



**quality account &  
annual report**  
2017-18





## Our Cover

'Connecting Voices' is a collective representation of the voices of Connect Health & Community, which are woven into the artwork.

The values of the organisation, Respect, Accountability, Responsiveness and Collaboration, are represented through the colours that appear in the warp of the textile.

The interlocking circular shapes woven into the artwork represent the many and diverse community groups linked into Connect Health & Community's network. The woven feature outside the main area represents the supportive net offered by the work of the organisation, its staff and volunteers.

'Connecting Voices' by Janis Morgan. Artwork remains intellectual property of the artist.

**Connect Health & Community acknowledges the traditional owners and custodians of the land on which we work, the Boon Wurrung people. We pay our respects to them, their culture and their Elders, past, present and future and uphold their relationship to this land.**



We thank our clients, staff and volunteers whose photos are used in this publication.

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Our staff are passionate  
about our community

## Connecting with our community

On behalf of Connect Health & Community, we are delighted to present our combined Quality Account and Annual Report for 2017-2018.

This has been a year of consolidation and success in which we continued to review our services while delivering on a series of strategic and operational priorities. These included entering the new business area of the National Disability Insurance Scheme (NDIS), developing services for people needing psychological support and increasing the reach for our child speech pathology service.

These new programs are all delivered in a competitive market place. Considerable time was dedicated to connecting with our community so these services meet the needs of our clients and the strategic alignment of our business.

Other strategic successes included a venture with Link Health and Community, to divert lower priority patients from the emergency department at Sandringham Hospital to our primary health care service. This has had a most positive impact for the people arriving at the emergency department,

by increasing timely access to general practice services. It also reduces the escalating demand on highly experienced emergency physicians and nurses.

We continue to look for opportunities to expand our service and extend our reach, as we work to create Healthy People and Healthy Communities.

Our staff are passionate about the work they do, and display the values of respect, responsiveness, accountability and collaboration in their daily actions. Client engagement surveys reflected that passion and the appreciation of those they help on a daily basis.

Looking forward, we are concerned that community health is a little-understood asset, unrecognised for reducing the burden on the public health system. As we head into a state election cycle, we call on government to better support community health to meet the needs of our clients, communities and the broader health system.

We would like to extend our sincere thanks to our staff, the volunteers who support our activity, and our Auxiliary for their ongoing commitment. Appreciation also to our donors and funding bodies and the many external partners we work with across south eastern Melbourne and the Mornington Peninsula. Thanks also to our management team, our Board of Directors and our partners for their ongoing commitment.

We hope you enjoy the stories contained within this report, as they demonstrate our connection with our residents and clients across south east Melbourne and the Mornington Peninsula. They are, however, just a snap-shot of the work being undertaken at all levels of community health in our area.

Connect Health & Community looks forward to a future of continued growth and increased connection as we continue our commitment to healthy people, healthy communities.

**Amanda Murphy**

Chief Executive Officer

**Lars Schiphorst**

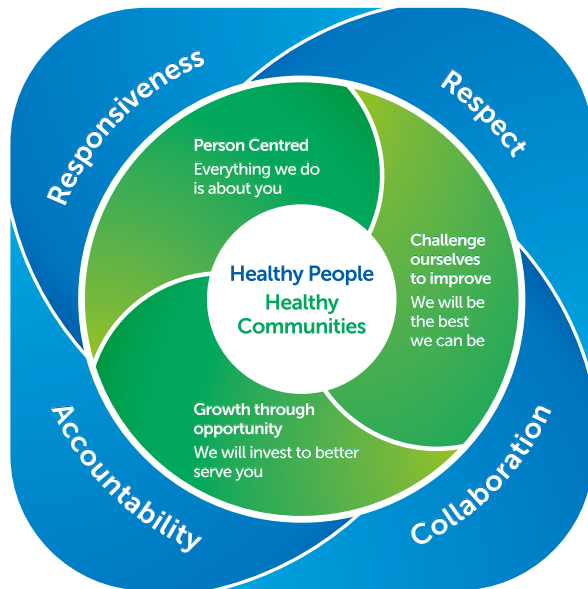
Chair Board of Directors

# Strategic plan 2016 -2019

Our vision of healthy people, healthy communities will be realised with the understanding and participation of the community we serve.

## Purpose

Understand and meet the health and well-being needs of our diverse community as a socially responsible business



Sustainable Organisation

Better Health Outcomes

Equitable Access

Better Experiences

## Strategic Goals

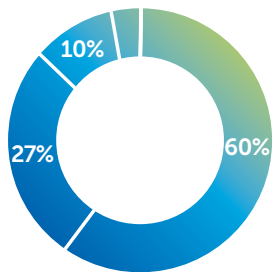


# A little bit about us

Connect Health & Community has been serving the community, by providing health care and support services to people of all ages and from all walks of life, for more than 42 years.

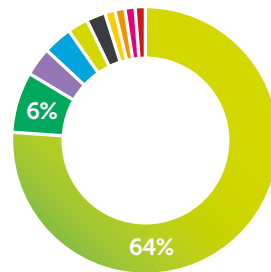
This year, we have provided assistance to 10,613 people from across the south eastern Melbourne and Mornington Peninsula regions, through our workforce of 157 staff and 200 volunteers.

## Number of clients



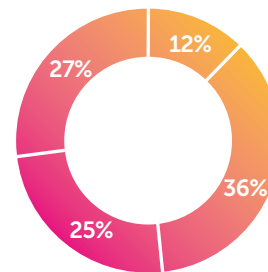
Dental: 6,414 (60%)  
 Primary Health: 2,815 (27%)  
 Gambler's Help Southern: 1,046 (10%)  
 Community Transport: 338 (3%)  
 Total: 10,613

## Top 10 countries of birth



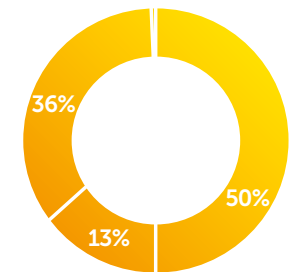
● Australia: 64%  
 ● Greece: 6%  
 ● Italy: 3%  
 ● England: 3%  
 ● China: 2%  
 ● India: 2%  
 ● Russian Federation: 1%  
 ● Sri Lanka: 1%  
 ● New Zealand: 1%  
 ● Poland: 1%

## Hours by service



Dental: 13,134 (12%)  
 Primary Health: 39,265 (36%)  
 Gambler's Help Southern: 26,997 (25%)  
 Community Transport: 29,084 (27%)  
 Total: 108,480

## Community transport



Trips: 4,410 (50%)  
 External: 1,188 (13%)  
 Internal: 3,201 (36%)  
 Driving Change (ceased July 2017): 14 (0.15%)





We work  
together to  
support our  
clients' needs



# Values

Our values underpin our policies, procedures and practice

## Respect

Treating all clients, staff and the community with care, dignity and understanding. Providing a supportive and safe work environment for all voluntary and paid staff.

## Responsiveness

Meet the needs of our diverse community by providing services that are accessible and innovative.

## Accountability

Delivering sustainable, quality services in an efficient and financially responsible manner to achieve health outcomes. Providing these services professionally and to the highest ethical standards.

## Collaboration

Working with clients, staff and external stakeholders to achieve our vision and purpose.



Director, Richard Mullaly joins the smoking ceremony at our Bay Rd office

# Board of Directors

## **Mr Lars Schiphorst - Chair (from December 2016)**

MAICD, BSc (Hons) Biochemistry Manchester University, England

Joined the Board in 2015. Over 30 years' consulting and executive experience across a range of industries in Australia, Asia and the UK. Governance experience in the community and healthcare sectors. Chair of Sandringham Ambulatory Care Centre, a joint venture between Connect Health & Community and LINK Health & Community.

Special responsibilities: Member of the Finance and Audit Committee.

## **Mr Richard Mullaly - Deputy Chair (from October 2017)**

GAICD, MBA and an honours degree in Science

Healthcare consultant. Past Interim CEO – IPC Community Health; Transitional CEO at the Eastern Melbourne PHN; Inaugural Victorian State Manager Australian Health Practitioner Regulation Agency; CEO of Medical Practitioners Board of Victoria and General Manager of the Royal Dental Hospital of Melbourne.

Directorships include Board of De La Salle College; Victorian Pharmacy Authority Board.

Special responsibilities: Chair of Risk, Quality and Clinical Governance Committee.

## **Ms Marguerite Abbott - Deputy Chair (July to October 2017)**

R.N, B. App Sci (Nursing), FACN

A Registered Nurse with extensive experience in nursing and senior executive roles across metropolitan health networks.

Special responsibilities: Member of the Risk, Quality and Clinical Governance Committee.

## **Dr Andrew Batty**

B Med Sc, MBBS, FRACGP, DRANZcog

A General Practitioner and partner in the East Bentleigh Medical Group.

## **Mr James Arbuckle - Chair of Finance and Audit Committee (July 2017 - October 2017)**

CPA

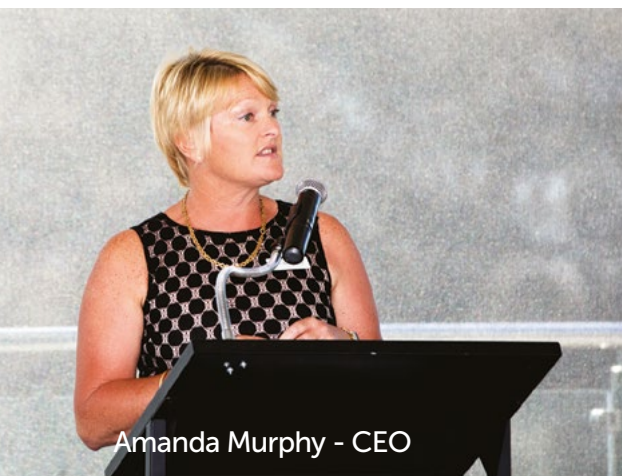
Has extensive experience in the building industry.

Special responsibilities: Member of the Finance and Audit Committee.

## **Mr Thomas King - Chair of Finance and Audit Committee (October 2017 to June 2018)**

GAICD, CA, B BUS (Hons), B Com

More than 20 years' experience growing successful businesses and delivering transformational programs across Asia, Europe and Australia. Senior executive positions in Finance and Operations at AXA, ANZ Bank and currently Australia Post. Has a strong focus on governance and control that balances business objectives.



Amanda Murphy - CEO



Lars Schiphorst



James Arbuckle



Andrew Batty



Stuart McCullough



**Mr Stuart McCullough**

GAICD, BA, B Law

CEO of the Victorian Hospitals' Industrial Association. Extensive experience in industrial relations spanning 15 years.

**Mr Graham Ludecke**

MAICD, SF Fin

Joined the Board in 2013. Retired Banker, holding various senior banking positions at NAB, including international postings. Chair of Sandringham Community Financial Services Ltd; Committee Member, European Business; Sandringham Hospital Fundraising Steering Committee; President, Black Rock Sports Auxiliary Inc. Life Governor, Sandringham Hospital 1981.

Special responsibilities: Member of the Finance and Audit Committee.

**Ms Trish Dito**

RN, Certificate of Nursing and Management

Operations Director/Director of Nursing, Casey Hospital and Cranbourne Care Centre Monash Health. General Medicine Program Nurse Director, Monash Health. Registered Nurse with extensive clinical and managerial roles across metropolitan health care networks.

Special responsibilities: Member of the Risk, Quality and Clinical Governance Committee.

**Ms Sally Howe**

GAICD, Post Graduate Health and Management, RN

Joined the Board in 2017. Director of Business and Service Development at Cabrini Health. An experienced leader with postgraduate qualifications in health, governance and business management in the private health, primary and community health sectors. Directorships include the Inner South East Metropolitan Partnership and Chair of the Southern Melbourne Primary Care Partnership.

**Ms Micaela Driberg**

GAICD, BAppSc, MHSc

Joined the Board in 2017. Lecturer at Monash University, School of Public Health and Preventive Medicine.

A former Mayor and Ministerial Adviser with qualifications in health, governance, engagement and training. Experienced in government relations, health promotion and community engagement.

Special responsibilities: Chair of the Participation and Engagement Committee.

Absent: Trish Dito



Thomas King



Micaela Driberg



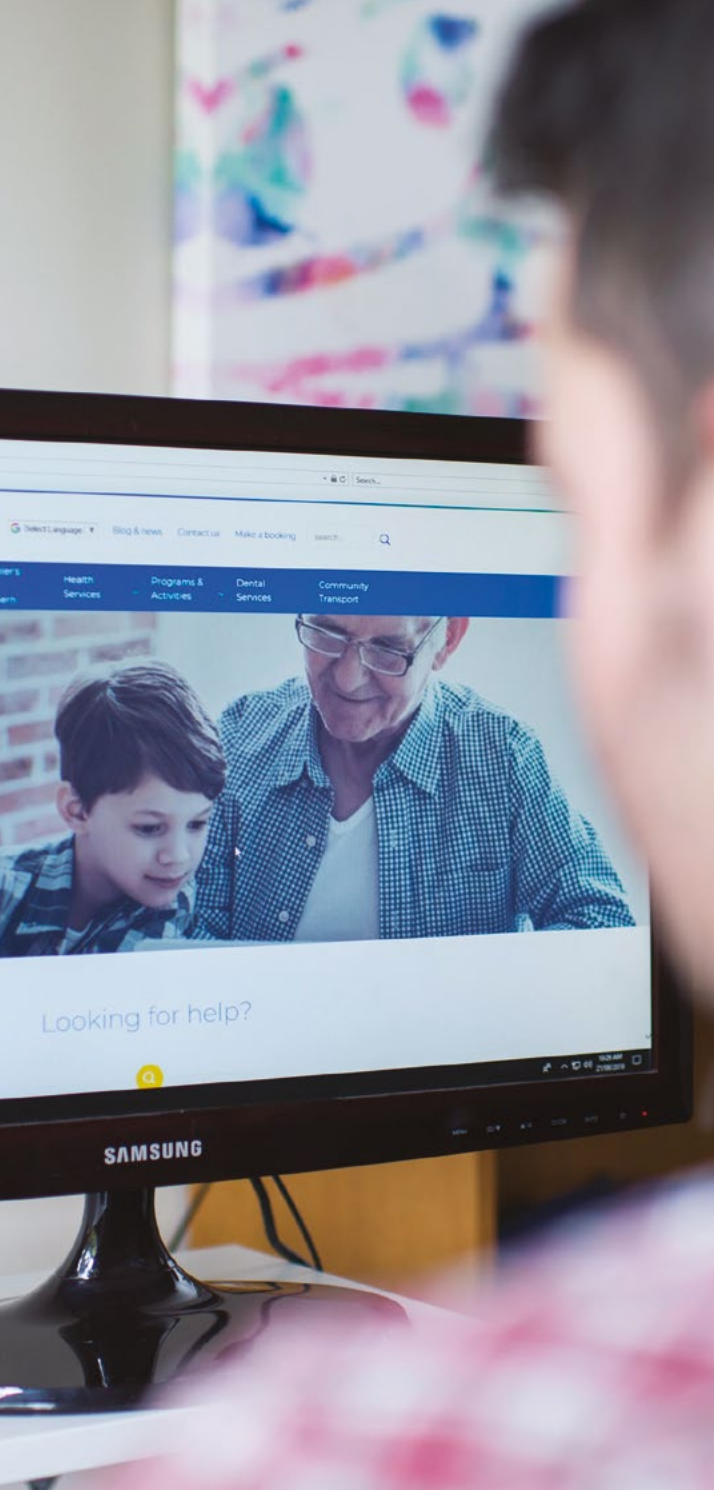
Marguerite Abbott



Graham Ludecke  
and Sally Howe



Richard Mullaly



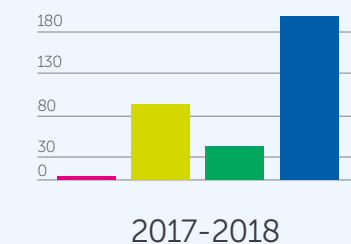
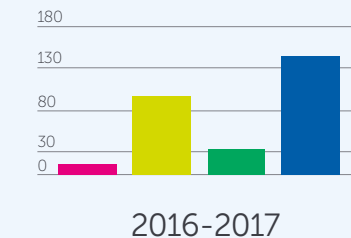
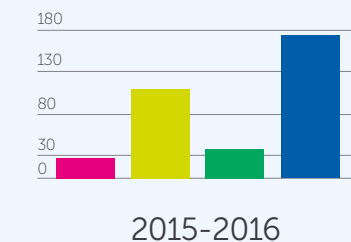
## Client feedback

It is vital we provide all clients an opportunity to give feedback about the service and care they receive. Compliments, suggestions and complaints are valued and monitored to help us keep improving services.

We received 95 compliments on the work of our staff, expressing appreciation for their commitment, care, encouragement and compassion. Complaints are taken seriously, with outcomes and improvements reported back to clients. We received 44 complaints this year, with an increase in concern about parking being recorded.

*"I would tell a friend or family member to come because it's a good supportive environment that allowed an easy conversation and the ability to feel immediately comfortable".*

Total feedback by number



- Suggestions/Comments
- Compliments
- Complaints
- Total feedback received.



## Connecting our brand

Using our brand to better communicate with our existing and potential clients is important.

We have invested in new signage at both our Bently East and Cheltenham sites to help make us easier for clients to find and raise our profile in the community.

Our website can now be translated into more than 20 languages so more people can have access to our information. We have also introduced our eNewsletter *Healthy Together* that can be subscribed to from our website. This sends information to a growing list of subscribers about what is happening at Connect Health & Community. It also offers interesting articles about health and wellbeing from our new blog that helps our clients to lead healthy lives.



Our brand makes us easily identifiable

We welcome feedback  
from our community



## Connecting with clients

In November and December 2017 our clients were invited to provide their feedback on us in the Victorian Healthcare Experience Survey. Surveys were provided in multiple languages.

### Our Clients

69%	Female
68	Years of age (average)
81%	Spoke English at home
2%	Identified as Aboriginal and Torres Strait Islander
41%	Have been using our services for more than 4 years
67%	Rated their health as 'very good to good'

### Your responses showed us areas we can improve:

33%	Of clients would like written information in more languages
54%	Said they would not know how to make a complaint
9%	Of clients would like help to set goals
7%	Would like to have received a written copy of their health and wellbeing plan

### Where we rated at, or above, the State average:

100%	Health staff discussed my care plan with me
98%	Polite and helpful reception staff
94%	Received very good to good care
93%	Provided privacy during appointments
93%	Felt comfortable about raising issues/ asking questions
91%	Compassionate staff



## Connecting with staff

We survey staff bi-annually on their experiences within our organisation. Results are benchmarked against other community health services, and help us identify our strengths and areas for improvement. The survey is anonymous and open to all employees, with 52% responding in 2018. We are addressing identified issues to ensure we are a great place of work for our employees.

### Overall the results have been positive:

95%	sustaining a high level of public trust is important
95%	human rights are valued
95%	work colleagues have a positive attitude towards diversity
92%	workgroups strive to achieve client satisfaction
88%	I would recommend a friend or relative be treated here
86%	management drives a safety-centred organisation

### Opportunities for improvement:

- Encouraging and supporting good work/life balance
- Inspiring staff to do the best in their jobs
- Acknowledging change and how the change will impact
- Receiving adequate recognition for my contributions and accomplishments
- Assessing work performance against clear criteria.



Our staff are committed to the best service for our clients



A new sense of community

## Connecting with healthy housing

People living in areas of greater socio-economic disadvantage can have poorer health.

Connect Health & Community worked with the Bayside Community Development Working Group with representatives from the Bayside Engagement Project, to help residents in the Bluff Road public housing estate improve their health and wellbeing.

With the aim of increasing social engagement and access to support services within the estate, the working group developed a door-knock survey and connected with 30 residents who provided feedback on the issues that concerned them most.

Residents identified the key areas of focus to include an emphasis on: safety and conflict between residents; social isolation; infrastructure improvements and a lack of access or engagement with service providers.

We then developed a plan for addressing these issues and leased a two bedroom unit from DHHS to provide a safe and welcoming space from which we could deliver a range of projects to help address residents' concerns.

Some of the activities included:

- Social groups and workshops, including monthly lunches, a breakfast and school lunch-making program, maternal and child health clinic, library outreach and an art group;



- Bi-monthly BBQs to provide an opportunity for community connections in a non-threatening environment;
- A monthly community newsletter to build regular communication with residents; and
- A Resident Advisory Group to gather resident feedback and build community engagement.

Creation of the Resident Advisory Group demonstrates a new community of trust, with members working with the project team to support and participate in opportunities on the estate.

The project is still in its early stages with engagement levels increasing significantly as residents become familiar with the new activities, suggesting new communal activities and providing positive feedback on the project and its impact on their lifestyles.

### Bluff Road Estate Art Group

Formed in response to residents' requests, the Art Group offers a supported space for people to create, share stories and concerns, learn new art techniques and develop ongoing skills. The Art Group meets Tuesdays as part of the Castlefield Community Centre, which is supported by Connect Health & Community.

*"It's a great opportunity to make new friends and express myself through art, be proud of achieving something and best of all, makes me feel great!" - Resident/Artist*



Getting together,  
getting creative



Jill is managing well



## Jill's story

Jill was referred to our Occupational Therapy Service because her medical issues were hindering her everyday tasks. Jill is over 70 years of age and experiences pain, difficulty walking or standing for long periods, tiredness and other symptoms. Because of her medical condition tasks will continue to become more difficult, so we assisted Jill with equipment and basic home modifications to increase her safety and independence.

Connect Health & Community applied to the State Wide Equipment Program for funded equipment to help Jill achieve her personal goals. One application was for an electric-lift recliner chair. This allows her to raise her painful feet and relax in comfort. She can also use the 'lift' function of the chair to help her stand by herself. A kitchen stool was another funded item. This allows her to prepare meals while seated, regaining some of her independence.

Jill is also at risk of falls, so rails were installed around her home, including the back steps, to increase her safety and confidence.

Unfortunately, Jill has also experienced financial stress and appreciated a referral to the *No Interest Loan Scheme* run by Good Shepherd Microfinance. This program lends money (up to \$1200) to eligible people on low incomes to buy essential goods and services, using a no-interest payment plan. Jill used her loan money to buy a roadworthy car – vital for her to attend medical appointments.

Jill expressed her appreciation for the perceptive and caring approach taken, and the fact that our Occupational Therapy service is changing her life so much.



Jill has an increased sense of independence

## Integrated care, connecting with clients' needs

Since 2015, Connect Health & Community has been working with clients to develop an 'integrated model of care.'

This approach to care allows us to deliver services based on a client's life goals (instead of treating individual ailments) and results in our team members working together to help the client achieve those goals.

We have continued to build these principles into our business and aim to have 90 per cent of clients supported through integrated care plans by 2019.

An example of an integrated care plan would be one created for a client who wants to be able to walk to the local café to meet friends for coffee, but sore feet from corns and a painful knee makes it hard for them to walk there.

In this case, the physiotherapist and the podiatrist would work together with the client to help manage the pain, so the client can have the social contact that is important to them.

The clinicians would meet as a team to talk about how to meet this goal and may involve other members of the organisation if needed.

For example, the client might want to see a dietician if they want to learn about improving their nutrition and making healthy food choices at the café.

By replacing a treatment plan approach with a plan that reflects a connection to their life, we have been able to make an integrated improvement to the client's life.

Both the client and the clinician are then able to track how success is progressing.

Integrated care plans are rolling out across the Older Adult team and the Child Youth and Family teams.



Clients can maintain their lifestyles



## Connecting with the NDIS

The National Disability Insurance Scheme (NDIS) came to the Bayside Melbourne area in April 2018. The Scheme aims to give people with a disability greater choice and control over how their support and services are delivered.

During the year, Connect Health & Community became a registered NDIS provider for Early Childhood and Therapeutic Supports, and began delivering our services to local families. The first area of service delivery was child speech pathology and adult occupational therapy.

Over the coming year our services will expand to other allied health services, including early childhood intervention support, psychology, physiotherapy and exercise physiology, among other personal wellbeing activities.



We are a  
registered  
NDIS provider

# Connecting with our youth

Over the past year, the Child Youth and Family team has engaged with young people from across the municipal areas of Glen Eira, Bayside and Kingston. We work to help keep them connected to their family and communities, exercising healthy life choices and making sure they are in safe and stable housing.

## Sexual Health

Our Community Health Nurse has hosted sexual health sessions for young people in a range of community settings, including schools, supported accommodation (mental health), housing and drug/alcohol services across the community.

Participants came from a range of backgrounds, and sessions have been well received by young people. They appreciated getting access to vital information, from an impartial educator who is available to help them through one of the most challenging stages of youth development.

Education forums held in schools have been well received, sharing the latest sexual and reproductive health research, risks and methods, and strategies for students to adopt.

One school teacher commented, *"It was clear, sitting in on the session, that at least a few students still believed the myths around some sexual practices. Even their knowledge around their own reproductive body parts appeared limited. Increased knowledge in these two areas means our young people who are sexually active will be better able to protect themselves."*

## Counselling

Connect Health & Community has also provided a range of counselling, casework support, referral, and community health and wellbeing projects to help young people throughout the year.

In April 2018, we announced an exciting new community partnership with Ormond Junior Football Club (OJFC). A youth and family wellbeing blog and resource, A Path to Follow – the OJFC Youth Mentor Program, aims to support the wellbeing of young people through their common passion for footy. The number of young people quickly engaged in coaching and mentoring roles demonstrated a great

connection between the objective and theme. On the ground, the smiling faces of both players and mentors have demonstrated that the program is working.

## Feedback

It has been pleasing to receive feedback from the young people we have worked with throughout the year. Their progress and willingness to recommend our help to others facing similar experiences is most rewarding.

### Client 1

*"I was very unmotivated, borderline depressed and hit a big low in my life. 'Lost' is the word I'd use. Effie taught and gave me skills to deal with the problems one by one. She helped me grow as a person and equipped me with tools for life. What I found most helpful were the skills she gave me for how to deal with family and situations. I will use them for the rest of my life. Effie provides you with the skills to glide through life and understand yourself. I love her and thank her so much for making me the person I am today!"*



## Client 2

*"My mum told me about Connect Health & Community. I had problems with aggression, fighting and dealing with my dad. My counsellor helps me understand situations and how to deal with them. Now I am enjoying exercise, watching football and looking for work. I have found the support from Connect Health & Community easier than other help I've had before because the worker is younger and from outside school. Because of them I have learned how to understand, manage and control my actions."*

Connect Health & Community looks forward to working with young people (between 12 and 25 years) in our community over the coming year, and connecting them with help and support to ensure their bright futures.



Our counsellors are caring  
and understanding

# Primary Health

The Primary Health team, working across the organisation and with community and government partners, has continued to improve coordinated and effective care for our community. Staff have worked to increase our understanding of the complex health and wellbeing needs of our diverse catchment.

Highlights include:

- Improving access to counselling and mental health services, with extra funding from the South Eastern Primary Health Network. We have served an extra 201 clients and provided an additional 1485 sessions under this program in 2017/18. We also received additional funding to support people in the new 'Stepped Care Model' for mental health clients for the next two years. This will increase our capacity to see clients with a variety of mental health needs.
- Improving access to our range of services with streamlined screening, booking and reception support processes.
- Expanding work on public housing estates in the Bayside area through the Bayside Community Engagement Project that helps some of the more vulnerable members of

our community living in public housing. See our 'Healthy public housing' story on p. 16.

## Older Adults Team

A key focus has been the improved care planning for clients with complex needs, through the introduction of the Integrated Model of Care that focuses on the allied health needs of the client.

## Child Youth and Family

We have extended our 'fee for service' program for children with communication and language concerns. This new service, called 'Happy Hippos', offers our professional paediatric speech therapy to a broader market across our catchment area. The team also continued to improve its integrated care processes to enhance service delivery across all programs and services.

## Service system support

Our staff expanded their support to help clients navigate the diverse service systems and health providers available, to ensure they can access the help they need.



We have increased access to speech therapy



## Living Well project

Chronic illness is a major issue in Australian Primary Health, affecting 1 in 2 Australians.

Common chronic diseases include arthritis, asthma, cancer, obstructive lung disease, diabetes and viral diseases such as hepatitis C and HIV/AIDS. Sadly, one-third of these illnesses could be prevented with practical health care and support.

In the past year, Connect Health & Community helped members of the community who are suffering from long-term illnesses but not receiving any chronic disease care support. We identified sufferers and connected them with the health care services they needed. During May 2018, the Living Well project connected 106 new clients with healthcare services they had not used before, and a further 140 clients

attended free community education sessions. The project helped us measure the health literacy of participants and their understanding of chronic disease. We identified the complexity for sufferers trying to navigate community health, council services, chronic disease management, the National Disability Insurance Scheme, tertiary health services and other health care providers. To overcome this, we provided co-ordination that linked clients with services they previously did not know existed.

The Living Well project has strengthened our connection with sufferers of chronic illness and helped to improve their quality of life.



Clients access better health services

## Dental

We are proud to offer a range of dental services as one of 53 agencies participating in the Victorian Community Dental Program.

The program aims to improve the oral health of all Victorians, particularly children, vulnerable groups and those most in need. We operate a seven-chair dental clinic providing general, denture and emergency dental care.

Connect Health & Community is committed to delivering quality dental services for our clients. We are committed to ensure infection control standards are met and undertake regular audits to ensure a safe dental environment.

We comply with the National Safety and Quality Health Service Standards (NSQHSS) developed by the Australian Commission on Safety and Quality in Healthcare (ACSQHC) and consistently exceed our performance targets, resulting in some of the shortest waiting times in the State. Our policies and procedures for infection control are updated regularly and accessible to all staff members.

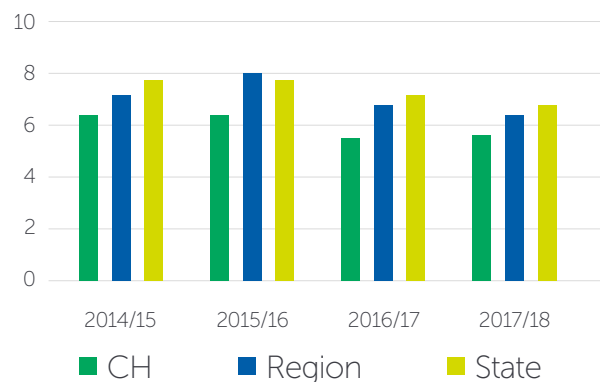
Our dental services meet stringent quality standards





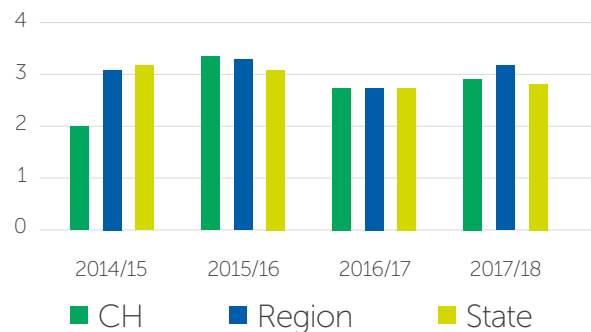
## % of Re-treatment of fillings within 6 months – Adults

Re-treatment rates show the quality of our fillings for adults are consistently better than those of the regional and state average.



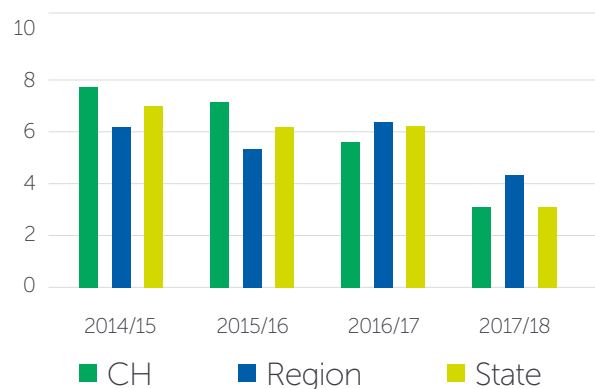
## % of Re-treatment of fillings within 6 months – Child

Re-treatment rates for children show the quality of our fillings compare well with the state and regional average.



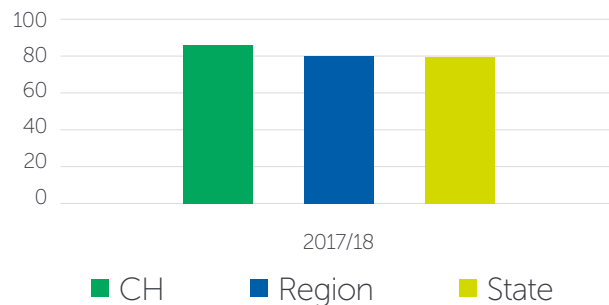
## % of Extraction of the tooth following root canal treatment

This data indicates the quality of our root canal treatments are consistently improving and out-performing the regional and state results as less extractions are needed after dental work is completed. The use of latest root canal equipment in the clinic contributes significantly to this result.



## % of Completion of root canal treatment within 6 months

New data introduced to measure completion of the root canal treatment shows that we are performing better than the regional and state average.

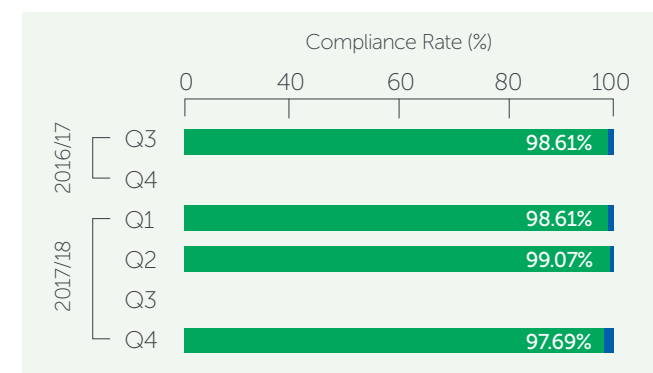


## Infection control – Internal audit

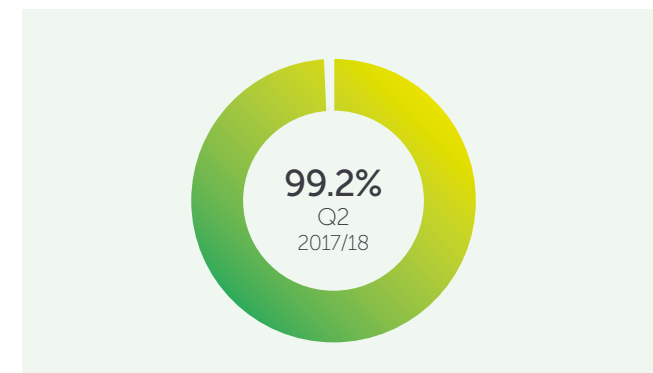
Infection control in the dental clinic is critical to everyday operations and our staff practice strict infection control guidelines.


Stringent internal audits are undertaken by a senior dental delegate from Connect Health & Community and the external audit is undertaken by an infection control officer from Dental Health Services Victoria.

Both charts show we met exceedingly high standards for infection control.



## Infection control – External audit (New measure)





Early signs of gambling harm

## Gambler's Help Southern

Gambler's Help Southern promotes wellbeing and reduces gambling-related harm through prevention, counselling, treatment and education. We have:

- Helped more than 1100 individuals and families with couples, group and financial counselling;
- Connected more than 100 individuals and families suffering financial hardship with the Recovery Assistance Program (RAP);
- Monitored poker machine venues' compliance to responsible gambling standards;
- Delivered more than 500 training and education sessions at 200 venues across our region;
- Forged significant service partnerships with:
  - Local community legal services, building their ability to recognise gambling disorders as a mitigating factor in sentencing;
  - Casey Hospital, delivering education sessions to their clients and medical personnel; and
  - A pilot project aimed at encouraging clients to disclose gambling-related issues to their general practitioners, and general practitioners to include gambling in their patient health assessments.

### Identifying harm early

Gambler's Help Southern works to improve community awareness and understanding of the harm from gambling - a topic that people are reluctant to discuss. Great effort is taken to find new ways to get people interested in, and talking about, the problem.

We joined 200,000 festival-goers at the 2018 Midsumma Carnival Day to share the message that 'Harm starts earlier than you think'. The aim was to give revellers the ability to recognise the early signs of harm, to help change attitudes and behaviours before the harm develops further.

In an innovative approach, community educators built a large three-dimensional survey machine featuring beans, funnels and jars showing five scenarios involving gambling. The unique equipment attracted intrigued crowds.

Once engaged, revellers were asked, "Can you pick the early signs of gambling harm?" Most participants were surprised to learn that every scenario showed evidence of gambling harm. The signs might seem small, but over time they build up so they should be spotted early.

More than 250 people visited the marquee and more than half participated in the survey. Less



than a third of participants identified the early signs of gambling harm. This invaluable insight into which early signs of harm people tend to miss was shared at the Victorian Responsible Gambling Foundation Community Educators Forum, and will help shape future activities.

Recent research found that 85% of gambling harm in Victoria is felt by people in 'low-risk' or 'moderate-risk' gambling categories.

### **Making wise choices an easy ACT**

During the year, Gambler's Help Southern offered our first group-therapy service called Wise Choices, providing support based on Acceptance and Commitment Therapy (ACT).

Wise Choices also gave clients an opportunity for peer support and de-stigmatising of gambling harm, by allowing them to discuss their shared experiences.

The program was a great success, with clients seen to be managing better in their daily lives.



Image courtesy of Midsumma





Meaningful moments for Maria

## Connecting with family and making friends

For most of us, family is everything. And for Connect Health & Community client, Maria, this is no exception.

In 2013, Maria made contact with Connect Health & Community needing help with transport to Springvale Cemetery so she could visit and tend to the graves of her husband, son and daughter-in-law.

It was here that she met Sam, a volunteer driver who soon became a helpful and supportive friend. Ever since, Sam has collected Maria from her home and taken her to the cemetery, where she pays her respects and cleans the monument dedicated to her loving family.

Maria lives alone, and the visits every three to four weeks have been an important cultural and personal connection for her, not only to family but also with our volunteer.

Always grateful for the service, Maria often sends Sam back to the office with treats from her favourite bakery (despite being told she doesn't have to do this) as a token of appreciation for having the support of one of our wonderful volunteers.

But Maria is not the only person who benefits from her engagement with Connect Health & Community. Sam is a big winner too. Since volunteering with the program six years ago, Sam has come to see Maria as a dear friend and gets great pleasure from helping with her cemetery visits and seeing her out and about.

*"I love being able to help Maria. It feels really good to see the happiness this important ritual brings her. I am so pleased to help make it happen. Don't they say 'There is no greater pleasure than making others happy?'" he said.*





Sam is an amazing support to Maria

# Community transport

Connect Health & Community provides community transport services to more than 338 residents across the Glen Eira, Bayside, Stonnington, Port Phillip and Kingston local government areas.

These services provide individual and group transport to help connect people to social, medical and cultural events within their local and broader communities. Our services are delivered by a team of five part-time staff and 55 volunteers, dedicated to helping clients maintain their independence, socialisation and connection to their community.

It is vital that our clients feel confident, connected and able to maintain some form of independence by being able to continue with their daily routines in their community. Our Community Transport team surveyed clients' experiences, needs and expectations so we could measure our success and identify ways to further improve.

The feedback from clients was pleasing, with satisfaction of our Community Transport service showing improvement across all measures.

*"If not for this service I could not attend my physio appointments."*

	Percentage Very Satisfied	
	2017 results	2015 results
Professionalism and courtesy of Volunteer Drivers:	100%	91.67%
Professionalism and courtesy of Volunteer Jockeys (assistants):	97.56 %	91.62%
Timeliness of services provided:	89.7%	82.69%
Cleanliness of vehicles	94.83%	85.74%
Satisfaction with the response from CT staff:	92.31%	75.77%

When asked what clients liked most about the Community Transport Service, comments were wide-ranging and indicative of clients appreciating, not only the service, but also the people who provide it. Many described the services as prompt, reliable, efficient, safe and 'a

wonderful service'. The comments made about the volunteer drivers were also outstanding, describing them as polite, kind, capable, friendly, caring, supportive and respectful.

*"A wonderful service, the people involved are marvellous."*

When asked whether clients had used other Connect Health & Community Services, 62% said they had (up from 55.29% in 2015) used one other service (not all of the services) and only 38% (down from 44.7% in 2015) had not used any of our other services.

When asked for suggestions to improve our Community Transport Service, there was only one suggestion – not surprisingly – for more volunteer drivers.

Connect Health & Community used a community grant from Bayside Council to respond to the survey and held a volunteer recruitment drive. This included promotional material in community spaces such libraries and cafes, and advertising through local pharmacies.



## What do our volunteers look like? You

Throughout the year the number of active volunteers fluctuated between 190 and 200.

Our youngest adult volunteer is 19 and our oldest is 93 years-old. We also have a group of 15-16 year-old Yarrabah students who help clients with gardening and window cleaning.

In the past year, our wonderful volunteers provided more than 24,674 hours of priceless volunteer help.

The majority of our volunteers support our hydrotherapy program, and the next biggest group is our Community Transport volunteers.

Our longest serving volunteer started with us on 30 June, 1979 and is still supporting us with invaluable help on our auxiliary 42 years later.

Our volunteers are the heart of our organisation, and without them we could not support all the clients who need our help.

*"The reliability and flexibility of the service is excellent."*



Our volunteer drivers  
wear 'high-vis' and a big smile

## Inspiring women

In March, we celebrated International Women's Day 2018 with a free community event featuring Olympian and ambassador for women in sports, Nicole Livingstone.

The event celebrated and recognised eight remarkable women from our community, whose resilience, connectedness and understanding in the face of adversity inspired us to create a collection of stories, 'Finding a way: Stories of inspirational women'. To request a copy, email [admin@connecthealth.org.au](mailto:admin@connecthealth.org.au).

## Family violence

We continue to work in both the prevention of family violence and supporting those affected by it. With training and support, we continue to identify and respond to the needs of staff and clients showing signs of family violence.

We are represented on committees led by the regional Women's Health Service for the Southern Metropolitan Region and work with the Southern Metropolitan Primary Care Partnership, contributing to its Family Violence and Elder Abuse working groups.

## Promoting health

We take a comprehensive approach to preventative health strategies and integrated health promotion. Working with primary care physicians, local agencies and local government, we increase the impact on local health and wellbeing by targeting the health priorities that cause the most preventable cases of poor health, where we can make the most difference. This gives us greater reach across the areas of: healthier eating and active living, tobacco-free living, reducing harmful alcohol and drug use; improving mental health; preventing violence and injury; and improving sexual and reproductive health.

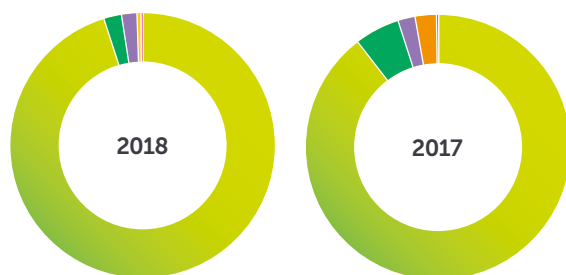


International  
Women's  
Day event



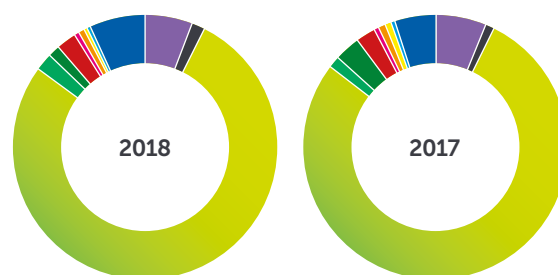
# Financial report

## Revenue and other income



- Grant funding \$11,574,660 (2018) / \$10,207,803 (2017)
- Patient fees \$244,540 (2018) / \$630,011 (2017)
- Interest income \$234,146 (2018) / \$231,090 (2017)
- Other revenue \$71,406 (2018) / \$306,842 (2017)
- Profit on sale of non-current assets \$21,384 (2018) / \$15,000 (2017)

## Expenses



- Materials and consumables used \$687,829 (2018) / \$644,953 (2017)
- Depreciation and amortisation \$190,359 (2018) / \$115,313 (2017)
- Employee benefits \$9,250,434 (2018) / \$8,661,585 (2017)
- Occupancy \$254,902 (2018) / \$156,909 (2017)
- Repairs and maintenance \$173,693 (2018) / \$349,608 (2017)
- Computer and network \$288,226 (2018) / \$265,767 (2017)
- Printing and stationary \$69,817 (2018) / \$56,783 (2017)
- Motor vehicle \$84,512 (2018) / \$94,724 (2017)
- Telephone \$45,740 (2018) / \$86,661 (2017)
- Memberships and subscriptions \$40,655 (2018) / \$56,872 (2017)
- Other expenses \$819,934 (2018) / \$548,681 (2017)

## Balance Sheet

Assets	2018	2017
Current assets	\$8,955,947	\$9,130,023
Non-current assets	\$864,130	\$366,641
Total assets	\$9,820,077	\$9,496,664

Liabilities	2018	2017
Current liabilities	\$5,269,253	\$4,976,729
Non-current liabilities	\$209,985	\$419,131
Total liabilities	\$5,479,238	\$5,395,860

Total equity:  
\$4,340,839 (2018) / \$4,100,804 (2017)

This is an extract of our Audited Financial Statements. A full copy is available on our website [www.connecthealth.org.au](http://www.connecthealth.org.au), [www.acnc.gov.au](http://www.acnc.gov.au) or call us on 03 9575 5333 for a copy.

We believe in building bright  
futures for our young people

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