



GP down south

Local health. Our business.

— 2020/21 — YEAR IN REVIEW

GP DOWN SOUTH LTD

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Website: www.gpdownsouth.com.au

SARAH'S STORY

Sarah is a 15-year-old living in the Mandurah area and participated in the 3 Tier Youth Mental Health Program in March 2021

Sarah had been experiencing debilitating anxiety, especially at school. As a result of her anxiety Sarah's school attendance was poor and she was spending extended periods of time in student services and not in class. Her school grades were slipping

and her motivation to attend school was extremely low.

Following the Tier 1 & 2 presentations, Sarah reached out to her mother and asked her to make an appointment to speak to a counsellor at PYMS. Sarah and her mother, Tanya (pseudonym), were seen within a few days of contacting the service by the Clinical Care Coordination team.

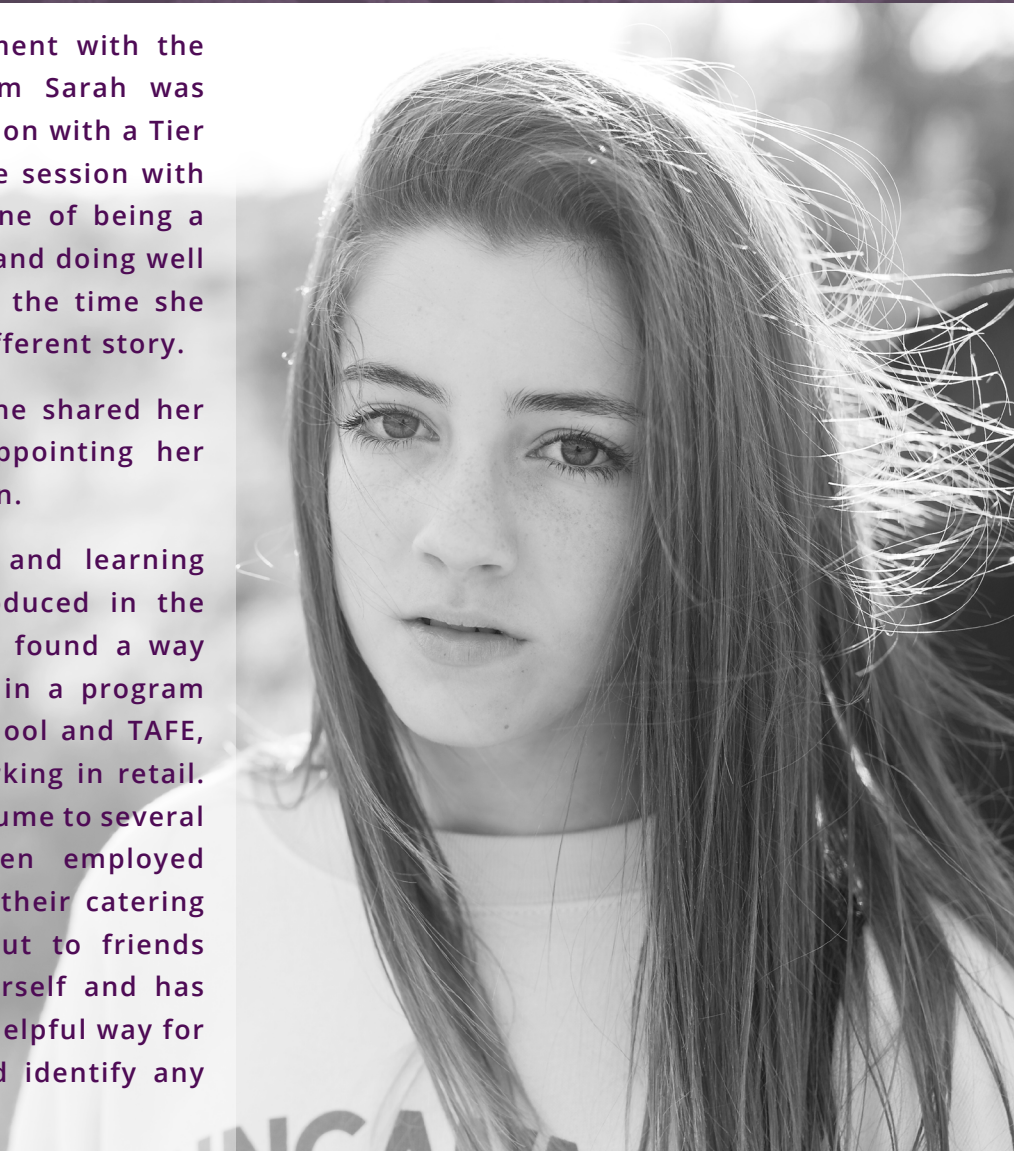
Within a week of her appointment with the Clinical Care Coordination team Sarah was scheduled for a counselling session with a Tier 3 counsellor. Sarah attended the session with her mother. Sarah's story is one of being a high achiever in primary school and doing well academically and in sports. By the time she entered Year 10, it was a very different story.

As Sarah started to open up, she shared her fears of failing Year 10, disappointing her parents or adding to their burden.

Over the course of this year and learning new skills and strategies introduced in the counselling sessions, Sarah has found a way forward at school by enrolling in a program which enables her to attend school and TAFE, moving towards her goal of working in retail. Sarah has also submitted her resume to several local businesses and has been employed to work at a local Golf Club in their catering department. She is reaching out to friends again, taking better care of herself and has said that journaling has been a helpful way for her to process her feelings and identify any negative self-talk.

Sarah says she feels more motivated and future focused but still has moments of self-doubt and fears that now things are "good" something will happen, and she will end up ruining everything and feeling depressed again. Through reassurance that she has the necessary skills to address her worries, Sarah is slowly moving forward to living the life she wants for herself.

For more information on our 3 Tier Youth Mental Health Program, turn to page 17



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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 & CEO



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 2020-21 with a team of dedicated staff and a committed Board of Directors, we delivered 16 state and federally funded programs in addition to 2 accredited general practices providing Aboriginal health, youth health, mental health and chronic conditions management programs and services across the Peel and South West regions of Western Australia.

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 and 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.

During the year, we commenced work towards our vision of a Bunbury Health Hub and an expansion of the existing Peel Health Hub. Delivering the Health Hub model in new locations will enhance our capacity to address community health needs and identified gaps in the health system.

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 Peel 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. This year we have developed our first Innovate Reconciliation Action Plan and thank Philip Hanson for the beautiful artwork created to illustrate this important statement of our practical plans and commitment to contribute to reconciliation with Aboriginal and Torres Strait Islander peoples.



Dr Rupert Backhouse
Deputy Chair



Tricia Scaffidi
Company Secretary



Dr Russell Wallis
Director



Prof. Garry Allison
Director (from Feb 2021)



Ms Anne Donaldson
Director (from Feb 2021)



Dr Mostyn Hamdorf
Director (to Feb 2021)



Dr Mark Monaghan
Director (to Oct 2020)



MESSAGE FROM THE CHAIR & CEO CONTINUED

We are grateful to all our private donors who have generously given to the Peel Youth Medical Service and other causes during the year. In particular, we thank the John and Bella Perry Foundation for their important donation to support youth mental health services at the Peel Youth Medical Service and Nidjalla Waangan Mia. In addition to donations and receipts from MBS billings, GP down south contributed \$210k towards the operation of Peel Youth Medical Service in 2020-21.

Like other service providers, we have changed the way we operate in response to the COVID-19 pandemic, revising our service delivery models to offer face to face and/or telehealth service options. Policies and procedures have been established to address infection control through physical distancing, hygiene measures and enhanced cleaning. 100% of our employees will be fully vaccinated by 1 December 2021. 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.

The pandemic has enhanced recruitment and retention challenges, particularly for GPs and other clinical professionals. We are proud we have a relatively stable workforce who are passionate about providing high quality services to meet the needs of the people we serve.

Thank you to all the Board Directors who have contributed their time and expertise during 2020-21. We acknowledge Dr Mark Monaghan who resigned from the Board in October 2020. In December 2020 we advertised two Director vacancies and were delighted by the number and calibre of applicants received. Consequently, in February this year we were pleased to welcome experienced Directors Ms Anne Donaldson and Professor Garry Allison to the Board

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 dedication 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 Britton
Business Development
Manager



Sue Swift
Chief Financial
Officer



Denise Puddick
Regional Manager
(Peel)



Graham Hope
Regional Manager
(South West)

OUR SUPPORTERS



Australian Government

BUILDING OUR FUTURE



**GOVERNMENT OF
WESTERN AUSTRALIA**



**PEEL HEALTH
FOUNDATION**



Raising funds for better health



**WA Primary
Health Alliance**
Better health, together

phn

PERTH NORTH, PERTH SOUTH,
COUNTRY WA
An Australian Government Initiative



**Government of Western Australia
Mental Health Commission**



John & Bella Perry
Foundation



AnglicareWA

CLIENT'S STORY

An Aboriginal woman was referred to the Assertive Outreach Team (AOT) Aboriginal Integrated Systems of Care (AISC) program by Nidjalla Waangan Mia. She presented with depression, THC use, alcohol use, emotional regulation issues, had attempted suicide and had her children removed by Child Protection and Family Services (CPFS).

She lives in the Peel region with no close family support and life was beginning to feel pretty overwhelming. The AOT were able to assess her needs and then link her with services to help stabilize her health and provided advocacy.



She was referred to counselling with Palmerston and Peel Youth Medical Service as the AOT had grave concerns for her wellbeing. Like other people who find themselves in a crisis, her needs were complex. She also needed to be linked to services like West Aus Crisis, Bridge Builders and the Salvation Army to address financial issues. The counselling helped with emotional regulation techniques and Palmerston helped her address the drug and alcohol problems.

Throughout this journey the AOT supported this client during CPFS meetings, counselling appointments and GP appointments. Once the pressing health and wellbeing needs were addressed, the AOT assisted her to obtain a computer for home studies and Centrelink reporting. With connection to the Mandurah Musketeers - a not-for-profit charity that refurbishes computers donated from community members, private business, schools and then redistributes to people in need - this was achieved.

This client is complying with all CPFS requests - attended multiple drug urine analysis and is able to see her children weekly at the CPFS visiting center. The goal is to work towards being able to reunite with her children soon.

She continues to receive ongoing support from AOT staff and has said, ***"I loved the service and what they offer, they saved my life."***

For more information on our Assertive Outreach Team, turn to page 12

PEEL HEALTH HUB

The Peel Health Hub (PHH) continues to provide coordinated and collaborative support to young people and their families, through implementation of our unique and innovative model of care. The Model of Care is centred around the facilitation of care by Clinical Care Coordinators.

Central to the success of our Model of Care, is the collaborative approach to management of our clients. The 8 co-locators within the PHH focus on integration and building an awareness of the services within the PHH, and crucial to this is positive relationships between our teams.

To support the development of integrated services, GP down south lead the development of a 'Development Day' for all the co-locators.

All the co-locators came together to participate in a day of networking, education, and personal development. Focusing on topics that were relevant across the PHH, we were lucky enough to secure subject matter experts to speak on culture and mental health awareness, LGBTIQ awareness and multicultural communities. We all enjoyed morning tea and a light lunch, which gave us the opportunity to get to know each other and build relationships in a non-clinical environment. Feedback from the day was hugely positive, and we will endeavour to continue to host further events in the new financial year.

In May 2020, the Peel Health Hub was host to the M8D8 launch, celebrating young men connecting in the simplest of ways for greatest of reasons. Co-locators within the Peel Health Hub came together and hosted stalls to provide service specific information and interactive activities. The event organised by Youth Focus and supported by ALCOA was a huge success with the community enjoying a night of free music, food, coffee,

activities and a kick of the footy with Alex Pearce and other Freo Dockers players. Most importantly the event created the opportunity for services both internal and external to the PHH to have conversations and build relationships, but also provided the opportunity for young men to come together, connect and chat about what has been happening in their lives.

Expansion Project - PHH 2.0

The Peel Health Hub Expansion project is a partnership between Allambee and GP down south to provide a Peel eating disorder clinic, a womens health service, forensic assessments for sexual assault victims/survivors, multidisciplinary services to address sexual abuse/assault and/or family domestic violence and Clinical Care Coordination. These services would be accommodated in an expanded Peel Health Hub adjoining and linking to the existing facility and would build and expand on the highly successful Model of Care operating within the Peel Health Hub.

GP down south and Allambee are partnering with the Peel Development Commission to develop and deliver a business case examining the options for the Peel Health Hub Expansion, with the final business case due in October of 2021.

Watch this space!

Peel Youth Medical Service

Peel Youth Medical Service (PYMS) is a holistic, youth friendly primary health care service, located within the Peel Health Hub (PHH). PYMS promotes health and wellness by supporting and improving the mental, social and physical health of individuals in the Peel region. PYMS has been a part of the PHH since 2018 and has come a long way since our humble beginnings at Billy Dower Youth Centre.

The PYMS team consists of dedicated GPs, Practice Nurses and administration staff and provides a gold standard of service, reflected in the positive feedback regularly received from our clients.

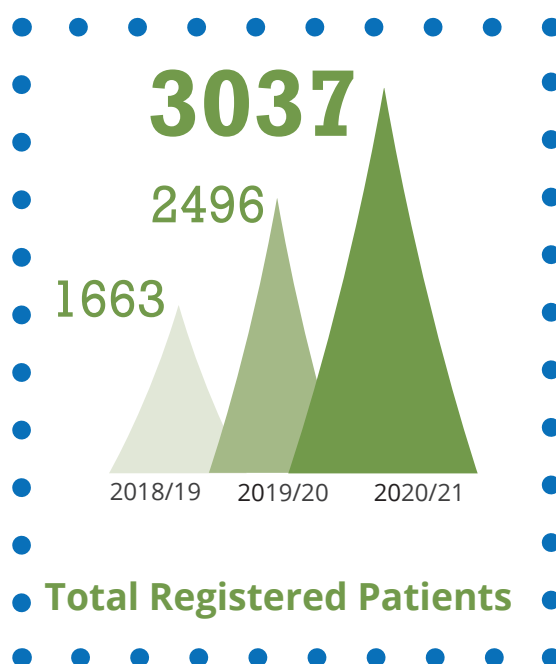
*“ Would not even be
alive without PYMS!!
I love you all ”*

“ Love the guys at PYMS. Been going there for 6 years straight and never had a problem with them. They are always so helpful and non-judgemental ”

The direct PYMS team works in close collaboration with Clinical Care Coordinators, counsellors and psychologists, as well as eight other co-located services within the PHH to provide linkages, improve access to services as needed by the individual or their family and provide what is essentially a 'one stop shop' for health needs.

As with most other health services, COVID-19 restrictions provided us and our clients with some challenges, however, with the increase in infection control processes, screening tools, telehealth and a good dose of optimism by our team, we managed to ensure our clients were able to continue to have contact with their clinicians as they needed.

Throughout this year, PYMS has provided 4023 occasions of service for 985 clients, with an average of 574 occasions of service each month. There have been 9565 attendances by 3037 clients to what we call the 'wider PYMS' – which includes other services integrated with the practice such as counsellors and care coordination.



All of PYMS services are bulk billed, with no cost to the clients. Our services are definitely in demand, and changes to the Distribution Priority Area (DPA) make it increasingly challenging to attract GPs to PYMS. We are currently lobbying the Federal Government to support changes to the classification.



If you are a passionate GP and really want to make a difference to those most in need, please contact GP down south on 9537 5500 or office@gpdownsouth.com.au

P Y M S

PEEL YOUTH MEDICAL SERVICE

Clinical Care Coordination

The Clinical Care Coordination team are central to the Model of Care offered at the Peel Health Hub. Clinically qualified Care Coordinators provide advanced access to treatment for individuals who present at the Peel Health Hub and do not know the service/s they require. This involves assessment on the day of presentation; development of a therapeutic care plan with the client; support and advocacy to navigate the health and welfare system and commencement of treatment as appropriate. Importantly, Clinical Care Coordinators maintain engagement with clients while they access appropriate services especially where wait lists exist.

Initial engagement aims to reduce immediate distress, maintain engagement, prevent deterioration and improve mental health outcomes.

Key principles of the Model of Care are to;

- Provide immediate clinical intervention and support to people when they present not knowing what service/s they require;
- Support people who have complex needs to engage with treatment options across multiple services;
- No wrong door policy;
- Reduce repetition of storytelling;
- Reduce barriers and enhance access to engagement with services;
- Provide client-centred care.

The team has grown to five staff members in total, with mental health nursing, psychology and social work backgrounds and the addition of 2 counsellors funded via Palmerston from Lotteries Commission funding until Aug 2022. The increased capacity has addressed the growing demand for our services in relation to assessment and support of clients with mental health and AOD issues presenting or being referred to the Peel Health Hub.



Clinical Care Coordinators Naomi, Mitch and Paul

The service was independently evaluated this year confirming it is highly valued by the community for its early engagement, accessibility and quality care. The team has also engaged with other service providers to expand offerings at the Peel Health Hub by coordinating in-reach services provided by Centrelink, Jobs and Skills WA, Helping Minds and Peel Community Mental Health Psychiatry. The addition of these organisations further builds on our holistic approach to care. These complementary services are providing access and support, to our clients in an environment where they have already built trust and relationships. A big thank you to all who have contributed to the care of our clients through this year.

Assertive Outreach Team

The Assertive Outreach Team (AOT) continues to provide outreach support to people experiencing mental health and/or AOD issues in Mandurah, Pinjarra and Waroona areas. The program aims to engage those who are not linked with services and/or have difficulty accessing or engaging with support.



Clients may be geographically or socially isolated or face a number of challenges preventing them from accessing help. The team consists of two part time Clinical Care Coordinators, one full time female Aboriginal Youth Worker and one part time male Aboriginal Youth Worker who secured an extra day of funding this year. Over 150 individuals have received support through our program this year.

One of our achievements this year was collaborating with several local services and Aboriginal leaders to deliver the four day Makaroo Cultural Camp for Aboriginal youth (pictured above and below). The camp took place at Nanga Bush Camp in Dwellingup in late June and aimed to improve the social and emotional wellbeing of young Aboriginal people by strengthening their cultural identity and connectedness with country, as well as increasing their awareness of mental health issues and support services available to them. The camp provided opportunities for camp participants to immerse themselves in traditional Aboriginal knowledge, skills, spirituality, and connect to country through language, stories, and song.

Strong connections were forged during the camp between peers, mentors and support services including rebuilding relationships with WA Police, who facilitated meaningful discussion – breaking down unhelpful stereotypes.

At the request of the young people, fortnightly catch-ups have been initiated to maintain their connections, including participation in a cultural dance performance at the Binjarab Naidoc event and in the Manduarh Dance Competition.





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

In November 2020, Nidjalla Waangan Mia celebrated 10 years of operating in the Peel region. Over the years, NWM has worked hard to improve the health outcomes for the Aboriginal community. This last 12 months, we have had over 2600 occasions of service in our clinic, and over 1800 registered clients. 90% of our eligible clients had completed a health check, and 98% of our clients with a chronic disease had a management plan in place.



As with most health services, COVID-19 was a big focus for NWM in 2020-21. Planning for the ever-present threat of 'lock down' was a priority, and we are proud to say we were able to stay open for business, implementing our COVID-19 safe policies and processes to keep our mob safe.

Nidjalla Waangan Mia implemented COVID-19 vaccination clinics, however, appointments were being cancelled over concerns about the AstraZeneca vaccination after reports of severe adverse reactions associated with this particular vaccine. With our motivation clearly set on vaccinating as many Aboriginal people as we could, we organised a COVID-19 yarning day (Moorditj Kwopa Malyan). This session saw over 30 community members from Kwinana and the Peel region come together to listen to Dr Walker and ask questions about the vaccine. The session was followed by a lovely lunch consisting of kangaroo stew and damper.



NWM has a strong and ongoing partnership with Peel Health Campus to support the health of our Aboriginal community. To celebrate this collaboration, both services exchanged paintings to show their joint commitment to a healthy Aboriginal community and their ongoing friendship.



Down South Aboriginal Health

Down South Aboriginal Health (DSAH) offers health care services to Aboriginal and Torres Strait Islander community members in Collie and Manjimup. DSAH staff are still working hard to assist our clients to take control of their health and wellbeing so we can Close the Gap between Aboriginal and Torres Strait Islanders and people who are non-indigenous Australians. Staff are encouraging clients to access mainstream service providers.

Up until June 30, 2021 DSAH Care Coordinators continued to work with clients in Collie and Manjimup who have a wide range of chronic conditions and need support in coordinating appointments. The Integrated Team Care program (ITC) supported clients with ongoing health issues to be able to self-manage and eventually to become more independent with their health care needs.



Due to COVID-19 limiting the ability to run events in the earlier part of 2020, the second half of the year saw the DSAH team very busy facilitating a number of successful health promotion and other events once community restrictions were eased.

- **Mental Health Week October 2020:** The Down South Aboriginal Health team participated in a Wellness Expo at the Wellness Centre in Manjimup where yoga and tai chi demonstrations were offered with other activities throughout the day.
- **NAIDOC Week, November 2020:** The DSAH team was successful in securing a NAIDOC week grant to host NAIDOC week events in Collie and Manjimup. The events saw almost 100 people joining in the celebrations. Thanks to the Shires of Collie and Manjimup, Collie Family Centre, PCYC and the Wilson Park Parenting Team, Coles and Woolworths for all helping make these events a success.
- **DESMOND Workshops:** The DESMOND (Diabetes Education and Self-Management for Ongoing and Newly Diagnosed) is an education program designed to support people living with type 2 diabetes. The DSAH teams in Collie and Manjimup hosted three workshops facilitated by Diabetes WA over the past year. After the workshops our clients said they felt they had a better understanding of their condition and the risks associated with poorly controlled diabetes and how to better manage their health needs.
- **Kidney Health Workshop:** The DSAH team in Manjimup hosted a small focus group Kidney Health Workshop with a keynote speaker and facilitator from Kidney Health Australia providing an abundance of information about diabetes, high blood pressure, the impact the conditions have on kidney health as well as treatment options. Attendees were very engaged and gained a better understanding of their health conditions.

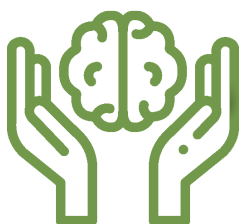


93%

of requested transports
were provided to clients
to attend healthcare appointments over the
2020/21 year

SOUTH WEST MENTAL HEALTH

• • • • •
• **770** •
• 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.

We continue to be responsive to the ongoing challenges the COVID-19 pandemic brings to our service demand and delivery, as well as other indirect factors, to ensure consistent high quality service provision and continual improvement to the efficiency and efficacy of the service. We are fluid in our response and have made effective changes so that the service can adapt almost seamlessly to changes in “lock down” restrictions.

The service has seen an increase in demand and we have adapted our service provision to meet the constantly fluctuating demands across the different areas of the region to manage waitlists efficiently. In late 2020 GP down south received WAPHA funding for an after hours service. We have provided a brief intervention and counselling service three evenings per week and Saturday

from 9.30am to 2.30pm.

For the second year running GP down south participated in the Smart to Ask Expo in Bunbury. Smart to Ask was represented by 47 organisations, the theme being ‘helping those who are doing it tough’, sharing skills, knowledge, and money saving ideas. This was also an excellent networking event.



Equally Well

In 2019 GP down south signed up to the Equally Well Consensus Statement to reach equity in health care and improve the quality of life for people suffering from mental illness. Our mental health team and chronic disease team work together to improve clients' quality of life for those living with chronic disease and suffering from mental illness. Joint team meetings enabled collaboration and some professional development between the two teams.

We have plans to further expand this focus and collaborate with other supporters of the Equally Well Consensus Statement to improve our goal of providing equity of access to healthcare for people living with a mental health issue.



Mental Health Week 2020

Staff from across programs and services got out and about in the community to celebrate and promote Mental Health Week and its message. 2020's theme was "mental health starts where we live, learn, work and play" – acknowledging that several factors contribute to our mental wellbeing. With this in mind, we collaborated with local service providers and community organisations to deliver and promote activities which addressed mind, body, and spirit. Our team worked together with headspace Busselton offering an open invitation to the public to join in a free yoga session (provided by a local yoga instructor), and for a third year, the City of Busselton supported GP down south covering the cost of the Busselton Jetty entrance fee where we hosted a jetty walk for mental health. We had over 20 participants join us in this year's jetty walk. Funding for these Mental Health Week activities was provided by the WA Association for Mental Health and the City of Busselton.



3 TIER YOUTH MENTAL HEALTH PROGRAM (3TYMHP)

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.

Plans for the 2021 3 Tier Youth Mental Health Program were challenged two weeks prior to the Tier 1 presentation. Due to COVID-19 capacity limits, border restrictions and the venue undergoing renovations, a Plan B had to be devised and implemented quickly. Along with the participating schools, we were able to pivot quickly and moved to delivering both the Tier 1 presentation and the Tier 2 workshops in each school in the one session.

Feedback indicated that schools preferred this model as basing the entire program in the school caused less disruption to classes and timetabling. We were able to maintain the day and timeslots already scheduled for Tier 2 workshops and only required an increase of time allowed to enable content of Tier 1 to be included.

The presenter this year was Amy Coombe, who has delivered parts of this program in the Peel and the Warren Blackwood regions in the past. Amy delivered the presentations up to three times a day with the same energy and focus as if it was the first presentation she had made all week. Her connection with students was evident in the feedback and by the number of people who lined up to speak with her after the presentation.

GP down south worked closely with the Mental Health Commission during the challenging weeks prior to the program being delivered to ensure the efficacy of the program would not be compromised in the new format. We thank them and the schools for their support with the 2021 program. We are delighted that the Mental Health Commission has extended funding to deliver the 3 Tier Youth Mental Health Program for 2022.

615
students



8
schools

9
presentations



5
days

47
follow-ups



83%

increase in awareness of
factors influencing mental
health & wellbeing

96%

satisfaction
with the
service

82%

increased understanding of what are
helpful & unhelpful behaviours when
addressing mental health & wellbeing



“ For the first time
I feel like I've been
heard & I didn't even
open my mouth ”

“ We're made to
attend so many
presentations but this
is the first one I've
actually enjoyed &
learnt from ”

“ By far the best
mental health session
we've ever had ”

“ If it wasn't for that
session I wouldn't
have spoken
up & got help ”



“ There is nothing else
like this program.
With the support you
offer students during and
after the presentation,
it's just brilliant ”

CHRONIC CONDITIONS

This year has been a year of consolidation and growth for the Integrated Chronic Disease Care (ICDC) program with our team delivering services to an increasing number of people with targeted chronic conditions throughout the South West.



Chronic Condition Care Coordination

A full team of Chronic Conditions Care Coordinators this year has ensured equity of access across our regions with coordinators based in the Greater Bunbury, South-West Coastal and Warren Blackwood. A total of 139 new referrals were received into the program this period and staff have worked within a client centred framework to improve health literacy and chronic condition self management skills delivering 1661 individual occasions of service.

The expansion of the delivery of services through education workshops has added an opportunity for our clients to learn new skills via a model that incorporates both evidence based education and peer support. A Smoking Cessation pilot group was delivered in Manjimup utilising the Make Smoking History Quit program resources as a guide. Guest presenters were invited to the workshop to share personal stories regarding how they successfully quit smoking to provide group members with examples of real life positive strategies and instil hope for sustainable change. Delivery of this program will be expanded to other centres in the coming year.

Program staff have participated in professional development opportunities to ensure clients receive best practice care and our Greater Bunbury Chronic Conditions Care Coordinator successfully completed the Heart Foundation Health Professional Ambassador Program (pictured above).



Diabetes Education Service

The team of four have all been recognised as Credentialed Diabetes Educators (CDE) by the Australian Diabetes Educators Association (ADEA). A CDE health professional has specialist knowledge and professional development in the field of diabetes education.



Demand for diabetes education remains high and our team work hard to provide timely services utilising a mixed model of face to face and telehealth services. This period has seen an increase in the provision of joint sessions between our Care Coordinator in the Warren Blackwood region and Bunbury based Diabetes Educator utilising video conferencing technology.

These sessions facilitate an opportunity for the clinicians to work collaboratively to not only provide education but jointly monitor progress and assist clients implement healthy lifestyle change.

Members of our team have undertaken training with the Baker Institute this period enabling them to co-facilitate a group program for people with type 1 diabetes with other service providers in the region. This opportunity will compliment our ongoing delivery of the DESMOND and SMARTS groups via our partnership with Diabetes WA. The team have also upskilled to assist clients use technology in the self management of their diabetes.

994

clients serviced



3537

occasions of service



523

total referrals



92%

of clients

surveyed felt

the care they received will help them manage their condition better

BUNBURY HEALTH HUB

In August 2020, the Board of GP down south determined to pursue the development of a “Bunbury Health Hub”. Building on the success of the Peel Health Hub, the Board felt that the environment was right and Bunbury was selected being a major regional centre.

The Bunbury Health Hub will be a purpose built, primary care facility providing a ‘one stop shop’ for the health issues impacting young people in the Bunbury region including mental health, drugs and alcohol and suicide. It will also provide a coordinated response to the health needs of vulnerable adults, families and carers in the region. Co-located service providers will offer GP, mental health, alcohol and other drugs, assault, sexual abuse, family violence, vocational training and family support services.

The Bunbury Health Hub will provide a GP supported, comprehensive and coordinated approach to improve the mental, social and physical health of its clients. This will be supported through improving access to services and an integrated Model of Care based on clinical care coordination and collaboration.

- •
- **Key principles of the Model of Care** •
- **are to;** •
- • Provide immediate clinical •
- intervention and support to people •
- when they present not knowing •
- what service/s they require; •
- • Support people who have complex •
- needs to engage with treatment •
- options across multiple services; •
- • No wrong door policy; •
- • Reduce repetition of storytelling; •
- • Reduce barriers and enhance •
- access to engagement with •
- services; •
- • Provide client-centred care. •
- •



Key Stakeholder Workshops

The Model of Care for the Bunbury Health Hub will enable client centred care in a primary health care setting and facilitate seamless access to health services thus reducing barriers to services that many people with mental health and drug and alcohol issues experience. It will ensure continuity of care, sharing of relevant information and ongoing communication between health, welfare and social support services whilst maintaining client consent and confidentiality.

Work began initially on developing the project with the City of Bunbury having documented their support for the project. The City of Bunbury have assisted in identifying a preferred site – namely the south western corner of Hands Oval – a very central and easily identifiable location.

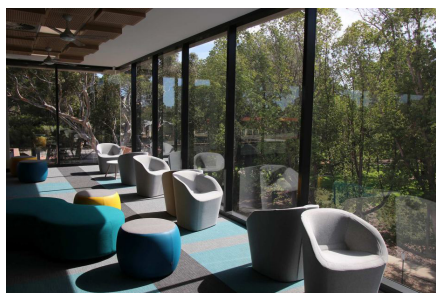
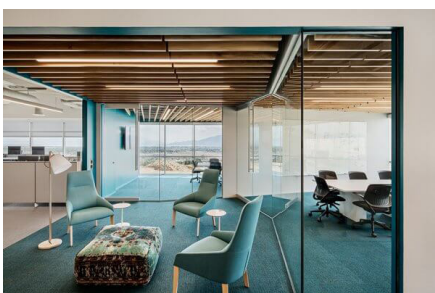
GP down south funded the development of a Business Case which confirmed the need for a youth friendly Health Hub in the Greater Bunbury region.

Through a successful Lotterywest grant, we have been able to commence a program of stakeholder and community engagement with the first of four workshops taking place mid June 2021. A series of interviews with identified stakeholders were also conducted, with stakeholders positively endorsing the concept.

A funding submission is currently with the State Government and we hope to have a decision by the end of this year.



Concept Images



CORPORATE SERVICES

Providing support to the Organisation in the areas of Finance, Human Resources, Work Health & Safety, Quality, Governance, Publications, ICT and Administration. The impacts of COVID-19 and delivering diverse programs and services covering regional areas of WA, meant reliable technology was more vital than ever before to remain connected; to work effectively from wherever is needed.



Quality

Re-accreditation against the ISO 9001:2015 standard was achieved in April with the auditor having undertaken the audit remotely, due to the challenges of the pandemic. In the feedback session she spoke highly of our commitment to quality, the knowledge of the QMS demonstrated by everyone spoken to and advised we have met all the requirements of the standard with nothing of concern.

She said "It was a delight to come to an Organisation with an effective and efficient Quality Management System and it was a joy to talk to people who know what they are doing and where to look for it if they don't know".

A very positive outcome to be celebrated. Being an accredited organisation is essential to enable us to maintain existing and gain new funding contracts.

Clinical Governance and WH&S frameworks are moving forward with committees operating in both areas, providing monitoring and advisory oversight. In particular, pandemic related WH&S policies and procedures continue to be reviewed and revised where necessary to support the safety of staff, clients and visitors.

The AGPAL reaccreditation for our Peel Youth Medical Service General Practice was deferred for a further year, whilst the accreditation for Nidjalla Waangan Mia occurred and was successful.

Information Communication & Technology

Working remotely and flexibly remained a feature for the year, facilitated by robust ICT systems and increased use of online meetings. The use of online meetings in this manner has enabled greater connection between staff in different locations. Implementation of the ICT roadmap has continued in tandem, with refresh of mobiles and implementation of E-faxing among a number of initiatives.

Work Health & Safety and Mentally Healthy Workplace

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.

The WH&S framework is now established and the Organisation's commitment to a safe workplace is embedded. With the Work Health and Safety Act 2020 having been passed in WA and its likely implementation date of January 2022, all members of the Board, Senior Management Team and WHS Officer have attended an introduction to the new Act in preparation for the impending changes.

The Emergency Planning Committee continued to convene weekly and more regularly when required, to discuss impacts and actions as a result of the pandemic. Extensive work continued in order to safeguard both staff and clients during service delivery. Staff were able to maintain their positions and client access to services was successfully managed through a hybrid delivery model.

Human Resources

The Australian not for profit Workforce Survey was undertaken for a fourth year, with the results continuing to show a favourable benchmark against the whole not for profit sector.

The new performance appraisal process "Valuing Individual Performance" has been successfully received by both workers and managers alike.

The E-Learning portal has continued to be a valuable tool in both staff orientation and up skilling, facilitating the delivery of compulsory training elements for staff and is now being considered for extended use, including delivery of education for Cultural resources created as part of our Reconciliation Action Plan.

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 with the external auditors providing positive feedback regarding how organised we are and as a result the audit was conducted very efficiently. CQI and systems review occur to meet the reporting requirements and evolving business needs of the Organisation.

Financial Overview



PATRICIA SCAFFIDI

Company Secretary

Despite the continuing unknowns in our world due to COVID-19, GP down south (GPDs) has remained focused and driven on developing its key strategic directions. The appointment of new Board members has brought an invigorated focus on the key elements which will further support GPDs in achieving its objectives. Service delivery has remained strong and has continually been developed and refined to support those in need.

Obligations outlined in our grant funding have all been achieved or exceeded with new funding sources being successfully obtained and outlined for the future growth of GPDs.

The Company returned an overall deficit of \$70,124 which was made up of an operational surplus of \$255,102 offset by the Peel Health Hub's (PHH) depreciation loss of \$325,226 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 continued to benefit from previous organisational redesign which saw the introduction of significantly increased ICT and management support for all areas of the business. The development of systems has ensured that the organisation is well placed for further growth backed up by an optimised business structure.

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 continue to benefit GPDs in the future allowing for the introduction of greater efficiencies and lower costs for years to come.

Operationally the PHH continues to deliver significant financial benefits which have been used to internally fund key community services such as the Peel Youth Medical Service. 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 to extend

and further reinvest into this model has remained our focus for other key 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 2021/22 budget remaining conservative with an anticipated surplus of \$18,545 (before PHH depreciation). GP down south is proud of its innovative approach towards assisting vulnerable people via the provision of holistic and coordinated services. These services will continue to be 100% internally funded and financially supported up to \$250,000 for 2021/22.

The Organisation's strategic goals have been well supported by all staff members who have continued to remain positive and focused throughout the year, ensuring those in need gain access to the services they require.

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

	2021 (\$)	2020 (\$)
OPERATING REVENUE		
Revenue	6,464,870	6,270,287
Other income	161,591	215,249
TOTAL OPERATING REVENUE	6,626,461	6,485,536
OPERATING EXPENSES		
Consultancy and contractors	(448,479)	(456,503)
GP Fees	(464,151)	(413,998)
Depreciation expense on property, plant and equipment	(459,796)	(454,378)
Amortisation expense on right-to-use asset	(55,282)	(53,883)
Interest expense	(649)	(7,195)
Employee benefits expense	(4,444,084)	(4,524,704)
Program materials	(110,433)	(77,765)
Rental expense	(282,719)	(259,589)
Repairs and maintenance and vehicle running expense	(102,046)	(106,114)
Seminars and training	(77,545)	(60,692)
Administration expenses	(186,781)	(172,507)
Other expenses	(64,619)	(55,307)
TOTAL OPERATING EXPENSES	(6,696,584)	(6,642,635)
SURPLUS		
Surplus/(deficit) for the year	(70,124)	(157,100)
Other comprehensive income	-	-
Total comprehensive income for the year	(70,124)	(157,100)

Statement of Financial Position as at 30 June 2021

	2021 (\$)	2020 (\$)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,071,011	2,044,433
Trade and other receivables	216,532	15,285
Other current assets	134,897	134,507
TOTAL CURRENT ASSETS	2,924,699	2,194,225
NON-CURRENT ASSETS		
Property, plant and equipment	8,570,590	8,999,489
Right of use assets	68,042	89,954
TOTAL NON-CURRENT ASSETS	8,638,632	9,089,443
TOTAL ASSETS	11,563,331	11,283,668
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	472,052	462,005
Short term provisions	684,789	590,930
Contract liabilities	687,478	361,618
Unexpended grants	-	-
Lease Liabilities	54,788	54,835
TOTAL CURRENT LIABILITIES	1,899,107	1,469,388
NON-CURRENT LIABILITIES		
Long term provisions	67,799	123,540
Lease liabilities	15,043	39,234
TOTAL NON-CURRENT LIABILITIES	82,842	162,774
TOTAL LIABILITIES	1,981,949	1,632,163
NET ASSETS	9,581,382	9,651,506
EQUITY		
Retained Earnings	1,640,995	1,385,893
Peel Health Hub Reserve	7,940,387	8,265,613
TOTAL EQUITY	9,581,382	9,651,506

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 2021, 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:

1. giving a true and fair view of the financial position of GP Down South Limited as at 30 June 2021, and of its financial performance and its cash flows for the year then ended; and
2. complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulations 2013.

Dated this 22nd day of September 2021

AMD Chartered Accountants
Level 1, 53 Victoria Street, Bunbury,
Western Australia

Maria Cavallo
Director

** full version available upon request.*



GP down south

Local health. Our business.

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Peel Health Hub

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