

ACCESS
Health & Community



Access Health & Community

Annual Report

2018 — 2019

Contents

Overview	3
Purpose and values	4
Message from the Chair	5
Message from the Chief Executive	6
Our organisation	8
Meet the Board	9
Meet the Executive	13
Organisational chart	16
Our strategic plan	17
Locations and services	19
Our clients	20
Maisie Roadley and Kathy Horaitis – inspiring older women	21
Peter Walsh – meeting all his health needs in one place	22
Rose’s journey to be part of her world	23
Our performance	24
Quality account	25
Welcoming Camcare to the AccessHC family	28
150 year anniversary	29
Health literacy report	30
Finances	31





34,290
medical
appointments



208 Volunteers



333 staff

Overview

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

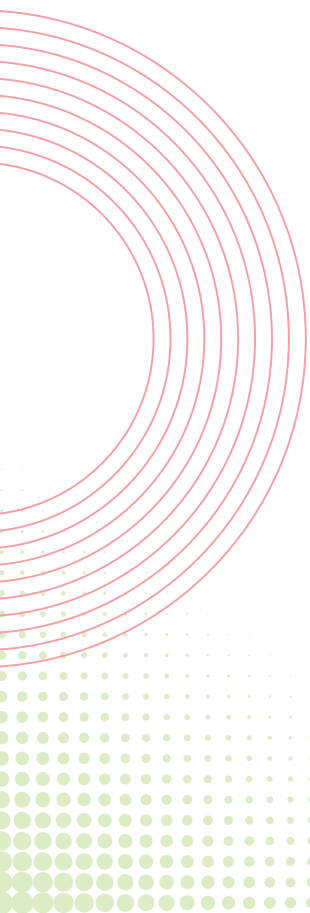
We work with courtesy and include others.

Innovation

We drive innovation for better care.

Quality

We strive to be the best at what we do.



Message from the Chair



It has been another productive year for Access Health & Community commencing with the completion of the merger with Camcare inc into the Access Health & Community family of services.

During the year Access Health and Community was also successful in the City of Boroondara wellbeing tender which will see the continuation of wellbeing services into the future under the Camcare brand.

The Greythorn Hub was also launched by the City of Boroondara during the year and Access Health and Community is providing clinical services, operating the neighbourhood house Trentwood at the Hub and coordinating hub operations on behalf of the City. It is a wonderful new facility and asset to the community of North Balwyn.

During the year, the Board developed a new Strategic Plan which is expanded upon later in this Report. The Plan was informed through a range of extensive consultations with staff, clients and other stakeholders and distills our direction for the next 5 years.

Its key elements are:

Access: Everyone who needs our services can use them

Quality: Deliver Services which improves the lives of our clients

Viability: Grow a strong business

The operating environment remained challenging for community health services as they seek to balance the rising demand for services with organisational sustainability. The ongoing impact of the transition to the National Disability Insurance Scheme (NDIS) and the concomitant shift to a user pays service system have had a material impact on our operating results for the past year.

During the year we saw the resignation of Kathryn Arndt from the Board after 10 years of outstanding service including as Deputy Chair. Kathryn was a fundamental member of the Board during a time of great change leading to the formation of Access Health and Community. We also welcomed several new Board members: including Penny Lovett and Gayle Austen who were previously on the Board of Camcare. Jane Canaway and Mike Morgan also joined to Board and bring more clinical experience on to the Board

I would like to thank my fellow Directors for their contribution and diligence over the past year, our CEO Dr Harry Majewski for his leadership and all of the staff at Access Health and Community for their efforts in continuing to grow and develop the quality and efficacy of our service offering to the communities as we strive to build healthier lives together.

Peter Turner
Chair

Message from the Chief Executive



The year opened with the amalgamation of Camcare, a social support organisation based in Camberwell, into AccessHC.

We restructured to create a Community Portfolio which consists of all of our community activities including neighbourhood houses and carer support as well as Camcare. We were successful in a new tender for wellbeing services from the City. This sees continuation of Camcare services in their existing buildings.

The Greythorn Community Hub, which was built by the City of Boroondara, opened during the year. We worked with the City of Boroondara to support this development and were pleased to win tenders to manage the hub, operate a neighbourhood house Trentwood at the Hub as well as offer a suite of clinical services including child and family, counselling and allied health. This is the fourth community hub where we play a role.

We expanded mental health and alcohol and other drug services. Our consortium of community health services in Inner East Melbourne, [Connect4health](#), established a [Medication Support and Recovery Service](#) funded by the Eastern Melbourne Primary Health Network (EMPHN) with AccessHC as the lead agency. The service helps people who experience problems with their use of prescription or over-the-counter medications, particularly medications that are used for pain, stress or anxiety. The service welcomes people who may also have problems with mental health, or people who are using alcohol or other drugs as well as medications. At the beginning of 2019 we added [Stepped Care Mental Health](#) also funded by the EMPHN. This is a mental health service for those who cannot access the private mental health systems for a variety of reasons. We lead the service across the Inner East of Melbourne.

Our headspace youth mental health service had a great year with increasing numbers of young people being helped by the service from our Hawthorn centre as well as services offered at Doncaster East. In 2018/19, 830 young people were serviced by headspace a 60% increase compared to 2017/18.

There were also other expansions during the year in allied health services with a range of programs and groups being linked to Eastern Health services. We now offer a large range of physiotherapy-led group programs and IDEAS diabetes management care through these initiatives.

The NDIS affected many of our services. We were challenged in two ways. The first challenge is changing the way we work to deliver what the clients wishes to pay for. The second challenge is in supporting clients to navigate the system. Early childhood intervention is the NDIS support for pre-school children. Clients of this service found it difficult to gain access to any funding. This has now been recognised by Government as a serious issue but as a service provider we have been severely impacted.

Our doctor services underwent transition during the year to a mixed billing service. More than 70% of patients are still bulk billed as we have a long exemption list. Nevertheless the GP practices suffered a downturn in the transition. We aim to provide quality care and reasonable appointment times which was the reason for the change. The Government Medicare funding alone is not sufficient to support this.

The theme of working in partnership extended to health promotion where we partnered with Carrington Health, Link Health and Community as well as the Inner East PCP (Inner East Primary Care Partnership) to create an integrated health promotion plan with many innovative projects and partnerships. One project involved sports clubs who were given support and training in developing a gender inclusive framework within the club with a focus on gender equity.

The Victorian Health Experience Survey is an annual survey of patients and clients. We are using its results to deliver better services. In this year's survey (December 2018) our overall satisfaction rate was 97%. However there are areas for improvement such how easy is it to make an appointment which received only a 77% positive rating.

We aspire to be a multi-disciplinary primary health service because we believe that the solutions to people with chronic and complex conditions require a holistic approach. However this is a complex area where regulation has not adjusted. During the year we successfully added new mandatory accreditations to our already numerous existing accreditations. This is a large regulatory burden which could be lessened by funders agreeing on common attributes.

I would like to thank the Board for its leadership and direction and my Executive team for inspiringly delivering a year of growth and development. Thank you to the staff as they have shown excellence in clinical and community care. Thank you also to staff in the support services which are needed to keep delivering that care. Also thank you to members, patients and clients for continuing to support Access Health and Community.

Dr Harry Majewski
Chief Executive Officer





Our organisation



16,311 hours
of carer respite
services
provided

1,559 days
of completed
student
placements

Meet the Board

Alan Studley, Board Member

QUALIFICATIONS	EXPERIENCE
Master of Business Administration	Consultancy and management positions in health and financial sector, community based organisations. Director positions with Revenue Clearing House, Sausage Software, Hospital Superannuation Board, Metropolitan Ambulance Service and Victorian Hospitals Association.
Graduate Diploma in Management Systems	
Bachelor of Business (Accounting/Marketing)	
	SPECIAL RESPONSIBILITIES
	Quality and Risk Committee Member Chair, Audit Committee



Diana Brown, Board Member

QUALIFICATIONS	EXPERIENCE
Bachelor of Psychology, AMICDA	Non-Executive Director
	A business and technology strategist with over 25 years' experience in delivering technology led change in a range of corporate and not-for-profit environments. Working with Infoxchange, Diana led the design and delivery of Ask Izzy, an award winning cross sector collaborative initiative connecting people in need with services. Diana joined the Board in November 2014.
	SPECIAL RESPONSIBILITIES
	Chair, Quality and Risk Committee



Gayle Austen, Board Member

QUALIFICATIONS	EXPERIENCE
Member AICD BA (Communications)	Gayle is a specialist in communications, marketing and strategic advice. She has consulted for non-profits on a range of initiatives, including advocacy, merger and acquisitions, targeted communication, organisational structure and leadership coaching. Gayle was formerly Head of Marketing and Communications with ANZ Institutional, led corporate affairs teams for Foster's and Seven Network and was a senior journalist, section editors and chief of staff with The Age. Gayle is a long-standing resident of Boroondara, with a passion for social justice and local community that is reflected in her career and previous non-profit Board roles.
	SPECIAL RESPONSIBILITIES
	Board Director; Governance, Community Advisory



Jane Canaway, Board Member

QUALIFICATIONS

Graduate – Company Directors Course AICD

Graduate Diploma in Program Evaluation, Melbourne University

Graduate Diploma in Health Science (Health Counselling), Victoria University

Midwifery Training Program, Royal Women's Hospital

General Registered Nurse Training, Epworth Hospital

EXPERIENCE

Jane has held executive and senior leadership roles in government, health and community support sectors prior to moving into consultancy September 2018. As a consultant she has worked with a range of health and community agencies including health services, community health, PHNs, vocational education, family violence and emergency services. Her experience spans policy, project and program management and in her most recent operational role at cohealth she was responsible for a budget of \$50m and led a large diverse team spanning medical, dental, allied health, nursing, mental health and health promotion. She was part of the executive that drove the merger of three inner urban community health services to create a new entity in 2014 and held executive roles in the new organisation, cohealth, for four years. In addition to operations, Jane has extensive experience in Quality and Clinical Governances and was responsible for the development of quality, evaluation, clinical governance and operational systems for the new cohealth organisation to ensure safe, effective patient care.

SPECIAL RESPONSIBILITIES

Board Director



John Michailidis, Board Member

QUALIFICATIONS

Bachelor of Science

Diploma in Education

Executive MBA, Harvard University

Member of the Australian Institute of Company Directors

EXPERIENCE

Performance driven Leader and CEO in business transformation, entrepreneurship, translation and commercialisation. Broad experience and expertise in strategic planning, organisational growth, business development.

- Managing Director, JEM Pharmaceuticals Pty Ltd
- Non-Executive Director Factor Therapeutics Pty Ltd

Previous Positions:

- Managing Director, Teva Pharma Australia Pty Ltd
- Non-Executive Director, Australian Diabetes Educators Association
- CEO Orphan Australia Pty Ltd
- CEO Avipep Pty Ltd
- President and CEO Roche Korea Ltd
- Business Director and Global Head of Nephrology/Oncology Franchise F. Hoffmann La Roche

SPECIAL RESPONSIBILITIES

Chair, Governance Committee
Audit Committee Member



Kerryn Grabau, Board Member

QUALIFICATIONS

Bachelor of Arts
Diploma in Education
Bachelor of Social Work

EXPERIENCE

Extensive experience in employee health and organisational wellbeing. Expertise in industrial relations, including negotiation of agreements. Knowledge, involvement and commitment to the community, especially the City of Yarra.

- Secondary School Teacher
- Educational Management
- State-wide Committees on Student and Teacher Welfare
- Member, Teaching Service Appeals Board
- Member of School Councils

SPECIAL RESPONSIBILITIES

Governance Committee member
Chair of the Community Advisory Committee



Professor Mike Morgan, Board Member

QUALIFICATIONS

Bachelor of Dental Science
Masters Dental Science
Graduate Diploma
Epidemiology
PhD
GAICD

EXPERIENCE

Mike is the Head of the Melbourne Dental School in the Faculty of Medicine, Dentistry and Health Sciences at The University of Melbourne and holds the Chair of Population Oral Health. He has been involved in dental education and research both in Australia and internationally. Graduating with a dental degree from The University of Otago, Mike is a registered specialist with a background in paediatric dentistry, dental public health and epidemiology. His teaching and research interests lie in the causes and prevention of oral disease at a population level and with clinical trials of oral disease preventive agents. His university role has involved working closely with Community Health Centres, particularly in relation to student placement and clinical services. Mike has served on several NFP Boards over the past 10 years, primarily related to health and education.

SPECIAL RESPONSIBILITIES

Board Director



Penny Lovett, Board Member

QUALIFICATIONS

Bachelor of Commerce
Grad Dip, Human Resource Management
Masters of Business Administration

EXPERIENCE

After beginning her career as an accountant with Arthur Andersen, Penny found that her true passion lay with people, and moved into the Human Resources field. For 10 years, Penny was the HR Director for Bupa in Australia where she successfully led a range of transformation and people programs, including Bupa's landmark merger with MBF health insurance. Following this, Penny was Executive General Manager Human Resources for DuluxGroup. Penny joined The Salvation Army late last year, taking on a key role of leading the People and Culture aspects of a large and complex amalgamation of The Salvation Army's two territories into one national organisation

SPECIAL RESPONSIBILITIES

Board Director, Quality and Risk Committee Member



Peter Turner, Chair

QUALIFICATIONS

Master of Health Administration
Diploma in Business (Accounting)
Fellow of CPA
Fellow of the Australian Institute of Management
Associate Fellow of the Australian College of Health Service Management
Member of the Australian Institute of Company Directors

EXPERIENCE

Mr Turner 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. He is a Harvard Club Fellow, an Alumnus of Leadership Victoria, a volunteer Surveyor for the Australian Council on Healthcare Standards, and has also served as the pro-bono CEO of a charitable trust. Mr Turner has extensive experience in corporate governance, capital, service planning and the management of health and community services. He has special interests in corporate governance and risk management.

SPECIAL RESPONSIBILITIES

Chair of the Board of Directors
Governance Committee
Audit Committee



Meet the Executive



Jane Broadhead | General Manager, Community

She has had thirty five 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. She is interested in encouraging community involvement in the work of communities thereby creating a more informed and inclusive community for all members.



Lisa Esman | General Manager, Medical & Access

Lisa joined AccessHC in November 2017. She is a passionate senior operations management professional with extensive experience across the healthcare and optical retail sectors. Most recently, she was a regional manager for Australia's largest publicly listed medical practice company. At AccessHC Lisa leads the medical, dental, access, marketing and quality arms of the organisation.



Michael Falloon | General Manager, Clinical & Community Services

Michael joined AccessHC in November 2017. He has 30 years of experience across all sectors of the health industry. His main passion is to ensure the community receives high quality services based on their needs.

Michael has spent the last 13 years in the not-for-profit sector earning a reputation as a proven leader and healthcare specialist. He has extensive experience in leadership and project management as well as strategic service planning and delivery within challenging and diverse community environments.

At AccessHC Michael is responsible for the clinical and community services delivered across all of our locations.



Dr Harry Majewski | Chief Executive Officer

Harry joined AccessHC in 2011. Prior to that, Harry was the inaugural Head of the School of Medical Sciences at RMIT University. He was also a medical researcher with funding from the NH&MRC and numerous other organisations in Australia and overseas, primarily at the University of Melbourne, Prince Henry's Institute of Medical Research, Melbourne, and the University of Freiburg, Germany.

Between 2009 and 2013, Harry conducted pro-bono activities through Leadership Victoria, including a secondary school regeneration project leading to the formation of William Ruthven Secondary College.

He has maintained an active professional development program focussed on making AccessHC an excellent primary health service in 2020. This has included programs at Harvard University and INSEAD in France, with a focus on innovation in healthcare.



Dr Chris Olszewski | Medical Director

Dr Olszewski has been Medical Director of AccessHC for 10 years and 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 has lectured in Medical Informatics at Monash University and is a current Honorary Senior Lecturer at the Department of General Practice, Melbourne University.

At AccessHC, Chris leads the medical and nursing services for the organisation.



Jane Seeber | Chief Operating Officer

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.

Jane brings her experience of sectors undergoing profound change—aged care and disability—to community health in its own time of change. She is passionate about improving systems and information for decision making so that community-focused organisations and their front-line staff can be more effective. She has been involved in the governance of community not-for-profit organisations for more than a decade, as a Board member or through pro-bono work, and is committed to increasing accessibility across her professional and volunteer roles.



Noel Toal | General Manager, Information Systems

Noel joined AccessHC in 2013 and brings significant experience in information management, information technology, logistics, project management, software development and business start-ups. Noel has held senior positions in IT within the financial services sector and with other not-for-profit agencies. He has owned businesses in the retail and manufacturing sectors with one of his businesses having been sold to an ASX-listed company.

Noel is currently the Deputy Chairperson of a not-for-profit agency assisting clients with intellectual disabilities, and also owns an online jewellery store.

At AccessHC, Noel leads the Information Management, Information Services, IT Helpdesk and Business Analysis functions of the organisation.



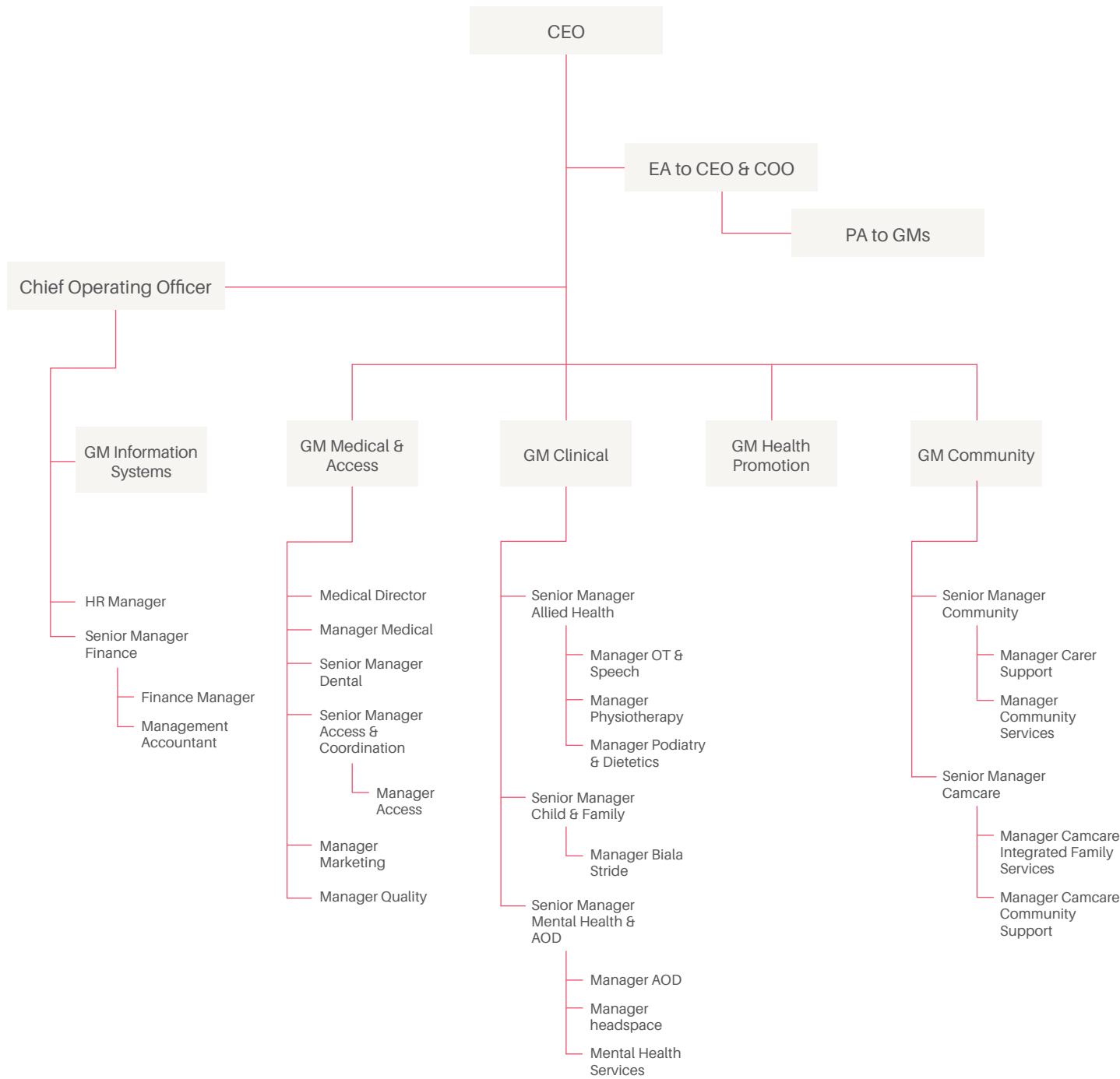
David Towl | General Manager, Health Promotion

David has more than 15 years' experience in health promotion, 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 is a previous State President and National Treasurer of the Australian Health Promotion Association. He currently serves as Secretary of Chalk Circle, an independent not-for-profit, creating conversations around gender literacy to empower the next generation. David is passionate about raising the profiles of health prevention and promotion within the health sector, as well as gender and health and the role that men play within the health promotion profession.

Within AccessHC, David leads programs in Health Promotion both internal and external to the organisation, as well as programs to improve workplace wellbeing and environmental sustainability.

Organisational chart



Our Strategic Plan

About Us

AccessHC has a proud 150 year history of providing healthcare and social support. As the oldest community health service in Australia; we have always focussed on providing services to people and families in social and financial need.

Our services are available to everyone in the community. The main locations are in the Cities of Boroondara, Manningham and Yarra.

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.

We can help you with:



myagedcare

Our Services

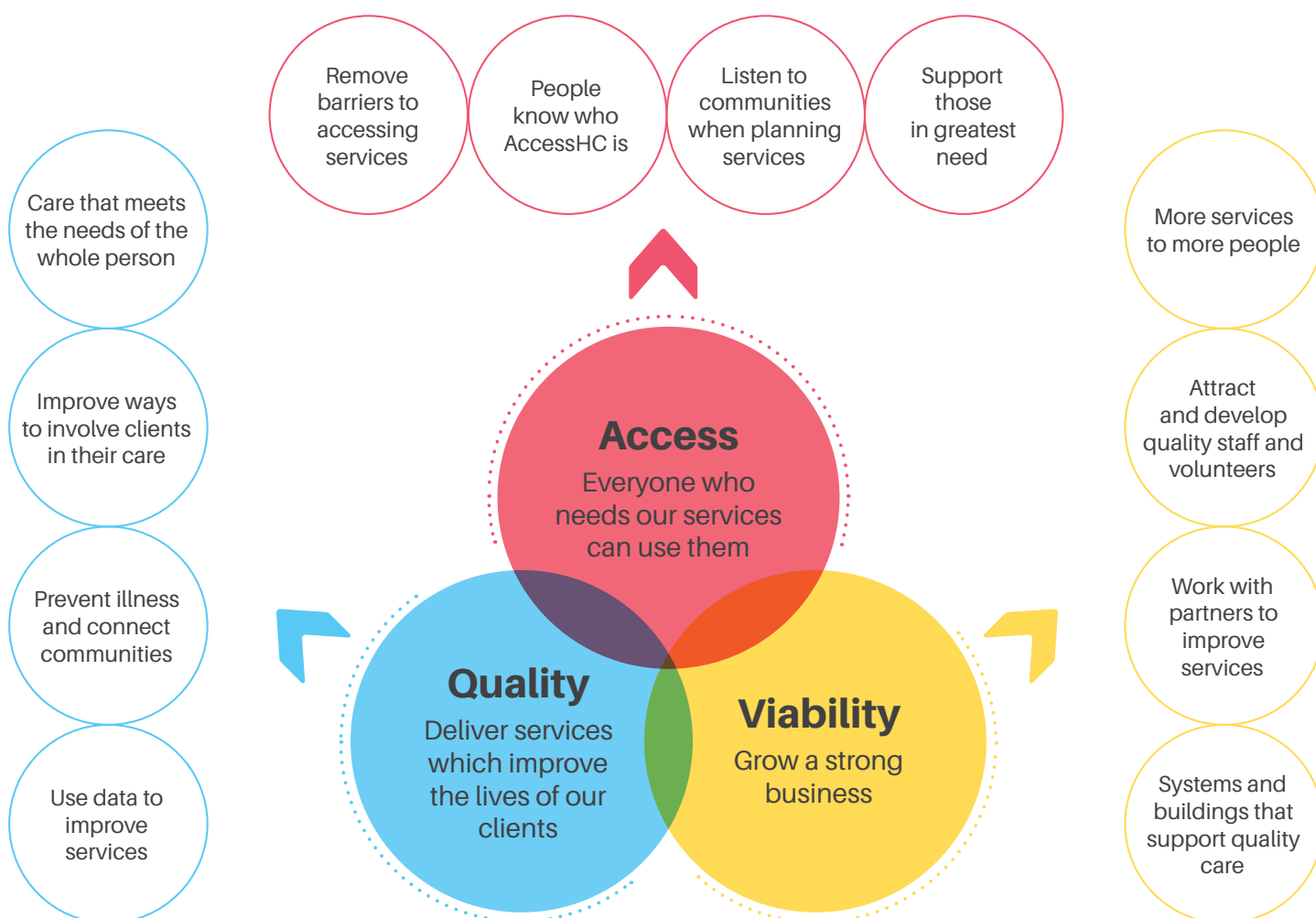
	Medical	Doctors Nursing
	Mental Health	Alcohol & other drug services Counselling & psychology Youth mental health (headspace)
	Adult & Child Allied Health	Physiotherapy Occupational therapy Speech pathology Podiatry Dietetics Audiology Diabetes education Developmental psychology Early childhood early intervention
	Dental	Dentists Dentures Education Oral health care
	Health Promotion	Health promotion Community engagement & networks
	Support Services	Carer support Community information & referral Integrated family services Volunteer transport Intake Camcare wellbeing services Emergency relief
	Community Programs	Men's Shed Neighbourhood houses Childcare Social groups Exercise groups

Looking towards 2024

The health system is changing and so are the communities we work in. AccessHC's funding model is changing and this affects the way people access our services. The community is ageing quickly and our local communities are becoming more diverse. This will shift how we deliver services because demand for care will be greater than the available services.

In the future, we will:

- focus more on preventing illness and giving people the skills to look after their own health.
- work closer with our partners like local councils and hospitals.
- work to remove barriers to people and families accessing our services.



We acknowledge the Wurundjeri people, who are the traditional custodians of the land on which we work. We pay our respects to Wurundjeri Elders past, present and emerging and extend that respect to other Aboriginal and Torres Strait Islander people. We value their ongoing contribution to the cultural heritage of this land.



For more information about AccessHC, please visit accesshc.org.au or call (03) 9810 3000.

Locations and services

Richmond (Head Office)

283 Church Street
Richmond VIC 3121

- Doctor/medical
- Nursing
- Audiology - for children and adults
- Blood test/pathology
- Counselling and psychology
- Occupational therapy
- OAHKS (Osteoarthritis of Hip and Knee Service)
- Physiotherapy and exercise groups
- Podiatry
- Carer respite and social support
- Smoking cessation
- Speech pathology
- Dietitian/nutrition support
- Aquatic physiotherapy (assessment, pool sessions are off site)

headspace Hawthorn

Hawthorn Town Hall
1/360 Burwood Road
Hawthorn VIC 3122
headspace.org.au/headspace-centres/hawthorn/

- Alcohol and other drug services
- Counselling and psychology
- Youth early psychosis services
- Doctor/medical
- Sexual health services
- Education and training support
- Housing support

Hawthorn Community House

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

- Children's programs
- Community programs
- General interest courses
- Health and fitness courses
- Special events

Hawthorn

378 Burwood Road
Hawthorn VIC 3122

- Doctor/medical
- Nursing
- Alcohol and other drug services, including specialist youth and family services
- Mental health nursing
- Blood test/pathology
- Child and family
- Counselling, psychology and social work
- Diabetes education
- IDEAS (Integrated Diabetes Education and Assessment Service)
- Dietitian/nutrition support
- Health Promotion
- Needle and Syringe Program
- Occupational therapy
- Peer support groups
- Physiotherapy and exercise groups
- Podiatry
- Smoking cessation
- Speech pathology
- RCH Eczema Clinic
- Volunteer transport

Hawthorn Community House - Occasional Childcare

39 William Street
Central Park
Hawthorn VIC 3122

- Childcare

Hawthorn Community House

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

- Children's programs
- Community programs
- General interest courses
- Health and fitness courses
- Night workshops
- Special events

Lower Templestowe

44 Balmoral Avenue
Lower Templestowe VIC 3107

- Early Childhood Early Intervention Services
- Other services for children
 - Dietetics
 - Occupational therapy
 - Psychology
 - Speech pathology
 - Group programs

Greythorn

2 Centre Way
Balwyn North VIC 3104

- Child & Family
- NDIS
- Speech Pathology
- Counselling & Psychology
- Dietetics for Children
- Early Child Early Intervention
- Occupational Therapy
- NDIS for children
- Physiotherapy
- Podiatry

MC2 Manningham City Square Community Centre

687 Doncaster Road
Doncaster VIC 3108

- Exercise groups/Community gym program
- Group programs

Camcare

• 51 St Johns Ave
Camberwell VIC 3124
• 4 Y Street
Ashburton VIC 3147

- Emergency relief
- Wellbeing counselling services
- Monthly community barbecue
- Parenting outreach support workers
- Integrated family services with outreach workers
- Parenting education groups
- Family Violence Victims Survivor group
- A new mothers' group

Ashburton

7 Samarinda Avenue
Ashburton VIC 3147

- Services for adults
 - Podiatry
 - Occupational therapy (home visit service)
 - Dentistry
- Services for children
 - Dietitian/nutrition support
 - Physiotherapy
 - Occupational therapy
 - Speech pathology
 - Podiatry
 - Group programs
 - Community Dentistry and Dentures/ Private dentistry and dentures
 - Family counselling and support
 - Health Promotion

Doncaster East

1/1020 Doncaster Road
Doncaster East VIC 3109

- Alcohol and other drug services, including specialist youth and family services
- Aquatic physiotherapy (assessment, pool sessions are off site)
- Community education
- Counselling and psychology
- Diabetes education
- IDEAS (Integrated Diabetes Education and Assessment Service)
- Dietitian/nutrition support
- Exercise and social activity groups (off site)
- Health Promotion
- Mindfulness based cognitive therapy
- Needle and Syringe Program
- Nursing
- Occupational therapy
- OAHKS (Osteoarthritis of Hip and Knee Service)
- Physiotherapy
- Psychology
- Podiatry
- Speech pathology

Manningham Men's Shed

41 Wetherby Road
Doncaster East VIC 3109

- Woodwork, electronics, and mechanics projects
- Art and crafts
- Opportunities to socialise

Box Hill

10 Rose Street
Box Hill VIC 3128

- Early Childhood Early Intervention Services

15
sites across
the Inner East
of Melbourne



(03) 9810 3000



info@accesshc.org.au



accesshc.org.au



facebook.com/AccessHealthandCommunity/



linkedin.com/company/access-health-and-community



Our clients

78 years

average age of client group in programs for older adults including My Aged Care



324 clients
registered
under NDIS

Maisie Roadley and Kathy Horaitis — inspiring older women

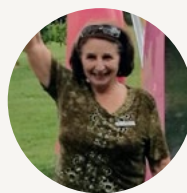
Maisie is 102 and one of the oldest people attending our exercise groups. She has been coming to the Richmond clinic for a range of different services for longer than she can remember and has been participating in group exercise classes for the last 10 years. Until recently, Maisie walked to her class, exercised for an hour, and then walked back home again by herself.

Maisie's daughters help her with day-to-day activities, however she is still quite independent. Despite having low vision and low hearing, nothing stops Maisie from getting where she needs to go. There are even times when she goes to the shops by herself to get her shopping done.

When asked what her 'secret' to a long and healthy life is, she believes it is because she has always been active in her life, walking everywhere, and exercising at least once a week.



Maisie Roadley



Kathy Horaitis

At her weekly exercise class, Maisie is taught by one of our inspiring exercise leaders, Kathy. Kathy is 82 years old and runs two back to back exercise classes twice a week. She also walks over a kilometre to and from the clinic. Kathy started out as a client in exercise groups and everybody noticed her positive and vibrant energy. At the age of 68 Kathy went back to school to become a certified exercise leader and has been inspiring many of our clients ever since.

What an inspiration both of these women are to our Richmond community, and a great example of how age is not a barrier to health.



Peter Walsh — meeting all his health needs in one place



"It makes it so much easier when you can see your GP and the podiatrist all in the same building."

Peter Walsh has worked as a school teacher, book publisher, commissioning editor and a film maker. Peter is 85 years old and has arthritis and has had bypass surgery on his heart. Ten years ago he fell down stairs onto concrete and his spine was injured. Peter is still able to walk but the injury has left him with some areas of weakness. He has trouble balancing and cannot touch his toes.

Peter attends podiatry at AccessHC. He has also seen the dietitian as he was losing weight and is keen to remain as healthy as possible. He has done exercise and balance classes. He now walks and continues to do the exercises he has been taught at home. He also sees one of our GPs and with their guidance has been able to reduce the amount of medication he takes - and feels a lot better for it. Moving through doorways and tight spaces at home was difficult due to his balance issues. Our occupational therapists have reviewed his situation at home and set up rails that enable him to safely move around his own home.

"The thing I like is the wholeness of Access Health and Community. It's one place where I can get help for all of my health needs. I have a wonderful GP and I've seen physiotherapists and Simone the dietitian. Danni the occupational therapist organized all my rails which help me get around doors and tight spaces and I've seen quite a few of the lovely podiatry team. It makes it so much easier when you can see your GP and the podiatrist all in the same building."

Rose's journey to be part of her world

Rose's family already used the AccessHC Ashburton medical and dental service, so when Rose's paediatrician suggested she needed speech pathology they were very happy to find out that the early childhood intervention service was also available through AccessHC.

Rose was diagnosed with Autism Spectrum Disorder when she was 2 ½ years old. Her older brother also has autism, so the family knew they needed help to work out how to give Rose the best opportunities to grow and be part of her world. When Rose first met the speech pathologist she was not using any words. She was very active and had some behaviours that her parents found hard to manage.

The AccessHC speech pathologist goes to Rose's home most weeks. Rose feels safe at home and is in the best frame of mind to learn new things so the home visits are very important. During the sessions, the speech pathologist works with Rose and one of Rose's parents. A physiotherapist also visits to help Rose with her coordination and balance.

Rose's family says that their sessions with the therapists have made a huge difference for them. Rose now uses some basic sign language words. She is starting to follow instructions more consistently so that the family can get through some of their daily routines without the behavioural challenges they have experienced before. Rose has been able to start going to childcare and with support, she is learning how to interact with other children. The speech pathologist has helped the staff at childcare manage her behaviours and work out ways to communicate with Rose.

"We would definitely recommend the wonderful team at AccessHC to work with kids like Rose. We actually feel more confident as parents and know how to get help when the next challenges come up. It's really important to seek the help and support you need as early as possible because it makes such a difference — not just to your child's life but to the whole family."



Rose's family says that their sessions with the therapists have made a huge difference for them.



Our performance



1,820 drug and
alcohol treatments

NDIS adults
1,199 hours
delivered

Quality account

AccessHC is committed to safe and high quality care that is delivered in partnership with our clients and their families. We continue to strengthen existing systems and programmes and introduce new initiatives. Here is a summary of some of our activities for the year.

Happy Birthday

In March 2019 we celebrated our 150th Birthday. The day began with a town crier thanking our community for their support over the past 150 years. A commemorative plaque was presented by the Chair of the Board. We then celebrated this with the Mayor of the City of Yarra at the Richmond Town Hall.

headspace Hawthorn celebrated its 5th birthday in May 2019 with wonderful feedback from our clients.

'headspace Hawthorn has allowed me to finally release emotions that I had bottled up without any judgement. The staff are extremely understanding, caring and willing to listen to you.' — Alexa, aged 19'

'headspace Hawthorn saved my life. Quite literally. I was having a tough time when I first contacted headspace. I was scared, alone and hurting. Walking through their doors, I felt heard, understood and valued for the first time. It was a long journey but the amazing staff stood by my side and held my hand the whole way. I'm forever thankful for what they've done for me. Headspace Hawthorn, you're amazing.'

— Anonymous

Quality standards and accreditation

Accreditation to nationally recognised standards helps us maintain our services at the highest quality, keeping the standard of care we provide at the highest level. We are accredited by a number of external organisations in a range of standards. This year we have had our mid cycle assessment for:

- Quality Improvement Council (QIC)
- Home Care Commonwealth Home Support Program (HC CHSP)
- National Safety and Quality Health Service — Dental (NSQHS)
- National Mental Health (NSMHS)

We also successfully completed our initial accreditation in:

- Human Service Standards (HSS) (NDIS)
- Early Childhood Intervention Standards (ECIS)

Our next round of accreditation visits will start in late 2019 with the Royal Australian College of General Practitioner (RACGP) standards. This will then be followed with a full re-accreditation in the standards listed above.

Community engagement

We introduced our first community engagement officer in 2018 and they have helped us to build stronger ties with our clients and community. Our commitment to building stronger ties has led us to establish community engagement committees to give our clients a voice in developing services that meet their needs.

Early Child Intervention Services

Feedback from our Child and Family clients made us realise that the NDIS process was often complex and challenging. We have responded by developing a simple NDIS pathways document. We continue to try and support our families on their journey and saw the number of clients we service climb from 78 to 324 — a 340% increase.

Carer support

During May, Carer Support partnered with Yarra Library, Richmond and ran free mini Social Support sessions on Fridays. This included Drawing with Nature (Art), Pilates, Qi Gong and Tai Chi.

Our quarterly social support bus outings have been in great demand with an average of 50 people attending our whole day outings. The groups visited the Mornington Peninsula, the Victorian State Rose Garden and Werribee Mansion.

We continue to work with St Kevin's, where their Year 10 Students visit our participants on a Wednesday as part of their Community Service Program. The participants and students enjoy spending time with each other.



Care planning

We continue to improve our clients' experience across all our services. We strive to take the time to understand our clients' needs and work with them to plan and achieve their health and wellbeing goals. We have implemented training to improve our staffs' knowledge on how to work with our clients to create meaningful plans and goals. Over 47% of our clients use more than one of our services. We have introduced a tool that clearly lists our different services in AccessHC and our community. This allows us to refer our clients to services they need to improve their health and wellbeing.

Health information sessions

Our clients told us that they don't always understand information about their health issues so we introduced short presentations to simply explain and discuss the health issues they might experience. The presentations are delivered once a month by our clinicians who are passionate about improving client health and wellbeing in a relaxed environment.

Incident reporting

We were the first Metropolitan health service to implement the new Victorian Health Incident Management System (VHIMS Central) in August 2018. The new system is much more user friendly for our staff, allowing them to log incidents, hazards and feedback easily. We analyse the results and identify significant trends for action. One direct improvement to come out of the analysis of our incidents was implementing a better way of managing our home visits with technology. This has improved the safety of our teams practicing in the community.

Consumer experience

Over the past year we received over 50,000 calls. 76% of our clients told us it was easy to make an appointment. Our reception and intake teams continue to work hard to improve their knowledge to ensure making an appointment is as simple and easy as possible.

Both staff and clients have made suggestions about how to improve the client experience including décor and furnishings in the Richmond clinic. We called for expressions of interest to see what we can do with the building in the future and hope to deliver this in the coming years. In the meantime, the reception team work to keep our waiting areas clean and tidy for our clients.

We actively encourage our clients and staff to have their say about how we can improve our systems and services. We were told by our clients that they did not always know how to tell us how they feel. We have launched a simple feedback tool where staff record all comments, compliments and complaints.

Our staff have their say

In early 2018 we conducted a staff survey. Responses told us that we need to do more to explain our strategic plan and vision to our staff. We encouraged our Board, staff and the broader community to become involved in its update. The updated strategic plan was finalised in June 2019 and was formally launched in August.

During other consultations our staff also raised the importance of the value — Respect. As part of our strategic plan development this was raised and led to our Board including Respect in our core values.

Our staff have told us that they didn't know what was happening as we continue to grow. In response to this we are improving communication in a number of ways. Our previous monthly newsletter Access All Areas, has been replaced by a weekly bulletin prepared by our CEO to ensure timely and effective communication. We continue to hold site meetings quarterly to communicate significant changes and improvements that are occurring within the organisation.

Staff wellbeing continues to be an important part of the organisation. Our Happy, Healthy Green Committee have organised for indoor plants on desks to bring some nature into our workplace, and a significant recycling push to reduce our footprint. We have also introduced a meditation moment in our meeting agendas to remind staff of mindfulness.

Safety

AccessHC is committed to providing a safe environment for all staff and clients. We achieve this through regular monitoring and reporting of our incidents, compliments and complaints. We also regularly review our clinical services to minimise infection risks. Last year we achieved excellent ratings in all areas. We regularly survey staff and clients to identify how they feel at AccessHC. 97.5% of our clients say they feel safe at our clinics.

Compliance auditing

Area	Compliance Rating
Cleaning	99%
Sterilisation	99.5%
Hand Hygiene	100%
Food Handling	99.75%

832
attended
Wednesday
drop-in lunches
at Hawthorn

Privacy

AccessHC is committed to protecting the privacy of clients and staff. Our Privacy Officer has undertaken industry training in the Privacy Act & Principles, and Data Breach Notification Scheme Training to ensure we are able to respond appropriately. We also hold staff training in privacy to ensure we keep private and personal information safe.

Thanking our volunteers

To celebrate National Volunteer Week AccessHC held a special event on Tuesday at the Greythorn Hub and invited all of our 208 volunteers. This is the first time that AccessHC and Camcare volunteers celebrated National Volunteer week together. The event was attended by 42 volunteers. Some were unable to attend because they were too busy volunteering with us to stop! We gave out a number of long service awards including one to Betty Hewitt who has been volunteering for 35 years!

Systems

This year we have developed and improved a number of systems including:

- Staff training to ensure privacy is understood and met
- IT security systems such as:
 - Upgraded systems
 - Staff training to protect against viruses
 - Quick notification and action on any new security threats
 - Annual external audits of IT and privacy processes.

Student engagement

In June 2018 one of our Dietitians, Simone Mastronado, was awarded the Most Outstanding Professional Student Supervisor for 2017-18 by Deakin University. The award was based on feedback received from her students. She was commended on her interaction, communication, cooperating with her colleagues, and amazing listening skills.

Diversity

- We recognise the wide diversity of our population, clients and staff.
- We acknowledge the traditional owners of our lands in all meetings.
- We have trained staff in diversity.
- We promote our diversity statement when recruiting.
- Our client base includes approximately 47% of clients from Culturally and Linguistically Diverse (CALD) backgrounds.
- We provide a free interpreter service to clients who need this. Approximately 7% of clients use the interpreter service.
- Our information brochures are available in 6 languages, based on our client population and needs.

Strengthening community ties together

AccessHC has had a long-standing and positive partnership with Camcare, working with them in Child and Family Services and Health Promotion. In 2018 we were delighted to formalise this partnership, announcing a merger with Camcare. This merger enables us to remain resilient in the face of change and extend the range of services available to clients and the community.

Camcare continues to offer a number of services provided by health professionals and highly skilled volunteers. A key focus is to address growing food insecurity among some groups in Boroondara. We hold a weekly food market with fresh vegetables and fruit grown in our kitchen garden at Camberwell, donations from Oz Harvest and Second Bite. We also provide food parcels to those who live on low incomes and who cannot meet all the daily costs of living. Thank you to the coalition of churches led by St Hilary's in Kew for their continuing support.

Helping our community

Between August 2018 and March 2019, the Health Promotion Team ran a community pilot of the At Risk of Homelessness Screening Tool. This tool is an online form with built-in logic that helps health professionals identify the risk factors for homelessness. With information provided by a client, the form provides at-risk individuals with a referral for support to keep them in housing. The tool is the first of its kind in the world. The tool was tested in 10 agencies across Melbourne's East. More than 100 staff were trained by a health promoter and a person who had lived experience of homelessness.

39%
of clients
from a CALD
background



7% of clients
require an
interpreter

Quality Dental Care



32,104

Total dental treatments

3,661

Dental patients treated

Welcoming Camcare to the AccessHC family

During the year, Camcare and AccessHC completed a merger which strengthened both organisations.

For Camcare, the merger resolved the ongoing uncertainty about funding and sustaining its services, which had become a distraction and a heavy burden for our committed staff and Board. And we joined an organisation with shared values and purpose that understands the importance of treating the whole person and fostering the role of community in supporting other community members.

It has been a pleasure to see a smooth transition that means Camcare looks and operates like the Camcare of old, providing reassurance to service recipients, funders and our large cadre of volunteers. At the same time, it's great to see Camcare staff transitioning into AccessHC's new Community division, participating in system improvement and new opportunities to both increase and share their skills and knowledge. Camcare has always referred clients to Access health professionals — now that referral is to a member of the "family", a colleague with a closer connection.

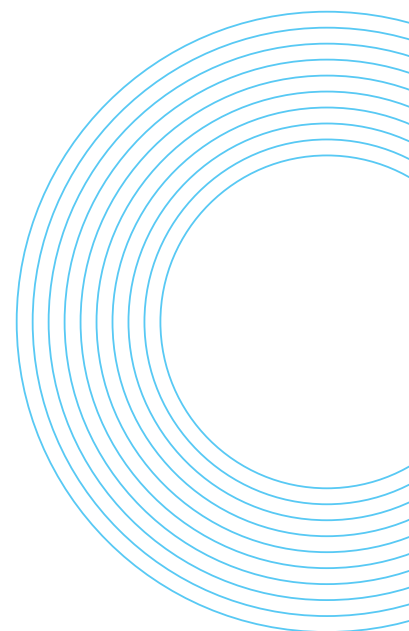
For AccessHC, Camcare brings its genuine passion for community, expressed both through its 360 degree approach to anyone who seeks its services, and its well-established and still vibrant volunteer model.

It is a great credit to AccessHC that it prioritises the "community" in community health to such a degree that its staff are eager to participate in and learn from Camcare's ability to establish connections and put its community's wellbeing first and foremost. It seems the marriage of the two organisations is a happy one, and no doubt will continue to deliver mutual benefits.

After the close of the year, the Camcare Board's role officially came to an end. I would like to thank all of my Board colleagues for their commitment and contribution to achieving a new paradigm for Camcare that preserves all of its strengths and addresses its vulnerabilities. Two Camcare Board members, myself and Penny Lovett, have joined the AccessHC Board, and we are enjoying the opportunity to be part of an organisation that successfully combines financial strength, service excellence and a robust commitment to innovation. Most importantly, we are delighted to continue contributing in an environment where the client is at the centre of everything we do.

Gayle Austen

*Director, Access Health & Community
Past President, Camcare*



150 year anniversary

150 years ago the doors opened to the Richmond Dispensary.

It was a place the vulnerable could go to be seen by a doctor, in a safe and welcoming environment.

We have evolved in the last 150 years but one thing that hasn't changed is the level of care we provide to the community and the excellent team behind Access Health & Community. We build healthier lives together.

From humble beginnings we now offer many services across 15 locations around Melbourne.

We focus on offering the best healthcare to our clients and are continuously looking at ways of improving our services to meet our clients' needs.



"We are proud that our city is home to Australia's oldest community healthcare service. Accessible healthcare services ensure that all members of our community are able to live healthy and fulfilling lives. On behalf of Yarra Council, I would like to congratulate Access and Health Community for their 150 years of building healthier lives in the community."

— Councillor Danae Bosler, City of Yarra



Health literacy report

At AccessHC we know the importance of promoting health literacy. We create health information which is easy to find, understand, and use. When we help people to develop their own health literacy skills, they are better prepared to use our services and take care of their health and wellbeing.

Health literacy training at AccessHC

Staff from the Health Promotion and Marketing and Communications teams completed intensive health literacy training by the Centre for Culture, Ethnicity and Health (CEH). This training has led to several health literacy projects being completed at AccessHC, including:

- Audit and update of relevant plans, policies and procedures
- Creation of Health Literacy Guidelines for Written and Electronic Communication
- Development of the My Health Pad
- Four-year Health Literacy Implementation Plan.

At the beginning of 2018, AccessHC engaged the Health Issues Centre to deliver three 3-hour interactive workshops for staff. The training was mandatory for all client-facing staff and designed for all levels of understanding. Approximately 110 staff attended the training across Hawthorn, Doncaster and Ashburton.

The workshops covered:

- What is health literacy?
- Verbal communication
- Written communication.

Current projects and priorities

We are committed to continuing AccessHC's progress in health literacy. Currently, the health literacy team is focusing on making sure that posters, flyers, handouts and other documents for clients meet the Health Literacy Guidelines.

All staff can access the guidelines through the intranet but they are currently not widely used. Increasing staff engagement with the guidelines is now a priority area for the health literacy team. Mandatory online health literacy training for staff will also be available by the end of 2019.

The My Health Pad is due to be re-launched this year. We will re-introduce the hard copy version across AccessHC sites which provide patient medical and allied health services. The health literacy team will work closely with the Medical Manager to find ways to increase client use of My Health Pad, such as signage, more advertising, and prompting from staff.



Finances

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019*

	2019 \$	2018 \$
Revenue and other income		
Revenue	20,892,377	18,073,450
Gain on merger	495,642	-
	<u>21,388,019</u>	<u>18,073,450</u>
Less: expenses		
Employee benefits expense	(17,727,372)	(14,655,403)
Accreditation expense	(35,727)	(45,317)
Advertising expense	(96,777)	(124,957)
Computer expenses	(233,519)	(303,655)
Contractor and consultant expense	(81,192)	(154,699)
Contractor cleaning expense	(230,898)	(190,553)
Contract labour expense	(2,366)	(41,018)
Depreciation and amortisation expense	(528,829)	(455,863)
Finance costs	(22,074)	(15,548)
Medical expense	(139,865)	(169,697)
Motor vehicle expenses	(97,573)	(93,334)
Occupancy expense	(397,279)	(364,335)
Program brokerage	(336,020)	(215,830)
Program expenses	(131,084)	(109,089)
Repairs and maintenance expense	(213,235)	(242,106)
Telephone expense	(326,945)	(290,793)
Utility expense	(146,199)	(125,703)
Other expenses	(823,165)	(539,369)
	<u>(21,570,119)</u>	<u>(18,180,765)</u>
Surplus / (deficit) for the year	<u>(182,100)</u>	<u>(107,315)</u>
Total comprehensive income / (loss)	(182,100)	(107,315)

* This is an extract from the financial report for 2018/19.

A full version of the 2018/19 Audited Financial Statements is available on our website.

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019*

	2019 \$	2018 \$
Current assets		
Cash and cash equivalents	7,651,579	7,049,053
Receivables	262,135	226,731
Other assets	660,939	439,805
Total current assets	8,574,653	7,715,589
Non-current assets		
Intangible assets	177,864	222,383
Property, plant and equipment	20,693,807	20,729,508
Total non-current assets	20,871,671	20,951,891
Total assets	29,446,324	28,667,480
Current liabilities		
Payables	1,986,414	1,778,296
Provisions	2,813,420	2,126,469
Other liabilities	315,042	349,221
Total current liabilities	5,114,876	4,253,986
Non-current liabilities		
Provisions	453,855	353,801
Total non-current liabilities	453,855	353,801
Total liabilities	5,568,731	4,607,787
Net assets	23,877,593	24,059,693
Equity		
Reserves	14,114,770	14,114,770
Accumulated surplus	9,762,823	9,944,923
Total equity	23,877,593	24,059,693

* This is an extract from the financial report for 2018/19.

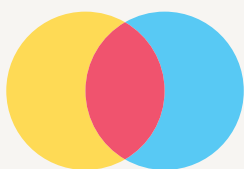
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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019*

	2019	2018
	\$	\$
Cash flow from operating activities		
Receipts from customers	4,437,552	3,355,118
Operating grant receipts	17,973,624	16,039,584
Donations received	31,832	60,109
Payments to suppliers and employees	(22,311,476)	(19,156,023)
Interests received	173,009	154,769
Finance costs	(22,074)	(15,548)
Net cash provided by operating activities	282,467	438,009
Cash flow from investing activities		
Payment for property, plant and equipment	(403,509)	(409,029)
Proceeds from property, plant and equipment	9,455	2,273
Net cash used by investing activities	(394,054)	(406,756)
Cash flow from financing activities		
Cash acquired via merger with Camcare	714,113	-
Net cash provided by financing activities	714,113	-
Reconciliation of cash		
Cash at beginning of the financial year	7,049,053	7,017,800
Net increase in cash held	602,526	31,253
Cash at end of financial year	7,651,579	7,049,053

* This is an extract from the financial report for 2018/19.

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ACCESS
Health & Community

Building healthier lives together

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