



INCLUSIVE HEALTH PARTNERSHIPS LTD

ANNUAL REPORT 2019–2020

Inclusive Health Partnerships Ltd acknowledges and pays respect to the traditional custodians of the Greater Brisbane area: the Turrbal people, the Jagera people, the Ugarabul people, the Yuggera people and the Elders both past and present on whose land we walk, work and live. We recognise that sovereignty of their land was never ceded.



Top: Clinical Nurse Manager, Arif Mansuri.
Photography: Katie Bennett

DIRECTORS' REPORT

We are pleased to report that during 2019–2020 and, despite the disruption caused by COVID-19, the Inclusive Health and Wellbeing Hub (the Hub), made great progress. Indeed, the Hub team worked tirelessly contributing to the delivery of vital clinical outreach services to the over 1,200 vulnerable participants placed in temporary accommodation/quarantine from March 2020.

While donations and voluntary contributions have continued to form an important adjunct to the funding for the Hub, it is gratifying to report that Queensland Health have extended their funding commitment to 2024 providing support for the next four years as the Hub further establishes its reputation as a preeminent provider of health and wellbeing services to this sector of the population in Brisbane.

INTEGRATED HEALTHCARE

Healthcare services are provided from the Hub through three service delivery channels: GP and nursing clinic, wellness program and dental services.

GP AND NURSING CLINIC

During the latter part of the year the Hub was successful in recruiting additional GPs and now have six GPs on the team (up from three in 2018–19) offering services every weekday and some Saturdays. As of 30 June 2019, over 700 patients were registered, and were regularly attending the clinic. In addition to grant and philanthropic funding the clinic raised over \$125,000 in revenue for GP consultations from the MBS (Medical Benefits Schedule), up over 35% on 2018–19.

It is also important to report that the delivery of care plans and mental health treatment plans increased to a level reflecting the needs of the patient cohort and well above the national averages for such services.

WELLNESS PROGRAM

Intent on building on the successes of 2019 the wellness program has continued, with the support of donors, to provide a vital adjunct to the more traditional health services offered at the Hub. Early in the year the range of services broadened to include Myotherapy and Zenthai Shiatsu massage. We are also pleased to support Acupuncture lead Kirsten Baker, who published a research paper evidencing the value of acupuncture in reducing pre-medical appointment stress, something of great value to the vulnerable members of the population supported by the Hub.

Acupuncture continued and pre-COVID-19 appointments were over 70% up on 2019. However, COVID-19 had a detrimental effect on the capacity of the Hub to continue delivering wellness services which resulted in a significant reduction, and in some cases cessation, of services from February until May 2020. Thankfully, the Hub was able to support practitioners and services were slowly being re-established towards the end of the year.

Acupuncture: 876 up to 1,113 in 2020

Myotherapy/Massage: 732 down to 640 in 2020

Podiatry: 168 down to 76 in 2020.

DENTAL SERVICES

Dental services were particularly impacted by COVID-19, which saw services suspended from February 2020 with only a partial return towards the end of June 2020. As a result, dental consultations fell to 731 in 2020, but still generated almost \$250,000 worth of value. We use the term value because dental services are provided on a volunteer basis by The Buddhist Compassion Relief Tzu Chi Foundation (Tzu Chi) a significant partner in the Hub. It is hard to imagine what might have happened to participants had they not received dental care from Tzu Chi. While their capacity to deliver dental services was disrupted Tzu Chi were not deterred by COVID-19. They redirected their efforts to sourcing Personal Protective Equipment (PPE) for use by workers delivering health and support services during COVID-19 and providing much needed support packages for people for whom COVID-19 had a significant economic impact. Tzu Chi are wonderful partners.

GOVERNANCE

During the year there was one change to the Board of Directors who are appointed by the Members, Micah Projects Ltd and WT Health Pty Ltd. In November, Coralie Kingston retired. She had served as Company Secretary since 2015 and Director since 2018. We acknowledge Coralie's contribution to the organisation's good governance, all in a voluntary capacity. With Coralie's departure Michael Kelly was appointed as Director by Micah Projects Ltd in November 2020. Michael, until 2020, was a long serving Director of Micah Projects Ltd, and his knowledge and experience in the sector will be of great value to the Inclusive Health Partnerships Board.

During the reporting period the board has been compliant with the Australian Charities and Not-for-Profit Commission (ACNC) in lodging its Annual Information Statement.

Directors and management developed, and began implementing, the Inclusive Health and Wellbeing Hub Annual Plan 2020.

The plan is designed to ensure the Hub continues its path to sustainability and achieving great participant outcomes, including:

- » to further expand the quantum of GP services, ensuring the reach of the clinic will better meet the health needs of vulnerable members of the Brisbane community
- » to continue development of strong working relationships with other service providers to optimise the opportunities to deliver integrated care
- » to commence specialist services at the clinic with much needed diabetes care being one of the projects to be embarked upon in 2021
- » to implement the Queensland Health funded 'Homefront' program, a collaboration with the Princess Alexandra Hospital to provide more appropriate community-based care for people who frequently attend the hospital's Emergency Department
- » to further embed the partnerships vision, mission, and values in every aspect of its work.

QUALITY AND SAFETY

Preparation continued for accreditation under the Royal Australian College of General Practitioners (RACGP). The clinic has adopted the standards, including the establishment of a clinical governance committee, and is effectively operating as an accredited clinic. However, the accreditation survey, which was due in early 2020, was delayed by COVID-19 as surveyors were required to travel from Sydney. The Hub remains ready for accreditation during 2021.

The ongoing focus on sound risk management practices continued and there were no incidents of significance reported during the year. Risks were further mitigated by ensuring practitioners completed their ongoing professional development. The clinic's Risk Matrix continues to be reviewed at each Board meeting.

DONORS

Directors acknowledge significant financial contributions from:

- » the Sisters of Mercy, Brisbane Congregation
- » the Flannery Foundation.

They are both vitally important in supporting Wellness Programs at the Hub.

VOLUNTEERS

The directors consider it important to acknowledge the work of clinic volunteers whose contribution is vital to the success of the Hub and its sustainability.





TZU CHI INTERNATIONAL MEDICAL ASSOCIATION (TIMA)

The association provides a dental team who, as volunteers, provide free dental services at the Hub.

Dr Alice Lu, who co-ordinates and manages the dental services, and is supported by Ms Xalucie Truong, is especially acknowledged. The free dental services provided by Tzu Chi are provided to people, including a significant number of refugees, who without Tzu Chi simply could not access dental care.

TIMA, part of the Tzu Chi Foundation, have been project partner with Micah Projects since the clinic's inception in 2015 and, even with COVID-19, Tzu Chi volunteers, dentists and supporters contributed 7,872 hours of voluntary service in 2020.

GENERAL PRACTITIONERS DR BRIAN DONOHUE AND DR JONES CHEN

We have to highly valued GPs who volunteer at the Hub.

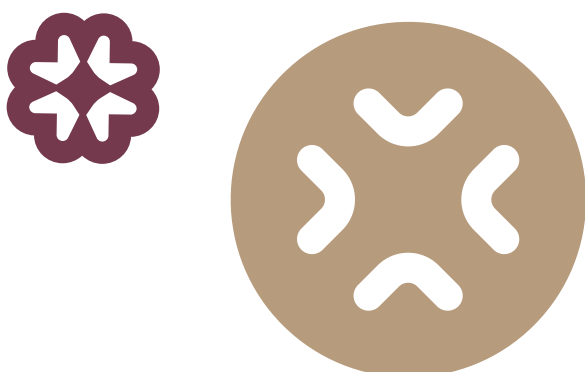
Dr Jones Chen, a specialist in palliative and end of life care joined the team in 2019 and has been integral to the launch of weekend services at the clinic.

Dr Brian Donohoe joined the clinic in 2017, but his association with the Hub partner Micah Projects goes back to 2011 including support for medical services delivered by the Brisbane Homelessness Service Centre and Brisbane Common Ground. A GP with over 40 years' experience he continues to be a great mentor to employees and colleagues and has a loyal following of patients for whom Dr Donohoe is their trusted GP.

ADMINISTRATION

Karen Taib has continued to volunteer in front-desk administration.

Top: Dr Scott Preston.
Photography: Katie Bennett





STAFF

Directors acknowledge the dedication of the staff at the clinic:

Dr Mary Jane, Dr Scott Preston, Dr Frank Cao, Joseph Monteith, Kim Rayner (Nurse Practitioner), Arif Mansuri (Clinical Nurse Manager), Lisa Westoby (Finance Officer), Nicole Lincoln (Receptionist), and

The Wellness Program Team members: Kirsten Baker, Jacqui Murphy, Raf Nathan, David Monson, Monique de Goey.

We thank all staff for their ongoing contribution, particularly during this challenging year, in expanding and developing the services offered and reputation of the Inclusive Health and Wellbeing Hub.

MEMBERS

The support and interest of Company Members, Micah Projects Ltd and WT Heath Pty Ltd is appreciated. These organisations, together with the Buddhist Compassion Tzu Chi Foundation, have been key to the ongoing work and sustainability of the Hub.

Top: Accupunturist, Jacqui Murphy.
Photography: Katie Bennett

THE FUTURE

As the year ended the Hub received notice of Queensland Health's intention to extend the funding for the Homefront program until June 2021 – welcome news indeed. The Hub also received funding from the Queensland Department of Housing and Public Works to assist with the COVID-19 response. The funding was used to provide medical and nursing outreach services and technology to support the provision of telehealth consultations for people in emergency temporary accommodation. Micah Projects appreciates the partnership-focused approach of the Queensland Government, which is particularly important as we seek to further enhance delivery of health services.

During 2021, while COVID-19 continues to provide a level of uncertainty, the Hub will remain focused on service delivery.

It will be an important year for the Hub as we embark upon a service evaluation project for the Homefront program. We will also be seeking funding for a broader evaluation of our services and the value of the integrated housing and health model of service delivery. It may just be that COVID-19 has given the opportunity to provide longer-term solutions to the health and housing challenges faced by Brisbane's most vulnerable.



Top: Patient at the Hub receiving acupuncture.
Photography: Katie Bennett

INCLUSIVE HEALTH PARTNERSHIPS LTD

BOARD REPORT | 30 JUNE 2020

The Board presents this report to the members of Inclusive Health Partnerships Ltd for the financial year ended 30 June 2020 and the financial report thereon.

Inclusive Health Partnerships Ltd is a not-for-profit company limited by guarantee (CLG) incorporated on 16 September 2015 under the Corporations Act 2001 and endorsed under Australian Charities and Not-For-Profit Commission Act 2012. The company's charitable intent is to establish, develop and deliver innovative programs in healthcare for socially disadvantaged people. Services supporting women and children escaping domestic and family violence are also a priority.

BOARD MEMBERS 2019–2020

- » Alice I-Hsin Lu
- » Coralie Kingston (resigned November 2019)
- » Karyn Walsh
- » Michael Kelly (appointed November 2019)
- » Wei-Cheng Lu.

OUR MISSION

The mission of Inclusive Health Partnerships Ltd is to partner with people who experience social disadvantage to improve access to health, wellbeing, housing and social services, so as to improve their health and wellbeing in mind, body and spirit.

CORE BUSINESS

The core business of the company is the provision of person-centred, multi-disciplinary quality healthcare services, informed by the social determinants of health, including:

- » General Practice medical services
- » Dental/oral health
- » Podiatry
- » Wellness Program: massage, acupuncture and yoga
- » Women's health, inclusive of women and children escaping domestic and family violence
- » Mental Health
- » Chronic Disease Management.

REVIEW OF OPERATIONS AND PERFORMANCE

The net deficit for the financial year ended 30 June 2020 was \$305,621.

SIGNIFICANT CHANGES

In the opinion of the board, there were no significant changes to the state of affairs of Inclusive Health Partnerships Ltd that occurred during the financial year under review not otherwise disclosed in this report.

Signed in accordance with a resolution of the members of the Board.



Wei - Cheng Lu

Director

Dated: 9 November 2020

Inclusive Health Partnerships Ltd
Statement of Profit or Loss and Other Comprehensive Income
for the year ended 30 June 2020

	2020	2019
	\$	\$
Revenue		
Donations	122,417	538,676
Grants	344,343	-
Interest	211	407
Other revenue	203,809	111,577
Total Revenue	670,780	650,660
Less: Expenses		
Operating	147,857	82,147
Depreciation and amortisation	268,569	215,949
Medical equipment and supplies	20,958	12,388
Insurance	10,502	8,022
Property	16,907	74,919
Interest	15,439	-
Salaries and wages	496,169	430,596
Total Expenses	976,401	824,021
Income tax expense	-	-
Profit / (Loss)	(305,621)	(173,361)
Other comprehensive income	-	-
Total Comprehensive income/(deficit) for the year	(305,621)	(173,361)

The above statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with notes in the full report. To see the full report, including notes, please email simon.james@micahprojects.org.au

Inclusive Health Partnerships Ltd
Statement of **Financial Position**
as at 30 June 2020

	2020	2019
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	261,385	275,118
Prepayments	4,542	4,143
Total Current Assets	265,927	279,261
Non-Current Assets		
Property, plant and equipment	287,258	502,209
Right of Use Assets	352,986	-
Total Non-Current Assets	640,244	502,209
Total Assets	906,171	781,470
Liabilities		
Current Liabilities		
Trade and other payables	32,285	40,037
Provision	39,977	29,071
Lease Liability	47,795	-
Deferred income	83,858	28,967
Total Current Liabilities	203,915	98,075
Non-Current Liabilities		
Provisions	11,010	-
Lease Liability	313,472	-
Total non-current liabilities	324,482	-
Total Liabilities	528,397	98,075
NET ASSETS	377,774	683,395
Equity		
Retained profits	377,774	683,395
Total Equity	377,774	683,395

The above Statement of Financial Position should be read in conjunction with notes in the full report.
To see full report, including notes, please email simon.james@micahprojects.org.au



Top: A Patient receiving care from Dr Mary-Jane Stanley.

Bottom: Reception at the Inclusive Health and Wellness Hub.

Photography: Katie Bennett



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