

Healthy people. Healthy communities.



**Quality Account &
Annual Report**
2016/17



Janis Morgan
Finding a way – Intellectual property of the artist

Our cover

For International Women's Day 2017, Connect Health & Community with our partner organisations, Rotary-Bentleigh Moorabbin Central and Moorleigh Moorabbin, WHISE and Bentleigh Secondary College recognised the achievement of women. We created the "Finding our way" project.

The project highlighted the value of connectedness, diversity and understanding in southern metropolitan Melbourne through an Awards event and additionally the creation of the unique "Finding our way" artwork. The artist's work explores the journey of elder women from intersectional communities. The journeys of these inspirational women are being published in a collection of stories.

In featuring this piece of art in our report this year we can relate to our own journey of finding our way to best serve our diverse community.

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.



Contents

A year in transition	5
Strategic Plan 2016 - 2019	6
A little bit about us	7
Our values	9
Board of Directors	10
Ensuring quality and safety	12
Our brand in action	16
Primary health	18
Family and children	20
New services and equipment	22
Children and young people's safety and wellbeing	23
Prevention of family violence	24
Improving our connection with our community	24
Partnerships	25
Dental	26
Gambler's Help Southern	29
Valuing our volunteers	31
Acknowledgements	34
Financial report	36





A year in transition

On behalf of Connect Health & Community, we are delighted to present our combined 2017 quality account and annual report.

2016-17 has been a year of developing programs to assist our diverse community to lead healthier and happier lifestyles. It is our pleasure to work with our clients and broader community to continue to improve our services, valuing the dedication of our volunteers and our community partners by ensuring all are at the forefront of our planning. This report is one of the ways that helps us to keep clients, carers and community aware of our work.

We are also highlighting the steps that we have taken to transition not only our branding

from Bentleigh Bayside Community Health to Connect Health & Community, but also ensuring the quality and safety of our programs and our commitment to improve health outcomes.

This report adopts the direction from The State of Victoria, Department of Health and Human Services. Our demonstration of the actions taken in response to reporting outcomes has been prioritised in the selection of stories and case studies featured in the quality and safety sections of this report.

Our staff are passionate about the work they do and display our values of respect, responsiveness, collaboration and accountability.

We sincerely thank the Board, our Executive Management team, staff, Bentleigh Bayside Auxiliary and volunteers for their ongoing commitment to assisting our community.

Connect Health & Community looks toward a future of sustained and growing impact on the health and wellbeing of our community.

Amanda Murphy
Chief Executive Officer

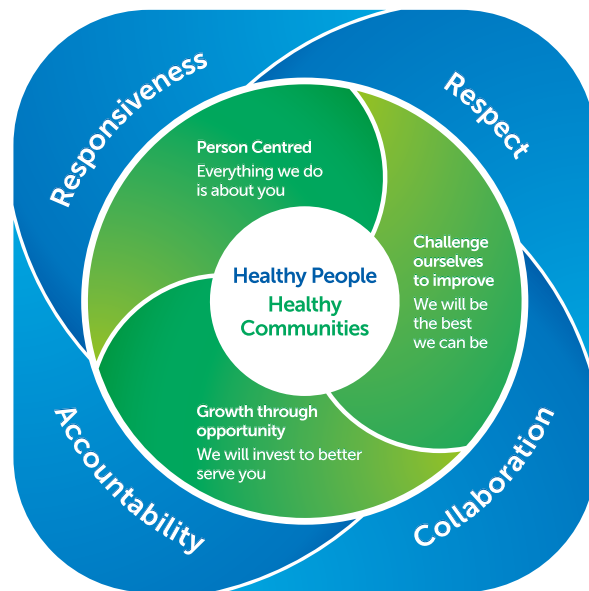
Lars Schiphorst
Chairperson
Board of Directors

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

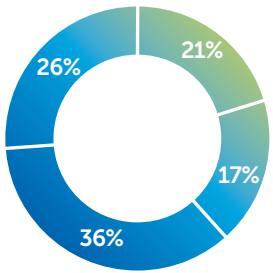


A little bit about us

Connect Health & Community has been providing healthcare and support services to all ages for 41 years.

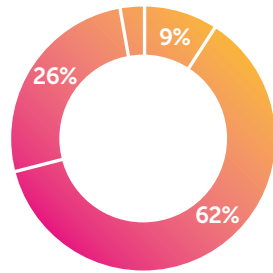
This year, we have provided 166,519 service hours to 14,910 people, across the South East Melbourne and Peninsula regions through our workforce of 150 staff and 200 volunteers.

Hours by service



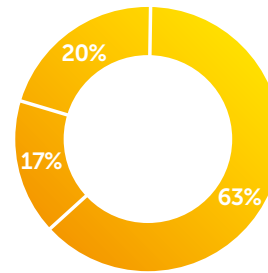
gambler's help: 25,502 (21%)
 dental: 21,399 (17%)
 primary health: 43,954 (36%)
 community transport/
 volunteers: 32,203 (26%)

Clients per program area



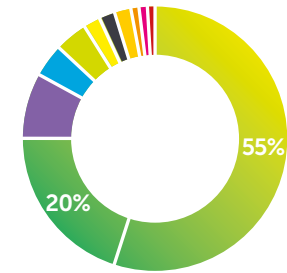
gambler's help: 1,068 (9%)
 dental: 7,585 (62%)
 primary health: 3,137 (26%)
 community transport/
 volunteers: 321 (3%)

Community transport



Internal/group
 transport 3,850
 External transport-
 TransAccess 1,006
 Driving change 1,240

Top 10 countries of birth



Australia: 55%
 Other: 20%
 Greece: 8%
 United Kingdom: 4%
 Italy: 4%
 China: 2%
 India: 2%
 Russian Federation: 1%
 Sri Lanka: 1%
 New Zealand: 1%
 Poland: 1%



February 2017 launch of indigenous garden, with a formal welcome to country provided by Caroline Martin

Our 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.



Board of Directors

Mr Lars Schiphorst - Chair (from December 2016)

Extensive experience across a wide range of industries, focussing in the not-for-profit health care sector. Directorships include Australasian Sonographers Association (external director), where he also serves as the Chair of the Finance and Risk Committee, and Member of the Governance Committee.

Ms Marguerite Abbott - Deputy Chair (from December 2016), Chair (July to November 2016)

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

A Registered Nurse with extensive experience in both clinical and management roles with metropolitan health networks.

Dr Andrew Batty - Deputy Chair (July to November 2016)

B Med Sc, MBBS, FRACGP, DRANZcog

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

Mr James Arbuckle - Chair Finance and Audit Committee

A Certified Practicing Accountant with extensive experience in the building industry.

Mr Stuart McCullough - Board Member

GAID, BA, B Law

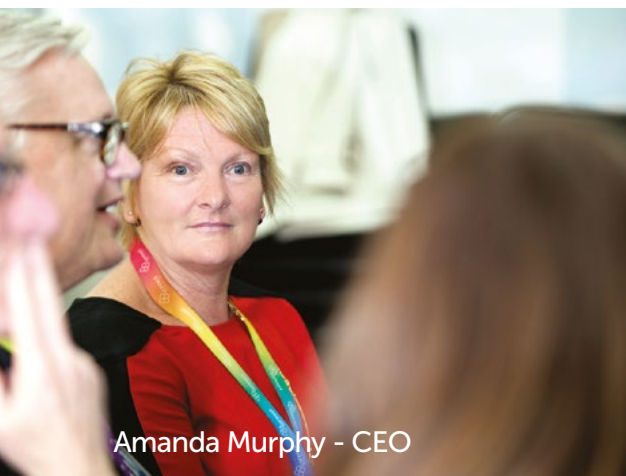
Experience: CEO Victorian Hospital's Industrial Association and previously Manager Advocacy Services of the Victorian Hospital's Industrial Association.

Extensive experience in industrial relations spanning 15 years.

Mr Graham Ludecke - Board Member

MAICD, SF Fin

Retired Banker, Graham held various senior banking positions with the National Bank of Australia including several international postings.



Amanda Murphy - CEO



James Arbuckle



Lars Schiphorst



Marguerite Abbott

Ms Trish Dito - Board Member

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 with metropolitan health care networks.

Mr Richard Mullaly - Board Member

GAICD, MBA and BSc (Hons)

Health sector consultant specialising in leadership, operations, regulation and policy development. Recent clients include the Australian and New Zealand College of Perfusion and Murray PHN. He was previously Interim CEO at IPC Community Health; Transitional CEO at the Eastern Melbourne PHN; Inaugural Victorian State

Manager at Australian Health Practitioner Regulation Agency (AHPRA); CEO of Medical Practitioners Board of Victoria and General Manager of the Royal Dental Hospital of Melbourne. Community Member on the Victorian Pharmacy Authority Board.

Ms Sally Howe - Board Member

GAICD, R.N., Post Graduate Health Management, Grad Dip Perioperative Services

A Senior health executive with background – private sector health economics and public and community health. Director of Business and Service Development at Cabrini Health. Current Chair of the Southern Melbourne Primary Care Partnership and a member of the Inner South East Melbourne Metropolitan Partnership Board. Also advises industry groups and is Chair of the Cabrini Health Community Dementia Cognition Steering Committee.

Special Committee Members

Mr Thomas King

GAICD, CPA, B Bus (Hons), B Com.

Special Responsibilities: Finance and Audit Committee member

Ms Micaela Driberg

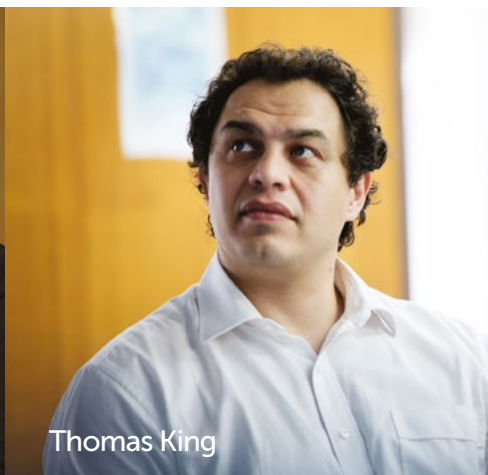
GAICD, B Health Sciences, Master of Health Promotion

Special responsibilities: Chair the formation of a new a Community Participation and Engagement Board Committee.

Absent: Trish Dito and Micaela Driberg



Stuart McCullough



Thomas King



Graham Ludecke
and Sally Howe



Richard Mullaly

Voice of the client

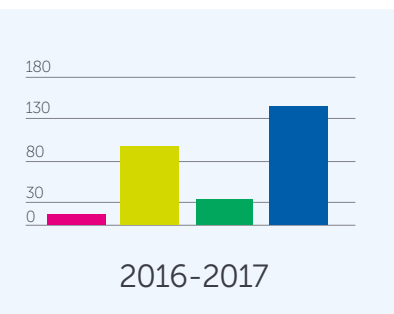
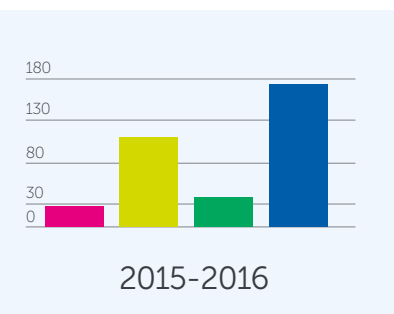
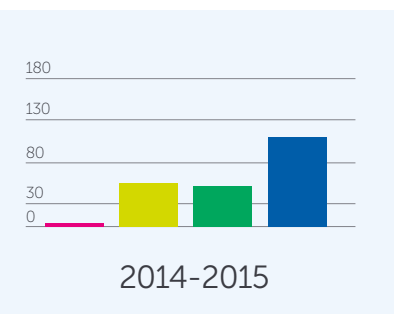
Listening to our community helps us to plan, design and deliver services to best meet expectation and need.

Feedback shows us that our values based culture is appreciated, with clients happy with the care and treatment they receive and clients acknowledging the professionalism, skills and caring attitude of our staff and volunteers.

We take complaints seriously. They are investigated objectively and proactively with actions implemented to improve outcomes. Results of feedback lead to continuous quality improvement opportunities and positive change.

Feedback is received in a variety of ways including from our Annual Report and Quality Account, feedback forms, staff and client surveys and direct feedback. All feedback is discussed and reported through a variety of meetings, committees, workshops and the Board of Directors. A response is provided to individuals as requested, and feedback provided to workforce members.

Total feedback by number



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



Accreditation

Monitoring our services gives confidence to our clients, staff and community. We follow a structured reporting process to meet all accreditation requirements with a specific focus on ensuring our quality systems and practices meet or exceed accreditation requirements. During the past 12 months we have achieved organisational accreditation against the following Standards:

National Safety and Quality Health Service (NSQHS)

– In 2016 our Dental program was successful in each of the six standards. Some of our areas of strength as identified by the assessors were:

- Strength of its monitoring and reporting systems and processes to identify risks, trends and opportunities for service development
- Staff development, access to training and supervision, reflective practice and performance review in relation to safety and quality
- Commitment to evidence based practice for improving the safety and quality of services.

Quality Improvement Council (QIC)

– Across the organisation we successfully met all standards and 'exceeded' in the area of

Community and Professional Capacity Building. Assessors identified strengths including:

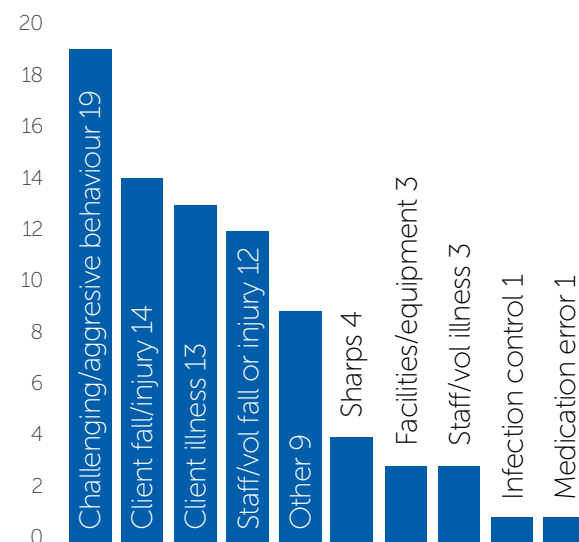
- Clinical governance
- Risk management
- Organisational culture
- Professional development.

Community Care (CC) - In March 2017 we were successful with a review of the following services under the Commonwealth Home Support Programme (CHSP): Allied Health and Therapy; Community Transport; Nursing; Other Food Services; Social Support – Groups.

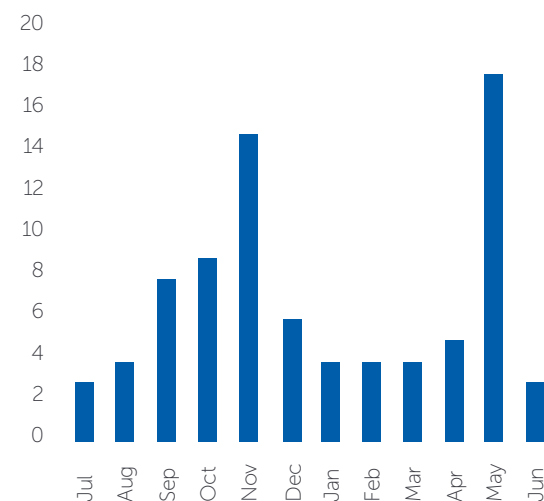
Incident reporting

Connect Health & Community maintains its commitment to workplace safety, ensuring the wellbeing of our workforce, clients and visitors at all times. The number of reported incidents and hazards continues to be relatively low and this is a reflection of our commitment to a safe work environment. We have noted an increase in reports of aggressive/challenging behaviour with training and learning modules implemented to provide staff the skills to deal with this behaviour. Our workforce has a greater awareness of their health and safety obligations and proactively reporting any concerns.

Number of incidents by type 2016-17 FY



Total incidents 2016-17 FY

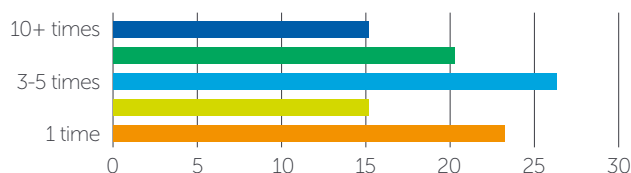


Victorian Health Experience Surveys

The Victorian Healthcare Experience Survey (VHES) is a state-wide survey of public healthcare experiences. The surveys are distributed in multiple languages to allow all our clients to have a say. Of the people who responded to the survey 63% were female with 34% male. The average age of respondents was 73 years, with 79% of respondents speaking English.

Of the people surveyed responses indicated they had attended our services on multiple occasions during the year. The majority of our clients have regular and long standing relationships with us.

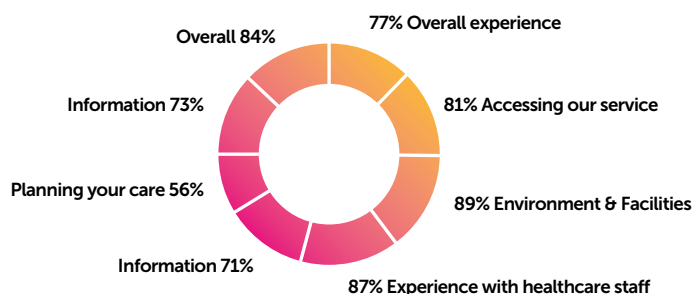
Number of visits during the 12 months



Eight key topics were surveyed, each with a number of sub-headings/questions. Some of the questions included:

1. Overall experience
2. Accessing the health service
3. Environment and Facilities
4. Experience with health workers
5. Teamwork
6. Planning your care
7. Information
8. Overall experience.

The graph demonstrates the level of satisfaction in each of the eight areas.





Our brand in action

We created a brand to reflect the opportunities to deliver new and expanded services. Putting our new brand to work began by supporting the organisation in its transformation in a changing environment to attract new customers, partners and top talent.

We started with a focus on updating materials that included brochures, signage and our website. This included the involvement of clients who provided feedback on design and content.

Brochures were written and designed to reflect our “open house” message of providing services for a diverse and geographically broadening community. To help them contribute, staff were engaged in an easy English workshop to help them understand literacy from the client’s point of view.

Addressing a range of literacy levels, client focused language was used to make information accessible, understood and shareable. With thanks to staff volunteers and clients, images of real people were used to

openly communicate the welcoming nature of our services.

Banners, signs and even our vehicles received an updated look, while reception staff donned a brighter updated uniform.

The transition from the old website to new within a month was made possible with the support our workforce.

Key Achievements:

- Initiated the rebranding of the organisation
- Staff, volunteer and clients engaged in the creation of collateral
- Plain English language was developed
- New branded stationery and brochures
- New website design built and transitioned within a month
- Stage one of signage project completed.



Primary health

Our new “Integrated Model of Care” project will streamline services to clients requiring complex coordinated care. Implementing the new model addresses our strategic goals in improving access and simplifying pathways to services for all clients.

We continue to partner with other community agencies to assist some of the more vulnerable members of our community who reside in public housing. We have met with residents directly to better understand their needs and plan better ways for them to use our services.

To provide improved access to counselling we have also added an extension to our counselling service funded by the Department of Health (via the South Eastern Melbourne Primary Health Network).

Our focus is on increasing client’s activities in the community or in their own home, which significantly improves their wellbeing and their ability to maintain contact with friends and family.



Micki enjoys shopping locally

Micki's story

"My name is Maria, but people call me Micki.

At age eight, I waited at the airport for my mum to return from six weeks in Holland, after a visit to her home town; my siblings and I were very excited to see my mum. When she saw me she didn't recognise me at first because I had lost a lot of weight in such a short time. She took me to the doctor at the first chance she got. He did a urine test and finally said that I "may" have diabetes. This was in spite of my dad taking me to the doctor numerous times while mum was away and being told that I was just missing my mother. The doctor said to my dad not to worry. 'They will have a cure in five years'. It is now 45 years later."

As a child Micki's life changed dramatically after being diagnosed with Juvenile Onset Diabetes (as Type 1 Diabetes was known then). At first there was urine testing at all times of the day, then it was finger pricks to monitor her blood

sugar levels. She had to learn to inject herself with insulin several times a day, every day – a necessity that continues today.

As an adult Micki had a busy life at work. At home she loved making furniture and wooden toys in her shed. About 12 years ago however, she experienced a major setback to her health. Since then, there have been a number of other challenges to contend with on top of her diabetes.

Micki's introduction to the team at Connect Health & Community was through our Podiatrist. She has also benefited from other community health services at various times such as Physiotherapy, Occupational Therapy, Dental, Community Health Nursing, Diabetes Education, Dietetics and Counselling. She is a familiar and smiling face around our building.

With the support from the team at Connect

Health & Community, Micki has seen her life become a little easier. She contemplates a future in which she will be able to turn her mind and hands back to the pleasure of woodwork. Meanwhile, she continues with the daily struggle to manage her diabetes and remain independent while inspiring and motivating others to do the same.

Family and children

Play Connections, a specialised play group program, continues to support families and children in our community through professionally facilitated social and play focussed activities. This support is provided by our community health nurse and the Allied Health Assistant and supported by Glen Eira Council.

Through the Child First Program we continue to work with families and their children both on an individual level and in group settings to help support parents in challenging times.

Allied health assistants improve our services

Our Allied Health Assistants are supporting our Health Professionals by filling gaps and expanding our services. Our team is now faster in providing current services and offers more varied services to more children. For example our Allied Health Assistants supported the Speech Pathologist in term one and the Occupational therapist in term two to prepare, run and assess the group at the centre. This group was previously run with an Occupational Therapist and a Speech Pathologist together. This allowed two additional groups to be offered onsite, with smaller numbers to encourage greater participation and improved outcomes.

Traditionally group sessions for children with developmental issues were held at our centre, leaving it to parents/carers to bring their children to us. After identifying an increased number of families who have not been able to bring their child to our service, this year with support from Allied Health Assistants, families with children enrolled within the same childcare

setting have been able to access this group at their own child care setting.

Outcomes

- Decreased time used by our Allied Health team in preparing and running groups which is now allowed increase services to children
- Allied Health Assistants involvement has meant more flexibility of staff available to run groups and reduction in cancellations due to illness.





New services and equipment

Exercise physiology

Introducing the Exercise Physiology Program was seen as an opportunity to improve our quality of service for both individual and groups. This allowed us to develop specific programs to meet the needs of our existing clients and provide partnership opportunities with local gyms.



Using technology to improve client home safety assessments

Providing quicker and more accurate home assessments means better outcomes for our clients. Having an iPad® on hand for our Occupational Therapists during home visits allows staff access to applications to take photos and measurements to be more efficient in developing solutions for clients.

Time is saved on drawing diagrams and using photographs as increased accuracy and the ability to provide clear instructions to installers. Information can also be uploaded directly into client records and viewed by other service providers.

Equipment in podiatry

Statistics show more than 4,400 diabetes related amputations are performed at Australian hospitals every year, most of which are preventable. These incidents contribute to the ever increasing cost of diabetes related complications which can threaten the long-term sustainability of Australia's health system.

The podiatry department purchased two Toe Brachial Index machines for conducting vascular assessment so as to improve our quality of service to clients with diabetes, by assessing blood flow in the feet. Leading to improved wound healing and reducing risks of amputation.



Children and young people's safety and wellbeing

In accordance with Child Safety legislation, Connect Health & Community have implemented organisation wide, evidence based practices that support our workforce in identifying and responding to risk and abuse.

We are implementing a number of activities to ensure that children and young people are safe in our organisation.

Our staff, volunteers, students and Board of Directors are all required to hold Working with Children Checks. We continue to develop procedures and adapt existing ones, changing infrastructure, updating risk assessment tools and practices across all teams with ongoing training to support children and young people's safety.



Volunteer Mentor, Mark with Yarrabah volunteers

Prevention of family violence

The prevention of family violence against women and children remains an important part of our work.

During this year we released our Family Violence Policy, developed associated workforce procedures and introduced Family Violence training for all of our workforce and students. Our referral system captures risks to support the safety of children and women.



Improving our connection with our community

With the assistance of local Aboriginal secondary students we planted our indigenous garden and installed flag poles at the entrance to our building. A formal welcome to country by Caroline Martin, cleansing ceremony and celebration was held. Local community members and guests recognised the traditional owners and custodians. the Boon Woorung people.

Deakin Institute of Koorie education scholarship - making it happen

An important pathway for aboriginal students was developed through a partnership of Connect Health & Community and the Deakin University Institute for Koorie Education.

A \$5,000 per annum scholarship was awarded to Iree Paul, a second year student studying a four year Bachelor of Nursing at Deakin Institute for Koorie Education.



Partnerships

The Bayside Engagement Project aims to work with residents of public housing in our Bayside community, we have:

- Provided engagement activities with local partnership group in conjunction with Bayside Council
- Surveyed of residents of public housing estates, to establish their health needs
- More families now have received access to improved service coordination with other agencies.



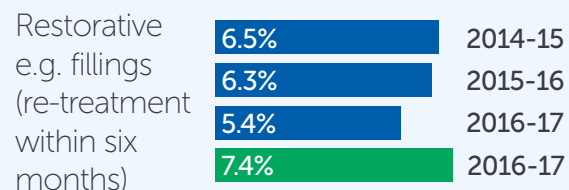
Dental

We operate a seven chair dental clinic providing general, denture and emergency dental care. The dental clinic is one of 53 agencies participating in the Victorian Community Dental Program. The program aims to improve oral health for all Victorians and to ensure the greater needs of disadvantaged groups are addressed.

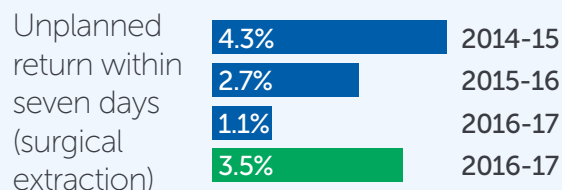


Monitoring quality

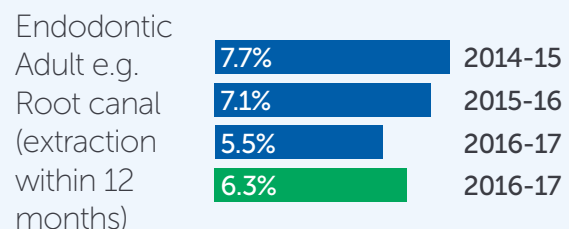
All our dental services met or exceeded the requirements of Dental Health Services Victoria. Extending our after hours services has allowed us to see extra patients and reduce waiting lists.



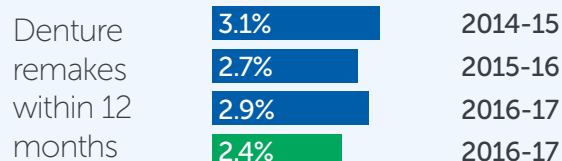
■ State average



■ State average



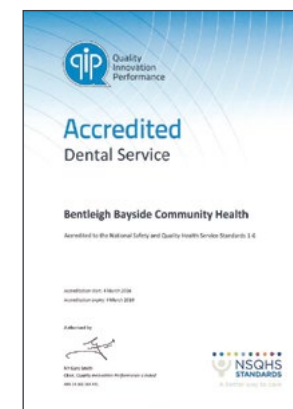
■ State average



■ State average

Infection control to keep you safe

We are committed to ensure infection control standards are implemented and undertake regular audits. We comply with the National Safety and Quality Health Service standards (NSQHS) developed by Australian Commission on Safety and Quality in Healthcare (ACSQHC). Policies and Procedures for infection control are updated regularly and accessible to all staff members.



Joanne's story

The first thing you notice about Joanne is her beautiful smile. It expresses her confident and bubbly personality and is a source of great pride for the mother of four.

Joanne credits the dental team at Connect Health & Community for giving her a new lease on life, but it hasn't been an easy road.

She first sought treatment for a recurring toothache and bad discolouration on her teeth. X-rays indicated that Joanne's teeth were in a very bad state and she required all her teeth to be extracted.

"That was a major shock. I don't know how I dealt with it. The dentist asked if I wanted to go home and talk to my husband about it. But the toothaches were just horrible so I said 'If we have to do it, I've got no other choice', what else could I do?" says Joanne. Over three to four weeks, Joanne had all her teeth removed.

"I had stitches up the top and it was so hard to eat. For the first three months I was just having soup and soft noodles that I could cut up, just baby food really, because I couldn't chew. Over the months, as my gums got harder, I could chew soft chicken if I cut it up. But I couldn't eat steak or anything really chewy."

After several months, Joanne was fitted for her dentures and Joanne is full of praise for the dental team.

"I went through hell but now I look in the mirror and I'm so happy. Even when I had my original teeth I was really shy because I had a few discoloured teeth on the side so I would just half smile, I wouldn't fully smile. It was a very hard road, but now, I can't stop smiling."



Gambler's Help Southern

Gambler's Help Southern at Connect Health & Community is the largest service provider in Victoria funded by the Victorian Responsible Gambling Foundation, and operating in catchment areas of Bayside, South-East, and Frankston Mornington Peninsula. About 1,400 clients received therapeutic and financial counselling during the last financial year.

The program operates across thirteen sites, offering the following free services: therapeutic counselling, financial counselling, community education and venue supports.

A significant component of our work includes assisting health and community services professionals to better identify and respond to people with gambling and related issues.

In September 2016, Gamblers Help Southern engaged in a collaborative partnership with St. Kilda Legal Service, aiming to highlight gambling

related harm as a contributing factor in client legal presentations. Since 2016, this partnership has made significant progress in assisting both lawyers and the judiciary to identify and understand the connections between the gambling related harm and offending behaviours (such as crime, debt and family violence) as a mitigating factor in sentencing.

In June we conducted our first 'Gambling and the Law' Professional Development Seminar for Lawyers.

Our experience revealed that many of our clients had presented for therapeutic and or financial counselling due to crimes in which problem gambling has been a contributing factor. Unfortunately some Lawyers and Magistrates were not recognising Gambling related harm as an issue for many reasons, including a lack of understanding of the

development of gambling problems and bias and societal stigma toward gambling.

This important work is timely and we are excited that it has been acknowledged by the sector. We will continue to roll out this training across the southern metropolitan region for community legal and private law firms.



John's story

John* 27, first came to Gamblers Help Southern for help regarding his problem gambling in March 2017. At the time, he was gambling daily at local pokies venues after work. He was also drinking heavily and smoking marijuana.

At first John did not believe in the value of counselling. Through counselling John gradually increased his self-awareness regarding his gambling, he was then able to reduce his gambling.

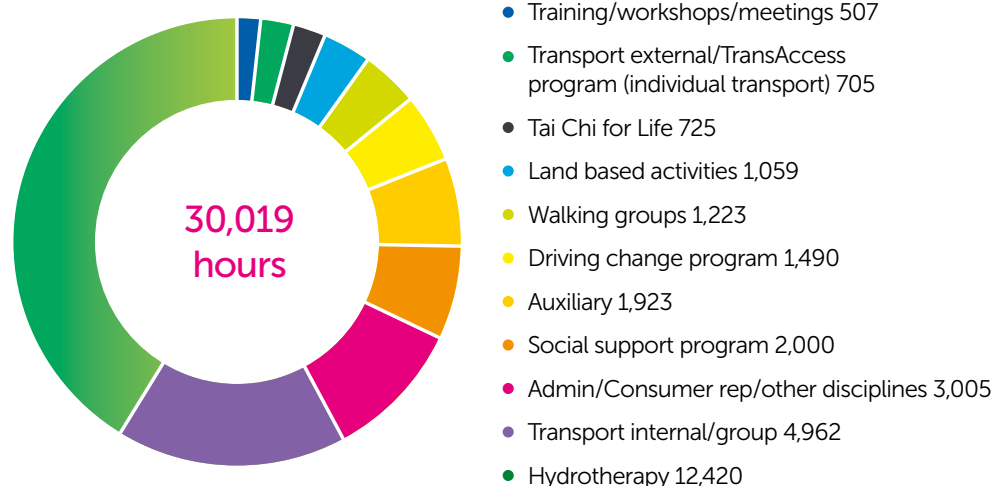
Once John had regained control over his gambling behaviour, he reported feeling a sense of control and peace return to other parts of his life. He continued to work with his counsellor to apply similar strategies to his drinking and smoking. He developed new skills and the confidence in being able to maintain his progress long term.

**Not real name*

Valuing our volunteers

The value of volunteering is much deeper, more fulfilling and far more important in contributing to a healthy and vibrant community than money can ever measure. The true value of our volunteers is embedded in their diverse skills, goodwill and their commitment to support Connect Health & Community programs, services and our community. It is crucial that we acknowledge volunteer time is a real donation more valuable than money and especially important when time is the only resource some individuals have to offer.

During 2016-2017 Connect Health & Community volunteers donated 30,019 hours.



Community Transport Services

2016-2017 – Volunteer Drivers and Jockeys delivered collectively 6,096 trips.

Driving change project

The Driving Change project, was a three year joint initiative with Cabrini Health. Funding enabled Connect Health & Community to increase transport options for disadvantaged people living in the Stonnington region allowing them to remain in their own homes for longer.

"I have been a volunteer driver for more than two years and I thoroughly enjoy the role. I have a regular pick up each Thursday morning and my client and I have become good friends. All of my volunteering is very rewarding and satisfying to me - I'm convinced that I get more out of it than those I serve" said Michael.

This model of transport required volunteers to use their own vehicles to transport frail older people. An immense amount of preparation went into planning the processes, systems and recruitment of volunteers. It also enabled us to deliver much needed regular transport to clients which was extremely successful and exceeded original expectations.

Driving change total number of trips

2014-2015 (service delivery commenced November 2014)	2015-2016	2016-2017
195	934	1240

Driving change total number of clients

2014-2015	2015-2016	2016-2017
16	38	56

Congratulations and thanks are extended to the volunteer drivers and staff who contributed to making the Driving Change project a success, and to Cabrini Health for funding the project, enabling clients to access our transport service.



How proud and satisfied are our volunteers?

At the end of 2016 we conducted our bi-annual Volunteer Pride and Satisfaction Survey. The survey was sent to 206 Volunteers.

Below are some results from 2016 with 2014 results added for comparison.

Please note our new brand name Connect Health & Community was not released until February 2017, hence BBCH (Bentleigh Bayside Community Health) was used in the survey.

2014	2016	Survey results
96.6%	97%	of respondents stated they were either proud or very proud to be a member of the BBCH volunteer team
100%	100%	volunteers would recommend volunteering to others
100%	95%*	of our volunteers stated that they feel valued by BBCH
99%	97%*	of our volunteers report that they derive high levels of satisfaction from their volunteering with BBCH
86.3%	89%	of volunteers stated the Volunteer Newsletter is valuable
94%	100%	of volunteers stated that they actually read the Newsletter
86.9%	95%	felt they are provided with adequate opportunities to provide feedback and make suggestions for improvement

* Our staff and volunteers are always working together to improve and develop methods to ensure volunteering with us is a positive and rewarding volunteering experience. It is extremely valuable to receive feedback and input from our volunteers, as it enables us to continue to improve and evaluate how and what we do and understand how we can better assist our volunteers to continue to enjoy their volunteering and their experience with Connect Health & Community.



Acknowledgements

Thank you to our community who have engaged with our organisation, our valued volunteers and staff who have dedicated their time, skills and passion to our organisation. We would also like to acknowledge the generous support from the many individuals and organisations which have assisted us in providing the best service possible without whom many of our achievements would not have been possible.

Our funding partners

Federal Government

Department of Health
Department of Social Services
Department of Infrastructure and Regional Development

State Government

Department of Health & Human Services
Dental Health Services Victoria
Victorian Responsible Gambling Foundation

Local Government

Our other partners and donors
Bentleigh Bayside Community Health Auxiliary
Southern Melbourne Primary Care Partnerships
South Eastern Melbourne Primary Health Network
Berendale School
Cabrini Health

Rotary Club of Moorleigh/Moorabbin
Roy Schirmer – Karinga Nursery
Lions Club of Beaumaris
Bentleigh RSL
Womens Health in South East (WHISE)
Bentleigh Secondary College
Monash University
Deakin University
Cairnmiller Institute
Bayside City Council
Bayside Peninsul Child First Family Solutions
Koolin Balit
Koolin Liang
Glen Eira Council
Mrs Marion Hagston
Mr John Wall
Ms Jenny Rogers
Ms Marie-Claire Ciseau

Congratulations Les

First time ever in the water - just weeks before turning 89



Financial report

Full financials are available by request. Please contact info@connecthealth.org.au.

CONNECT HEALTH & COMMUNITY ABN 70 136 370 422 DIRECTORS' REPORT

Meetings of Directors

Directors	Directors' meetings		Finance Audit Committee meetings		Risk, Quality, Clinical Governance Committee		Executive Committee	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Ms Marguerite Abbott	11	11	-	-	4	2	6	5
Dr Andrew Batty	11	9	-	-	-	-	5	4
Mr James Arbuckle	11	11	4	4	-	-	6	6
Mr Stuart McCullough	11	8	-	-	-	-	-	-
Mr Graham Ludecke	11	11	4	3	-	-	-	-
Ms Trish Dito	11	9	-	-	6	3	-	-
Mr Richard Mullaly	11	9	4	2	6	5	-	-
Mr Lars Schiphorst	11	10	4	4	-	-	1	1
Ms Sally Howe	4	3	-	-	-	-	-	-

CONNECT HEALTH & COMMUNITY
ABN 70 136 370 422

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

	NOTE	2017 \$	2016 \$
Revenue and other income			
Grant Funding		10,207,803	9,995,664
Patient fees		630,011	606,361
Interest income		231,090	212,616
Other revenue		306,842	124,234
Profit on sale of non-current assets		15,000	3,925
	3	<u>11,390,746</u>	<u>10,942,800</u>
Less: expenses			
Materials and consumables used		(644,953)	(563,143)
Depreciation and amortisation expense	4	(115,313)	(93,248)
Employee benefits expense		(8,661,585)	(8,583,298)
Occupancy expenses		(156,909)	(162,240)
Repairs and maintenance expenses		(349,608)	(395,116)
Computer and network expenses		(265,767)	(176,556)
Printing and stationary		(56,783)	(65,624)
Motor vehicle expenses		(94,724)	(95,384)
Telephone expenses		(86,661)	(82,511)
Memberships and subscriptions		(56,872)	(50,322)
Other expenses		(548,681)	(430,475)
		<u>(11,037,856)</u>	<u>(10,697,917)</u>
Surplus for the year		352,890	244,883
Other comprehensive income for the year		-	-
Total comprehensive income		<u>352,890</u>	<u>244,883</u>

CONNECT HEALTH & COMMUNITY
ABN 70 136 370 422

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	NOTE	2017 \$	2016 \$
Current assets			
Cash and cash equivalents	5	8,573,041	7,979,304
Receivables	6	479,976	192,451
Other assets	7	77,006	43,594
Total current assets		<u>9,130,023</u>	<u>8,215,349</u>
Non-current assets			
Property, plant and equipment	8	<u>366,641</u>	<u>344,976</u>
Total non-current assets		<u>366,641</u>	<u>344,976</u>
Total Assets		<u>9,496,664</u>	<u>8,560,325</u>
Current liabilities			
Payables	9	596,166	627,319
Provisions	10	1,098,152	1,259,397
Other liabilities	11	<u>2,812,173</u>	<u>2,285,971</u>
Total current liabilities		<u>4,506,491</u>	<u>4,172,687</u>
Non-Current Liabilities			
Provisions	10	<u>889,369</u>	<u>639,724</u>
Total non-current liabilities		<u>889,369</u>	<u>639,724</u>
Total Liabilities		<u>5,395,860</u>	<u>4,812,411</u>
Net Assets		<u>4,100,804</u>	<u>3,747,914</u>
Equity			
Reserves	12	869,231	229,332
Accumulated surplus	13	<u>3,231,573</u>	<u>3,518,582</u>
Total equity		<u>4,100,804</u>	<u>3,747,914</u>



Play Connections

Connect Health & Community

2A Gardeners Road, Bentleigh East VIC 3165
03 9575 5333

Unit 17, 347 Bay Road, Cheltenham VIC 3192

connecthealth.org.au

