



Access Health & Community

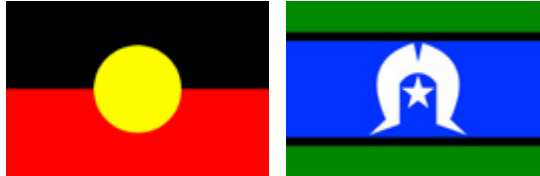
Annual Report

2022 – 2023

A large graphic at the bottom of the page consists of four overlapping circles in yellow, red, blue, and green. The text "Building healthier lives together." is written in a white, sans-serif font, curving along the top edge of the yellow circle.

Building healthier lives
together.

Acknowledgement of Country



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



Contents

02 Acknowledgement of Country

04 Purpose and Values

05 A Year in Review

06 Our Consumers

07 Our People

08 Chairperson and CEO Address

11 People

- 12 Increasing joy at work
- 13 Leaders in wellbeing
- 13 Empowering individuals and teams to develop
- 14 Applying our greatest talents
- 15 Our people: Meet Julie

16 Access

- 17 Supporting the most vulnerable as cost of living escalates
- 18 Case Study: Barbara
- 19 Giving voice to our consumers
- 20 How our Client Support team is helping to reduce wait times

21 Impact

- 22 Delivering better health outcomes with Community Health First
- 23 Case Study: Food for Thought
- 24 Case Study: Integrating services to improve outcomes

25 Sustainability

- 26 Partnering for growth and expanding our impact
- 27 Improving our physical and virtual infrastructure

28 In Loving Memory of Joe Ranieri

29 Meet the Board

34 Meet the Executive

36 Funders and Partners

37 Locations and Services



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



26,800+
people supported

108,500+
number of times we
met with consumers



60 education providers
potentially helped by
the School Readiness
Program with 230
sessions delivered



145,000+
hours of support delivered



100,600+
phone calls received



25,600+
public dental treatments



2,900+
new people we're now helping
at Adult Allied Health



3,060+
My Aged Care referrals



340
programs delivered by Community
Houses and Men's Shed



8,260
community information and
referrals by Camcare



1,320+
people cared for at the Richmond
Priority Primary Care Centre
(opened April 2023)



4,900+
people cared for at the Karnak Road
Ashburton GP Respiratory Clinic



Prevention achievements
by Health Promotion
teams at AccessHC,
healthAbility and Link
Health and Community/
Latrobe Community
Health Service

Potentially helped
10,100 people from
77 different settings

Supported **85**
partnerships within
sports and recreation

Conducted baseline
assessments with
111 sporting clubs

11 Free to Be Me
training videos
developed

Our Consumers

NDIS participants
687

Culturally and
linguistically diverse
2,781

Aboriginal or Torres
Strait Islander
164

Homeless
74

Refugees / people
seeking asylum
55

Mental health and allied health consumers by age group

Over 65
(59.07%)

51 to 65
(15.51%)

31 to 50
(11.81%)


19 to 30
(8.59%)


6 to 18
(4.70%)

0 to 5
(0.31%)

Top 12 countries consumers were born in




 Australia

 Greece


 Italy


 China


 England

 Malaysia


 India

 Hong Kong

 Vietnam

 Sri Lanka

 Iran

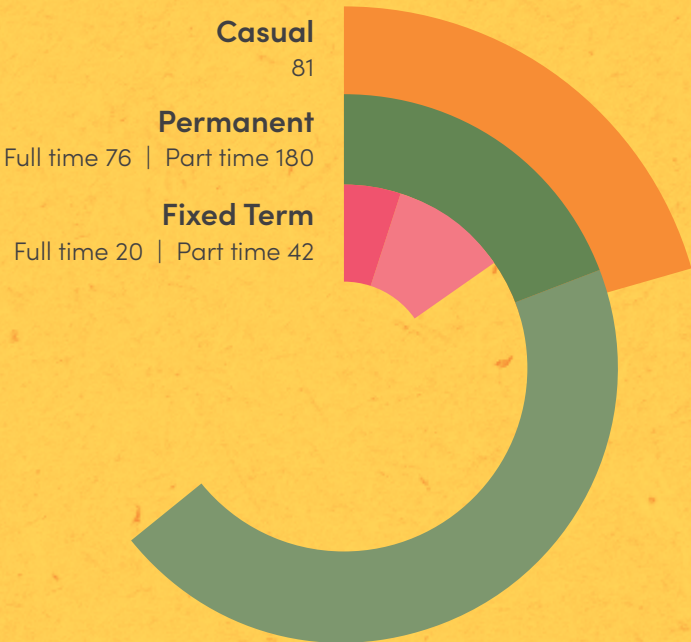
 New Zealand

Our People

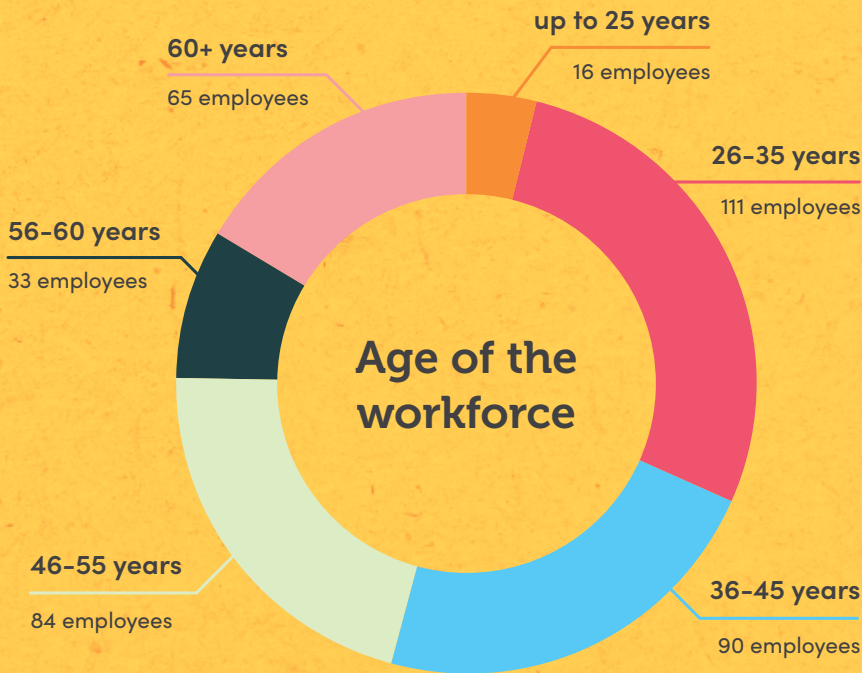
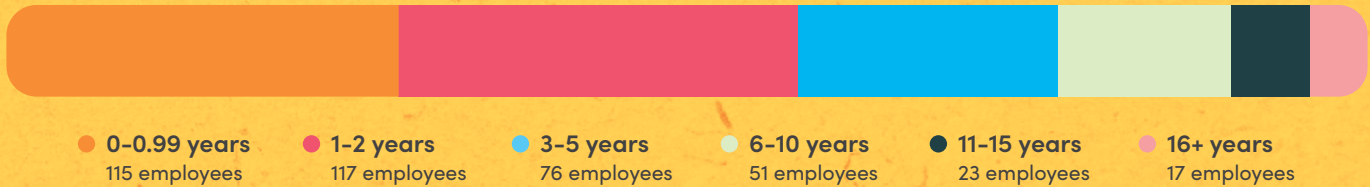
399 Total staff members



202 Volunteers



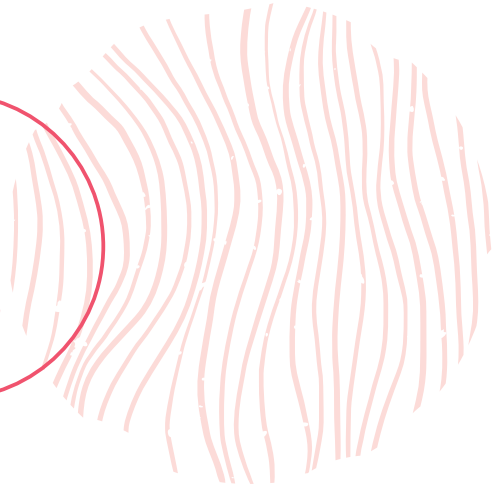
Years of employment



Women as a % of the workforce

Non managers	88.6%
Managers	88.9%
Executive Managers	66%
Board Members	33%

Chairperson and CEO Address



2022-23 was a year of significant growth and transformation for Access Health and Community (AccessHC).

An extraordinarily dynamic external environment and a growing appreciation of the unique capabilities of community health resulted in opportunities to build on our expertise and supplement existing services with new approaches and services tailored to community need and government priorities. Board, executive and staff, guided by our strategic plan, all stepped up to build a pathway to growth, make our sector stronger and deliver better and more accessible health outcomes for everyone we serve.

Removing barriers

In 2023, we formally launched our Community Engagement Framework to help give voice to people in our communities, and provide more opportunities to participate in decisions that affect the health and wellbeing of their communities.

The transformational framework encourages us to seek out and consider the ideas, views and aspirations of our community. We can use this input to reflect on, develop and improve our programs and services.

We would like to recognise former Board Director Kerry Grabau who stepped down from the Community Advisory Committee in January 2023. As the inaugural chair of the committee, Kerry pioneered community engagement at AccessHC and set the foundations for our work today.

During the year, we also continued our journey of reconciliation with the Traditional Owners and Custodians of the land we work on. Reconciliation Australia conditionally endorsed our Reflect Reconciliation Plan, and it was with pride and celebration that we launched the Plan shortly after year's end, at an event attended by our Aboriginal and Torres Strait Islander partners, our staff and community members.

We begin the new financial year focused on the next stage of the journey: taking on the challenging exploration of truth telling about our history. We would like to thank Karen Milward, Consultant and Chair of Mullum Mullum Indigenous Gathering Place, and the Aboriginal and Torres Strait Islander people and organisations for walking beside us on this journey and guiding us to a place of understanding.

Raising voices

This year we also focused on directly raising the voices of our consumers in our inaugural annual Have Your Say survey.

It was wonderful to hear that consumers were highly likely to recommend AccessHC to their family and friends. They rated their likeliness to do so at 76 per cent. This was an excellent achievement which confirmed that our commitment to accessibility for all translates into positive experiences for our consumers.

The strength and commitment of our people shone through in the survey results, with 77% of respondents describing our people as friendly, professional, welcoming, caring, supportive and/or knowledgeable. These results gave us good reason to be proud of our hard-working and dedicated staff.

Accreditation was another chance to shine and show how well our work meets quality accreditation standards. We were assessed against four different sets of standards, comprising 26 individual standards and 421 requirements — our biggest ever accreditation assessment. We met every single one of them. In addition, the assessors recommended a commendation for our Mental Health team due to their excellence in practice and the outstanding impact of their work.

This was an incredible result that highlighted the quality and diligence of our people and their commitment to doing great work every day.

"As we grow our footprint and impact, we are contributing to a stronger health sector and improved outcomes for consumers and the community."



Investing in our people

The results of the Have Your Say survey and accreditation show what we know well – investing in our people pays off.

The Board and Executive's decision last year to put more strategic focus on our people was in evidence throughout the year, with our new People and Culture team thriving and delivering strongly. New specialised roles and investment in development to help our people deliver their best work was a key driver. Our new Core Capability Framework and Learning and Development program helped to provide the right development opportunities for our people and build the foundations for the organisation's future.

New services and partnerships

We continued to strengthen partnerships and launch new services, establishing three new services in a six-month period.

AccessHC (lead agency), together with consortium partners Self Help Addiction Resource Centre (SHARC), healthAbility, and Inspiro, are pleased to be delivering the new North East Metro Mental Health and Wellbeing Connect. The centre is a warm and welcoming space for family, carers, friends and supporters of people living with mental health or alcohol and other drug use challenges.

It is an exciting development for AccessHC and our partners that sees us take a leadership role to help give voice and ownership to those with lived experience. Limited services have started, with full services expected to commence later in 2023.

Another new service is the Richmond Priority Primary Care Centre (PPCC), which provides urgent medical treatment when people are unable to see their GP. The centre aims to address pressures in hospital Emergency Departments at a time when the health system is under immense stress.

We also have a new pathway to help seniors through the new Care Finders Service Connectors service. AccessHC is working with healthAbility and partners to provide people with assistance registering and accessing My Aged Care, as well as linking them to community health and social services.

These targeted services are breaking new ground for AccessHC. As we grow our footprint and impact, we are contributing to a stronger health sector and improved outcomes for consumers and the community.

Putting Community Health First

Through our work in community health, we see first-hand the challenges the health system is facing. We also know there are solutions for responding to these challenges by fully leveraging the unique capabilities of community health.

The Community Health First initiative, launched during the year, brings together all 24 of Victoria's registered community health services across metropolitan, rural and regional Victoria with one simple but ambitious goal - improving health and wellbeing outcomes for all Victorians.

AccessHC was proud to play a role in establishing Community Health First and to join with the members of our sometimes overlooked sector to elevate and amplify the work our people do every single day to strengthen Victoria's health system.

Our hard-working Board

We would like to thank our Board Directors for their dedication and insightful contributions in 2022-23. Thank you to Directors Penny Lovett (Deputy Chair), David Benady, Ross Goeman, David Lau, Annette Mercuri, Mike Morgan, Alan Studley and Peter Turner.

After many new appointments in the previous year, it has been wonderful to get to know each other and work together to guide AccessHC in a particularly busy and productive year.

Our leaders

We would like to thank the executive, senior leadership and management teams for their impressive leadership this year. Through a period of growth and change, their committed and caring leadership continues to support our people and guide the organisation towards achieving its strategic goals.

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

Finally, thank you to our workforce of staff and volunteers for the great work they do every day. They care deeply for our communities and bring their expertise and unwavering passion to help those who need it the most. They are the heart of AccessHC and make everything we achieve possible.

Our future is taking shape and we have so much to look forward to, as we continue to deliver on our mission to build healthier lives together.

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

**"Finally, thank you
to our workforce of
staff and volunteers
for the great work
they do every day...
They are the heart
of AccessHC and
make everything we
achieve possible."**



People

We enable our people to grow and thrive



The AccessHC Strategic Plan 2022-2025 included a stronger focus on our people. This year, to support our focus and commitment to enabling our people to grow and thrive, we created and centralised a people and culture function and welcomed specialised roles in wellbeing, development, occupational health and safety and talent acquisition.

Key achievements in 2022-23:

Increasing joy at work

AccessHC is taking part in the Safer Care Victoria Wellbeing for Healthcare Workers Initiative to decrease burnout and increase joy at work.

The initiative of the Victorian Government recognises the importance of caring for those who care for others.

It recognises that while the wellbeing of healthcare workers is not a new issue, the pandemic provided an opportunity to create system-level changes across community health, hospitals, aged and primary care.

As part of the initiative, AccessHC is working through an evidence-based model over 18-months.

This includes collecting baseline data about joy and burnout indicators, before moving towards having deeper conversations about what matters at work, what gets in the way of a great day, and testing initiatives to increase joy.

To date our Client Support and Mental Health and Alcohol and Other Drug (AOD) teams have taken part, with the aim of sharing components of the program and rolling out learnings to other areas in the future.

AccessHC is one of 36 organisations in Victoria taking part in the program that is delivered by Safer Care Victoria and the Institute for Healthcare Improvement.

"AccessHC is one of 36 organisations in Victoria taking part in the program that is delivered by Safer Care Victoria and the Institute for Healthcare Improvement."



Leaders in wellbeing

The Wellbeing for Healthcare Workers Initiative forms part of our broader Wellbeing Program, which is contributing to our goal to be leaders in wellbeing.

"We're aiming to strike a balance between visual, tangible initiatives, versus shifting deeper cultural practices to improve wellbeing," said Beth Locke, Wellbeing and Development Manager.

The AccessHC wellbeing program includes:

- Personal Resilience Plans: a proactive tool to help team members and managers navigate challenging times.
- Wellbeing Leave Day: an annual leave day available to all full-time and part-time staff.
- Wellbeing Connectors: peers trained to connect their colleagues with support.
- The Wellness Well: tailored consultation and funding for team and organisational wellbeing initiatives.

Empowering individuals and teams to develop

The AccessHC Core Capability Framework provides a common tool that empowers all individuals and teams to learn and develop the key capabilities (core behaviours, skills and knowledge) required for success across our organisation.

The bespoke framework is unique to AccessHC and aligned with our values and strategy. The key benefits of the framework include that it:

- provides a foundation to assist in discussions between individuals and their leaders about their learning and development needs
- enables our people to take ownership of their development by providing a guide for self-assessment, professional development and career planning
- allows for planning learning and development programs based on an assessment of the needs of the organisation, providing our people with the right learning and development opportunities
- helps the organisation with hiring people with the right skills and capabilities for the future.



Applying our greatest talents

We know that every one of our people has a unique set of strengths. Strengths-based development is an approach that looks at peoples' greatest talents and how to apply them.

At AccessHC, we use strengths-based development to help our people focus on what they do well and help them to emphasise and develop those strengths.

Research shows that when people know and use their talents, they:

- look forward to work
- have more positive interactions with colleagues and consumers
- tell their friends they work somewhere great
- achieve more
- are more positive, creative and innovative.

Looking ahead, the People and Culture division has evolved to include strategy. In 2023-24 and beyond, the People Culture and Strategy division will continue this great work and lead our business planning and strategic projects.



115 new employees

joined AccessHC and 15 people were promoted internally in 2022-23. Our Talent and Acquisition function helps to find the right people for the role and to give them the best experience from the moment they apply.



288 people

have taken part in strengths-based learning assessments.



We funded around **160 workers** for CPR and first aid training and 76 people attended Occupational Violence and Aggression training over three sessions as part of our commitment to the safety of our people and consumers.

Our people: Meet Julie

"It's a unique role being on the frontline and extends well beyond medical issues."

Introducing Julie, Senior Customer Service Officer who works at AccessHC Richmond.

Hi Julie, tell us about your role?

I live in the area and being able to be part of the community and contribute to the community's health and wellbeing is a privilege.

The community at Richmond are diverse, multicultural and friendly to work with. I have really enjoyed building rapport with our consumers over the last five years. I know many of them by first-name, know their families and even their pet's names.

It's a unique role being on the frontline and extends well beyond medical issues.

It is like being part of an extended family and contributing positively to peoples' lives and health and wellbeing outcomes.

What's the difference in working for community health?

Community is the heart of all that we do and consumers are our key focus. We work close to people and the community to improve outcomes in their lives.

We had a regular client receiving medical care, who always came with his dog. He was experiencing financial hardship and we wanted to help. It was winter, so we bought his dog a blanket and gave him food and treats to look after him.

These little things go a long way to help.

What do you see for the future?

AccessHC continues to improve and offer more services to the community. The new Primary Priority Care Centre (PPCC) for urgent care needs and the extensive range of allied health services here at Richmond shows community comes first.

I am passionate about my role in customer service. It's rewarding to be on the front line of a leading community health organisation.



Access

We remove barriers
to people connecting
with us



Supporting the most vulnerable as cost of living escalates

Our services at Camcare are busier than ever with staff, volunteers and community working to keep up with demand for people in need of emergency relief.

"Clients in need can come to Camcare to pick up free food and toiletries parcels. They consist of non-perishables like tinned food, pasta, rice and cereals, as well as fresh bread, fruit, vegetables, eggs and frozen meat packs."

Food comes from Camcare's kitchen garden, run by a wonderful team of volunteers and the generosity of local shops and community donations.

In the past year, Camcare has welcomed people who have never used its services before, coming for help because they are experiencing financial hardship with their incomes not keeping up with rising living costs.

The cost-of-living impacts are also seeing a decrease in donations and volunteer hours.

But this has not stopped the emergency relief service at Camcare from making sure that food is on the table for the most vulnerable.

The team utilise a multidisciplinary approach. A mix of qualified staff and volunteers learn from each other and support one another. This team approach provides a diverse range of skills, abilities and talents, of paid and unpaid work, who collectively all have one single focus: Supporting the Community.

In keeping with this philosophy, the team also share their resources to develop relationships with community contacts and local organisations to provide donations.

Camcare staff and volunteers also provide case management services, counselling services, information, referral, advocacy, technology training courses, and much more. On the last Thursday of every month there is a free community BBQ.

"What first amazed me about Camcare was the number of volunteers and range and breadth of skills and knowledge of what they were contributing to the local community. There was a willingness from everyone involved to give of their own time and effort to support vulnerable community members."

— David Cooke, Senior Manager – Family Services and Wellbeing

Camcare and AccessHC offer a range of opportunities for its volunteers including recognition, training and support. We strive to be an 'organisation of choice' where volunteers and staff are valued, prioritised and supported to collectively contribute to the local community.



Case Study

Barbara



Barbara coordinates the Camcare kitchen garden with eight wonderful volunteers. They grow and tend to crops each season to add fresh fruit, vegetables and herbs to the donated and rescued food provided for people in need of emergency relief by the Fresh Food team. Here's what she had to say:

How long have you been a volunteer?

I've been volunteering for six years and enjoy working with the team here at Camcare. They bring such diverse skills and knowledge to help us grow fresh produce and contribute to the local community.

What brought you to the garden at Camcare Camberwell?

I have a Master of Urban Horticulture and a passion for gardening and giving back to the community. I manage a kitchen garden for a non-profit food relief charity. Working at Camcare is similar, coordinating work in the garden, planning crops each season and helping to make sure we have the resources we need to provide fresh food each week to people who need it most.

Have you noticed many changes in your time at Camcare?

The demand for our food is growing with people coming for fresh food relief that we have not seen before. Pre COVID-19 the emergency food relief program catered for around 30 people a week. This has grown to over 65 people in recent times.

This number only represents the person who collects the fresh food. With a third of our clients collecting food for their families, the weekly numbers exceed 100 people a week. Many more people are experiencing financial hardship with food and living costs getting higher.

During that time, the team has also grown, which helps. And we've looked at ways to keep up with increases in demand for fresh food.

In keeping with this, the team are focusing on growing leafy greens such as bok choy, Chinese cabbage, spring onions and coriander. This means they are not reliant on a crop taking all season to grow. Asian greens grow quickly, are easy to keep fresh, and provide nutritious, organic and healthy food for people who would normally find them too expensive to buy.

What would you say to someone looking to volunteer?

If you can, do it. It is rewarding working with a team of people who are dedicated to giving back to the community, particularly now when the demand for emergency food relief is growing and needed.

Giving voice to our consumers

In February 2023, we launched our inaugural annual Have Your Say Survey to find out what our consumers think of our services.



7.6/10: The rating that our consumers gave us when asked how likely they are to recommend AccessHC to family and friends. This is known as our Net Promoter Score (NPS).

Total responses: 965 | Responses in languages other than English: 43



Friendly, professional, welcoming, caring, supportive, knowledgeable
77%



They like our people
16%

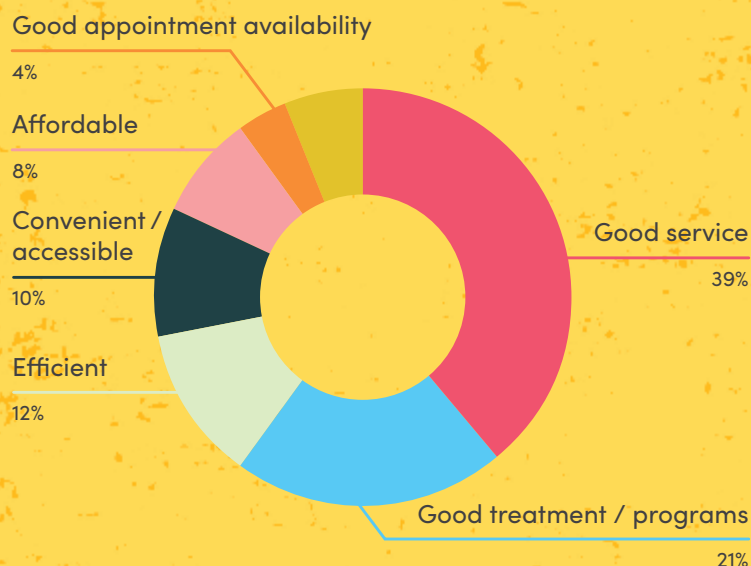


Good communication
5%



The positive things consumers told us about our people

The positive things consumers told us about our services



Consumers also told us how we could improve in areas such as wait times, payment options and access to our services. We have committed and made plans to improve in these areas. For example:

Consumers told us:

Wait times for appointments are too long.

Here's what we are doing:

We have reduced the average wait time for appointments by 84 per cent across some of our services. We are committed to continuing to improve the way we share information on wait times and give consumers options to help them get the care they need, when they need it.

How our Client Support team is helping to reduce wait times

The Client Support Service Connection team is a consumer-focused team, who never stop looking at ways to help people get to the right services at the right time.

When the team saw an opportunity to help with wait times for appointments they got to work.

They revised and streamlined processes, invested in staff, technologies and new procedures with one thing in mind: to improve the consumer experience.

The results are impressive with the team reducing the **wait time for appointments from 38 days to 6 days** across allied health and therapy services.

This is even more outstanding with face-to-face appointments back in demand, the result of COVID-19 and telehealth appointments on the decline.

The team now receives 3,000 phone calls a week, with a

98 per cent answer rate to get consumers to the right place and services they need.

Over the past year, the team has focused on reducing the time to contact consumers after receiving referrals:

- Inbound referrals reduced from two weeks to contact a consumer from their initial referral date to three-to-five days.
- Processing information for initial referrals has dropped from over one week to 48 hours.
- Referrals for allied health, therapy and carer respite services have reduced from one month to contact a consumer about their referral to less than a week.



"The results are impressive with the team reducing the wait time for appointments from 38 days to 6 days across allied health and therapy services."

Impact

We improve the
health and wellbeing
of communities



Delivering better health outcomes with Community Health First

The Community Health First initiative aims to start a dialogue with State Government decision-makers to promote the central role of community health services in the wider Victorian health system and to increase the capacity of services to alleviate system-wide demand.

AccessHC is a proud member of Community Health First, uniting alongside Victoria's 24 registered community health services.

"By elevating the role of community health within the health system and championing preventative, community-based and integrated health-care, Victoria can lead the way for Australia as we look to reform our health system and ensure Victorians are safe and well in their communities for the next fifty years." — Anna Robinson, CEO of AccessHC and Chair of the Community Health First steering committee.

50 years of community health

This year marks 50 years since community health was established in Australia by the Whitlam Government as part of landmark reforms of our health-care system.

Its introduction was designed to encourage a shift towards prevention, a focus on local communities and ensure accessible, affordable primary health care for all Australians.

While other states and territories have progressively moved away from this model over the last 50 years, Victoria has continued to invest in community health.

As a result, we have built a network of services that are deeply connected within their communities, with more than 10,000 workers that reach over half a million Victorians each year.

Our services deliver expert, multi-disciplinary clinical care. They also work to address the underlying causes of poor health outcomes such as social isolation, housing insecurity and poverty – the social determinants of health.

This integrated model of care ultimately leads to improved outcomes that keep Victorians safe, well and out of hospitals.

Launching the Community Health First Position Statement

Community Health First launched its first position statement at a ministerial round table attended by the Victorian Government, Department of Health and Department of Treasury and Finance and representatives from registered community health services.

The paper, 'Strengthening Victoria's Health System through Community Health' shares the vision for redesigning Victoria's healthcare system to deliver the right care, in the right place, at the right time. To focus on health, not illness, and looks to reduce health inequity and improve outcomes.

The paper identifies five priorities that will leverage the unique capabilities of community health services:

1. A cost-effective and well-funded system that can keep people healthy and well in their communities.
2. A trusted community health model that is consistent and responsive to the needs of local communities.
3. An elevated role for community health to ensure holistic care.
4. Accessible, affordable and quality care for everyone, especially vulnerable groups and regional and rural communities.
5. Every person has the skills, resources and supportive environment to achieve their full health potential.

AccessHC is committed to putting Community Health First and working together to deliver better health outcomes for all Victorians.

Sector snapshot



24 registered community health services

500,000+ people receiving support from registered community health services annually

10,000+ people employed by registered community health services

Case Study

Food for Thought

The exploration of how food and beverage advertising and sponsorship interface with sporting clubs.

Food for Thought explores food and beverage advertising and sponsorship environments at local junior sports clubs.

Junior sports clubs in the inner east participate in Food for Thought through online and field audits, and interviews with club representatives that provide valuable insight into the sports clubs' motivations, barriers and limitations regarding advertising and sponsors.

To date, over 250 junior sporting clubs have been included in the online audit.

The initiative seeks to create sustainable system level change for clubs in the inner east. It has the potential to assist with advocacy and in implementing policies and guidelines to reduce unhealthy sponsorship at local sporting clubs.

This initiative will not only provide valuable insight, but also strengthen partnerships between community health, sporting clubs and local government.

This project was modelled on the Food Fight research conducted by Cancer Council Victoria, looking into unhealthy food and beverage advertising.

AccessHC developed the program with healthAbility, Link Health and Community and Swinburne University together with the support from Whitehorse, Manningham, Boroondara and Monash City Councils.



"The initiative seeks to create sustainable system level change for clubs in the inner east. It has the potential to assist with advocacy and in implementing policies and guidelines to reduce unhealthy sponsorship at local sporting clubs."

Case Study

Integrating services to improve outcomes

Integration between services allowed our multidisciplinary teams from Child and Family, Camcare and Steps Mental Health to be help this family.

Background

The client lives with their two children aged under 7 years old. There is a history of family violence and long-term intervention orders.

A worker from Camcare was supporting the family and helped them to access NDIS plans for the children. Maternal and child health services and family violence services were also engaged with the family.

How we helped

The worker from Camcare connected the family with the Early Childhood Early Intervention (ECEI) team at AccessHC. The ECEI program helps children with developmental delay or disability and their families.

The team visited the family together with the Camcare worker. They identified that the parent was struggling with mental health challenges.

They worked closely together to support the children and parent, including a key worker, psychologist, occupational therapist and speech pathologist.

Support included:

- providing assistance to help the children attend childcare, kinder and school
- helping to connect the children with a paediatrician
- supporting the parent with family routines (for example, caring for children's needs)
- helping the parent access supports for managing a home (for example, cleaning) and mental health care with our Steps Mental Health program
- seeing the family through COVID-19 when they struggled to connect with other services.

We are continuing to support the family.



Sustainability

We are relevant and viable
in a changing environment



Partnering for growth and expanding our impact

AccessHC is committed to seeking and pursuing partnerships that contribute growth and expanding our impact. It is recognition of the fact that we can achieve great impact by working together.

This year saw us establish new and build existing partnerships that will have a lasting impact on our organisation and the community's health and wellbeing.

North East Metro Mental Health and Wellbeing Connect

AccessHC (lead agency) is working with healthAbility, Inspiro and SHARC to establish the new North East Metro Mental Health and Wellbeing Connect centre.

The consortium brings over 200 years of collective experience working with communities in the north east and complementary expertise in lived experience-led service delivery, mental health, alcohol and other drug services, and peer support.

Together we are demonstrating leadership in the sector by giving voice to those with lived experience as family, carers, friends and supporters of people living with mental health or alcohol and other drug use challenges.

Richmond Priority Primary Care Centre

In April, we opened the Richmond Priority Primary Care Centre (PPCC) in partnership with North West Melbourne PHN (NWMPHN) to support St Vincent's Hospital in Fitzroy.

Funded by the Victorian Government, Priority Primary Care Centres provide GP-led care to people who need urgent care, but not an emergency response.

PPCCs are located nearby emergency departments and require close working relationships with the hospital, as well as other local health services for referrals.

The vital service aims to address pressures in emergency departments at a time that the health system is under immense stress.

Care Finders Service Connectors

AccessHC is working with healthAbility and partners to provide Service Connection to help seniors in our local communities.

The Care Finders Service Connector team provides people with assistance registering and accessing My Aged Care as well as linking to community health and social services.

Together with healthAbility, AccessHC worked closely with Eastern Melbourne PHN, Care Connect (Australia), DPV Health, Migrant Information Centre, VMCH, The Salvation Army Australia, Merri Outreach Support Service, Wintringham and Housing for the Aged Action Group to establish the new Care Finder initiative, developed in response to the Royal Commission into Aged Care Quality and Safety.

Eastern Melbourne Health Alliance

Access Health and Community (AccessHC) is partnering with the Eastern Melbourne Health Alliance Partnership on several projects to change the way the health system operates by directing patients to community health services instead of hospitals.

The partnership includes AccessHC, Inspiro, Eastern Health, EACH, healthAbility, Eastern Melbourne PHN and Safer Care Victoria.



Improving our physical and virtual infrastructure

Property

The implementation of our property plan is now in full swing to create dynamic and modern physical spaces for our people, consumers and community.

A key goal of the property plan is designing properties that are flexible and adaptable. We're on our way to reach this goal through renovation works at Hawthorn and Ashburton (Y Street).

In 2022-23, we delivered an upgrade at Hawthorn, which is one of our hub sites. The upgrade on the south end of level one has improved accessibility, space and aesthetics for our people.

The Camcare site at Y Street Ashburton has reopened to the public after undergoing renovations to create a welcoming space for workers and community members.

The works included:

- building refurbishments
- updated heating and cooling
- roof restoration
- improved outdoor spaces, including a new pergola, paving, landscaping, garden and benches.

We are now able to offer a wider range of services at the site to help the community to meet, connect, participate in activities and belong.

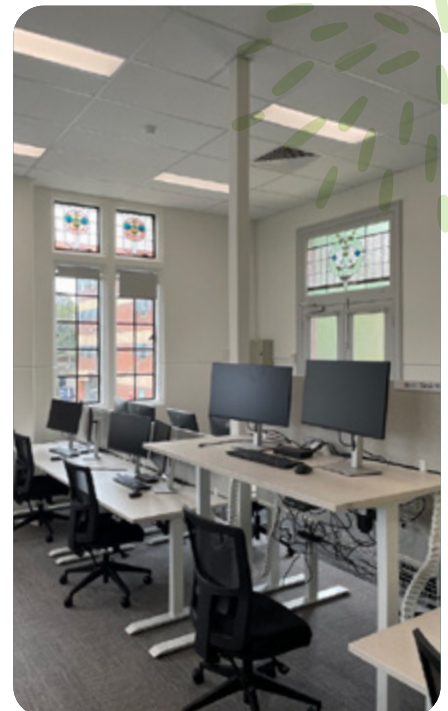
The renovations were delivered as part of Boroondara City Council's building renewal program.

Systems

Improvements are taking place behind the scenes to better integrate our complex business technology systems.

The Systems Integration project aims to integrate different patient management platforms, creating efficiencies for our teams, and will help to deliver better and more integrated services for our consumers.

A recent integration of management platform TrakCare and Outlook has allowed our teams to access one central calendar. With this improvement, they can access online meetings quicker and plan and schedule their days and appointments more efficiently.



"As Joe would say – what peer support can offer is not something that can be taught; it is something that is lived. It is an ability to connect with another human so they don't feel isolated in their experience."



In Loving Memory of Joe Ranieri

1961-2023

We pay our respects to Joe Ranieri who has left a lasting impact on Access Health and Community's people and community.

Joe joined AccessHC in 2020 as a peer support worker in the Alcohol and Other Drug team. Shortly after commencing with AccessHC he took on an additional role, working in the High Risk Accommodation Response team as part of our COVID-19 response. In this role he spent his time knocking on doors and connecting with residents in social and public housing who were often isolated without easy access to health services.

Joe became adept at navigating the system, connecting with hardly reached communities and advocating for their needs. Even dressed in full personal protective equipment, Joe's ability to connect with people shone through; to say that he thrived in this role is an understatement. It is no exaggeration to say that Joe saved lives in this role.

Joe also changed the lives of many as a peer support worker – using his lived experience of addiction and recovery to support others. Joe excelled in this role and truly embodied the spirit of peer support – hope, empathy and connection.

Joe was incredibly passionate about the importance of lived experience and was instrumental in spreading the peer support role beyond our Alcohol and Other Drug team across many parts of the organisation.

The way we work with and engage with communities at AccessHC has been forever changed by Joe's approach.

As Joe would say – what peer support can offer is not something that can be taught; it is something that is lived. It is an ability to connect with another human so they don't feel isolated in their experience. Isolation is where the shame festers. Hope and acceptance is where it heals.

Joe proved that everyone deserves a chance to make meaning of their lives – and showed us the power of hope and acceptance.

Rest in peace Joe.

— *Extract of the speech delivered at Joe's memorial by Dr Tamsin Short and Beth Locke*

Meet the Board



Gayle Austen, Board Chair

Director since November 2018

Experience

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

Special responsibilities

Board Chair
 Audit and Risk Committee Member
 Community Advisory Committee Member
 Governance Committee Member
 Quality and Safety Committee Member

Qualifications

Graduate Certificate Applied Languages
 Bachelor of Arts
 Graduate of the Australian Institute of Company Directors



Penny Lovett

Director since October 2018

Experience

Penny Lovett is the Executive General Manager, People and Culture at InvoCare and has more than 20 years' experience in executive roles, having performed HR Director roles in ASX, not-for-profit, health, insurance, and aged care sectors. Penny previously held the role of Chief Human Resources Officer for The Salvation Army and held board roles for over 10 years.

Special responsibilities

Deputy Chair
 Chair Governance Committee
 Community Advisory Committee Member

Qualifications

Master of Business Administration
 Graduate Diploma, Human Resource Management
 Graduate of the Australian Institute of Company Directors



David Benady

Director since July 2021

Experience

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

Special responsibilities

Quality and Safety Committee Member
Audit and Risk Committee Member

Qualifications

Juris Doctor
Masters of Public Policy and Management
Masters of Public and International Law
Master of Business Administration



Ross Goeman

Director since May 2022

Experience

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

Special responsibilities

Audit and Risk Committee Member
Community Advisory Committee Member

Qualifications

Master of Business Administration
Master of Public Policy and Management
Master of Science
Bachelor of Arts (Honours)



David Lau

Director since May 2022

Experience

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

Special responsibilities

Governance Committee Member
Quality and Safety Committee Member

Qualifications

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



Annette Mercuri

Director since May 2022

Experience

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

Special responsibilities

Chair Community Advisory Committee
Quality and Safety Committee Member

Qualifications

Bachelor of Applied Science
Member of the Australian Institute of Company Directors
Associate Fellow Australasian College of Health Service Management



Mike Morgan

Director since May 2019

Experience

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

Special responsibilities

Chair Quality and Safety Committee
Community Advisory Committee Member

Qualifications

PhD
Masters Dental Science
Graduate Diploma Epidemiology
Bachelor of Dental Surgery
Graduate of the Australian Institute of Company Directors
Fellow of the Royal Australasian College of Dental Surgeons



Alan Studley

Director since December 2015

Experience

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

Special responsibilities

Chair Audit and Risk Committee
Governance Committee Member

Qualifications

Master of Business Administration
Graduate Diploma in Management Systems
Bachelor of Business
Fellow Australian Institute of Company Directors
Fellow of CPA Australia



Peter Turner

Director since April 2013

Experience

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

Special responsibilities

Audit and Risk Committee Member
Governance Committee Member

Qualifications

Masters of Health Administration
Graduate Diploma of Business
Fellow of CPA Australia
Fellow of the Australian Institute of Management
Fellow of the Australian College of Health Service Management
Certified Health Executive
Member of the Australian Institute of Company Directors



Meet the Executive



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



Anna Robinson | Chief Executive Officer

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

Anna is the current CEO of AccessHC.



Rebecca Aldridge | Executive Lead People and Culture

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

Rebecca leads the People, Culture and Strategy division of AccessHC, which encompasses human resources, talent acquisition, learning and development, communication, safety and wellbeing, project management and strategy.

**Michael Le Lacheur** | Chief Financial Officer

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

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

**Jane Seeber** | Chief Operating Officer *(departed June 2023)*

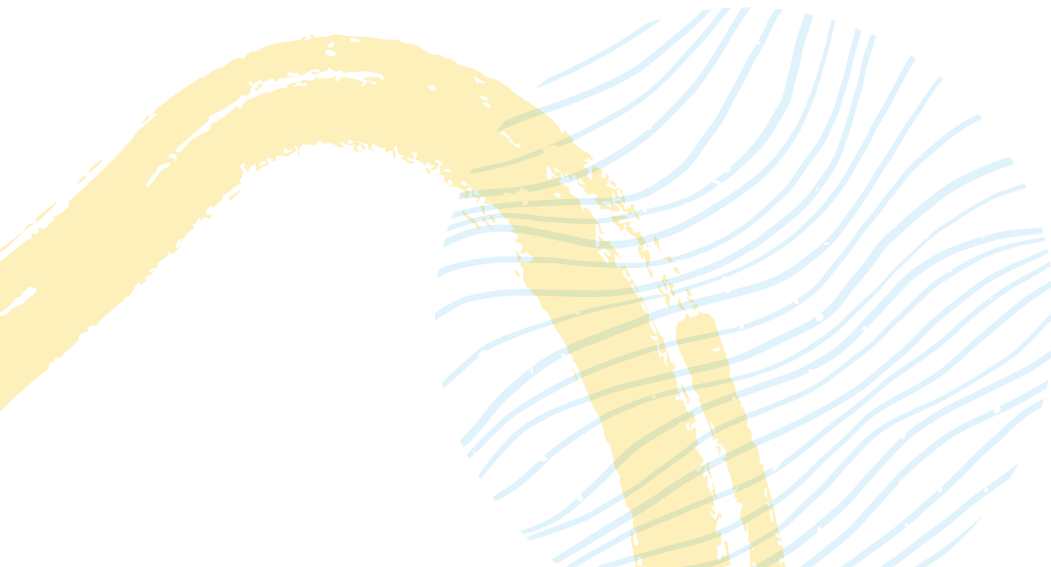
Jane joined AccessHC in 2018. Jane is a Chartered Accountant with 20 years' experience in the not-for-profit sector as a manager, executive and director. Prior to working at AccessHC Jane has worked in the aged care and disability sectors through periods of national reform, including the implementation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

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

**David Towl** | Executive Lead Community Impact

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

In his current role, David leads the Community Impact division inclusive of Health Promotion, Community Engagement, Outreach, Family and Wellbeing and Community Programs.



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:

- Australian Government (Dept of Social Services)
- City of Boroondara
- Dental Health Services Victoria
- Eastern Melbourne PHN (EMPHN)
- headspace National
- Manningham Council
- North West Melbourne PHN (NWMPHN)
- South Eastern Melbourne PHN (SEMPHN)
- VicHealth
- Victorian Government



Some programs were delivered in partnership with:

- Banyule Community Health
- EACH
- Eastern Health - Turning Point
- healthAbility (formerly Carrington Health)
- Inspiro
- Link Health and Community
- Oonah Belonging Place
- SalvoCare Eastern
- Self Help Addiction Resource Centre (SHARC)
- Women's Health East
- Inner East IFS Alliance (Doncare, Uniting, Anglicare, MacKillop, Link, Monash Council, VACCA, Boorndarwan Willam)



Locations and Services



R Richmond (Head Office) & Richmond Priority Primary Care Centre
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

W Hawthorn Community House
33-39 William Street
Hawthorn VIC 3122
hch.org.au

HH Hawthorn Community House
32 Henry Street
Hawthorn VIC 3122
hch.org.au

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

RC GP Respiratory Clinic
47A Karnak Road
Ashburton VIC 3147
closed June 2023

hs headspace Malvern
1257 High St
Malvern VIC 3144

A Ashburton
7 Samarinda Avenue
Ashburton VIC 3147

LT Lower Templestowe
44 Balmoral Avenue
Lower Templestowe VIC 3107

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

MS Manningham Men's Shed
41 Wetherby Road
Doncaster East VIC 3109
mensshed.org

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

G Greythorn
2 Centre Way
Balwyn North VIC 3104

RW Ringwood
33 Warrandyte Road
Ringwood VIC 3134
closed June 2023

B Box Hill
10 Rose Street
Box Hill VIC 3128

C Camcare
51 St Johns Avenue
Camberwell VIC 3124
camcare.org.au

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

18
sites across
the Inner East
of Melbourne

List of services

Alcohol & Other Drugs Services



Audiology



Carer Respite



Case Management Services



Child Development Services



Child & Play-based programs



Community Barbecues



Community Information & Referral



Community Nursing & Outreach



Community Outings & Bus Trips



Mental Health & Counselling



Dentist, Oral Health & Dentures



Diabetes Education & Support



Early Childhood Intervention



Education & Training Support



Emergency Relief



Exercise Groups



Health Promotion & Engagement



Housing Support



Education Sessions & Discussion Groups



Integrated Family Services



Medical Doctors



Medication Support & Recovery Service



NDIS Services



Needle & Syringe Program



Nursing



Nutrition & Dietetics



Occupational Therapy



Parenting Services & Support



Pathology



Peer Support Services & Groups



Physiotherapy



Podiatry



Sexual Health Services



Social Activity Groups



Social Prescribing



Transport Support

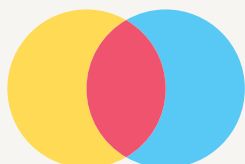
Various locations

Skill-based Activities & Training



Legend

- | | | |
|--|--|---|
| A Ashburton | HH Hawthorn Community House (HCH) | RW Ringwood |
| B Box Hill | hs headspace Hawthorn & Malvern | Y Y Street Ashburton |
| C Camberwell - Camcare | LT Lower Templestowe | W HCH William St |
| D Doncaster East | MC MC-Squared | Home Home-based services |
| G Greythorn - Trentwood @ The Hub | MS Manningham Men's Shed | Community Services provided in community |
| GF HCH Glenferrie St | RC GP Respiratory Clinic | |
| H Hawthorn | R Richmond (Head Office) | |



ACCESS
Health & Community

Building healthier lives together

☎ (03) 9810 3000

✉ info@accesshc.org.au

🌐 accesshc.org.au