

# ANNUAL REPORT 2020



FocusOne  
Health





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# CHAIR REPORT



Dr Ian Gartley

**CHAIR**

It gives me great pleasure to present the Board Chair Report for the 2019-20 year.

It was a year of further growth for FocusOne Health with some new funding opportunities and further growth in income. Unfortunately some grant money had to be returned, but the majority of unexpended funding was able to be carried over; this was in the order of \$940,000. Due to new accounting standards this shows in our profit ledger and artificially inflates our profit margin to \$1,000,000.

In subsequent years there will be some fluctuation but this one off event is of sufficient significance to draw to our members' attention. There are usually two main reasons why these underspends occur:

1. Difficulty in recruiting appropriately trained staff to fill positions
2. Contracts awarded part way through the financial year, giving limited opportunities to expend the allocated funding in the time allotted.

The impacts of COVID-19 and the operations of FocusOne Health were immense. As our organisation operates mainly on face-to-face service provision, the transition to service provision by telephone and videoconferencing was daunting to most staff. In addition, our primary funding body insisted on our shopfront remaining open at all times.

We are indebted to our CEO Scerina Rasheed and our management team for their prompt response

with a comprehensive yet workable COVID-19 response plan.

We also thank those staff who volunteered to keep the face-to-face component open and functioning during these trying times. Whilst the COVID-19 conditions have eased, the pandemic will not be over until a successful vaccine is in production, so we urge staff and customers to maintain their vigilance until this is the case.

I would like to thank our CEO Scerina Rasheed and her management team for their efforts in keeping the organisation operations running smoothly.

Last but not least I would like to thank my other Board members; Dr Raphael Torome, Dr David Rosenthal, Martin Hill and Leah Williams for their wise counsel and I share their optimism in the bright future for FocusOne Health in the years ahead.



# CEO REPORT



Scerina Rasheed  
CEO

The 2019/2020 financial year started with more certainty than we have had in many years with the majority of our funding contracts aligning, being in receipt of two-year funding agreements at the start of the period. This was a pleasing and stabilizing position to be in as an organisation, providing certainty to our workforce, referral partners and community; enabling us to plan for the next two years of activity.

All the best laid plans though were interrupted in March 2020 when the pandemic situation required FocusOne Health to prioritise the safety of our staff and community. Many of the community events, education sessions and group programs were forced to either cease or adapt to on-line delivery. This significantly impacted the uptake of services that were still established in the community, such as mental health support for drought affected communities and our Integrated Primary Health Care Service.

Individual services continued in-person where clinically indicated or preferred by clients. This was particularly successful for the suite of mental health services FocusOne Health provide through our stepped care model of mental health care. A return to in-person services increased in June, this was a welcome return to traditional service delivery modalities for our clients and staff. FocusOne Health remain committed to ensuring members of the community, in our rural regions, have access to quality in-person services.

Any downtime (if there can be downtime during a pandemic) was used wisely as we finalised our Berri office expansion, planned IT upgrades to further increase our cyber security and phone system updates that allows for greater connectivity between our regions.

The support that our staff team have provided to each other and the community during the pandemic has resulted in stability for clients in our services. All staff are to be congratulated for their motivation and adaptability during this time. We thank our referral partners for supporting us as we adapted to new ways of working through COVID-19. As an organisation, many of the lessons learned in terms of business continuity planning, will be embedded into our future planning.

Again, I must thank the FocusOne Health Board, comprised of Dr Ian Gartley (Chair), Dr David Rosenthal, Dr Raphael Torome, Martin Hill and Leah Williams for their ongoing support. I also highlight the leadership support of our management team; their support in the implementation of our Pandemic Response Plan demonstrated their professionalism and commitment to quality services and support for our team.

I hope you enjoy this annual report which provides a summary of the outcomes achieved by the FocusOne Health Team throughout 2019/2020.

# OUR JOURNEY

2015

## **RDGP Service Expansion**

2015 was a year of growth for the mental health services as RDGP expanded its services beyond the traditional boundaries of the Riverland and part of the Murray Mallee region. We expanded our presence in the South East region of SA, to include Mount Gambier, Naracoorte, Bordertown, Kingston SE, Keith and Millicent.

2016

## **headspace Berri Yarn Safe launch**

headspace was honored to be selected as the centre to host a launch event for headspace's Yarn Safe 'No Shame in talking it out' campaign. Initial event was held on the Berri riverfront with a launch of the photos taken at a later date at the Glossop High School.

## **Limestone Coast launch their on-line service directory**

The Limestone Coast saw the launch of an on-line services directory, a direct result of the collaborative relationships of RDGP, Country SA PHN, the Department for Education and Child Development and the Limestone Coast Community Services Round Table. The services directory has been developed as an on-line resource to map the services across the Limestone Coast region to enable better network connections and empower people to access support at their time of need.

## **Mount Gambier Office Opens**

In late 2016 RDGP opened a service delivery hub in Mount Gambier. This enabled RDGP to expand the services provided in the region, having adequate accessible space for the range of services RDGP provide.

2017

## **Launch of Alcohol and Other Drugs (AOD) program in the Riverland and Limestone Coast**

New services and initiatives such as Alcohol and Other Drugs were established in the Riverland and Limestone Coast. RDGP worked closely with the Country SA PHN and key stakeholders in the community to design alcohol and other drug services that support access for those experiencing substance misuse with consideration to local rural issues such as workforce availability.

## **RDGP expand staff team**

With such significant growth and expansion throughout 2016-2017 the RDGP staff team increased significantly. RDGP welcomed 11 new staff to our team, workforce and professional development remains a strong focus of the organisation.

## **headspace Berri offer after-hours services**

After-hours services provided increased access to headspace services to young people through the provision of direct one-on-one clinical service provision and group programs.

# 5 YEAR SNAPSHOT

2017

## **LiCBT Launches in the Riverland and Limestone Coast**

FocusOne Health were pleased to introduce a Low Intensity CBT (LiCBT) program in October. This short term structured program offers clients the opportunity to achieve successful outcomes in 7 sessions delivered weekly or fortnightly. LiCBT is focused on skill development and targets behaviour change.

## **RDGP Plus**

RDGP were contracted by Renmark Paringa Council and Berri Barmera Council to facilitate immunisation clinics at Renmark Paringa Council, Renmark High School, Glossop High School, Rivergum College and Riverland Special School. This year 1402 immunisation services were provided to young people.

2018

## **RDGP re-brand to FocusOne Health**

Rebranding RDGP to FocusOne Health in April 2018 was an exciting time to acknowledge our past and position strongly for the future. The name change presents an exciting opportunity for us to acknowledge the valuable role RDGP continues to play in the continually evolving primary health care sector; providing professional and quality services that look beyond just health.

## **headspace Berri turns 10**

In October, we celebrated ten years of outstanding mental health services to young people in the Riverland. Over 100 people turned out to help mark the occasion, with festival make-up, djembe drumming, outdoor mindfulness retreat, yoghurt bar, dream-catcher and zine making proving to be a hit with young (and not so young) people and stakeholders engaging.

## **Integrated Wellbeing Services launches**

The Integrated Wellbeing Service (IWS) is a program that supports areas of populations under 5000 to improve access and equity to chronic disease management services for disadvantaged and vulnerable people. The program has targeted the communities of Karoonda, Lamerloo and Pinnaroo in the Mallee, Kangaroo Island and Kingston and Robe in the state's South East regions.

2019

## **Services Directory expansion to eleven more regions**

FocusOne Health were delighted to be the lead agency in the statewide expansion of the Services Directory website across a further eleven regional areas in South Australia. The twelve-month project involved identifying and collecting the availability of regional services for provider and consumer awareness and analysis of service gaps.

# STRATEGIC PLAN

## STRATEGIC VISION

We are the leading partner in improving the health and wellbeing of our community.

## STRATEGIC PURPOSE

We achieve our vision by supporting and providing effective, efficient, innovative and quality primary health care services with General Practice, primary health care providers and our community partners.

## STRATEGIC OBJECTIVES

The three key Strategic Objectives for FocusOne Health are:

1. To actively lead and foster partnerships and relationships with all key stakeholders that enable collaborative and innovative models of care to deliver health outcomes for the community
  - Actively engage with membership, primary health care workforce and other partners
  - Identify and implement community engagement strategies
  - Development and utilisation of Collective Impact Framework to grow innovative solutions that meet community need
  - Maintain a strong relationship with Country SA PHN, including contributing to and building on the Country SA PHN needs assessment and population health planning
  - Identify and document models of care that contribute to health outcomes
2. To deliver professional, accessible and equitable services in response to identified community need through pursuing and securing resource opportunities:
  - Maintain and further develop services and programs that respond to community need
  - Access appropriate funding sources that enable responsive service delivery options
  - Ensure that all services meet high standards including evidence base, robust evaluation, viability and compliance
3. To establish and implement a viable business model for FocusOne Health in response to the changing political, health and local environment
  - Understand all aspects of the environment - political, financial, health and community
  - Ensure that all internal structures and systems are robust, accountable and efficient, resulting in measurable outcomes

- Focus on the sustainability of existing and future funding options including exploration of value add services on a fee for service/project management basis
- Utilise transferable skills and knowledge to grow FocusOne Health services

## ENABLING FACTORS

Our successful achievement in these areas requires having foundations of excellence in:

- Governance
- People
- Business systems
- Funding diversity and security
- Membership support
- Partnerships
- Accreditations
- Workforce Development

## VALUES

- Trust
- Respect
- Innovative
- Always acting ethically with respect, honesty and integrity to build trust
- Demonstrating commitment, responsiveness and reliability to build partnerships and achieve excellence
- Balancing diversity, innovation, resilience and relevance to achieve success
- Integrity
- Excellence

## GOVERNANCE

FocusOne Health is committed to quality corporate governance, this includes:

- Skills based Board structure
- Board charters
- Regular reviews of governance performance at each meeting, annually, internally and externally and against established KPIs
- Commitment to governance training for all Directors
- Oversight of the Strategic Plan
- Ethical and responsible decision making
- Integrity in financial reporting
- Recognition and management of risk
- Respect for the rights of members
- Ensuring value

# OUR LEADERSHIP

## OUR MANAGEMENT



Scerina Rasheed  
Chief Executive



Kerril Vowles  
Director of Services



Yalonda Fitzsimmons  
Manager



Danny Millard  
Business Systems  
Manager



Tom Steeples  
Manager



Caroline Hill  
Manager



Gemma Nickolai  
headspace Berri  
Manager



Philip Galley  
Clinical Services  
Lead



Robyn Size  
headspace Berri  
Clinical Lead

## OUR BOARD



Dr Ian Gartley



Dr David Rosenthal



Dr Raphael Torome



Martin Hill



Leah Williams



# MENTAL HEALTH

FocusOne Health is proud to offer a range of therapeutic mental health and care coordination programs in the Riverland, Limestone Coast and Pinnaroo across a stepped model of care. Our programs are designed to support people with a broad range of mental health presentations, from mild and emerging, through to moderate and severe, ensuring the most appropriate service is provided to each client at the right time.

Our mental health programs are targeted to improve the mental health and wellbeing of people living in communities that otherwise would have little or no access to affordable mental health services.

FocusOne Health's mental health programs are delivered by a team of highly skilled and credentialed clinicians, who provide high quality and evidence based individualised care to people with diagnosed or emerging mental illness. Care provided to our clients is recovery orientated, and seeks to build clients' skills and abilities to manage their mental health and wellbeing successfully in the community. Client outcome measures and client feedback demonstrates the improved and sustained wellbeing, along with the reduction in severity of client distress that is achieved when working with FocusOne Health.

Our services are underpinned by strong clinical governance and delivered in accordance with the National Standard for Mental Health Services.

Our clients' needs are carefully considered right from their first contact with FocusOne Health. A comprehensive triage assessment is undertaken with each client. This allows FocusOne Health to understand our clients, their needs and the factors impacting their lives now and historically. Clients are then linked to the program and clinician that is best suited to meet their needs.

A client's care is carefully planned by the clinician, the client and where appropriate their family or significant others. Each care plan is specific to the client's needs, and seeks to empower the clients to be able to manage with mental health and wellbeing beyond the scope

of FocusOne Health's involvement in their lives. Importantly, the referring General Practitioner receives regular updates as to each clients' progress throughout the episode of care.

Working with our clients and their GPs, FocusOne Health produce better outcomes for individuals with diagnosed or emerging mental health disorders through the delivery of evidence based psychological interventions within a primary care setting across our communities.



Clients can expect to receive:

- Evidence based psychological strategies consummate to their specific needs
- Collaborative approach to care with a GP and other services involved in the client's mental health care
- Support in accessing the most appropriate service and supportive referral pathways
- Client centered approach to care
- Confidential service
- Excellent service provision from a team of highly skilled and qualified clinicians



# PRIMARY HEALTH CARE CONNECTIONS

FocusOne Health provide support to the primary health care workforce by ensuring that members of our community have access to quality, safe, integrated and coordinated primary health care services through education and information sharing.

Through Primary Health Care Connections (PHCC), FocusOne Health implement and deliver illness prevention programs and services that:

- Increase health awareness in the Riverland and Limestone Coast communities via programs, services or resources
- Increase/maintain the uptake of childhood immunisations through partnering with local councils in the Riverland
- Seek out funding opportunities to facilitate value add projects and services that diversify FocusOne Health's funding base
- Work in partnership with key organisations across the Riverland and Limestone Coast regions to provide illness prevention programs and services that increase health knowledge, improve health awareness/status and prevent the onset of chronic disease

The PHCC team, through the Regional Education Committee in the Riverland, bring medical specialists to the region to provide education sessions to the primary health care workforce.

The PHCC maintains and builds relationships with the primary health care workforce (specifically General Practice) and other service providers; ensuring stakeholders are 'connected' with primary health care information and FocusOne Health programs and services.

The PHCC aims to raise health awareness and outcomes in the Riverland and Limestone Coast communities, through the facilitation of health promotion activities and group programs.

FocusOne Health assists the community to prioritise health and link in with General Practice and other relevant health and wellbeing services. FocusOne Health work in partnership with community and local organisation to implement health promotion activities and group programs.

FocusOne Health are committed to providing specialised and tailored programs and services to the primary health care workforce in the Riverland and Limestone Coast to maintain connectedness, provide a high level of professional development opportunities and to prioritise the health of the communities that we live in.

**162**  
MEMBERS IN TOTAL

**640**  
IMMUNISATIONS  
ADMINISTERED

**45**  
PARTICIPANTS ATTENDED  
2 EDUCATION EVENTS



# ALCOHOL & OTHER DRUGS

The Alcohol and Other Drug (AOD) program is delivered in both the Limestone Coast and the Riverland. The program aims to reduce alcohol and drug related harm for people, families and communities through evidence based treatment. The program supports people to enhance their understanding of substance misuse and the treatment choices available.

AOD delivers therapeutic services within a primary health care model, supported by highly skilled and trained AOD clinicians whom are qualified Social Workers with specialist training and experience in AOD. AOD promotes strong linkages with General Practice and the broader health and support services to support our clients whilst they are engaged with FocusOne Health and beyond.

AOD clinicians undertake a comprehensive assessment with each client, to understand the factors that contribute to their substance use, the strategies they have used successfully in the past and the barriers they perceive to reduce harm minimisation. The clinician and client then develop strategies that are specific to the person and their current stage of motivation and appetite for change.

Clients can expect to receive:

- Services that are recovery oriented and have a strong harm reduction focus
- Collaborative approach to care with the GP and other services involved in client care
- Support in accessing the most appropriate service and supportive referral pathways
- Client centered approach to care
- Confidential service
- Excellent service provision from a team of highly skilled and qualified clinicians

254 CLIENTS ACCESSED THE PROGRAM

1727 SESSIONS WERE DELIVERED



# ABORIGINAL HEALTH

FocusOne Health's Closing the Gap Riverland (CTGR) program aims to improve health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through care coordination services.

Partnerships are a major component of the CTGR program and play an integral role in supporting clients to access services in the ongoing management of their healthcare. The CTGR team maintain partnerships with a range of ATSI specific and mainstream services.

Through the development of a care plan, CTGR support individuals to self-manage their health and link with other relevant services that contribute to health goals. CTGR provide coordinated, multidisciplinary care that improves access to culturally appropriate mainstream primary care services (such as general practice, medical specialists, allied health professionals and community groups).

CTGR is not a long-term service and we aim to empower clients to take control of their own health by developing a care plan and linking clients with the programs and services that will support chronic disease management long term.

Clients can expect to receive:

- Care coordination services to support chronic disease management
- Collaborative approach to care with a GP and other services involved in client care
- Support in accessing the most appropriate service and supportive referral pathways
- Client centered approach to care
- Confidential service
- Excellent service provision from a team of highly skilled and qualified Registered Nurses

12

FocusOne Health's CTGR program has been supporting our local Riverland Aboriginal and Torres Strait Islander communities for over 10 years.



Hand drawn artwork, Ena Turner

**2154** CARE COORDINATION SERVICES WERE PROVIDED TO CTGR CLIENTS

# ADULT COMMUNITY EDUCATION

FocusOne Health were delighted to facilitate another year of Adult Community Education (ACE) programs to adults living within the Riverland who were unemployed, not enrolled in study and looking to seek out earning, learning, volunteering or community participation opportunities.

ACE programs aim to increase foundation skills, communication skills and literacy and numeracy skills of participants; to better equip them to pursue community participation, study and career goals.

ACE programs are interactive and delivered in a safe, informal and social environment - which makes learning hands-on and lots of fun! It is also a good opportunity for participants to meet new people and form meaningful community connections.

FocusOne Health facilitated four ACE programs, 'In The Name of Art' and 'Support to Achieve'.

In The Name of Art is a ten week accredited, interactive community art program offering a range of art based sessions and delivered in a relaxed social environment. 24 participants completed the program and upon successful program completion, participants obtained a TAFE SA accredited unit 'FSKOCM03' - Participate in simple spoken interactions at work.

'Support to Achieve' is an eight week interactive career planning program aimed at preparing participants for entering the workforce. The program supported 19 participants to develop a life and career plan, set career goals and access pathways into earning, learning and community participation.

The COVID-19 pandemic affected the way in which ACE programs were delivered in the second half of this financial year, this resulted in one accredited program ceasing early and one non-accredited program delivered via on-line modalities.

FocusOne Health believe that Adult Community Education programs are so important in the Riverland, not only as a stepping stone to employment and volunteering

opportunities; but as a fundamental step in developing foundation skills and supporting individuals to step out of their comfort zone and engage in new meaningful connections with other people.

4

PROGRAMS  
DELIVERED

24

PARTICIPANTS  
COMPLETED  
ACCREDITED  
PROGRAMS

19

PARTICIPANTS  
COMPLETED  
NON-ACCREDITED  
PROGRAMS





headspace Berri continues to provide mental health services, alcohol and drug counselling, vocational support and some physical and sexual health services for young people 12-25 years old in the Riverland.

With a focus on early intervention, we work with young people to provide support at a crucial time in their lives - to help get them back on track and strengthen their ability to manage their mental health in the future.

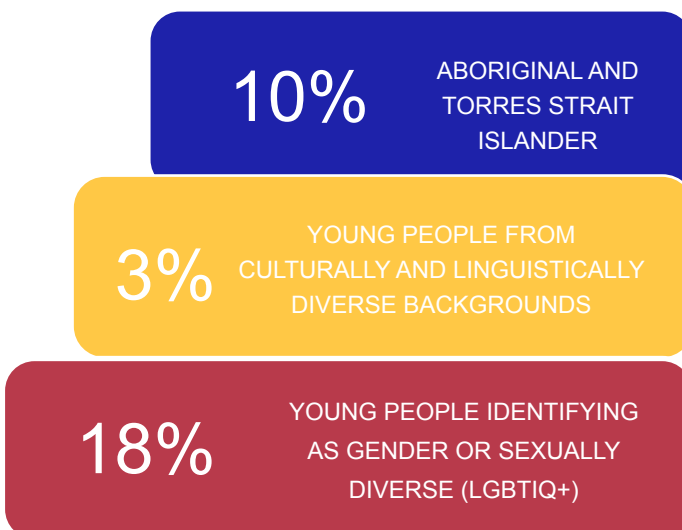
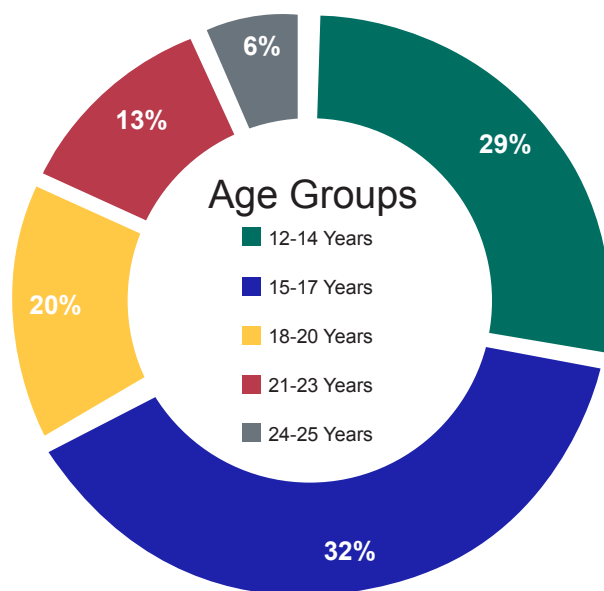
headspace Berri address the unique barriers that young people in the Riverland face when accessing mental health support by providing tailored and holistic mental health support. At the heart of our services is ensuring we meet the evolving and unique needs of young people and those who support them. Therefore, young people are at the centre of everything we do and they play an active role in designing, developing and evaluating our programs.

headspace Berri services and resources are designed not just for young people, but with them, to ensure they are relevant, accessible and highly effective. headspace Berri Youth Reference Group (hERO) and LGBTIQ+ group provide valuable insight and contribution to guide the service.

Education sessions and one-on-one services are offered in Riverland high schools and medical centres to break down transport and social barriers. After-hours appointment times and groups are still offered to cater to the competing demands in the life of our young people and their families.

A recent headspace Youth Complex Care Coordination client satisfaction snapshot showed 100% of respondents would access headspace Berri again if they needed help in the future. 87% of respondents stated they feel they are engaging in the tools/strategies they've learn't in session outside of their headspace appointment. 93% of respondents answered that they 'feel that each session focuses on issues that are important to you', all of the time or most of the time.

headspace Berri has a 'no wrong door' policy, so if we are not the appropriate service for a young person, we will refer them to a service who may be a better fit for them.





7788

INDIVIDUAL  
OCCASIONS OF  
SERVICE PROVIDED

525

YOUNG PEOPLE  
SERVICES

299

NEW YOUNG  
PEOPLE RECEIVED  
SERVICES

64%

FEMALE

35%

MALE

1%

OTHER GENDER

## Wear It Purple Day



Wear it purple day was celebrated over a week of activities including presentations, artwork and a casual day. headspace Berri also hosted a 'clothes drop in' for transgender men and gender diverse people who identify along the masculine end of the gender spectrum, to have clothing options that they may not have had access to before.

## Push Up Challenge



This years National Push-up Challenge saw 38 Riverland legends signed up to raise \$3,950 for headspace Berri and combined we completed 52,401 push-ups. The challenge highlights the devastating number of Australian lives lost to suicide.

# INTEGRATED WELLBEING SERVICE

FocusOne Health lead the Integrated Wellbeing Services (IWS), funded through the Country SA PHN Integrated Primary Health Care Services funding - (IPHCS). The program, delivered in partnership between FocusOne Health, Murray Mallee General Practice Network and Summit Health, is targeted to specific locations in the Limestone Coast, Mallee and Kangaroo Island.

The aim of the IWS is to provide small rural communities, with populations less than 5000 people, with access to chronic disease focused services. General Practitioners, practice managers, practice nurses and allied health providers are engaged to work collaboratively to provide a team approach to patient care.

The IWS aims to improve access and equity to services for disadvantaged and vulnerable people, supporting them to achieve the best health outcomes where one or more chronic conditions are present.

Services are delivered to the targeted communities through a range of activities:

**Capability Building:** Facilitated training support for practice nurses and allied health services to address the targeted capability gaps to better manage chronic disease.

**Workforce Strategies:** Engagement of appropriately skilled and qualified specialist nurses and contracted allied health professionals to improve community access to chronic disease focused services in targeted communities.

**Care Coordination:** Demonstrate effective strategies to support patient referrals, managing service demand and advocacy for patient priority and access to services. Management of efficient information flow and coordination of patient care among primary health professionals.

**Health Literacy:** A focus on improving client capacity for understanding and self-management of chronic-

conditions and health risks through community education programs, events and health promotion.

The FocusOne Health IWS team increased with the appointment of Healthy Lifestyle Coordinator positions in the Limestone Coast, Mallee and Kangaroo Island. The Healthy Lifestyle Coordinators have a vibrant role, active in the community space working with clients, families and carers, general practices, Country Health Connect and other service stakeholders to support effective coordination of health services, promotion and education activities and identifying referral pathways for client care.

The creation of the Healthy Lifestyle Coordinator role is responsive to improving the relationships, referral processes and service utilisation (through a model of care) to support a coordinated, integrated team-based approach to the provision of client centered care among GP's, local care coordinators and allied health professionals.

The FocusOne Health IWS team and partners have aimed to continuously improve service outcomes by collecting and responding to data and community feedback over the last 12 months. Program adjustments have resulted in a steady improvement in the referral rate and engagement of GPs, clinical staff and allied health professionals.

The FocusOne Health IWS team's collective knowledge and skill sets of nursing, allied health, community health program delivery and stakeholder engagement will strengthen the program delivery and enhance the community development conversations for ongoing sustainable approaches to chronic disease management and prevention in the targeted communities.



100

CLIENT IWS  
REFERRALS

100

CARE  
COORDINATION  
SERVICES

COMMUNIQUE  
SENT TO THE  
NETWORK

6

NETWORK  
MEETINGS

3

JULY  
2019

KAROONDA WALKING GROUP  
ASSISTANCE TO FACILITATE THE GROUP.  
22 MEMBERS SUPPLIED WITH HEART  
FOUNDATION WALKING GROUP T-SHIRTS

AUGUST  
2019

KINGSTON AND ROBE HEALTHY EATING  
PROGRAM DELIVERED BY NUTRITIONIST  
LYNLEY SEAMAN  
ATTENDANCE: ROBE 18, KINGSTON 11

OCTOBER  
2019

PINNAROO SHOW  
DISCUSSED THE IWS PROGRAM WITH  
88 PARTICIPANTS. 22 LABEL READING  
EDUCATION SESSIONS WERE DELIVERED.

NOVEMBER  
2019

KANGAROO ISLAND EXPO  
IWS PROMOTION  
PICKLEBALL DISPLAY



# SERVICES DIRECTORY

FocusOne Health continued to provide program management for the Country SA Services Directory. This online medium provides 13 South Australian regional communities with current information about the health, community and support services available in their region. The services directory also has a number of online resources and telephone services listed to assist people to find the right service at the right time, to meet their needs. There are no fees involved for organisations to list their services.

The Country SA Services Directory is a high quality, accessible, up-to-date online tool promoting an organisation's activities and supporting timely care and referrals. An engaging platform designed around an evidenced based framework and person centred approach. A resource intended to strengthen coordination and linkages within local communities. Each aspect of the wheel represents a different domain of wellbeing and area connecting country SA people and services, which allows the user to select one of the six domains to find services to meet their needs.

Users can narrow the search engine to phone and online services, organisations or filter towns within each regional area and the distance. Services that are registered as NDIS services are identified with the NDIS logo. Listed service providers can also update their details and there are no fees associated.

Promotional work with community champions and forum demonstration of the Country SA Services Directory, by FocusOne Health; continues to support the sustainability objective of this resource.

FocusOne Health worked with the Country SA PHN Regional Strategies Team to address strategy gaps and compiled the information for a state-wide community engagement strategy, to promote the

Country SA Services Directory.

FocusOne Health worked with the Country SA PHN communications team on updating the project resources to include technology links through a QR code and online widgets for the resource and platform access, promotion and sustainability.

FocusOne Health will continue to endorse and promote the Country SA Services Directory to foster sustainability and support continuous improvement.





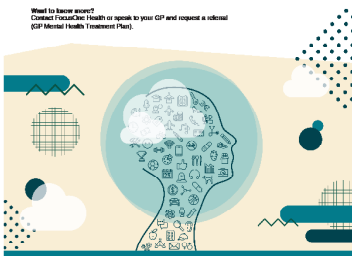
# OUR SERVICES

## Psychological Therapies

Short term goal oriented mental health counselling for people experiencing common mental health problems of mild to moderate severity.

Therapeutic short term counselling for people who have been diagnosed with mild to moderate mental health problems such as anxiety or depression. You will benefit from an evidence based approach to help you build skills and strategies to better manage your mental health and related problems. Psychological Therapies services are available to community members in the Riverland, Limestone Coast and parts of the Mallee.

**Want to know more?**  
Contact FocusOne Health or speak to your GP and request a referral (GP Mental Health Treatment Plan).



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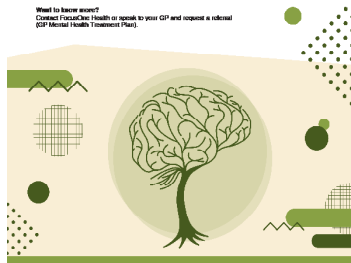
8 Riverina Drive, Bend SA 5240  
08 8582 3823  
08 8582 3190  
info@focusonehealth.com.au

## Mental Health Shared Care

Coordinated care services that enhance the physical and mental health of people suffering complex and severe mental illness.

Therapeutic case and support, including therapy, for people who have been diagnosed with a serious mental illness. The program involves you, your GP and other individual or support services (e.g. family or significant others) your GP and Mental Health Clinician working together to improve your mental and overall health. Mental Health Shared Care services are available to community members in the Riverland and Limestone Coast.

**Want to know more?**  
Contact FocusOne Health or speak to your GP and request a referral (GP Mental Health Treatment Plan).



Powered by



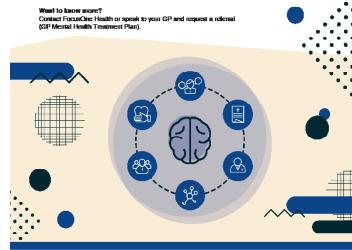
8 Riverina Drive, Bend SA 5240  
08 8582 3823  
08 8582 3190  
info@focusonehealth.com.au

## Clinical Care & Coordination

Mental health care and coordination supporting people suffering serious and complex mental illness.

Therapeutic case and support to people who have been diagnosed with a serious and complex mental illness. Mental Health Clinicians work in collaboration with you, your GP and any other individual or support services involved in your care (e.g. family or significant others) to develop a joint care plan and coordinate or support your management, coordination and treatment of serious and complex mental illness. Clinical Care services are available to community members in the Riverland and Limestone Coast.

**Want to know more?**  
Contact FocusOne Health or speak to your GP and request a referral (GP Mental Health Treatment Plan).



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## FocusOne Strong

Staying strong through uncertainty. Mental health support to help farmers and communities deal with the uncertainty, stress and anxiety of drought conditions.

The FocusOne Strong program provides mental health support to help farmers and communities deal with the uncertainty, stress and anxiety of drought conditions. The program provides therapeutic short term counselling for people who have been diagnosed with mild to moderate mental health problems such as anxiety or depression. FocusOne Strong services are available to community members in the Riverland and parts of the Mallee.

**Want to know more?**  
Contact FocusOne Health or speak to your GP and request a referral (GP Mental Health Treatment Plan).



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8 Riverina Drive, Bend SA 5240  
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## FocusOne Coach

1:1 targeted and brief mental health coaching for adults experiencing everyday life challenges.

You will benefit from coaching with a specially qualified Low Intensity Cognitive Behavioural Therapy (LICBT) Practitioner and will receive a workbook specific to your problem or concern. You will meet with the LICBT Practitioner weekly for up to 8 weeks. LICBT services are available to community members in the Riverland and Limestone Coast.

**Want to know more?**  
Individuals are recruited from GPs, community organisations and other health professionals. Alternatively, community members can refer themselves.



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## FocusOne Recovery

There is light at the end of the tunnel. Support for adults to get their life back on track through confidential, tailored alcohol and other drug counselling.

The FocusOne Recovery Alcohol & Other Drug (AOD) program aims to reduce alcohol and drug-related harm for people, families and communities. The program supports you to enhance your understanding of your condition and the treatment choices available. It also provides help with other services to address associated problems such as legal, financial, social and other issues. AOD services are available to community members in the Riverland and Limestone Coast.

**Want to know more?**  
Individuals are recruited from GPs, community organisations and other health professionals. Alternatively, community members can refer themselves.



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## Health Promotion

Supporting our communities to live healthy lifestyles and have access to relevant health services and information.

FocusOne Health facilitates health promotion programs, events and group sessions on healthy lifestyles. Additionally, in partnership with Local Government, FocusOne Health delivers childhood and school immunisations across the Riverland region.

**Want to know more or have a partnership opportunity?**  
Contact FocusOne Health



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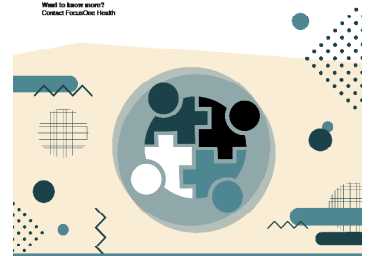
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08 8582 3823  
08 8582 3190  
info@focusonehealth.com.au

## Membership & Workforce Support

Supporting our health professionals to stay committed and access education and training opportunities locally.

FocusOne Health offers free membership to health professionals across the primary health sector who conduct their practice in the Riverland. Members receive a range of benefits including continuing professional education at a reduced cost, social and professional networking opportunities and access to internet and research health information regarding services.

**Want to know more?**  
Contact FocusOne Health



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## Adult Community Education (ACE)

Supporting adults to develop the confidence and skills to participate in learning and begin a path to further education or employment.

ACE is a short term accredited or non-accredited group program delivered in a friendly, fun and supportive environment. ACE programs teach basic language, literacy and numeracy skills through interactive tasks on group scenarios. Participants will meet other people, have fun and be empowered to take ownership and learning opportunities.

**Want to know more?**  
No formal referral is required, community members can refer themselves.



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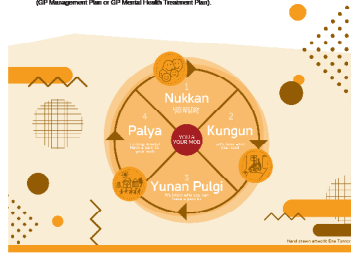
8 Riverina Drive, Bend SA 5240  
08 8582 3823  
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## Closing the Gap Riverland (CTGR)

Improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through case coordination services.

CTGRP team of Registered Nurses (Case Coordinators) provide case coordination services to Aboriginal and Torres Strait Islander people with chronic health conditions. Through the development of a care plan, CTGRP support individuals to self-manage their health and risk with other relevant services that contribute to health goals.

**Want to know more?**  
Contact FocusOne Health or speak to your GP and request a referral (GP Management Plan or GP Mental Health Treatment Plan).



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## INTEGRATED WELLBEING SERVICE

Supporting Country South Australians with chronic disease to access:

- Podiatry
- Diabetes Educator
- Specialist Nurses
- Dietitian
- Exercise Physiologist
- Health Education
- Physiotherapist
- Nutritionist

Some services may not be available at each location

Do you need support understanding chronic conditions, treatment costs, education and navigating your health?

For more information speak with your GP or contact FocusOne Health on 08 8582 3823

Funded by  
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COUNTRY SA  
An Australian Government Initiative



The largest and most effective network of FocusOne Health, Sunraysia Health and Murray-Darling Basin Practice Networks.

# OUR STAFF



Henry Bell



Barb Gartley



Darryle Barnes



Kristy O'Brien



Susan  
Kamau-Wanguhu



Megan McCarron



Zeynep Al



Keisha King



Melanie Gilgen



Marg Phillips



Teresa Baker



Kirby Fitzgerald



Sally Martin



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Hailey Dempsey



Eboni Gray



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Alyce Suckling



Emma Ashworth



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Kate Bartel



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Emma Poole



Kodi  
Stocker-Johns



Kerry van Dyk



Paul Martin



Linda Galley



Vicki Fabris



Carmen Bliss



Liz Hunter



Catherine Treskow



Rachel Chilton



Victoria Snow



Katie Fisher

## FAREWELLED IN 2019/2020

- |                  |                    |
|------------------|--------------------|
| - Prue Sinoch    | - Edward O'Connor  |
| - Wes Lock       | - Jennifer McPhail |
| - Amanda Kemp    | - Kathy Griffen    |
| - Scott Bawden   | - Lois Rose        |
| - Karlie Rice    | - Trish Cameron    |
| - Leanne Brookes |                    |



# FINANCE REPORT



Dr David Rosenthal

## CHAIR, FINANCE AND AUDIT COMMITTEE

It has been a complex year at FocusOne Health with another growth period in 2019-2020 highlighted by a revenue increase for the financial year of 12% to \$5,028,599. The impact of COVID-19 on the finances have been minimal with government cash flow boost funding and flexibility within program budgets assisting us to purchase equipment required to continue operations during these unique times.

While the financial results have been pleasing it must be acknowledged the additional work and pressure on our staffing team to navigate the risk management of COVID-19.

Thanks to a great team effort internally from the finance team, in conjunction with external monitoring and reporting by Tracey Wasgind, FocusOne Health Board and management were able to make sound financial decisions especially when COVID-19 was having an impact on workforce and operations; this has helped to increase the overall position of the organisation positively.

FocusOne Health have continued to upgrade equipment and facilities this financial year with capital expenditure highlights including:


- Refit and expansion of new office area within the Riverview Drive premises opening up more consulting space to meet the ever increasing demand of new services
- New furniture for expanded premises
- Purchase of new IT equipment for the Mount Gambier office and replacement/additional laptops for remote workers

- Purchase of a new vehicle bringing our total number of cars to 6
- New phone system for Riverland and Mount Gambier, increasing our customer service capabilities across sites and the ability to transfer calls between offices

The finances continue to be tightly and effectively managed, which ensures effective organisational functioning. This has once again provided us with a net increase in our overall financial position, which is evidenced in the 2019-20 Audited Financial Statements.

A change to the accounting standards has been a shift in how the surplus for the year is represented in 2019-2020 financial reports. All program carryover funds are now represented in the organisational surplus of \$1,010,322. Program carryovers make up \$923,486 of the surplus as represented below.

PNH Psych Therapies and Drought	\$170,453.00
Alcohol and Other Drugs	\$33,172.00
CCC Naracoorte	\$104,948.00
Services Directory Expansion	\$30,894.00
PHN - ITC & SS	\$25,501.00
headspace	\$34,202.00
headspace - Complex Care	\$4,119.00
PHN - CALD	\$3,461.00
IPHCS - KI - R8	\$133,614.00
IPHCS - Kingston & Robe - R9	\$218,681.00
IPHCS - Mallee - R10	\$145,541.00
ACE - Accredited	\$12,600.00
ACE - Non-Accredited	\$6,300.00
<b>Total Unspent Project Funds</b>	<b>\$923,486.00</b>



Whilst this amount impacts positively on the financial position in this report, it should be anticipated that as the funds currently held as cash are acquitted during the upcoming financial year, they will register negatively on the final balance in year 2020-21.

The total operating surplus for 2019-2020 after adjustment for committed program carryovers is \$86,836.

The Board Audit sub-committee is especially pleased with the clarity and detail of the reporting given to the Board. Bank balances including term deposits at the end of June were \$2.8m, this includes cash holdings for unspent project funds and staff provisions (including long service leave and annual leave accruals).

Moving into the next 12 months, FocusOne Health has budgeted revenue of \$4.8m and is expecting another busy year establishing new programs and continuing the growth in both the Riverland and Limestone Coast.

2019-20 has seen us using Markos Stavrou and the team at Riverland Audit Services for the first time for our Audit. The team have been excellent to deal with and have provided the Board and organisation with a great deal of clarity as to the financial position of the organisation and have completed the Audit on time and to a high quality.

I would also like to reflect on the excellent work that Scerina Rasheed and her staff have undertaken in regards to managing FocusOne Health's finances, and I congratulate them on their efforts in the last 12 months.

Please find full audited financial statements on FocusOne Health's website [www.focusonehealth.com.au](http://www.focusonehealth.com.au).

I commend this report to the members.

# CONTACT



**FocusOne**  
Health

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Instagram: #focusonehealth

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**headspace**  
Berri

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# OUR FUNDERS



**Government of South Australia**  
Department for Innovation and Skills



