

# ANNUAL REPORT

## 2020 – 2021

Acupuncturist Kirsten and Zenhai Shiatsu Massage practitioner, Monique



Clinical nurse manager, Arif





The Mobile Healthcare van on outreach.

The Homefront program avoided

**\$7,500**

per person in public health costs



## WOUND CARE

An evaluation of the Street to Home outreach nursing service with support from the Inclusive Health and Wellness GP and nursing staff demonstrated the value of timely interventions in the delivery of wound care services in the community rather than waiting to present at hospital.

The evaluation proved cost savings are more than sufficient to justify increased investment in the delivery of outreach nursing services.

Investing  
**\$50,000**  
in outreach wound care

avoided costs  
of over  
**\$1,000,000**  
for Queensland's hospital system

## HOMEFRONT INTEGRATED CARE

The relationship with Queensland Health continues to evolve with the completion of the evaluation of the work of the Homefront team being presented to the Department.

Homefront is a collaboration between Inclusive Health Partnerships, the Emergency Department of Princess Alexandra Hospital and Street to Home. The program seeks to provide improved healthcare in the community to people not accessing it and to reduce dependence on hospital emergency departments as a primary source of care for vulnerable members of the population.

The evaluation, by Griffith University, demonstrated both improved health outcomes for participants and considerable savings for Queensland Health.

It was particularly pleasing to be advised in early 2021 that the program was to receive a further 3 years of funding.



Inclusive Health Partnerships Ltd is a partnership between Micah Projects and Tzu Buddhist Compassionate Relief. Together we continue to work towards our vision of overcoming inequality and leaving no one behind. This has become even more integral as we continue to see the impacts of the COVID-19 Pandemic amplifying the growing inequality and fragility of our safety net systems including healthcare not only here in Brisbane, but across Australia.

Our mission of creating Inclusive Health Partnerships continues to drive the work of the Inclusive Health and Wellness Hub to improve access to healthcare, housing, wellbeing, and social services for people experiencing disadvantage and homelessness. Together these partnerships continue to ensure that everyone in our community has access to support and services to improve their health and wellbeing, in mind, body and spirit.

This last year has seen an expansion of partnerships with Mission Australia, St Vincent de Paul, Queensland Government Emergency Housing Responses, Aboriginal and Torres Strait Islander Medical Service, BRIC Housing, Brisbane South PHN, Brisbane North PHN, Metro South Health and Hospital Service, Queensland Injectors Health Network (QUIHN), Women's Health Queensland, St Vincent's National and St Vincent's Private Hospital Brisbane, alongside the community services of Micah Projects.

This year marks the final year of a five-year grant from Brisbane City Council

to Micah Projects for Inclusive Health Partnerships. This grant contributed to the seed funding for the establishment of the Inclusive Health and Wellness Hub in 2018 giving us sound foundations which has resulted in the current number of registered participants totalling 1,246.

The Inclusive Health outreach vans have contributed greatly to linking people through the outreach nurses with the Inclusive Health and Wellness Hub over the five years. We acknowledge the Brisbane City Council in providing seed funding towards the establishment of the Inclusive Health and Wellbeing Hub.

Queensland Health continues to fund the Inclusive Health and Wellness Hub as an essential part of the health response to people who do not easily present for their healthcare and who require more targeted assistance through outreach. This response also allows more proactive engagement from outreach staff and a formal partnership with the Princess Alexandra Hospital to assist participants navigate the complex health system.



The Homefront Integrated Care team provide both support to access and to sustain tenancy as well as clinical care through outreach to people and targeted referrals from Princess Alexandra Hospital and Street to Home. So many people experiencing homelessness are very unwell, with significant health conditions that can be a barrier to accessing housing and making it their home. The Homefront team provide support to people so they can self-manage their health whilst living independently in the community.

Homefront was evaluated by Dr Martin Downes and Dr Annick Maujean. This has resulted in a four-year funding contract to continue outreach services.

We thank both Martin and Annick for their interest and engagement with us in providing evidence for the economic benefit to the hospital system by investing in community based integrated care with a multidisciplinary team and approach, which has improved outcomes for participants.

St Vincent's Australia funded Micah Projects for three years to pilot a Clinical Nurse to work with women experiencing domestic and family violence. This is providing a tailored response in assisting women navigate the health system and manage their health following the trauma of violence. Dr Jane Currie from Queensland University of Technology (QUT) is evaluating the initiative, and we look forward to sharing the impact of the pilot.

We have also continued our collaborative work with the Princess Alexandra Hospital, and we would like to particularly thank Dr Anthony Russell – Endocrinologist Specialist, who has supported participants of the Hub with specialist diabetic care.



*Relaxing community space at the Hub.*

The team at Inclusive Health and Wellness Hub has continued to be adaptive and responsive to the changing conditions through Pandemic planning and have been proactive in engagement with the changing nature of the specialist homelessness service system through COVID-19. This has improved access to quality healthcare, improved individual experiences of care, and enhanced coordination where required.

We thank each staff member for their dedication to our mission and their skill in making it a reality during challenging and uncertain community conditions.

The Board of Inclusive Health Partnerships continued to provide the governance support and compliance with ACNC.

I thank Simon James for his business development and governance support through the year which has contributed to the development and implementation of partnerships, GP services and relationships with key stakeholders.

**Thank you to those who provide backbone support at the Inclusive Health and Wellness Hub.**

- » Arif Mansuri – *Clinical Nurse Manager*
- » Nicole Gourley – *Health Administrator*
- » Lisa Westoby – *Finance and Health Administrator*
- » Karen Taib – *Receptionist*
- » Xalucie Truong – *Tzu chi Coordinator*





**3,933**  
**GP appointments**  
 at the Inclusive Health  
 and Wellness Hub

## General Practitioners

During 2021 the Inclusive Health and Wellness Hub welcomed a number of new GPs which has enabled greater access for participants to be able to secure a GP appointment.

Additionally, we have increased the number of Inclusive Health Partnerships where GPs are providing primary healthcare through satellite clinics with:

- » residents of emergency accommodation (Park Hotel and BRIC Housing)
- » Women's Health Queensland
- » Young Mothers for Young Women, Coorparoo.

The satellite clinics also enhance the opportunities for integrated care with visiting GPs supported by on-site nursing services including a specialist domestic violence nurse, and community service case managers. It is our goal to build on the small steps that we have taken with outreach in-home GP visits with support workers for people who struggle with attending appointments.

In terms of MBS revenue, both GPs and Nurse practitioners have been integral to an increased MBS revenue up to almost \$250,000 contributing to the overall operational costs of the Inclusive Health and Wellness Hub.



*Inclusive Health and Wellness Hub GP, Dr Scott.*

RACGP accreditation was achieved in 2021; an important step forward in establishing the Hub as a leading provider of health and Wellness services to members of Brisbane's vulnerable population.

A special thank you to Dr Brian and Dr Jones for their voluntary contributions and their commitment to providing holistic healthcare to people experiencing disadvantage.

### **Thank you to the doctors at the Inclusive Health and Wellness Hub.**

- » Dr Jones Chen
- » Dr Brian Donohoe
- » Dr Majella Henry
- » Dr Julie O'Brien
- » Dr Joseph Montieth
- » Dr Scott Preston
- » Dr Tracy Schrader
- » Dr Kerrie Seeger
- » Dr Mary-Jane Stanley



**374**

**Nurse Practitioner**  
appointments  
at the Hub



*Nicole and Karen at Reception.*

## Nurse Practitioners

During 2021, the Inclusive and Wellness Health Hub has integrated the work of two Nurse Practitioners each on a part-time basis.

Kim Rayner—Nurse Practitioner and Clinical Lead—has established a partnership with Queensland Injectors Health Network (QuiHN) to implement a Hepatitis C strategy with 100 people having accessed testing to date. Partnering with the University of Queensland's 'Hepatitis C Incentivised Testing and Treatment Study' has assisted in promotion of the service and increased numbers accessing testing.

Inclusive Health and Wellness Hub and Micah Projects have successfully joined the University of New South Wales/Kirby Institute 'National HCV POCT study' which will enable daily access to a Free point-of-care testing (POCT) machine. This will allow for a greater number of outreach testing and treatment clinics to be held across various housing and street outreach locations within Brisbane.

We have also welcomed Chris Leary, a specialist Mental Health Nurse Practitioner to the team. Chris works with participants who through their GP are eligible to access

a health care plan. Having Chris as part of the Hub provides ease of access to people which improves access to holistic care for those who find navigating multiple providers difficult.

Nurse Practitioners play a key role in our goal for collaborative and integrated care by assisting participants to navigate the healthcare system with proactive support in obtaining information, supporting health literacy and coordination between professionals. All which support individuals to self-manage their health in the community.

Additionally, along with the work of Arif as Clinical Nurse Manager, the integration with social and community teams through Micah Projects and other community organisations continue to grow for the benefit of participants and health providers to provide holistic care.

As part of the approach of the Inclusive Health and Wellness Hub we are committed to working actively towards integrated clinical care and social determinants of health with participants. The inclusion of Nurse Practitioners is key to assisting us in achieving this goal.



An Inclusive Health Nurse on an outreach visit.



**2,796**  
inreach/outreach  
nurse appointments

## HEPATITIS C VIRUS (HCV)

**Over the past six months 100 people have been tested for Hepatitis C** through a partnership with the *Queensland Injectors Health Network (QuiHN)*.

Additional specialist consultation has also been provided to the Inclusive Health and Wellness Hub Nurse Practitioner by the *Princess Alexandra Hospital* and the *Mater Hospital*, supporting treatment decision making and access to care for many isolated and disadvantaged patients.

*Hepatitis Queensland* also supported health promotion activities during 'World Hepatitis Week'.

Free point-of-care testing (POCT), peer support and fibroScan access has been made available to patients of the Inclusive Health Clinic (IHC) and to people supported by Micah Projects.

For those testing positive, access to medication and regular support if needed while on treatment is provided through

a collaborative and assertive approach between the Nurse practitioner, GPs and Micah Projects' outreach teams.

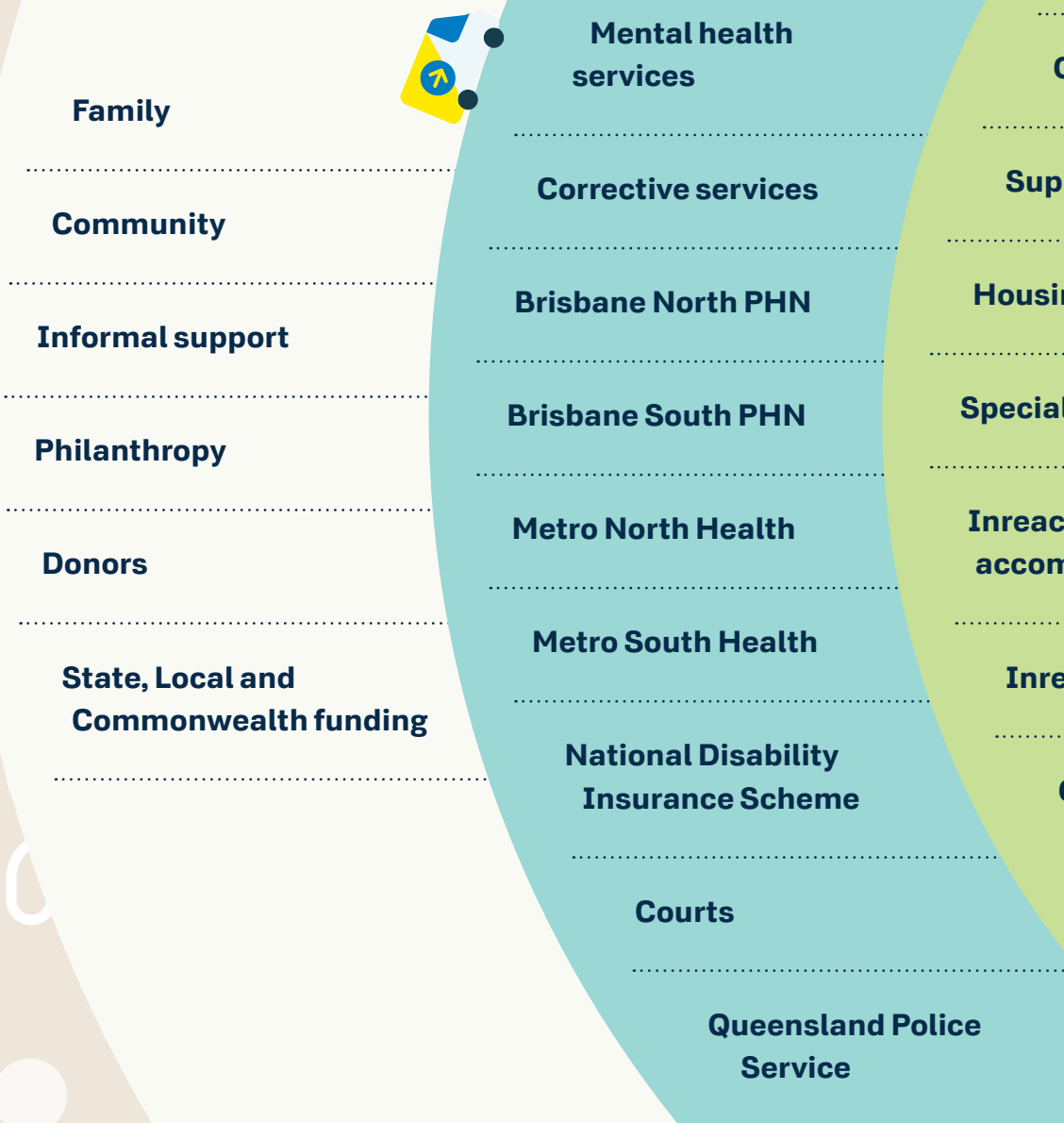
The IHC has partnered with the *University of Queensland's* "Hepatitis C Incentivised Testing and Treatment Study" leading to enhanced promotion of the service and increased numbers accessing testing.

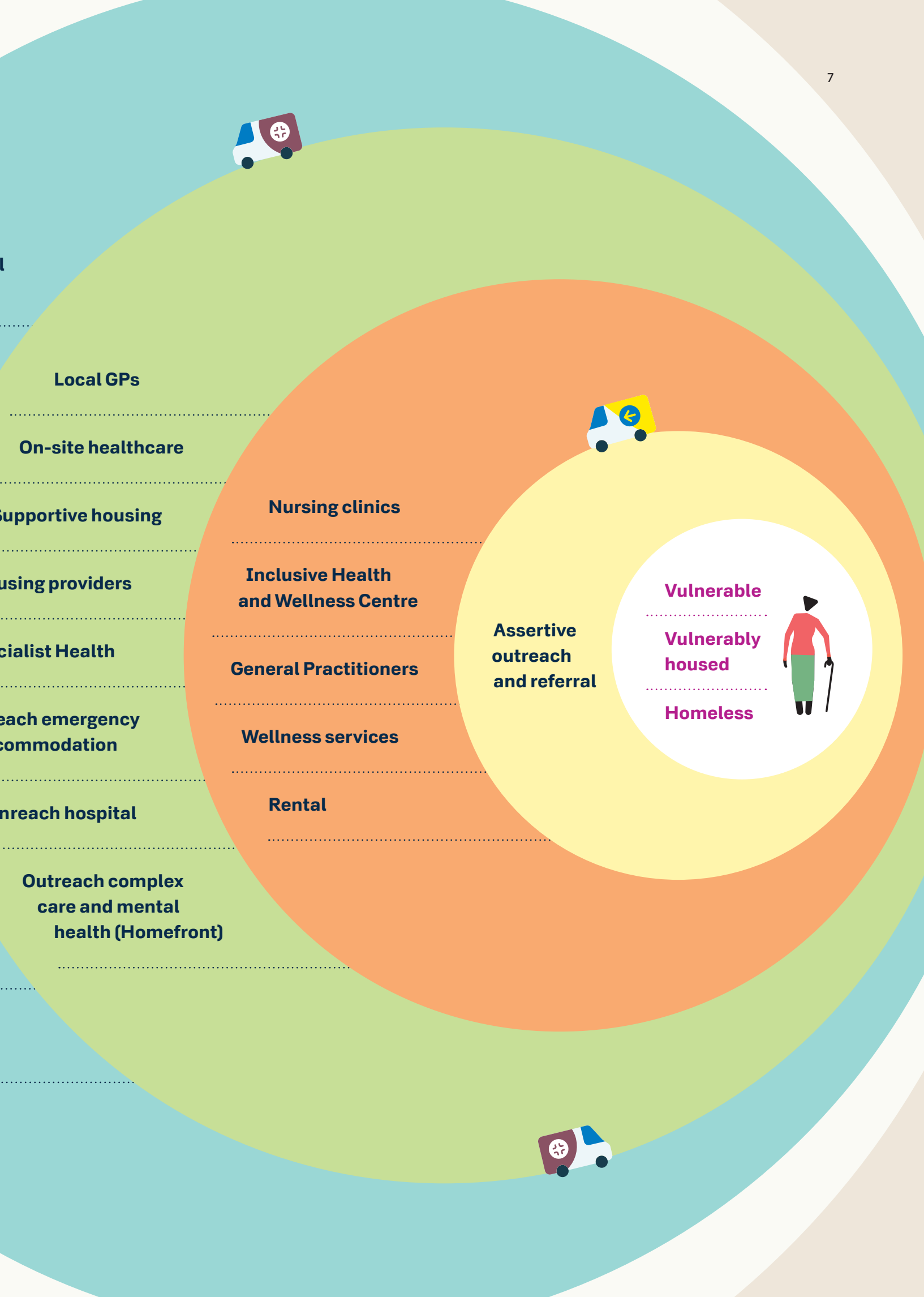
Each episode of care has allowed for harm reduction education, Alcohol and Other Drugs (AOD) brief interventions and follow up of presenting physical and/or mental health concerns by peer workers and the Nurse Practitioner.

IHC and Micah Projects have successfully joined the *University of New South Wales/Kirby Institute* "National HCV POCT study" and will now have daily access to their own POCT machine. This will allow for a greater number of outreach testing and treatment clinics to be held across various housing and street outreach locations within Brisbane.



## Integrating housing, healthcare and social support for homeless and vulnerable populations





## Wellness

The Wellness program at the Inclusive Health and Wellness Hub is made possible thanks to the generosity of the Flannery Foundation and Sisters of Mercy Brisbane Congregation which enables the employment of our dedicated team of multi skilled practitioners.

A trauma informed approach provides participants with a range of experiences and skills to support the body and mind such as acupuncture, massage, myotherapy, reflexology. All of these services provide participants with options that support both their body and mind, such as greater movement, relaxation, supportive relationships, information and guidance.

For many people access to these services is not possible due to low income and affordability, making this offering at the Inclusive Health and Wellness Hub unique in Brisbane.

The Community Acupuncture Clinic operates four days a week in a welcoming and relaxing environment with a team

of skilled acupuncturist supporting participants to be healthy and well. Kirsten leads the team and is a PhD candidate with the Australian Research Centre in Complimentary and Integrative Medicine Faculty of Health, University of Technology Sydney.

This year Dave has initiated and led with the Brisbane Common Ground team opportunities to support tenants in accessing the facility of the Common Ground Queensland gym with a range of programs.



Gym programs  
accessed  
**496** times



**On behalf of the Board of Inclusive Health Partnerships, Micah Projects, and Tzu Chi Foundation we thank** all the staff and practitioners who have overcome the challenges and obstacles of COVID-19, and continuously show commitment to improving access to health and wellbeing opportunities with our participants. To all our participants and supporters, we thank you for

your trust, your feedback and your contribution to making the Inclusive Health and Wellbeing Hub a reality in reducing health inequality in Brisbane.

Whilst thanking all staff we acknowledge the dedication of Arif in leading and managing the day-to-day operations of the Inclusive Health and Wellness Hub with a dedicated team of practitioners.





Receiving acupuncture at the Hub.

**1,320**  
acupuncture  
sessions



**up 19%**  
from 2019/20

**875**  
other wellness  
sessions



**up 21%**  
from 2019/20



**86** podiatry sessions



**742** massage sessions



**47** reflexology sessions

### We thank the skilled practitioners on our wellness team:

- » Kirsten Baker  
*Wellness Hub Coordinator, Acupuncturist*
- » Christopher Leary  
*Mental Health Nurse Practitioner*
- » Dave Monson – *Myotherapy, massage, gentle movement and meditation*
- » Luke Styles  
*Personal Trainer*

#### Acupuncturists

- » Jacqui Murphy
- » Raf Nathan
- » Danielle Rush

#### Massage practitioners

- » Monique deGoey – *Zenthai Shiatsu*
- » Amanda Steven – *Relaxation*
- » Eva Zhou – *Relaxation and reflexology*



"We are truly fortunate to have so many kind hearts joining hands in embracing holistic health care in vulnerable communities.

From the bottom of our heart, We'd like to send our most sincere gratitude to all partners and volunteers for their time, efforts, support, and professional skills.

Warm regards,  
Tzu Chi Foundation Brisbane"

## The Buddhist Compassion Relief Tzu Chi Foundation

### DENTISTRY AND WELLNESS

Tzu Chi volunteers coordinated by Dr Alice Lu and Xalucie Truong continued to provide quality dental care at the Inclusive Health and Wellness Hub and were able to adapt to the disruptions that came with COVID-19 lockdowns for all involved. The financial value of the 5,500 hours given through volunteers represented \$271,610 value of dental services, an 8% increase on last year.

Tzu Chi also donated over \$55,000 worth of medical consumables used for the delivery of dental care and expanded their service offering including acupuncture and counselling services as part of the allied health and wellness program of Inclusive Health and Wellness Hub.

So many people value the contribution of Tzu Chi in assisting them access dental care and in many cases obtain new teeth.

Everyone from Tzu Chi contributes to the overall culture of the services at the Inclusive Health and Wellness Hub as services are provided with such generosity, gentleness, and no judgement.

### Dentists

- |                             |                           |
|-----------------------------|---------------------------|
| » Dr. Adele Miller          | » Dr. Julie Yeh           |
| » Dr. Alice Lu              | » Dr. Jessie Ng           |
| » Dr. Andrew Karydas        | » Dr. Kenny Tran          |
| » Dr. Angela Chen           | » Dr. Khai Sing Chieng    |
| » Dr. Angela An Jie Chen    | » Dr. Mayumi Inaba        |
| » Dr. Aseel Zeki Nsaif      | » Dr. Meltine Purwo       |
| » Dr. Cecilia Chen          | » Dr. Michelle Huang Chen |
| » Dr. Cheng-Yu (Yo Yo) Hung | » Dr. Norah Ayad          |
| » Dr. David Fan             | » Dr. Sahil Soni          |
| » Dr. Deborah Du            | » Dr. Sahresh Yousuf Sani |
| » Dr. Eden Tam              | » Dr. Sari Simawy         |
| » Dr. Eileen King           | » Dr. Thomas Kim          |
| » Dr. Erin Leask            | » Dr. Wendy Hsiao         |
| » Dr. Hao Pham              | » Dr. YaoSheng Ng         |
| » Dr. Janak Patel           | » Dr. Zhi Hao Tan         |
| » Dr. Jennifer Lee          |                           |

### Other practitioners

- |   |   |
|---|---|
| » Dr. Jones Chen<br><i>General Practitioner</i>         | » Ms. Eva Zhou<br><i>Chinese Medicine Practitioner</i>  |
| » Dr. Kuan Yi Chen<br><i>General Practitioner</i>       | » Mr. James Lin<br><i>Chinese Medicine Practitioner</i> |
| » Ms. Helen Liang<br><i>Counsellor / Play Therapist</i> |   |

# Inclusive Health Partnerships Ltd

## Board Report | 30 June 2021

The Board presents this report to the members of Inclusive Health Partnerships Ltd for the financial year ended 30 June 2021 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 2020–2021

- » Alice I-Hsin Lu
- » Karyn Walsh
- » Michael Kelly
- » 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 2021 was \$219,865.

### 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: November 2021



Inclusive Health Partnerships Ltd  
Statement of Profit or Loss and Other Comprehensive Income  
for the year ended 30 June 2021

	2021	2020
<i>Revenue</i>	\$	\$
Donations	145,000	122,417
Grants	389,858	344,343
Interest	83	211
Other revenue	311,154	203,809
<b>Total Revenue</b>	<b>846,095</b>	<b>670,780</b>
<i>Less Expenses</i>		
Operating	(92,696)	(147,857)
Depreciation and amortisation	(254,137)	(268,569)
Medical equipment and supplies	(26,786)	(20,958)
Insurance	(12,855)	(10,502)
Property	(13,687)	(16,907)
Interest	(13,579)	(15,439)
Salaries and wages	(652,220)	(496,169)
<b>Total Expenses</b>	<b>(1,065,960)</b>	<b>(976,401)</b>
Income tax expense	-	-
<b>Profit / (Loss)</b>	<b>(219,865)</b>	<b>(305,621)</b>
Other comprehensive income	-	-
<b>Total comprehensive income/(deficit) for the year</b>	<b>(219,865)</b>	<b>(305,621)</b>

To view the full financial report, please visit [www.acnc.gov.au](http://www.acnc.gov.au) or for a copy, contact Simon James at [simon.james@micahprojects.org.au](mailto:simon.james@micahprojects.org.au).

Inclusive Health Partnerships Ltd  
Statement of **Financial Position** as at 30 June 2021

	2021	2020
	\$	\$
<b>Assets</b>		
<i>Current assets</i>		
Cash and cash equivalents	187,599	261,385
Trade receivables	16,203	-
Prepayments	5,938	4,542
<i>Total current assets</i>	209,740	265,927
<i>Non-current assets</i>		
Property, plant and equipment	86,772	287,258
Right of Use Assets	299,459	352,986
<i>Total non-current assets</i>	386,231	640,244
<b>Total assets</b>	<b>595,971</b>	<b>906,171</b>
<b>Liabilities</b>		
<i>Current Liabilities</i>		
Trade and other payables	49,988	32,285
Provision	54,612	39,977
Lease Liability	50,976	47,795
Deferred income	-	83,858
<i>Total current liabilities</i>	155,576	203,915
<i>Non-Current Liabilities</i>		
Provisions	20,919	11,010
Lease Liability	261,567	313,472
<i>Total non-current Liabilities</i>	282,406	324,482
<b>Total Liabilities</b>	<b>438,062</b>	<b>528,397</b>
<b>NET ASSETS</b>	<b>157,909</b>	<b>377,774</b>
<b>Equity</b>		
Retained profits	157,909	377,774
<b>TOTAL EQUITY</b>	<b>157,909</b>	<b>377,774</b>



## Inclusive Health and Wellness Hub

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