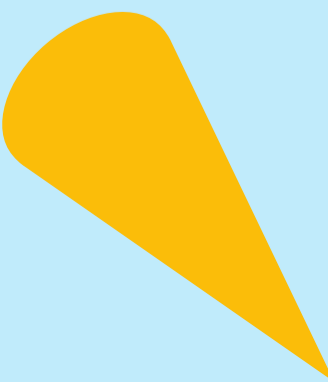




Annual Report 2019-2020

Vital connections to community in changing
and challenging times.





Our Vision is for people in our communities to enjoy better and longer lives.

During the COVID-19 response we demonstrated the unique and important role we, as a community health service, play in the health system.

Chair Report

Welcome to Carrington Health and healthAbility's 2020 Annual Report.

My name is John Rasa and I am proud to have been Board Chair since June 2018.

Our organisation is committed to working in partnership to enhance the health of our communities, particularly our vulnerable communities.

It goes without saying that 2020 has been one of the most unforgettable years in our lifetime.

With bushfires and COVID-19, we have experienced crisis on many levels: health, environmental, economic, and for many, personal. This year has tested everyone's resilience.

There is a saying, "The Chinese use two brush strokes to write the word 'crisis.' One brush stroke stands for danger; the other for opportunity.

In a crisis, be aware of the danger -- but recognize the opportunity."

As a community health organisation operating for over 44 years, we are used to seeking out opportunity in all circumstances and adapting to varying community needs, changing funding models and Government decision making.

It is in our culture to respond to situations of exceptional change and transformation.

It is also because of this strength that we have been able to play an active and effective role in the health system's response to the pandemic and even during these times, stay true to our strategic vision 'for people in our communities to enjoy better and longer lives'.

In February this year, we were not providing any services via telehealth, which is delivered by phone or video calls. By the end of April, only a few months later, we were providing 63% of services by telehealth and 72% by July.

Naturally some services like dental and podiatry are not suitable for virtual delivery and continued to be provided safely in person and within Department of Health and Human Services guidelines.

We continue to actively protect the health of our staff and clients so we can return in 2021 even stronger.



John Rasa
Board Chair

"The Chinese use two brush strokes to write the word 'crisis.'
One brush stroke stands for danger; the other for opportunity.
In a crisis, be aware of the danger -- but recognize the opportunity."

CEO Report

What a year it turned out to be.

By the end of April, 75% of our 330 staff were working from home. By the end of June, that increased to 90%.

Despite the challenges of managing our response to COVID-19, we have increased our level of service. I am proud to report that compared to the same period last year, we have provided an additional 1,300 service contacts.

Over 21,600 people received a service from us in the past financial year, including around 1,000 people with disability receiving therapy, in home or social supports.

What we have provided is less important than how we have provided it, and the difference we have made in people's lives.

'In this together' is one of the most used phrases this year - the power of togetherness and partnerships is central to our role in enhancing the health of our communities.

It is important in working with our clients and the important people in their lives; it is essential to creating new ways of doing our work; and it is a core reason that we are able to partner with other organisations to deliver the greatest impact.

Here are some great examples of the way our organisation works together with clients and families:

IDEAS

Now an ongoing diversion of people with type 2 diabetes from outpatients to care in the community, this service operates across six community health sites in the eastern region. Over 94% of IDEAS clients have reported a positive experience with the service, which has also led to positive health outcomes and significant cost savings for our health system.

Integrated children's services

Children and families across east and north east areas can now access our specialist / allied health wrap-around children's services.

Baby Makes 3

We have expanded our gender equity program working with new parents from maternal child health to public maternity services.

Smile Squad

We piloted the first of the new Smile Squad vans visiting public primary and secondary schools to provide easy access to free dental care to all children.

Stepped care mental health

We are now partners in providing a comprehensive range of mental health services at the right time and the right level to those with mental health challenges across the entire eastern region – including inner, outer, and north east.

Sensitive Santa

For the fourth year we offered families with children with sensory needs, including autism, the opportunity to meet Sensitive Santa in a private 20 minute session. For families with children who have sensory needs, a visit to Santa in a loud and busy environment can cause tears and tantrums, but our specially designed Sensitive Santa experience is joyful for everyone.

I'm so proud of our team who worked together to adjust how we provide services and support during COVID-19, while at the same time providing safe environments for everyone:

- Some of our dental technicians were seconded to perform COVID-19 testing
- We provided telehealth and video options, including services for clients overseas, exercise CDs, and parent support webinars
- We maintained connections with our clients, including wellbeing phone calls and "cookie runs" with messages of support
- In Home and Community Support services continued to be delivered safely

Our partnerships with other organisations in the health and social sectors enabled us to meet community needs, including:

- Regional collaborations - our facilities were used by Eastern Health to provide COVID-19 screening clinics
- Broader collaborations - staff, including General Managers, were seconded to public housing towers in the inner city to help the COVID-19 response

Thank you to Directors, Management team, staff, volunteers, partners and funders, and the broader community, for helping us to continue meeting the needs of the community, despite current challenges.

As the financial year ended, in the midst of the COVID-19 lockdown, we were very conscious of the importance of our role in the health, wellbeing and social needs of our communities that are so important in responding to the pandemic.

Following the pandemic, we expect to see an increase in numbers and complexity of those who need our services, which include: helping older people stay at home longer, enabling those with a chronic condition or disability to live their best lives, integrating supports for children and families, providing dental services, and supporting those with mental health challenges.

We hope you enjoy our first ever digital edition of our Annual Report.



Ronda Jacobs
Chief Executive Officer

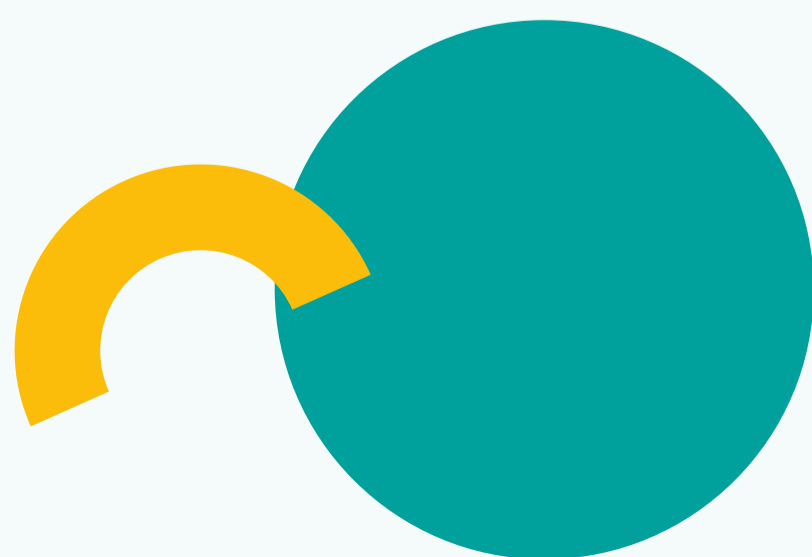


The part we play in the health system

Our unique role in the health system has never been more relevant or evident.

By providing equitable access to health and wellbeing programs and services, we actively play a significant part in creating a fair and responsible health system.

Our programs and services operate at all levels so we can support an individual's needs during their life journey, whether that be prevention, primary care, community care or specialist acute programs.



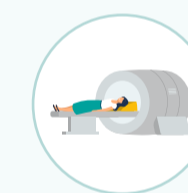
Specialist, acute, sub-acute & residential care



Hospitals



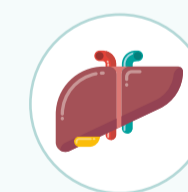
Residential Care



Local Hospital Networks



Diagnostic and Pathology



IDEAS

Integrated Diabetes Education and Assessment Service (IDEAS) helps people prevent and manage the complications that come with having type 2 diabetes. Provided by a specialist medical, nursing and allied health team, IDEAS provides practical education and support to empower participants in managing their long-term health and wellbeing.



CLEAR

CLEAR is a free and confidential service for people living with Hepatitis C. Provided by a specialist medical and nursing team the clinic provides an assessment, treatment plan and access to curative medication, to support health needs.

Primary health & community care



Pharmacy



Dental Practice

A community health general dental service caring for vulnerable and disadvantaged people, in conjunction with a private clinic offering affordable and quality dental care to the wider community.



Allied Health

All our allied health services help people in our community maintain or enhance independence, safety, relationships and community engagement.



General Practice

The After Hours GP Clinic provides access to a General Practitioner outside of regular clinic hours, with a partnership approach to a person's regular GP for continuity of care.



Primary Health Networks

Our partnership with the Eastern Melbourne Primary Health Network ensures people receive the right care, in the right place, at the right time.



Children and Families

Our team includes a Paediatrician, Paediatric Occupational Therapists, Speech Pathologists, Dieticians, Psychologist, Neuropsychologist and Family Support Worker who believe that every child deserves a chance to reach their potential and discover their abilities. The integrated service works with children from infancy through to adolescence, along with their families and/or carers to improve their health, wellbeing, growth and development.



Disability Community Care

In Home Support

Our In Home Support program provides support services to help people with disability achieve their goals and remain living at home independently.

Social Support Groups

Our day programs encourage connections, belonging and support for participants with a disability and their carers, also providing respite.

Support Coordination

Our Support Coordinators help people access services, resolve points of crisis and develop an effective support network.



Mental Health Community Care

Counselling

Counselling services are available to anyone experiencing emotional difficulties which are impacting their day-to-day life.

The Stepped Care model

This model focuses on linking people in with the right level of support using a 'wrap-around' approach.

The Reconnect Program

This is a community based early intervention and prevention program for young people aged 12 to 18 years who are homeless or at risk of homelessness, and their families.

The Whitehorse Men's Shed

The Men's Shed provides opportunities for men to come together to socialise and work on projects in a supportive workshop environment.



Aged Care

In Home Support

Our In Home Support program provides caring support services such as cleaning, meal preparation, showering and gardening to help older people to remain living at home independently for longer.

Social Support Groups

We facilitate groups that encourage connections, belonging and support for participants and carers.

Falls Prevention

This service helps to identify contributing factors and institute change to reduce the likelihood and/or the severity of injuries.

Respite and Carer Support

Our Respite and Carer Support services provide respite, information and support to people caring for older people or people living with a disability.

Home Care Packages Care Management

Home Care Packages Care Management coordinates services that assist older people to remain at home for as long as possible within a competitive commercial environment.

Health promotion & disease prevention



Immunisation



Food

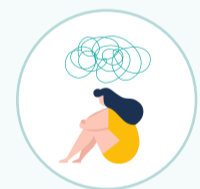


Physical Activity



Alcohol and other Drugs

Both the after hours Community Health Outreach Program Eastern Region (CHOPER) operating 7.30-11pm, 7 days a week and the Needle Syringe Program provide safe access and disposal of syringes to reduce harm and minimise health risks associated with injecting.



Mental Health

Education and information sessions raising awareness of mental health, in particular to community groups, families, youth and older people, often in partnership with schools and local governments.



Gender Equity - Baby Makes 3 program

Baby Makes 3 is a parenting program for individuals that drives social change and builds gender equality at a systemic level.



Oral Health Education and Screening

Our friendly oral health team provides screening of children for early intervention needs, at local kindergartens, childcare centres and schools. This empowers children with the knowledge and motivation to care for their oral health.

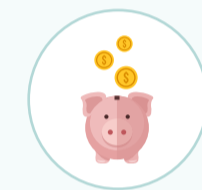
Determinants of health & other demographic factors



Education



Employment



Income



Family and Community



Rural and Remote



Indigenous Australia

Our response to COVID-19

Switching to telehealth

With the onset of COVID-19 and the health and safety of our clients, staff and community in mind, we conducted a full risk assessment and immediately revised our service delivery plan.

Changes included use of telehealth as the preferred method of service delivery, limiting onsite in-person appointments and screening clients.

Telehealth is the use of phone or video calls to provide service and was previously a secondary option to in-person appointments. For many clients it has provided convenience, flexibility and comfort.

A greater good

With increasing case numbers in Melbourne in June 2020, there was a request from the Department of Health and Human Services for health professionals to join the response. Many people from across the organisation were seconded to work in the public housing towers, including General Manager of Mental Health, AOD and Youth, Olive Aumann.

Other initiatives to actively support the state wide response included joining other Community Health Services in the North Eastern and Eastern Primary Health Network to amplify the Get Tested public relations campaign and deliver health and wellbeing services for people who have tested positive.

We were also involved in a rapid response task with Eastern Health, when our site at Wellington Road, Box Hill was transformed into a temporary testing site for a large school who had a positive case. The site was established within 24 hours and we thank the tireless work of those involved, exemplifying the values of community health working towards the greater good.

"Thank you so much for organising and taking us through the gym exercises on the GoTo Meeting. I have really been enjoying it. I am looking forward to continuing them."

Cookie Run

Given the level of risk to certain client groups or the inability to deliver service safely, unfortunately some services had to be temporarily suspended.

Our dedicated teams continued to support clients of suspended services and their families, with wellbeing checks and as much regular contact as possible.

One example of this ongoing care is our resourceful Social Support Group team who arranged for our resident chef to bake her famous cookies for our team to do a special "cookie run" straight into our participants' letter boxes.

This simple act gave some incredibly isolated people social connection in a very difficult time, with one client saying, "it makes me realise that we are looked after and supported regardless."



Essential care in crisis

From the onset of the COVID-19 situation, our In Home Care clients were identified immediately as high risk and high priority. Crisis meetings involving all levels within the organisation were called, to make sure these vulnerable clients continued to receive home-based essential services and assure them they would be delivered safely.

Our team work tirelessly to communicate with each individual, ensuring them not only of their ongoing care but of their safety, with all guidelines being followed and precautions being taken.

Continuing the connection

With many families and carers feeling the pressure of home-schooling and lack of respite during COVID-19 restrictions, we moved swiftly to deliver our Family Support education sessions as live webinars and the Carers Group moved online also.

Recognising staying active during restrictions was important for overall health, our gym based groups were also moved to an online format, with many instructional videos made available for participants.



Client feedback

"I just wanted to take a moment to say how much we appreciate everything you do with our son. Particularly with never having met him in person you do an amazing job of engaging, motivating and encouraging him, which is not easy with a 3 year old. Genuinely, thank you so much."

"A Great Big thank you for all you've done in getting the bathroom through and being there with your watchful eye and care."

"My son came home from his appointment very happy and even wanted me to look at his teeth and how great they looked. In past he was very scared of the dentist but he has had a great experience. Thank you for your patience, caring and understanding."

"I couldn't be more pleased with the staff in the class. Their expertise is tempered with care and attention. They let people exercise at their own pace. No pushing, but we are still encouraged to try harder."

"The dentist went above and beyond and she always created a safe and calm environment as I'm so anxious of dentists."

"I attend both of your podiatry and dental departments and I want to commend highly the service I receive from Reception to the treatments received from the departments who treats me. Thank you very much."

"I'm so grateful for the services I receive here, they've made a significant improvement to my life."



Client stories

The vision that people in our communities enjoy better and longer lives ignites our for-purpose organisation.

The work we do to improve the lives of many people in many ways can be seen in these inspiring stories of independence, development, achievement and empowerment.

Going Her Own Way – Jenny’s Story of Building Independence



In 2018, 44 year old Jenny became eligible for an NDIS plan, to the huge relief of her family. Her parents Maxine, 74 and Les, 76 hadn’t received any prior disability support for their daughter, the second youngest of their six girls. “She is always so positive and easy going,” says Maxine. Jenny’s optimism is admirable in the face of her major health struggles including Ketotic Hyperglycemia (blood sugar disorder) and Myotonic Dystrophy, a genetic disability that affects her muscles, impairing her movement and speech.

In 2018, 44 year old Jenny became eligible for an NDIS plan, to the huge relief of her family. Her parents Maxine, 74 and Les, 76 hadn’t received any prior disability support for their daughter, the second youngest of their six girls. “She is always so positive and easy going,” says Maxine. Jenny’s optimism is admirable in the face of her major health struggles including Ketotic Hyperglycemia (blood sugar disorder) and Myotonic Dystrophy, a genetic disability that affects her muscles, impairing her movement and speech.

Occupational Therapist, Fiona from healthAbility, worked with Jenny and her parents to design a personalised program that could build on her abilities and allow for greater independence in her life. The program included services from both healthAbility in Eltham and Carrington Health in Box Hill. Working with both organisations meant that Jenny could increase her capacity and confidence over a range of life skills – in areas that she had chosen.

Carrington Health’s Allied Health Assistant Liz, has been working with Jenny to achieve her goals ever since. Over the past six months, Jenny has succeeded in possibly one of her biggest journeys yet. Through fortnightly sessions they have practiced the necessary skills for navigating public transport. This has involved pre-planning Jenny’s journey, packing her handbag, choosing the safest routes and crossings, understanding bus timetables, getting on and off the bus, holding rails and seat selection.

Liz also makes mention that “while we are out we get the ingredients for Jenny’s dinner and look at the AFL shop, because she is a massive Western Bulldogs fan”. Jenny adds, “we also have a coffee and a chat.”

Liz further explains, “last year we also worked together on creating a small number of recipes that Jenny felt confident cooking at home by herself. We are now about to start on a new series of cooking sessions that will focus on the slow cooker; it’s a non-complex system using a small number of ingredients and it tastes great. Our sessions have had a positive impact on Jenny’s self-confidence and independence.”

“The process has involved lots of repetition, with a step by step focus on one task for a couple of weeks before introducing the next step, and so on, until all of the steps have become second nature.”

Liz

Last week Jenny made her first solo trip to Doncaster Shopping Town from her home in Templestowe. “It’s incredible to see her take that step”, says Liz beaming. “I’m fairly passionate about the NDIS because it gives people the long-term ability to build their capacity in the areas they want to focus on in their life.” Jenny agrees saying, “it felt good to go on that first trip, I wasn’t nervous at all.”

Despite Jenny’s ongoing health needs she has always remained proactive in her work, exercise and study. She works three days a week and is about to complete a Work Certificate I. She played netball for 25 years and now goes for regular walks and plays tenpin bowling. Jenny has weekly one-on-one sessions with Exercise Physiologist, Ben in the Carrington Health Gym. These workouts build up her muscle strength and helps combat her muscle cramps and pins and needles. “I think my shoulder pain is less since seeing Ben” she adds.

Jenny also attends Speech Therapy sessions with Carrington Health as required. She is about to embark on her next exciting journey with Fiona, a ComTEC course covering digital skills using computers, apps, smart phones and iPads.

Building Jenny’s independence has also provided Les and Maxine with peace of mind. Maxine says, “Previously we didn’t get any assistance; we just managed. Now Jenny gets to spend more time with people closer to her age, I think it’s good for all of us... Jenny has been able to broaden her life in so many different ways, however we know that there’s still more to do yet”. Liz optimistically adds, “the benefit of the NDIS is that it doesn’t have to end there, it is ongoing and will allow Jenny to access the support she needs to continuing reaching her goals and to live a fulfilling life”.

Emily's World

Just like every other six year old, Emily loves to play with her collection of 'Coles mini's' and 'Oshies'. She is quick on her feet and always brings her basketball with her to the park.

In late 2018, Emily was diagnosed with Autism Spectrum Disorder (ASD), which is a development disorder that can affect a child's ability to learn, communicate and socialise. Emily is the eldest in the family, with a sister Hannah who is three. Their mother, Stacey, was able to obtain an NDIS plan for Emily as a result of her ASD diagnosis. This opened up doors for the family at an early stage in Emily's development. The NDIS meant they could choose the therapies and supports to best meet Emily's individual needs and goals.

Emily has mild symptoms of ASD, yet it was her strong aversion to foods that caused the biggest concern for the family. Stacey was worried that Emily's food choices were so limited, that her diet wasn't able to support her growth and development. It was also having an impact on Emily's ability to socialise and get out and about, as eating snacks and meals on the go would cause everyone distress.

"Going out to family dinners or birthdays became a huge chore, I was always worried about what Emily's reaction would be when we tried to eat."

Stacey

Stacey was determined to make the most of Emily's NDIS plan. As well as visiting specialists for Emily's other needs, Stacey did her own research in understanding the best ways to approach feeding difficulties in children with ASD. She came across the Sequential Oral Sensory or SOS approach to feeding – a unique program that identifies a child's individual reasons for their avoidance of certain foods. Stacey was hooked and tried to find a local SOS program that wasn't going to use up her entire NDIS funding and that wasn't on the other side of town. It was here that Stacey and Emily met Venetia (Speech Pathologist) and Lisa (Occupational Therapist) at Carrington Health.

"The SOS feeding approach is all about meeting the child's comfort level with different foods. There are often patterns with smells, colours, textures, tastes and even the presentation of food that the child might have an aversion to. We explore all of this with them, using play and a bit of creativity to encourage new foods into their diet. SOS stands for 'Sequential Oral Sensory' as we stage the program in a 'sequence' of steps, so that the child can gradually build up their tolerances to different food properties."

Venetia, Speech Pathologist

Stacey was taken aback by Venetia's ability to connect with Emily, who can be wary of opening up to new people. 'The clinicians at Carrington Health are clearly very experienced and capable... as soon as we met Venetia, we knew we had made the best decision for Emily. She instantly clicked with her, getting down to her level and chatting in an approachable and easy going way'.

The SOS program designed for Emily was a team effort, with both Lisa and Venetia working together to create the best outcomes for the family. A number of sessions were led by Venetia, with Lisa's input, so that both Speech and Occupational Therapy were embedded in the program. Stacey was impressed that both therapists were involved in the process, as she saw the benefit in approaching Emily's needs from different disciplines. As a team, they were able to gradually build up Emily's acceptance of different foods, providing freedom for the family to get out and about more and include more variety in their cooked meals at home.

She further explains, 'Venetia took us as a family along for the experience, we even simulated meal times together so that as parents we knew what to do at home. It was invaluable'. When asked about why she chose Carrington Health for the SOS program Stacey is really open about her decision; 'I would have paid anything really for this service, but as it turns out Carrington Health are a community health provider – which means they have a long history of working with families and their services are affordable. It also felt good knowing I was contributing to something that helps other people'.

The process of building on Emily's learning abilities and potential is ongoing yet the family are thrilled that food is no longer such a big hurdle. They have been able to experiment with different recipes together and can now head out to lunch without feeling as anxious. Stacey plans to revisit the SOS program with Venetia next year for 'maintenance', as Emily's interests and needs may evolve as she grows up. They now feel confident about the future and Stacey is always keen to learn and adapt to Emily's ever changing world.



No place like home – Judy's Story

Great-grandmother Judy has a long history of putting the needs of others before herself. At 84 years of age, she has raised three beloved sons, cared for her elderly parents and aunt, taught primary school children and adults with an intellectual disability.

More recently, she nursed her eldest son, 60 year-old Ritchie as he lost his long battle with cancer. It was his final two years that were the toughest, thankfully her middle son Steven moved into the bungalow of her Eltham home to help care for them both. The traumatic ordeal has understandably taken a huge toll on Judy and her family. "I just let myself go, I didn't get myself seen to or change medications or get my teeth checked or anything because we were so busy with Richie." Today the focus is back on her own wellbeing. "I neglected myself and I'm catching up now," she admits.



She moved to healthAbility as her chosen care provider five months ago after seeing healthAbility's noticeboard saying 'covering My Aged Care' she thought she'd make an enquiry and it was Russell, Care Manager Home Care Packages who answered and said, 'yes I think we can help you.' "Once we moved to healthAbility the windows and gutters were cleaned almost immediately, it was prompt," says Judy. They also received subsidised tree lopping and they are getting a gardener next, which Judy is immensely grateful for.

"I think the Council organised the first help I ever got from healthAbility about 5 or 6 years ago after I'd had a few big falls in my 70's. They installed all of my handrails from the front gate to the front door, raised the toilet seat and I was given a walker too." She is now linked up and using many of the services on offer at healthAbility's Eltham centre including, Podiatry, Dental, Psychology and a Falls Prevention program.

Russell and Yu Ping are wonderful, professional people; they know exactly what we need. How lucky am I to still be sitting here?

Judy

"I am the matriarch of my family, nobody is older than me," shares Judy, but despite her impressive age, it hasn't been an easy achievement. She has endured a lifetime of painful and debilitating health issues and openly shares her story.

In her late 30's severe scoliosis caused one of her vertebrae to snap and it has continued to contort and shrink her frame overtime by five inches or 12.7cm. This causes chronic pain and imbalance and has led to many humiliating falls. Most days she's unable to stand or walk for long periods meaning she can't cook large meals or do much around the house or her beloved garden. Complications from chronic irritable bowel syndrome have proven debilitating. The onset of narcolepsy put an end to her driving and her career as a teacher. More recently she's been battling chronic fatigue, macular degeneration and slight dementia.

Under the dutiful care of Care Managers Russell and Yu Ping, Judy's needs and capabilities have been reassessed as qualifying

for a Level 3 Home Care Package, which means she will move from two hours per week of home care services to eight hours.

This will make a world of difference, it means Judy can keep living semi-independently in the home she loves. "Now I have a wonderful person called Karen coming to the house and she does things like cleaning, cooking or shopping, whatever I need. For example yesterday the house wasn't that messy so Karen cooked a huge casserole, it was delicious." Steve says with a smile, "they are becoming friends too."

"Now when friends and family ask how I am I say, 'Yes love, I'm doing fine but I'm on the turn.' That's a term my mum used in the depression years when the chops went a bit of an off colour and she'd rub them with vinegar to give'em a bit more life." Judy says she's recently had two elderly friends put into residential care and admits that might be her fate too but adds, "I'm not ready yet. I would like to die at home and it won't be far away because I am definitely on the turn. We joke a lot but it's true, I'm prepared for whatever comes next."

If this article has raised any issues for you, please contact Lifeline on **13 11 14**.

"I'm very happy to be in the hands of the wonderful caring staff at healthAbility and I'm looking forward to a little more relaxation in my life because of their help."

Judy

Client and service information

29,575 people received a service during this financial year

Dental information

14,001

people received a service

36%

(5,028) were 0-5 year olds

58%

(8,115) from Box Hill, 4.5%
Local Government Area

42%

(5,886) from Eltham, 9%
Local Government Area



Primary and community care information

7,602

people received a primary
or community care service

106,739

client visits or
appointments

41%

(3,088) from Eltham

13%

(4,514) from Box Hill

78%

of appointments were non
face-to-face, or telehealth,
since April 2020

13%

(958) NDIS Participants



Health promotion of gender equity information

The Baby Makes 3 program promotes gender equity and was expanded to new settings and communities, reaching more diverse participants in metropolitan, regional and rural Victoria and interstate.

Baby Makes 3 was the feature initiative in the Victorian Government's Free from Violence: Victoria's Strategy to Prevent Family Violence and all forms of Violence Against Women Annual Report 2018/19.

Watch video: <https://youtu.be/b1PlvmnZv-0>



Primary and community care information

15

local governments delivering the education program

50

local government staff participating in capacity building activities

8

Communities of Practice for facilitators delivered

32

Balit Booboop Narkwarren Champions trained

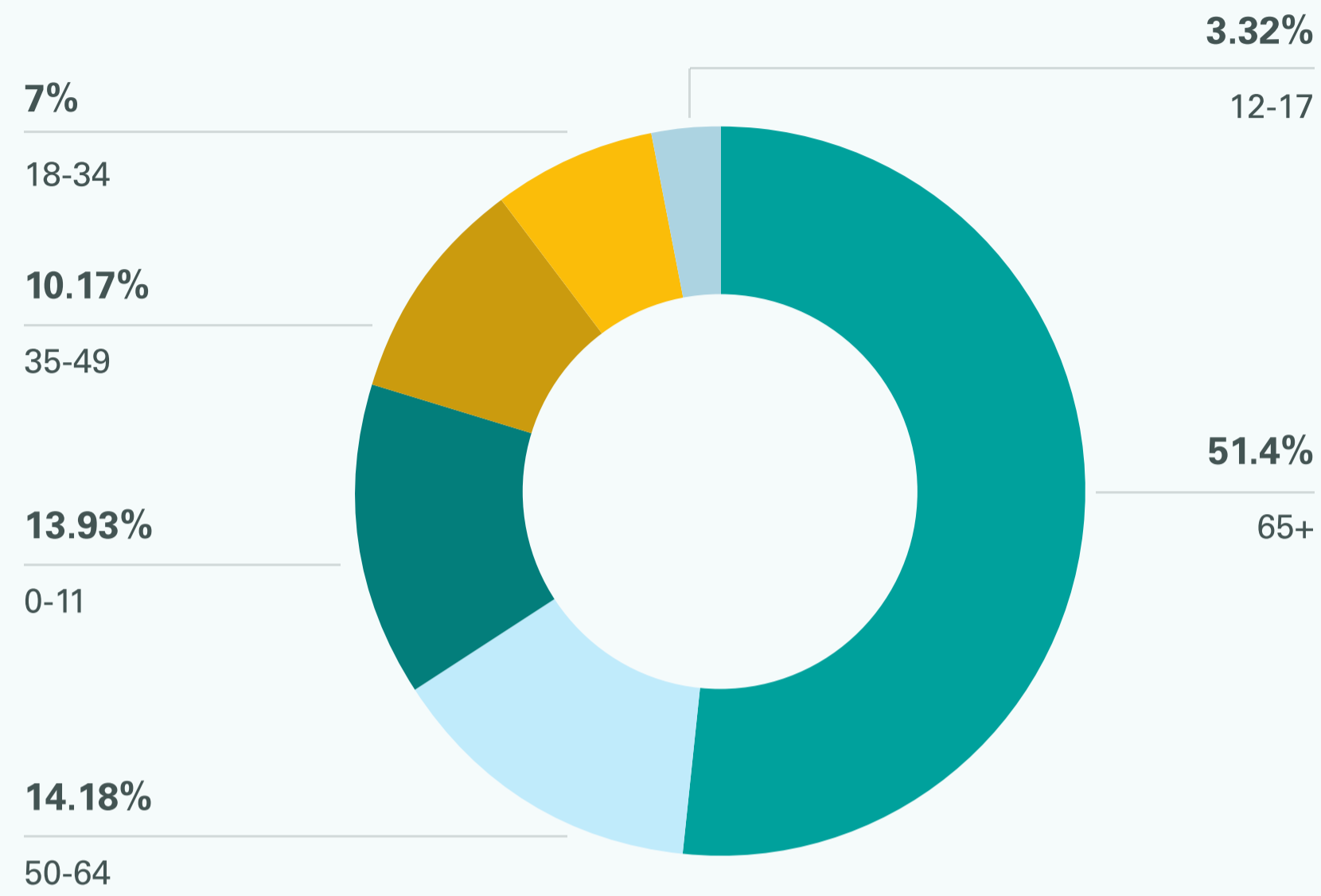
6

public perinatal services co-designed a whole of setting framework

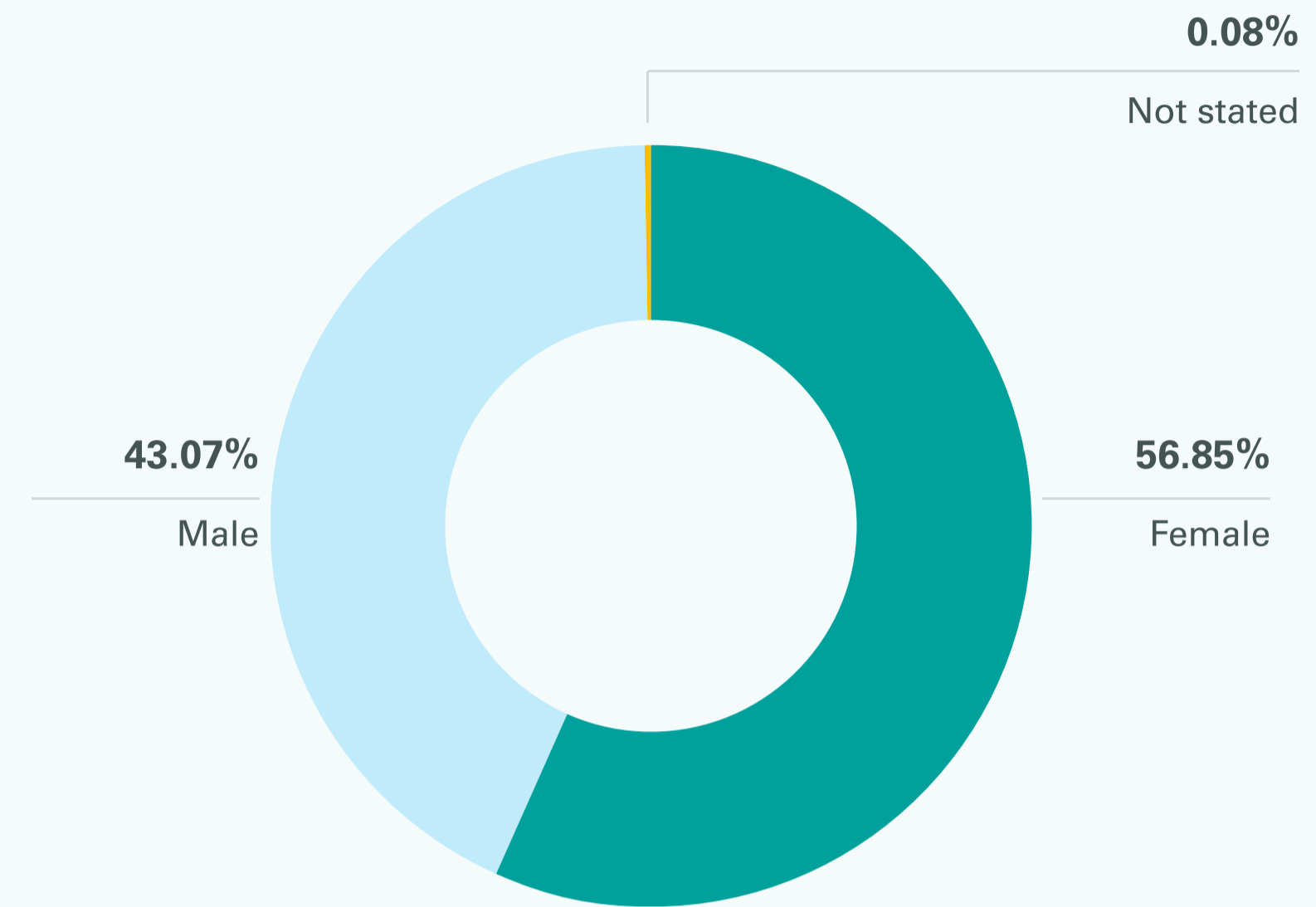
16

Child Birth educators trained to embed gender equality messages

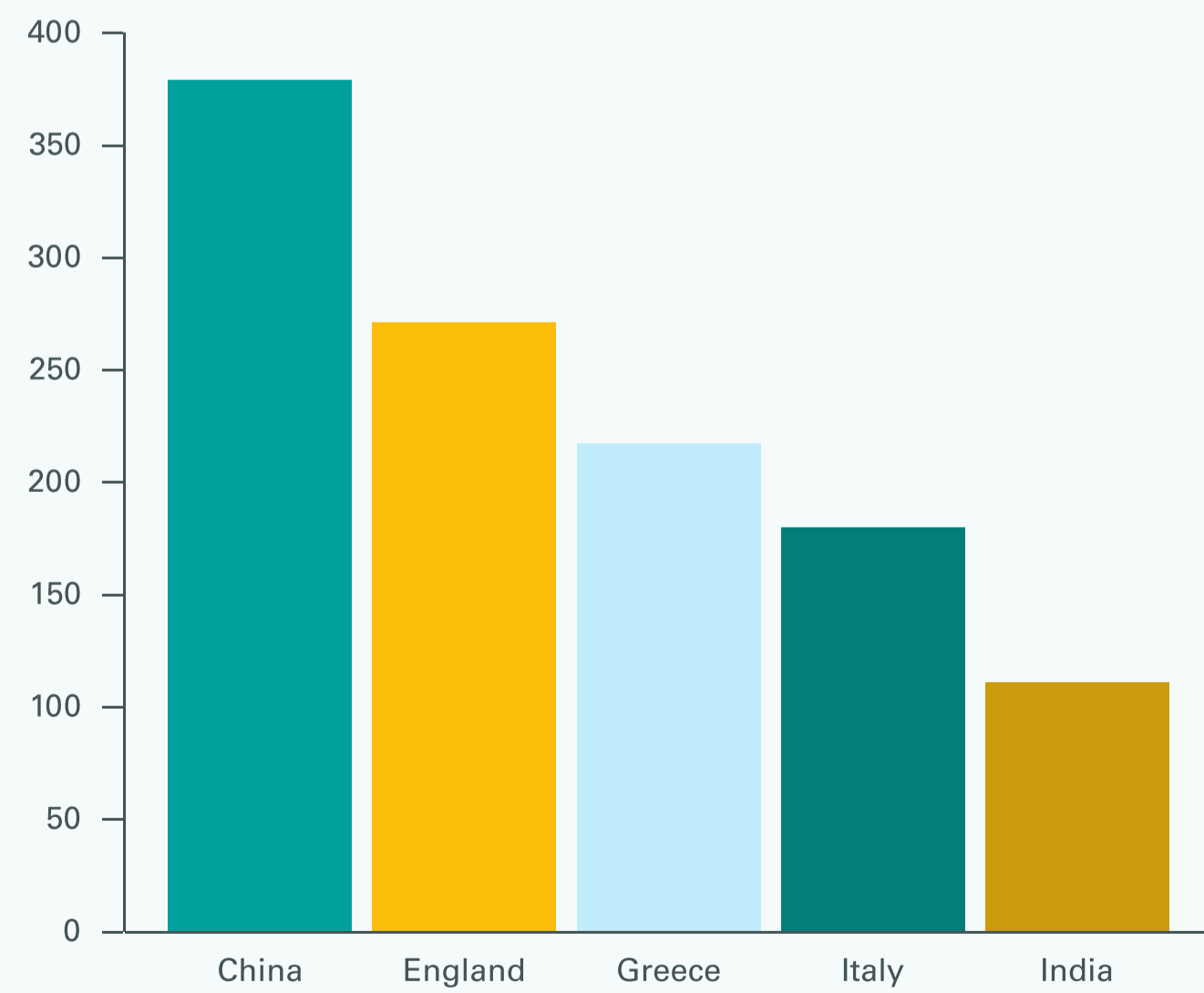
Clients by age group (non-dental)



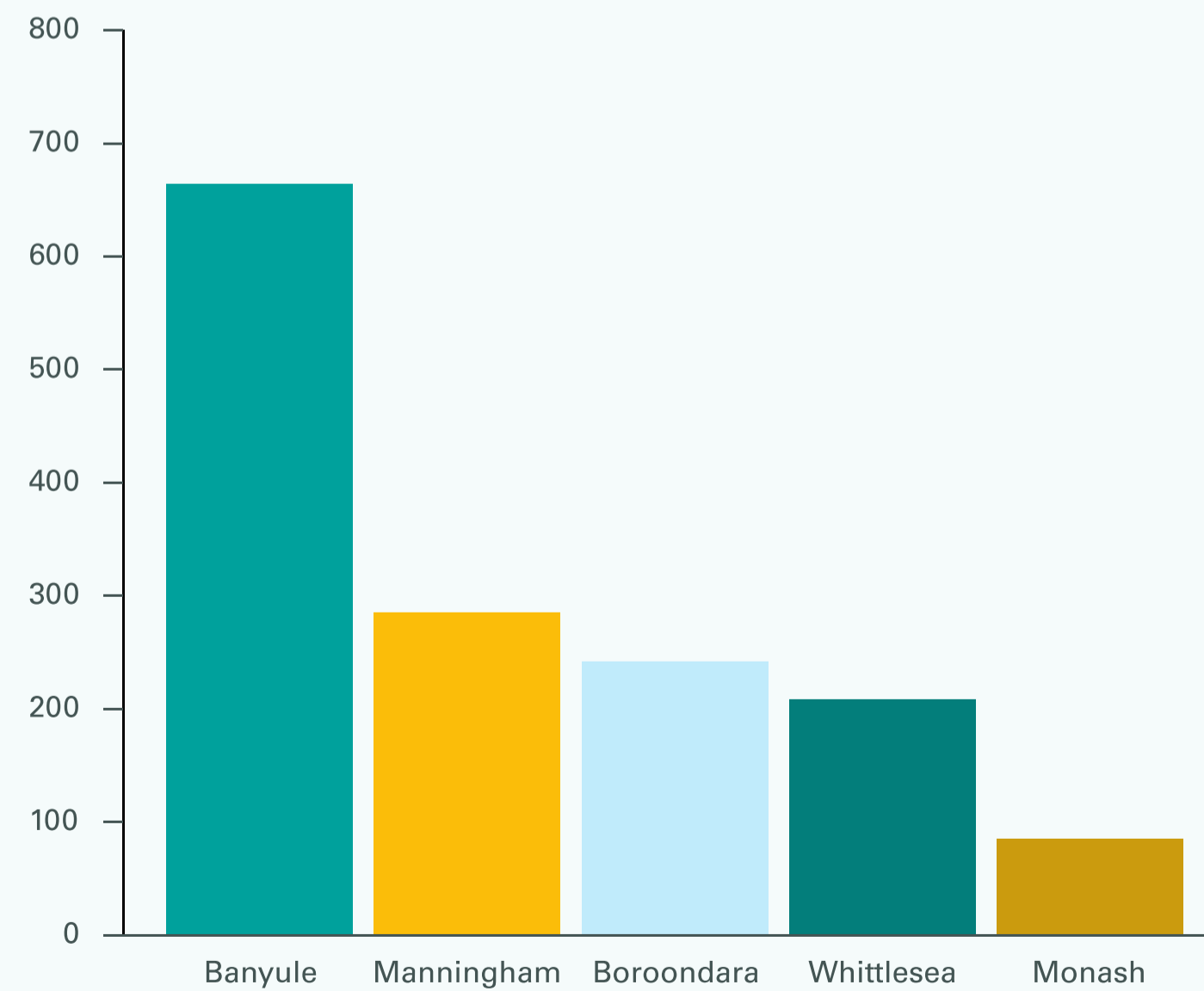
Clients by gender identification



Top 5 countries of birth other than Australia



Top 5 Local Government Areas other than Whitehorse or Nillumbik



Staff celebration - People with passion

All staff were brought together on the afternoon of 15 October 2019 to reconnect and celebrate the difference our programs and services make to people's lives every day.

After being divided into six groups with fun party props, each group was given an insightful and engaging presentation about In Home and Community Support, Social Support Groups, IDEAS, Stepped Model for Mental Health Care, Baby Makes 3, School Dental Vans and Gender Equity. It was all about demonstrating the work our staff, people with passion, do.

The difference we make to people's lives was captured by a cartoonist who created some fantastic the artwork on the day!



Hero of health honoured in building naming

In honour of Rosemary Aitken, a founding member of our community health service who served as a volunteer on the Board of Directors for 42 years, we officially named our building at 917 Main Road Eltham the Rosemary Aitken Building.

At a celebration event held on 27 November, a plaque was unveiled by former Federal Member of Parliament, Jenny Macklin, who had a long working relationship with Rosemary.

"I've always been impressed by her unconditional commitment, leadership and vision to ensure people in Nillumbik, especially those more vulnerable, have access to health and welfare services," says Jenny.

Rosemary served on the Advisory Board and Board of Management since its inception, having commenced her volunteer role as Secretary of the organisation, and being appointed President of the Board in 1988, a position which she remained in for 16 years until 2004. Rosemary continued her voluntary service until June 2018.



Thank you to our volunteers

Thank you to all of our wonderful volunteers who contribute their time, skills and passion to our organisation and making our community a better place.

Barry has been a volunteer for three years after wanting to find a way to give back to his community.

[View story](#) →



A bright future

We provide valuable services in a dynamic sector.

We've adapted how we work this year and significantly changed how we deliver our services. We are confident that we will adopt the best of these changes, and others still emerging, and that they will become permanent features of how we support our communities into the future to enjoy better and longer lives.

Translation of this report is available in key languages upon request and interpreter services are available at our location or by phone.

We encourage the use of screen reader apps for translation also, such as Google Translate.

We aim to produce our information in plain English. However, if you need help reading or understanding this report, please contact us.

Feedback

We welcome your feedback on this year's report. To provide feedback please email feedback@healthability.org.au, complete a feedback form on one of our websites, speak with the CEO via reception 03 9890 2220 or complete a form at reception.

Acknowledgements

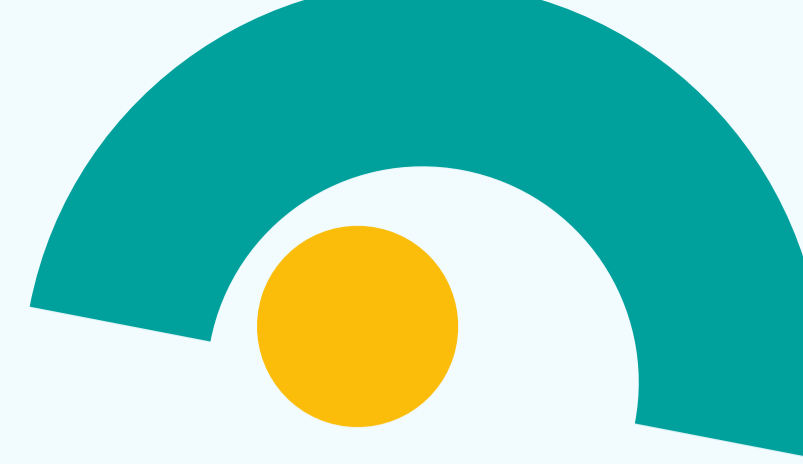
We acknowledge the Wurundjeri people and other people of the Kulin nations on whose unceded lands our community takes place.

We respectfully acknowledge their ancestors and elders, past, present and emerging.

We acknowledge the sorrows of the stolen generation and the impacts of colonisation.

We recognise and value the knowledge and wisdom of people with lived experience, and celebrate their strengths and resilience facing the challenges associated with healing.

We acknowledge the important contribution they make to the delivery of health and community services.



We would like to thank the Australian Government, State Government of Victoria and our local Governments, Shire of Nillumbik and City of Whitehorse for their funding.



Carrington Health, healthAbility, Healthy Bite Dental and Box Hill Family Dentistry are business names of Nillumbik Community Health Service Ltd.

ABN 32 180 310 839.

2/43 Carrington Road
Box Hill VIC 3128
carringtonhealth.org.au
boxhillfamilydentistry.com.au

917 Main Road
Eltham VIC 3095
healthability.org.au
healthybitedental.org.au