Grand Pacific Health













Impact Report 2022/23

At Grand Pacific Health we acknowledge, recognise and respect the Traditional Custodians of the land upon which our places of work are located, and value and embrace the cultural diversity of Aboriginal and Torres Strait Islander culture. Our vision for Reconciliation is to improve the health status of the Aboriginal and Torres Strait Islander population by improving access and equity to all health services – shared vision, shared journey – same opportunities, same life expectancy.



Community **Connection**

Artist: Darcy Trindall

The colours in this report are inspired by a collective art piece called *Community Connection* created by Artist Darcy Trindall with thumbprints of staff across Grand Pacific Health.

"The Blue, Purple, White and Green dots symbolise the ocean that GPH operates near on the south coast. The White, Burnt Sienna, Maroon and Gold symbolise the inland of NSW where GPH operates. The meeting places you see on the painting, that have non-Indigenous and Indigenous people gathering around, represent some of the areas we work and how we work together in harmony to create a better community. The handprints symbolise our connection to the communities and how we're always here as a helping hand. The footprints symbolise movement between communities, leaving our mark as an organisation for the people." – *Darcy Trindall*

Darcy also works as an Aboriginal Outreach Worker at Grand Pacific Health. "I come from the Yuin nation and Eora nation; my mob stretches from La Perouse all the way to the far south coast of NSW."



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About **Us**

At the core of our identity is the **commitment to integrated care**, aiming to address every facet of each of our consumer's **physical health** and **mental wellbeing** throughout the various stages of life.

We recognise the interconnected nature of physical and mental health and strive to provide a seamless continuum of care to enhance the overall quality of life for all who seek our assistance.

Grand Pacific Health is founded on the principles of inclusivity and accessibility. We firmly believe that everyone, regardless of their financial circumstances, has the right to high-quality healthcare. To uphold this belief, we proudly offer no or low-cost health services, ensuring that our care reaches everyone in need, including those experiencing or at a greater risk of disadvantage.

At Grand Pacific Health we have a long-term commitment to the communities we serve and are proud to live and work in those communities.



Our Values



Authenticity

We create a safe space for everyone to be their authentic selves. We accept people for who they are and embrace vulnerability, diversity and difference. You can expect us to be genuine, transparent, respectful and trustworthy in how we connect with you.



Kindness

We believe kindness is central to creating a strong organisation that is part of a thriving and compassionate community. You can expect us to treat you with compassion, consideration and gratitude.



Integrity

We stand by our purpose and are deeply committed to the communities we support and in which we live. You can expect us to be honest, mindful, reliable, respectful and transparent in all our actions and interactions.



Respect

We embody empathy, are mindful of everyone's unique journey, and embrace diverse human experiences. You can expect us to treat you with kindness, empathy and understanding.



Collaboration

We work in partnership with consumers, service partners and our communities to enhance health and wellbeing and make a positive difference. You can expect us to listen, value all contributions, work together and honour lived experience.

At Grand Pacific Health, our doors are open to everyone.

At Grand Pacific Health, we are deeply committed to providing healthcare support to all in the communities we serve, with special focus on those at the greatest risk of disadvantage.

We remain completely neutral on political issues, debates and decisions. Every person, regardless of their opinions, beliefs, or political affiliations, deserves to access the care and support necessary for them to thrive. We aim to avoid creating any barriers to people seeking and using our services.

We prioritise understanding the varied backgrounds of the communities we serve, providing culturally sensitive and tailored services that address unique needs, and fostering an environment where all individuals feel valued and comfortable seeking the assistance they require.

Our **Strategic Plan** 2023-2027

Consumers. Carers. Communities. Our People.

Together We Thrive.

Our Vision

Local equitable health care to support thriving communities.

Our Purpose

To deliver high quality health services that improve the physical, emotional and social wellbeing of consumers, carers and our local communities.

Our Role (What We Do)

To provide our local communities with equitable, inclusive and integrated health care with a particular focus on those experiencing or at greater risk of disadvantage.

Enablers

Sustained and diverse funding

We have funding and investment strategies that create opportunities to better support and value our people. We offer financial assurance and stability and continue to provide excellence in service delivery to those who need it most.

Excellence in service delivery

We are local, know our communities and we deliver quality health services that are demonstrated to be above industry standards. We deliver excellence in everything we do.

Vibrant culture

A culture that reflects the care, passion, and experience of our people. We support our team to develop, connect and thrive.



	Consumers & Carers	Communities	Our People
Commitment	A local health service that listens and values consumer and carer experience and delivers accessible services to improve their health and wellbeing.	Local health services that are part of a connected and integrated health system. We strive to be a health provider of choice.	A workplace that creates opportunities to innovate, is clinically excellent, operationally strong and supports our people to reach their full potential.
Outcomes	Measurable improvements in consumer and carer physical, social, and emotional wellbeing. A leading health care service consumers and carers trust.	We strive to improve identifiable public health outcomes in local communities in which we operate. Our communities know and value us.	Service innovation and improvement is achieved through harnessing the talents, passions, and ideas of our people. Our people thrive when working with us.
Priorities	Consumer and carers have access to individually tailored supports that meet their needs. Consumer and carers anticipate at all levels. Consumer and carer feedback is used in assessing the effectiveness, quality, affordability, and cultural safety of services.	We have communication channels which ensure our communities know about us and our services. We have partnerships that support us to deliver integrated and coordinated health services. We seek funding to address known health needs and priorities.	We support our people to reach their full potential, and together create a vibrant work culture. We deliver excellence in evidence-based service delivery and governance. We invest in improved corporate services and systems.
Principles	We make a positive difference to the lives of consumers and carers. We deliver excellence in the services we offer. We gain consumer and carer input into everything we do.	We recognise every community deserves services tailored to their specific needs and priorities. We actively contribute to the health, environment, and wellbeing of our communities. We are here for the long term.	We are a bold, progressive, and innovative service provider. We care about our people. We always challenge ourselves to improve. We foster environmental sustainability.

From **Our Chair**

This past year there have been many challenges for the communities in which Grand Pacific Health operates. Cost of living pressures, weather events, the after-effects of the COVID-19 pandemic, and distressing times in our society and other parts of the world have impacted on many people's health and wellbeing.

Grand Pacific Health has provided quality services and support to people during these times. It has been our privilege to do so. We believe in making health care and mental health support accessible for everyone. We know the importance of care for suicide prevention.

We have been able to provide more services and reach people in more locations than ever before due to a significant growth in revenues. We appreciate the confidence in Grand Pacific Health that our funding bodies and community partners have shown towards us.

We have continued to prioritise equity in healthcare provision through low-cost services, community outreach, programs for youth including eight headspace centres, services in rural areas, chronic health programs and coordinated care with First Nations Peoples.

Looking back over all the achievements and growth in activity during the past year, my heartfelt thanks go to every person who in so many ways, every day, has contributed to the work of Grand Pacific Health. Our workforce is made up of a wide mix of remarkable people.

I would also like to record my appreciation for the leadership skill and commitment amongst the executive team led by our CEO Adam Phillips and the non-executive directors. I would especially like to acknowledge the contributions over 12 years that outgoing Chair David Fuller made to Grand Pacific Health; we are better placed because of your wise stewardship.

The year ahead will bring its own set of opportunities and challenges. Grand Pacific Health shall consolidate the growth it has experienced and continue to build its workforce capabilities. We shall remain responsive to the needs of communities and people. We shall continue to provide quality healthcare and support to make a difference in people's lives.

Dr Alan Woodward
Chair, Grand Pacific Health



"We believe in making health care and mental health support **accessible for everyone**."

From **Our CEO**



As the CEO of this remarkable organisation, I am honoured to lead a team that consistently demonstrates exceptional strength and dedication to consumers, carers and their community.

Our impact on carers and consumers over the last year has been more significant than ever. Initiatives like Head to Health in Shellharbour and Moruya, headspace Centres in Shellharbour and Liverpool, and other critical mental health and community support programs have been or will be lifelines to those we serve. We are developing these services to meet the evolving needs of our communities, ensuring that we remain a pillar of support and hope.

The partnerships and collaborations we have fostered this year have been invaluable. Special mention to go our partners Directions Health, Katungul Aboriginal Corporation, the Family Place, Riverina Medical and Dental Aboriginal Corporation and Mission Australia. These alliances have not only extended our reach but also provided us with the necessary support and resources to navigate through the year's challenges.

Our commitment to our people has been unwavering. The initiatives like the GPH conference, strategic plan implementation, and stronger staff contract commitments have been crucial in keeping our team resilient, aligned, and motivated. Our redesigned workspaces, data and reporting improvements, and IT efficiency gains have ensured productivity and innovation, even under difficult circumstances.

Looking forward, we are excited about our ongoing and new initiatives. Services like headspaces in Narellan, Edmonson Park, Kiama and Wagga Wagga and Young Head to Health, and the creation of Yarning Spaces in Batemans Bay are indicative of our commitment to expanding our impact.

"Our team's **resilience, hard work, and belief in our mission** have been the driving force behind our success."

These projects, along with our focus on First Nations aged care services and mental health and Aboriginal Health support, reflect our resolve to keep moving forward.

I would like to personally thank our outgoing Board Chair David Fuller for providing invaluable leadership and mentorship. David your impact will be felt for many years to come and I wish you all the best in your next chapter.

In closing, I want to express my deepest gratitude to each member of our team. Your resilience, hard work, and belief in our mission have been the driving force behind our success. It is your dedication that has carried us through this tough year and will propel us into a hopeful and opportunity-filled future.

Adam Phillips
CEO, Grand Pacific Health

Our **Impact**

Primary Care



3 integrated Primary Care clinics

73,308 patient appointments

45,550 hours of service provided

97%
attendance rate

16,362
registered patients

2,948
new patients

Our three primary care clinics offer general practice, allied health and mental health services, with high levels of patient engagement and high-quality service delivery. They concentrate on continuing to serve vulnerable patients and contributing to the wellbeing of the communities in which each centre operates:

Grand Pacific Health Centre – Nowra

41.6% of patients hold a concession card

10.3% of patients are Indigenous

Grand Pacific Health Centre – University of Wollongong

17.2% of patients hold a concession card

3% of patients are Indigenous

Shellcove Family Health Centre

21.8% of patients hold a concession card

4.7% of patients are Indigenous



Primary care services in 2022/23 were delivered by our dedicated team of skilled staff which include 40+ individual service providers:

- 29 GPs and GP Registrars
- 12 medical administration and reception staff
- 8 registered nurses
- 7 co-located agencies
- 6 mental health and allied health staff
- 3 practice managers

A key challenge facing the each of our clinics is recruitment of GPs. To counteract this challenge, we offer a unique employment arrangement (casual vs contracting) and next year we are introducing a Senior Manager who will focus on GP recruitment and clinic performance across all clinics.

Our clinics contribute to the organisation's overall financial performance, supporting our corporate service functions which allow other funded programs to contribute lower corporate services costs.

Highlights for the year include:

- A partnership was established with Woolyungah Indigenous Centre at the University of Wollongong to deliver health assessment clinics for Indigenous students (to be delivered in 2023-24).
- We continued our partnership with the Clontarf Academy, delivering health assessments to boys aged 13 to 19 at Shoalhaven High School, Kanahooka High School and Lake Illawarra High School.
- The Co-design in General Practice project was successfully completed and is enhancing staff skills and workplace approaches for engaging with Indigenous patients. We intend to continue with this work with bi-annual meetings with this group to keep our focus on what's important to our patients.
- The reintroduction of the DVA Coordinated Veterans Care program. The aim of the program is to improve participant quality of life and decrease the risk of unplanned hospitalisation.

Mental Health



7,000 people had mental health literacy training



1,320 people were connected to mental health services and supports

Mental Health Direct

This year we launched a new service called Mental Health Direct, commencing in March 2023. Mental Health Direct, a low-cost fee-for-service, was a direct response to changes in Government funding allocation and replaced our previous Psychological Therapies Service. Over time Mental Health Direct has transitioned across to our Youth and Primary Health portfolios.

Suicide Prevention

Grand Pacific Health is currently delivering suicide prevention wraparound supports to residents of South West Sydney via The Way Back Support Service (Psychosocial Suicide Prevention Assertive Outreach) and the Clinical Suicide Prevention Service.

In addition, My Step to Mental Wellbeing offers a range of mental health interventions utilising a stepped care model. Stepped care is an evidence based, staged system comprising of different types of interventions, from the least to the most intensive, matched to the individual's needs at the time.

Rural Adversity Mental Health Program

The Rural Adversity Mental Health Program's place-based "boots on the ground" approach continues to build and strengthen the capacity of communities across regional, rural and remote NSW, to respond during tough times. Over the last year, the program delivered mental health literacy training to more than 7,000 people and connected 1,320 people to mental health services and supports. By working closely with partners such as the Department of Primary Industries, we can reach those who are hit hard by adversity, but least likely to put their hand up for help. We manage this program in partnership with nine Local Health Districts and through these relationships we've shaped a refreshed Strategic Plan and have improved data sharing.

Next Steps

A suicide aftercare program, Next Steps provides targeted support for people following a period of suicidality for up to 12 weeks. Next Steps is a Peer-led program, using the voice of lived experience to guide and support consumers with clinical oversight throughout. An evidence-based goal driven program, Next Steps focuses on identifying drivers of suicidality and collaboratively setting a clear path to navigate through the time of distress.


“I won’t ever forget your kindness.”
“Thank you so much for supporting me. I really appreciate everything you’ve done for me.”



Youth Mental Health

5,265 clients

2,989 new young people

22,220 service contacts

4.1/5 consumer satisfaction

Grand Pacific Health manages one adult Head to Health satellite service and eight headspace Centres across NSW and the ACT. Four of the headspace Centres incorporate the Work and Study Online program. In our headspace Centres we work with a large number of young people and their families across a number of communities offering support for:

- mental health issues,
- drug and alcohol issues,
- vocational and educational needs, and
- physical and sexual health needs.

We work hard to engage with consumers and carers and encourage feedback to continually improve service delivery. To enable young people and their families to provide feedback to the service, we have active Youth Reference Groups at each Centre.

In our Work and Study Online program we have supported 79 young people into employment and 21 young people into study during the year with positive feedback provided by program participants.

In July 2023 we will launch our first Head to Health satellite from our Wollongong Service.



"My clinician was awesome, informative and validating."

"Thank you so much for your help. I have seen such a big improvement and **I am very proud of the work I have done. I really appreciate you being there** and helping me along the way."

11.4 days wait time to intake appointment

48.5 days wait time to intervention

The community demand for headspace services, presents one of our challenges, as need constantly exceeds capacity. To overcome the increasing demands on our services, reduce wait times and provide a range of interventions, our Centres have developed innovative programs and groups to support young people. These include:

- Peerspace – a peer support group,
- Tuning Into Teens – a parenting support and psychoeducation group,
- Brief Interventions Clinics – providing early intervention support focused on common presenting interventions,
- Single Session Therapy – allowing young people to access stand-alone sessions,
- Variety of clinical groups focused on common presentations, and
- Youth Drop-in Clinic.

Across all our headspaces, we have excellent relationships with our community partners which include co-located services at each site, as well as active consortiums convened by each headspace service. In addition, each of our Centres engage with their own diverse local communities through a wide range of activities, often led and supported by our youth volunteers from the Youth Reference Groups.

Each of our Centres employs a multidisciplinary team enabling us to provide a range of services to young people, their families and the communities ensuring all their needs can be met. In November 2022, our Centres sent delegates to the headspace Forum in Melbourne. As well as taking part in workshops and breakout groups, our team presented on four topics. In April 2023, our headspace Youth Reference Groups took part in the annual camp. Helping to grow our workforce, our headspaces supported 65 student placements during the year.

Aboriginal Health and Integrated Care

130 participants in Chronic Pain Management Program

1,300 people helped across 120 Murrumbidgee Footcare Clinics

22 group sessions held on healthy ageing at home

73 older people assisted

Our Aboriginal Health and Integrated Care team is dedicated to serving a diverse range of vulnerable communities, including Aboriginal and Torres Strait Islander people, refugees, individuals from culturally diverse backgrounds, older people, and those living with chronic diseases. In 2022/23, our teams delivered several significant outcomes and through their dedicated efforts. The following activities highlight the specific details of their impactful work.

Care Finder Murrumbidgee Program

Offered in partnership with Marathon Health, the Care Finder Murrumbidgee Program has been instrumental in providing aged care and support services to older people, enabling them to maintain their health and independence while living at home. With 47 referrals received over a three-month period from April to June 2023, the program has demonstrated its ability to identify and address the unique challenges faced by older individuals.

The program actively engages with more than 24 GP practices, 55 pharmacies, 25 Local Health Advisory Committees, Aboriginal Elders Consultative Groups and various other community services. This collaborative effort allows us to provide a holistic, comprehensive and coordinated service to ensure people receive the support right for them.

Chronic Pain Management Program

The Chronic Pain Management Program implemented in 2023 has been a transformative initiative resulting in significant improvements in the lives of participants. With approximately 130 participants engaged in this training across 13 programs in various regions, the impact of the program has been far-reaching. Led by renowned expert in the field Michael Nicholas, the program provided valuable insights and evidence-based techniques to more than 20 staff and contractors.

This program stands as a shining example of how innovative and comprehensive interventions can transform the lives of individuals living with chronic pain, paving the way for a future of improved wellbeing and enhanced quality of life.

Murrumbidgee Footcare Clinic

Having a profound impact on communities around Young and Harden, the Murrumbidgee Footcare Clinic operates in partnership with the Young District Medical Centre, Boorowa Street Practice and Kruger Medical Centre. The clinic has delivered more than 1,300 occasions of service across 120 clinics which has resulted in improved foot health, reduced pain and discomfort, and enhanced overall mobility for many people.

One of the driving forces behind the success of the clinic is the dedicated foot care nurse, Sue Leitner.



With over 20 years of experience in delivering foot care services throughout the region, Sue's expertise and commitment have been instrumental in the clinic's impact. Through regular feedback surveys and testimonials, it is evident that the clinic's services have made a significant difference in the lives of community members.

HASI Program

The HASI program has had a significant impact on the lives of people, particularly those also facing mental health challenges. With 14 new entrants and 21 successful program completions, the average program duration of 16 months showcases the commitment to empowering individuals and fostering positive outcomes.

This impact was further enhanced by delivering specialised groups focusing on boundaries, self-care, Dialectical Behaviour Therapy (DBT), and chronic pain management. Through a person-centred approach, the program addressed the unique needs of each person, facilitated stability, and promoted their overall wellbeing.

Community Living Support for Refugee (CSLR) Program

The CSLR program aimed to support individuals and families living with complex mental illness and who were also adapting to life in a new country. The program successfully delivered vital services to over 20 individuals and their families, providing psychosocial support and improving their overall wellbeing.

This program underwent a significant restructure in early 2023, which resulted in improved management and the implementation of revised guidelines from NSW Health. A special mention goes to the successful graduation of five participants and their families from the CSLR program. This achievement symbolised the program's effectiveness in empowering individuals and families to overcome the challenges of complex mental illness and successfully adapt to their new lives in Australia.

Healthy Ageing at Home

Our Healthy Ageing at Home team in South-Western Sydney is dedicated to working with Arabic and Vietnamese speaking communities to ensure that older people can maintain their wellbeing and independence in the comfort of their own homes.

Over the past year, our program has successfully reached out to 73 individuals and conducted 22 group sessions. These sessions covered a wide range of topics including financial stress, navigating support networks, chronic disease management, and accessing community resources. In addition, the workshops provided invaluable support to 30 carers and family members, recognising the crucial role they play in the care and wellbeing of our older community members. We are proud of the impact our team has made in promoting healthy ageing and fostering a supportive environment for older people and their families.



Peer Work

33 lived experience and peer workers

7 programs provide peer workers

30% increase in peer workers

Our Peer Workers all have lived and living experience of mental health challenges and/or periods of unwellness and healing. Those experiences have had a dramatic impact on their life and may have caused them to have significantly changed their view of the world, as well as the way they interact within it.

Working across seven of our programs including suicide prevention, complex mental health, general mental health and youth mental health, Peer Workers see people individually and in groups. They work from a place of mutuality and share aspects of their story to support people to find new ways of thinking, seeing and doing.

Grand Pacific Health has an excellent reputation in the Peer space, shown recently when we received 150+ applications for three Peer Worker advertised positions.

Our Peer Workers play leading roles in their communities. Not only do they provide service delivery, but they also take a proactive, front-foot approach to openly talking about and dispelling the stigma of mental health. Some members of our team have shared their own lived experience including those who participated in a Primary Health Network-wide podcast. One of our Peer Workers has written a book about their experiences to illustrate how to reduce shame and show people that despite challenges, you can not only survive, but thrive.



"Our Peer Workers **all have lived and living experience** of mental health challenges and/or periods of unwellness and healing."

Over the last year our Peer Workers and other lived experience workers have been involved in:

- Attending the Mental Health Lived Experience Engagement Network (MHLEEN) Forum in Cairns to further the lived experience voice in Primary Health Networks and service delivery,
- The Lived Experience Advocacy Delegates advisory group to provide steering input into MHLEEN,
- The National Suicide Aftercare Co-design,
- Research for Peer Workers in Primary Care,
- Providing input into the National Consumer Peak Body submission, and
- Providing executive level input in Suicide Prevention Collaboratives.

These activities have been in addition to:

- Attending the National Suicide Prevention conference,
- Attending the Mental Health Services conference,
- Contributing to Communities of Practice,
- Providing support to our lived experience Consumer Carer Advisory Panel and Youth Reference Groups,
- Being promoted into other roles, such as Mental Health Worker and Service Manager,
- Presenting at the National Lived Experience Summit, National Suicide Prevention Conference, Rural Mental Health Conference, and National Suicide Prevention Conference,
- Filmed Lived Experience contact with Black Dog Institute and Monash University for the Lived Experience Code of Practice and Training Module, and
- Being the first member of the Suicide Prevention Australia Lived Experience Advisory Panel to Chair the National Roundtable on WorkForce Support.

As well as supporting consumers, Peer Workers provide systemic and individual advocacy and assist with service navigation. Importantly they complement the work done by our wonderful clinical staff by providing valuable input to our trauma-informed approach including enabling warm and safe service handover environments.

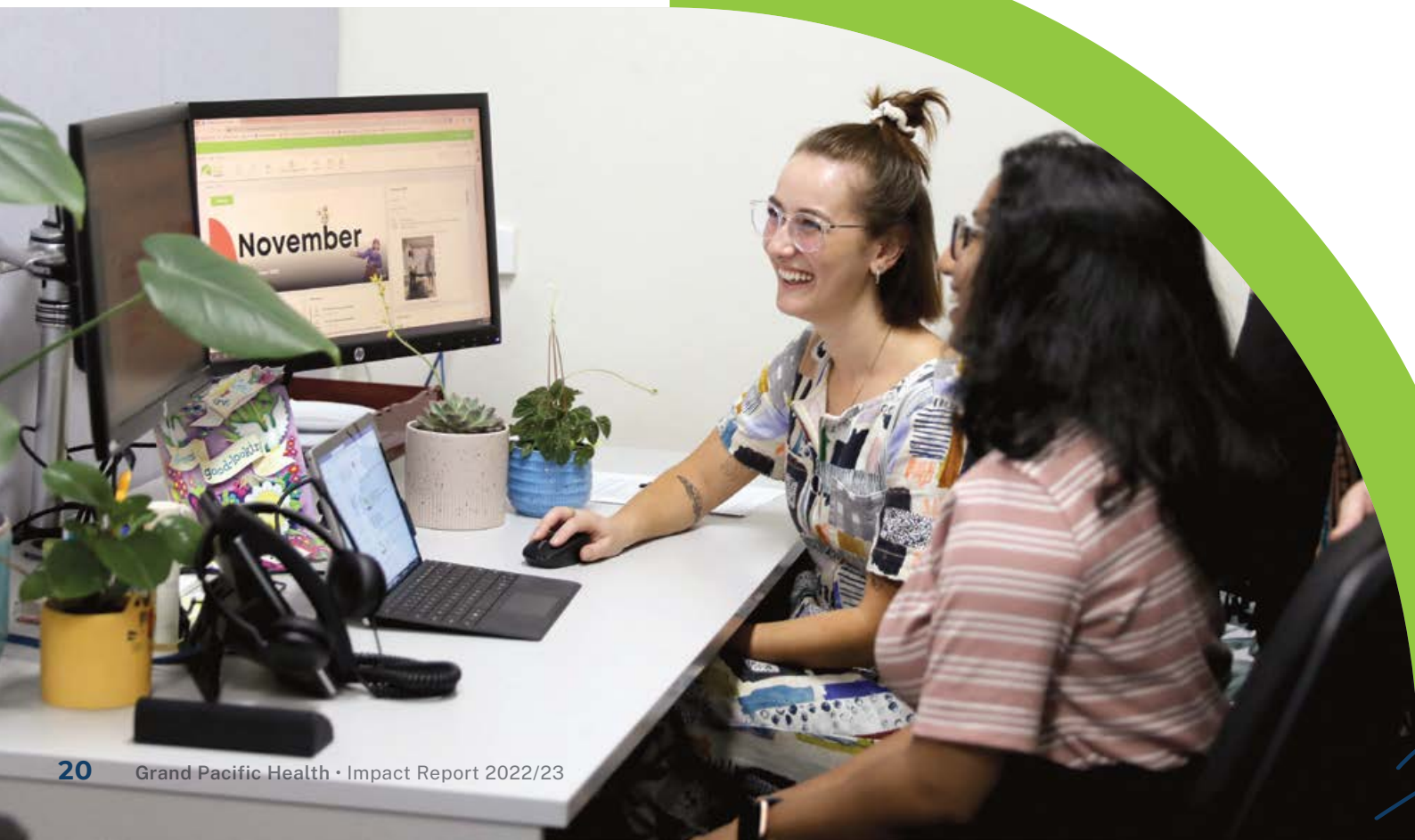
Business Development

$37 million funding sought
$23 million funding awarded

Funding Submissions

Grand Pacific Health continued to explore funding opportunities both across the government and private sector with the goal of maintaining and increasing service delivery to the communities we serve. This included 18 sizeable funding opportunities across our mental health, allied health, aboriginal health and integrated care portfolios. Total funding sought was approximately $37 million. From this we were successful on nine occasions with approximately $23 million in funding to deliver services to our community. This included:

- headspace Edmondson Park,
- headspace Narellan,
- Services for Young People with, or at risk of, severe mental illness,
- Head to Health satellite service Shellharbour,
- headspace Shellharbour,
- Regional NSW – Business Case and Strategy Development,
- Healthy Ageing at Home,
- Clinical Suicide Prevention Service,
- Tackling Indigenous Smoking, and
- Headspace Kiama.



7 new service programs

7 new service centres

Service Development

Over the last year Grand Pacific Health established and/or implemented seven new service programs, which included:

- Care Finder Program in the Murrumbidgee region, partnering with Marathon Health,
- Chronic Pain Management Program in South-East New South Wales,
- NSW Pandemic Recovery Access Initiative to support people in Wollongong local government area and South-East New South Wales,
- headspace Liverpool including relocation of services to new site,
- Clinical Suicide Prevention Service in South-West Sydney,
- The Way Back Support Service in South-West Sydney, and
- Black Summer Bushfire Recovery initiative to support people in the Bega Valley, Shoalhaven and Eurobodalla regions.

We also commenced the establishment of seven new services including headspace Centres in Edmondson Park, Narellan and Shellharbour, a headspace satellite in Kiama, a Head to Health service in Shellharbour, a Healthy Ageing at Home in South-West Sydney, and a Holistic Youth Program (youth severe) in South-West Sydney.

We were pleased to receive funding to develop a business case for the development of culturally appropriate multipurpose health care centres, with a focus on Cooma and Batemans Bay.

Highlights for the year

Head to Health Shellharbour provides a range of supports for adults experiencing distress, crisis or mental health challenges to access a range of support services. We worked quickly to establish the interim service over a six-week period to support consumers from our Wollongong hub while the facility in Shellharbour was being constructed.

Mental Health Direct is a new low-cost service that supports consumers with a range of mental health concerns, including depression, anxiety, life stressors and more. The service is designed to provide a more personalised approach, offering people aged 16 and over, individually tailored sessions, earlier access and more choice at an affordable price.

Partnerships

It is important that our services are integrated and coordinated within our local communities. Which is why growing connections and partnerships across our services continues to be a priority. Notable additional partnerships and the services they enable include:

- Community Links to deliver the Clinical Suicide Prevention Service,
- Flourish Australia, One Door Mental Health and Community Links to deliver the Holistic Youth Program, and
- Marathon Health to deliver the Care Finder Program in the Murrumbidgee region.

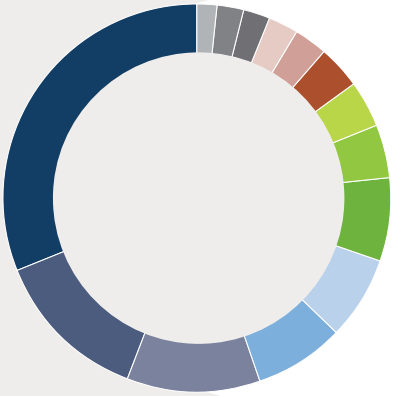
Business Development Team

As part of the organisational restructure, our Business Development Team increased to four staff. This is in recognition of the considerable growth our organisation is currently experiencing and likely to continue in the future in delivering services to the community.

Our People and Culture

336
total staff

107 full time
195 part time
34 casual



Executive Managers	6
Business Development and Projects	7
Community Engagement	8
Vocational Specialists	8
Aboriginal Health Workers	9
Nurses	12
Support Workers	13
Health Promotion and Care Coordinators	14
Corporate services	23
General Practitioners	23
Peer Workers	25
Service and Senior Managers	37
Administration Support and Reception	43
Mental Health Clinicians	102

Our people are the lifeblood of Grand Pacific Health. Their diverse talents and unwavering dedication are testament to our belief that together, we thrive. Throughout the year, we've experienced the excitement of sustained growth and encountered challenges that have tested our resilience. Throughout it all, our staff remained steadfast, committed to our consumers, their communities, and the profound purpose that unites us.

Following several years of isolation while working remotely during the Pandemic, teams came together early in the year to reconnect via a fun and thoughtful series of **Team Wellbeing Activities** including Aboriginal cultural walks, art classes and aerial yoga. The response to this initiative was outstanding with 97.2% of staff agreeing it was "a positive opportunity to strengthen bonds within my team".

In October 2022 we introduced an expanded **Employee Mental Health and Wellbeing Policy** acknowledging our responsibility to take the lead in providing more support for a psychologically safe workplace. All leaders participated in training and our staff have been active in developing Personal Wellbeing Plans which supports their ongoing mental health.

We continued work on our commitment to a positive and inclusive workplace updating our **Sexual Harassment (Respect at Work) Policy** and providing training to all our leaders. The content of our **New Employee Orientation Program** was expanded and moved to a new and more engaging online training platform.

In early 2023 we introduced the **Employee Service Awards** to recognise team members' significant service milestones. These awards have provided a wonderful way to celebrate our people and reflect on their contributions and achievements. In the first year of the awards, we had 10 team members celebrate more than 10 years of service. Our wonderful Foot Care Nurse Sue in Harden has chalked up 21 years!





"Our people are the lifeblood of Grand Pacific Health. Their diverse talents and unwavering dedication are testament to our belief that **together, we thrive."**

May 2023 saw the finalisation of a **Peer Worker Recruitment Guideline** after extensive consultation and research. Peer Workers are integral to the wraparound care offered to consumers across many of our services. This is best practice Guideline will further advance and support our Peer Workforce.

We commenced a **Student Placement Project** which aims to increase student placements across all our locations and programs in 2024 from approximately 50 to 90 per year. Placements come from a range of disciplines including psychology, social work and peer work as well as various partner higher education providers such as University of Western Sydney and Charles Sturt University. We recognise the need to foster relationships with students, who are key to our future workforce and that of the Australian health sector.

This year we launched a new **Performance Planning Program** to align with our 2023-2027 Strategic Plan. Each team member will develop personal goals to support Team Plans and Service KPIs as well as their personal career goals linked to our Strategic Objectives.

In our journey to support all staff who choose to have children regardless of gender identity, we extended our paid parental leave of 6-weeks to all parents. We are also pleased that all staff who have taken parental leave and were supported with various flexible work option, continue to return to work with us.

Towards the end of the year planning commenced for a significant milestone event: our first all-staff conference in Canberra, with the theme *Connection: everyone belongs*. At Grand Pacific Health we want people to feel they belong so that everyone can thrive.

Quality

Consumer and Carer Experiences

Grand Pacific Health has a commitment to listen to, and value, consumer and carer experiences to help us to deliver appropriate and accessible services that improve the health and wellbeing of the diverse people, communities and cultures we serve. This year we continued to create opportunities to facilitate consumer and carer input.

Consumer Satisfaction

We pride ourselves on our culture of openness to feedback from consumers and carers and use it to assess the effectiveness, quality, affordability and cultural safety of our services. Feedback can be provided via accessible forms available at all Hubs, an online form on our website, a range of program-specific feedback opportunities, and encouraging verbal feedback at service delivery. We also undertake an annual Satisfaction Survey inviting feedback across all of our programs and services.

Quality Standards

Grand Pacific Health is committed to being clinically sound and operationally strong. We strive to exceed the quality standards, requirements and expectations of us in our practice, governance and operations. Over the last year we were assessed against an array of quality standards and are proud to have met them all with full compliance. Our thanks go to our talented, committed and caring teams who enabled the following:

- All General Practice clinics achieved accreditation against the RACGP standards,
- All other programs and services achieved accreditation against the QIC Health and Community Services Standards,
- All mental health programs achieved accreditation against the National Standards for Mental Health Services, and
- All suicide aftercare programs achieved accreditation against the Suicide Prevention Standards.



Satisfaction Survey Results

Consumers

95% would recommend the service to others
98% felt safe, comfortable and understood
92% felt involved in planning their own care
98% felt their privacy was respected

Carers

95% would recommend the service to others
94% felt safe, comfortable and understood
85% felt involved in planning their own care
95% felt their privacy was respected

Our **Supporters**

Grand Pacific Health gratefully acknowledges the financial and other support from the Australian Government Department of Health.

Australian Government
Department of Health

We also thank all our supporters for their generosity, passion and belief in our purpose.

- CVGT Employment Australia
- Karl Chittick - Page Tavern HSC Donation
- University of Wollongong workplace giving
- Amazon charitable giving
- Delso's painting
- GiveNow donations
- HCU
- Individual donations
- Metalfest donation
- Sapphire Turf Club donation
- Wanderer Festival ticket donation
- Blooms the Chemist
- Grill'd Local Matters
- Axel Arens – Lemonade Stand donation
- South Coast Football
- Sixfish raffle donation
- Family First Bank

Support us

There is a range of ways that you can get involved and support Grand Pacific Health and the work we do in our communities. Please get in touch on 1800 228 987 or info@gph.org.au to find out more.

Become a member

Would you like to directly influence the decisions and direction we take as an organisation?

Then become a member of Grand Pacific Health and help us in our drive to always seek to improve the health and wellbeing services we provide across NSW and the ACT.

Volunteer

Consumer, Carer and Community advisory panels are important to Grand Pacific Health and ensure the consumer's voice is woven through the decisions we make and the work we do.

By becoming a member of one of our panels you provide valuable input on local issues and how they affect consumers and carers in our local communities and ensure we properly reflect on consumer experiences. You essentially become a voice for the community on our decisions and planning.



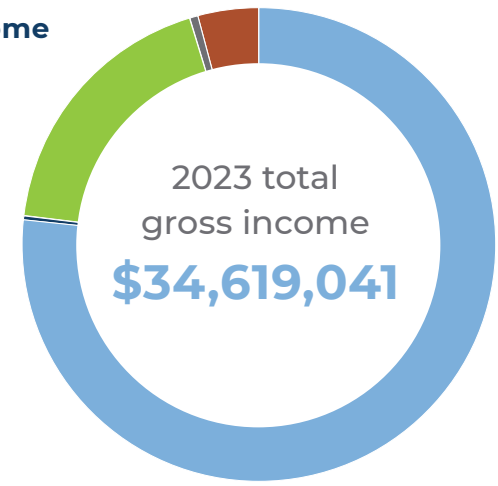
Our **Finances**

Income and Expenses

Comprehensive Income Statement summary

	FY22	FY23
Gross income		
Revenue from government including grants	$25,055,120	$26,598,021
Donations and bequests	$316,161	$129,797
Revenue from providing goods or services	$5,695,773	$6,270,792
Revenue from investments	$65,220	$227,228
All other revenue	$1,150,329	$1,393,202
Total revenue	$32,282,603	$34,619,041
Total gross income	**$32,282,603**	**$34,619,041**
Expenses		
Employee expenses	$23,037,045	$25,853,530
Grants and donations made for use in Australia	$59,059	$0
All other expenses	$8,135,697	$8,802,506
Total expenses	**$31,231,801**	**$34,656,036**
Net income		
Net surplus/(deficit)	$1,050,802	-$36,995
Total comprehensive income	**$1,050,802**	**-$36,995**

Income



Expenses



Balance Sheet extract

	FY22	FY23
Assets		
Total current assets	$12,307,438	$19,244,238
Other non-current assets	$13,833,264	$11,976,828
Total non-current assets	$13,833,264	$11,976,828
Total assets	**$26,140,702**	**$31,221,067**
Liabilities		
Total current liabilities	$9,362,776	$15,884,089
Other non-current liabilities	$7,027,204	$5,623,252
Total non-current liabilities	$7,027,204	$5,623,252
Total liabilities	**$16,389,980**	**$21,507,341**
Net assets/liabilities	**$9,750,722**	**$9,713,726**

Grand Pacific Health

Grand Pacific Health

Phone: 1800 228 987

Email: info@gph.org.au

PO Box 1198, Wollongong NSW 2500

ABN: 49 062 587 071

gph.org.au

Do you need immediate assistance?

- Call Mental Health Crisis Team on 1800 011 511 if you are in NSW
- Call 1800 629 354 if you are in the ACT
- Go to your nearest emergency department
- Call 000

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