

GP down south

Local health. Our business.

- 2019/20 -YEAR IN REVIEW

GP DOWN SOUTH LTD

ABN: 62 063 901 306 Website: www.gpdownsouth.com.au

BRONTE'S STORY

Bronte is a young woman who is working hard to overcome a severe mental illness. She lives in a small regional WA town and has been lucky enough to be part of a school based early intervention program which set her on a path to recovery.

Experiencing anxiety from a very young age she has struggled to cope within social settings, in school environments and with panic attacks associated with separation.

By age 14 she was experiencing depression that led to powerful negative cognitions and thoughts of suicide. In her own words, 'I was used to having anxiety but experiencing these new depressive symptoms made my anxiety feel twice as bad and early 2018 I spiralled deeper into existential crisis. I felt dissociated, the feeling of being separated from myself, and to this day I have no clear recollection of these 6 months of my life.'

Being so young, Bronte was naturally terrified. She didn't know what this meant, how to deal with THIS or where to go. She knew she had to get help, but logics and rational thinking go out the window when your mind is spiralling downwards.

Being part of the 3 Tier Youth Mental Health Program provided Bronte the map to start her road to recovery. The 3 Tier Youth Mental Health Program has been run in the Warren Blackwood for the past three years offering early intervention and prevention to year 10 students.

The Program provided Bronte the courage to find the support networks to help her. After participating in the Tier 2 workshops at her high school, she was able to speak to a local GP who then helped with a referral to see a psychologist.

'The 3 Tier program has assisted me in broadening my knowledge of mental health and has allowed me to realise that although I have a mental health issue, there is absolutely nothing to be ashamed of. When we underwent Tier 2, and we discussed healthy and unhealthy behaviours, stress management, drugs and alcohol and peer pressure, the facilitators allowed us to expand our practical skills in dealing with others with mental health issues and acting to improve our own mental health.

This Program allowed me to learn in the company of close friends and those I trust and gave me more information on what was happening and why I was feeling the way I was.'

Bronte manages and lives with mental health issues, but has decided to lead a positive life. She is an active member of her community and is continuing her schooling. She is currently pursuing a career in music and media.

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Our Vision

Improving health and wellbeing in our communities

Our Mission & Purpose

Helping people overcome the barriers to optimal health and wellbeing through:

- Advocacy
- Collaboration/Partnerships
- Coordinating Care

- Health Education
- Health Promotion
- Service Delivery

Our Values

Compassion | Respect | Relationships

How We Demonstrate Our Values



Local Knowledge

We possess extensive local knowledge; we grow and develop that knowledge which enables us to provide the best possible support for those we serve.



Responsiveness

We are agile, flexible and take action on health care needs and opportunities.



Cultural Awareness

We embrace diversity and develop culturally appropriate services.



Innovation

We apply creative thinking in designing programs and services that deliver results.



Quality of Service

We are passionate about offering the best possible service to those who need it.



A Team Ethos

We promote collaboration with our partners and a team environment for our people.



Flexibility of Work

We offer a flexible working environment that promotes family values and an appreciation of our geographical spread.



MESSAGE FROM THE CHAIR



DAVID BARTON

Chair

GP down south's purpose is to enable people who are most at risk of poor health outcomes to access the services they need to live the lives they want to live within their communities. We achieve this through service delivery, advocacy, coordinating care, health education, health promotion and collaboration.

In 2019-20 with a team of dedicated staff and a committed Board of Directors, we delivered 15 state and federally funded programs in addition to 2 accredited general practices providing Aboriginal health, youth health, mental health, chronic disease management and child health programs and services across the Peel and South West regions of WA.

We are delighted to present details of our programs and services in this annual report and would particularly like to thank the people who have shared their stories to illustrate the impact of our activities and bring the report to life.

A key strength is our ability to facilitate partnerships with community, other service providers and funders to deliver collaborative and co-ordinated services. A powerful demonstration of this is the delivery of the GP supported model of care at the Peel Health Hub to provide a 'one-stop shop' for the health needs of young people and co-ordinated services for adults and families in the Peel region. The principles of the model of care were developed with input from young people, stakeholders and co-locators to include person centred

care; immediate clinical intervention and support when people present without an appointment not knowing what service they require; a no wrong door approach with no one turned away; minimising the number of times people need to tell their story; and, coordinated support for people who have complex needs with treatment options across multiple services.

We are proud that 25% of our staff identify as Aboriginal and/or Torres Strait Islander and provide Aboriginal Health and Wellbeing services through Nidjalla Waangan Mia in Mandurah and Down South Aboriginal Health in Collie and Manjimup. We listen to our staff and community to ensure our services promote self determination, are culturally appropriate and accessible.

We are grateful to our private donors who have generously given to PYMS and other causes during the year. In addition to donations and receipts from MBS billings, GP down south contributed \$228k towards the operation of PYMS in 2019-20.



Dr Rupert BackhouseDeputy Chair



Tricia ScaffidiCompany Secretary



Dr Mostyn Hamdorf Director (to Nov 2019)



Kirsten CadleDirector (to Jul 2020)



Dr Mark MonaghanDirector (to Oct 2020)



Dr Russell WallisDirector

Like other service providers, we have changed the way we operate in response to the COVID-19 pandemic. The Senior Management Team has met regularly since early March 2020 as the Emergency Planning Committee to lead and manage our response, establishing three priorities to guide our decision making:

- 1. To look after the health and wellbeing of our staff and their families and reduce as far as possible the likelihood of infection;
- 2. To cause the least disruption possible to service delivery to our clients; and
- 3. To take action to support slowing community spread of the virus.

By 20 March 2020, we had developed pandemicresponse plans for all our programs and services in line with the above priorities and based on guidance from Federal and State Government Departments. A decision was made to consider the Peel Youth Medical Service and Nidjalla Waangan Mia as essential services in line with other general practices, subject to ongoing availability of GPs and staff. Over the following 2 weeks we implemented telehealth services for our clients and arranged for staff to work from home where possible to minimise the risk of community transmission of the virus. Since restrictions have been eased, we have revised our service delivery models to offer both face to face and telehealth service options at all our locations. Policies and procedures have been established to address infection control through physical distancing, hygiene measures and enhanced cleaning. Supported by our funders, government incentives and our staff, we have been well positioned to adapt to the pandemic and have continued to operate throughout.

During the year, the pilots of our 3 Tier Youth Mental Health Program in Warren Blackwood and the Parenting Program in the South West came to an end. Both pilots were evaluated and demonstrated strong health outcomes and value for money.

Thank you to the staff, funders, partners and stakeholders who enabled us to provide these pilot services. Evidence demonstrates that parenting programs result in positive child and family outcomes, including promotion of maternal and child health, prevention of child abuse and neglect, positive parenting, child development, and school readiness. We therefore continue to seek opportunities to offer programs and services to 0-4 year olds and their families. We continue to operate the 3 Tier Youth Mental Health Program in Peel and are actively seeking funding sources to extend the service throughout the South West to break down the barriers and stigmas around mental health in our youth, promote help seeking behaviours and provide individual treatment and support to those in need.

Thank you to all the Board Directors who have contributed their time and expertise during 2019-20. We welcomed Dr Russell Wallis as an elected Director at the 2019 AGM. We acknowledged Dr Mostyn Hamdorf who retired from the Board at the 2019 AGM after 16 years of service, of which 9 years were as Chair of the Board; Dr Rupert Backhouse who stepped down from the role of Chair after 3 years and continues as Director and Deputy Chairman; Ms Kirsten Cadle, who stepped down from the Board in June 2020; and Dr Mark Monaghan who resigned in October 2020.

At the end of another year, we remain focused and committed in our work to improve the health and wellbeing of people living in regional Western Australia Thank you to the Board and staff for your commitment and loyalty during the last 12 months as we embark on another exciting and eventful year.

David Barton - Chair

Amanda Poller - CEO

EXECUTIVE TEAM









Amanda Poller Chief Executive Officer

Eleanor BrittonBusiness Development
Manager

Sue SwiftChief Financial
Officer

Denise Puddick Regional Manager (Peel)

Graham Hope Regional Manager (South West)

OUR SUPPORTERS



Australian Government

















Government of Western Australia Mental Health Commission









CLIENT'S STORY

A 20 year old single Aboriginal mother struggling with 3 adolescent children under the age of 12 approached the Assertive Outreach Team (AOT) for support with her 3 year old son who was displaying challenging behaviours. She felt huge sense of guilt as a mother as she did not know what was wrong. AOT arranged childcare support for her son through Centrelink and linked her with

Nidjalla Waangan Mia to investigate concerns relating to her child's development. The AOT advocated for the client to receive funding to attend a paediatrician appointment. Once diagnosed with ASD, the AOT assisted the mother with the NDIS application and secured additional funding to assist with his treatment.

Eight months ago I was in a pretty dark place. I had three children under 12, I was a single mother and my youngest was displaying behaviour I didn't know how to deal with.

The Assertive Outreach Team stepped in and started by advocating on my behalf through Centrelink to access child care for my three year old.

They also put me in touch with Nidjalla Waangan Mia who provided support to help me learn about my child's development and assisted with getting a paediatric appointment and parenting support programs. He was diagnosed with ASD and the AOT continued to help with the NDIS application and to get some money for treatment.

I am now able to support my child's development and I have the confidence to get my licence so I can provide for my children.

Thanks to the AOT team I feel more in control of life.

Client - Single Mother of 3

Eight months later, mum has been able to learn more about assisting her child through attending parenting programs and is now in the process of applying for her driver's licence increase her independence and capacity to provide for her children.

For more information on our Assertive Outreach Team, turn to page 13

PEEL HEALTH HUB

We celebrated the first birthday milestone on Wednesday the 11th of December 2019. Over 400 members of the Peel community joined in to celebrate and enjoy the entertainment and activities on offer. The open day also provided opportunity for the community to meet with and talk to co-locators about their services. The family focused fun day saw activities such as the bucking bull and the petting zoo popular amongst the kids, as was the opportunity to "shoot hoops" with representatives from Mandurah Magic Basketball Association.

Over the last 12 months, the co-locators have been working tirelessly to make the unique and collaborative model of care a reality. Every agency and service provider within the Health Hub has experienced a significant increase in clientele since the opening over 18 months ago. Securing funding for Care Coordinators has been a priority to deliver the Model of Care central to the Hub.

The co-locators are committed to reducing those barriers which are preventing young people from accessing local health services, especially those whose lives are affected by mental health, drugs or alcohol.

The Care Coordinators service commenced in March 2020 and is proving to be beneficial to all operators in the Hub.

Services within the Peel Health Hub include GP down south, Peel Youth Medical Service, Youth Focus, Palmerston Association, Allambee Counselling, Jobs South West, Richmond Wellbeing, Child and Adolescent Health Services and headspace Mandurah.













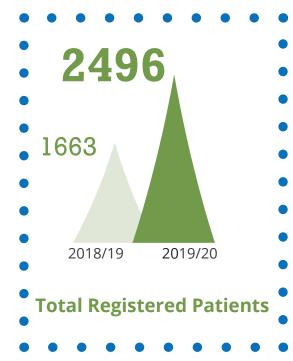


Pictured above: The Peel Health Hub celebrates it's 1st birthday on 11th December 2019.

Peel Youth Medical Service

Since the Peel Health Hub opened in November 2018, PYMS continues to experience increasing demand for its services. PYMS GPs predominately manage mental health presentations by young people. These account for more than 80% of the appointments. Over a decade since it originated, PYMS continues to provide free and confidential mental health services via resident psychologists and counsellors. For the past seven years they have also provided Tier 3 counselling services as part of the 3-Tier Youth Mental Health Program.

The service is also a general practice and the local community are supported with physical health conditions, including sexually transmitted disease, substance use issues and contraceptive needs. Throughout this year, PYMS has had 5256 Occasions of Service for 2081 clients.



PYMS continues to work in partnership with local organisations to deliver high level services to clients. Two Palmerston counsellors placed within PYMS provide alcohol or drug counselling to affected young people. This work includes ongoing outreach support to Coodanup College and John Tonkin College. A new partnership with the Inner Ninja Foundation provides in-house counselling to young people with mild to moderate mental health issues.

PYMS works closely with the local Coodanup Clontarf Academy, inviting students to the Peel Health Hub for their Annual Health Check. This ensures optimal health outcomes for everyone with the program introducing the boys to PYMS and supporting the development of ongoing positive relationships.

This year has also seen an initiative, funded by WAPHA, to allocate a social worker to the PYMS team, to provide support to young people presenting with a range of social issues that need support – finance, housing, family issues – as well as mental health support. This initiative has been a valuable addition to the team.

The Care Coordination Team works closely with the PYMS staff, to link new presentations to the Peel Health Hub to the range of services on offer, to provide seamless care for young people, ensuring early engagement and support.



PEEL HEALTH HUB

Care Coordination Service

Central to the Peel Health Hub's care across all its services, is the Care Coordination Team which was established in March 2020. The team, comprising 3 part time senior clinical staff – Mental Health Nurse, Mental Health Social Worker and Social Worker – complete clinical assessments, provide advice to service users and family, link clients to appropriate services and coordinate care when multiple services are involved with an individual.

Part of the role is to assess clients who present without appointments often in distress, to gauge their need and risk, and formulate a care plan with the client, on the day they present. This engages individuals in care immediately and prevents deterioration, reduces risk and promotes early recovery. This no-wrong-door practice is central to the Peel Health Hub's Model of Care that all services in the building have approved.

Once assessed, clients engage with the Care Coordinators who continue to work with the individual and family, providing support, counselling and care coordination, and providing a handover to other services to minimise repetitive assessments and story-telling. Over 150 individuals have had their care coordinated by this small team so far. Clients are mostly young people, but all ages are seen and assessed, and presentations range from mild to severe mental health, substance use and social problems.

The team links closely to the Peel Youth Medical Service GP and counselling services, as well as the other services within the Peel Health Hub and beyond, including Hospital Mental Health services, housing, Children and Family services, Centrelink and schools.



Pictured above: Clinical Care Coordinator - Paul Reilly

Assertive Outreach Team

The Assertive Outreach Team (AOT) provides support to individuals with mental health and /or substance use problems, particularly those individuals not engaged with any services who may be experiencing isolation and complex problems. The team focuses on engagement with people in the Mandurah, Pinjarra and Waroona Shires and promotes linkages with broader health and support services. The Aboriginal Youth Workers engage with young people aged 12-25 and the Care Coordinators engage with people 12 years and above.



Pictured above: The AOT team attending a Waroona vs Pinjarra Mental Health Awareness match.

The program had it challenges this year given a staffing deficit and COVID-19 restrictions curtailing in reach to schools and community hubs, and face to face contact with clients. Despite this, strong partnerships with community were maintained, including Murray Community Health Hub, Pinjarra Community Kitchen and Passages Youth Homeless Service.

The team has since recommenced providing engagement and support to students at Waroona District High School, John Tonkin

College and Fairbridge College including establishing a strong partnership with Palmerston staff who together with AOT provide an outreach service to Aboriginal youth at Waroona District High School and Waroona Community Resource Centre each fortnight.

In March 2020, the team engaged in a community development initiative in collaboration with Waroona District High School and local Aboriginal elders for the Inaugural Aboriginal Cultural Camp. The multi day camp took place in Busselton and aimed to draw on the diversity and strengths of local community and work collaboratively with Aboriginal students. Activities included a cultural tour of Ngilgi Cave, traditional fire lighting practices and preparation and enjoyment of traditional foods.

Since commencing in mid-2018, the team has provided care coordination and support to approximately 350 individuals across the three local government areas.



Pictured above: Students from Waroona Senior High School attending the Assertive Outreach Team Camp - 10-12 February 2020.



ABORIGINAL HEALTH

GP down south operates two Aboriginal Health Services. Nidjalla Waangan Mia is an AGPAL accredited health and medical service in the Peel region and Down South Aboriginal Health offers health and wellbeing programs to clients in Collie and Manjimup.

Nidjalla Waangan Mia

The pandemic presented staff with challenges to educate and stay in touch with at risk clients. The team have provided weekly telephone contact, arranged tele-health consults for GP & specialist appointments where it was not necessary for the client to attend in person, delivered hygiene packs to homes along with healthy home cooked meals whilst staying connected with clients to respond to any mental health

concerns due to isolation and changes in health.

The team has adapted to using electronic options to continue to provide cultural support to mainstream GP practices and provide culturally appropriate COVID-19 health materials to display in the practice and community handouts. Some of the hygiene posters were laminated and offered to community so they could display at their front door to alert visitors they were visiting a vulnerable person. This year we have focussed on helping clients to build rapport with their pharmacists to manage Webster packed medication.

Our programs continue to enable us to ensure Aboriginal people have access to chronic disease screening and care planning services including 'flu vaccinations. Our clinical team continued to work onsite through the lockdown period to provide a clinical service to our community. Motivational Mondays and The Healthy Lifestyle Program on Thursdays have continued to strengthen rapport and achieve positive health outcomes for the people attending.



Pictured above: Greg and Natalie from Nidjalla Waangan Mia delivering hygiene packs to isolated clients.



Down South Aboriginal Health

Down South Aboriginal Health Program offers health care services to Aboriginal and Torres Strait Islander community members in both Collie and Manjimup. Like many other health service providers, COVID-19 delivered challenges for both staff and clients. Staff demonstrated incredible agility and flexibility in the changing conditions by rapidly transitioning to a working from home and telehealth model in March and then returning back in June. New skills had to be developed and clients required extra information to ensure they understood the restrictions we continued to operate within.

Staff were required to assess each client prior to transporting clients and vehicles were cleaned following each transport. Social distancing during 'flu clinics proved to be a challenge for both staff and clients.

We secured 10 new Community Advisory Group (CAG) members overall for the next two years. Their role is to advise and inform community priorities in Manjimup and Collie.

DSAH staff are still working hard to assist our clients to take control of their health so we can get closer to Closing the Life expectancy Gap to align with the rest of Australians. Staff are encouraging clients to access mainstream service providers.

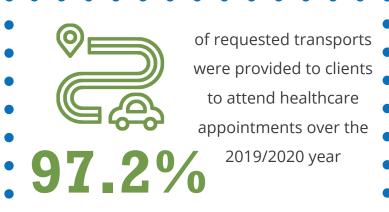


Pictured above: Collie community yarning session planning Down South Aboriginal Health workshops for 2020.

DSAH Care Coordinators are working with clients who have a wide range of chronic conditions and need support in coordinating appointments. The team does this by organising transport, issuing fuel vouchers/ purchase orders to assist clients to attend their health care appointments.

The program supports clients with ongoing health issues to be able to self-manage and eventually to become more independent with their health care needs. Staff liaise with local pharmacists to pay for Webster packaging which allows clients to comply with their medication regime. Staff also attend GP and other appointments with clients to help ensure communication is clear.





SOUTH WEST MENTAL HEALTH

788
clients serviced
throughout the
South West region of WA

GP down south provides mental health services to two streams of clients. The first program is our Community Support Service for people living with mild to moderate mental health issues. This program provides short-term support including counselling from tertiary qualified and experienced mental health clinicians and referral to other relevant support services as needed.

The second program is our Integrated Care Management Service for people living with a severe and persistent mental illness being managed in a primary health care setting. The aim of this program is for the clients to access support services that improve their level of functioning in the community and overall wellbeing and enjoyment in life. This includes reducing any risk of relapse, easing the burden on themselves and their families, and providing support to GPs in their management of clients with severe and persistent mental illness.

The mental health team continue to integrate mental health services with GP down south chronic disease and Down South Aboriginal Health programs in the South West.

In late March due to COVID-19 restrictions our staff transitioned to working from home and services were transitioned to a telehealth model. Further changes were made with the intention of increasing the support available to our clients – past and current, and to better support GPs in the management and care of their patient's health and wellbeing. We were acutely aware of the negative impact that the COVID-19 pandemic was having on all our lives, but in particular, the additional stress and anxiety being experienced by

vulnerable individuals and families, and we hoped that by increasing the level of support available through our service we would help to provide the additional support needed during those difficult and uncertain times.

We temporarily waived the 12 months waiting period for re-referral of clients. This meant that previous clients who have been closed within the past 12 months could be re-referred for counselling and support immediately and the number of available sessions has been extended to 10 for the foreseeable future.

Mental Health Week 2019

The Mental Health team secured funding to host an event for Mental Health Week 2019. The WA Association for Mental Health funded a morning of yoga and healthful treats at headspace Busselton. For a third year, the City of Busselton supported the cost of the Jetty entrance fee enabling over 30 people (pictured below) to get out on the 1.8km long jetty for a delightful spring walk and talk. Recipe books and vouchers were given to participants as prizes.







Smart 2 Ask Pop-Up Expo 25th February 2020

The South West Mental Health and Chronic Disease programs attended the inaugural Smart 2 Ask Pop-up Expo (pictured left) along with over 60 organisations and service providers who support and inform the most vulnerable, socially and financially disadvantaged, homeless, low or no income. Attendees had access to information regarding the services and agencies available in the community to assist them. The event was successful for both programs and we will attend in 2021.

Positive Feedback from a Partner Organisation



Thank you so much for the training you provided last Friday in helping me to understand the reporting template and how to navigate the system. I understand that GP down south are leading the way for your data collection and appreciate you sharing how GP down south do it, in regards to managing referrals and capturing the statistics. It has made a big difference in SWAMS moving forward as we aspire to deliver the same quality of data collection.

If there is anything we can support you or the team in please let me know.

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3 TIER YOUTH MENTAL HEALTH PROGRAM (3TYMHP)

3TYMHP - Peel

In 2018 The Mental Health Commission of Western Australia committed funding for the 3 Tier Youth Mental Health Program (3TYMHP) through the "Better Choices Better Lives" Program.

The delivery of the 3TYMHP in 2020 marked the end of this funding arrangement. GP down south is proud to announce a further 12 months funding has been secured from the Mental Health Commission of Western Australia to deliver the program in 2021.

This year Tier 1 held on the 9th of March at Mandurah Baptist College was attended by 539 year 10 students from 10 Peel region schools. Heath Black presented to the students his lived experience with mental health issues and his road

In 2013, in response to community crisis and following on from the One Life Suicide Prevention Program, GP down south developed the highly successful 3 Tier Youth Mental Health Program in the Peel region. It was independently evaluated by SDF Global in 2015. In 2017 GP down south piloted the program in the Warren Blackwood region and was successfully run until 2019.

to recovery, encouraging the students to seek help from services, family, and friends, lifting the stigma of mental health.

Tier 2 workshops were delivered to 9 schools to 437 students. Stress, anxiety & depression and substance abuse were the topics chosen by the schools. The workshops were presented by Heath Black alongside a Peel Youth Medical Service (PYMS) Counsellor, a Palmerston Drug and Alcohol Counsellor and an Assertive Outreach Team member to provide support to the students.

Tier 3 counselling continues to be provided through the PYMS, providing support to those students who have been referred through Tier 1 and 2 and through their schools.

3 Year Overview of Program Achievements

Program Cost \$400,000

4,515 young people involved

\$88 per contact

12 Peel schools involved

TIER 1

1,551 young people attended

TIER 2

1,503 young people participated

TIER 3

1,461 individual counselling sessions provided



Just an email to pass along some positive feedback in regard to a young lady that attended the 3 Tier Youth Mental Health Program 2020 at Mandurah Baptist College, who has been struggling to settle into her new life in Australia for the past year.

There was a sudden turnaround in her mental health and general happiness and view on life. I saw her progress from a shy, unhappy girl, who had indicated suicidal ideation and who wanted to return to her home country, to an upbeat, positive, happy girl who now has a plan for what she would like to do with her life. She is embracing her new life in Australia and has now built up a good circle of friends.

Recently she explained the event that has changed her outlook on life – it was the 3 Tier Youth Mental Health Program 2020. She was telling me how she was inspired by the speech Heath Black gave and how it made her realise she is not alone in her struggle. Big thank you to all the organisers and participants.

3TYMHP - Warren Blackwood

At the end of 2019 49 students had participated in Tier 2 workshops and 133 students had been referred into Tier 3 (numbers based on one youth psychologist). The program was embedded in the schools' curriculum and was providing valuable support to young people, schools and families in the Warren Blackwood. It was very clear from the feedback that the approach was the right one to make a difference and improve mental health of young people.

Unfortunately, pilot funding from the WA Primary Health Alliance ended in 2019. In April 2019 we commenced seeking funds from other sources including the State Government, funding bodies, the private sector and local government.

Support was garnered from Terry Redman MLA, and other local politicians who pleaded the case in Parliament from State Government representatives. This resulted in a meeting with Advisors from the Minister for Health Roger Cook's office and the Mental Health Commission.

Our partners, Blackwood Youth Action were also committed to the delivery of the program for the 2020 school year and worked towards funding which would allow us to run the program. Local Government Authorities in the Warren Blackwood committed funds to enable basic program delivery, however,

COVID-19 regulations came in to place meaning we could not deliver Tier 1 or Tier 2 workshops.

The program was put on hold for the year and GP down south continues to look for funding options for the 3TYMHP in the South West.



PARENTING SUPPORT PROGRAM

Funding for GP down south's pilot Parenting Support Program (PSP) concluded in March 2020 and resulted in the program ceasing operations at the same time. The program was a free home visiting service for families living in the South West.

Families were able to access the program if they met referral criteria reflecting additional needs, were resident in the South West of Western Australia and had children 0 – 5 years of age. The program was initiated in March 2018 with pilot funding provided by the WA Country Health Service (WACHS). Following a period of recruitment and training of five staff, referrals from WACHS Community Child Health Nurses commenced and the program became fully operational.



The Parenting Support Program (PSP) was very well received by clients and WACHS child health nurses. An evaluation of the program was conducted by Edith Cowan University. This evaluation indicated that clients reported very positively on their experiences in the GP down south PSP program, and that they received support from their parenting support mentor across a spectrum of areas, including:

- Their child's sleep (74%);
- Parenting skills (26%);
- Feeding/Nutrition (25%);
- Child behaviour (21%); and
- Family or home management issues (16%).



Client survey data indicated near universal endorsement of the Parenting Support Program:



Receiving the help wanted from the program



Confidence about managing future challenges as a parent



Satisfaction with the amount of help given



Believe the program helped them develop useful skills



150

Support and assistance provided to approximately 150 families per year.



Acquisition of knowledge about of where to access support in the community

CHRONIC CONDITIONS

The Integrated Chronic Disease Care (ICDC) program has continued to deliver quality client focussed services to people in the South West region over the last 12 months. This WA Primary Health Alliance funded program aims to improve health outcomes for people living with diabetes, chronic respiratory and cardiac conditions.

Chronic Condition Care Coordination

Our Chronic Condition Care Coordinators work in partnership with clients to assist them in developing necessary skills and knowledge to improve their physical health and well-being by increasing the person's ability to self-manage their chronic condition. Over this twelve-month period our Care Coordinators have assisted people in the Greater Bunbury and Warren Blackwood regions engaging with 96 people referred to the service by GPs, WACHS staff and other allied health professionals in the community.

During the COVID-19 pandemic our Care Coordinators actively participated in the COVID-19 Chronic Conditions Outreach Support program driven by WACHS in partnership with WA Primary Health Alliance.

The program provided telehealth support for people with existing chronic conditions to further understand how COVID-19 related to their existing health concerns and assist with any issues that they may have encountered in self-managing their health while self-isolating at home.

Outreaching to people during this time provided an opportunity for staff to check-in with people not only around their physical health and wellbeing but also to address any social-welfare issues that may have arisen.

The Care Coordination service has expanded in the late part of this period with the successful recruitment of a third Care Coordinator in the South West Coastal region.



694

people

received

ICDC services

2227

occasions of

ICDC service



Diabetes Education Service

Continued growth of the diabetes service occurred this year with another diabetes educator expanding the team to four. Referrals increased by 46 percent with the number of referral sources also increasing. An increased number of GP Practices now refer to the program accessing services via the Diabetes Education Hub in Bunbury. Referrals for people living in more regional centres are now being received including Collie, Donnybrook and Harvey.

In-practice diabetes education services have continued to be delivered in several practices in the Greater Bunbury region.

Our Diabetes Educators transitioned smoothly to providing telehealth services during COVID-19 restrictions ensuring continued access to services for clients living with diabetes while ensuring COVID-19 health requirements were met.

GP down south continued to partner with Diabetes WA to facilitate the delivery of the evidence- based DESMOND and SMARTS group programs.

An opportunity to partner with the Australian Diabetes Educators Association (ADEA) arose in February 2020 with two GP down south Diabetes Educators involved in the ADEA WA Branch conference planning committee. GP down south sponsored the Networking Evening and the Chronic Conditions team attended the conference promoting the range of services GP down south provides.



CORPORATE SERVICES

Providing support to the Organisation in the areas of Finance, Human Resources, Work Health & Safety, Quality, Governance, Publications, ICT and Administration. With diverse programs and services, covering regional areas of WA, technology is important to remain connected, and never more so than with the COVID-19 pandemic, enabling staff to work effectively from home or the office and continue to provide essential services.

Quality

The annual ISO 9001:2015 Quality Management System surveillance audit confirmed that the culture of CQI is well embedded within the Organisation. As needs change, the system continues to evolve.

Clinical Governance and WH&S frameworks are moving forward with Committees established in both of these areas providing monitoring and advisory oversight. In particular, WH&S policies and procedures have been updated, or established where necessary, to enhance safety for our workers in response to the pandemic.

The AGPAL reaccreditation for our Peel Youth Medical Service General Practice was deferred as a result of COVID-19, with the accreditation date being extended by 1 year. Further works have been done to combine where possible, the new policies and procedures arising from the establishment of the Peel Health Hub, into the main cross organisation framework.

Work Health & Safety and Mentally Healthy Workplace

With our aim of Health and Wellbeing for All, the Mentally Healthy Workplace action plan was created to raise the profile of the importance of mental health within the Organisation and provide essential resources. All employees have access to a free Employee Assistance Program and from time to time fun activities occur to help encourage the feel good factor.

WH&S has also continued to be a focus with few minor incidents during the year. The framework established last year as part of the Organisations commitment to a safe workplace is now becoming embedded, and the recommendations from the WH&S Audit have now been implemented.

The COVID-19 pandemic saw the Emergency Planning Committee convened, meeting daily in the initial period, stepping down overtime and continues to meet weekly. Extensive work has been done to safeguard both workers and clients during interactions, such that all workers maintained their positions and client access to services was also successfully managed, albeit in some cases through a remote service delivery model.

Human Resources

The Australian not for profit Workforce Survey was undertaken for a third year, with the results showing a favourable benchmark against the whole not for profit sector.

A new performance appraisal process has been implemented, "Valuing Individual Performance" with the early signs of it being positively received.

The E-Learning portal was rolled out, and successfully supported the delivery of compulsory training elements identified for staff.

The Enterprise Agreement was approved by the Fair Work Commission and implemented in February 2020. This has a 3 year life cycle with the next review due in 2023.

Information Communication & Technology

Further progress has been made with the ICT strategy implementation, such that when COVID-19 hit, ICT systems and hardware were available and robust enough to support the move by approximately 80% of staff to work from home at short notice. Online Meeting systems and Microsoft Teams in particular were vital in facilitating distant teams to stay connected and work effectively yet safely and securely. Now that a new normal has been reached, focus has returned towards refreshing the ICT strategy, continuing activities that had previously been placed on hold, assessing new technologies and continually managing threats as they arise.

The use of online meetings and working from home have been so successful that they are now daily activities, eliminating the need for unnecessary physical travel, yet improving connectedness by all concerned.

Finance

Finance continues to be busy meeting the constant timetable of deadlines: payroll, supplier payments, internal reporting and contractual reporting with all deadlines to internal and external stakeholders met. All audits have been conducted satisfactorily.

CQI and systems review occurs to meet the reporting requirements and evolving business needs of the Organisation.

Working with our community to make a difference

- We are so grateful for the generosity
 - and support of our communities.
- ullet There are so many people who ullet
 - believe in the work we do and
 - step forward to help us do more.
- Staff, their families, businesses and
 - community groups have all
 - helped us reach goals this year
- and we couldn't be more grateful.
 - These are just a few of our supporters during the year.

Bunnings staff are GEMs

Bunnings teams across Australia and New Zealand shared ideas on how they expressed Gratitude, Empathy and Mindfulness (GEM) to get through challenging times. This is based on the GEM model created by Hugh van Cuylenburg from The Resilience Project.

10 GEM models were selected from each region. The criteria were the model had to inspire staff and demonstrate Bunnings values. Then each team nominated a not-for-profit group or charity they

believed should be supported.

Bunnings Halls Head team created a video showing how they followed the GEM model and chose PYMS as their charity of choice. Their entry was voted the most inspiring and creative in WA. Bunnings Halls Head Activities Coordinator, Laura McNeill, presented GP down south with a cheque for \$7000 saying, 'we are pleased to donate seven thousand dollars to support your important work'.



#MOFORMENTALHEALTH (7 MONTHS, 7 CHALLENGES, 1 MOUSTACHE, 1 REASON)

In May with 5 days' notice Luke Johnstone decided to shave his beard, leave the mo and start a fundraiser for the remainder of 2020. After a 24 hour walk along the river in Perth, his second challenge was a walk around Mandurah, enabling everyone to get involved. On Saturday 4 July, Luke and a band of supporters set off from the Peel Health Hub for a 24 hour 'around the bridges' walk. We were delighted when Luke chose PYMS as the recipient of his fundraising. Luke's plan is to complete a challenge every month for 7 months to raise awareness and funds for mental health. So far, over \$3,000 has been raised.

Thank You

Tigers and Demons Sign On To Support PYMS

Pinjarra and Waroona Netball and Football clubs have signed on for 5 years to support the wonderful work of the Peel Youth Medical Service in support of young people with mental health issues.

This annual match is held to break the stigma surrounding mental health issues and raise much needed awareness about its prevalence in our community. Sadly, both communities understand only too well, the impact of mental illness and suicide. The football match has become an annual highlight for them and for GP down south.

The Peel Youth Medical Service (PYMS) is incredibly grateful for the fundraising and support to allow us to continue to support the mental health of young people in our community.

Staff Step Up To Fundraise

Six team members from GP down south and PYMS participated in the Colour Run 2019 and raised \$600 for PYMS. The Perth Color Run is a 5km untimed event where you are doused from head to toe in a different coloured powder at each kilometre mark!

If you have an
idea for an event or
fundraiser to help support
our programs, we would love
to hear from you.







Financial Overview



PATRICIA SCAFFIDI

Company Secretary

The past 12 months has brought with it a number of new challenges for the world with COVID-19. These unprecedented times have highlighted the strength of our organisation that, despite all the challenges, continued critical service delivery in all areas through introduction of remote access. The organisation maintained all of its grant funding meeting the required obligations.

The Company returned an overall deficit of \$157,100 which was made up of an operational surplus of \$163,132 offset by the Peel Health Hub's (PHH) depreciation loss of \$320,232 relating to the 2018/19 grant accounting treatment. Cash reserves remain strong allowing the organisation to meet all short term and long term commitments.

GPds benefited greatly during 2019/20 due to its previous organisational redesign which saw the introduction of significantly increased IT and management support for all areas of the business. Despite COVID-19 restrictions resulting in the organisation not being able to travel across regions this newly implemented organisational structure meant no area of the business was left unsupported and continued to thrive under the organisation's leadership design.

The Board and Organisation as a whole, continued to operate and meet in the new normal of virtual meetings. This new normal is expected to benefit GPds in the future allowing for the introduction of greater efficiencies and lower costs for years to come.

Operationally the Peel Health Hub continues to deliver significant financial benefits which have been used to internally fund key community services such as the Peel Youth Medical Services. This key free service has positively impacted the lives of many young people in the last year. We will continue to assess and redefine the

PHH's innovative model of care which brings significant benefits to the community. Our ultimate goal will be to extend and further reinvest into this model to ensure future access for other regional areas. Our success in achieving better health outcomes for those in need is greatly supported by the Board, State and Federal governments.

Going forward continued, modest results are expected with the 2020/21 budget remaining conservative at an anticipated gain of \$9,556 (before PHH depreciation). GP down south is proud of its innovative approach towards assisting young people via the provision of coordinated services. These services will continue to receive financial support from the organisation of up to \$299,000 in 2020/21.

This last year has seen unprecedented change for all of society. GPds Board has been well supported by all staff members who have acted professionally and quickly, implementing change seamlessly and remaining positive through the year.

Our vision and values remain strong and we will continue to provide and develop better health services for those in need for many years to come irrespective of what challenges come our way.

Patricia Scaffidi

Company Secretary

Statement of Profit or Loss and Other Comprehensive Income

	2020 (\$)	2019 (\$)
OPERATING REVENUE		
Revenue	6,270,287	16,752,305
Other income	215,249	282,178
TOTAL OPERATING REVENUE	6,485,536	17,034,483
OPERATING EXPENSES		
Consultancy and contractors	(456,503)	(2,128,149)
GP Fees	(413,998)	(517,840)
Depreciation expense on property, plant and equipment	(454,378)	(312,279)
Amortisation expense on right-to-use asset	(53,883)	-
Interest expense	(7,195)	-
Employee benefits expense	(4,524,704)	(4,476,330)
Program materials	(77,765)	(99,342)
Rental expense	(259,589)	(312,453)
Repairs and maintenance and vehicle running expense	(106,114)	(258,410)
Seminars and training	(60,692)	(125,539)
Administration expenses	(172,507)	(171,925)
Other expenses	(55,308)	(77,041)
TOTAL OPERATING EXPENSES	(6,642,636)	(8,479,308)
SURPLUS		
Surplus/(deficit) for the year	(157,100)	8,555,175
Other comprehensive income		-
Total comprehensive income for the year	(157,100)	8,555,175

Statement of Financial Position as at 30 June 2020

	2020 (\$)	2019 (\$)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	2,044,433	2,378,929
Trade and other receivables	15,285	539,594
Other current assets	134,507	98,828
TOTAL CURRENT ASSETS	2,194,225	3,017,351
NON-CURRENT ASSETS		
Property, plant and equipment	8,999,489	9,267,246
Right of use assets	89,954	-
TOTAL NON-CURRENT ASSETS	9,089,443	9,267,246
TOTAL ASSETS	11,283,668	12,284,597
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	462,005	881,758
Short term provisions	590,930	357,070
Contract liabilities	361,618	-
Unexpended grants	-	1,037,060
Lease Liabilities	54,835	-
TOTAL CURRENT LIABILITIES	1,469,388	2,275,888
NON-CURRENT LIABILITIES		
Long term provisions	123,539	200,103
Lease liabilities	39,234	-
TOTAL NON-CURRENT LIABILITIES	162,773	200,103
TOTAL LIABILITIES	1,632,162	2,475,991
NET ASSETS	9,651,506	9,808,606
EQUITY		
Retained Earnings	1,385,893	1,222,761
Peel Health Hub Reserve	8,265,613	8,585,845
TOTAL EQUITY	9,651,506	9,808,606
-		

AMD Chartered Accountants

* Excerpt from the Independent Audit Report to the Members of GP Down South Ltd

Report of the Financial Report

Opinion

We have audited the financial report of GP Down South Limited which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commissions Act 2012, including:

i) giving a true and fair view of the financial position of GP Down South Limited as at 30 June 2020, and of its financial performance and its cash flows for the year then ended; and

ii) complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulations 2013.

Dated this 22nd day of October 2020

AMD Chartered Accountants 28-30 Wellington Street, Bunbury, Western Australia

Maria Cavallo Director

^{*} full version available upon request.



Local health. Our business.

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Peel Health Hub

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