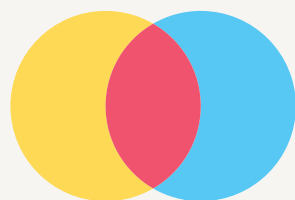


Access Health and Community

ANNUAL REPORT 2016/17



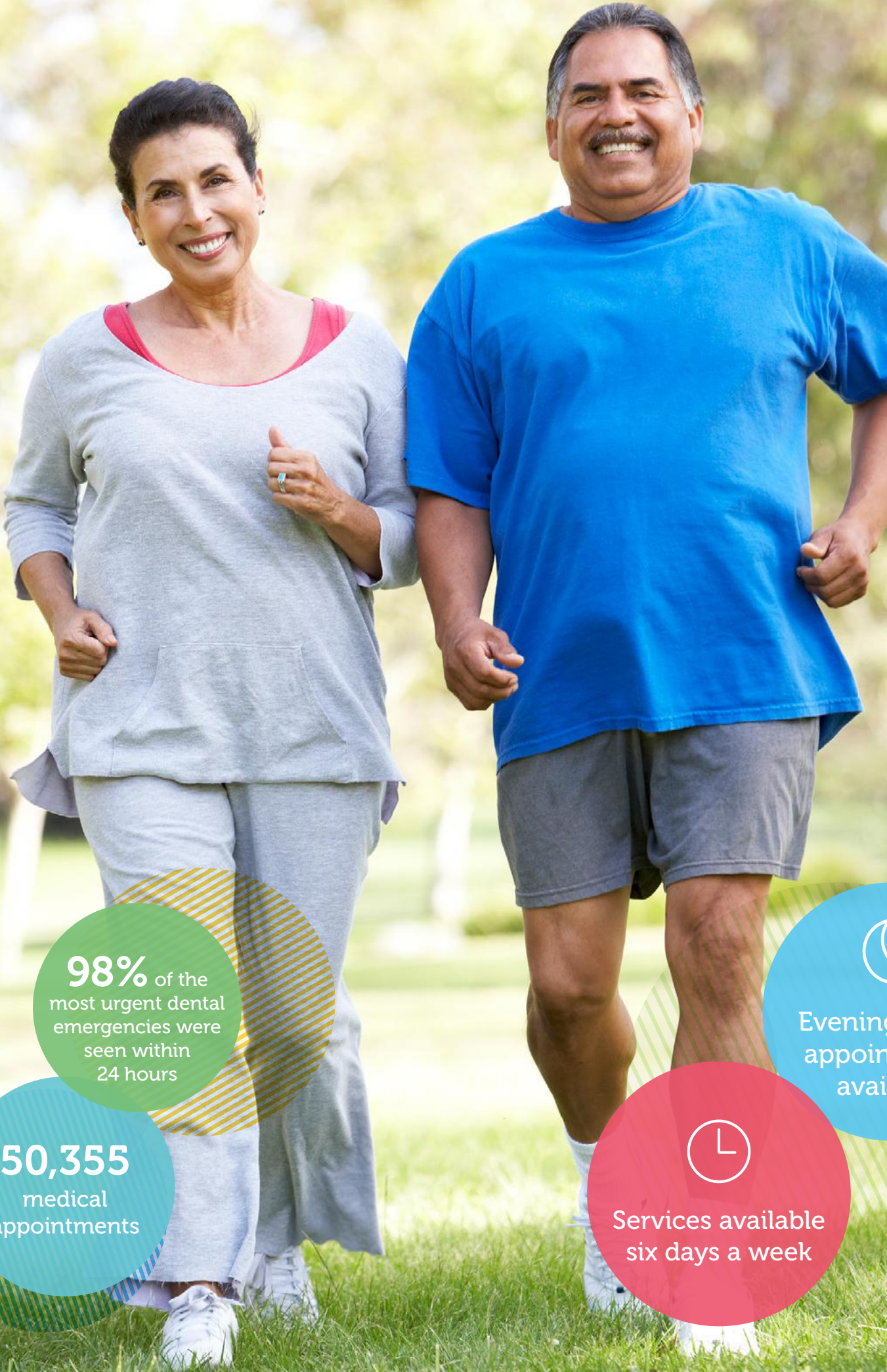
ACCESS
Health & Community

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"Access Health and Community is firmly committed to becoming an excellent primary health service by understanding the needs of our patients and clients."





98% of the most urgent dental emergencies were seen within 24 hours

50,355 medical appointments

Evening dental appointments available

Services available six days a week

Purpose and Values

Building healthier lives together with our communities and delivering excellent health services for all.

Accountability

We take ownership of our actions and behaviours to ensure we achieve our goals.

Collaboration

We work together to achieve our goals.

Equity

We believe everyone is entitled to good health.

Excellence

We strive to be the best at what we do.

Innovation

We drive innovation for better care.

Integrity

We act honestly and ethically at all times.



Message from the Chair



Peter Turner, Chair

Following on from a significant merger in the previous year, in July 2016 we welcomed Biala Box Hill Inc. into our organisation.

Biala Box Hill has an outstanding reputation in early childhood intervention and complements our Stride early childhood intervention team based in Templestowe Lower. The Biala staff are now a valuable part of our comprehensive child and family service.

Towards the end of 2016 we launched our new business name Access Health and Community with events in Richmond, Hawthorn and Doncaster. After the 2016 AGM, we also changed our company name to Access Health and Community (AccessHC).

At the beginning of 2017 the Board finalised our Strategic Plan for 2020 and it is available on our website. Our aspiration is to be an excellent primary health service for all our communities of interest, and we have adopted the phrase 'Building Healthier Lives Together' to signify our values and ways of working.

We signed a Memorandum of Understanding (MOU) with Swinburne University of Technology during the year to formalise our growing relationship in teaching, research and innovative practice. The MOU has encouraged a range of interactions and projects to further develop our service but also to train the clinicians of the future.

I would like to thank the Board for their contributions during what has been an extremely busy foundation year. Through their guidance AccessHC is well set up for the challenges of the future. I would also like to thank Dr Harry Majewski and the staff of AccessHC for their enthusiasm in helping to create our new organisation and commencing the journey to turn our Strategic Plan into reality.

Peter Turner
Chair

Message from the Chief Executive

AccessHC, a fresh face with a proud pedigree.

At the beginning of the year...

At the start of the 2016/17 financial year, the merger with Manningham Community Health Service was still in implementation phase and Biala Box Hill was a “day old” acquisition. The full consequences of altered funding for the National Disability Insurance Scheme (NDIS) and Commonwealth Home Support Program (CHSP) were only just becoming visible. The new name had been decided upon as Access Health and Community, but the services were still operating as separate units with separate names. The geographical divide also contained cultural differences across 12 sites in a catchment of over 350,000 people.

By the end of the year...

AccessHC had a Strategic Plan. Work during the year created clear strategies and operational requirements for the new government schemes NDIS, CHSP and the Medicare freeze. The name was launched, branding changed and relationships as AccessHC with partners cemented. The 12 sites were connected by technology and information systems and there was uniform systems of safety compliance and internal communication. The merged structure was ready to enter the final transformation. AccessHC had been externally accredited in its own right with all five of its external accreditations. The overall successes can be seen in the 2017/18 Budget which sees service growth predicted to be 11%, mainly because of successful activities during 2016/17.

The operational financial loss for the year was in line with budget expectations which had identified investment required to prepare the merged organisation for the future. Nevertheless, the cash at hand was maintained and our building assets have appreciated significantly in value which maintains our ability to look confidently into the future.




Dr Harry Majewski, Chief Executive Officer

AccessHC is firmly committed to becoming an excellent primary health service by understanding the needs of our patients and clients. AccessHC is also clear about its priority to support the vulnerable members of our community. Indeed, caring for those with complex health needs has equipped us well for success in the new consumer market place that the Government has designed.

I would like to thank all of our staff for demonstrating again and again our values of Accountability, Collaboration, Equity, Excellence and Innovation. Our collective input will ensure that the community is well looked after.

Harry Majewski
Chief Executive Officer



"AccessHC had been externally accredited in its own right with all five of its external accreditations."

Our Organisation



900

Over 900 days of student placements

Over 3,000

clients were seen by our dental service

78%

of staff completed medical emergency training



Over 80% of staff had signed the Code of Conduct for Working with Children



297 staff

Meet the Board

Kathryn Arndt

QUALIFICATIONS	EXPERIENCE
Bachelor of Business (HRM) Graduate Diploma (OHS) Member of the Australian Institute of Company Directors	CEO and non-executive Board Director with experience across health services and community-based organisations, FMCGs, financial services, and industry associations; CEO, The Victorian Local Governance Association; Member of the Victorian Ministerial Council on Women’s Equality; Non-Executive Director, Diabetes Australia Victoria; Company Secretary, Royal Melbourne Tennis Club.
	SPECIAL RESPONSIBILITIES
	Deputy Chair, Audit Committee member



Joanne Booth

QUALIFICATIONS	EXPERIENCE
Graduate of the Australian Institute of Company Directors Master of Public Health Graduate Diploma in Occupational Health Graduate Certificate in Internal Audit Bachelor of Arts Practitioners Certificate in Mediation Certificates in General and Advanced Nursing	Former CEO in health, public and not-for-profit agencies. Various appointments as board chair, non-executive director and independent member on audit, risk and nominations committees. Governance and risk consultant in Melbourne and Regional Victoria.
	SPECIAL RESPONSIBILITIES
	Chair, Quality and Risk Committee member



Diana Brown

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



Rod Davitt

QUALIFICATIONS	EXPERIENCE
Bachelor of Economics, Bachelor of Business (Accounting) Fellow of CPA Graduate of the Australian Institute of Company Directors	Extensive experience across industries with leading Australian and international organisations resolving a diverse range of strategic, structural and operational issues resulting in improvements in performance, market position and/or reputation. Non-Executive Director Manningham Community Enterprises.
	SPECIAL RESPONSIBILITIES
	Chair, Audit Committee member



Kerryn Grabau

QUALIFICATIONS	EXPERIENCE
Bachelor of Arts Diploma in Education Bachelor of Social Work	Extensive experience in employee health and organisational wellbeing. Expertise in industrial relations, including negotiation of agreements. Knowledge, involvement and commitment to the community, especially the City of Yarra.
	<ul style="list-style-type: none"> • Secondary School Teacher • Educational Management • Statewide Committees on Student and Teacher Welfare • Member, Teaching Service Appeals Board • Member of School Councils
	SPECIAL RESPONSIBILITIES
	Governance Committee member



John Michailidis

QUALIFICATIONS	EXPERIENCE
Bachelor of Science Diploma in Education Executive MBA Harvard University Member of the Australian Institute of Company Directors	Broad experience and expertise in strategic planning, organisational growth, business development.
	<ul style="list-style-type: none"> • Non-Executive Director, Australian Diabetes Educators Association • Director, JEM Pharmaceuticals Pty Ltd • Managing Director, Teva Pharma Australia Pty Ltd
	SPECIAL RESPONSIBILITIES
	Chair, Governance Committee member



Maxine Morand

QUALIFICATIONS

Bachelor of Arts
 Master of Arts Preliminary (Hons)
 Graduate of the Australian Institute of Company Directors

EXPERIENCE

- Member of the Victorian Parliament (2002-2010)
- Minister for Children, Early Childhood Development and Women’s Affairs (2007-2010)
- CEO of Breast Cancer Network Australia
- Chair Board of Directors, Peter MacCallum Cancer Centre

SPECIAL RESPONSIBILITIES

Governance Committee member



Alan Studley

QUALIFICATIONS

Master of Business Administration
 Graduate Diploma in Management Systems
 Bachelor of Business (Accounting/Marketing)

EXPERIENCE

Consultancy and management positions in health and financial sector, community based organisations, director positions with Revenue Clearing House, Sausage Software, Hospital Superannuation Board, Metropolitan Ambulance Service and Victorian Hospitals Association.

SPECIAL RESPONSIBILITIES

Quality and Risk Committee member

Audit Committee member



Peter Turner

QUALIFICATIONS

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

EXPERIENCE

Mr Turner is the Managing Director of Independence Australia. He has worked in a range of senior management positions in the health and community services industry for over 25 years in the public, private and not-for-profit sectors. He is a Harvard Club Fellow, an Alumnus of Leadership Victoria, a volunteer Surveyor for the Australian Council on Healthcare Standards, and has also served as the pro-bono CEO of a charitable trust. Mr Turner has extensive experience in corporate governance, capital, service planning and the management of health and community services. He has special interests in corporate governance and risk management.

SPECIAL RESPONSIBILITIES

Chair of the Board of Directors

Governance Committee member

Audit Committee member



Meet the Executive



Dr Harry Majewski | Chief Executive Officer

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

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

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



Andrew Beattie | General Manager, Business

Andrew joined AccessHC in November 2014. He has over 20 years' experience in the health industry across both the primary care and hospital sectors. Andrew has previously held positions as Chief Financial Officer at two public hospitals and as CEO of a rural health service.

At AccessHC, Andrew is responsible for Finance, Payroll, Human Resources, Business Development and Facilities Management.



Annie Carnell | General Manager, Primary Care

Annie joined Manningham Community Health Service (now AccessHC) in 2009. She has previously held senior leadership positions in Aged Mental Health and Primary Care. She has also undertaken additional post graduate study in community mental health.

At AccessHC, Annie is responsible for Allied Health, Service Coordination, Social Support and the merged Child and Family Services. She also holds the Quality portfolio and leads this work across the organisation.



Dr Chris Olszewski | Medical Director

Dr Olszewski had been Medical Director of AccessHC for 11 years and has extensive experience in private general practice. Chris is a past Medical Advisor to Medicare and past Chair of Southcity GP Services and Bayside Medicare Local (now South East Melbourne PHN).

Chris has lectured in Medical Informatics at Monash University and is a current Honorary Senior Lecturer at the Department of General Practice, Melbourne University.

At AccessHC, Chris leads the medical and nursing services.



David Towl | General Manager, Health Promotion

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

David is a previous State President and National Treasurer of the Australian Health Promotion Association. David advocates for raising the profile of prevention and health promotion within the health sector. David is also passionate about gender and health as well as about the role that men play within the health promotion profession.

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



Noel Toal | General Manager, Information Systems

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

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

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



Christine Jones | General Manager, Services

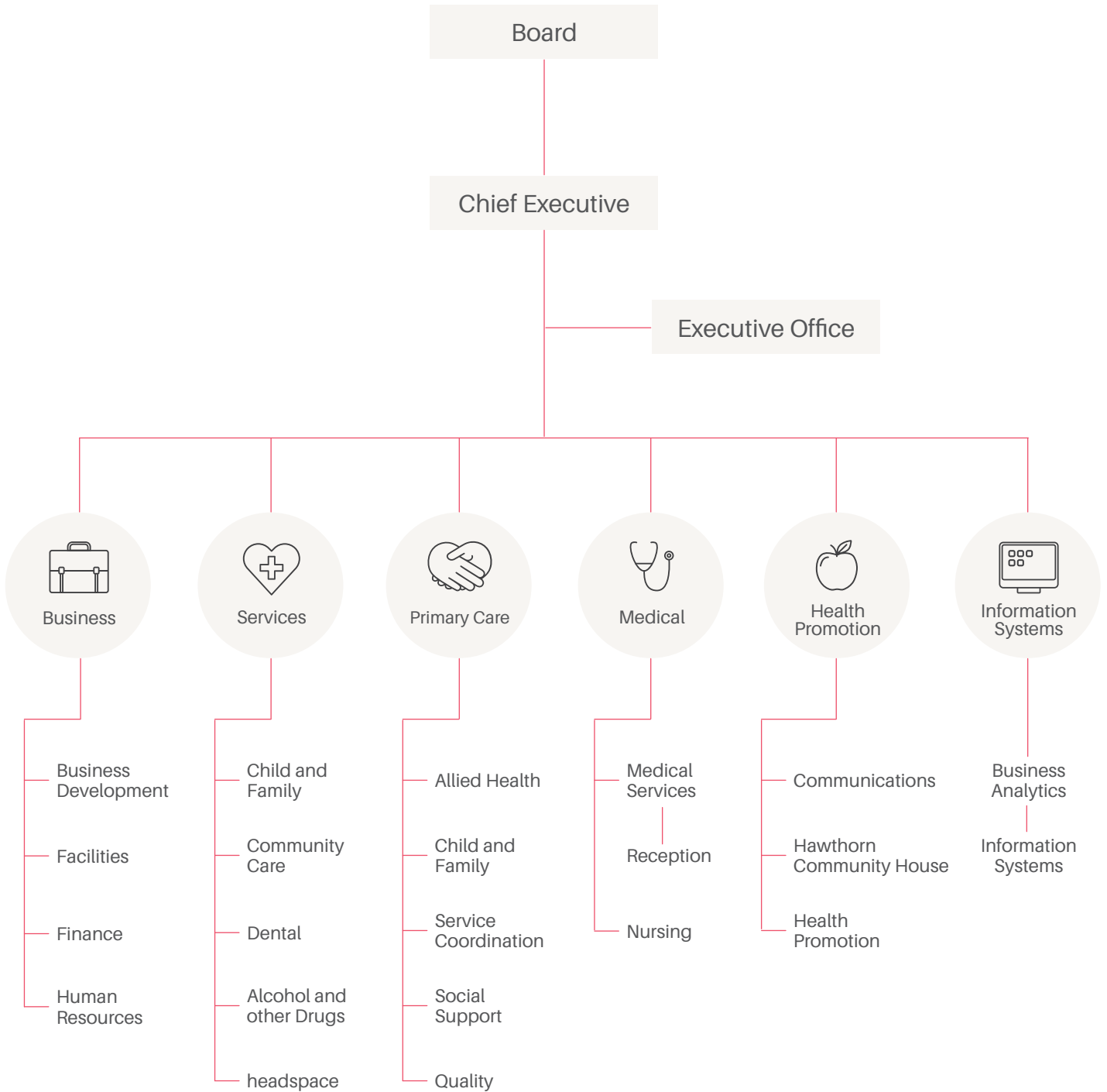
Christine joined AccessHC in late 2014 and has held various senior management roles in acute health and ambulatory services working in large health services to improve the transition of care from acute to community.

Christine has been responsible for major change and service development projects including establishing new services and system re-design.

Other positions have involved nursing leadership as a Director of Nursing.

Within AccessHC, Christine is responsible for a range of programs and services across sites including Drug and Alcohol, headspace Hawthorn, Allied Health teams, the Dental program as well as Clinical Governance.

Organisational Chart



Locations and Services

Richmond (Head Office)

283 Church Street
Richmond VIC 3121

- Doctor/medical
- Nursing
- Audiology
- Blood test/pathology
- Child and family
- Counselling and psychology
- Occupational therapy
- Physiotherapy, exercise physiology and exercise groups
- Podiatry
- Respite, carer and social support
- Smoking cessation
- Speech pathology.

headspace Hawthorn

Hawthorn Town Hall
1/360 Burwood Road
Hawthorn VIC 3122

T: (03) 9006 6500
headspace.org.au/headspace-centres/hawthorn/

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

Hawthorn Community House

584-586 Glenferrie Road
Hawthorn VIC 3122
(03) 9819 2629

hch.org.au

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

Hawthorn

378 Burwood Road
Hawthorn VIC 3122

- Doctor/medical
- Nursing
- Alcohol and other drug services, including specialist youth and family services
- Mental health nursing
- Blood test/pathology
- Child and family
- Counselling, psychology and social work
- Diabetes education
- Dietitian/nutrition support
- Health promotion
- Needle and Syringe Program
- Occupational therapy
- Peer support groups
- Physiotherapy, exercise physiology and exercise groups
- Podiatry
- Smoking cessation
- Speech pathology.

Hawthorn Community House - Occasional Childcare

39 William Street
Central Park
Hawthorn VIC 3122
(03) 9819 2629

- Childcare.

Hawthorn Community House

32 Henry Street
Hawthorn VIC 3122
(03) 9819 2629

hch.org.au

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

Lower Templestowe

44 Balmoral Avenue
Lower Templestowe VIC 3107

- Early Childhood Early Intervention
- Dietetics
- Occupational therapy for children
- Psychology for children
- Speech pathology for children
- Group programs.

MC2 Manningham City Square Community Centre

687 Doncaster Road
Doncaster VIC 3108

- Exercise groups/Community Gym Program
- Group programs.

Doncaster East

1/1020 Doncaster Road
Doncaster East VIC 3109

- Alcohol and other drug services, including specialist youth and family services
- Aquatic physiotherapy (assessment, pool sessions are off-site)
- Community education
- Counselling and psychology
- Diabetes education
- Dietitian/nutrition support
- Exercise and social activity groups (off-site)
- Health promotion
- Mindfulness based cognitive therapy
- Needle and Syringe Program
- Nursing
- Occupational therapy
- Physiotherapy
- Psychology
- Podiatry.

Manningham Men's Shed

41 Wetherby Road
Doncaster East VIC 3109

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

Biala-Stride Early Childhood Early Intervention

Box Hill VIC 3128

- Early Childhood Early Intervention.

Ashburton

7 Samarinda Avenue
Ashburton VIC 3147

Services for adults

- Podiatry
- Occupational therapy (home visit service)

Child and family services

- Dietitian/nutrition support
- Physiotherapy
- Occupational therapy
- Speech pathology
- Podiatry
- Dental and denture care
- Doctor/medical care
- Nursing care
- Family counselling and support
- Health promotion.

12 sites across the Inner East of Melbourne

(03) 9810 3000

info@accesshc.org.au

accesshc.org.au

facebook.com/AccessHealthandCommunity/

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

[@AccessHC_AUS](https://twitter.com/AccessHC_AUS)




23,688
dental treatments

7,578
dental appointments


282 clients and their families supported in managing addiction issues

Our clients are the most important part of our organisation.

AccessHC recognises the wide diversity of our population and clients. Around 43% of our clients are from a Culturally and Linguistically Diverse (CALD) background and 7% of our clients require an interpreter. We provide free access to interpreting services and are also committed to ensuring our workforce has the required cultural awareness, understanding, and skills to work effectively with diverse clients.



With the recent merge at AccessHC we are now able to offer integrated child and family services. Two large and experienced teams, the Child Development and the Biala Stride Early Childhood Intervention Team, have been combined to deliver child and family services.

Our service is tailored to the needs of more children and their families in our local communities. Our approach is a holistic one. A full assessment of a child's needs is made so an integrated package of development and support services can be provided.

The teams are made up of highly skilled health professionals including an audiologist, speech pathologists, occupational therapists, physiotherapists, psychologists, podiatrists, dietitians, early childhood educators and a social worker.

David's story

At the age of three, David was referred to the Child Development Team by his maternal and child health nurse. Concerns were expressed with his lack of talking and overall development. The intake team worked through these concerns with David's parents and concluded that a team screening was the best next step. David was booked in to see a speech pathologist and an occupational therapist. David was found to have difficulty understanding and using language and his play skills were very immature. He demonstrated delays in his fine motor skills, problem solving and social communication. Our therapists provided support for the family and discussed David's initial goals. The therapists advised David's family that a full paediatric assessment would be beneficial. They also referred him to our Early Childhood Early Intervention team, which is soon to be funded under the NDIS.

In the interim, our team made sure David was supported with Medicare-subsidised speech therapy sessions. His family were also recommended to the Parent Child Mother Goose group. The group helps to encourage a child's exposure to stories, rhyme and song and is great fun for parents and children alike. Singing and telling stories are strong pre-requisites for speech and language, so it was a natural and beneficial accompaniment to David's sessions.

David's paediatric assessment revealed a diagnosis of mild autism, which affirmed that the appropriate initial supports, referrals and services had been put in place for David and his family. This also meant that David was eligible for the 'Helping Children with Autism' funding. Our primary clinician was able to co-ordinate this funding and ongoing therapy services.

David is currently receiving fortnightly speech therapy and psychology support and is on the waiting list for occupational therapy. He is making great progress with speech therapy, even though his communication skills are limited for his age. David's mother is well supported by the maternal and child health nurse and the psychologist running the Parent Child Mother Goose group. She's been offered an internal referral to adult counselling services which she may access at a later time.

In the near future, David will be transitioning to the NDIS. The team at AccessHC will play a key role in supporting the family's preparation for their meeting with the NDIS planner. David's family said: "We felt well supported throughout the whole process". They feel that the team have equipped them for the future challenges that will come their way. They have also decided to continue receiving services from our Child and Family team once David has transitioned to the NDIS.

Community Gym

AccessHC have recently started a new community gym program. This program is run at MC2 Doncaster twice a week. Physiotherapists have found that once clients have been discharged from the service, they have often stopped exercising and any gains that they have made, have soon been lost. For clients with chronic disease (such as diabetes or osteoarthritis) physical exercise is a key part of preventing complications and maintaining good health.

Many clients stop exercising because they feel uncomfortable in a commercial gym environment due to their disability or age. The physiotherapists have decided to change that and established a community gym.

The gym has been set up with a series of exercise stations, giving clients the opportunity to move between the stations according to their individual ability.

Before attending the gym, clients undergo a comprehensive assessment and receive individual training programs. Clients are re-assessed every 12 months or earlier, if required. They can attend the community gym anytime within a two hour period, up to two days per week, without a prior booking.

A physiotherapist and two allied health assistants (with personal training qualifications) are in attendance at each session to supervise the clients. Our multidisciplinary health professionals will also offer monthly education sessions to promote health and well-being to our clients.





Pari's Story

Pari grew up in Iran and doesn't remember a time when she didn't fear dogs. Moving across the world, she sought help to overcome her fears at AccessHC.

Kelly, an AccessHC mental health practitioner worked with Pari and together, they identified the type of support that Pari needed to help her tackle her fear. Kelly suggested the Animal Assisted Therapy Program which could be an opportunity for Pari to interact with a dog in a safe space.

Led by our family and relationship counsellor — Jim Dellis, our two trained and accredited therapy dogs arrived to meet Pari.

Ziggy and Ruby had already helped a number of clients, but this time it was a little different. Most clients who had taken part in the Animal Assisted Therapy Program were dog lovers to start with.

Understandably, Pari was hesitant at first, but over a number of sessions Pari's trust and connection with the dogs gradually improved. For someone who had previously screamed at the sight of the dog, this was a huge achievement.

Pari even built up the courage with the help and guidance of Jim and Kelly, to handle, walk and feed Ziggy, something she had never dreamed of doing.

With things going well, Pari took up the challenge of visiting a dog park with Jim and Kelly. Jim worked with Pari to build up her confidence around other dogs and to understand their signs and signals.

Pari felt a big sense of relief after her experience with Ziggy and Ruby. She said: "now I understand dogs much more. I'm more comfortable around them". Pari said that "working with Ziggy and Ruby replaced hate and fear with love!". Pari's experience with our program has had such an impact, that she is now in the midst of deciding on getting a puppy.

Maria's Dental Visit

Maria* had some difficulties finding a dentist who understood her needs and could help with her phobia of the dentist. She came in to AccessHC as she needed some fillings and a check-up.

Maria wasn't cleaning her teeth and wasn't aware that this could be a potential problem.

With a lot happening in her own life, Maria, had visited a number of dental practices who had not been able to put in the time to fully understand her needs and work with her to find a solution.

Her habits weren't changing and she wasn't motivated enough to change them.

During her first appointment Maria found it difficult to recall her visits to other dentists and struggled to explain her situation. Our senior dentist, Dr Ruth Heredia knew she needed to think of some creative practices to engage with Maria and stress the importance of brushing your teeth.

Dr Heredia carried out an extra-long appointment to talk through oral hygiene with Maria. Dr Heredia explained why we brush our teeth and provided her with the knowledge of how to do this.

The first few appointments with Maria were just about talking and bringing her anxiety levels down. Many people mistakenly believe an appointment with the dentist is an in-and-out process.

In all cases, the initial appointment is about working out a patient's needs and tailoring the time to fit these.

For Dr Heredia this was figuring out the best way to put Maria at ease.

Dr Heredia knew that she had to come up with some new methods of communicating with Maria. "I tried out new ways of installing confidence in Maria. I wanted to make her feel empowered to make the first move towards improving her oral hygiene."

After three appointments Maria returned for her next visit and said, "I feel much better about my teeth and myself now".

Maria had started to brush her teeth on a regular basis. Her fears of visiting the dentist had also lessened and she felt comfortable stepping into AccessHC for treatment.

By investing the time in understanding Maria, Dr Heredia formed a real connection that allowed Maria to improve her health.

**Maria's name has been changed to maintain her privacy.*



Our Performance



3,306
teeth filled by our
Dental Service



\$4,300 provided to
clients through the
Hardship Fund



16,299 hours
of carer respite
services
provided

Quality Account

AccessHC is committed to safe and high quality care that is delivered in partnership with our clients and their families.

Quality Improvement

Safety and quality of the care we provide is at the heart of everything we do. We work with staff and clients to ensure that we identify areas for improvement, take appropriate action and review the effectiveness of these changes.

To ensure the quality of the services we provide, we are measured by external organisations and compared to other health services. In early 2017 we were assessed and met or exceeded all the accreditation requirements for the following standards:

- Quality Improvement Council (QIC)
- Home Care
- National Safety and Quality Health Service
- National Mental Health
- Royal Australasian College of General Practice.

We had exceeded ratings for QIC standards for our contribution to good clinical practice and community as well as professional capacity building.

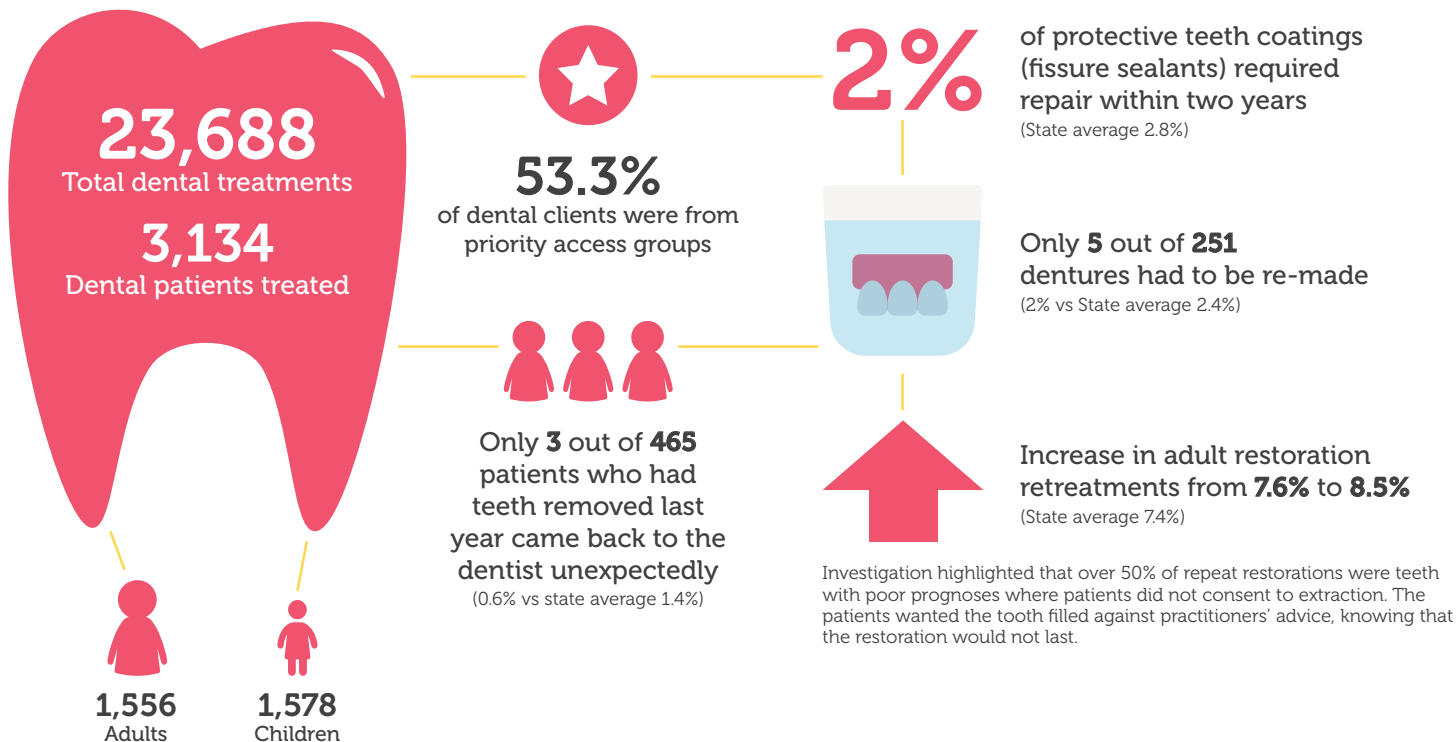
We also received positive feedback in areas relating to:

- Achieving positive outcomes for clients
- Partnerships with clients, services and the community
- Service development
- Occupational Health and Safety and Emergency Management.

Our headspace Hawthorn centre was reviewed for the first time and achieved full accreditation against the National Mental Health Standards.

Going into 2017/18 we will be also including our NDIS services within our external quality review processes.

Quality Dental Care



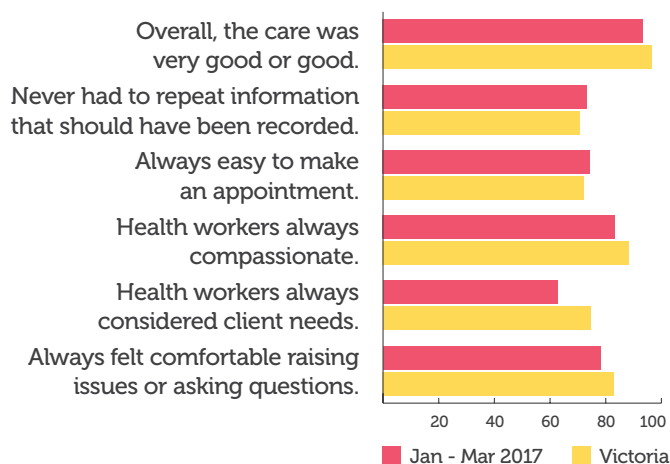
Your Feedback

Your feedback is important to us and all complaints are always investigated fully.

Compliments help us understand what we do well. They also recognise the great work of our staff and volunteers. You can provide us with feedback by visiting our website, calling one of our clinics or by sending an email to info@accesshc.org.au.

Of over 90,000 appointments in 2016/17 we received 59 compliments and 53 complaints.

In 2016/17 we took part in the Victorian Consumer Experience Survey for the first time. This survey is conducted across a range of Victorian public health services and helps us to understand our clients' experiences when using services at AccessHC. The survey was completed by 106 service users and a number of interesting results were found:



We apply client feedback and our survey results to drive quality improvement through:

- Providing staff training and systems to ensure that all client needs are considered
- Ensuring that our clients can easily navigate our services
- Making the environments at our clinics more welcoming.

We have undertaken consultation and surveying with staff throughout our transition to AccessHC. Staff feedback has contributed to:

- The introduction of regular site meetings
- Improved signage at sites
- Improved security in clinical and office areas.

Safety

AccessHC is committed to providing a safe environment for staff and all clients. We achieve this through regular monitoring and reporting. We regularly audit clinical services to ensure infection risks are minimised. Last year we achieved excellent compliance in all areas.

Compliance Auditing

Area	Compliance Rating
Cleaning	96%
Sterilisation	99%
Hand Hygiene	100%
Food Handling	99%

Occupational Health and Safety has been a big focus at AccessHC during 2016/17. Our OHS Committee oversaw a number of improvements including:

- New emergency management systems for all sites
- Mobile duress phones for all staff when doing offsite visits
- Security doors to prevent unauthorised access to clinical and office areas.

Privacy

AccessHC is committed to protecting the privacy of client and staff information. Over 2016/17 we had developed and improved a number of systems including:

- Introduction of a dedicated privacy officer and email address privacy@accesshc.org.au
- Staff training to ensure privacy is understood and met
- IT security systems such as:
 - Upgraded firewalls
 - Staff training to protect against viruses
 - Prompt notification and actioning of any new security threats.

"The reception staff handled a stressful situation very well with patience and truthfulness."
 — Complimenting a Reception Team at Ashburton

"The dentist went above and beyond to take care of my daughter. We are so grateful for her kindness and absolute professionalism!"
 — Complimenting a Dentist

"I have been seeing the dietitian for a few months and for the first time I am making progress with my eating disorder. She has a great attitude and lends an empathetic approach."
 — Complimenting a Dietitian

"The physio is enthusiastic and really cares about her clients. She is extremely thorough and motivates and encourages me."
 — Complimenting a Physiotherapist

"Wonderful and professional service from front desk and the doctor."
 — Complimenting a GP

"I so appreciate our sessions. You keep me on track but more importantly you suggest alternate ways of viewing a situation. You provide me with an environment to discuss things and will always have a special place in my heart."
 — Complimenting our Drug and Alcohol Service

Gender Equity Commitment

Gender equity whether in the workplace, public arena or at home has an impact on overall life balance including mental, emotional and physical health. Gender equity, violence against women (VAW) and family violence are closely related. As a result, it is important for workplaces to have clearly defined policies and procedures in place to protect staff, clients and community, in all aspects of life.

AccessHC demonstrates an ongoing commitment to gender equity and the prevention of violence against women (PVAW) through proactive and collaborative approaches with community partners. AccessHC is a signatory for the partnership project with Women's Health East in the Eastern Metropolitan Region (EMR), [Together for Equality and Respect](#) (TFER). Prior to the amalgamation of AccessHC, both Manningham Community Health and Inner East Community Health Service were active in addressing the PVAW and completed the TFER organisational audit. The results of both organisational audits have been combined and approved by the Executive Team.

An organisation gender equity committee has been established to oversee the successful implementation of the TFER recommendations and to facilitate gender equity sustainability within AccessHC policies and procedures. This committee looks to build on the experience of the TFER project and promote equal and respectful relationships, prioritise the PVAW and create a more gender equitable environment for staff and the community, through evidence-based, collaborative capacity building.

Through the implementation of mutually reinforcing PVAW efforts AccessHC and partners aim to collectively reduce the impact of VAW on the communities we serve.

The First Stop



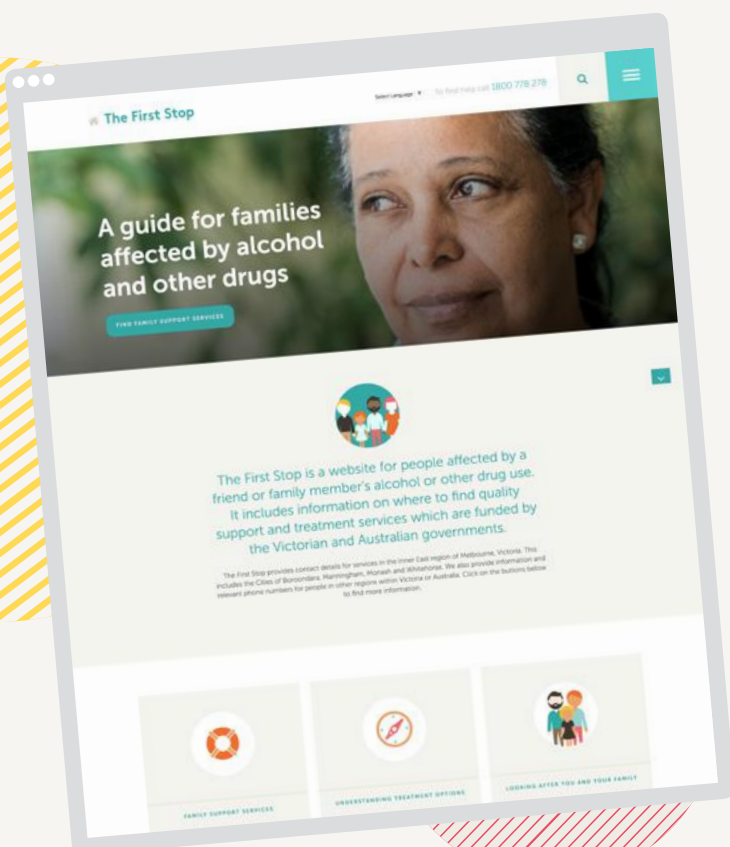
A web resource to support families affected by alcohol and other drugs.

Families affected by alcohol, medication and other drugs often don't know where to go for help and find it hard 'navigating the system' to support their loved ones. Because of this, AccessHC, along with our Connect4Health partners have developed The First Stop website.

The First Stop is an easy-to-use guide to information and support services for families who may feel confused, distressed or isolated. The website has details of what services are available and how to refer to them, including support services for families. There's also information about different types of substances as well as tips and resources for families on topics such as communication, mindfulness and sleep.

"We developed the website to be the 'first stop' place where families can go for information, advice and support about alcohol, medication and other drugs," said Dr Tamsin Short, Executive Officer of the Connect4Health Alcohol and other Drugs Service.

You can visit the website at www.thefirststop.org.au



Corporate Social Responsibility

AccessHC pilots Workplace Waste Assessment Tool

At AccessHC, we see the link between health, happiness and environmental sustainability, that’s where our Happy Healthy Green Committee comes in.

This group of committed staff are tasked to design and implement programs which:

- Improve staff health and well-being
- Build opportunities for social engagement in the workplace and
- Promote environmental sustainability

This year, the Happy Healthy Green Committee piloted the City Switch Workplace Waste Assessment tool. This tool gives a simple snapshot of office waste generation and recycling rates, and enables businesses to discuss with management, cost-effective solutions for improved waste processes. Making these estimates has taught us there is more we can do to reduce the amount of paper we use as an organisation and reduce the number of disposable coffee cups.

David Towl, General Manager Health Promotion, chairs the Happy Healthy Green Committee says: “Waste management is important to us because we want to be good global citizens, further, our staff tell us it is the issue that concerns them most. The tool from City Switch has given us the data to frame the business argument to change our waste management practices and the baseline measurements to assess how we are tracking in the future.”

City Switch are a great organisation, funded by local governments across Australia to help organisations like AccessHC reduce their environmental footprint. We are proud to be a City Switch signatory and happy to help by piloting tools like the Workplace Waste Assessment.

My Health Pad

Getting the most out of your visit to AccessHC

Forgetting to ask an important question of a health professional can be really frustrating. AccessHC has developed a solution to help our clients and patients get the most out of their visit.

My Health pad is a tool designed to help clients get the support and care they need by:

1. Encouraging clients to think about their health and concerns before their appointment
2. Provide them with the opportunity to write down important information during or after their appointments.

This two-sided form is available in our reception areas. Clients are encouraged to fill in the 'My Health - Before my appointment' side whilst waiting for their appointment and to complete the 'take-home notes' during or after their appointment.

The form was developed in partnership with our medical practice and health promotion teams supported by a grant from the North West Melbourne PHN. Once a draft tool was developed, this was tested with clients and their advice was used to improve the final version of the form.

Speak to our friendly reception team about using the form the next time you visit us.



Finances

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017*

	2017	2016
	\$	\$
Revenue and other income		
Revenue	16,678,335	13,986,722
Gain on merger	1,832,747	1,358,595
	<u>18,511,082</u>	<u>15,345,317</u>
Less: expenses		
Employee benefits expense	(14,169,465)	(10,941,812)
Contract labour	(4,584)	(232,015)
Depreciation and amortisation expense	(464,587)	(420,968)
Computer expenses	(270,609)	(304,840)
Medical expenses	(165,421)	(146,226)
Repairs and maintenance expense	(228,112)	(283,251)
Occupancy expense	(358,122)	(185,627)
Office costs	(175,599)	(93,907)
Contract cleaning costs	(208,388)	(172,628)
Contractor and consultant costs	(203,072)	(258,192)
Telephone expenses	(273,476)	(210,805)
Motor vehicle expenses	(101,868)	(114,510)
Finance costs	(13,521)	(9,312)
Utility expenses	(118,828)	(99,635)
Advertising expense	(75,121)	(42,518)
Professional fees	(57,484)	(49,668)
Accreditation expense	(30,575)	(27,718)
Catering costs	(42,519)	(28,757)
Other expenses	(282,348)	(364,892)
	<u>(17,243,699)</u>	<u>(13,987,281)</u>
Surplus from continuing operations	1,267,383	1,358,036
Surplus for the year	1,267,383	1,358,036
Other comprehensive income		
<i>Items that will not be reclassified to profit and loss</i>		
Revaluation of 283 Church Street, Richmond	2,613,418	-
Revaluation of 378 Burwood Road, Hawthorn	3,792,729	-
Revaluation of 10 Rose Street, Box Hill	157,631	-
Total comprehensive income	<u>7,831,161</u>	<u>1,358,036</u>

* This is an extract from the financial report for 2016/17.
A full version of the 2016/17 Audited Financial Statements
is available on our website.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2017***

	2017	2016
	\$	\$
Current assets		
Cash and cash equivalents	7,017,800	6,130,702
Receivables	180,779	162,715
Other assets	393,201	306,382
Total current assets	7,591,780	6,599,799
Non-current assets		
Property, plant and equipment	20,998,725	12,817,506
Total non-current assets	20,998,725	12,817,506
Total assets	28,590,505	19,417,305
Current liabilities		
Payables	1,678,616	966,079
Provisions	1,981,391	1,590,842
Other liabilities	285,053	92,480
Total current liabilities	3,945,060	2,649,401
Non-current liabilities		
Provisions	478,437	432,057
Total non-current liabilities	478,437	432,057
Total liabilities	4,423,497	3,081,458
Net assets	24,167,008	16,335,847
Equity		
Reserves	14,114,770	7,550,992
Accumulated surplus	10,052,238	8,784,855
Total equity	24,167,008	16,335,847

* This is an extract from the financial report for 2016/17.
A full version of the 2016/17 Audited Financial Statements
is available on our website.

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2017***

	2017	2016
	\$	\$
Cash flow from operating activities		
Receipts from customers	3,481,812	3,395,016
Operating grant receipts	14,598,756	11,524,839
Donations received	9,012	20,306
Payments to suppliers and employees	(17,260,839)	(15,143,294)
Interests received	158,501	107,214
Finance costs	(13,521)	(9,312)
Net cash provided by/(used in) operating activities	973,721	(105,231)
Cash flow from investing activities		
Payment for property, plant and equipment	(595,764)	(223,421)
Proceeds from property, plant and equipment	14,664	17,273
Net cash provided by/(used by) in investing activities	(581,100)	(206,148)
Cash flow from financing activities		
Cash acquired via merger with Biala Box Hill	494,477	-
Cash acquired via merger with MCHS	-	2,225,407
Net cash provided by financing activities	494,477	2,225,407
Reconciliation of cash		
Cash at beginning of the financial year	6,130,702	4,216,674
Net increase/(decrease) in cash held	887,098	1,914,028
Cash at end of financial year	7,017,800	6,130,702

* This is an extract from the financial report for 2016/17.
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Our Partnerships

Looking to the future, advancing clinical education in occupational therapy.

In 2016 we commenced a new partnership with Swinburne University offering clinical education placements to the Masters of Occupational Therapy students. In May of 2017 students embarked on the second placement with AccessHC. It has been an ambitious project to provide ten students with quality, meaningful, and innovative placements that promote appropriate learning and extension of clinical skills. We have received excellent feedback from both students and the University because of the skilled supervisors in our occupational therapy team and the collaboration with colleagues in other teams and services.

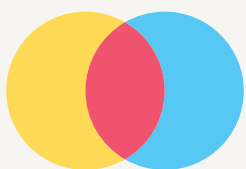
The relationship with Swinburne is offering extended benefits outside of the clinical placements including: inter agency training, access to clinical experts, as well as extended scope for AccessHC staff to develop as educators providing workshops within the university curriculum. The relationship also plans to support targeted professional development using real clinical scenarios from our current client population to launch research and assess how clinical best practice can be adopted to meet the particular needs of community health.

At present we have students completing placements not only within the occupational therapy teams, but also the child and family, Hawthorn Community House, carer support, as well as the alcohol and other drugs team.

By 2018 we will be offering 30 students a year the opportunity to undertake their clinical education placement with AccessHC.

We have always been committed to offering excellent student placements, as students bring a wonderful energy to teams and help us, as clinicians, refine our own skills. Now in partnership with Swinburne, we hope to build on this and ensure we not only offer new learning opportunities for students but enhance our services as well.





ACCESS
Health & Community

Building healthier lives together with our communities
and delivering excellent health services for all.

(03) 9810 3000 • info@accesshc.org.au • accesshc.org.au