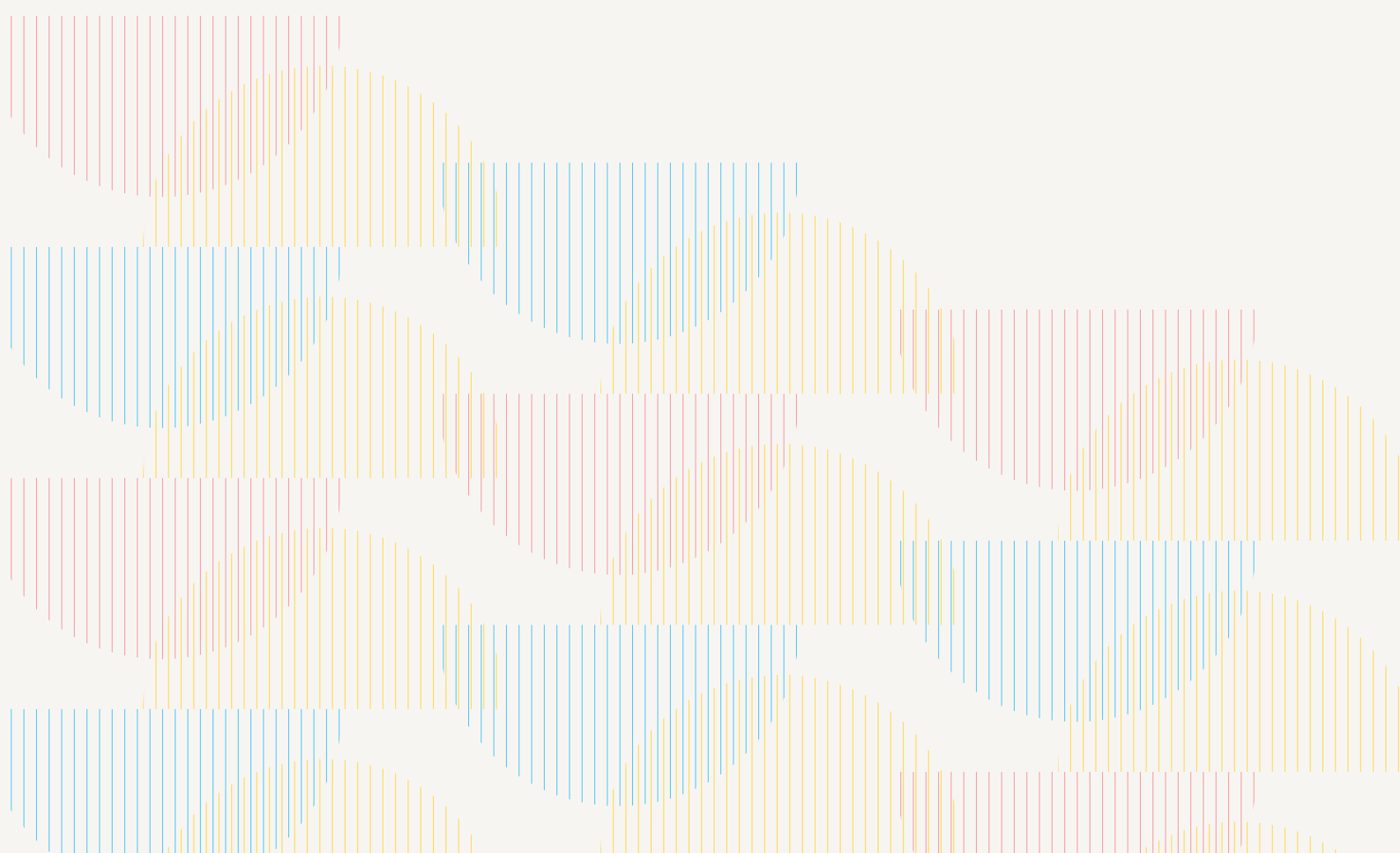


ACCESS
Health & Community

Access Health & Community

Annual Report

2020 – 2021



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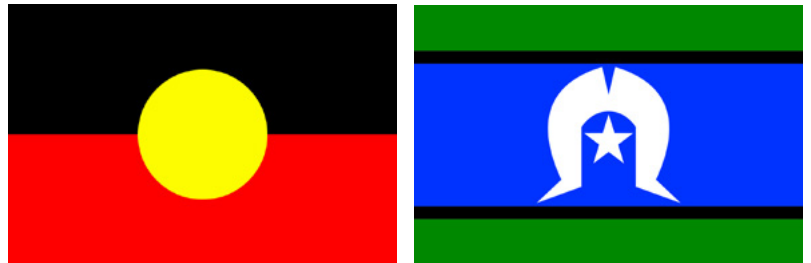
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2021 National
Volunteer Week
celebrations



Acknowledgement of Country



Access Health and Community acknowledges the Wurundjeri Woi-wurrung as the Traditional Owners of the lands and waters where our services are provided. We recognise their Elders past, present and future and commit to working with Aboriginal and Torres Strait Islander peoples to build healthier lives together.



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


15,300+
 people supported this year
 (medical, dental, allied health and mental health consumers)


47K
 The number of times we met with consumers


59.57K
 Number of hours of support delivered


79,913
 phone calls received
 average of 1193 calls a day
since going live with the new telephone system 24 April to 30 June


 **11,630** The number of times we met with Child and Family Service consumers
995 families


 **19,365**
 public dental treatments

 **Hours of support**
6575.68 Integrated Family Services (IFS) **12,040** Carer support

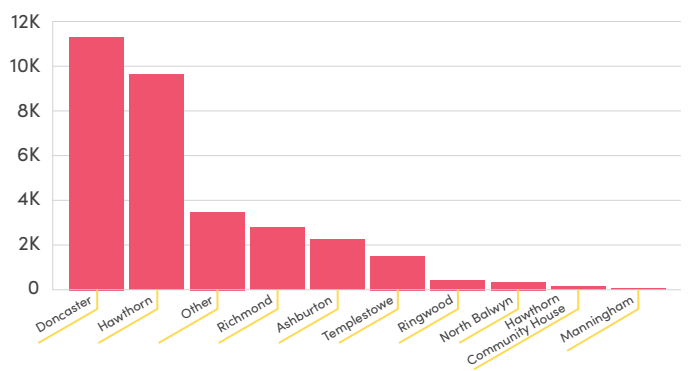
 **3,591** Number of new people we're now helping at Adult Allied Health

 **2,423**
 My Aged Care referrals


 **31 online programs** delivered by Community Houses

 **377 consumers on 707 occasions** assisted in the youth, adult, forensic and family AOD programs

Number of times we helped people by location



 **8,604** Community information and referrals by Camcare

 **1,500+** sports club members engaged in the Inclusive Clubs project

FREE TO BE ME **328 children & 67 educators** potentially helped by Free to Be Me program



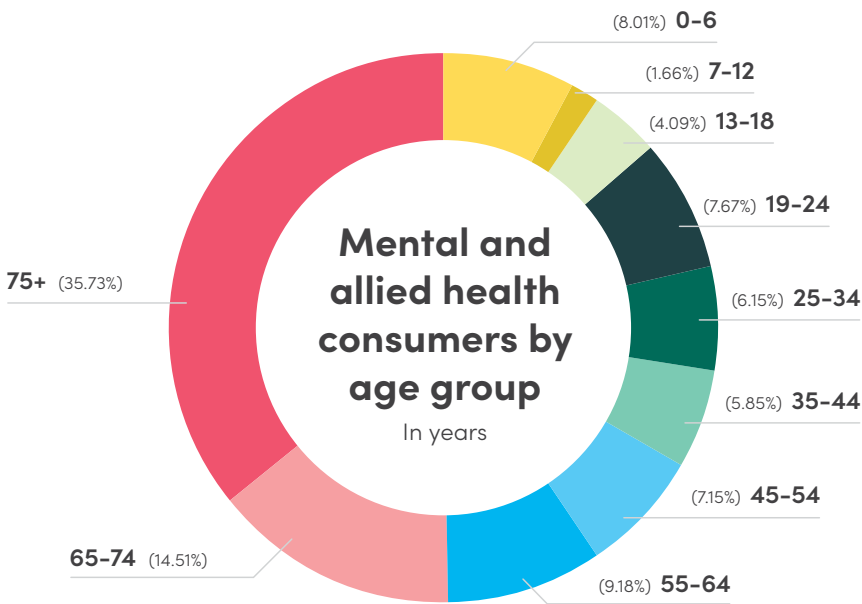
A young person receiving their COVID-19 vaccine at our Hawthorn medical practice

Our Consumers

Mental and allied health consumers

Consumers	In numbers
NDIS	255
Indigenous	40
Homeless	31
Refugees	19

Consumers	In percentage
Students	8.7%
Have Medicare	71.4%
Culturally & linguistically diverse	37.4%
Own a house	45.3%



Our consumers were born in more than **115 different countries.**

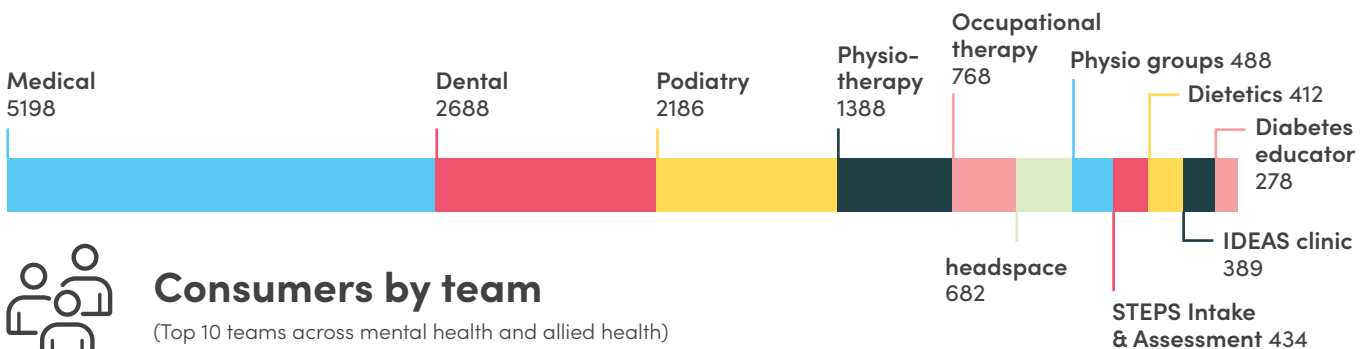
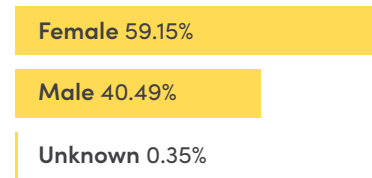
The top 10 countries are:

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

Types of chronic medical conditions our GPs are helping people manage: (% of consumers)

- Respiratory conditions 5.4%
- Musculoskeletal conditions 5.9%
- Cardiovascular conditions 5.8%
- Mental health conditions 9.9%
- Diabetes 1.8%
- Cancer 1.6%
- Alcohol and other drug conditions 0.9%
- Kidney disease 0.2%
- Dementia and Alzheimer's disease 0.2%

Mental health and allied health consumers



Consumers by team

(Top 10 teams across mental health and allied health)

Chairperson Address



This is my second update as Chair after assuming the position in March 2020. I have now been on the Access Health and Community (AccessHC) Board for over eight years, during which time I have witnessed significant growth and progress across the organisation which makes me incredibly proud to be part of the Board.

2020-21 marked a transition within the Access Health and Community executive team. We welcomed Anna Robinson as Chief Executive Officer (CEO) in August, after farewelling Dr Harry Majewski in May 2021.

On behalf of the Board, it's my pleasure to welcome Anna, who joined us after an extensive and broad ranging search. She brings over 15 years of experience leading operations, growth and innovation in for-purpose organisations, building on her personal commitment to optimise consumer experience.

Anna's experience spans Australia, the UK, Asia and Latin America and includes significant experience within the community services sector. Anna brings with her the expertise, experience and vision to build on the legacy that was built by Harry during his 10 years as CEO.

If you had the pleasure of working with Harry, you would know that he was highly regarded within the community health sector for his ability to bring organisations together. He leaves behind a legacy of collaboration that will continue into AccessHC's future.

When reflecting on Harry's achievements, our purpose to 'build healthier lives together' runs true. His notable achievements included establishing partnerships with health and community organisations in the Inner East, which have enabled AccessHC to help our communities this year, providing essential health and community services, COVIDSafe education and vaccinations.

Such partnerships include the Connect 4 Health Alliance with healthAbility. The alliance, which was officially signed in July 2021, cements our long standing collaborative relationship and ensures the communities we serve will have even greater access to health and community support services.

Exceptional collaboration has helped AccessHC navigate COVID-19 in 2020-21 and will continue to serve us well as we prepare for our future state.

On behalf of the Board, I would like to thank Harry for his contributions and wish him all the best with his future endeavours.

I would like to extend the thank you to Paul Scroope, Chief Financial Officer, who was acting CEO from May to August 2021 and played an important role in the transition.

Thank you to my fellow Board members for their continued insight, input and stewardship.

In October 2021, Jane Canaway stepped down from her role as director after two years of service to take up another position. I would like to thank Jane for her contributions as a director and as Chair of the Quality and Risk Committee.

I would also like to officially welcome David Benady who joined the Board in August 2021.

Thank you to the AccessHC executive team who demonstrated exceptional leadership this year. The executive team’s leadership, direction and commitment to those most vulnerable have helped to keep the workforce and community safe during these unprecedented times.

On behalf of the Board, I thank and acknowledge all of our funders for continuing to support AccessHC and for making our work supporting communities possible.

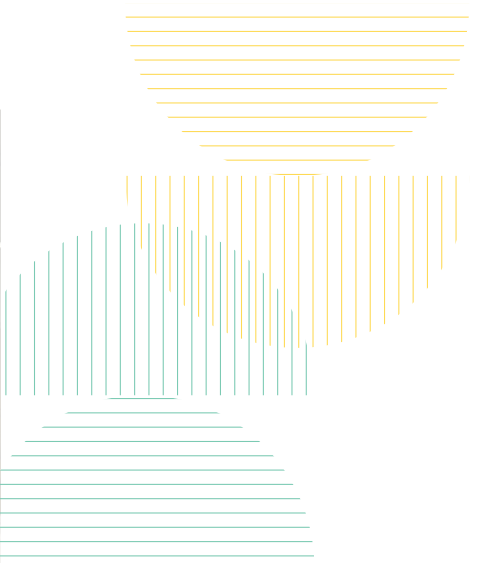
Lastly, it goes without saying that AccessHC would not be able to operate without its people. I would like to thank our workforce of staff members and volunteers for their commitment, can-do attitude and perseverance towards AccessHC and our communities.

John Michailidis
Board Chairperson, Access Health and Community

"Exceptional collaboration has helped AccessHC navigate COVID-19 in 2020-21 and will continue to serve us well as we prepare for our future state."



Staff members at the Richmond vaccine clinic



CEO Address



It's my pleasure to be writing my first address to you as AccessHC CEO.

As incoming CEO, I've been impressed with the resilience and tenacity of our people as we have navigated a second year of significant COVID-19 impact on our communities and operations.

Our people have played a key role in responding to the pandemic – making personal sacrifices and taking calculated risks to support their communities throughout a tough year. They've done that while often juggling the personal impacts of COVID-19 – stress, social isolation and home schooling. The sacrifice of our front-line workers cannot be under-estimated and will not be forgotten.

While we've continued to respond to the COVID-19 crisis, we've not lost sight of our strategy and have embarked on a wide-ranging transformation program – Program Bumblebee – to support the organisation to expand access, multiply its impact and ensure we are sustainable long into the future. This constant focus on evolving to meet the needs of our communities is the reason AccessHC has been operating for over 150 years. I'm proud to take on the role of CEO and build on this legacy.

"The organisation continues to look forward and focus on how we can expand our impact and evolve to meet the changing needs of our communities."

Helping our communities through COVID-19

In 2020-21 AccessHC played a key role in responding to the pandemic through supporting communities across the Inner East.

We launched the High Risk Accommodation Response (HRAR) program across the Inner East, funded by the Victorian Department of Families Fairness and Housing, and in partnership with our key strategic partner healthAbility. This program focused on preventing and preparing for outbreaks in the highest risk accommodation settings in our communities – rooming houses, public and student housing and disability accommodation.

The HRAR program has been an outstanding success – HRAR provided support to 321 properties from April to June 2021.

In mid-2021, the AccessHC focus shifted from preventing COVID-19 to supporting COVID-19 vaccinations in a demonstration of our agility. We implemented and then significantly scaled COVID-19 vaccination operations across our Richmond and Hawthorn medical practices, as well as through the HRAR program.

By October 2021 the HRAR and medical practice teams had delivered more than 5000 vaccinations in an effort that will continue through 2021-22.

At the same time, we continued to provide essential health and social support services. Our frontline health and community service teams responded creatively to maintain essential service delivery, continuing to deploy technology in creative ways where possible, while offering in person services where critical.

The AccessHC mental health, headspace and alcohol and other drugs teams experienced significantly higher demand due to the impacts of COVID-19 on the community. We have worked with our funders to increase our services where possible.

We also launched the new HeadtoHelp service in September 2020. Funded by Eastern Melbourne Public Health Network (EMPHN), HeadtoHelp was set up to support the mental health of Victorians during the pandemic. AccessHC is the lead agency for HeadtoHelp Inner East and Outer East.

Looking forward to expand our impact

The organisation continues to look forward and focus on how we can expand our impact and evolve to meet the changing needs of our communities.

Program Bumblebee launched in late 2020 as a three year transformation program, underpinned by strategic investment and a new project management office to support the organisation.

In less than a year we are already seeing the initial benefits to the organisation, including:

- a strong focus on investing in our leaders
- ensuring we are capturing consumer voice and making this a cornerstone of our decision-making
- streamlining our systems and processes to improve consumer experience and minimise waiting times for services.

We will be continuing to build on the benefits of Program Bumblebee over the coming years, as we implement ongoing initiatives that benefit our communities.

"We have enormous reason for optimism as we emerge from lockdowns and learn to 'live' with COVID-19. The organisation is emerging stronger (but certainly changed) from the pandemic."

Learning from and building on our COVID-19 experiences

We have enormous reason for optimism as we emerge from lockdowns and learn to 'live' with COVID-19. The organisation is emerging stronger (but certainly changed) from the pandemic.

A key focus in 2021-22 will be learning from and building on our COVID-19 experiences – the deeper relationships we've built with communities, the innovations we've led in our service delivery and the flexibility in our work practices.

The organisation is stronger from the leadership provided across all levels of AccessHC.

I wish to thank my predecessor Dr Harry Majewski for the legacy he leaves behind, and Paul Scroope for his excellent stewardship as Interim CEO prior to my joining.

The year 2020-21 had its challenges due to COVID-19 but I'm proud of how the organisation responded and the success achieved in supporting our communities.

Every level of the organisation has contributed to this result but ultimately it is our frontline workers and volunteers who deserve special credit – the people answering the phones, delivering vaccinations, continuing to go into people's homes to deliver essential services. To them we owe a huge thanks.

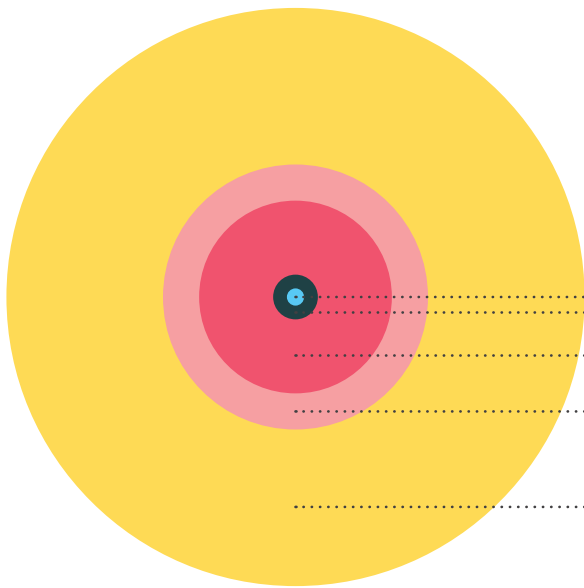
I look forward to what we can achieve in 2021-22 as we build healthier lives together.

Anna Robinson

Chief Executive Officer, Access Health and Community



Our People



319

Total staff members

- 5 Fixed term full time
- 13 Fixed term part time
- 56 Casual
- 77 Permanent full time
- 168 Permanent part time



Women as a % of the workforce

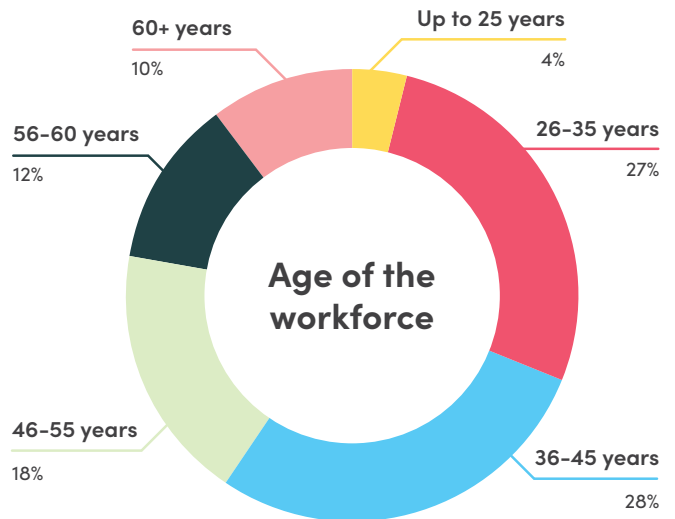
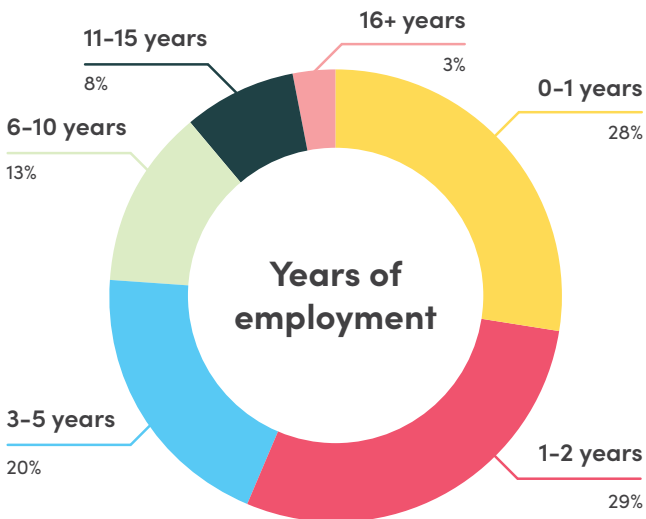
	Total	%
All Staff	295	85%
Managers	28	93%
Executive Managers	2	33%
Board Members	3	50%



207

Volunteers

As vaccination rates rise, the volunteer workforce is beginning to return in strength to provide in-person services with COVIDSafe guidelines in place.



Access

Providing essential services to hardly reached communities

AccessHC continues to play a key role in responding to the COVID-19 pandemic through supporting communities across the Inner East.

In a demonstration of hard work and resilience in 2020-21, AccessHC shifted its response from preventing COVID-19 to providing vaccinations to some of the most vulnerable members of our communities.

Supporting people who live in high-risk accommodation

The High Risk Accommodation Response (HRAR) project plays a critical role in the AccessHC and Victoria's COVID-19 response through supporting people who live in high-risk accommodation settings.

HRAR is a team of community engagement, clinical, social work, health promotion and administration staff. They deliver core COVID-19 outbreak preparedness, prevention and response activities and enable vaccination access to hardly-reached and socially isolated residents.

The program is delivered in partnership with healthAbility and funded by the Victorian Department of Families Fairness and Housing.

Positive partnerships and collaboration

Collaboration and partnerships were key to supporting vulnerable communities in 2020-21. HRAR built and sustained strong and positive partnerships and collaborations with community support services to connect hardly reached and socially isolated residents to the services they required.

Some of the key partnerships included:

- Peninsula Community Legal Centre to support residents living in rooming houses.
- EACH and its COVID-19 vaccination team running local vaccination hubs.
- Camcare and Boroondara Community Outreach which provided emergency food relief for residents in isolation.
- City of Boroondara, City of Whitehorse and Manningham Council, who have shared advice, information and networks to ensure the program reaches everyone that is eligible.
- Eastern Health, supporting the management of COVID-19 positive clients and providing connections to disability housing providers and their residents.



HRAR team members performing outreach

Culturally appropriate community engagement

Community engagement approaches were used to help build rapport with residents in a culturally appropriate manner. This was critical in keeping communities safe from COVID-19. We connected with people through:

- doorknocking
- community pop-up events
- the distribution of Resident Packs, Winter Warmers and community resources
- establishing the HRAR Resident Advisory Committee for resident participation and input.

Trust and connection

Through establishing trust with residents and the community, HRAR was able to:

- connect residents to access social, welfare, health, legal and financial support
- inform and educate residents on the importance of vaccinations
- provide vaccination bookings.

These were services which they wouldn't have accessed without our assistance.

The HRAR program can be credited for providing potentially life-changing vaccinations to people who may have otherwise remained unvaccinated.



4,869
masks provided



2,311
hand sanitizer provided



2,173
resources provided to residents

"The HRAR program can be credited for providing potentially life-changing vaccinations to people who may have otherwise remained unvaccinated."

Creative community care to connect

Our community team demonstrated their agility, creativity and collaboration in response to the COVID-19 pandemic.

Creative virtual connections

The virtual delivery of family services, casework and counselling and community house activities created an opportunity for maintaining connections at a time when social isolation and personal vulnerability increased.

Community house programs moved online to provide creative ways to keep the community connected. The 31 classes included exercise, art, cooking, language, learning to use an iPad, short story bookclub, movie club and lifelong learning programs specifically for older people.

In a similar way, the Men’s Shed offered “open room” video calls. Members were invited to drop in for a chat to maintain vital connections with the service.

Such technology was embraced by teams across AccessHC to provide consumers with care and support through the COVID-19 pandemic - including in our Child and Family Team in which 29 clinicians provided telehealth from home to support children and families.

Increases in emergency demand

Essential emergency services, including Emergency Relief and Community Information and Referral, saw a sharp increase in the number of people seeking assistance due to COVID-19.

In 2020-21, 8,256 people received assistance, including 2,240 children. This was a 15 per cent increase from 2019-20.

Community generosity

Thank you to our partners for generously donating goods and funds to support people impacted by COVID-19 due to unemployment, being ineligible for government benefits, or those in isolation at home.

- Bendigo Community Bank
- Woolworths
- St Hilary’s Church in Kew and other local churches
- Local schools
- The Hawthorn Community Chest
- Rotary Clubs.

Key stats throughout the pandemic



We provided **thousands of clean needles and condoms and the safe disposal of used injecting equipment** through the Needle and Syringe Program (NSP) services at Doncaster and Hawthorn.



22,785+ mental health contacts delivered by AccessHC and partners in the Inner and Outer East.



994 young people supported through 4,563 occasions of service.



5,857 hours of service

The Medication Support and Recovery Service provided peer support, counselling, nursing and nurse practitioner services.

359 free counselling and wellbeing sessions provided by Camcare to residents living in Boroondara.



Emergency food supplies to help our communities

Case study

Creative meal delivery at home

Home Eats helped people recreate low cost and healthier versions of home delivery meals with recipe cards, cooking demonstration videos and tip sheets to save money and eat healthier.

The project helped people who were recently unemployed or on a low income, in particular international students.

In 2020-21 Home Eats delivered:

- 1,308 meal kits to students
- 4.6K people potentially reached via Facebook advertisements
- 681 Home Eats website views
- 199 total YouTube views
- 80 people attended the Zoom cooking demonstration class.



A Home Eats meal kit

"It was all delicious, and fun to follow the recipes."

"Your recipes have really helped me improve in cooking meals with simple ingredients."

"Your meals have really helped me and my family."

"Such a great initiative!"

"I look forward to these every week."



Nearly all students reported that they ate more fresh vegetables and less takeaway foods.



97% reported they would cook the same meals again.



1,308 meal kits made, providing students with 2616 free meals.

HRAR case study

Authentic connections through peer support



The peer support worker ready to visit the rooming house

Background

The Inner East HRAR team has been visiting a registered rooming house in Boroondara on a weekly basis since February 2021. The location houses 50 men aged from 40 to 79.

How we helped

We established vaccination pop-ups on site because most of the residents were reluctant or unable to travel. By meeting residents where they were and understanding their realities, HRAR was able to deliver vaccinations to many residents who were initially reluctant.

When we came back to provide second dose vaccinations:

- 11 residents were booked
- 13 residents received vaccinations
- there was only one no-show.

Vaccinations were possible because of the ongoing work of the peer support worker - an essential member of the HRAR team who draws on their own experience of substance use, insecure housing and incarceration.

Sharing their own lived experience enabled the peer support worker to develop authentic connections. Then using the skills learned in formal training, they offered support and assistance, as an equal.

Community case study

Meet Lee

Background

Lee is in an international student living with his pregnant partner and housemate who are also students. Lee contacted the council's COVID hotline because he lost his job and was unable to pay rent. Council referred Lee to Camcare.

How we helped

Camcare provided Lee with emergency food relief immediately and throughout the following weeks, including delivering food to Lee's home when the household was required to isolate.

Camcare advocated on his behalf with their landlord and arranged a rental payment plan. Lee was referred to a culturally specific organisation which was able to help him with alternative employment opportunities.

Lee was able to find another job, continue his studies and feed his family. Lee is now, once again, self-sufficient and looking forward to becoming a father, with thanks to support from Camcare.



Case study

Having a ruff time? Meet Leo!

I started to bring my Therapy Dog, Leo, into work during COVID-19 in 2020.

Being able to pat, hug and play with Leo brought a sense of happiness and calm amongst our team of frontline dental workers. Leo was a positive distraction during an uncertain time.

Leo began to engage with the consumers too - playing with children before their appointments and sitting with the child in the dental chair, when required.

A young man was unable to complete his appointment to remove a wisdom tooth due to anxiety. When he returned a week later, he patted Leo in the waiting room. Leo and the young man walked into the clinic and the wisdom tooth was removed without issue. The young man was calm and relaxed.

In 2021 Millie joined the team as a Therapy Dog in training. On one occasion, Millie played with a nine year old boy with autism in the waiting room. Millie sat on the dental chair next to the boy and he held Millie's paw during the exam and clean. She climbed onto his lap for a cuddle after the treatment.

Consumers and their families have been thrilled to have Therapy Dogs present – as have our teams.

— *Leanne Virtue, Dental Therapist*



"Leo began to engage with the consumers too - playing with children before their appointments and sitting with the child in the dental chair, when required."



Leo comforting a patient during a procedure.

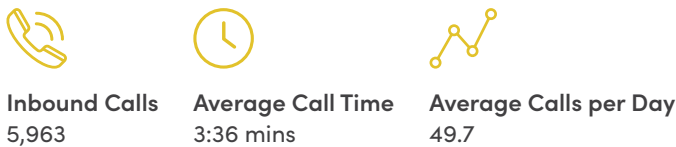
Scaled COVID-19 vaccine operations

Towards the end of 2021 AccessHC shifted its focus to implement a significantly scaled COVID-19 vaccine operation.

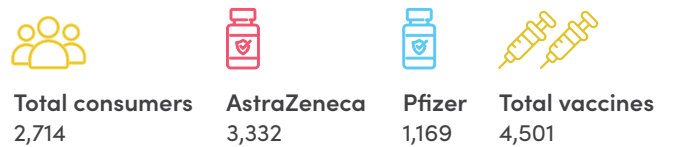
A dedicated vaccine hotline was established to respond to the high volume of patient enquiries. Special clinics were set up at the Richmond and Hawthorn medical practices. The clinics were scaled up as demand for vaccines increased and to help Victoria get out of lockdown.



Vaccine hotline (01/04/21 to 28/10/21)

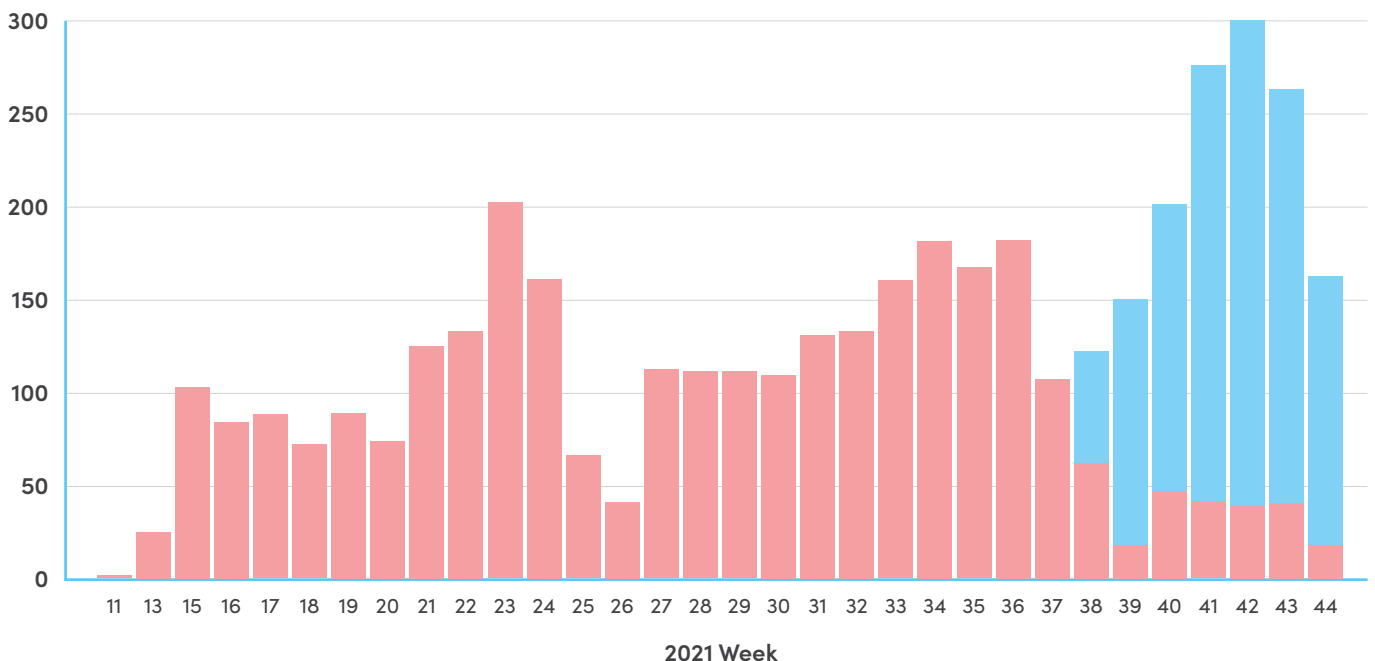


Total vaccines administered (as at 29/10/21)



Vaccines delivered by Hawthorn and Richmond (from 22/03/21–28/10/21)

Note: these are single dose counts ● AstraZeneca ● Pfizer



Viability

Transforming our work to put the people we support first

AccessHC continues to focus on how we can expand our impact and evolve to meet the changing needs of our consumers and communities.

In late-2020 we launched a three year transformation program to support the organisation to give consumers the best experience at every step of their journey. We named it 'Program Bumblebee' in light of the impressive teamwork of bees — exactly what is needed for us to achieve our strategic goals.

Program Bumblebee key benefits 2020-21



Program Bumblebee is already delivering positive impacts for consumers and in shaping our future.



We are investing in our leaders.

Our new leadership capability framework identifies what our leaders need to be successful now and in the future. We are now implementing tailored leadership programs for current and emerging leaders.



We are putting consumers at the centre of our decision making.

We have developed a new consumer voice framework, including regular consumer satisfaction surveys. This will be used to drive continuous improvement and our decision making. Our Community Advisory Committee is now well established and playing an important role in our governance.



We are making it quicker and easier for our consumers to connect with services.

Our new phone system was implemented so that our consumers can connect faster with the service they need. We have reviewed and refined all of our processes for booking, rescheduling and cancelling appointments across our services to make them simple and consistent.



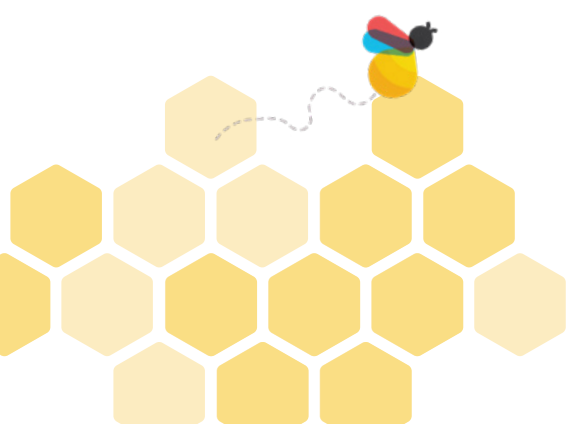
We have a better understanding of who our consumers are and their needs.

With new data systems, we are beginning to strengthen how our services align with the needs of our community.



We are helping our people with new tools to help them to communicate and innovate.

Our workforce is more engaged and connected with a new intranet and through better consistency in the way we communicate. Project work is more defined to help us to ensure our work is effective in helping our communities.



Program Bumblebee case study

Meet a Project Team Member

Name:

Robyn Pearson. Robyn manages one of the teams who connect consumers with the services they need.

Project:

New Telephone System

Background:

A working group was formed to ensure all departments and consumers had opportunity to provide input on the new system. Robyn was one of the members and shares her experience.

What was your role in the working group?

My role was to ensure we were getting a phone system fit for purpose for a Contact Centre. I have participated in many projects to do with new technology, systems and centralisation of sites. With my experience, I knew what would work for us at AccessHC.

What was it like being part of a working group?

It was great to work with other members of the team. It makes you feel quite proud of what you have done when you start to hear all the positive feedback.

What benefits did you see from the project?

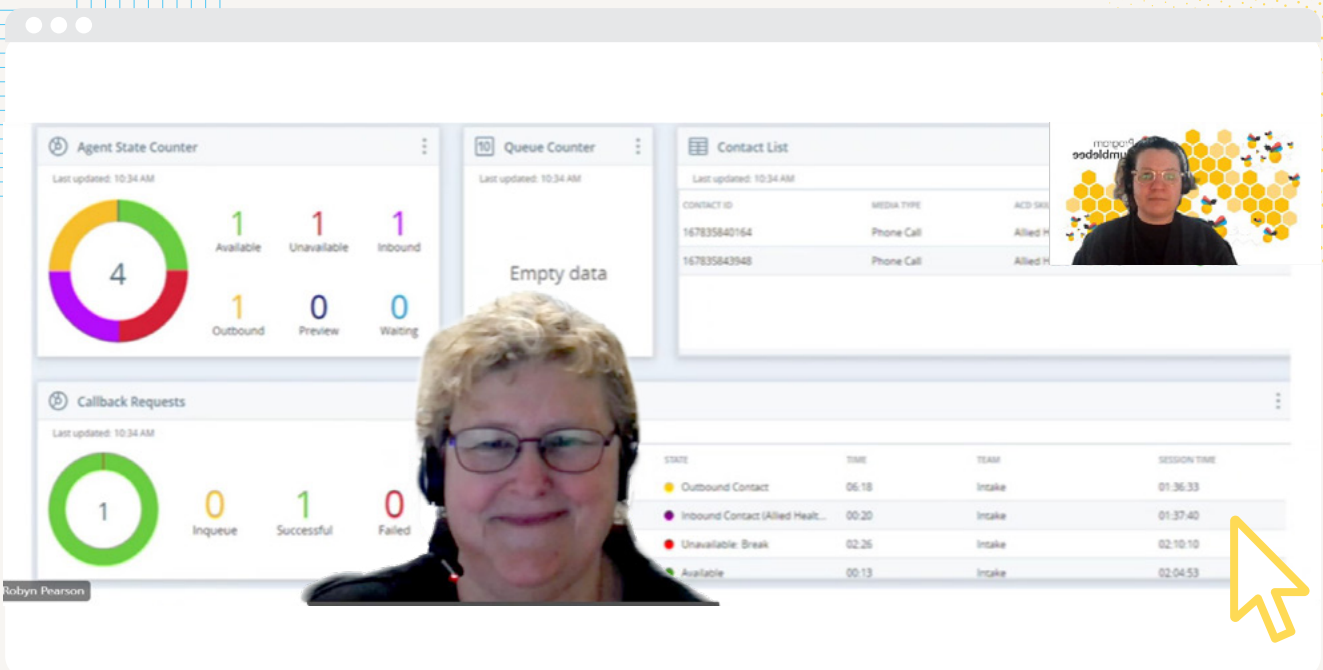
The most important thing is that our customers have a better experience from the moment that they pick up the phone. With the new system, the caller can hear a comfort message and elect for a call back whilst keeping their position in the queue.

These first impressions are so important – especially in health and when we’re working with consumers who can be in vulnerable situations.

What did you learn from the project?

I have used similar systems before and the project reinforced how we can use data and research to make improvements for our consumers.

At various stages of the project, we looked at data on the number of inbound calls, conducted market research, and engaged with the Community Advisory Committee to ensure we were meeting the needs of our consumers and community. It was always with our consumers’ experience at the front of mind.



Quality

Partnering with community and consumers

At AccessHC, we understand that our consumers are the experts when it comes to understanding their experience. For our teams, community participation is about more than meeting a legislative requirement - our Community Advisory Committees are key partners that help us to work with communities and deliver care and services.

AccessHC has multiple advisory groups and feedback channels to listen to our consumers, including:

- AccessHC Community Advisory Committee (CAC)
- HRAR Resident Advisory Group
- headspace Youth Advisory Group (YAG)
- community consultation processes at community house group programs
- our volunteers, many of who are also clients and bring lived experience of using our services.

We are committed to actively consulting with people on their care and support. For our community houses, this can mean asking people what types of meals they would like, or the level of exercise in group programs.

One of our most participatory programs is carer respite. While it has been difficult with less in-person service delivery due to COVID-19, there is a strong history of real engagement about the types of activities that people want to do.

Consumer Voice Project

In 2020-21 we undertook the Consumer Voice project to get a better understanding of all of the ways that we listen to our consumers, so we can learn, grow and create greater connections and consistency across AccessHC.

AccessHC is now trialling a new system for our consumers to provide feedback about their experience.

It is our ongoing commitment to act upon the feedback we receive and ensure that our responses are equally heard by those who provided it.

The AccessHC Community Advisory Committee

The Community Advisory Committee is a committee of the AccessHC Board that can influence at the highest level of the organisation.

Meetings take place at least four times a year and are attended by the committee members (up to nine), two representatives from the AccessHC Board, the CEO and a General Manager.

Representing diverse voices

CAC members are experts when it comes to understanding issues that are impacting the community.

The members come from different backgrounds to give representation to our diverse communities and help to ensure that different voices are heard.

Our members represent, or have direct contact or experience engaging with:

- young people
- multicultural communities
- aged care
- child and family services.

Plus, they represent the local government areas in which AccessHC works.

Ensuring our consumers are heard

The CAC helps to create conversations between the organisation and the community. The group can provide feedback, answer questions from the organisation, and help to generate ideas.

2020-21 saw the CAC transition to mostly virtual meetings, but despite these challenges, they still played an important role in shaping AccessHC's care and services.

Key projects:

- Represented the Richmond community's voice and needs as part of a project about the future of the Richmond premises.
- Ensured consumer and community feedback was heard in developing the new telephone system (a Program Bumblebee project).
- Representing the community as part of ongoing work to ensure the consumer voice is listened to and heard across AccessHC.

Volunteers
caring for our
community
garden



Case study

Community Advisory Committee

Meet Sophia, Community Advisory Committee Member

I am a long time Richmond resident, having grown up and spent most of my adult working life here. I love Richmond and wouldn't live anywhere else. I have seen the transformation to the current younger demographic that still includes established pockets of vulnerable and disadvantaged communities.

My social work/community work background and my connection to many members in my local community have given me the need and desire for connection and engagement, as well as a voice to help support relevant services that directly affect people, particularly the elderly and marginalised.

AccessHC has always been there to help – my father and I were regular users of the services. As my father grew older and frailer, I depended much more on the services.

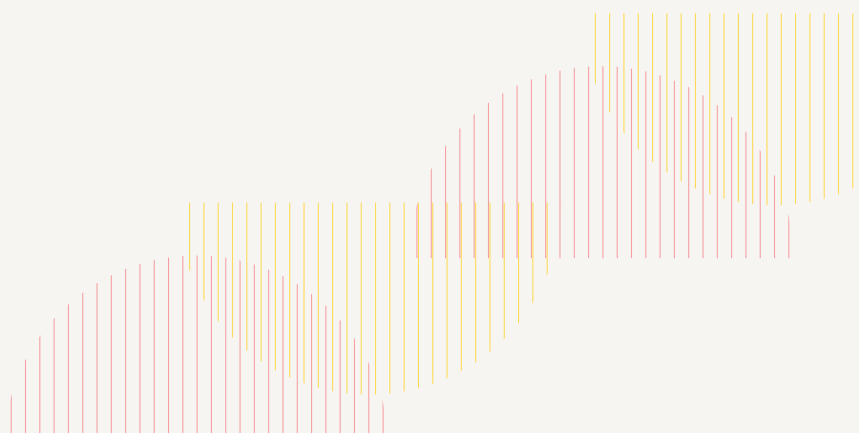
I was fortunate to be appointed a member of the Community Advisory Committee. Over my first six months, the committee has done important work during COVID-19 and restrictions. I have been astonished and impressed at the way AccessHC staff members have continued to work and provide services during this pandemic and continue to engage with people like me and my colleagues on the committee.

Having a Community Advisory Committee and the emphasis on continuous feedback, monitoring and improving engagement and communication with stakeholders indicates to me the serious approach and commitment that is being taken by the organisation to remain relevant and responsive. I feel community members can be confident that they are being heard.



Sophia, Community Advisory Committee member

"Over my first six months, the committee has done important work during COVID-19 and restrictions."



Meet the Board



Gayle Austen

Member 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

Deputy Chair
Chair of the Governance Committee
Community Advisory Committee Member

QUALIFICATIONS

Graduate Certificate Applied Languages
Bachelor of Arts



Jane Canaway

Member since April 2019 (resigned 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 Manager

QUALIFICATIONS

Graduate Diploma in Program Evaluation
Graduate Diploma in Health Science



Kerry Grabau

Member since April 2009

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



Penny Lovett

Member 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

Quality and Risk Committee
Member Governance Committee Member

QUALIFICATIONS

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



John Michailidis, Board Chair

Member since April 2013

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



Mike Morgan

Member 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

Member 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

Member 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

Meet the Executive



Anna Robinson | Current Chief Executive Officer (from August 2021)

Anna joined AccessHC in August 2021. Anna has over 15 years of experience leading operations, growth and innovation in for-purpose organisations. Her experience spans Australia, the UK, Asia and Latin America. Most recently, 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.



Dr Harry Majewski | Former Chief Executive Officer (until May 2021)

Harry was AccessHC CEO from 2011 until May 2021. Prior to joining AccessHC, Harry was Professor and Head of the School of Medical Sciences at RMIT University and a medical researcher with funding from the NHMRC and numerous other organisations in Australia and overseas.



Simon Baird | Chief Innovation & Information Officer

Simon joined the Executive Management team in 2019. Simon comes from a strong healthcare background having served as the Head of Operations and Systems for Australia's leading aged care podiatry provider.

Simon leads the information and innovation division, which includes the Project Management Office and organisational transformation initiative, Program Bumblebee.



Jane Broadhead | General Manager, Community

Jane began working with Camcare in 2009 as CEO. Jane has 35 years' experience working in the Department of Human Services and the community services sector in child and family welfare, children's disability and early intervention. Jane's career has spanned direct service, program and policy development and senior management roles.

Leading the Community division at AccessHC, Jane is interested in encouraging community involvement in the work of communities, thereby creating a more informed and inclusive community for all members.

**Dr Chris Olszewski** | Medical Director

Chris has been Medical Director of AccessHC for 10 years. Chris has extensive experience in private general practice. Chris is a past Medical Advisor to Medicare and past Chair of Southcity GP Services and Bayside Medicare Local (now South East Melbourne PHN).

Chris leads the medical and nursing services for AccessHC.

**Paul Scroope** | Chief Financial Officer

Paul joined AccessHC in 2020. Paul comes from a senior executive background, most recently with the national Blood Service (now known as Lifeblood) as Corporate Shared Services Manager. In previous roles, Paul has managed significant organisational change bringing skills in leadership, systems design and change-management practices.

As CFO, Paul is committed to strengthening organisational strategy and decision-making, employing systems thinking and data analysis to provide knowledge and insights.

Paul was interim CEO from May to August 2021.

**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. Most recently, Jane was Director of Corporate Services at St John of Accord, a large disability service, where her successful projects included NDIS planning and transition, a significant amalgamation and capital developments.

As COO, Jane leads the clinical services teams which encompass medical, dental, allied health, mental health, AOD, intake and quality.

**David Towl** | General Manager, Health Promotion and Engagement

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.

In his current role, David leads the health promotion, engagement and communications teams and is the COVID-19 Lead.

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
- Department of Families, Fairness and Housing
- Department of Health and Human Services
- EACH
- Eastern Health Turning Point
- Eastern Melbourne PHN (EMPHN)
- headspace National
- Manningham Council
- South Eastern Melbourne PHN (SEMPHN)



Some programs were delivered in partnership with:

- EACH
- Eastern Health - Turning Point
- healthAbility (formerly Carrington Health)
- 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/

H Hawthorn
 378 Burwood Road
 Hawthorn VIC 3122

G Greythorn
 2 Centre Way
 Balwyn North VIC 3104

Camcare
 51 St Johns Ave
 Camberwell VIC 3124
camcare.org.au

Hawthorn Community House
 32 Henry Street
 Hawthorn VIC 3122
 (03) 9819 2629
hch.org.au

Hawthorn Community House
 584-586 Glenferrie Road
 Hawthorn VIC 3122
hch.org.au

Camcare
 4 Y Street
 Ashburton VIC 3147
camcare.org.au

A Ashburton
 7 Samarinda Avenue
 Ashburton VIC 3147

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

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

15
 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

Various locations

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

R Richmond (Head Office)

H Hawthorn

D Doncaster East

G Greythorn

LT Lower Templestowe

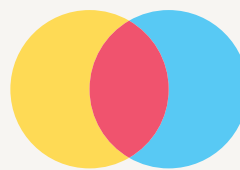
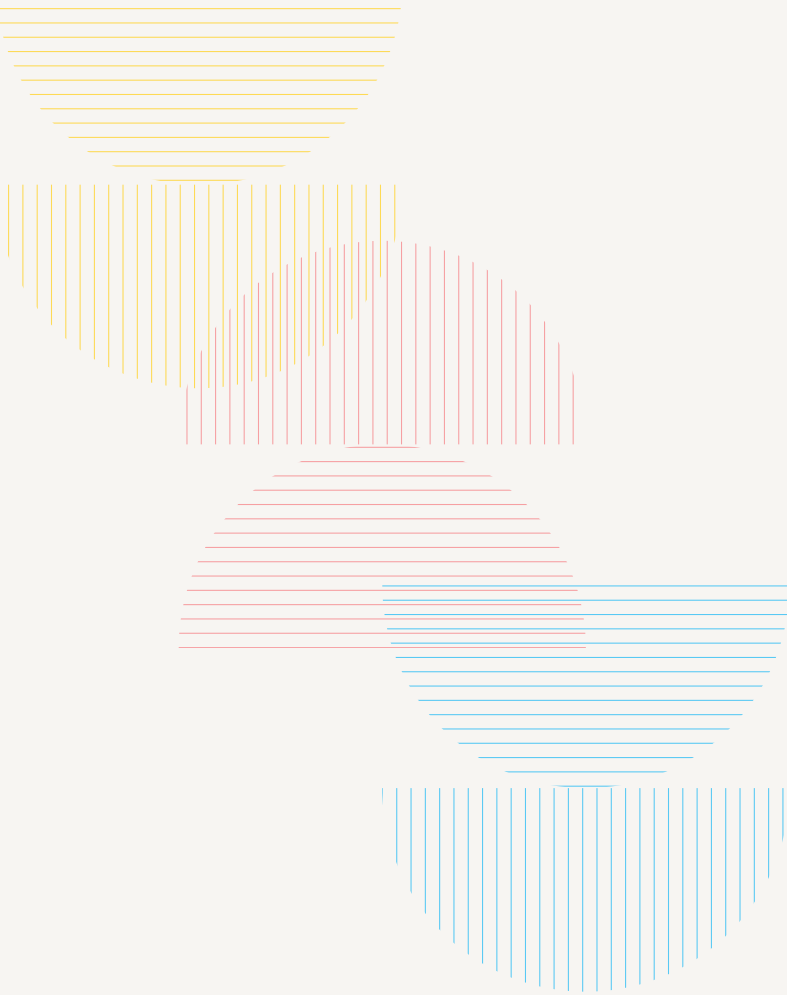
RW Ringwood

B Box Hill

A Ashburton

hs headspace Hawthorn

Home Care



ACCESS
Health & Community

Building healthier lives together

☎ (03) 9810 3000

✉ info@accesshc.org.au

🌐 accesshc.org.au
