the pandemic was still a strong foundation, but a new CEO and a year of flexibly transforming to address COVID-19 and its impacts made it clear that some change was needed.

Launched in July 2022, the refreshed strategy focusses on four pillars:

- **People:** We enable our people to grow and thrive.
- **Access:** We remove barriers to people connecting with us.
- **Impact:** We improve the health and wellbeing of our communities.
- **Sustainability:** We are relevant and viable in a changing environment.

The strategy builds on all we have learnt over the past years of responding to COVID-19 and positions our organisation for delivering on our purpose, into the future. It reflects the clearer picture we now see of those who face barriers in connecting to us, thanks to our work with neglected communities through the pandemic, and a clearer vision of the communities who rely on us. And the refreshed strategy sharpens our focus on maintaining our relevance and viability in the face of continuous change.

## The new pillar: enabling our people to grow and thrive

At the core of our Strategy is a renewed focus on our people - our employees and volunteers - who are at the heart of everything we do and have given so much to their communities through these challenging times.

We already have some of the most engaged staff in the community sector. This was clear in the 2021 and 2022 Employee Engagement Survey results which confirmed our culture of success. Pleasingly 82 per cent of respondents agreed that AccessHC is a truly great place to work - an outstanding result.

The AccessHC culture is something that sets us apart from others and is a credit to our team.

In particular, the strength of our managers was evident in the survey results. Over 94 per cent of respondents agreed that their manager was inclusive, supportive and visionary, which is well above the benchmarked industry standard.

These sorts of results reflect our ongoing investment in both workplace culture and leadership development.



**"At the core of our Strategy is a renewed focus on our people - our employees and volunteers - who are at the heart of everything we do and have given so much to their communities through these challenging times."**

This year we took a further step forward, establishing a new People and Culture team and welcoming Rebecca Aldridge to AccessHC as the team's Executive Lead. The team is already rolling out new projects and initiatives to ensure we are leaders in supporting wellbeing for our people, and enabling them to grow and thrive.

We cannot thank our staff and volunteers enough for the professionalism, commitment and care they deliver every day. We are determined to provide them with all the support they need to continue supporting and nurturing our communities.



### **Integration and increasing impact for communities**

Our new strategy also presented the opportunity to bring the full breadth of our community services together so that we can deliver improved and targeted outcomes for all who rely upon us.

We created a new Community Impact Team, bringing together our health promotion, engagement and community functions. David Towl stepped into a new role as the Executive Lead for the team and will work alongside Jane Seeber, our COO and leader of our clinical services, to deliver an integrated, end-to-end approach which improve the experiences and outcomes for all who engage with us.

As we look ahead and transition to "COVID-normal", our focus on delivering and measuring impact will increase. Applying our learnings from COVID-19, we will continue to make sure our services are accessible by those people who are not "hard to reach", as has been said in the past, but actually "hardly-reached". Our number one learning is simple and reflects our values: we must make it easier for people to access services.

One of the champions of this ethos was our former General Manager of Community Jane Broadhead, who left AccessHC at the end of 2021/22. We would like to take this opportunity to acknowledge Jane Broadhead's exceptional leadership at AccessHC, both as former General Manager of Community and as CEO of Camcare prior to the merger. Over 13 years of dedicated service to local communities, Jane built a vibrant, passionate and impactful team, including hundreds of volunteers. She leaves behind a huge legacy, and we would like to thank Jane and wish her well.

### **Collaborating for impact**

Partnerships continue to be a key focus for AccessHC. As well as a range of important collaborations and partnerships right across the sector, we have continued to work closely with healthAbility as part of the Connect4Health alliance to improve health and wellbeing for the communities we serve.

We take an innovative and broad approach to the type of projects we collaborate on, from competitive tenders to shared culture. This year we worked alongside healthAbility to develop our Reflect Reconciliation Action Plan (RAP). We commenced work in December 2021, and had the privilege of being guided on our journey by Karen Milward, Consultant and Chair of Mullum Mullum Indigenous Gathering Place.

We look forward to launching our Reflect RAP in 2023 as part of our commitment to be welcoming and safe for all.

## **A dynamic and modern organisation for the future**

During the year we welcomed our new CFO and Company Secretary Michael Le Lacheur, who brought with him a background in IT transformation. Taking the baton from our former Program Bumblebee team, Michael will also oversee overdue improvements in our systems and property.

This transformation program continues to help us deliver on our strategic objectives by investing in the things that truly make a difference to our people and consumers. In particular, we are committed to ensuring our facilities are modern and suit the community's needs and that our systems are secure, customised and integrated. We will invest to ensure that our systems are both efficient to operate for our busy workers, and easy to negotiate for those who use our services.

## **Our hard-working Board**

We would like to thank our Board members for their service, insight and contributions in 2021-22. With a number of new appointments and the ongoing service of our existing directors, we are confident that the Board is well-positioned to guide AccessHC into the future.

We were pleased to welcome four new board members during the year. David Benady, Annette Mercuri, David Lau and Ross Goeman were appointed following a competitive selection process with a high calibre of candidates.

We also appointed three talented new Board Advisors - Marjan Hajjari, Sam Sondhi and Piraveen Pirakan - who respectively sit on the Board's Community Advisory, Audit and Risk, and Quality and Risk committees. The enormous amount of expertise and experience the new Directors and Advisors bring to the Board is remarkable, and reflects a strong commitment to the work of community health. They are already proving to be a great addition to the AccessHC family and we thank them for their commitment.

Former Chair John Michailidis departed in April 2022. We would like to take this opportunity to thank John for his dedicated service and generous contribution as the Chair, Deputy Chair and Director over his nine-year tenure with AccessHC.

AccessHC experienced significant growth and progress during John's years with the Board. He was always passionate in his commitment to achieving the best possible outcomes for our staff, communities and consumers. We wish him all the best for the future.

We would also like to acknowledge the contributions of Jane Canaway and Kerry Grabau who departed the Board in 2021-22. Jane, a former community health executive, returned to the sector in a new role, but we very much appreciated her insightful contribution as Chair of the Quality and Risk Committee.

Kerry Grabau was our longest-serving Director, serving more than 12 years, after joining the Board in April 2009. She was a passionate representative of her Richmond community, and contributed to the Board her considerable skills in industrial relations, organisational wellbeing and community partnering. Kerry was the inaugural Chair of the Community Advisory Committee.

On behalf of the Board, we sincerely thank John, Jane and Kerry for their service and contributions.

## **Our leaders**

We would like to thank the executive and management teams for their impressive leadership this year. They continued to adroitly steer the organisation through the pandemic and an extraordinarily dynamic external environment. With their guidance, the organisation has gone from strength to strength and continues to find new ways to deliver on our purpose: to build healthier lives together.

We would also like to acknowledge all of our funders for continuing to support AccessHC and for making our work supporting communities possible.

Finally, thank you to our workforce of staff and volunteers who are at the heart of Access Health and Community and make us the effective, people-focused organisation that we are. The passion, expertise and commitment that you bring to your roles is something we see and value every day.

Our foundations are now firmly in place. We have a future full of opportunity and a strategy to get us there. We look forward to the challenges and successes of 2022-23 and beyond, as we continue to build healthier lives together.

— **Gayle Austen, Board Chair and Anna Robinson, Chief Executive Officer**

# People

We enable our people to grow and thrive





## Leaders in wellbeing

Our people have worked tirelessly over the last two years to keep their communities safe. Our commitment to wellbeing at AccessHC acknowledges the challenge and personal sacrifice that may come with this and the importance of supporting our workers’ wellbeing so we can be there for ourselves, each other and our communities.

Part of this shift has included recognising that the way we work has changed. We have embraced hybrid and flexible work where it is possible and in a deliberate way.

AccessHC is proud to offer a range of services to support our peoples’ wellbeing at work and at home. Despite being in its infancy, the program has been warmly embraced by current and prospective workers.

Many of the programs are delivered in partnership with other community health organisations which allows us to collaborate and share resources to the benefit of our people.

The key streams include:

### Wellbeing Leave Day

Wellbeing Leave Day was introduced in 2021 to put our commitment to wellbeing into action. The day is an opportunity to take time out from work for self-care and wellbeing. It is recognition of everything our people give to help AccessHC and our communities. The inaugural day was warmly received by workers and currently runs annually.

### Wellbeing Connector Program\*

The Wellbeing Connector Program is a peer support program for workers delivered in partnership with Inspiro and healthAbility.

Wellbeing Connectors act as a point of contact for colleagues to talk about mental health and refer them to the appropriate internal supports and health professionals, if needed.

Workers from across the three organisations have been trained and people can access a Connector (peer supporter) from either organisation.

### Personal Resilience Plans\*

Personal Resilience Plans help team members to incorporate self-care activities into their regular routine to help people maintain good mental health under stress and increase resilience.

The plan is developed between a worker and their manager and gives the option of identifying concerns and developing strategies together.

The program operates across AccessHC, Inspiro and healthAbility.

### The Wellness Well

The Wellness Well provides people with access to grants to help deliver wellbeing initiatives to improve the physical, social and mental wellbeing of our staff and volunteers. Grants can be used for book clubs, meditation classes, cooking classes, and more. The ideas are led by the team and allow workers to arrange activities that would add the most value to their wellbeing.

*\*The Personal Resilience Plan and Wellbeing Connector Programs were supported by the Victorian Government.*

**"I am at a point in my career and life where it is really important for me to put my skills, time and energy into an organisation that aligns with my values regarding staff wellbeing and work life balance. I am very happy to say that AccessHC goes above and beyond on both counts. From my first day it has been obvious that this is not something that is promoted by AccessHC to simply attract staff but is a core value that is delivered at every level across the organisation."**

*— Sally, Manager*

# Investing in development so our people can deliver their best work

In 2021-22 our Learning Management System (LMS) went live to provide our people with an accessible online platform to fulfil their learning requirements.

We also rolled out the Leadership Development Program for current and emerging leaders to develop and refine their skills. With multiple streams available, the program recognises that anyone can show up as a leader in the organisation and people can step into leadership, no matter what role they hold.

The program includes:

- The Expert to Leader program for current and up-and-coming leaders.
- In-house mentoring program which has trained senior leaders and matched them with mentees from the organisation.
- Leadership Foundations, online self-paced learning for emerging leaders.

## Career pathways for practice and leadership development

At AccessHC we recognise that people want different ways of progressing in their careers. We strive to offer our people a range of opportunities that are about broadening or deepening their practice expertise and not necessarily about managing people.



In the 12 months from October 2021 there have been approximately **18 internal promotions.**



## Case study

### Beth

Beth has been working at AccessHC for eight years and most recently as Manager of Alcohol and Other Drugs (AOD). In addition, Beth has studied in the area of HR and is undertaking a qualification in Training and Assessment.

AccessHC recognised Beth’s unique talents. She was awarded the CEO Leadership Scholarship in 2021 to support her participation in Women and Leadership’s program called Leadership Recharge. The program is designed to help leaders to respond to current ambiguity, bear the weight of current responsibilities in managing teams through change and stay the course of leadership in their lives - both professional and personally.

Case study continued

Beth's application said:

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**"As one of many leaders and managers in the organisation who identify as a woman, I would bring back learnings and findings to help support others - especially women - who have played multiple roles in the last two years and provide them with the confidence in the work they have achieved. The learnings in adaptive and trauma informed leadership could be rolled out in the Wellbeing Working group of which I am a part and would filter into the strategic and operational leadership of the organisation."**

---

The organisation recognised Beth's unique skill set and expertise in leadership, management, HR and wellbeing and was able to find just the role to suit.

Following an internal Expression of Interest (EOI) process, Beth was awarded a dual role working as the new Wellbeing and Development Lead in People and Culture and as the new Partnership Manager in the Mental Health and AOD team.



**Strengths-based leadership**

Strengths-based leadership is a way for our people to focus on what they do best. AccessHC is rolling out the Clifton Strengths Assessment and strengths-based leadership training to leaders and their teams as a way to help our people to deliver their best work.



**186 people have taken part in the Clifton Strength Assessment (as at September 2022).**



# Access

We remove barriers  
to people connecting  
with us



# Online connections with gender equity program

## Free to Be Me

AccessHC gender equity program Free to Be Me is moving online to provide the gender equity program to more people in our communities and make gender equity training easier to access.

The program works by providing early childhood educators with education and training to improve their gender literacy and make changes at their centre to ensure it is a safe space for everyone.

AccessHC has been providing early childhood centres and kindergartens across the Cities of Boroondara and Manningham with the opportunity to be involved in the gender equity program for over two years. During the COVID-19 pandemic, the team started utilising a more virtual model to continue support when face-to-face training was not possible. The model was embraced by time-poor educators who previously struggled to fit professional development activities into their schedule.

The program has been re-designed on a web-based interactive platform to:

- enable centres to complete the program more independently
- allow more centres to participate across Victoria
- better integrate the program and assessment tools within early childhood education and centres' existing quality processes
- support the program's long-term sustainability.

### How the program is breaking gender norms

From a young age, children begin to form ideas about what it means to be a boy or a girl. For example, a statement like 'boys don't cry' sends a message that boys shouldn't express their feelings. These gender stereotypes can be harmful because they make children feel that they must look, feel or act a certain way.

Research tells us that set gender roles can lead to gender inequality – one of the key factors leading to men's violence

against women. Challenging gender stereotypes can help children to build respectful and equal relationships, express emotions in a healthy way and promotes gender equity.

The program addresses the intersectionality in gender inequality and how inequality can be compounded for some groups, including people with a disability, those from culturally diverse backgrounds, Aboriginal and Torres Strait Islander people or LGBTIQ+ people.

Free to Be Me online helps to counter these gender stereotypes by providing childhood educators with tools and education to develop their gender literacy.

### How the online program works

The self-paced online program helps early childhood centres and educators to embed gender equity within their policy and practice, and develop and implement a Quality Improvement Action Plan.

Early childhood educators can complete professional development training and activities to strengthen their professional practice using a gender and diversity lens.

The online program has been co-designed with early childhood educators and with feedback from users to ensure it meets their needs. New and improved features have been included based on their feedback.

The program will be piloted in 2023 before being rolled out more broadly.



**FREE  
TO BE  
ME**



# The High Risk Accommodation Response team changed and saved lives



Mobile vaccination van visiting a boarding house

At the end of this year, we said a sad goodbye to our High Risk Accommodation Response (HRAR) program.

The HRAR program was initially set up for COVID-19 support, but its impact has been broader. The program taught AccessHC so much about our communities and these lessons will continue to benefit our people and communities for years to come.

The HRAR team worked with people in our communities who face barriers that others do not. Many who are aged over 55, families, students or those with a range of physical and mental health concerns. The program highlighted the importance of proactively connecting with these hardly-reached communities. As AccessHC looks to the future, we are finding ways for this outreach to continue.

Congratulations and thank you to everyone who worked on the HRAR program over the last two years. The team helped our communities in an immeasurable way. It changed and saved lives.



Chief Operating Officer Jane Seeber speaking with ABC News about the end of the HRAR program



Over 20 months our team found and supported **more than 3000 people** across almost 300 properties with their health and wellbeing.

# Targeted Case Management - how we moved hardly-reached communities



The HRAR team offered Targeted Case Management to provide additional support for hardly-reached community members to access a COVID-19 vaccination. They helped to break down barriers that may stop someone from getting a vaccine, including:

- practical barriers like time or appointment availability
- obstacles like transportation, disability or mental health issues
- false information or myths. The team helped people access accurate public health information.

**When there was an outbreak, we were on call to help.**

From July 2021-June 2022 we supported:



**291** properties



**194** individuals with food relief



**453** people who tested positive to COVID-19 and 649 household close contacts

## Case study

# Strong bonds and brekky boxes

In collaboration with the St Vincent’s Mobile Vax Service, HRAR held a vaccination hub at one of our largest rooming house properties. An information pop-up was held at the property in the lead-up to let people know about the importance of the booster shot. Booster shots and breakfast boxes were available on the day.

Around 10 people registered and all went on to receive their booster dose at the hub.

Weekly outreach visits to the property by social and peer support workers helped to build trust and relationships with the residents over time and played a big role in this success. Some residents went from being initially reluctant to engage to turning to us for support.

## Case study Breaking language barriers

While doorknocking, the engagement team met Rose\*, a resident living in low-rise public housing. One of our Arabic-speaking community engagement officers was able to speak with Rose in her first language, much to Rose’s relief. She explained that she hadn’t been able to book her third dose due to language barriers. Rose was unable to explain her concerns or ask questions in her first language and, as a result, put off booking for months.

---

**Our Arabic-speaking engagement officer was able to answer Rose’s questions at the door. Her hesitations allayed, Rose was happy to finally book in for an appointment and even happier when she found out that the mobile immunisation team would be coming to vaccinate her in the comfort of her own home.**

---

The booking was made during the month of Ramadan and our Engagement officer made sure to book her appointment after Eid (the end of Ramadan) to make sure that she could attend without interfering with her fasting.

*\*names have been changed*

## How many people HRAR helped July 2021–June 2022

*The High Risk Accommodation Response Program was supported by the Victorian Government.*



Over **10,000** doors knocked



Spoke with over **3,000 residents**



Tested **830 residents** for COVID-19



Provided **over 4,000** hand sanitisers and masks



Distributed over **17,000 resources** and 1,100 winter warmer packs



Linked almost **150 people** with other health and community services



Provided **66 people** with transport assistance to vaccinations



Hosted **64 vaccination hubs** and 20 in-reach (on site) vaccination sessions

# Impact

We improve the health and wellbeing of communities



## Standing up a health service at Victoria's time of need

This year Australia's COVID-19 response shifted to include a focus on providing treatment for people with COVID-19. Part of the response involved the State Government funding a series of GP clinics to care for people with respiratory symptoms and reduce the pressure on the hospital system.

AccessHC answered the call and established a GP Respiratory Clinic (GPRC) in Ashburton on Karnak Road.

After undergoing a property search, fit-out and accreditation, the clinic opened its doors to the public on 25 February 2022, approximately seven to eight weeks after signing the contract. By April the clinic was operating 94 hours across seven days a week.

The clinic was agile as the COVID-19 situation changed and influenza took hold over winter. Initially we were only swabbing for COVID-19 but later expanded to test for all respiratory illnesses. The service also expanded to see people who are COVID-19 positive for treatment.

### Increasing access to services

Since opening its doors, the AccessHC GPRC has seen 3087 patients for face-to-face consults. We were able to see these patients in-person when most GP clinics would not and reduced the patients' likelihood of presenting at hospitals (the only other place they could have previously attended).

GPRC is unique because we can see patients of all ages and patients with or without a Medicare card. Approximately 15 per cent of GPRC patients are aged between zero and four years old.

During the influenza outbreak in May 2022, around 13 per cent of patients did not have a Medicare card. These patients saw a GP and were COVID-19 tested for free, when they may otherwise have had to pay out-of-pocket or gone to a hospital.



**"This provides such a valuable service. Our young son needed support for various respiratory illnesses this winter and we couldn't go to a GP because of his COVID-like symptoms. We would not have been able to get antibiotics for him had we not been able to access the respiratory clinic."**

*— Words from a grateful patient*

### Extensive infection control to keep communities safe

The clinic has extensive infection control measures in place to protect patients and workers from illness. They include:

- multiple air filtration units
- multiple air conditioners
- the door is always open, rain hail or shine, for fresh air to help with ventilation
- client-facing workers wear level 3 PPE which includes eye protection, N95 face masks, long sleeve gowns and gloves.

*The Access Health and Community GPRC is supported by the Victorian Government.*



**2,087**  
Total number of COVID and respiratory viral swabs performed



12% of people positive for COVID-19



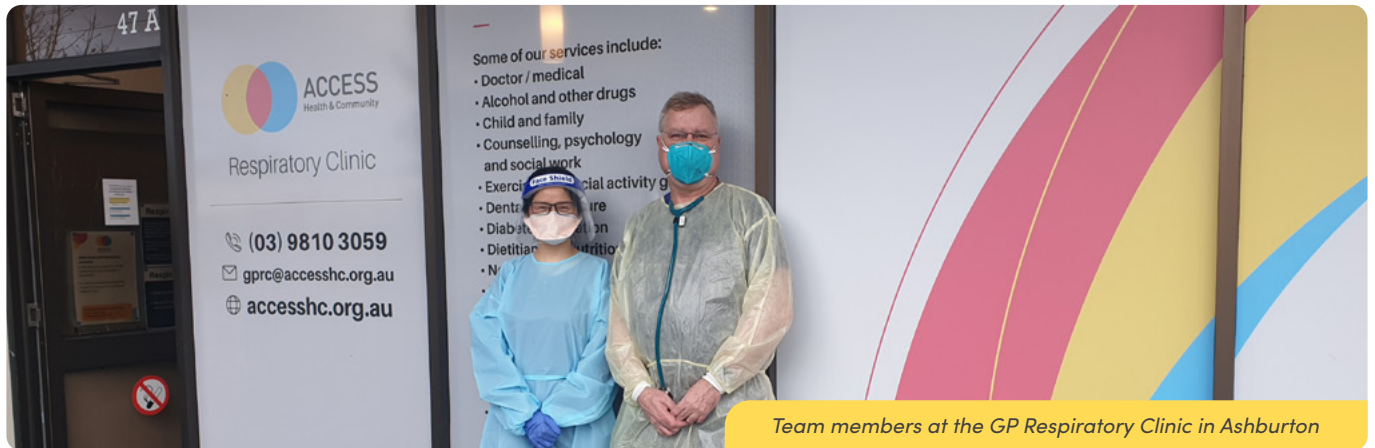
7% of people positive for influenza-A



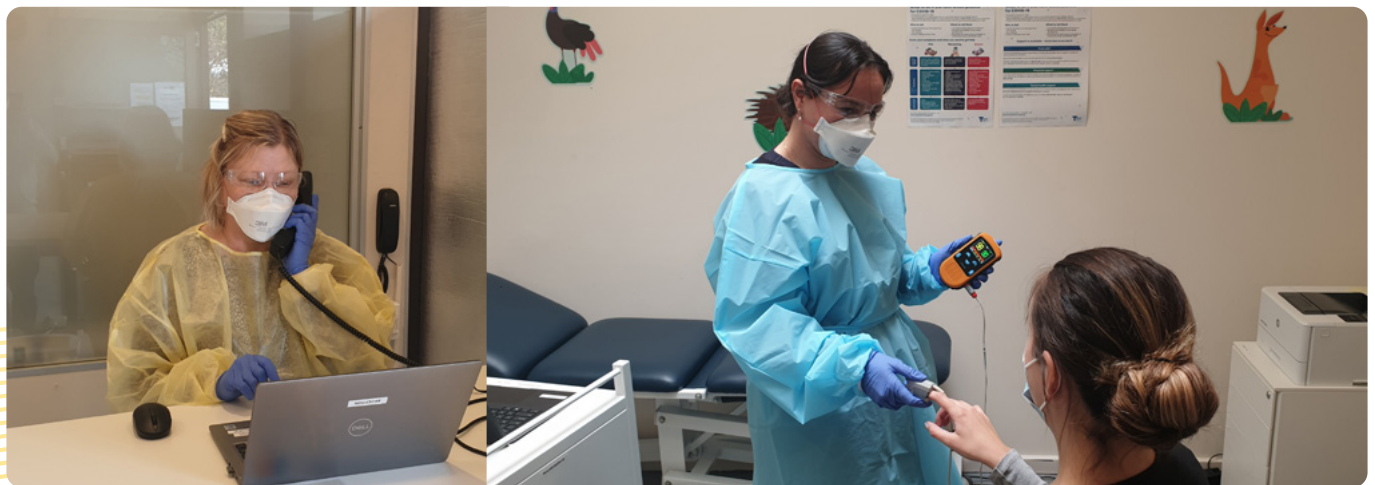
8% of people positive for RSV



23% of people positive for other detectable respiratory viruses



Team members at the GP Respiratory Clinic in Ashburton





## Social prescription for loneliness breaks new ground

Launched in 2021-22, the Access to Community (A2C) program supports socially isolated people to become more connected with their community.

The A2C program works by connecting participants with a volunteer Community Connector (VCC) who is familiar with the local community.

Community Connectors spend time getting to know the participant and understanding their interests and barriers. They then work with the participant to find suitable groups, clubs and classes in the community. The Connector can also attend the activity to ease them into getting started.

The service is available to people who are under 65 years of age, not already supported socially and would like extra support to get out more.

The program will be expanded in 2022-23 to increase our impact and help to create change.

### Case study

## Nicole

Nicole\* is aged in her mid-40s and met an A2C ambassador and VCC at Camcare’s weekly emergency relief drop-in.

Following the meeting, Nicole officially joined the program and was linked with her VCC, who happened to be the same person she met at drop-in.

Nicole revealed that she was new to the area and living in transitional refuge accommodation with her teenage child due to family violence. We learned that Nicole does not drive due to a medical condition, and has never used public transport – instead she relied on her partner to transport her.

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**Nicole and her VCC joined a local walking group. She really enjoyed the activity and plans to attend independently. Her next goal is to travel by tram with the help and support of her VCC.**

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Nicole imagines herself as one day being a peer support worker. She is sharing her story in the hope that it raises awareness for other women like her.

**Case study**

**Matt**

Matt\* referred himself to the A2C program after picking up a program postcard at Camcare. On meeting the program coordinator, Matt shared his interesting work history and his drawing hobby. He also spoke about experiencing anxiety and not leaving the house much, as well as disclosing significant past trauma. Matt spoke of Indigenous connections that he would like to know more about.

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**Matt agreed to join the program and meet a VCC to further explore his interests and how he would like to connect with community. He also accepted a referral to Steps Mental Health.**

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Matt and his VCC together visited Hawthorn Community House where they enjoyed Community Lunch and Art Group. This was a good starting point for Matt because he does not use public transport, instead he walks 'everywhere', and this was within reach.

Matt had a break from the program due to a physical health setback and has recently returned. He is keen to share more about the art projects that he has been working on – recently he has turned a hand to sculpture and he hopes to one day start a social enterprise sharing his skills and experience in both disability and art. We are planning to match Matt with a volunteer who will be able to explore more deeply what matters and what community means to him and facilitate introductions to match.

*\*names have been changed*





# Helping young people in Malvern with mental health

In March 2022 headspace Malvern opened its doors to give young people in Malvern and surrounds better access to tailored and youth-friendly support services.

The centre is available for young people aged 12-25 and their families who need help with mental health, physical health and sexual health, alcohol and other drugs or work and study support.

headspace's [2020 National Youth Mental Health Survey](#) found that psychological distress among young people remains high, with one-third (34 per cent) reporting high or very high levels of distress. Added to this, the last two years have been particularly challenging for young people.

Youth-friendly services like headspace Malvern play an important role in helping people to get back on track.

## A youth-led service

Importantly, young people were involved in the planning of headspace Malvern and will continue to be involved in designing, monitoring and evaluating headspace Malvern's activities and services to make sure they meet young people's needs.

## Expanding our footprint

AccessHC was thrilled to open the much-needed service in the City of Stonnington, an area which is home to multiple schools and university campuses and approximately 20,000 young people aged 12-25 years old. Around 3,000 of these people are currently living in low-income households.

## Partnerships for success

headspace Malvern could not have opened its doors without strong partnerships and we thank them all for their support.

**"Access Health and Community is excited to work alongside our consortium partners to develop headspace Malvern as a vibrant, much-needed mental health service for young people and their families."**

*— Anna Robinson, AccessHC CEO*



*Uncle Colin Hunter performing a smoking ceremony at the headspace Malvern launch*



*Sophie, Ria, Clare and Kate from the headspace Malvern Youth Advisory Group (YAG) with James Rouse (City of Stonnington), Jane Seeber (AccessHC), Jason Trethowan (headspace National), Quinn Pawson (SEMPHN) and Dr Michelle Ananda-Rajah MP (Member for Higgins)*

Funded by the Australian Government through the South Eastern Melbourne Primary Health Network (SEMPHN), the new service is being delivered by a consortium led by AccessHC which includes St Vincent’s Mental Health Service, JobCo, Uniting Victoria and Tasmania, Star Health, City of Stonnington and City of Boroondara.

We also thank the Federal Government and Member for Higgins for their support.

headspace Malvern is located at Northbrook, 1257 High Street Malvern.



**75 per cent of mental illnesses develop before a person turns 25**



*Fun, crafty launch activities organised by young people from the YAG*

## Global recognition for Hawthorn Community House

The Hawthorn Community House (HCH) Wiser Driver program has been recognised by the World Health Organization (WHO) Global Network of Age-friendly Communities as one of their age-friendly strategies.

Wiser Driver is a face-to-face interactive course delivered over four weeks that provides drivers aged 55+ with driving education.

The courses:

- provide up-to-date information on current Victorian Road Rules
- create opportunities to address any concerns about driving in a safe and non-threatening space
- encourage participants to think about changes in their fitness or health that may impact on their driving
- foster an awareness of safer driving habits while increasing insight into driver skills and abilities.

The courses are incredibly popular. They are successful in both encouraging safer driving and supporting individuals to remain as independent as possible for as long as possible in their communities.

The Age Friendly World website is a place for people and organisations all over the globe to share what they know and learn from others. It is an honour to have this local program recognised on the global WHO website which is helping to create an age-friendly world.

The Wiser Driver program was developed by Hawthorn Community House 25 years ago and over 50 programs are delivered each year across Victoria. It is a collaboration between AccessHC, local councils and VicRoads.



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**"The courses are incredibly popular. They are successful in both encouraging safer driving and supporting individuals to remain as independent as possible for as long as possible in their communities."**

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**Case study****Peer support  
to recovery**

The Medication Support and Recovery Service (MSRS) is a service for people who might be having problems with their use of prescription and over-the-counter medications. The service includes specialist counsellors, nursing staff and peer support workers.

**Background**

The MSRS Peer Support worker connected with the client while performing doorknocking outreach work with the HRAR COVID-19 response team.

The client did not appear to be well and seemed to be living with hoarding-type behaviours. The client also reported having issues with their benzodiazepine and methadone use. They agreed to engage further with MSRS services for support.

When they first met with the Peer Support Worker, the client appeared to be extremely anxious, shy and reluctant to engage with services. They spent most of their time at home and had limited contact with others.

**How we helped**

The Peer Support Worker began meeting with the client regularly and encouraged them to attend peer support groups. The client was referred to the MSRS and now sees a counsellor regularly and they are making great progress in their Valium reduction plan.

Help and advocacy from the Peer Support Worker has helped to reduce the client's isolation and improve their overall health.

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**The client's physical and mental transformation has been described as incredible — they now attend peer support groups twice a week and are no longer isolated in their home. They have begun socialising with group members, are about to start a training course and are taking part in regular physical activity.**

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They have also been referred to AccessHC's dental services for work which will further improve their confidence.

The Peer Support Worker said the client is now smiling and laughing in appointments and shows great courage in their recovery.

The client has said they are incredibly grateful for the MSRS. They highlighted in particular the value of having contact with the Peer Support Worker — someone with similar lived experience who understands their recovery journey.

*MSRS was commissioned by Eastern Melbourne PHN and supported by funding from the Australian Government under the PHN Program.*

# Sustainability

We are relevant and viable  
in a changing environment





## Provider of choice through effective alliances

In July 2021, AccessHC and healthAbility entered into a formal Connect4Health Alliance agreement to build on the well-established partnership work between the two organisations over many years.

The vision for the Alliance is improved health and wellbeing for our communities through collaboration, with Connect4Health recognising the potential to achieve better outcomes by acting in partnership, rather than alone. Connect4Health is guided by their purpose to act collectively to deliver universal community-based primary healthcare and support, with a special responsibility for the vulnerable.





## Meet Tamica, Connect4Health Executive Officer

Introducing Tamica Sturgess, Executive Officer for Connect4Health. Tamica works across AccesssHC and healthAbility to support Connect4Health and to coordinate, lead and manage the C4H alliance.

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### Hi Tamica! Tell us a bit about your background and how you found your way to Connect4Health?

I've always worked with people or on improving outcomes for them. I'm a physiotherapist by background and have worked in healthcare for over 20 years across a variety of roles. My experience extends across physiotherapy, project management, quality improvement, research, and management. Common to all is my passion in achieving the best health and wellbeing outcomes for members of our community.

I was drawn to Connect4Health and the community sector because I want to work in a role that is close to people and the community – it's clear that community and people are at the heart of Connect4Health.

I'm now working in a broad and exciting role to plan and deliver key strategic initiatives of the Alliance.

### What's the best thing about working across two organisations?

It is inspiring to see the fantastic work both organisations do, and how they collaborate and work together as a team to achieve a common objective. I really enjoy getting to work closely with the two CEOs and our oversight committee, which include our Board Chairs.

### What are the benefits of the Connect4Health alliance?

The Connect4Health Alliance is unique because AccessHC and healthAbility have a strong history of working together. We know that collaborating can increase our scale and reach. We have shared and complementary experience and services, which allow us to contribute more together. It's also an efficient way of working.

### What have been the biggest wins of 2021-22?

The last year has been all about building foundations. We developed our strategic and business plan, rebranded, built a website, and undertook foundational work that we are continuing to build on.

We have a big year ahead as we implement our business plan and stay responsive to opportunities that arise in the industry.



## Connect4Health

## Dynamic and modern property plans

The Property Plan is helping AccessHC to ensure that our sites are fit for purpose and reflect the dynamic and modern organisation that AccessHC is today.

AccessHC has grown significantly over the past 10 years and currently owns three sites and leases 18 properties across the inner-east and north-east suburbs of Melbourne. The Property Plan is helping AccessHC take a strategic look at our future property needs.

The plan was endorsed by the Board in February 2022. The rollout is underway to create facilities that enable quality, efficient services into the future.

The property plan aims to do this with three main goals:

- ensuring we have the right mix of properties in our portfolio
- designing properties for flexibility and adaptability
- developing three key hubs for AccessHC.

### We're on our way to revitalised and refreshed facilities

The following principles are guiding our current and future property work:

- The layout and design will be versatile and adaptable in structure.
- A style guide is under development to direct the look, feel and features and ensure consistency.
- Service delivery spaces will be designed for multi-purpose use and office spaces will be flexible.
- Flexible work spaces, collaborative zones and informal meeting spaces will be available for our teams.

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**"By better utilising our resources, our facilities will grow to accommodate the expected increase in demand for our services. Our facilities will be modern to support excellent care."**

*— Property Plan*

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# Meet the Board



## Gayle Austen, Board Chair

Director since November 2018

### Experience

Gayle is a strategic communication specialist who works with Boards and executives of non-profits on major projects. She was previously the Head of Marketing and Communications for ANZ Institutional, held leadership roles in communications for Foster’s and Seven Network, and was a senior journalist with The Age. Gayle is the Chair of Trust for Nature and the former President of Camcare.

### Special responsibilities

Chairperson  
Chair of the Community Advisory Committee

### Qualifications

Graduate Certificate Applied Languages  
Bachelor of Arts



## Penny Lovett

Director since October 2018

### Experience

Penny Lovett is the Chief Human Resources Officer for The Salvation Army. Her role encompasses all aspects of HR, including cultural renewal, HR Business Partnering, Workplace Health and Safety, Remuneration and Benefits, Organisational Development, HR Services, and Volunteer Resources.

### Special responsibilities

Deputy Chair  
Chair of the Governance Committee

### Qualifications

Master of Business Administration  
Graduate Diploma, Human Resource Management  
Bachelor of Commerce



## David Benady

Director since July 2021

### Experience

David has 20 years of experience in a broad range of community and human rights settings in the UK, Africa, Australia and Asia. His primary focus in the community has been on children’s rights. After leaving the law profession, he worked in business strategy consulting for PwC and has set up his own procurement consulting firm specialising in manufacturing and health sector procurement.

### Special responsibilities

Quality and Safety Committee Member

### Qualifications

Senior Executive MBA  
Accredited Specialist Children’s Law  
Masters of Public Policy and Management  
Masters of Public and International Law  
Bachelors Degree



## Ross Goeman

Director since May 2022

### Experience

Ross has extensive experience of leadership within local government, most recently as Manager of Corporate Performance and Strategic Risk at the City of Melbourne. He has held leadership roles at City of Monash and Yarra City Council. Ross has significant expertise in risk management, business assurance, compliance and continuous improvement.

### Special responsibilities

Audit and Risk Committee Member

### Qualifications

MBA  
 Master of Public Policy and Management  
 Master of Science  
 Diploma Frontline Management  
 Certificate in Small Business Management  
 Bachelor of Arts (Honours)



## David Lau

Director since May 2022

### Experience

David is a qualified pharmacist and has extensive leadership experience within the healthcare system. He was most recently the General Manager of Institutional Healthcare with EBOS Group, and has held leadership positions with Eastern Health, Royal Victorian Eye and Ear Hospital and Optus.

### Special responsibilities

Governance Committee Member

### Qualifications

Professional Certificate in Health Systems Management  
 Society of Hospital Pharmacists of Australia, Fellowship  
 Master of Clinical Pharmacy  
 Bachelor of Pharmacy



## Annette Mercuri

Director since May 2022

### Experience

Annette has significant consulting experience across health and human services at Nous Group and her own consulting firm. She has worked with a range of organisations on strategic health planning and transformation including Austin Health, the Royal Women’s Hospital, Alfred Health and Bendigo Community Health.

### Special responsibilities

Community Advisory Committee Member

### Qualifications

Bachelor of Applied Science



## Mike Morgan

Director since May 2019

### Experience

Mike is the Dean of the Faculty of Dentistry at the University of Otago in Dunedin, New Zealand. He was previously the Head of the Melbourne Dental School in the Faculty of Medicine, Dentistry and Health Sciences at The University of Melbourne where he remains an Honorary Professor.

### Special responsibilities

Quality and Risk Committee Member

### Qualifications

PhD  
Graduate of the Australian Institute of Company Directors  
Masters Dental Science  
Graduate Diploma Epidemiology  
Bachelor of Dental Surgery



## Alan Studley

Director since December 2015

### Experience

Alan is a non-executive director of Alexandra District Hospital, Wayss (Family Violence and Housing Support) and ANZGITA. Alan has worked for multi-national companies in the fields of manufacturing, media and food production.

### Special responsibilities

Chair of Audit and Risk Committee

### Qualifications

Master of Business Administration  
Graduate Diploma in Management Systems  
Bachelor of Business



## Peter Turner

Director since April 2013

### Experience

Peter is the Managing Director of Independence Australia. He has worked in a range of senior management positions in the health and community services industry for over 25 years in the public, private and not-for-profit sectors.

### Special responsibilities

Audit and Risk Committee Member

### Qualifications

Master of Health Administration  
Diploma in Business

## Departed Directors



### Jane Canaway

Director since April 2019 (departed October 2021)

#### Experience

Jane has held executive and senior leadership roles in government, health and community support sectors prior to moving into consultancy in September 2018. As a consultant she has worked with a range of health and community agencies including health services, community health, PHNs, local government, vocational education, family violence and emergency services.

#### Special responsibilities

Chair of the Quality and Risk Committee  
Governance Committee Member

#### Qualifications

Graduate Diploma in Program Evaluation  
Graduate Diploma in Health Science



### Kerry Grabau

Director since April 2009 (departed December 2021)

#### Experience

Kerry has extensive experience in employee health and organisational wellbeing, expertise in industrial relations, including negotiation of agreements and knowledge, involvement and commitment to the community, especially the City of Yarra.

#### Special responsibilities

Chair of the Community Advisory Committee

#### Qualifications

Diploma in Education  
Bachelor of Arts  
Bachelor of Social Work



### John Michailidis

Board Chair until April 2022. Director since April 2013 (departed April 2022).

#### Experience

John is a performance-driven leader and CEO in business transformation, entrepreneurship, translation and commercialisation. He has broad experience and expertise in strategic planning, organisational growth and business development.

#### Special responsibilities

Chair of the Board of Directors  
Audit and Risk Committee Member

#### Qualifications

Executive Master of Business Administration  
Diploma in Education  
Bachelor of Science

# Meet the Executive



Michael, Jane, Anna and Rebecca from the Executive Team (not pictured, David Towl)



## **Anna Robinson** | Chief Executive Officer

Anna joined AccessHC in August 2021. Anna has over 15 years of experience leading operations, growth and innovation in for-purpose organisations. Her background spans Australia, the UK, Asia and Latin America. Prior to AccessHC, Anna was on the Executive team at the Benevolent Society leading the disability services team, one of Australia's largest community multi-disciplinary allied health and behaviour support teams, in addition to overseeing the organisation's growth and business excellence framework. Prior to joining the Benevolent Society, Anna was Senior Director of Business Development for Change.org, the world's largest online platform for social change, launching and expanding their business model in eight countries globally.

Anna is the current CEO of AccessHC.



## **Rebecca Aldridge** | Executive Lead People and Culture

Rebecca joined AccessHC in June 2022. Rebecca is an experienced people and culture leader. She led the People and Strategy team at Bayside Council and was a partner at Davidson Search and Advisory. She also has extensive operational, strategy and change management experience, having had a number of leadership roles with City of Melbourne.

Rebecca leads the new People and Culture division which encompasses human resources, talent acquisition, learning and development, communication and safety and wellbeing.

**Michael Le Lacheur** | Chief Financial Officer

Michael joined AccessHC in January 2022. Michael has over 25 years of senior financial experience, working in listed and small to medium size organisations. Prior to joining AccessHC, Michael worked as a Chief Financial Officer for a not-for-profit in the aged care sector. Michael is a Fellow Certified Practising Accountant (FCPA) and holds a Bachelor of Business from Victoria University of Technology.

As CFO, Michael leads the Finance and Corporate Services teams.

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**Jane Seeber** | Chief Operating Officer

Jane joined AccessHC in 2018. Jane is a Chartered Accountant with 20 years' experience in the not-for-profit sector as a manager, executive and director. Prior to working at AccessHC Jane has worked in the aged care and disability sectors through periods of national reform, including the implementation of the NDIS.

In November 2020, Jane took on an operational executive role at AccessHC leading the clinical services teams which encompass medical, dental, allied health for adults and children mental health, AOD, customer service, service connection and quality.

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**David Towl** | Executive Lead Community Impact

David joined AccessHC in 2013. David has more than 15 years' experience in public health, health policy and community development. He is a qualified paramedic, having formerly held senior clinical, training and risk management roles with St John Ambulance in both New Zealand and Australia.

David was previously General Manager, Health Promotion and Engagement. In his current role, David leads the Community Impact division.

# Funders and Partners

It is important to note and thank our many funders and partners without whose support we could not deliver our wide range of services.

## Our main funders include:

- City of Boroondara
- Dental Health Services Victoria
- EACH
- Eastern Health Turning Point
- Eastern Melbourne PHN (EMPHN)
- headspace National
- Manningham Council
- South Eastern Melbourne PHN (SEMPHN)
- VicHealth
- Victorian Government
- Various universities.

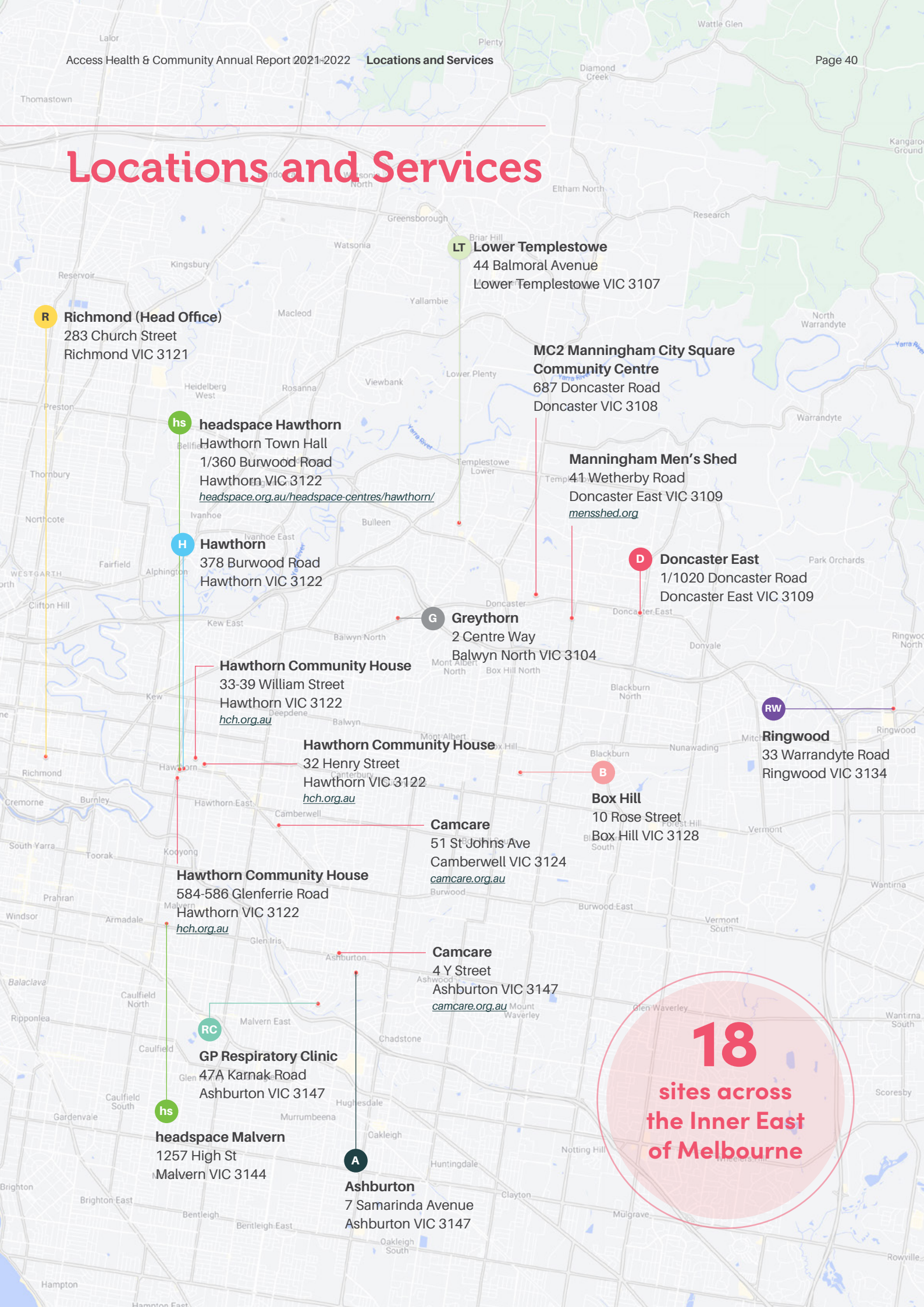


## Some programs were delivered in partnership with:

- EACH
- Eastern Health - Turning Point
- healthAbility
- Inner East Primary Care Partnership (PCP)
- Inspiro
- Link Health and Community
- Oonah Belonging Place
- Salvo Care
- Women's Health East.



# Locations and Services



**R Richmond (Head Office)**  
283 Church Street  
Richmond VIC 3121

**hs headspace Hawthorn**  
Hawthorn Town Hall  
1/360 Burwood Road  
Hawthorn VIC 3122  
[headspace.org.au/headspace-centres/hawthorn/](https://headspace.org.au/headspace-centres/hawthorn/)

**H Hawthorn**  
378 Burwood Road  
Hawthorn VIC 3122

**Hawthorn Community House**  
33-39 William Street  
Hawthorn VIC 3122  
[hch.org.au](https://hch.org.au)

**Hawthorn Community House**  
32 Henry Street  
Hawthorn VIC 3122  
[hch.org.au](https://hch.org.au)

**Hawthorn Community House**  
584-586 Glenferrie Road  
Hawthorn VIC 3122  
[hch.org.au](https://hch.org.au)

**RC GP Respiratory Clinic**  
47A Karnak Road  
Ashburton VIC 3147

**hs headspace Malvern**  
1257 High St  
Malvern VIC 3144

**A Ashburton**  
7 Samarinda Avenue  
Ashburton VIC 3147

**G Greythorn**  
2 Centre Way  
Balwyn North VIC 3104

**Camcare**  
51 St Johns Ave  
Camberwell VIC 3124  
[camcare.org.au](https://camcare.org.au)

**Camcare**  
4 Y Street  
Ashburton VIC 3147  
[camcare.org.au](https://camcare.org.au)

**LT Lower Templestowe**  
44 Balmoral Avenue  
Lower Templestowe VIC 3107

**MC2 Manningham City Square  
Community Centre**  
687 Doncaster Road  
Doncaster VIC 3108

**Manningham Men's Shed**  
41 Wetherby Road  
Doncaster East VIC 3109  
[mensshed.org](https://mensshed.org)

**D Doncaster East**  
1/1020 Doncaster Road  
Doncaster East VIC 3109

**B Box Hill**  
10 Rose Street  
Box Hill VIC 3128

**RW Ringwood**  
33 Warrandyte Road  
Ringwood VIC 3134

**18**  
sites across  
the Inner East  
of Melbourne



# List of services

Alcohol & Other Drugs Support 
Audiology 
Carers Respite 
Child & Family Services 
Mental Health Services 
Dental 
Diabetes Education & Support 
Early Childhood Intervention 
Eczema Clinic 
Exercise Physiology 
Education & Training Support 
Health Promotion 
Housing Support 
Mental Health Nursing 
Medical Doctors 
Medication Support & Recovery Service 

NDIS Services 
Needle & Syringe Program 
Nursing 
Nutrition & Dietetics 
Occupational Therapy 
Osteoarthritis of Hip & Knee Service 
Pathology 
Peer Support Services 
Physiotherapy & Exercise Groups 
Podiatry 
Sexual Health Services 
Social Activity Groups 
Speech Pathology 
Steps Mental Health Services 
Volunteer Transport <i>Various locations</i>
Youth Early Psychosis Services 

## MC2 Manningham City Square Community Centre

- Community gym program
- Exercise groups



## Manningham Men's Shed

- Woodwork, electronics and mechanics projects
- Socialising activities



## Hawthorn Community House

- Children's programs
- Community programs
- General interest courses
- Health and fitness courses
- Special events
- Evening courses (Henry Street only)

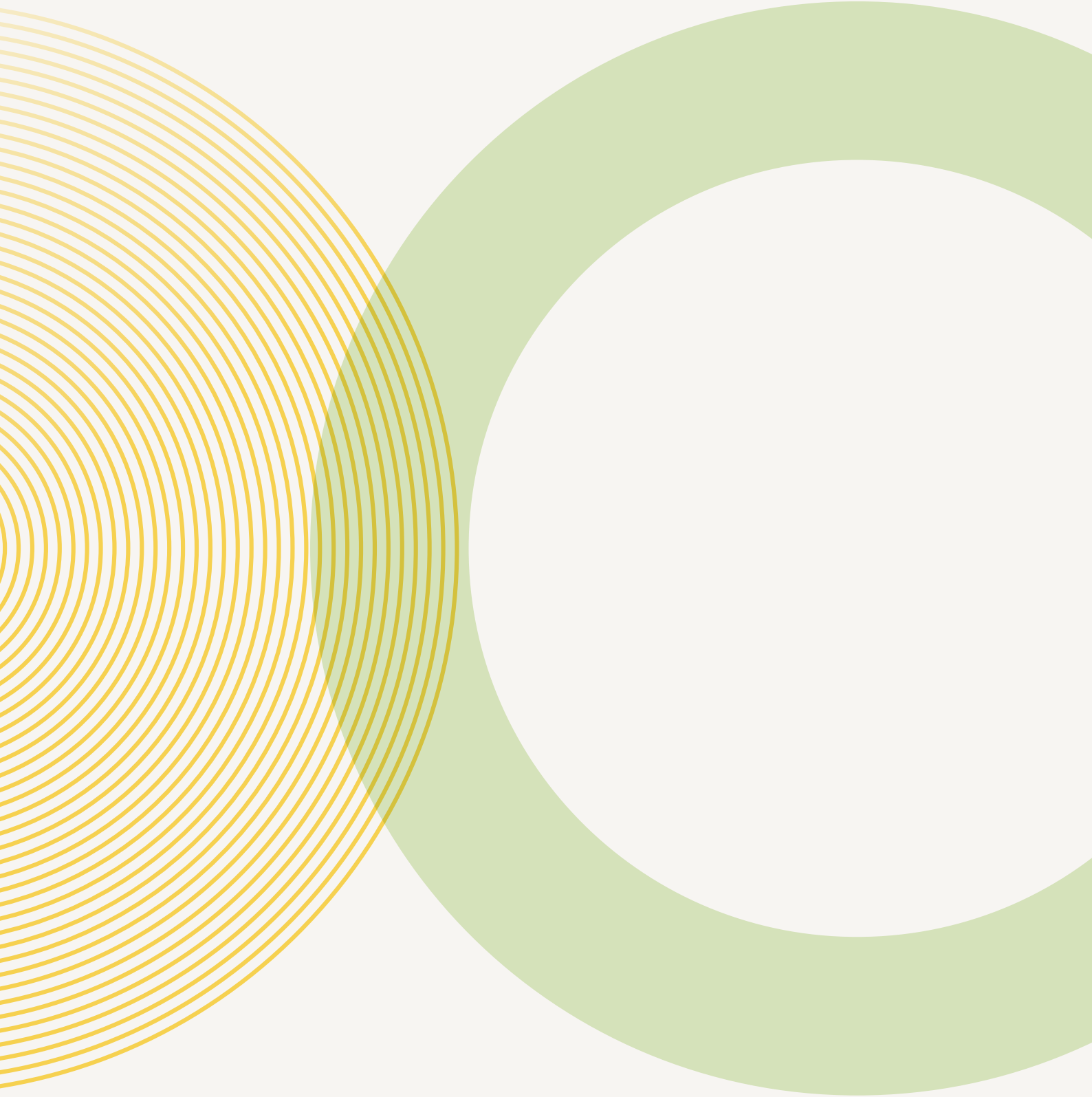


## Camcare

- Community information & referral
- Counselling
- Emergency relief
- Family Violence Victims Survivor group
- Integrated family services with outreach workers
- Monthly community barbecue
- New mothers' group
- Parenting outreach support workers
- Parenting education groups

# Legend

- |                        |                              |
|------------------------|------------------------------|
| Richmond (Head Office) | Ringwood                     |
| Hawthorn               | Box Hill                     |
| Doncaster East         | Ashburton                    |
| GP Respiratory Clinic  | headspace Hawthorn & Malvern |
| Greythorn              | Home Care                    |
| Lower Templestowe      |                              |



**ACCESS**  
Health & Community

**Building healthier lives together**

☎ (03) 9810 3000

✉ [info@accesshc.org.au](mailto:info@accesshc.org.au)

🌐 [accesshc.org.au](http://accesshc.org.au)