



ANNUAL REPORT

2021–2022



Inclusive Health Partnerships Annual Report

July 2021 – June 2022

Inclusive Health Partnerships Ltd

Shop 2, 15 Hope Street,
South Brisbane Q 4101

Ph 07 3013 6050 | Fax 07 3013 6059
admin@inclusivehealth.org.au | inclusivehealth.org.au



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佛教慈濟基金會澳洲分會
Buddhist Compassion Relief Tzu Chi Foundation Australia Inc.

MICAH PROJECTS



Breaking Social Isolation
Building Community

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1. Acknowledgement

Inclusive Health Partnerships Ltd acknowledges and pays respect to the traditional custodians of the Greater Brisbane area: the Turrbal people, the Jagera people the Yugarapul 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.



2. Chair's Report

The 2021-22 year presented a fresh set of challenges to our Inclusive Health and Wellness Hub (the Hub) following the February 2022 floods.

Our dental equipment was destroyed in the flood waters, leading to a cessation of these services until an expected late 2023. All other services were also moved out of the clinic, to make way for assessment and repair. However, thanks to the unrelenting determination of staff, most of our other services soon resumed in satellite and makeshift locations to ensure our patients continued to receive the best care possible in the circumstances. Ultimately, the building repair was a much longer road than we initially anticipated.

With adversity came innovation. We found other locations, undertook outreach to emergency accommodation and continued COVID vaccination work whilst also coordinating pop up clinics undertaking health assessments and direct care in numerous locations.

We facilitated so much more integration across our teams, with cohesive responses to homelessness, nursing care, and General Practice (GP) services during this period of time. The forward thinking and vision of Leanne Papas and Arif Mansuri ensured that opportunities to support participants were not missed.

I would like to acknowledge Simon James for his support and expertise in navigating our options and establishing new partnerships, whilst also focusing on how we could achieve an optimal service delivery and operating model of the Inclusive Health and Wellness Hub.

I would like to take this opportunity to thank our Hub staff, who demonstrated incredible flexibility and resilience in the face of significant challenges throughout the year. It is the dedication of these people that saw services continue, despite the obstacles. A thank you also goes out to my fellow Board Directors whose presence of mind and experience guided us throughout the tumultuous year.

3. Inclusive Health and Wellness Hub Team



Inclusive Health and Wellbeing Hub team

The Directors would like to acknowledge the dedication of staff at the clinic.

General Practitioners

Dr Brian Donohoe
Dr Julie O'Brien
Dr Kerrie Seeger
Dr Tracy Schrader
Dr Mary-Jane Stanley
Dr Scott Preston
Dr Majella Henry
Dr Ryan Williams

Pharmacists

Sue Carson
Melanie Wilson

Wellness Team

Kirsten Baker
Dave Monson
Raf Nathan
Danielle Rush
Jane Shelton
Eva Zhou

Administration Team

Lisa Westoby
Arif Mansuri
Nicole Gourley
Karyn Taib (Volunteer)

Nurse Practitioners

Kim Rayner
Chris Leary

4. Integrated Healthcare



General Practice Clinic



Appointments

6,398 GP appointments

564 Nurse Practitioner appointments

Dental Services

For the 2021-22 financial year, Dental services offered by the Buddhist Compassion Relief Tzu Chi were initially impacted by the COVID-19 pandemic (COVID-19), then the floods in February 2022. For the period of July 2021 to December 2021, dental appointments were running at 60% (250 for this period) of pre COVID-19 levels. Although the services were severely impacted, there was still dental services offered to vulnerable members of the population valued at over \$140,00 in the months of July 2021 to December 2021.



Community acupuncture volunteer Jeremy, treating Victoria

Wellness Services



Appointments

2,060 appointments, including:

1,084 Acupuncture

135 Shiatsu Massage

155 Reflexology

74 Podiatry

612 Myotherapy Relaxation Massage

Outcomes



Provided individuals with greater access to mobile nursing services



3 vans drove a total of **115,260km** to provide health outreach to public spaces. Nursing staff were funded through a combination of grants including from the Brisbane City Council.

Van 1 46,215km



Van 2 42,853km



Van 3 26,192km



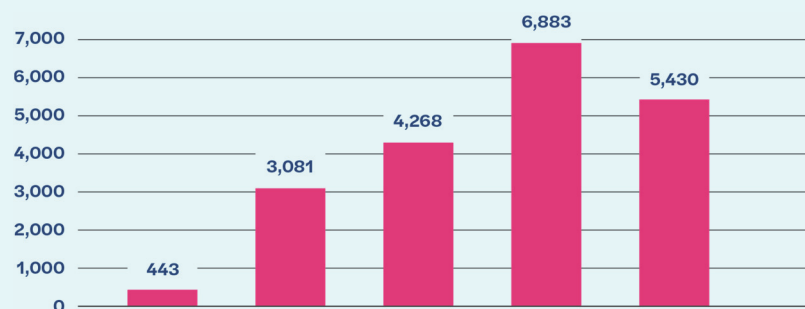
Enabled integrated care with housing and healthcare



20,105 occasions of direct mobile nursing were provided to **2,286** individuals.



749 people have been housed and **4,177** have been supported on the streets or in temporary accommodation.





Provided accessible healthcare and wellness



2,185 registered patients received **10,853** GP and nurse practitioner consultations.

The Inclusive Health and Wellness Hub is a partnership between Micah Projects and Tzu Chi and with seed funding by Brisbane City Council in the year 2017–2018.

From 2018–2021, ongoing funding sources for Inclusive Health and Wellness Hub have been Queensland Health, Flannery Foundation, MBS Billing, and in-kind Tzu Chi.



10,400 occasions of service provided at the hub by dentists and wellness teams.

Wellness services include acupuncture, myotherapy, massage, reflexology and podiatry.



5,500 hours of dentistry worth **\$271,610** were volunteered by Tzu Chi in 2020–2021.

Wellness services include acupuncture, myotherapy, massage, reflexology and podiatry.

Referrals to the Inclusive Health Clinic

324 to General Practitioners

42 to Nurses

86 to other clinical services

Referrals to external services

3,133 to Health Housing and Social Services, including integrated care with homelessness and domestic violence services at Micah Projects.



Provided COVID-19 public health response

Brisbane City Council funding enabled Micah Projects to be responsive and adaptive to meet the health needs of vulnerable people during COVID-19. This funding, alongside Queensland Health and the Queensland Government Housing and Homelessness Response, enabled people to access emergency housing and healthcare during the COVID-19 crisis. The flexibility to provide an integrated response was a key learning and success factor.



1,280 individuals and families referred through the Emergency Housing Assistance Response (EHAR). By the end of this period, **222** were permanently housed with **362** in hotel/motels and **157** in boarding houses. **700+** accessed our 24/7 support.



2,841 occasions of nursing, and **392** Flu vaccinations

During service hours

5,327 occasions of outreach

4,308 occasions of coordinated access

After-hours

443 engagements

2,866 hours of support

1,900 volunteer hours

1,404 Chaplain Watch hours

Vaccination Clinics



First pop-up COVID-19 vaccination clinic at the Park Hotel

The Hub has persisted in its efforts to reduce the devastating impacts of both COVID-19 and Influenza.

According to the World Health Organisation, over 4.1 million cases of COVID-19 were reported in the last week of June 2022. During this time, Australia recorded over 8.1 million cases of COVID-19, this includes 9, 897 deaths.

Likewise, Influenza results in approximately between 290,000 - 650,000 deaths globally on a yearly basis due to respiratory infections alone. In Australia, there were 225,332 recorded influenza cases and 308 deaths across a nine month period in 2022. Both COVID-19 and Influenza remain a significant concern, particularly for vulnerable people who have poorer access to health care, and overall greater health vulnerabilities.

To address this, the Hub has adopted an outreach approach to improve access to vaccinations for people experiencing homelessness and other vulnerable groups. This included a vaccination team providing 220 pop-up clinics between September 2021 and December 2022. In this period, the team delivered 2,065 COVID-19 vaccinations and 719 Influenza vaccinations. The significant efforts made through the Hub have improved access for people experiencing homeless and other vulnerable groups, and ultimately improved their health and wellbeing.p



COVID-19 mobile vaccination strategy

Micah Projects has received funding from PHN North and South to work in collaboration with other community services to offer COVID-19 vaccination to vulnerable individuals and families sleeping rough, in temporary crisis accommodation, boarding houses and residents of public and community housing. Our strategy particularly targets people who are unable, due to personal circumstances, to book and present to regular vaccination outlets. Brisbane City Council funded the nurses and outreach vans contributing to this outcome.



1,010 individuals received COVID-19 vaccinations by collaborative planning across the sector and assertive outreach to vulnerable people and locals. **797** were through Micah Projects Mobile Vaccination Clinics and **213** through the Hub.



1,835+ doors were knocked, and **172** people were transported for vaccinations. **58** pop-up clinics were run across **25+** locations with **13** barbecues.

Demographics

125 Aboriginal people

1 Torres Strait Islander person

9 both Aboriginal and Torres Strait Islander

50 Culturally and Linguistically Diverse (CALD)

Our work is made possible through partnerships and collaborations with other non-profit organisations:

- Mission Australia and Bric Housing,
- St Vincent de Paul at Park Hotel,
- Women's Health and Equality Queensland
- YMYW Cooparoo
- Domestic Violence Clinical Nurse – funded by St Vincent's Hospital Health Equity, Dr Jane Currie – Professor and Nurse Practitioner, School of Nursing at QUT.
- Diabetic Street Hub employed by Princess Alexandra Hospital.

5. Flood Response



Providing outreach assistance during the Feb floods 2022

The Hub has demonstrated resilience and agility in responding to the devastating flood impact of Brisbane floods in February 2022.

Unfortunately, the Hub was flooded, resulting in its temporary relocation due to the subsequent onsite damages and required renovations. The floods destroyed most of the dental equipment. This included x-ray machines, dental chairs, and lighting. As a result, the dental services offered were halted.

Despite these significant challenges, the Hub swiftly responded in continuing to provide primary health care from satellite locations. Our GPs and allied health staff operated from crisis accommodation providers, such as Bric Housing and the Park Hotel. Additionally, the vaccination team continued to provide COVID-19 and Influenza vaccinations across the Brisbane Metropolitan area, which expanded to include Logan.

As of June 2022, the Hub continues to offer primary healthcare services from satellite locations. It is expected that the Hub will resume onsite services in 2023.

6. Inclusive Health Partnerships Ltd

Statements of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2022

	2022 \$	2021 \$
Revenue		
Donations	238,000	145,000
Grants	270,168	389,858
Interest	-	83
Other Revenue	630,953	311,154
	<u>1,139,121</u>	<u>846,095</u>
Less Expenses		
Operating Expense	(141,661)	(92,696)
Depreciation and Amortisation Expense	(140,406)	(254,137)
Medical Equipment & Supplies	(21,818)	(26,786)
Insurance Expense	(16,014)	(12,855)
Property Expense	(18,919)	(13,687)
Interest Expense	(11,574)	(13,579)
Salary & Wages Expense	(839,955)	(652,220)
Total Expenses	<u>(1,190,347)</u>	<u>(1,065,960)</u>
Income tax expense	<u>-</u>	<u>-</u>
Surplus/(deficit) for the year	(51,226)	(219,865)
Other comprehensive income	<u>-</u>	<u>-</u>
Total comprehensive surplus/(deficit) for the year	<u>(51,226)</u>	<u>(219,865)</u>

The financial statements and specific disclosures included in this concise financial report have been derived from the financial report. The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the financial report. The presentation currency used is Australian dollars.

If you would like to view the full financial statements including notes for the 2021 - 22 financial year, please contact The Inclusive Health and Wellness Hub or visit the Australian Charities and Not-for-profits Commission (ACNC) website (www.acnc.gov.au/charity) and search for Inclusive Health Partnerships Ltd.

7. Inclusive Health Partnerships Ltd

Statement of Financial Position as at 30 June 2022

	2022 \$	2021 \$
Assets		
Current assets		
Cash & cash equivalents	241,710	187,599
Trade receivables	48,307	16,203
Prepayments	7,197	5,938
Total current assets	297,214	209,740
Non-current assets		
Property, plant and equipment	-	86,772
Right of Use Assets	245,824	299,459
Total non-current assets	245,824	386,231
Total assets	543,038	595,971
Liabilities		
Current liabilities		
Trade and other payables	92,119	49,988
Provisions	78,150	54,612
Lease Liability	53,052	50,976
Total current liabilities	223,321	155,576
Non-current liabilities		
Provisions	4,519	20,919
Lease Liability	208,515	261,567
Total non-current liabilities	213,034	282,486
Total liabilities	436,355	438,062
Net assets	106,683	157,909
Equity		
Retained Surplus	106,683	157,909
Total equity	106,683	157,909



Inclusive Health & Wellness Hub

3013 6050

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admin@inclusivehealth.org.au
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