

About us



Strategic plan 2021 -2022

Vision: Healthy People, Healthy Communities

Purpose: Your health goal is our goal

Values: Respect, Responsiveness, Accountability, Collaboration

Strategic Goals



Growth through opportunity

We will invest to serve our clients



Person Centered

Everything we do is about you



Challenge ourselves to improve

We will be the best we can be

Enablers

Engage with our community

Grow brand awareness

Develop our workforce

Improve our financial capability

Use technology to create efficiency

To achieve our strategic objectives the following projects were completed:

- Implementation of a new finance system capable of supporting full service delivery, improving operational efficiencies and future-proofing;
- Rebuilding our payroll system to integrate with the new finance system;
- Integration of Medicare-funded services as standard offering through new processes;
- Implementation of a digital customer experience system (integrating our Net Promoter Score) to provide better insights, enabling strategies to increase uptake of services;
- Implementation of reliable customer service response by integrating reception and intake teams;
- Stress-testing our business continuity system throughout the COVID-19 pandemic
- Continued partnership with the St Kilda Football Club Danny Frawley Centre capital development to increase access to hydrotherapy services.

Ongoing strategic projects throughout Connect Health & Community to deliver to the three strategic goals.



Annual Report
2020-2021



Connecting with our community

We are pleased to present our Annual Report for 2020-21.

In a year like no other, we've continued working to keep our community safe and healthy while negotiating the impact of the pandemic.

This document provides a financial and strategic overview of our business as we worked towards our vision of healthy people, healthy communities.

A full copy of our Audited Financial Statements will be available on our website connecthealth.org.au, acnc.gov.au or call us on (03) 9575 5333 for a copy.

We thank our supporters, our staff and volunteers for their ongoing commitment and the value they bring to our work.

Amanda Murphy
Chief Executive Officer

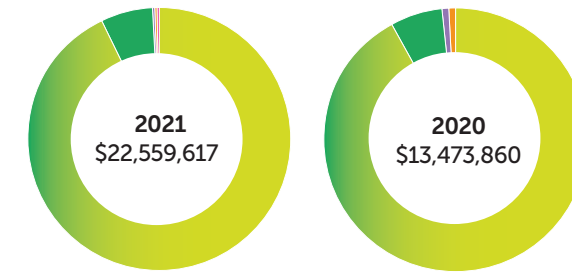
Lars Schiporst
Chair, Board of Directors



After 1 July 2020 our response to the pandemic has included local screening clinics, a vaccination centre and mobile response, the High Risk Accommodation Response and COVID Positive Care Pathway Programs.

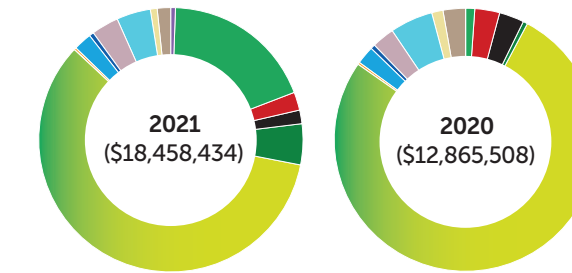
Financial report

Revenue and other income



- Grant funding \$20,909,825 (2021) / \$12,424,887 (2020)
- Patient fees \$1,491,954 (2021) / \$859,240 (2020)
- Interest income \$50,056 (2021) / \$112,301 (2020)
- Other revenue \$46,853 (2021) / \$77,432 (2020)
- Other income \$60,929 (2021) / \$0 (2020)

Expenses



- Advertising expense \$126,990 (2021) / \$29,415 (2020)
- Agency temporary staff \$3,415,186 (2021) / \$144,056 (2020)
- Computer and network \$411,264 (2021) / \$385,806 (2020)
- Depreciation and amortisation \$347,886 (2021) / \$381,263 (2020)
- Doctor consultation expense \$922,565 (2021) / \$67,185 (2020)
- Employee benefits \$10,853,721 (2021) / \$9,899,966 (2020)
- Finance cost \$7,106 (2021) / \$6,111 (2020)
- Management fees \$32,311 (2021) / \$25,974 (2020)
- Materials and consumables used \$435,274 (2021) / \$296,409 (2020)
- Motor vehicle \$74,046 (2021) / \$63,539 (2020)
- Occupancy \$613,786 (2021) / \$381,081 (2020)
- Professional and contractor fees \$784,879 (2021) / \$669,815 (2020)
- Repairs and maintenance \$155,260 (2021) / \$184,683 (2020)
- Other expenses \$278,160 (2021) / \$330,205 (2020)

Balance Sheet

Assets	2021	2020
Current assets	\$15,950,471	\$8,543,000
Non-current assets	\$1,242,410	\$1,267,059
Total assets	\$17,192,881	\$9,810,059

Liabilities	2021	2020
Current liabilities	\$6,284,470	\$3,040,651
Non-current liabilities	\$530,525	\$230,009
Total liabilities	\$6,814,995	\$3,270,660

Total equity:
\$10,377,886 (2021) / \$6,539,399 (2020)

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

Our services

- Cardiac rehabilitation
- Children's services
- Community nursing
- Community transport
- Counselling
- COVID response
- Dental
- Diet and nutrition
- Exercise groups
- Gambler's Help
- Hydrotherapy
- Medicare funded allied and mental health
- NDIS
- Occupational therapy
- Physiotherapy
- Podiatry
- Safe driving program
- Sandringham Ambulatory Care Centre
- Social support groups
- Speech pathology
- Youth support

We also invest in health promotion activities that enable our community to increase control over, and to improve their health.

Board of Directors



Amanda Murphy
CEO



Lars Schiporst
Chair



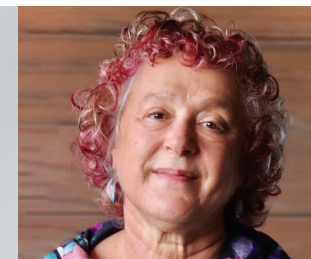
Sally Howe



Kalpesh (Kal) Desai



Micaela Drieberg



Sally Basser



Samantha Kolasa



Dr James Campbell



Richard Mullaly



Stuart Webb