



# GP down south

Local health. Our business.

## — 2021/22 — YEAR IN REVIEW

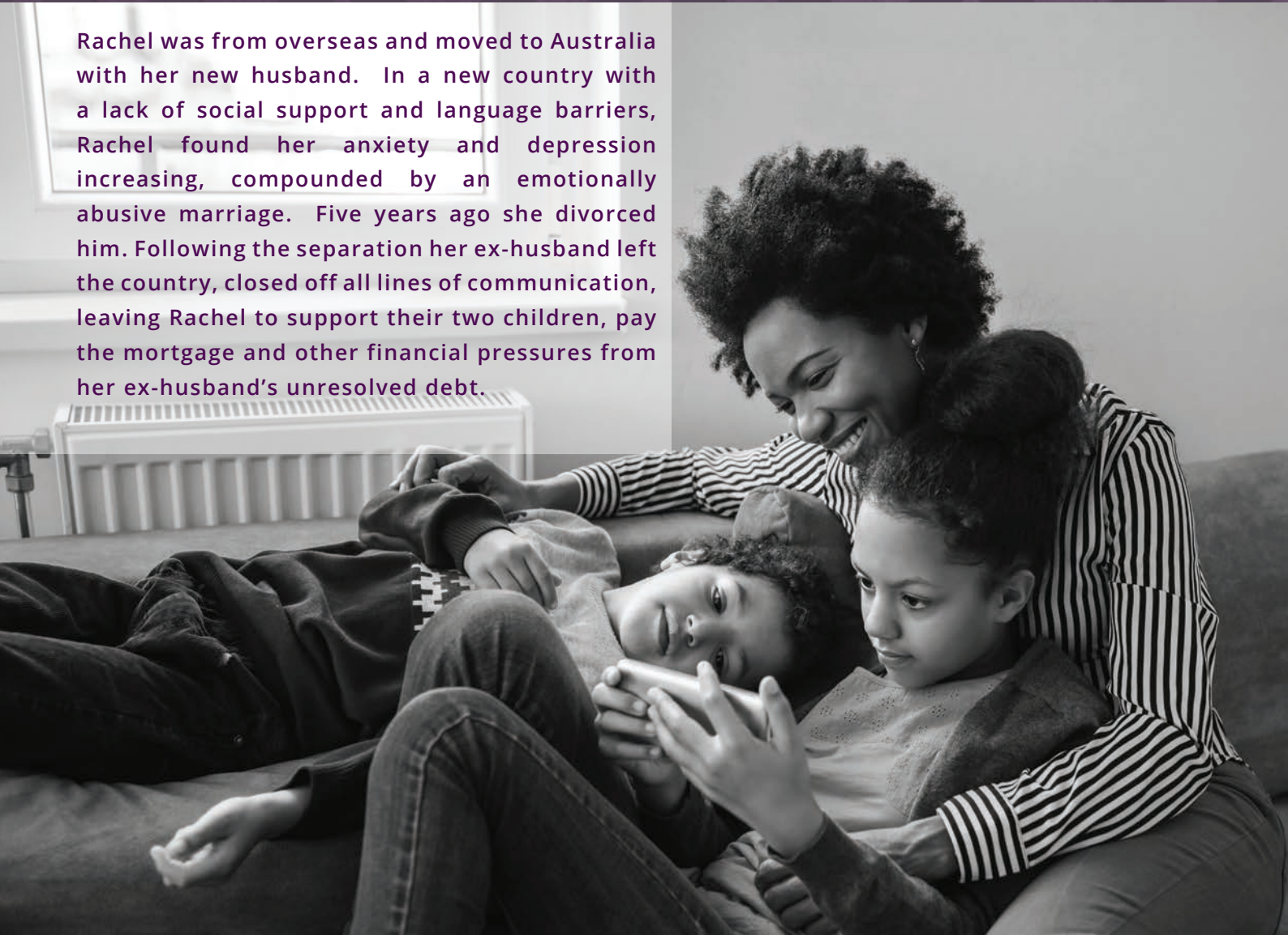
**GP DOWN SOUTH LTD**

ABN: 62 063 901 306  
Website: [www.gpdownsouth.com.au](http://www.gpdownsouth.com.au)

# RACHEL'S STORY

Our Mental Health Team serve and assist many people in our community from a variety of backgrounds. As a multi-cultural society we often help clients adjust to a new cultural and social setting. This is Rachel's\* story.

Rachel was from overseas and moved to Australia with her new husband. In a new country with a lack of social support and language barriers, Rachel found her anxiety and depression increasing, compounded by an emotionally abusive marriage. Five years ago she divorced him. Following the separation her ex-husband left the country, closed off all lines of communication, leaving Rachel to support their two children, pay the mortgage and other financial pressures from her ex-husband's unresolved debt.



Our clinician worked on mindfulness techniques to slow things down for Rachel. She was severely, emotionally dysregulated and could never seem to stop and rest. This was playing out in behavioural problems with her children as well. We helped give her the language for increased emotional awareness, mindfulness and parenting skills.

Providing her with links to other community agencies, along with continuing to support her through treatment, has enabled a more positive family dynamic with better communication with her children. The links with other agencies has helped resolve legal issues which in turn has supported her mental health.

For more information on our Mental Health programs, turn to page 15

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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.





2021



2022





# MESSAGE FROM THE CHAIR



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## DAVID BARTON

Chair

*2021/22 has seen GP down south respond to a suite of challenges in a fashion which is an enormous credit to our staff, board and partners.*

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With the full year impacted by the Covid 19 pandemic, the organisation demonstrated agility and resilience. Several services were able to continue utilising telehealth, with other essential services implementing policies and protocols enabling the continuation of service delivery, whilst keeping both clients and our workforce safe. Our work practices have also seen adaptations with technology enabling us to adopt hybrid work from home models whilst sustaining a cohesive culture.

With service delivery across eight centres throughout Peel and the South West, we have continued to have a strong on the ground presence in the communities we serve.

GP down south continues to pride ourselves on our collaborative philosophy that is clearly demonstrated through the many partnerships we have forged. Partnerships such as that with Palmerston enabling the extension of care coordination capabilities at the Peel Health Hub are illustrative of how collaboration leverages benefits in healthcare delivery.

GP down south's commitment to serving the first nations people within our communities has been highlighted with the important work on the Innovate Reconciliation Action Plan (RAP) across 2021/22. This RAP will guide our activities as well as engagement with communities and stakeholders in all areas of our organisation. The board look forward to the implementation of the strategies outlined in the plan and ensuing positive outcomes.

GP down south continues to be a leader in health innovation in the sector. The success of the Peel Health Hub has showcased this over four years. This approach is now seeing the organisation establish plans for other health hubs in WA, significantly expand the Peel Health Hub and develop a new collaborative system of care for the Warren Blackwood region.

This year has seen some renewal in our leadership team. We farewelled Amanda Poller who has moved on to a new role after 10 years at the helm as CEO of GP down south. Amanda's strong contribution to the organisation over this period was acknowledged by the board and staff. The organisation is excited to welcome new CEO, Wendy Hooper, to the role.



**David Barton**  
Chair



**Dr Rupert Backhouse**  
Deputy Chair



**Tricia Scaffidi**  
Company Secretary



**Dr Russell Wallis**  
Director



**Prof. Garry Allison**  
Director



**Ms Anne Donaldson**  
Director



## MESSAGE FROM THE CHAIR

The organisation is at a pivotal point in its development with a range of new opportunities presenting themselves. There has been a significant body of work this year with staff and board working with consultant, Marcus Stafford, on the Strategic Plan for 2023 to 2026.

The defining of our values as excellence, compassion, respect and connection will drive our approach as a modern and exemplary for purpose organisation in the community health and wellbeing sector. GP down south continues to play a pivotal role in caring for those experiencing (or at risk of) poor health outcomes and who might otherwise be forgotten or lost within the system. The board and management express our deep gratitude to the wonderful team who work tirelessly to care for and ultimately change the lives of so many in the communities we serve.

We hope you enjoy reading our 2021/22 Year in Review while building your understanding of our story, vision and critical impacts in the Peel and South West regions.

**David Barton - Chair**



# EXECUTIVE TEAM



**Amanda Poller**  
Chief Executive  
Officer



**Eleanor Britton**  
Business Development  
Manager



**Helen Douglas**  
Chief Financial  
Officer



**Denise Culham**  
Regional Manager  
(Peel)



**Kerry Shaw**  
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



**CITY OF  
MANDURAH**



**Government of Western Australia  
Mental Health Commission**



John & Bella Perry  
Foundation



**AnglicareWA**



# FIONA'S STORY

Fiona\* is a 24 year old woman living in a caravan in the South West with her partner. She grew up in various foster care settings in Victoria and experienced trauma throughout her childhood. She moved to WA about five years ago with her biological father. She was referred to the program following frequent presentations to hospital. These resulted from self-harm and suicidal ideation. Upon engagement with the service she identified the following goals with the clinician:

- Reduce tendency toward violence / anger
- Complete pre-requisite requirements and certification in aged care
- Obtain and maintain employment
- Establish more stable housing
- Maintain sobriety



Fiona's engagement with services was initially sporadic. However, as trust was established between Fiona and her clinician, she became more engaged and consistent in the Integrated Care Management (ICM) program as well as drug and alcohol counselling. Eventually rarely missed her fortnightly appointments. With the resultant identification and diagnosis ADHD, the clinician referred Fiona to a disability job provider. They were able to provide specialised support based on her needs and she started a course in Aged Care – one of her identified goals. The clinician also referred Fiona to the GROW group, which she attended and eventually took on a leadership role. Going beyond just mental health treatment, we also helped her navigate the system and advocate on her behalf to obtain suitable photo ID which has enabled her to successfully apply for NDIS funding.

Previous frequent emergency department presentations reduced to zero. She now consistently reports having not self-harmed or suicidal ideation. She now shows visible improvement in self-esteem and confidence in her own ability to self-regulate.

Fiona has successfully completed her Aged Care certification. With support from her NDIS plan, she was also able to obtain a driver's license. She obtained a job as a cleaner and was able to purchase a car. She has continued to maintain abstinence from methamphetamine and continues to engage in drug and alcohol counselling, as well as general counselling. She reports an improvement in her interpersonal relationships, with her mother, father, and partner. Fiona says she now has a sense of achievement, a positive outlook and expresses motivation to continue moving forward.

For more information on our Mental Health programs, turn to page 15

# 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 (MoC). The MoC is centred around the facilitation of care by Clinical Care Coordinators.

In its fourth year, the Peel Health Hub has gone from strength to strength. The Clinical Care Coordination team was boosted by an extra 2 FTE as a result of a partnership with Palmerston funded by Lotterywest. This has enabled many more clients to access timely support and get on the road to recovery faster.

The increase in demand for all services has highlighted the need for expansion in service scope. We have developed a business case for a doubling of the Health Hub footprint and providing an increased range of much needed services in the areas of women's health, eating disorders and sexual assault support, in partnership with Allambee.



Whilst we wait for the funding and construction of the Peel Health Hub 2.0, some of these services will be provided in the existing building, which has been made possible by the relocation of headspace Mandurah. All levels of government have welcomed the expansion plans and we work with our strategic partners to make it a reality.

## Bunbury Health Hub Update

Through Lotterywest funding, we have been able to progress plans for the Bunbury Health Hub (BHH). An additional three workshops were conducted during 2021/22 with stakeholders gaining a deeper understanding of the Model of Care (MoC), how it works in the Peel Health Hub and how it could be applied in the South West.

In the second half of the year, we commenced meeting with a smaller BHH Development Group who are working towards developing the MoC and supporting us with funding applications. MoUs are being put in place with members of this group.

We have maintained engagement with the City of Bunbury who continue to provide support and actively work with us to make a Health Hub in Bunbury a reality. Participation in youth events in Bunbury have enabled us to engage with the community and get valuable feedback from young people.

The steep increase in construction costs have necessitated a review of the business case and associated cost benefit analysis. The updated version will be used to approach all levels of government to secure funding for this much needed facility.



# 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 wellbeing by supporting the mental, social and physical health of people within the Peel region. PYMS has been an integral part of the PHH since 2018. From its humble beginnings at Billy Dower Youth Centre, PYMS has experienced continued growth, exponentially over the last 12 months.

PYMS success can be attributed to the team of dedicated staff who provide a supportive, friendly and caring environment for people, as soon as they enter the service. The GPs work collaboratively with a team of counsellors, nurses and clinical care coordinators, who are committed to the unique Model of Care (MoC) at the PHH.

With demand for services increasing, PYMS has focused on GP recruitment. Collaborating with other GP practices and WA Primary Health Alliance (WAPHA), we have successfully lobbied government to have Distribution Priority Area (DPA) and Area of Need (AoN) status changed. This will enable us to recruit overseas trained GPs. This is a huge win and hopefully will mean securing additional GPs to work with us.

It's a credit to our dedicated GPs who have continued to deliver medical care in what can often be described as a challenging environment. Couple this with the extra burden that Covid 19 put on the health system, our GPs and staff must be celebrated for their dedication and hard work.



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

## Clinical Care Coordination

The Clinical Care Coordination team are pivotal to the Model of Care (MoC) offered at the Peel Health Hub (PHH). Clinically qualified Care Coordinators provide advanced access to treatment for individuals who present at the PHH who need help but are unaware of what service/s they require. This involves assessment on the day of presentation, development of a client centred therapeutic care plan, 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 service 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 require five staff members, with mental health nursing, psychology and social work backgrounds and the addition of two counsellors funded via Palmerston from Lotterywest.

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 PHH. The Clinical Care Coordinators also manage a high number of enquiries about mental health services from families and other services in the Peel community.

The service continues to be evaluated, confirming it is highly valued by the community for its early engagement, accessibility and quality care. The team has also engaged with external service providers to expand offerings at the PHH by coordinating in-reach services such as Centrelink, Jobs and Skills WA, St Vincent De Paul Society , APM Mandurah, and Peel Community Mental Health Psychiatry. Collaboration with these organisations further builds on our holistic approach to care. These complementary services are providing access and support, to our clients in an environment they trust.



**138** walk in assessments



**3879** occasions of service



**240** clients



# 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 and may be experiencing isolation and complex problems. The team engages with people in the Mandurah, Pinjarra and Waroona shires, promoting 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.

The program has been running with a full cohort of staff and although the Covid 19 restrictions at times impacted the service, it has not affected service delivery. In fact, there was an increase in clients seeking assistance. Of note, was the increase of people over 60 years of age who live in the Pinjarra and Waroona areas, seeking assistance. We have strong partnerships in the community and continued relationships with Murray House Community Resource Centre, Waroona Community Resource Centre, Pinjarra Community Kitchen and Passages Youth Homeless Services. The Pinjarra Women's Centre opened midway through the year, which has given us an additional venue to see clients.



We continued to forge strong relationships with schools in the area including Waroona District High School, Pinjarra Senior High School and Fairbridge College. The service has seen an increase in the number of students who are being referred due to limited resources and services at the schools with many service having wait lists.

The team attended the first of two cultural camps in June 2022 at Nanga Bush Camp in Dwellingup which saw a larger than expected number of young people attend. The 40 young people attending were able to immerse themselves in traditional Aboriginal knowledge, skills, spirituality, and connection to country through stories, dancing and song, which were delivered by local elders (pictured above and below). Throughout the week long camp, several services including police attended to build relationships with the young people, assisting to break down unhelpful stereotypes. We are now preparing for our second camp which will focus on strengthening relationships forged at the previous camp, team building activities including cultural elements from a different region.





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

At Nidjalla Waangan Mia (NWM) our focus has, and will always be, improving health outcomes for Aboriginal and Torres Strait Islander people who live in the Peel region. We continue to deliver vital primary healthcare that includes GP services, care coordination services, health education, transport to medical appointments, dental services, outreach services and client advocacy.

With the borders open and the inevitability that Covid 19 would spread through the community, March saw the delivery of weekly workshops entitled 'Staying Mentally Healthy During Isolation'. Our target group for these workshops were clients who suffer anxiety and depression. Workshops included distributing and explaining information about Covid 19. Mindfulness activities, examples of things to do during isolation and a checklist of things to do in preparation for having to isolate were provided.

Staff movement during 2021/22 provided opportunity for new staff to contribute to the planning of service delivery, generating fresh ideas. Staff designed and created healthy lifestyle workshops unanimously deciding to deliver the following:

### **A healthy cooking course for young mums using an air-fryer.**

A healthy menu was developed for each session which covered various tastes and inexpensive ingredients. Each attendee was able to cook the meal along with the facilitator, providing a real hands on learning experience. Participants were able to take the meal home to share with their family. At the completion of the course participants were gifted an air-fryer giving them the tools to continue to cook healthy meals at home.

### **Weekly Walking Group**

A Weekly Walking Group was established to encourage clients with a chronic condition to "Act-Belong-Commit". Each week a different location was chosen and the group walked for an hour and then shared morning tea. The activity has been well attended and attendees include a person who requires a wheelchair so we were able to support the person with appropriate assistance and transport. Feedback from clients has included:

*"This waking session is the highlight of my week – I enjoy walking and yarning with others" "It's great to get outside and get the fresh air – we have even walked in the rain which I wouldn't do without committing to the group".*



# Down South Aboriginal Health

Through another year of Covid 19 turbulence, Down South Aboriginal Health (DSAHA) has delivered a range of programs and activities to our Aboriginal and Torres Strait Islander communities in Collie and Manjimup.

In the past year DSAHA have formed partnerships with:

- **HAPEE** (Hearing Assessments Program Early Ears) funded by Hearing Australia. This program assesses Indigenous children's (aged 0-6) middle ear health to see if they need medical intervention. Referrals are often sent through to ENT and/or Speech Pathology for further investigation.
- **Palmerston** in Brunswick Junction – Our Aboriginal Health Worker visits Palmerston in Brunswick to conduct physical observations on clients and/or give them some education about how their habits have affected their life and what it means now that they are no longer using the drugs and alcohol. Providing this kind of outreach has been extremely beneficial to community members who are struggling with addiction.
- Our Transport Officer has been involved with **Shooting Stars** at Collie High School. Shooting Stars aims to empower Aboriginal girls and women by growing their confidence, identity, cultural connection, capacity, and resources to make informed decisions for themselves. The Shooting Stars program has seen the school attendance rates for the Indigenous girls that participate in this program, increase dramatically and the confidence of these girls has also improved over the course of the program.

Events that we have run and promoted include NAIDOC Week, R U OK Day and Mental Health Week. These annual events, along with regular events – such as Wacky Wednesday – provide an opportunity for community engagement and the chance to yarn. This is an important aspect of health care and support in our community. Informal settings provide opportunity for client support.

The team at DSAHA continue to develop with staff undertaking additional training in Domestic Violence Alert, Accidental Counselling, Suicide Assist, Drug and Alcohol Testing, Audiometry & Tympanometry, as well as receiving mentoring.

We continue to support clients with a wide range of chronic conditions and help them to self-manage so they can eventually be more independent with their healthcare needs.



2,982

occasions of service



100%

of requested transports  
were provided to clients

to attend healthcare appointments

# MENTAL HEALTH PROGRAMS

GP down south provides mental health services to two streams of clients in the South West. Our Community Support Service for people living with mild to moderate mental health issues provides short-term support, including counselling provided by tertiary qualified and experienced mental health clinicians with referral to other relevant support services as needed.

Our Integrated Care Management Service for people living with a severe and persistent mental illness aims to provide access and support to clients to improve their level of community engagement, wellbeing and enjoyment in life. This reduces the risk of relapse, easing the burden on themselves and their families, and providing support to GPs in the management of shared clients.

Demand for services, the impact of Covid 19 on our workforce and clients, government mandates regarding isolation have all contributed to the wait list for services extending out to approximately eight weeks across the region.

This period data shows that 75.9% of clients report significant improvements in their mental health. This data has been collected via the K10 outcome tool used at time of referral and closure, as well as subjective feedback from clients.

GP down south has a central reporting system for positive client feedback. For qualitative purposes and to demonstrate the effectiveness of the program, here are some of the feedback comments we received from the clients serviced by this program:

- *Clinician A was fantastic. Listened and provided valuable advice. Very professional and always understanding.*
- *Clinician B is the first professional person I have spoken to about my mental health that I feel comfortable to express the depth of my issues. I feel seen and heard and feel like our sessions are genuinely beneficial.*
- *Just keep doing the great work you do in mental health. Saves us for sure.*
- *I would like to say thank you for your services and great staff*
- *It was lovely to talk to someone as I didn't get the service after my wife died nearly seven years ago. I was able to unload all my burdens to a person who understood everything and read all my writing. I was shattered into many pieces, and they have not been put back together again. I was lost but now I'm found. My cries have been answered. Now I can speak and not be afraid.*



- *I was provided with counselling via telephone by Clinician B. I could not have been happier with this service. Clinician B was always very professional and caring. I felt as though I had support and understanding when I needed it and I have learnt a lot about myself and my condition through these sessions. Thank you very much!!*
- *The service I received was outstanding.*
- *Please keep doing what you're doing, hiring great staff and being easily accessible, thank you.*

## Connections Count Mental Health Service in Residential Aged Care Facilities

GP down south was successfully secured funding from WA Primary Health Alliance (WAPHA) through the Commonwealth Government's, Psychological Treatment Services for People with Mental Illness, for the Connections Count program.

Moving to a residential aged care facility can involve living away from family and a familiar environment, leaving behind the social support system of relatives, friends and society. The pressure to find and develop new and meaningful connections in a residential aged care facility can be significant for older adults.



The Connections Count program supports residents in aged care facilities to improve their quality and enjoyment of life by giving them the opportunity to talk about anything that may be worrying them with a mental health professional in a safe and confidential space.

**876**

clients serviced  
throughout the  
South West region of WA



**75.9%**

of clients reported  
significant improvements  
in their mental health

# MENTAL HEALTH PROGRAMS

## Socially Isolated Older Adults

In recognition of the impact that Covid 19 has had on older adults in our communities, the Federal Government allocated funding to provide extra support to people aged 65 years and over and Aboriginal and Torres Strait Islander peoples aged 55 years and over across Australia who have experienced feelings of loneliness and a loss of connection as a result of Covid 19.

GP down south were funded until the end of December 2021 to provide free support to older adults living in the South West region of WA, including Bunbury and surrounds, the Warren Blackwood and Busselton / Margaret River regions. The program supported older adults to improve their mental health, facilitate connections with other services and social networks in an individualised approach. This assisted older adults to establish or re-establish connections in their communities and provide one on one mental health support to improve their overall health and wellbeing. There was a 74% increase in the number of older adult client referrals and a 75% increase in the number of occasions of service for this demographic in this reporting period compared to the equivalent reporting period in 2020.

### Is there a link between ageing and depression?

Older people who are lonely and don't have strong social networks and support can be at risk of developing mental health conditions such as depression.

Depression is often not well recognised or detected in older people. Quite often symptoms of depression, such as problems with sleeping, memory or concentration are mistakenly dismissed as a sign of growing older.

Physical illness is also linked to depression. Things like loss of independence, loss of friends or family, loss of pets, loss of work, and a feeling of not being needed anymore, are all common factors associated with depression in older adults.

Your emotional wellness is an important part of your general health.

The Connections Count program supports residents in aged care facilities to improve their quality and enjoyment of life by giving them the opportunity to talk about anything that may be worrying them with a mental health professional in a safe and confidential space.

### How can we help?

If you would like the opportunity to talk with a mental health professional about any worries you may have all you have to do is, ask one of the staff at your place of residence to arrange a referral for you to the free Connections Count program. Once we receive the referral, we will arrange a mental health professional to visit you at your place of residence.

All conversations are kept private and confidential.

A Residential Aged Care Facility attending GP, Nurse Practitioners or Registered Nurse can refer you to our services:  
Referrals must be faxed to:  
F: 97542985  
T: 9754 3662  
[www.gpdownsouth.com.au](http://www.gpdownsouth.com.au)



Our 3 Tier Youth Mental Health Program, funded by the Mental Health Commission, was well underway at the end of 2021. Ten Peel senior schools committed to the program, with 985 participating students took part in 13 sessions over two weeks.

Increased restriction relating to the wave of Covid 19 Omicron virus curtailed our plans for the Tier 1 and 2 programs in early 2022.

Covid 19 restrictions, also saw the cancellation of school camps, school balls and other milestones which had an impact on the mental health of our young people. GP down south has worked with the Mental Health Commission to ensure Tier 3 counselling support to students was increased to students.

GP down south continued its commitment to schools during this period by remotely delivering information sessions on stress and developing a 'Gratitude and Mindfulness' journal.

A new program format has been designed for 2023, with a fresh approach to provide improved mental health awareness delivery to students.



# 3 TIER YOUTH MENTAL HEALTH PROGRAM (3TYMHP)

**985**

students

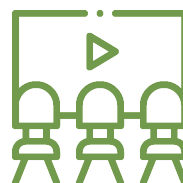


**10**

schools

**13**

presentations



**2**

weeks

# CHRONIC CONDITIONS

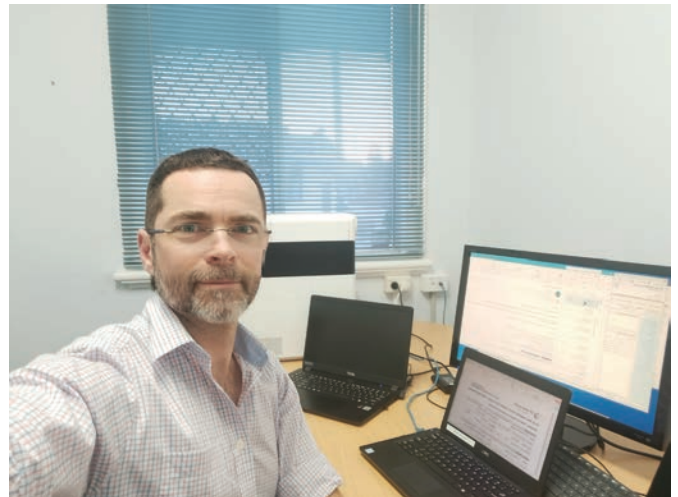
This year has seen continued growth of the Integrated Chronic Disease Care (ICDC) program. Our team is expanding and now includes Exercise Physiology and Dietetic services in the Warren Blackwood region.

Our Bunbury Chronic Condition Care Coordination (CCCC) and Diabetes Education teams have moved to Lotteries House, Bunbury and once again, our team have worked together to ensure service delivery to a growing client base.

## Chronic Condition Care Coordination

The Chronic Conditions Care Coordination (CCCC) team have continued to adapt amid disruptions due to Covid 19 restrictions while ensuring that our vulnerable clients maintain access to services. The program is now well established within the Bunbury health community with strong referral pathways from both GPs and WA Country Health Service.

The Warren Blackwood and Greater Bunbury ICDC programs have built solid GP referral pathways. Despite a reduction in FTE due to staff movements, our overall referrals and occasions of service have increased, which is a credit to our team.



**3998**

occasions of service



**564**

total referrals



**95%**

of clients surveyed  
felt the care they

received will help them manage  
their condition better



## Diabetes Education Service

Demand for Diabetes Educators has continued to grow as has the skill-set of our educators due to their ongoing professional development. Our team of Diabetes Educators are proficient in the use of continuous glucose monitoring equipment, assisting clients to access equipment trials to support self management. Our team continues to offer a flexible mixed model of delivery. We utilise face to face, telephone and video conferencing, working closely within the ICDC team to offer clients a joint approach to care, enabling access to those unable to travel for education.



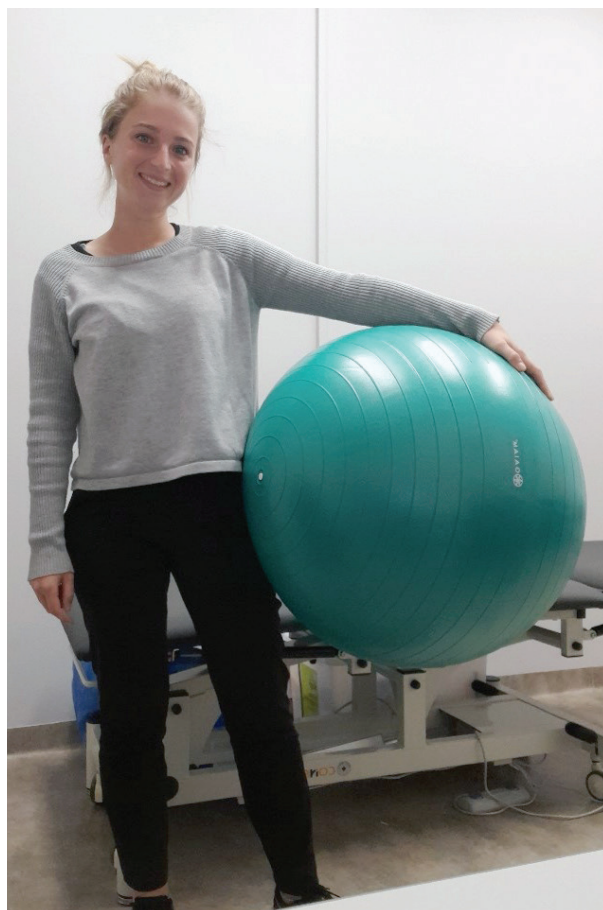
## Exercise Physiology and Dietetics

Our newest additions to our team are swiftly embedding themselves in the Warren Blackwood health services, with referral numbers increasing every month.

In addition to CCCC and Diabetes Education, these services provide a holistic service for our target cohort with chronic health conditions. They work cohesively to refer clients between services and collaborate to achieve the best outcomes for the client.

The ICDC team continue to strive to improve their knowledge and learn new skills. In the last year our Exercise Physiologist has trained to deliver HEAL (Health Eating Active Living); our Greater Bunbury CCCC and our Bunbury Diabetes Educator have completed the Heart Foundation Health Ambassador Program, with our CCCC facilitating the QUIT smoking cessation program.

We have two trained facilitators of Baker's Flexit Diabetes Carb Counting program and plans are underway to deliver this as group education in partnership with local health providers which complements our delivery of Desmond and Smarts programs.



# Financial Overview



## PATRICIA SCAFFIDI

Company Secretary

*Navigating out of Covid 19 GP down south (GPds) has continued to grow and thrive during the 2021/22 year. The board has remained committed and focused towards the achievement of its primary objectives and its commitment towards a new Strategic Plan is on track for 2023 and beyond.*

Service delivery has remained strong and is being continually developed and refined to support those in need. New funding streams have been achieved as GPds continues to lead the way in all areas of health and wellbeing for those in need. Obligations outlined by our funders have all been achieved or exceeded and we expect our current growth in funding streams to continue in 2022/23.

The Company returned an overall surplus of \$535,832 driven predominately by efficiencies and timing of staff turnover in the area of corporate services. Cash reserves remain strong which will further allow the organisation to meet all short term and long term commitments. A reinvestment plan will be considered as part of the new strategic direction enabling GPds to provide internal sourced funding to ensure the continued development and enhancement of our key health service programs. This key financial initiative will ensure the needs of communities we serve are fully met now and for years to come.

GPds has now started to maximise benefits from its previous organisational redesign including Information Communication and Technology and management support for all areas. The development of systems has ensured those not able to travel across regions have been able to access key health services remotely and the organisation is well placed to further grow within a strong organisational structure. Working with key partners will ensure we can expand our reach for those in need of our services.

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 Peel Health Hub (PHH) has remained GPds flag ship bringing together new partnerships and collaborations which in turn will only further strengthen the community benefits and allow the continued operation of Peel Youth Medical Service. This key free service, has positively impacted the lives of so many young people. We continue to support the PHH's innovative Model of Care which brings significant benefits to the community. Our goal to extend and further invest into this model has remained a key focus for regional areas and we are now growing increasingly confident this will be realised in the not-too-distant future. 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 2022/23 target being to absorb wage increases in line with CPI, improve service delivery and have a balanced zero budgeted surplus. GP down south is proud of its innovative approach towards assisting young people via the provision of complete services and support. These services will continue to be internally funded and financially supported for 2022/23.

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

	2022 (\$)	2021 (\$)
<b>OPERATING REVENUE</b>		
Revenue	7,034,871	6,464,870
Other income	223,370	161,591
<b>TOTAL OPERATING REVENUE</b>	<b>7,258,241</b>	<b>6,626,461</b>
<b>OPERATING EXPENSES</b>		
Consultancy and contractors	(312,602)	(448,479)
GP Fees	(594,579)	(464,151)
Depreciation expense on property, plant and equipment	(436,659)	(459,796)
Amortisation expense on right-to-use asset	(59,661)	(55,282)
Interest expense	(2,393)	(649)
Employee benefits expense	(4,377,876)	(4,444,084)
Program materials	(130,769)	(110,433)
Rental expense	(321,329)	(282,719)
Repairs and maintenance and vehicle running expense	(102,105)	(102,046)
Seminars and training	(74,541)	(77,545)
Administration expenses	(241,041)	(186,781)
Other expenses	(68,854)	(64,619)
<b>TOTAL OPERATING EXPENSES</b>	<b>(6,722,409)</b>	<b>(6,696,584)</b>
<b>SURPLUS</b>		
Surplus/(deficit) for the year	535,832	(70,124)
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<b>535,832</b>	<b>(70,124)</b>

# Statement of Financial Position as at 30 June 2022

	2022 (\$)	2021 (\$)
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	1,863,919	1,071,011
Trade and other receivables	71,620	216,532
Financial assets	1,504,877	1,502,259
Other current assets	169,194	134,897
<b>TOTAL CURRENT ASSETS</b>	<b>3,609,610</b>	<b>2,924,699</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	8,181,825	8,570,590
Right of use assets	26,498	68,042
<b>TOTAL NON-CURRENT ASSETS</b>	<b>8,208,323</b>	<b>8,638,632</b>
<b>TOTAL ASSETS</b>	<b>11,817,933</b>	<b>11,563,331</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	410,947	472,052
Short term provisions	641,171	684,789
Contract liabilities	564,802	687,478
Unexpended grants	-	-
Lease Liabilities	26,137	54,788
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,643,057</b>	<b>1,899,107</b>
<b>NON-CURRENT LIABILITIES</b>		
Long term provisions	56,877	67,799
Lease liabilities	785	15,043
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>57,662</b>	<b>82,842</b>
<b>TOTAL LIABILITIES</b>	<b>1,700,719</b>	<b>1,981,949</b>
<b>NET ASSETS</b>	<b>10,117,214</b>	<b>9,581,382</b>
<b>EQUITY</b>		
Retained Earnings	2,51,307	1,640,995
Peel Health Hub Reserve	7,615,907	7,940,387
<b>TOTAL EQUITY</b>	<b>10,117,214</b>	<b>9,581,382</b>



# 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 2022, 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 2022, 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 17 October 2022

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

Maria Cavallo FCA  
Director

*\* full version available upon request.*



# GP down south

Local health. Our business.

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