

# Annual Report

## 2024-25





## Acknowledgement of Country

Oseca acknowledges Traditional Owners from the Bindjareb, Kaniyang, Wilman, Wardandi and Bibbulmun people of the Noongar Nation. We recognise 50,000 years of their human existence on these lands, ocean and waterways where we live and work. We pay our respect to Elders past, present and future, and their living culture.

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Our Locations

# Board of Directors



**David Barton**

Board Chair

David Barton is our Board Chair with over 30 years of experience in health governance and community leadership in the South West. David has held a wide range of roles in community, health management, governance, economic development, arts, cultural development and has a Bachelor degree in Physiotherapy and a Master of Business Administration. David has held roles on the Busselton Hospital Board, as a Shire Councillor in Busselton, in various arts and cultural activities, including inaugural Chair and 15 year board member of CinéfestOZ.

David is the Director of a multidisciplinary health centre, GeoBay Health in Busselton and co-director/co-founder of Rubix Health, a digital health organisation focussed on persistent pain management. David also serves as Chair of men's health not-for-profit MenAble and is WA regional director for The Man Walk Australia. In addition to these roles, David continues to practice as a part-time Physiotherapist.



**Prof. Garry Allison**

Deputy Chair

Prof. Garry Allison is Deputy Chair holding the position of Chair for Oseca's Remuneration and Nominations Committee and our Safety, Quality and Innovation Committee. He is a John Curtin Distinguished Professor emeritus in the School of Allied Health at Curtin University and is a non-executive director at Sports Medicine Australia and the Path of Hope Foundation. Garry is Chair of the Fellowship and Scholarship Committee at the Forrest Research Foundation and a graduate of the Australian Institute of Company Directors. Garry's degrees include Sydney University (BEd(Hons)), UWA (MEd) and Curtin University (BAppSci(Hons) & PhD). He is currently chief investigator on a MRFF grant to examine the feasibility of community led physical activity programs for people with spinal cord injury and is a member of an advisory board for the NDIS Evidence Committee.

An Alumni Medalist at Curtin, Garry has an extensive research track record, including pioneering clinical trials and system changes in health practices. Now retired, he remains active in not-for-profit directorships, mentoring, and translating research into meaningful health outcomes. Garry enjoys reading, cooking, walking his dog Jemma, gardening, and is currently renovating an old church in Toodyay.



## **Anne Donaldson**

Company Secretary

Anne is Oseca's Company Secretary and Chair of the Finance, Audit, and Risk Management Committee. With over 35 years of experience in the healthcare and community sectors, she is a seasoned non-executive director with a focus on strategic governance and compliance. Anne has successfully led organisational transformations and effectively resolved grievances across various entities, including government, academic, clinical, and not-for-profit organisations.

Anne currently holds the position of director for Gnaala Karla Booja Aboriginal Corporation and she is the Chair of Ruah Members. Additionally, she serves as a community member of the ECU Human Ethics Research Committee and is a member of the ECU Paramedical Science Consultative Committee. Anne has a Masters degree in Health Service Management from Edith Cowan University and is a Graduate of the AICD's Company Directors Course.

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## **Nebs Franich**

Director

Nebs Franich is a business strategist and leader with a deep commitment to advancing the health sector through innovation, data, and people-first leadership. With extensive experience across corporate, for-purpose, and healthcare industries, Nebs specialises in building high-performance organisations that align strategy, technology, and culture to deliver measurable impact. He holds a Bachelor of Commerce (Economics) and Bachelor of Commerce Honours (Economics) from Curtin University, grounding his leadership in strong analytical and economic foundations. His expertise spans strategic planning, financial stewardship, risk management, governance, and AI-driven transformation; capabilities he applies to drive sustainable growth and operational excellence.

As co-founder and CEO of BlueRocket Therapy, Nebs leads a new generation allied health organisation focused on elevating clinical practice through innovation, empowered culture, and intelligent systems. In addition to Oseca, Nebs has served as a board member for the Multiple Sclerosis Society of Western Australia.



**Dr Parthasarathy  
Ramesh**

Director

Dr Ramesh is a dedicated Specialist Geriatrician and Physician with a rich and diverse career spanning multiple continents. He began his medical journey in India, earning his MBBS degree, and furthered his education in the UK, achieving the prestigious FRCP. His quest for knowledge and excellence led him to the USA, before finally settling in Western Australia where he earned his FRACP.

In addition to his professional achievements, Ramesh is deeply committed to his community. He is the President of South West Indian Group (SWIG) and has been recognised for his contributions with the Woolworths Community Group Award in 2022. Ramesh has been the chief organiser of Mother's Day Cancer Charity Walks in Bunbury since 2014. His leadership extends beyond healthcare, having captained sports teams and currently serving as a Councillor for City of Bunbury. Outside of his professional life he enjoys a variety of hobbies including Bollywood movies, indoor cricket and snorkelling. He is a self-proclaimed cricket tragic and cherishes time spent with family and traveling.

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**Gordon Trewern**

Director

Gordon brings over 35 years of experience in the social services sector across Western Australia spanning, disability, justice, mental health, housing and allied health services. He held the position of CEO of Nulsen Group later PeopleKind Group for 30 years. His extensive practical knowledge and deep understanding of the social services sector, service policy and service delivery in supporting vulnerable people have been instrumental in guiding his career. During his career Gordon has held a number of board positions, as well as participated in numerous government and sector policy reform initiatives both state and nationally.

He has a strong belief that collaboration between organizations and government bodies leads to better positive outcomes for vulnerable citizens of western Australia.

One of Gordon's proudest achievements was the creation of PeopleKind Group which operated 7 not-for-profit organisations prior to his retirement in 2024.

# Meetings of the Board



## Board Meetings

Eight board meetings and an additional 12 committee meetings held in the financial year

8

6

## Finance, Audit & Risk Management Committee

**Board Members:** Anne Donaldson, Nebs Franich, Gordon Trewern

**Leadership Members:** Krystal Laurentschi, Susan Snowball



## Safety, Quality & Innovation Committee

**Board Members:** Garry Allison, Parthasarathy Ramesh, Gordon Trewern

**Leadership Members:** Krystal Laurentschi, Amy Beaton, Phillip Vuong

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## Remuneration & Nominations Committee

**Board Members:** Garry Allison, David Barton, Anne Donaldson

**Leadership Member:** Krystal Laurentschi



# Rebranding

## How it all started...

The Board of Directors confirmed intent to rebrand GP down south in the 2023-26 Strategic Plan. Following a series of discovery sessions, we worked with Busselton local branding agency, thebox, to create a new name and identity for our organisation.

Throughout this process, what stood out most was the **strength of our partnerships and the importance of community.**

We wanted to ensure that the new brand truly represented who we are, what we do, and the values we stand for.

The brand has been created to be future proof, broad and adaptable, allowing us to grow and evolve while staying true to our purpose and people.

## Our Story



## Oseca Health

We sought a name which was short, simple and memorable.

Oseca is a uniquely generated word ensuring that the organisation stands out in a crowded market. While “made up” as such, it does have a deeper meaning. Derived from the Greek word “Aceso”, this translates to “I’m listening” giving it the foundation of the organisation “listening back”. The name is further inspired through Aceso’s links to wellbeing and the process of healing. By reversing the letters and creating a new word, it gives Oseca Health meaning, purpose and a story.

# Journey

## The story behind the mark

The brandmark is a combination of an icon and a wordmark. 3 multifaceted arrows represent clients, partners/stakeholders and Oseca entering a central hub together to create better health. The dynamic form and angle of the icon is reflective of our 'No wrong doors' ethos and portrays energy and wellness.

Our clients, are represented with the green arrow. We exist for a primary reason, to serve our clients and work towards their wellbeing.

The team at Oseca is represented in the hub through the purple colourways. This symbolises our people, the fabric of our organisation.

Finally, the green and yellow arrows represent our stakeholders, who support us in achieving our goals.



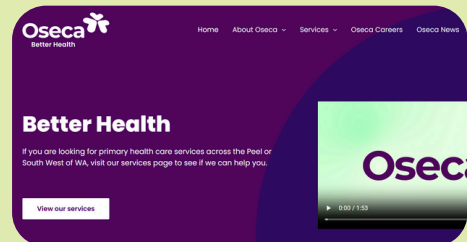
## GP down south

Local health. Our business.

Dec 10, 2024  
Brand launch & name announcement



Jan 01, 2025  
Official brand change, website Go-Live



April 01, 2025  
Documentation & site rebrand completed



Early June 2025  
Fleet branded with Oseca logo



Late June 2025  
Oseca merchandise & uniforms finalised



# Company Overview

## Brand Promise

At our core, we believe that empowering individuals to enhance their wellbeing is essential for building thriving communities.

Through our collective expertise, compassion, and commitment, we strive to create an inclusive environment that promotes education, preventive care, and holistic wellbeing.

By offering a diverse range of health and wellbeing services, we aim to bridge gaps in care and ensure that every individual has access to the tools and support they need on their journey to optimal health.

As a dedicated not-for-profit, community-based organisation, our success is intertwined with the health and wellbeing of our communities, enabling us to contribute positively and meaningfully to the lives of those we serve.

## Vision

To create thriving communities where all individuals are empowered to achieve optimal health and wellbeing, free from barriers and inequities.

## Mission

To provide compassionate, equitable, and innovative health and wellbeing services that inspires individuals to strengthen their journey towards better health, fostering resilience and promoting a healthier, more vibrant future for WA communities.

## Snapshot

75

Total Employees

3981

Total Clients

21

Individual Programs

2

WA Zones (South West &amp; Peel)

14

Local Government Areas

6

Sites (Busselton, Bunbury, Manjimup, Collie, Mandurah – Lakes Road &amp; Peel Health Hub)

## Values

**Compassion****Respect****Integrity****Excellence**

# Board Chair Report

It is with pleasure that I present the 2024-25 Annual Report for GP down south Limited. It has been a strong year for Oseca Health, across our strategic domains. The renewal that comes with our new branding has invigorated our organisation, as we evolve from our 30-year heritage as GP down south.

Our new brand is now gaining traction through our communities. At times that new awareness is bringing with it a healthy curiosity, presenting a welcomed opportunity for us to tell our story and start to project an exciting future. Oseca is not a word you will find in a dictionary. It has been created from the clever reversal of the word "Aceso". Aceso was the Greek Goddess of wellbeing and healing. It has a meaning of 'I'm listening'. Highly pertinent concepts to our organisation's values and mission, and strongly reinforced in the rebrand stakeholder engagement process.



Our board has retained its membership and commitment over the year and I thank all directors for the wisdom, compassion and energy that they bring to the board's governance of Oseca. The board remain focused on leading the organisation in a way that embraces our values of Respect, Integrity, Compassion and Excellence.

It is heartening to see these values enacted across our recruitment, planning, systems, reporting, culture and performance overseen by our strong senior and wider leadership team.

The board have received exceptionally strong feedback this year from key external stakeholders via our accreditation teams, auditors and business awards that we are demonstrating industry best practice in key areas such as quality assurance, clinical governance, risk management, policy frameworks and community engagement.

The board extends its sincere thanks to all staff across the organisation, whose tireless and commendable efforts throughout the year, both visible and behind the scenes have been vital to Oseca's success. Your dedication enables the organisation to deliver on its core mission, embrace new opportunities, and continue evolving into a stronger, more adaptable organisation that serves our communities with excellence. To our leaders at every level, we express our deep appreciation for your guidance, resilience, and commitment.

Importantly, we further acknowledge and express gratitude to our communities, collaborators and funders, who continue to entrust Oseca as a partner of choice in primary care across the Peel and South West regions.



*David*

**David Barton**  
Board Chair

# CEO Report

The 2024–25 year marked a transformative period for Oseca Health, my first full year as Chief Executive Officer. Over these twelve months, we undertook a comprehensive review of our frameworks, software, and processes to ensure alignment with accreditation standards, contractual obligations, board strategy, and the expectations of our clients and dedicated staff.

A defining highlight was our rebrand from GP down south to Oseca Health, symbolising our evolution into a contemporary, community-focused health organisation. This milestone coincided with the celebration of our 30th anniversary, commemorating three decades of commitment, care, and connection with local communities.

We strengthened Oseca's operational and governance foundations through the introduction of new systems and frameworks. The deployment of Human Resource Information Software and Quality Management Software has enhanced transparency, data integrity, and operational consistency. Oseca Health also achieved accreditation under the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO Standards), a major recognition of our commitment to safety and quality.

Further reviews of our insurance, ICT infrastructure, and Managed Service Provider arrangements, including a Cyber Security Audit, reinforced system resilience and security. These initiatives were integrated into a refreshed Risk Management Framework, creating a more contemporary governance model. The Finance, Audit & Risk Management (FARM) board sub-committee provided valuable oversight and strategic guidance throughout this process.

The re-energised Safety, Quality & Innovation (SQI) board sub-committee supported the development of our new Clinical Governance Framework, aligned with the Australian Commission on Safety and Quality in Health Care's National Model. With its focus on quality, safety, and consumer empowerment, this framework strengthens accountability and quality assurance across the organisation. The establishment of Growth & Excellence Manager and Health Information Manager roles has further enhanced organisational capability and support for program and corporate teams.

A major milestone was the official opening of the Lotterywest-funded Manjimup Health Hub on 17 September 2024, officiated by The Hon. Emma McBride MP. This facility demonstrates our commitment to accessible, community-centred care in the Warren Blackwood region. We also secured the Youth Mental Health and Wellbeing Program – Peel region tender, ensuring the continuation of the Youth Growth program for another two years. Financially, Oseca Health achieved a surplus of \$368,853 and total equity of \$11.14 million as at 30 June 2025, reflecting prudent financial stewardship and strategic investment.

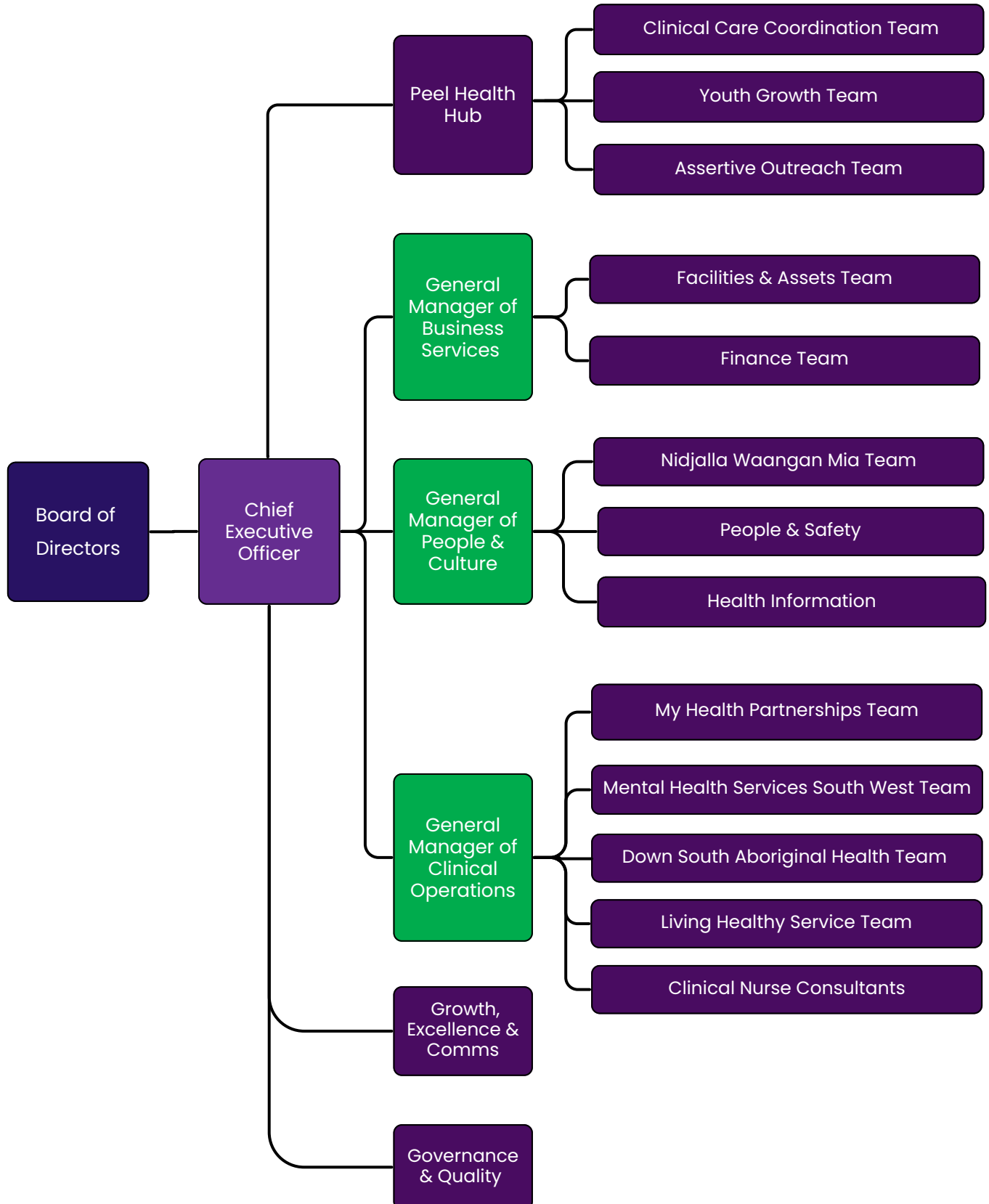
As I reflect on the year, I do so with pride and gratitude for our board, executive, and every member of Team Oseca. Together, we continue to advance innovation, excellence, and community impact, delivering trusted, person-centred care across the regions we proudly serve.



Krystal

**Krystal Laurents**  
Chief Executive Officer

# Our Team



Having joined the organisation in the newly developed role of General Manager of People & Culture in late 2024, this year has been an exciting period of learning, discovery, and connection. It has been a privilege to immerse myself in the newly rebranded Oseca Health and build relationships across the business.

Throughout 2024–25 period, the People & Culture Team has focused on strengthening core human resource functions and fostering a positive, high-performing workplace. Our key deliverables included supporting the business in recruitment and retention, enhancing performance management processes, and developing a Essential Learning & Development Matrix for every position.

We also launched a Leadership Program to support the growth and cohesion of our Leadership Team, ensuring strong and consistent direction across Oseca. To further enhance leadership capability, we engaged an external leadership coach for our Leadership Team members, with the first five individuals commencing coaching this year. All leadership team members undertook external training in Psychosocial Hazards in the Workplace and Resilience in Times of Change, reinforcing our commitment to wellbeing, safety, and effective change management.

People & Culture continue to oversee Work Health & Safety, and I am pleased to report that a new Health & Safety Committee has been established to strengthen our existing framework. Employee representatives from across the organisation have participated in this initiative and successfully completed the five-day H&S Representatives Training, reinforcing our commitment to a safe and supportive workplace.

Oseca also commenced negotiations for a new Enterprise Bargaining Agreement with elected employee representatives. This collaborative process is progressing well and is expected to conclude in early 2026, reflecting our shared commitment to fair and transparent employment practices.

Earlier this year we conducted our annual Employee Survey, achieving a 3% increase in participation from the previous year. The results provided valuable insights into staff engagement and highlighted significant organisational developments over the past 18 months, including the introduction of a refreshed Senior Leadership Team and the implementation of new data management systems such as Employment Hero (HR & Learning), Logiqc (Quality Management), and Zahara (Purchasing). These initiatives have enhanced efficiency and consistency, while also requiring a collective effort to adopt and embed new systems.



The Senior Leadership Team recognises that successful change depends on clear communication, effective training, and ongoing support. We remain focused on strengthening these areas and providing comprehensive onboarding for all new starters. Above all, we recognise and thank our people for their continued dedication, adaptability, and commitment to Oseca Health's values. Their contribution underpins every success we achieve and continues to shape our organisation's culture of care, collaboration, and excellence.

Succession planning was one of the key areas for the year and I'm pleased to advise that this year, by identifying employees skills and abilities, we were able to promote the following individuals:

- **Marcia Burniston** – Innovation Support Officer to Administration Coordinator – PHH
- **Kathryn Scantlebury** – Administration Officer to Program Support Officer – Manjimup
- **Liza Guagliardo** – Administration Officer to Program Support Officer – Collie
- **Felicity Thompson** – Registered Nurse (casual) to Clinical Care Coordinator – PHH
- **Paige Hird** – Receptionist (casual) to Administration Officer – Nidjalla Waangan Mia

We have also provided four employees with further education including:

- Two employees undertaking Certificate III in Business Administration traineeships
- One employee undertaking a Dual Diploma of Practice Management & Leadership Management traineeship
- One employee completing their Mental Health First Aid Instructor Course.



*Amy*  
**Amy Beaton**  
General Manager of  
People & Culture

## Length of Service Celebrations

### 15+ years

Sharon O'Neill  
Kate Dyson  
George Walley

### 10-14 years

Ashley Dadliffe  
Kim Wilkinson  
Debbie Brown  
Alison Szczyrbiak

### 5-7 years

Miranda Kelleher  
Taryn Mews  
Jeevan Roshia  
Naomi Bryant  
Adrienne Hunter  
Prudence Turvey  
Lee Winning  
Emma Della-Sale  
Tracy Saggars  
Jenni Bushe-Jones

## Employee Data (at 30 June'25)



# Clinical Operations

Over the past year, Oseca has focused on strengthening its clinical operations to ensure safe, high-quality and community-centred care. A major achievement was the development of a new Clinical Governance Framework aligned with the National Model Clinical Governance Framework. This has strengthened lines of accountability, improved oversight of safety and quality, and provided clearer processes for incident management, clinical risk oversight and continuous improvement.

To support this, Oseca introduced a structured clinical auditing program to monitor compliance, identify service variation and drive quality enhancement. Alongside this, a full review of clinical training and competency requirements has led to updated mandatory training, improved induction pathways and targeted professional development, resulting in a more supported and capable clinical workforce.

Oseca has also strengthened its commitment to meaningful consultation with clients, recognising the critical value of listening to the voices of people with lived experience. Throughout the year, we expanded opportunities for clients to share their perspectives, inform service design and influence program improvement. By embedding lived-experience insights into decision-making, Oseca continues to build services that are not only clinically sound but genuinely aligned with the needs and goals of the people we support.



*Phil*  
**Philip Vuong**  
General Manager of  
Clinical Operations

The introduction of Clinical Nurse Consultants in both the Peel and South West regions has significantly enhanced frontline clinical leadership. These roles provide expert guidance, support, risk oversight and direct mentorship to staff, reinforcing consistent and high-quality practice across programs.

A review of program performance and outputs was also undertaken to ensure Oseca's services deliver maximum benefit to local communities. This process highlighted strong service reach and positive outcomes, while identifying opportunities for further refinement and impact.

The board sub-committee for Safety, Quality & Innovation (SQI) provided essential oversight throughout the year, monitoring performance, reviewing SQI domain risks and ensuring alignment with the new governance framework. Its guidance has strengthened accountability and supported Oseca's commitment to safe, high-quality and innovative care.

Together, these initiatives reflect a year of substantial progress for Oseca, marking a commitment to continuous improvement and positioning the organisation to deliver even greater health outcomes for the communities of the Peel and South West regions.

## The 5 elements of Oseca's Clinical Governance Framework



# Growth & Excellence

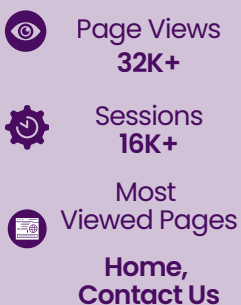
This year marked a period of growth and innovation for Oseca Health, as we continued to expand and strengthen our primary health care presence across Bunbury, Busselton, Collie, Mandurah and Manjimup. Our efforts have been guided by the board and executive's strategic focus on sustainable, community-based growth and excellence in service delivery.

We have reviewed our service offerings and impact in Collie during the year, inclusive of community consultation with view to expanding services and relocating in the 2025-26 year. The openings of the new Manjimup Health Hub and new dedicated Bunbury Office in the year confirmed our commitment to the Warren Blackwood and greater Bunbury regions respectively.

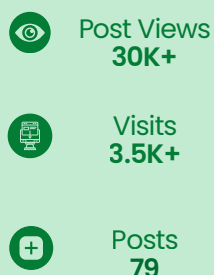
Activity is in progress to expand services within our existing community-centred model of care and improve service coordination. In Mandurah, our work continues to align with major health infrastructure developments, to ensure that services at the Peel Health Hub and Nidjalla Waangan Mia remain integrated and responsive, which is central to this growth.



## Website



## Social Media



The establishment of co-design sessions and the Connected Journeys initiative following our recent mental health accreditation, reflect our commitment to collaboration and continuous improvement. These approaches ensure the voices of clients, staff and stakeholders are embedded in how we design and deliver services. From an excellence perspective, Oseca has enhanced our feedback processes, improved internal communication, and strengthened alignment between our strategic relationships and organisational priorities. A structured approach to social media and brand engagement has elevated our profile and deepened community connection, supported by the successful launch of our new Oseca Health website in January 2025.



The rebrand from GP down south to Oseca represents more than a new identity, it symbolises our evolution as a progressive, inclusive and connected primary health organisation. With a growing footprint, stronger partnerships, and an embedded culture of co-design and innovation, Oseca is well positioned to continue delivering high quality, accessible, and community-driven primary health care across Western Australia.



*Steve*  
**Steve Morrison**  
Growth & Excellence  
Manager

Compassion

Respect

Integrity

Excellence

# Assertive Outreach Team

Our Aboriginal Youth Worker Ashley was recognised as a finalist for the Youth Futures Aboriginal and Torres Strait Islander Award 2024, acknowledging her outstanding contribution and commitment to supporting young people.

Two successful Cultural Camps were held during the year; the first at Nanga Bush Camp (December 2024) and the second at Mornington Camp in Harvey (June 2025). The latter saw an encouraging increase in participant numbers, reflecting growing community engagement.

A new Care Coordinator joined the team during this period and made an immediate and positive impact, demonstrating strong engagement and effectiveness from the outset.

Several clients achieved significant milestones, including securing permanent housing and being supported through their transition into long-term accommodation. In addition, clients who had previously struggled to leave their homes have now reconnected with their communities, regularly participating in activities and rebuilding social confidence.

*We have successfully expanded our client base in the Pinjarra and Waroona regions, with a noticeable increase in engagement from the local elderly community. This growth reflects both the relevance of our services and our commitment to strengthening connections in regional areas.*



## Number of Clients



## Occasions of Service



## Client Feedback

A client reported that her engagement with the Care Coordinator has been more consistent and supportive compared to her previous clinician. She expressed a desire to continue with her current sessions, noting this as a positive change from her previous experience.

A client shared  
*"Without them, my life would have been impossible. Between the two of them I can now leave my house and participate in community events. Even though it's still a struggle, I can do it! I have become stronger and can see life better."*



Compassion

Respect

Integrity

Excellence

# Down South Aboriginal Health

We have signed a Memorandum of Understanding (MOU) with EarBus to facilitate hearing assessments for school children in Collie. Miranda regularly visits Cyrenian in Nannup to deliver Allied Health Professional (AHP) services to Aboriginal residents. This service model ensures culturally appropriate care and supports residents in developing GP Management Plans (GMPs) that reflect their current needs. It also assists in establishing appropriate service connections prior to discharge, ensuring continuity of care and stronger post-treatment support networks.

This approach has proven highly effective for clients, as it removes the need for them to independently present to new services and explain their treatment history, which is an experience that can often evoke feelings of “shame.” As a result, the program has been instrumental in improving client engagement and maintaining seamless continuity of care.



Number of Clients



Occasions of Service



## Client Feedback

*“I want to say how grateful I am for the referral to Hearing Australia and the support I received meant that I will be fitted with a new hearing aid in less than a month's time, so I won't be deaf anymore.”*



# Living Healthy Services

We successfully implemented a telehealth dietetic service across the South West region, significantly improving access to nutritional support for clients in remote and rural areas. Building on this success, we have expanded both our dietetic and diabetes education programs to include the South West Coastal services, ensuring consistent and equitable care across the region.

Through strong partnerships with external stakeholders, our clinicians continue to deliver high-quality group education programs such as HEAL and FLEXIT. These sessions have been delivered across Collie, Donnybrook, Manjimup, Bunbury, Busselton, and Margaret River, providing communities with valuable knowledge and tools to support healthier lifestyles.

This integrated approach has enhanced collaboration between providers, improved health literacy within the community, and supported clients in achieving sustainable long-term outcomes.

*We are proud to consistently meet and exceed our targets, with 100% of clients reporting that their individuality and values were respected and that they felt included in decision making. In addition, 82% of clients reported experiencing clinical improvement over the past year, reflecting the positive impact of our person-centered approach to care.*

## Number of Clients



**648** ↗

## Occasions of Service



**1260** ↗



## Client Feedback

*"Thanks for looking after my dad. He talks very highly of you. Thank you for your honesty in telling me what is going on with dad's diabetes - I can sleep a little easier knowing that he is being looked after. Lots of people are lucky to have you as their Diabetes Educator because you care about the individuals and take the time to understand their life and lifestyles. You also show respect in how you treat and talk to the old farmer guys. Once again, thank you for everything."*

*"The clinician's professionalism and knowledge was delivered in a kind and caring manner."*

# Mental Health Services– South West

This year, our focus has been on strengthening the quality and safety of our services through a comprehensive review of our internal intake and risk management procedures. We have also dedicated significant effort to building stronger networks and referral pathways with other mental health services across the South West, ensuring clients experience a more coordinated and seamless journey of care.

We are also proud to share that Oseca has successfully achieved accreditation under the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO). Our updated systems and procedures were highly commended by the auditor, recognising our commitment to delivering safe, effective, and person-centered care.

*We continue to exceed targets for improved health outcomes for our clients, meeting our outcome compliance, overall improved health outcomes, and improved patient experience targets.*



## Number of Clients



648 ↗

## Occasions of Service



3458 ↗

## Client Feedback

*“It is so refreshing to hear that you ask about accessibility so early in the process!”*

*“[My counsellor] has been absolutely fantastic, cannot speak highly enough of him.”*

## Satisfaction Score

- Clients who felt safe = **100%**
- Access to service when required = **90.9%**
- Individuality and values respected = **100%**
- Positive overall exp in last 3 months = **93.8%**

# My Health Partnerships

This year, we successfully implemented the Warren Blackwood (WB) Outreach Hub, a collaborative initiative bringing together service providers to deliver support across five small townships in the region. The Hub visits each location once a month on a set schedule, improving access to essential health and wellbeing services. Within the first six months, the number of participating service providers grew from four to six, including the addition of an Oseca Care Coordinator.

We also hosted two health education events, each featuring a community session and a professional session, both of which were live streamed to smaller townships to ensure inclusive access.

Our partnership with the Warren Blackwood Human Services Network (WBHSN) led to the creation and launch of the WBHSN intranet site and the first meeting of the WB Coordinator Network. Oseca continues to strengthen local relationships through active participation in community events and regional collaboratives focused on improving health equity.

*The Warren Blackwood Outreach Hub completed 54 visits, supporting 49 clients across five townships. Two health education events on aged care and menopause attracted 13 community and 27 professional attendees. The WBHSN Intranet now connects 15 member organisations, while the WB Coordinator Network has grown to 25 members, enhancing collaboration and service coordination across the region.*

## Number of Clients



94 ↗

## Occasions of Service



1431 ↗

## Client Feedback

*"The service provided by Oseca was with the highest level."*

*"Our coordinator has been very helpful to help me navigate My Aged Care and get services I did not know existed. She is a very caring lady who I respect greatly."*

*"The care coordinator is one of those rare people that make you feel like you've known her for years... I am so grateful for her assistance and the wonderful way she treated me - so kind and caring. I hope our community will have Oseca's great service for many years to come. Thanks a lot."*



# Nidjalla Waangan Mia

This year, we have proudly delivered high-quality General Practice services through the commitment of Dr Andrew Inglis, Dr Muhammad Mustansir, Nurse Practitioner Rachael Engelbrecht, and our dedicated NWM nursing team. With the City of Mandurah’s financial support, delivered through Cockburn Integrated Health, we successfully hosted four ENT (Ear, Nose, and Throat) clinics at Nidjalla Waangan Mia, led by ENT surgeon Dr Phil Sale. These clinics have already supported 44 children previously on hospital waitlists, and further funding has been committed for the next three years, ensuring continued access to specialist care for local Aboriginal families.

We are also proud to continue our partnership with Murdoch University, providing placements for third-year nursing students that enhance Aboriginal cultural competency and support their professional development.

This year marked Debbie Brown’s 10th anniversary with Oseca at Nidjalla Waangan Mia. Debbie’s commitment, reliability, and proactive care have made a lasting difference for clients with complex chronic conditions. We deeply value every member of the NWM team and remain grateful for the trust our patients place in us as we continue to support the health and wellbeing of the Aboriginal community.



## Number of Clients



## Occasions of Service



*“The clinician has been extremely helpful and supportive towards us and our ongoing health situation. She is always going above and beyond with all correspondence.”*

*“All of the staff at Nidjalla have always taken great care of our mob. They conduct all business in a professional and warm-hearted manner, every time.”*



# Oseca Peel Health Hub

This year, we strengthened referral pathways with external providers, improving access, communication, and continuity of care for clients. The increased involvement of Registered Nurses (RNs) has led to more comprehensive clinical coordination and enhanced multidisciplinary collaboration across services. Client feedback has been overwhelmingly positive, highlighting improved access to coordinated, high-quality clinical support.

We also streamlined internal processes and fostered stronger collaboration with other Oseca programs and external agencies, resulting in more timely interventions for clients with complex needs. Our specialised GP services through PYMS, while limited in availability, continue to provide valuable clinical expertise and support.

A key achievement this year was our successful accreditation under the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO), reflecting our commitment to safe, high-quality, and person-centred care. We have also improved service integration, care planning, and follow-up processes, ensuring better health outcomes and more efficient service delivery for our clients.

## Number of Clients



187 ↗

## Occasions of Service



2349 ↗

## Client Feedback

*"My Care Coordinator made me feel like I belong in the world"*

*"Thank you to the staff for their professionalism, compassion and dedication to client care."*

*"Since we started coming here and met our care coordinator everything has gotten really messy in our life, good messy, change for the better messy!"*



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# Youth Growth

We successfully completed the procurement process and officially secured funding with the Mental Health Commission (MHC) for a period of two years plus 2 one year extensions, contingent on deliverables being met. This milestone reflects our continued commitment to program quality, accountability, and sustainable service delivery.

The Schools Program continues to demonstrate strong impact and engagement. Seven schools participated during the 2024–2025 financial year, with participation numbers and feedback exceeding expectations.

A highlight of the year was the end-of-year celebration (December 2025), which brought together school leadership, staff, and student participants. This event showcased the strong relationships developed between the Program Educator and the participating schools, as well as the collaboration and enthusiasm demonstrated by all involved.

*Client sessions have exceeded those delivered in the previous year, reflecting the program’s continued growth and strong community engagement. Procurement has been successfully secured, ensuring stability and support for ongoing service delivery. In addition, more schools are set to join the program in 2025–2026, further expanding its reach and impact across the region.*



Number of Clients  
(Counselling)



Occasions of Service  
(Counselling)



## Client Feedback

*"Thank you for talking with me even though I tend to fade in the corner :)"*

*"Absolutely incredible program. The clinician was incredibly welcoming, supportive and actually got positive changes occurring."*

*"The program has helped us come up with great ideas to improve the schools wellbeing."*

*"Great. I was heard and recognised as equal."*

*"This is such a positive and welcoming experience/initiative to be a part of! Love it so far."*

# Financial Summary

GP down south Limited (trading as Oseca Health) realised an overall surplus of \$368,853 for the 2024–25 financial year. This positive result reflects our prudent financial management and operational efficiency, reinforcing the organisation's strong financial position. The surplus has allowed for an increase in cash reserves, ensuring Oseca Health is well placed to meet both its short-term obligations and long-term strategic goals. With sound liquidity and a growing balance sheet, the organisation is financially resilient and positioned to invest confidently in initiatives that drive growth, sustainability, and community impact.

An investment in business development has been made in the financial year, targeting strategic growth and enhanced stakeholder engagement. This strategy will support Oseca to ensure our service provision is designed to both add value to its communities and clients whilst ensuring it is sustainable. The board approved an internal reserve funded role of Growth & Excellence Manager to lead these deliverables operationally.

The organisation, as part of its growth strategy, undertook a rebrand in the financial year 2024–25, now trading as Oseca Health (Oseca). The cost of the rebrand has been capitalised at \$71k. To achieve its stated objectives, the strengthening and engagement of our people has been a key focus in the 2024–25 FY. This has included investment in software and professional development.

Governed by the board, and guided by the Finance, Audit and Risk Management (FARM) board sub-committee, the year's activity included significant focus on quality and risk management.

Oseca reviewed and appointed a new insurance broker in the period. We further undertook a review of our Information, Communication & Technology managed services, with a view to move to a provider with significant experience in our sector in 2025. Cyber security and safety of client, employee and stakeholder data has been a significant focus in our improvement and audit activity.

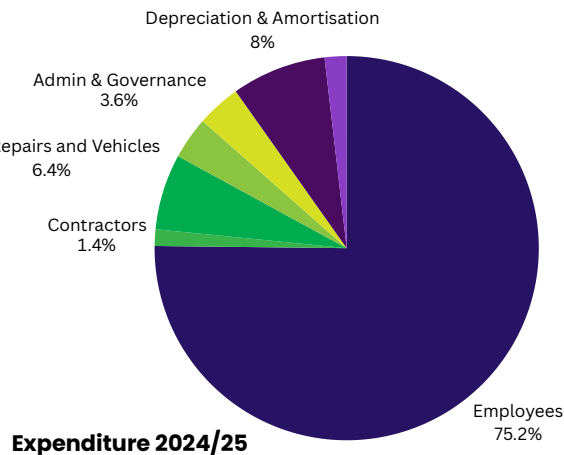
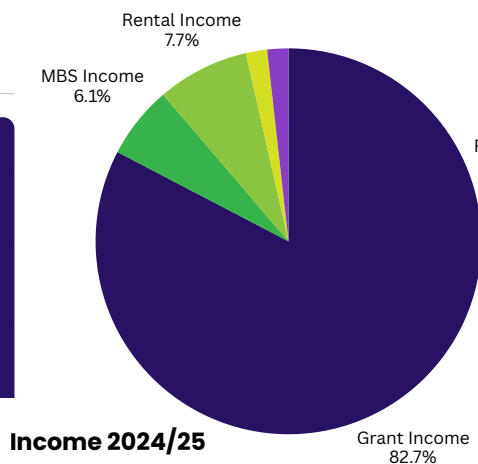
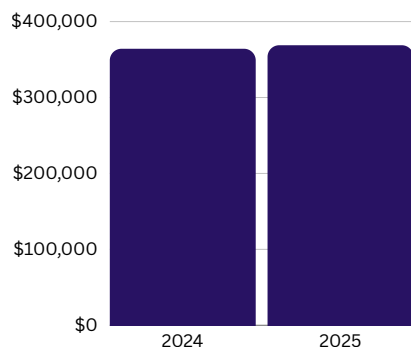
As part of our systems and process review, we have completed the implementation of quality management systems, human resource information software, payroll module and finance systems. We commenced a replacement plan for our vehicle fleet, with six vehicles replaced in the year.

Service delivery has remained strong and is being continually developed and refined. Deliverables as required by our funding partners, have been achieved and we expect growth in funding streams to continue into the 2025/26 financial year.

Operationally the Peel Health Hub (PHH) continues to bring together partnerships and collaborations to further strengthen community benefits. We will continue to support and deliver a robust and evidence-based model of care, which meets the needs of local communities. The upcoming year involves an opportunity to review the PHH business model, to ensure viability and sustainability into the future.

Our vision and values remain strong, and we will continue to provide and develop better health services for local communities in which we service through robust business and financial management.

## Annual Surplus



*Susan*  
**Susan Snowball**  
General Manager of  
Business Services



*Anne*  
**Anne Donaldson**  
FARM Chair/ Company  
Secretary

# Cash Flows

The cash flow report offers a summary of the movement of money into and out of the company

## Cash flows

**2025**  
\$

**2024**  
\$

### Cash flows from operating activities

Receipts from customers	1,075,190	1,565,122
Grants received	6,362,298	6,533,241
Payments to suppliers and employees	(7,121,923)	(7,276,122)
Interest received	141,217	154,148
<b>Net cash flows provided by/ (used in) operating activities</b>	<b>456,782</b>	<b>\$976,389</b>

### Cash flows from investing activities

Proceeds from sale of plant and equipment	46,773	3,309
Purchase of property, plant and equipment	(286,361)	(403,381)
Transfers to financial assets	23,393	(28,002)
<b>Net cash provided by/ (used in) investing activities</b>	<b>(\$216,195)</b>	<b>(\$428,074)</b>

### Net increase/ (decrease) in cash and cash equivalents

<b>Net increase/ (decrease) in cash and cash equivalents</b>	<b>\$240,587</b>	<b>\$548,315</b>
Cash and cash equivalents at beginning of year	1,900,237	1,351,922
<b>Cash and cash equivalents at end of financial year</b>	<b>\$2,140,824</b>	<b>\$1,900,237</b>

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# Statement of Profit

For the year ended 30 June 2025

Income	2025 \$	2024 \$
--------	------------	------------

Revenue	7,646,849	7,477,963
Financial Income	141,218	154,148
Other Income	140,174	247,489
<b>Total Income</b>	<b>\$7,928,241</b>	<b>\$7,879,600</b>

Expenditure	2025 \$	2024 \$
-------------	------------	------------

Consultancy and contractors	105,202	314,990
GP fees	382,956	508,587
Depreciation expenses on property, plant & equipment	488,280	395,891
Amortisation expenses on right-to-use assets	113,115	65,193
Interest expense	6,296	3,363
Employee benefit expenses	5,300,195	5,067,023
Program materials	278,973	262,633
Rental expense	292,136	284,482
Repairs and maintenance and vehicle running expenses	190,014	180,612
Governance expenses	42,763	29,140
Administrative expenses	226,325	326,471
Other expenses	133,133	77,000
<b>Total Expenses</b>	<b>\$7,559,388</b>	<b>\$7,515,385</b>

Surplus for the year	2025 \$	2024 \$
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<b>Comprehensive income</b>	<b>\$368,853</b>	<b>\$364,215</b>
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Retained Earnings	2025 \$	2024 \$
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Retained Earnings at the beginning of the year	3,808,083	3,119,388
Transfer from Peel Health Hub reserves	54,080	324,480
<b>Retained earnings at end of year</b>	<b>\$4,231,016</b>	<b>\$3,808,083</b>

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# Balance Sheet

The Balance Sheet Report offers a summary of the company's Assets, Liabilities, and Equity

## Assets & Liabilities

2025

\$

2024

\$

### Current Assets

Cash and cash equivalents	2,140,824	1,900,237
Trade and other receivables	137,747	18,717
Other financial assets	2,512,546	2,535,939
Other assets	245,450	300,333
<b>Total Current Assets</b>	<b>\$5,036,567</b>	<b>\$4,755,226</b>

### Non-current Assets

Property, plant & equipment	7,541,627	7,798,379
Intangible assets	71,651	-
Right-of-use assets	161,775	252,149
<b>Total non-current assets</b>	<b>\$7,775,053</b>	<b>\$8,050,528</b>
<b>Total assets</b>	<b>\$12,811,620</b>	<b>\$12,805,754</b>

### Current Liabilities

Trade and other payables	274,310	464,108
Employee benefits	365,591	352,685
Contract liabilities	673,906	840,821
Lease liabilities	114,097	111,672
<b>Total Current Liabilities</b>	<b>\$1,427,904</b>	<b>\$1,769,286</b>

### Non-Current Liabilities

Employee benefits	192,156	120,962
Lease liabilities	47,677	140,476
<b>Total non-current liabilities</b>	<b>\$239,833</b>	<b>\$261,438</b>
<b>Total liabilities</b>	<b>\$1,667,737</b>	<b>\$2,030,724</b>

### Net Assets

\$11,143,883

\$10,775,030

## Equity

2025

\$

2024

\$

Retained earnings	4,231,016	3,808,083
Peel Health Hub Reserves	6,912,867	6,966,947
<b>Total Equity</b>	<b>\$11,143,883</b>	<b>\$10,775,030</b>

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**AUDITOR'S INDEPENDENCE DECLARATION  
TO THE BOARD OF GP DOWN SOUTH LIMITED**

I declare that to the best of my knowledge and belief, during the year ended 30 June 2025, there have been no contraventions of:

- i) The auditor independence requirements as set out in Section 60.40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- ii) Any applicable code of professional conduct in relation to the audit.

**AMD Chartered Accountants**



**MARIA CAVALLO FCA**  
**Director**

Bunbury, WA

Dated this 6<sup>th</sup> day of October 2025

# Our Partners



Australian Government

**BUILDING OUR FUTURE**



Government of  
**Western Australia**  
Department of Health



**WAPHA**  
WA Primary Health Alliance

**phn**  
PERTH NORTH, PERTH SOUTH,  
COUNTRY WA

An Australian Government Initiative



Government of Western Australia  
Mental Health Commission

**lotterywest**



Government of Western Australia  
WA Country Health Service



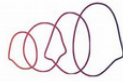
Government of Western Australia  
South Metropolitan Health Service  
Rockingham Peel Group



Government of Western Australia  
East Metropolitan Health Service



Raising funds for better health



Telethon Speech & Hearing



**HALLS HEAD**  
COLLEGE



BE STRONG & COURAGEOUS



**centrelink**



Empowering People with Disability



Neurological Council of WA  
Supporting people with neurological conditions



**Benchmarque**  
Group



Boyup Brook  
Medical Services

Donnybrook



Medical Services



**Carers WA**



**CITY OF**  
**MANDURAH**



**Bridgetown**  
Medical  
Partners on Your Health Journey



**Waroona**  
Community  
Resource  
Centre



**Pemberton**  
Community Resource Centre  
Your local connection



**Boyup Brook**  
Community  
Resource  
Centre  
Your local connection



**CITY OF**  
**BUNBURY**



**SHIRE OF**  
**MANJIMUP**



**Shire of**  
**Collie**



**City of Busselton**  
Geopraphe Bay



**Northcliffe Family & Community Centre**



**Nannup**  
Community  
Resource  
Centre



**Bridgetown**  
Community  
Resource  
Centre



Share the  
Dignity  
Mandurah

**Ngalang Boodja Centre**  
(Collie)

**MOORDITJ DJENA**

Aboriginal Podiatry and Diabetes Education Service



**headspace**  
Bunbury, Busselton,  
Mandurah &  
Margaret River



**JOBS &**  
**SKILLS WA**



**PCYC**  
Police & Community  
Youth Centres



**Alcoa**



**youthfocus**



**Alambee**



**Next**  
**Step**



**St Vincent de Paul Society**  
good works



Government of Western Australia  
Child and Adolescent Health Service



**jsw**  
TRAINING  
& COMMUNITY  
SERVICES



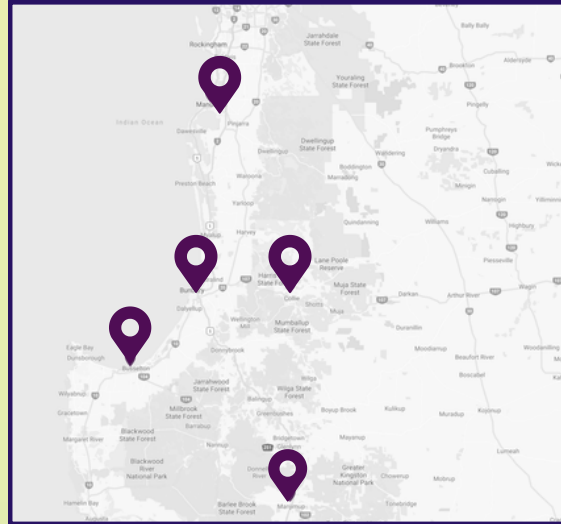
**Kara Maar**  
Specialist Community Eating Disorders Service

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### Bunbury Office

27 Clifton Street, Bunbury

### Busselton Office

3/69 Duchess Street. Busselton

### Collie Office

Collie Hospital, Deakin Street. Collie

### Manjimup Health Hub

6/32 Rose Street. Manjimup

### Nidjalla Waangan Mia

112 Lakes Road. Mandurah

### Peel Health Hub

91 Allnutt Street, Mandurah

### Outreach Locations

Nannup | Harvey | Margaret River | Boyup Brook  
Bridgetown | Donnybrook | Augusta | Northcliffe  
Pinjarra | Pemberton | Waroona | Capel

[www.oseca.com.au](http://www.oseca.com.au)

ABN: 62 063 901 306 ACN: 063 901 306