

ACCESS
Health & Community

Annual Report

2024 – 2025

| *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.

Acknowledgement of Lived / Living Experience

Access Health and Community values the unique and important contribution of people with lived/living experience as consumers, family or carers to the development, delivery and improvement of health services. We recognise the wisdom and strength of these voices, and celebrate the rich diversity of the community, our workforce, and the people we provide services to.



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AccessHC
End of Year
Celebration



Chair and CEO Review



The past year was one in which we were able to balance the achievement of an ambitious multi-year transformation plan with the positive reaction of our communities, as they experienced the services they need most in more accessible settings, provided by our dedicated staff.

Change is always challenging, but keeping up with changing needs and funding priorities means we have to simultaneously improve the experience for our communities and staff. The past year saw us meeting that goal as we achieved a partnership with an organisation we admire - Inspiro in the Yarra Ranges - and opened new buildings at Richmond, Doncaster and South Melbourne, combined with new services at many of our existing locations.

Getting bigger is not always better, but improving life for our communities, and nurturing a positive culture that supports our staff to thrive while they deliver for communities, is always worth well-planned and executed change.

We are proud that Access Health and Community (AccessHC) was able to deliver these major initiatives simultaneously in 2024/25, without compromising our quality service, and while keeping our focus on our values, our communities and our people.

AccessHC and Inspiro – Better Together

On 1 May 2025, AccessHC and Inspiro officially merged to become one organisation, dedicated to improving the health and wellbeing of our combined communities.

The merger was completed smoothly and successfully, with all existing services and clients transferred from Inspiro to AccessHC, and all frontline staff transferring across.

Our people, clients and communities were kept fully engaged throughout the merger, with regular and transparent two-way communication. This approach reflected the values and culture of both organisations, as well as our vision for the merger, and received positive feedback from community and staff.

This strong alignment of the two organisations' values genuinely felt like the natural progression of a long-term partnership.

The merger with AccessHC means Inspiro's 30-year legacy of client-centred, local, accessible care in the Yarra Ranges can continue. Valued partnerships and the much-needed services Inspiro provides to the community will grow, and the health and wellbeing needs of the Yarra Ranges community will be supported well into the future.

We thank Inspiro's CEO Sue Sestan, Chair Stephen Potter and the Inspiro Board and Executive Team for their significant contribution to the Yarra Ranges community and their commitment to ensuring the merger was true to our values.

Investing in our communities

During the year we also opened two new purpose-built community health hubs in Richmond and Doncaster and relocated over 70 per cent of our workforce. The new hubs are an investment in our communities' health and wellbeing, as well as an opportunity to provide our people with purpose-built spaces for delivering targeted and effective services.

With increasing recognition by governments and other funders that community health services can provide many of the solutions to current health crises, these new settings feel absolutely right for our sector.

Our new hub in Richmond meant that we also said farewell to our Church Street building, where AccessHC provided vital health and community services for 154 years. The dedication and vision that inspired the Richmond community to create Australia's first community health organisation and provide services for those who were vulnerable and impoverished will continue at our new location on Goodwood Street, just 500 metres from our original home.

Pleasingly, our original building is now home to our partners, the Melbourne Indigenous Transition School (MITS), who transformed the facility into an education hub for Aboriginal and Torres Strait Islander children.

During the year, we united staff and services from four smaller sites into a new purpose-built hub in Doncaster, marking another exciting new chapter for AccessHC. We have a long history of serving the Manningham community, including through Manningham Community Health and Biala who joined with Access Health and Community 10 years ago.

The dedication and vision that inspired the Richmond community to create Australia's first community health organisation and provide services for those who were vulnerable and impoverished will continue at our new location on Goodwood Street, just 500 metres from our original home.

Our people keep making a difference

Supporting staff wellbeing and maintaining our strong, purpose-driven culture continued to be our central focus as we embarked on major changes as an organisation.

Despite a year of significant transformation, AccessHC maintained its positive organisational culture. Our annual engagement survey highlighted strengths in professional autonomy, mutual respect, employee safety, and a commitment to quality services. Seventy-seven per cent of staff rated AccessHC as a “Truly Great Place to Work”, significantly higher than industry averages.

Our people deliver incredible work every day, and their strong performance is reflected in the results of our client surveys. This year we recorded a Net Promotor Score of 67 in our annual client Have Your Say survey, with clients scoring our people highly for being friendly, professional, welcoming, caring, supportive and knowledgeable. The quality of our services was also highly rated.

This year, the Impact Measurement Survey, which measures the difference we make to clients' lives over time, demonstrated that clients felt cared for, understood and involved in their care at AccessHC. Eighty-six per cent of clients surveyed said that they are more confident in managing their health and wellbeing because of our support.

We continue to strive to increase our impact and innovate in our services for our clients. This year, we delivered the Integrated Care project in the Mental Health and Alcohol and other Drug (AOD) portfolio, the Diabetes Connect pilot with partners, and the Care Navigator Program to expand mental health access. We also implemented the Cultural Connections to Wellbeing program and opened the new headspace South Melbourne.

Recent growth in our GP team and the introduction of important new medical services highlighted the potential to capture the expertise and innovation of our team and bring the results to a broader community.

Commitment to Reconciliation

AccessHC is steadily continuing on its reconciliation journey. While we still have progress to make, we are pleased to have moved forward in the implementation of our Reflect Reconciliation Action Plan (RAP), to advance reconciliation and help improve outcomes for Aboriginal and Torres Strait Islander people.

This year we continued to build relationships with First Nations organisations and individuals and to grow an inclusive culture that feels culturally safe for Aboriginal and Torres Strait Islander people. To show our allegiance, we published a public statement pledging our ongoing support for the Uluru Statement from the Heart, publicly supported the call for Voice, Treaty, Truth, and made an organisational commitment to truth telling.

To help lead our journey, we established a highly motivated internal RAP Staff Action Group and, for the first time in AccessHC history, we allowed staff to work on the January 26 public holiday and change the date to a different culturally significant day.

Our work pursuing truth telling is particularly important as a 156-year-old organisation, and the oldest community health service in Australia. We are grateful to have met with the Yoorrook Justice Commission, including an insightful Board meeting with Commissioner Sue Anne Hunter, and to have the Yoorrook recommendations to help guide our approach in the next year.

This year we continued to build relationships with First Nations organisations and individuals and to grow an inclusive culture that feels culturally safe for Aboriginal and Torres Strait Islander people.

Our dedicated Board

We would like to thank our Board Directors for their diligence, expertise and flexibility in leading the organisation through our transformation journey this year.

Thank you to Directors Annette Mercuri (Deputy Chair), David Benady, Ross Goeman, David Lau and Alan Studley. Thank you and welcome to new Director Piraveen Pirakalathanan (who has served as a Board Advisor to the People, Quality and Safety Committee for many years) and Directors Katie Yeaman and Kim Griffiths, who joined from the Inspiro Board.

We also acknowledge the significant contributions of former members - Penny Lovett (former Deputy Chair), Mike Morgan (who continues as a Board Advisor to the People, Quality and Safety Committee after many years chairing that committee) and Peter Turner (former Board Chair), all of whom retired from the Board in 2024-25. We sincerely thank them for their commitment to AccessHC and the significant contribution they made to building the organisation during their tenures.

Our exceptional leaders and people

We are proud of the leadership and dedication that has been demonstrated at all levels of the organisation through this significant period of transformation and change.

The executive, senior leadership and management teams have shown exceptional strength in leading their teams through change, while simultaneously experiencing changes within their own roles and teams.

Our people at every level of the organisation have approached this journey with professionalism, commitment and a shared sense of purpose, and we sincerely thank them for their unrelenting focus on service delivery to our communities.

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

We look forward to seeing our people and clients continue to thrive as we deliver on our purpose and help to shape healthier lives for our communities.

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

**Yoorrook Justice
Commission Walk
For Truth**



Our Impact 2024-2025



70,000+

Clients supported



151,000+

Number of times we met
with clients



224,600+ hrs

Number of hours of support

Have Your Say client survey results

67

Net Promoter Score

an excellent score by
industry standards

99% of clients surveyed
highly rated our people
for being: friendly,
professional, welcoming,
caring, supportive and
knowledgeable

94% of clients
surveyed highly
rated us for
providing a 'good
service'

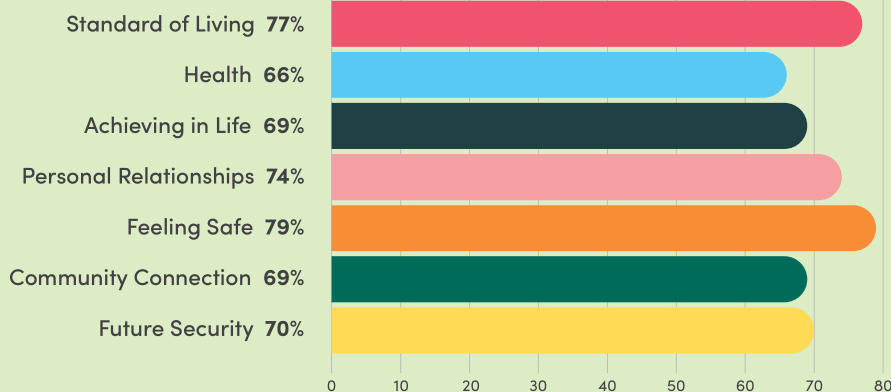
Impact Measurement Framework Results

The Consumer Outcomes survey measures changes to clients' wellbeing after receiving a service from AccessHC.

Personal Wellbeing Index Score: 72

70+ is a good result compared to benchmarks

Personal Wellbeing Index domains



Theory of Change measures (Percentage of people who agree)

91%
agree

"I am involved in decisions about the care or support I receive at AccessHC"

96%
agree

"I can understand the information provided to me by my AccessHC care provider"

87%
agree

"My AccessHC care provider works with me to understand what is important to me"

86%
agree

"Because of the service(s) I use at AccessHC, I feel more confident to manage my health and wellbeing"

90%
agree

"I feel cared for when I use AccessHC services"

74%
agree

"Because of AccessHC, I have better opportunities to access other services or supports I need"

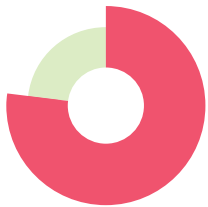
Our People

529 total staff members



204 volunteers

Employee Engagement Survey



77% of people surveyed agreed that AccessHC is a 'truly great place to work'.
(Compared to the Primary Care benchmark of 66%)

Best scoring attributes (Percentage of people who agree)

82%
agree

"The organisation addresses any potential for adverse client safety events"

81%
agree

"The organisation addresses employee safety issues"

80%
agree

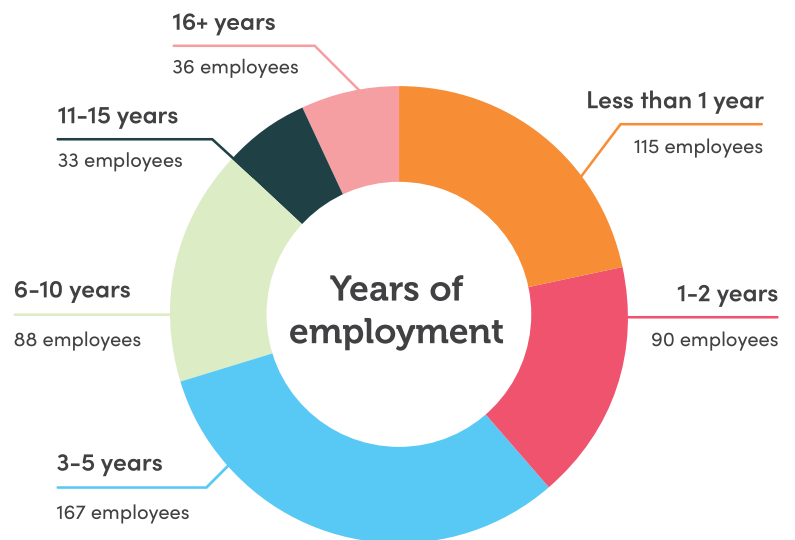
"The organisation provides adequate professional autonomy in the workplace"

79%
agree

"The organisation provides a climate of mutual respect"

79%
agree

"The organisation ensures high quality service is delivered to clients"



Women in the workforce

	No. of women	Total number	Percentage
Overall	443	529	84%
Non-managers	403	476	85%
Managers	31	37	84%
Executives	5	7	71%
Board Members	4	9	44%



Casual employees
63 employees

Part time employees
334 employees

Full time employees
132 employees

Key Achievements

2024



July 2024

Cultural Connections to Wellbeing program commences to improve access to mental health and wellbeing services for culturally diverse young people in Melbourne's East

Diabetes Connect pilot commences in partnership with healthAbility and Each

August 2024

Implementation of the CCISC (Comprehensive Continuous System of Integrated Care) **model of integrated care** across Mental Health and Alcohol and other Drug services begins

September 2024

New **Richmond Hub** opens, bringing together **Urgent Care Clinic** and new and existing primary and community care services in one location

October 2024

Regional Outcome Review Initiative commences with tertiary and community partners across the North East Metro region. The project was awarded the Suicide Prevention Australia LiFE Award for Innovative Practice and Research (April 2025)

November 2024

Partnership with Spectrum (Eastern Health) begins to co-develop, test, and deliver a multidisciplinary capacity building initiative for GPs, clinicians, and lived experience workforce—in the areas of suicide prevention and supporting people experiencing complex trauma



December 2024

Launch of the new **headspace South Melbourne** — with AccessHC developing and leading a consortium that includes Alfred Health, Better Health Network, Ngwala Willumbong Aboriginal Corporation, City of Port Phillip, South Port Community Housing, and Inner Eastern Local Learning and Employment Network (IELLEN), funded by the South Eastern PHN



2025

January 2025

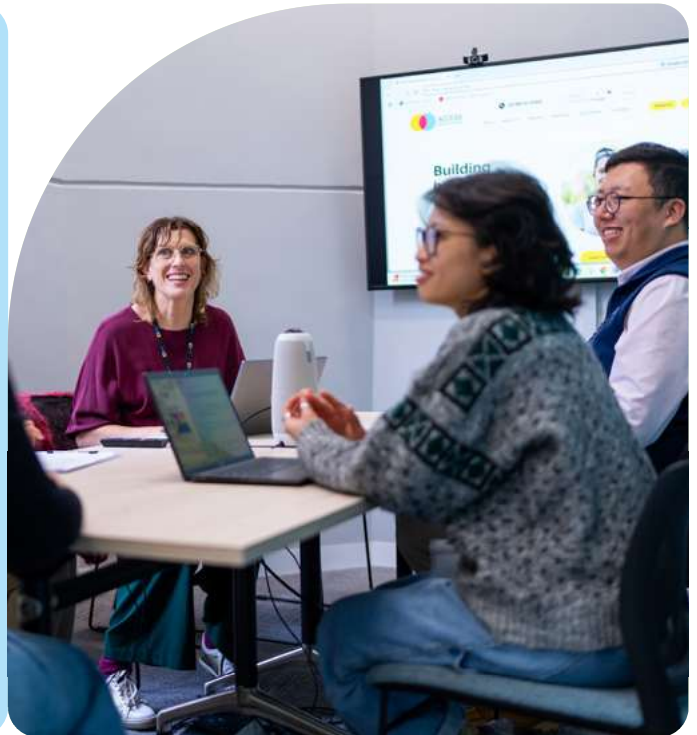
Commencement of **Cycle of Care** program in partnership with Melbourne Indigenous Transition School to provide culturally safe, consistent care to Aboriginal and Torres Strait Islander children attending the school

February 2025

New **Infectious Disease Management Pathway** within Urgent Care developed with NEPHU and NWMPHN

April 2025

New **Doncaster Hub** opens, bringing together four separate locations into a new purpose-built location, and expanding service offerings for the Manningham community



May 2025

New **Care Navigation Program** commences which is an evidence based, stepped care approach to support clients' mental health and wellbeing in GP practices across the north-east catchment. This service is co-located in GP practices across the region

Merger between AccessHC and Inspiro is completed to offer high quality, sustainable services from Yarra to the Yarra Ranges

June 2025

Commencement of **General Practice services** in Doncaster

People

We enable our people
to grow and thrive





Supporting our people and their wellbeing through change

To guide AccessHC through a significant year of change, we adopted a 'Wellbeing Through Change' approach to supporting our people.

We engaged a specialist Change Consultant and appointed a Change Project Coordinator, to bolster the support we offered our people throughout a significant change agenda.

This investment allowed us to further our commitment to staff wellbeing—with increased resourcing to support change management planning, the collection of staff feedback and data analysis, and implementation of wellbeing initiatives.

We implemented several key initiatives as part of our Wellbeing Through Change program, including:

Real time feedback

As part of our change management strategy, we rolled out new survey technology using an online platform. This allowed us to deliver bi-monthly 'Pulse Check' surveys to our people, providing real-time insights into their experiences.

Results from these surveys were shared with staff in a timely and accessible manner—alongside our plans to action the feedback, or any actions already being implemented.

Results from our Merger Pulse Checks, rolled out in the leadup to and following the merger, showed strong results across four key themes:

- Information sharing and transparency
- Understanding our shared future vision
- Confidence and trust in leadership
- Support for wellbeing.

The first Pulse Check following the merger in May 2025 showed continued improvement across all these areas. Importantly, our workforce remained highly engaged throughout the transition.

Transparent communication

Throughout 2024-25, we prioritised transparent communication with our people. Regular email communication and monthly staff meetings allowed our people to hear directly from the CEO, ask questions in real time, and feel heard regarding issues affecting them.

To ensure staff felt safe to discuss their concerns, an anonymous feedback form was developed—submitted questions were then monitored and responded to in the above meetings.

Co-designed solutions

A key element of our Wellbeing Through Change approach is designing initiatives that are accessible, meaningful, and fit for purpose. This means tailoring initiatives to the needs of our people. To do this, we launched our Wellbeing Reference Group in June 2025.

The Wellbeing Reference Group (WRG) consists of 12 members from across the organisation, who are passionate about wellbeing. We're proud to have recruited a group with diverse experiences, expertise, and interests.

The core work of the WRG will be to develop a Workforce Wellbeing Framework for the organisation, to be implemented in 2026.

Change leadership and strengths-based engagement

To ensure a sustainable approach to change management and staff wellbeing, we've focused on leadership development and assisting all our people to harness their personal strengths.

To empower leaders to guide their teams through the change process and improve staff engagement:

- Leadership forums for 2024 were focused on leading wellbeing and engagement through change.
- Over 40 leaders at AccessHC received change management training—using the Prosci ADKAR model.
- The People, Engagement and Development team provided leaders with coaching and support.

Wellbeing Through Change handbook

We designed the Wellbeing Through Change Handbook to support the wellbeing of everyone at AccessHC. Available for all staff, our hope is that it serves as a reminder of how to look after oneself, especially in times of change.

These initiatives and outcomes reflect our commitment to supporting people through change, while maintaining service excellence.



We designed the Wellbeing Through Change Handbook to support the wellbeing of everyone at AccessHC.



Access

We remove barriers to
people connecting with us





Purpose-built health hubs for the future

In 2024-25, AccessHC opened two new purpose-built health and wellbeing hubs in Richmond and Doncaster.

The hubs were co-designed with staff, community, clients, and stakeholders, and bring our services together to give our clients greater access to integrated care.

The hubs embed design principles that make the space welcoming and safe for everyone and include staff spaces that support our people to deliver their best work.

AccessHC Doncaster – 90 Tram Road

Uniting four of our existing sites into a new purpose-built site marked an exciting new chapter for AccessHC in the Manningham community.

The new AccessHC Doncaster Hub at 90 Tram Road officially opened in April 2025.

The accessible site is located a short walk from the nearby shopping centre, and public transport hub. It brings together a range of services, available to the Manningham community at the one convenient location.

The services on offer include:

- medical
- child and family services
- allied health
- mental health
- alcohol and other drug support.

The hub delivers AccessHC services previously located at Doncaster East, MC Square Community Centre, Box Hill and Templestowe, and offers new and expanded services.

We have a long history of serving these communities, including through Manningham Community Health and Biala who joined with Access Health and Community many years ago.

Recognising Biala

Our site at 10 Rose Street Box Hill was a place of significance for our organisation, as the home to our Child and Family services for many years, and to the Biala team before they joined AccessHC.

It provided a safe and welcoming space for children and their families, and allowed us to deliver the high quality, accessible services that we are known for.

Biala was established by Alma Hexter in the 1970s to provide support for children with disability. It was one of the first of its time, providing equity of services for children with disability and connection, capacity building, and respite for their parents.

We are continuing to build this legacy at Tram Road—through purpose-built spaces for delivering excellent child and family services. There is also artwork currently in development to honour Biala and the AccessHC legacy locally.

AccessHC Richmond – 21-31 Goodwood Street

Our new Richmond Hub opened in September 2024 and has been warmly received by our workforce and clients, with new and expanded services on offer.

The relocation marked a significant milestone for AccessHC, after 154 years at our previous location on Church Street.

We were proud to transition the ownership of our Church Street site to our partners, the Melbourne Indigenous Transition School (MITS). It has been wonderful to see them transform the facility into an education hub for Aboriginal and Torres Strait Islander children.

Celebrating AccessHC Richmond

In March we came together with our Board, staff, stakeholders, clients, and community members to celebrate our new hub on Goodwood Street.

It was an opportunity to reflect on our over-150-year history in Richmond, connect, and look ahead to the future.

The event began with a Smoking Ceremony and Welcome to Country by Wurundjeri Man, Colin Hunter Jr Jr. This was accompanied by the sounds of the yidaki (didge), performed by Ganga Giri.

Gabrielle de Vietri MP, Member for Richmond, officially cut the ribbon to launch the centre alongside AccessHC Board Chair Gayle Austen, and CEO Anna Robinson.

Special guests included students from MITS—who treated attendees to a special yidaki performance.

Reconciliation through art

Artwork at AccessHC Richmond is helping to create a welcoming and inviting environment for our clients, visitors, and people.

A feature of the hub is AccessHC Reflect RAP artwork—created in 2023 by Wurundjeri/Yorta Yorta artist Simone Thomson, titled *Ngi-A-Gat Yirramboi - Build Tomorrow*. The artwork was curated and culturally governed by trusted consultants Dreamtime Art Creative Consultancy.

Elements of *Ngi-A-Gat Yirramboi - Build Tomorrow* can be found throughout the hub, including Bunjil's feathers on the front windows, and chevrons on the customer service counters.

Another beautiful feature of the hub is the gallery of rotating artwork by MITS students. The artwork supports students and their families to feel culturally safe when accessing the health services.

PICTURED LEFT:
Elements of Ngi-A-Gat Yirramboi - Build Tomorrow

PICTURED RIGHT:
MITS student gallery



Impact

We improve the health and wellbeing of communities





Young people shape headspace South Melbourne

Young people played a key role in the design and development of our newest headspace in South Melbourne.

A group of 12 young people from diverse backgrounds were appointed as members of the Youth Advisory Group (YAG), who were responsible for co-designing the service.

Their input shaped the service model, as well as the design and fit out of the centre. Their contributions included suggesting a sensory room which is now in place to improve accessibility for neurodiverse young people.

The resulting service offers a beautiful, large, bright, and welcoming space to accommodate the diverse needs of young people and their families.

headspace South Melbourne launch party

The YAG led the planning and delivery of the official launch party in April 2025, which was hosted by Youth Advisory Group (YAG) members Texa and Aafrin, and attended by around 100 guests.

Special guests included young people, Member for Macnamara Mr Josh Burns MP, headspace National, South Eastern Melbourne Primary Health Network and consortium partners.



It was a day of fun and celebration for all. The activities included beading, a scavenger hunt, badge making and a Wall of Hope, where young people contributed messages and learnings to share with others.

A young person who attended said:

“A highlight was seeing the community come out to show support and interest— it gave me a sense of the true importance that the new centre holds, and hope for all its potential. People from all backgrounds showed up, from politicians to school kids, headspace workers to locals... I am so grateful to be counted amongst a group of such wonderful people... Being able to talk with different people and hear of their excitement for the new centre, and how beneficial it would be to their specific needs was also so cool.”

The YAG’s involvement in the service and launch helped to promote the service and break down barriers to access support.

A wide range of referrals have been received and over 170 young people accessed support within the first six months of operation.

headspace South Melbourne is delivered in partnership with Access Health and Community (lead agency), Better Health Network, South Port Community Housing Group, Ngwala Willumbong Aboriginal Corporation, Alfred Health, City of Port Phillip and Inner Eastern Local Learning and Employment Network.

All headspace centres are funded by the Australian Government Department of Health and Aged Care. The administration of headspace South Melbourne funding is carried out locally by South Eastern Melbourne Primary Health Network (SEMPHN).

Culturally safe care for First Nations students

Access Health and Community and Melbourne Indigenous Transition School (MITS) have together established a new culturally safe health program for Aboriginal and Torres Strait Islander students from the school.

MITS is a transition school and boarding program for Aboriginal and Torres Strait Islander students, to support those studying in Richmond.

MITS creates pathways to greater opportunity for Year 7 and 8 students from remote and regional communities across the Top End of the Northern Territory and Victoria. By working with local schools, MITS provides culturally safe education opportunities for students with a range of learning needs and is committed to empowering young Indigenous people.

Together, Access Health and Community and MITS developed the Cycle of Care program, launched in February 2025, to provide culturally safe, continuous healthcare throughout the school year for MITS students whilst residing in Richmond.

Cycle of Care program

The program aims to reduce barriers and improve short- and long-term health outcomes for MITS students.

Families are supported to understand their children's health needs and feel confident in the care provided while their children are away from home.

The program is led by GP, Dr Thanunuja Ranatunga—who has over 20 years' experience working with Aboriginal communities. Dr Ranatunga meets students and families informally throughout the term to build trust and connection. There is a focus on early communication, so students know where to go for support when needed.

The program ensures students receive continued care throughout the year, with relevant health information shared through effective clinical handover and care coordination with their regular GP, care team and families in their home communities whenever possible—for continuity of care between school terms.

Since launching, the MITS Cycle of Care program has delivered:

- 26 health assessments
- 9 case conferences
- 20+ mental health and psychology referrals
- 40 referrals to the Monash Heart program.

The partnership with MITS and Cycle of Care program is contributing to building trust, reducing barriers, and improving long-term health outcomes for Aboriginal and Torres Strait Islander students and families.

Special guests at the AccessHC Richmond launch.

LEFT: Ganga Giri (L) and Colin Hunter Jr. (R) with AccessHC staff.

RIGHT: MITS students performing the yidaki.



Connecting multicultural young people with wellbeing support

AccessHC supports culturally diverse communities. Our catchment includes a large international student population, a significant Chinese population, and Victoria's largest Persian community in Manningham.

Cultural Connections to Wellbeing is a project that supports multicultural young people, and their families to access culturally safe mental health and wellbeing services across Boroondara and Manningham.

As part of the project, a bi-cultural workforce was established to engage with these communities and learn about the barriers young people face in accessing mental health and wellbeing services. The bi-cultural workers were key to the project's success, bringing a host of cultural wisdom to the community engagement process—which helped to enhance relationship-building with the communities.

More than 300 young people and community leaders were engaged through the research, which found that multicultural young people experience a range of issues when trying to access mental health care.

Challenges accessing mental health services

- Lack of trust due to past negative experiences.
- Few culturally aware therapists.
- Limited awareness of available services.
- Cultural values affecting how mental health is understood.
- Gender roles and generational divides discouraging help-seeking.

Strategies implemented to build trust, increase service visibility, and improve access

- Established a steering committee of young people, community leaders, and partners.
- Translated mental health materials into Farsi with culturally sensitive language.
- Delivered health education sessions in Farsi to students and families at local schools and centres, with supported referrals.
- Supported staff development in bicultural work and working with interpreters.
- Shared insights with local partners and at the Victorian Transcultural Mental Health Forum.
- Enhanced data collection to better track multicultural engagement.

The program has been funded to continue in 2025-26 to embed these learnings and increase its reach and impact.

Cultural Connections to Wellbeing was delivered with funding from Eastern Melbourne PHN.



Participants at a Cultural Connections to Wellbeing workshop

Volunteer profile

The Parenting Outreach Program ‘Baby’s OK – but what about you?’ supports new parents with wellbeing, emotional, and parenting assistance in their baby’s first years.

The program is facilitated by Camcare and Boroondara Maternal and Child Health.

Kathy is one of the volunteers with the program.

After retiring from teaching in 2022, Kathy was looking for an enticing new opportunity to connect with the community and signed up as a volunteer with the Camcare Emergency Relief Program.

When there was a callout for volunteers for Baby’s OK, Kathy jumped at the opportunity, describing it as a “match made in heaven”.

“I have family and a grandchild who live overseas—the program was an opportunity to play a caring role closer to home,” Kathy said.

The program supports new parents who may need help due to mental health or relationship challenges or help with practical child raising experience. Volunteers like Kathy care for the babies while their parents are in a session.

“Our role is to keep the babies happy and entertained so the parents feel comfortable. I’ve loved getting to know the babies and see them grow over the 9-week program,” Kathy said.

Kathy said that volunteering with other caring people has been a great substitute for school life.

“I have met a range of people through volunteering with Baby’s OK and Camcare—volunteers, staff, and clients—from different backgrounds and circumstances. Getting to play with babies, and picking up new skills to help me as a grandparent, are a bonus!”

“Volunteering allows me to do something productive that is not paid employment, and I’m united with other volunteers who are all doing something good for someone else.”

Baby’s OK is funded by Boroondara City Council and accessible through Boroondara’s Maternal and Child Health Nurses. It runs three times a year.



"Volunteering allows me to do something productive that is not paid employment, and I'm united with other volunteers who are all doing something good for someone else."



Sustainability

We are relevant and viable
in a changing environment



Growing medical services and greater support

Over the past year, our medical practices and Urgent Care Clinic have grown to provide more inclusive and affordable services for the community.

Welcoming new GPs

Our commitment to people and wellbeing continues to attract new GPs to grow our medical practice. Six new GPs joined the Richmond and Hawthorn medical practices in 2024-25, bringing expertise in areas such as Aboriginal and Torres Strait Islander health, sexual and reproductive health, mental health, and substance use treatment.

In addition, we launched a new GP booking website (accessgp.com.au) to support our growing medical practice, and to streamline the appointment booking process for our clients.

New services

Based on community need, we introduced new services:

- Medical termination of pregnancy (medication abortion)
- A specialist HIV clinic in partnership with Alfred Health
- Expanded access to opioid replacement therapy (ORT)
- New audiology services in Richmond.

Women's and Children's Health GP service in Doncaster

Our medical services expanded to Doncaster. Dr Lee Mey Wong commenced at the new AccessHC Doncaster Hub offering women's and children's health GP services. Her special areas of interest in women's health include perimenopause and menopause, endometriosis, pelvic pain, and sexual and reproductive health.

Improved GP confidence and capability in supporting people with complex trauma and suicidal distress

AccessHC partnered with Spectrum (the state-wide specialist service for complex trauma and personality disorders) to develop an innovative workforce education program for general practice.

Launched mid-2024, the program has improved GP confidence and capability in managing complex trauma and suicidal distress. The program has also improved the integration of GP, mental health, and AOD services to support suicide prevention.

Scaling and innovating Urgent Care

The Richmond Urgent Care Clinic continued to provide a growing and innovative service to take pressure off emergency departments.

In September 2024, the Richmond Urgent Care Clinic relocated to the new, purpose-built AccessHC Richmond Hub on Goodwood Street. With expanded capacity, the clinic reached over 12,700 people in 2024-25—preventing at least 6,800 emergency department visits.

In addition, the relocation created new opportunities for referral into other services, connecting people with the services they need.

An evaluation of community health led Urgent Care Clinics found that:



57% of clients surveyed would have attended an emergency department if the clinic had not been available



53% of clients surveyed did not require further treatment after attending a clinic



91% of clients reported receiving adequate information to care for their condition at home



94% of patients said they were likely to use the clinic again, with 92% rating their quality of care as good or very good.

AccessHC and Inspiro - *Better Together*

The successful merger between Access Health and Community and Inspiro is helping to ensure the long-term sustainability of health and community services in the inner and outer east, as well as continued access to vital services for our communities.

Long-term sustainability requires continued growth to enable us to scale and invest in our services. The merger was a proactive and strategic decision to enhance our scale, resources, and impact—from Yarra to the Yarra Ranges—while maintaining the local services and workforce.

The merger officially came into place on 1 May 2025, following 18 months of planning. A dedicated transition team was appointed to lead a smooth transition and integration of both organisations.

As a result, the merger was delivered without disrupting services, and with continued strong engagement of our people and community—a significant and positive step for AccessHC, Inspiro, and the communities we support.



Former Inspiro CEO Sue Sestan and
AccessHC CEO Anna Robinson

Meet Laura

Laura is the Allied Health Manager - Yarra & Boroondara at Access Health and Community. Prior to the merger, Laura was working with Inspiro as Operations Manager—overseeing allied health and paediatric services in the outer east.



Laura said the regular updates in the leadup to the merger were a great way to stay informed.

“The organisation did a good job of keeping us updated and being open and transparent where they could,” Laura said.

She valued the orientation sessions and workshops held for the outer east teams, to help prepare for the transition to her new role with AccessHC.

It was a period of significant change for Laura and her new team. As part of the merger transition, the Inner East Allied Health team also underwent a transition from discipline specific to multidisciplinary teams.

Laura said that it was important to take the time to get to know her new team and learn about their values and passions.

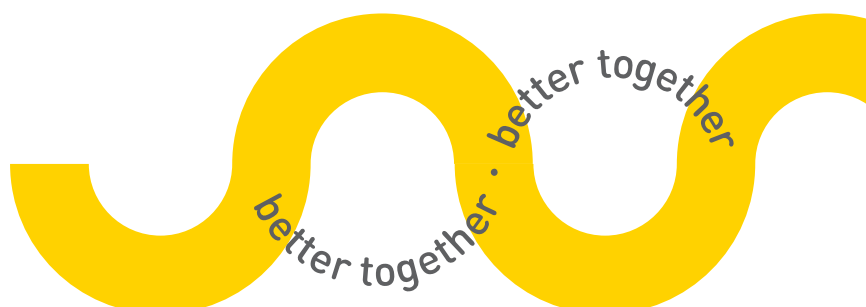
“It has been a period of uncertainty for the team after a high volume of change—my team members have a new manager, new colleagues, and a new way of working. It’s been important to take the time to get to know each other.”

Laura believes the merger and new team structure has created opportunities for the team, and benefits for clients.

“As a multidisciplinary team in a larger organisation, we can offer better coordinated care for clients—it’s a real point of difference compared to private providers,” Laura said.

“Added to this, the team now has access to more opportunities at a larger scale, with greater opportunities for connection and sharing knowledge across disciplines.

“The larger size of the merged organisation has a positive impact by offering greater support for our teams.”



Celebrating Our People—2024 AccessHC Impact and Scholarship Awards

Recognising the efforts of our people is a vital part of AccessHC's culture. Throughout a year of change and transformation, we were proud to witness many incredible staff achievements—as well as an ongoing commitment to teamwork and caring for the communities we serve.

This year, we're celebrating eight awards and scholarship winners who have made outstanding contributions to AccessHC in 2024.



Impact Award Winners

The Impact Awards are divided into five categories, acknowledging staff members who've shown excellence in areas such as: leadership, service quality, collaboration with their peers, and more.

Below are our 2024 winners and the stories behind their nominations.

Leadership Impact

For the leader who supported their people to flourish in 2024

Zoe Connors, *Manager-Service Connection*

Zoe received four nominations for her exceptional leadership throughout 2024. She is described by her colleagues as a pillar of strength, 'fabulously unflappable', and a leader who empowers, guides, and advocates for her team. Zoe's nomination celebrated her passion for improving service delivery, as well as encouraging growth and skill development among her peers.

Rachel Shankland, *Manager-AOD Team*

Rachel's leadership style is described as compassionate, supportive, flexible, and genuine. They were nominated for leading the AOD team through challenges with integrity, and supporting staff to be the best they can be.

Rachel was commended for embodying a welcoming, hopeful, and empathetic approach to everyone she meets—whether they're a client, colleague, or community member.

Community Impact

For the person who engaged and supported our communities in 2024

Dr Anil Lal, *GP-AccessHC Richmond*

Dr Lal was described as consistently going above and beyond to provide his patients with reliable, accessible, and high-quality care. Aside from his clinical work, he was also commended for his dedication to supporting the wider Richmond community.

Volunteer Impact

For the volunteer who made a difference for our communities in 2024

Paul Griffiths, *Volunteer bus driver*

Paul generously volunteers his time to drive the bus for social support outings, and clients say he regularly goes the extra mile to make the journey enjoyable.

His nomination said that clients enjoy his friendly conversation and look forward to seeing him each week. Paul is passionate about making a positive and lasting impact and is described as respectful, resourceful and supportive.

Practice Impact

For the person who delivered exceptional service quality and outcomes for our consumers in 2024

Tanja Ben-Meir, Parenting Outreach Support Worker-Camcare

Tanja's nomination reflects her outstanding work in supporting new parents and families. She's described as a highly skilled support worker, who leaves her clients feeling heard and empowered. Tanja was also celebrated for her integrated approach to this work, and her outstanding ability to collaborate with other services—ensuring clients receive the care they need.

Team Mate Award

For the person who exemplified team work and care for their colleagues in 2024.

This year our Team Mate Award was given to a member of our Customer Service team, who goes above and beyond to support their colleagues. They were described as always being willing to help with tasks, answer questions, and share their incredible wealth of knowledge with others.

Scholarship Winners – Supporting our people to grow and thrive

Our AccessHC Scholarships acknowledge staff members with a passion for learning and building skills in their chosen field. Winners receive funding toward a nominated professional development activity, empowering them to share knowledge and expertise across the organisation.

CEO Leadership Scholarship

For those who wish to build their skills to lead the organisation in their area of expertise.

Rachel Shankland, Manager-AOD Team

Sarah Corkran, Internal Communications and Change Coordinator

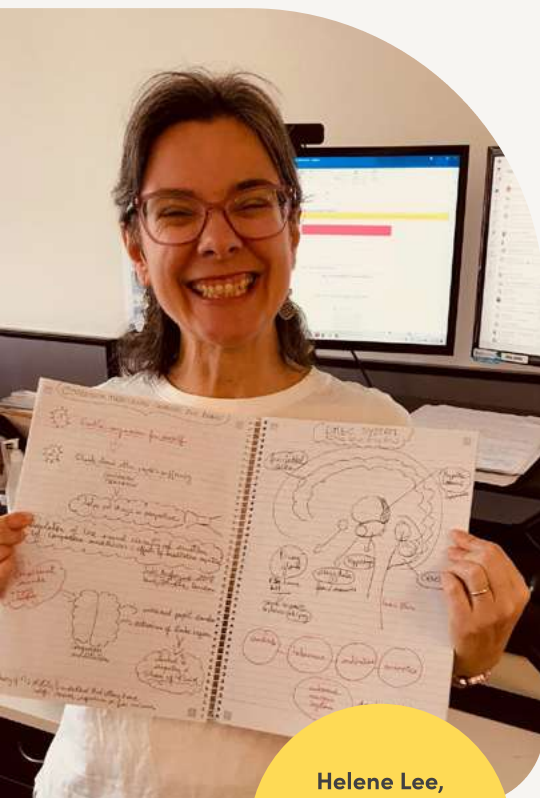
Lived and Living Experience Scholarship

The AccessHC Lived and Living Experience Scholarship recognises the place and impact that this unique workforce have on our organisation and community.

Helene Lee, Family & Carer Peer Worker

Helene used the scholarship to participate in an 8-week course at the Center for Compassion and Altruism Research and Education from the Stanford University Medicine faculty. Reflecting on the experience, Helene said:

"I've really valued being part of this course which emphasised the importance and benefits of practicing regular compassion meditation. It certainly helped me tremendously in navigating challenges in my daily life, and in my work as a Family and Carer peer worker."



**Helene Lee,
Lived and Living
Experience
Scholarship
Winner**

Spotlight

North East Metro Mental Health and Wellbeing Connect

North East Metro Mental Health and Wellbeing Connect is a Victorian mental health and wellbeing service that is guided by the 13 principles in the Mental Health and Wellbeing Act 2022.

The Family and Carer Principle in practice

Family and Carer Principle: Families, carers, and supporters (including children) of people receiving mental health and wellbeing services are to be supported in their role in decisions about the person's assessment, treatment and recovery

At North East Metro Mental Health and Wellbeing Connect, families and carers are at the heart of everything we do. We recognise and value their unpaid support and tireless advocacy, which plays a crucial role in the recovery and wellbeing of their family members. We also acknowledge their stories of grief and triumph, which inspire other families and carers to step forward. This commitment is reflected in the way we embed families and carers at every level of our service—from governance through to direct support.

Families and carers are represented at a governance level through the Lived Experience Reference Group and the Steering Committee. Their voices and perspectives shape the direction, priorities, and decision-making of the service. Their insights guide us to remain responsive, inclusive, and grounded in the realities of supporting someone with mental health and/or substance use challenges.

On the ground, our dedicated family/carers peer workers bring invaluable lived and living experience to provide empathy, hope, and practical support. They walk alongside families, offering understanding that comes from personal experience and creating an environment where people feel heard and valued. Complementing this, our family clinicians provide evidence-based therapeutic interventions to help families address relationships challenges, build resilience, and sustain their wellbeing.

Together, peer workers and clinicians collaborate closely, ensuring a holistic approach that combines lived experience wisdom with clinical knowledge. This integrated model allows us to tailor our support to the unique needs of each family, and ensure we are aligning with the vision of an enhanced mental health service system.



Family and Peer Worker, Jo

Meet the Board



Gayle Austen, Board Chair

Director since November 2018

Experience

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 editor and chief of staff with The Age.

Gayle was most recently President of Camcare and Chair of Trust for Nature and is currently a Director of Invasive Species Council. Her passion for social justice and local community is reflected in her career and previous nonprofit Board roles.

Special responsibilities

Board Chair
 Audit and Risk Committee Member
 Community Advisory Committee Member
 Remuneration and Nomination Committee Member
 People, Quality and Safety Committee Member

Qualifications

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



Annette Mercuri

Director since May 2022

Experience

Annette is an accomplished Executive, Project & Program Director, harnessing 25+ years' experience in strategic health planning, capital project management and service reform, for Government, NGO and NFP service providers. She has consulted for government and non-profits on a range of initiatives, including strategic planning, merger and transformation, service and capital planning, service redesign and model of care development – most recently in the primary care and mental health sectors. Annette was formerly a Principal at Nous Group, led strategic, service development and capital infrastructure project teams for Multiple Sclerosis Limited, St Vincent's Health, Royal Children's Hospital and Royal District Nursing Service (now Bolton Clarke) and was a senior manager involved in the merger of Australian Airlines with Qantas. Annette is also the Deputy Chair of Tweddle Child and Family Health Service.

Annette has been a resident of Boroondara for over 25 years. Her passion for reform, transformation and improvement of Health and Mental Health services is reflected in her career and proven success in facilitating sector collaboration, innovation and partnership to improve community outcomes.

Annette Mercuri (cont.)

Special responsibilities

Deputy Chair
Chair Community Advisory Committee
People, Quality and Safety Committee Member
Remuneration and Nomination Committee Member Qualifications

Qualifications

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



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. He is proud of the landmark cases he won leading to substantial change and improved recognition of children's rights in Victoria. After leaving the law profession, he worked in business strategy consulting for Strategy&. He now consults to manufacturers on strategy and operations and has set up his own procurement consulting firm specialising in manufacturing and health sector procurement.

Special responsibilities

People, Quality and Safety Committee Member
Audit and Risk Committee Member

Qualifications

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



Ross Goeman

Director since May 2022

Experience

Ross has extensive leadership experience within local government, most recently as Enterprise Risk Lead at Mornington Peninsular Shire Council. He has held leadership roles at the City of Melbourne, Monash City Council and Yarra City Council. Ross has significant expertise in risk management, business assurance, compliance management and corporate planning.

Special responsibilities

Community Advisory Committee Member

Qualifications

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



Kim Griffiths

Director since March 2025

Experience

Kim is an AHPRA registered Allied Health Professional with over 30 years' experience in the healthcare industry, both in Australia and internationally. She has worked across the continuum of care from acute to sub-acute to community care, gathering experience in aged care, disability, pain management, mental health, cognitive decline, complex neurological conditions, and her clinical specialisation in Hand Therapy. Kim has held multiple healthcare leadership and operational roles in Melbourne's largest healthcare services. She is currently committed to improving the healthcare system for all Victorians, as the Manager of Innovation at Safer Care Victoria. Kim transitioned from the Inspiro Board to the newly merged Access Health and Community, bringing with her a wealth of clinical, governance, and strategic expertise to support the organisation's future direction.

As a resident of the Dandenong Ranges, Kim is committed to bringing her cumulative skills and experience, combined with a passion for her local community, to support the effectiveness of the Board.

Special responsibilities

People, Quality and Safety Committee Member

Qualifications

Bachelor Occupational Therapy
Postgraduate Diploma Innovation & Design Thinking
Graduate Australian Institute of Company Directors



David Lau

Director since May 2022

Experience

David's early experiences as a hospital clinician led to his enduring passion for system reform, its sustainability and service quality. His specialist skills and experiences span hospital leadership, pharmaceutical supply chain, digital health, health industry development and commercialisation, and health practitioner regulation. He is currently the Managing Partner of Mitte Analytics, a technology start-up, and past positions include General Manager of Institutional Healthcare at EBOS Group, Health Industry Lead at Optus, and Executive Director of Ambulatory Services at the Royal Victorian Eye and Ear Hospital. He has previously chaired the Pharmacy Board of Victoria and the Victorian Pharmacy Authority, and has served as a board director of several other health services including Western Health, The Royal Children's Hospital, and North Yarra Community Health.

Special responsibilities

Audit and Risk Committee Member
People, 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



Piraveen Pirakalathanan

Director since November 2024

Experience

Piraveen is a healthcare executive and specialist medical administrator with extensive experience across clinical governance, medical workforce, clinical service planning and delivery, and digital health. His background combines strong clinical acumen with capabilities in operational management, business development and stakeholder engagement. He is committed to delivering high quality, safe and consumer-centred care, with a focus on enhancing patient experience and clinician wellbeing. Piraveen brings strong values of integrity, collaboration, and a people-first approach, and is known for his dedication to continuous improvement and excellence in healthcare delivery.

Special responsibilities

Chair People, Quality and Safety Committee
Remuneration and Nomination Committee Member

Qualifications

Master of Business Administration
Master of Public Health
Fellow of the Royal Australasian College of Medical Administrators
Graduate of the Australian Institute of Company Directors
Bachelor of Medicine, Bachelor of Surgery (Honours)
Bachelor of Biomedical Science



Alan Studley

Director since December 2015

Experience

Alan is a non-executive director of Alexandra District Hospital, Wayss (Family Violence & Housing Support), ANZGITA and Member of Audit and Risk Committee at Murrindindi Shire Council. Alan has worked for multinational companies in the fields of manufacturing, media and food production. His roles have included Finance Director, CEO and Executive Chairman of large acute care health facilities, public transport related services and a federal government trust responsible for national heritage assets. In the past, he has been a director and trustee of Metropolitan Ambulance Service, Royal Guide Dogs for the Blind Association of Victoria and Australia, Aware Super (Health Super) and ASX listed Sausage Software Pty Ltd. He has acted as a Surveyor, Australian Council of Healthcare Standards and member of the Department of Human Services, Strategy steering Committee I2T2.

Special responsibilities

Chair Audit and Risk Committee Member
Remuneration and Nomination 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



Katie Yeaman

Director since March 2025

Experience

Katie is an experienced healthcare leader specialising in clinical governance, quality improvement and risk management. Holding a Bachelor of Nursing (Pre-registration), a Graduate Diploma in Renal Nursing, and qualifications from both the Australasian Institute of Clinical Governance and the Australian Institute of Company Directors (GAICD), Katie combines clinical expertise with a strategic approach to healthcare management. Throughout her 20+ years in the healthcare sector, she has held various senior leadership positions, focusing on the development and implementation of quality and safety programs and fostering a culture of consumer centred continuous improvement.

Katie lives with her family in the Yarra Ranges and is interested in increasing the quality of health services available to the local community.

Special responsibilities

People, Quality and Safety Committee Member

Qualifications

Bachelor Nursing (pre-registration)
Grad Dip Renal Nursing
Graduate Australasian Institute of Clinical Governance
Graduate of the Australian Institute of Company Directors

Retired Board Directors



Penny Lovett

Director October 2018 – November 2024 *(Retired from Board 25 November 2024)*

Experience

Penny Lovett is Executive General Manager People and Culture at Invocare. Penny's experience encompasses organisational leadership and all aspects of People and Culture leadership including cultural renewal, HR Business Partnering, Workplace Health and Safety, Remuneration and Benefits, Organisational Development, HR Services, and Volunteer Management. Penny has held board roles for over 10 years and has more than 20 years of experience in executive positions, having served as an HR Director across the not-for-profit, health, insurance, aged care, and manufacturing sectors for over 15 years.

Special responsibilities

Chair Governance Committee

Qualifications

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



Mike Morgan

Director June 2019 – November 2024 *(Retired from Board 25 November 2024)*

Experience

Mike is the immediate past Dean of the Faculty of Dentistry at the University of Otago, New Zealand. He was previously the Head of Melbourne Dental School in the Faculty of Medicine, Dentistry and Health Sciences at The University of Melbourne. He holds an Honorary Professorship at both institutions. Mike has been involved in dental education and research in Australia, New Zealand and internationally. Graduating with a dental degree from The University of Otago, Mike is a registered specialist in both Australia and New Zealand with a background in paediatric dentistry, dental public health and epidemiology.

Special responsibilities

Chair, Quality and Safety Committee
Community Advisory Committee Member

Qualifications

PhD
Master of 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



Peter Turner

Director April 2013 – May 2025 *(Retired from Board 5 May 2025)*

Experience

Peter is the Managing Director of Independence Australia Group. He has worked in a range of senior management positions in the health and community services industry for over 30 years in the public, private and not-for-profit sectors. He is a Harvard Club Fellow, an Alumnus of Leadership Victoria, was a volunteer Surveyor for the Australian Council on Healthcare Standards for 20 years and has also served as the pro-bono Chief Executive of a charitable trust. Peter 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.

Qualifications

Master 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
Fellow of the Australian Institute of Company Directors

Meet the Executive



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.



Rebecca Aldridge | Executive Lead - People Strategy and Growth

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, Strategy and Growth portfolio of AccessHC, which encompasses business development, human resources, talent acquisition, learning and development, communication, safety and wellbeing, project management and strategy.



Lara Jackson | Executive Lead - Practice Excellence and Integration

Lara joined AccessHC in May 2025 following the merger with Inspiro. As an experienced Social Worker, Lara has experience in public and not-for-profit organisations with a focus on addressing disparity in healthcare outcomes and delivering safe, effective and high-quality healthcare. Lara has worked in community health since 2008. Lara has 9 years of executive leadership and management experience in mental health, drug and alcohol and wellbeing programs.

Lara oversees a number of functions at Access Health and Community, including Business Intelligence, Impact Measurement, Service Development, Quality, Risk & Safety and Service Connection. She is deeply committed to supporting healthcare experiences that are client centred, welcoming and inclusive.



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.

**David Towl** | Executive Lead – Community Impact and Access

David joined AccessHC in 2013. David has more than 20 years' experience in public health, health policy and community development. He is a qualified paramedic, having formerly held senior clinical, training and risk management roles with St John Ambulance in both New Zealand and Australia. David is the current State President and a Fellow of the Australian Health Promotion Association.

In his current role, David leads the Community Impact and Access portfolio inclusive of Health Promotion, Community Engagement, Outreach, Ageing and Carers, Community Programs Volunteerism and Customer Service.

**Dr Tamsin Short** | Executive Lead – Mental Health and Wellbeing

Tamsin joined AccessHC in 2012 and has worked in a variety of clinical, management and leadership roles in the organisation. As a registered clinical and forensic psychologist, Tamsin has over 15 years' experience working in public health services, including forensic mental health, AOD and community health research. In her current role, Tamsin leads the Mental Health and Wellbeing portfolio, which includes our alcohol and other drugs, mental health, wellbeing, parenting and family support, and headspace services. Over the past decade, she has led the establishment of several new and innovative services at AccessHC, including the North East Metro Mental Health and Wellbeing Connect service. Tamsin is also the current President of the Victorian Alcohol and Drug Association (VAADA) and a member of several expert advisory committees and councils.

**Debbie Wilkinson** | Executive Lead – Primary Care

Debbie joined AccessHC in 2023, bringing over 20 years' experience as a Senior Manager/ Executive. Debbie is experienced in planning, strategy, execution, project management, operations, financial stewardship and change management within complex and large organisations in the health and community sector. Debbie is committed and personally driven to ensure all vulnerable people who experience disadvantage are treated with fairness and equity and can achieve the health and social outcomes important to them, with the support of systemic integrated evidence-based models of care. In her current role at AccessHC, Debbie oversees medical, oral health, urgent care and allied health services as part of the Primary Care portfolio.

Funders and Partners

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

Our main funders include:

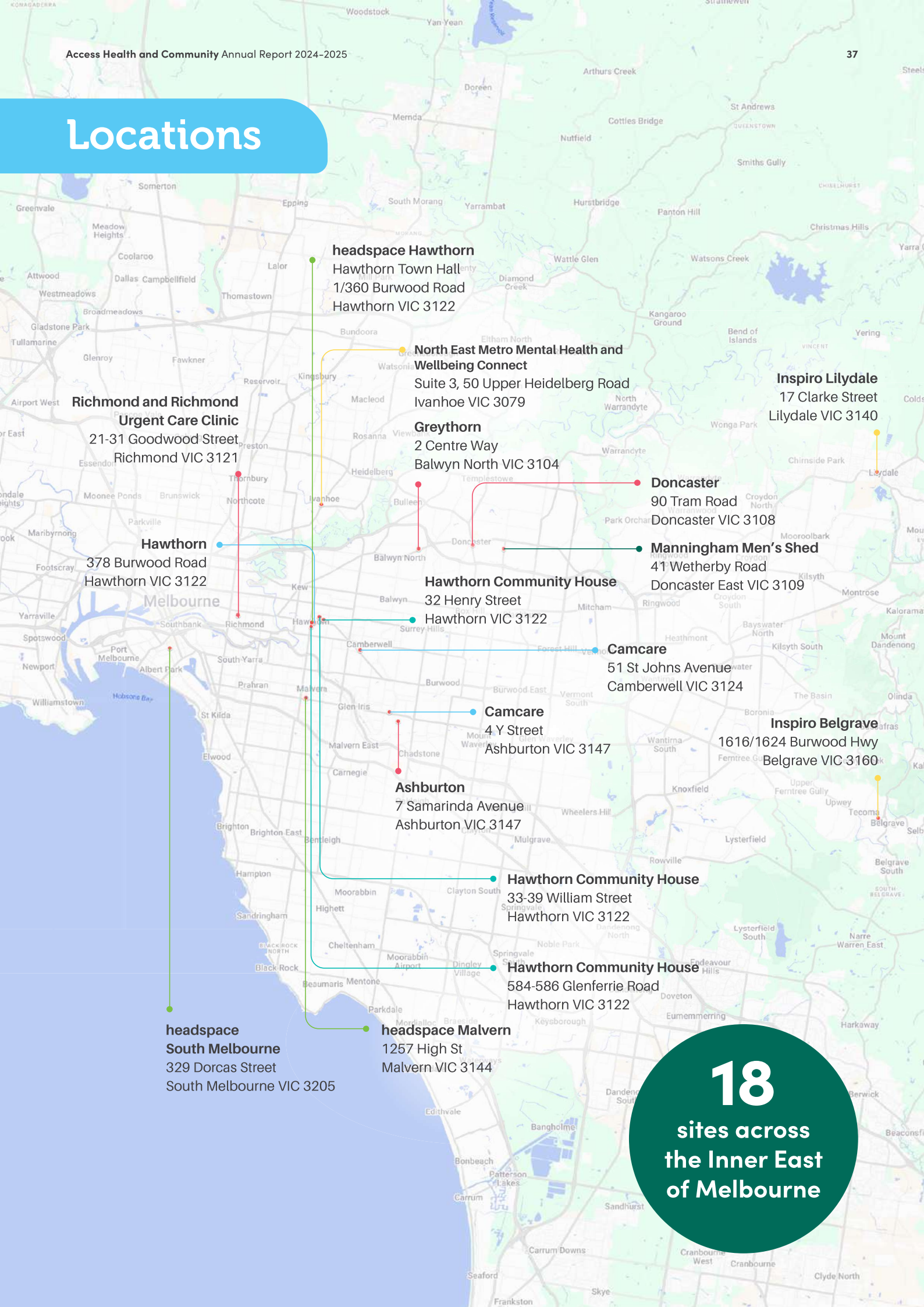
- Australian Government
Department of Health,
Disability and Ageing
- Boroondara City Council
- Community Information &
Support Victoria
- Dental Health Services Victoria
- Eastern Health / Turning Point
- Eastern Melbourne Primary Health
Network
- Manningham City Council
- North Western Melbourne Primary
Health Network
- South Eastern Melbourne Primary
Health Network
- Victorian Department of Family,
Fairness and Housing
- Victorian State Government



Some programs were delivered in partnership with:

- | | | |
|---|---|--------------------------------------|
| • Alfred Health | • Latrobe Community Health | • St Vincent's Mental Health Service |
| • Better Health Network | • Melbourne Indigenous Transition School (MITS) | • Turning Point |
| • City of Boroondara | • Ngwala Willumbong | • Uniting |
| • City of Port Philip | • Oonah Belonging Place | • University of Melbourne |
| • City of Stonnington | • Relationships Australia Victoria | • Wellways Australia |
| • EACH | • Scope | • Women's Health East |
| • Eastern Health | • Self Help Addiction Resource Centre (SHARC) | • Yarra City Council |
| • healthAbility | • SoundCare | |
| • Holstep Health | • South Port Community Housing Group | |
| • Inner Eastern Local Learning and Employment Network | | |

Locations



18
sites across
the Inner East
of Melbourne



Building healthier lives together

☎ (03) 9810 3000

✉ info@accesshc.org.au

🌐 accesshc.org.au