



# ANNUAL REPORT

## 2022–2023



# Inclusive Health Partnerships Annual Report

July 2022 – June 2023

**Inclusive Health Partnerships Ltd**

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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.

Our mission is informed by the social and clinical determinants of health and, as such, we are committed to overcoming health inequality by providing high quality, integrated and holistic care.



## 2. Chair's Report

The 2022-23 year saw the reopening of our brand-new Inclusive Health and Wellness Hub (The Hub) following its temporary closure in February 2022 due to a significant flooding event.

After more than 12 months of providing invaluable health and wellness services across a myriad of temporary and makeshift locations, moving back in and resuming services at the Inclusive Health and Wellness Hub in Hope Street has been a highlight. It was a huge relief to finally be 'home' when the Hub reopened its doors to patients in March 2023.

The work of the Hub continues to be supported by Queensland Health alongside often generous donations and voluntary contributions. We especially thank the Flannery Foundation and Sisters of Mercy for their ongoing support.

As this report demonstrates, we have continued with our General Practice (GP), nursing, dental and wellness programs as well as maintaining the outreach clinics that we commenced during the peak of the COVID-19 pandemic. These outreach clinics operate in three different locations: at Bric Housing, Spring Hill (in partnership with Mission Australia), The Park Hotel (in partnership with St Vincent De Paul), and in Stones Corner (in partnership with Women's Health and Equality Queensland).

This report can be read alongside the Micah Projects Impact Report 2023, which provides more detail of the range of Inclusive Health Partnerships we have established. These include social and community services, outreach nursing, and Inclusive Health and Wellness Hub GPs and Practitioners. In 2023, the re-commencement of dental services has been welcomed by participants. It has also been great to have Alice Lu, Xalucie Truong and their team from Tzu Chi back in the clinic.

On behalf of the Board, I thank St Vincents Equity Health (formally Inclusive Health) for their donation to trial our new Her Health Day, a women's-only morning, every Monday for walk-ins and appointments at the Hub.

I also thank and acknowledge the work of the GPs and in particular to Dr Julie O'Brien for undertaking some additional clinical governance work with the team.

I would like to acknowledge Arif Mansuri who left us this year to upgrade his qualifications at medical school in Tasmania. During the year we said fond farewells to Lisa Westoby, Dr Scott Preston and Dr Mary-Jane Stanley and thanked them for their contributions to the Hubs success. We welcomed Kate White as Practice Manager and thank Andrea Lehmann and Talay Quinlan for

sharing nursing responsibilities at the Hub. Thank you to Kirsten Baker and the wellness team for their ongoing flexibility in responding to circumstances as they have changed and for providing such important alternative wellness avenues for our participants and vulnerable members of our community.

The Board acknowledges Simon James, who stepped down from his role as Company Secretary early in 2023. Thank you for the support you provided to the Board, but the clinic as well.

I would like to take this opportunity to thank our Hub administration and medical reception staff, who once again showed dedication and grit in ensuring we saw our Inclusive Health and Wellness Hub up and running again in March 2023.

Finally, I thank all our participants, who as always provide so much food for thought.



### 3. Inclusive Health Staff



*Inclusive Health and Wellbeing Hub staff*

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 Huddy Fuller  
Dr Mary-Jane Stanley  
Dr Scott Preston  
Dr Majella Henry  
Dr Ryan Williams

#### Wellness Team

Kirsten Baker  
Dave Monson  
Raf Nathan  
Danielle Rush  
Jane Shelton  
Eva Zhou  
Deniece Haworth (volunteer)  
Elizabeth Langton (volunteer)  
Lauren Fournier  
Jeremy Kim

#### Nursing Team

Kim Rayner (Nurse Practitioner)  
Talay Quinlan  
Andrea Lehmann  
Xalucie Truong (Tzu Chi)

#### Administration Team

Kate White (Practice Manager)  
Nicole Gourley  
Jo-Anne Newman  
Arif Mansuri  
Lisa Westoby

## 4. Integrated Healthcare

The purpose of the Inclusive Health and Wellness Hub is to promote health equity for the most disadvantaged in our community resulting in improved access to healthcare and wellness.

### General Practice Clinic

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#### Patients

**2,858 patients** active in the GP clinic, including **1,014** were new patients, this included patients attending vaccine clinics.

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#### Appointments

**6,163 GP appointments**

**7,198 episodes of care** delivered by our multidisciplinary clinical team, equating to **2,853 hours of care**

**99% of appointments** were bulk billed

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#### General Practitioners

During 2022–2023 the Hub team consisted of **9 general practitioners** all part-time or casual, many with special interests in women's health, pregnancy care, mental health, substance use and addictions and diabetes management.

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#### Nurses

Working closely with GPs and patients has been a team of **2 Clinical Nurses** and we have **2 Nurse Practitioners**, supporting patients in both primary care and Hepatitis C treatment.

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#### Support

Our Practice Support Team consists of a Practice Manager and **3 medical administration workers**.

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#### Visiting Services

We host a visiting endocrinologist for a monthly diabetes clinic, a monthly podiatrist and a part-time diabetes clinical nurse educator.

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*Community Acupuncture at our Wellness Hub*

## Wellness Services



### Patients

**997 patients** accessed wellness services



### Appointments

**2,418 appointments**, including:

**359** Myotherapy

**223** Shiatsu Massage

**146** Relaxation Massage

**162** Reflexology

**1,490** Acupuncture

**33** Reiki

**5** BoxFit

## Dental Services

It was not possible to relocate dental services in the same way the Inclusive Health and Wellness Hub was able to move to Boundary Street for its GP and Wellness services after the floods in February 2022. Therefore, only limited dental services were provided by Tzu Chi from an already existing clinic in Mt Gravatt.

## 5. Inclusive Health Partnership



*Dr. Ryan at a pop up vaccination clinic*

### Covid-19 and Influenza Vaccinations

The Inclusive Health and Wellbeing Hub (the Hub) has persisted in its efforts to reduce the devastating impacts of COVID-19 and Influenza.

Evidently, COVID-19 and Influenza remain a significant concern in our community. This is particularly relevant for vulnerable people who have poorer access to quality health care, and over all 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 to December 2022. Point of Care Testing and treatment pathways for Hepatitis C were offered during these clinics (see section 5). The vaccination team has also facilitated access to additional primary health care, which is described in the following case study.

“The vaccination team engaged with Joseph who is a 40-year-old male with multiple vulnerabilities. These included experiencing homelessness, engaging in daily methamphetamine use, and being taken to the watchhouse multiple times on a weekly basis. In mid-2023, Joseph accessed a pop-up clinic for a vaccination. During the consult with a GP, he disclosed that he was self-medicating as he did not have access to his appropriate medications. Joseph reported that the GP made him feel comfortable, which led him to agreeing to access the 'Hub' for a follow-up appointment.

Following this, Joseph accessed the Hub, which ultimately led to him to have his health needs met. In addition to this, he received support to access and sustain permanent housing, NDIS, Redress, and treatment to cure his Hepatitis C. To date, Joseph has ceased using methamphetamine and is continuing to work towards his health goals that were collaboratively established with the Hub.

Due to the success of this initiative, the vaccination team was re-funded in April 2023. Since then, the team has delivered 84 COVID-19 vaccinations and 297 Influenza vaccinations to vulnerable populations. The Hub extends their gratitude for the generous donations of the Influenza vaccinations from the Woody Point Pharmacy and Brassall Pharmacy Ipswich, as well as our friends at the Mater Refugee Network. Additional Influenza pop-up clinics are occurring in the coming weeks with the current spike in Influenza cases in the community. This work is made possible through ongoing 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 Coorparoo
- Diabetic Street Hub employed by Princess Alexandra Hospital.
- Domestic Violence Clinical Nurse – funded by St Vincent's Hospital Health Equity, Dr Jane Currie – Professor and Nurse Practitioner, School of Nursing at QUT.

## Domestic and Family Violence Key Learnings

The Hub has continued to take active steps in addressing the impact of Domestic and Family Violence (DFV) on the health and wellbeing of women and children.



Need for health practitioners to provide trauma sensitive care to women and children experiencing DFV.



Improving hospital responses to mental health for women and children experiencing DFV.



Improving access to health care for women and children experiencing DFV by providing community outreach responses.



Improving hospital responses to women and children experiencing DFV by improving hospital staff's knowledge of DFV.



Improving hospital maternity care responses to women who are pregnant and experiencing DFV.

In 2022, the outcomes achieved contributed to further input for the Queensland Women's Health submission with Women's Health Queensland. Our experience within the DFV sector has highlighted the need for improved healthcare access for women who are pregnant. Therefore, it was recommended that greater resources were required for women who are pregnant and experiencing DFV.





*At the launch of Her Health Day April 2023*

## Her Health Day

In late 2022, Micah Projects generously received an additional \$20,000 from St Vincent's Health Australia to further enhance our services to vulnerable women and children.

Women and children who are experiencing homelessness, and/or DFV, or are vulnerably housed have difficulty accessing appropriate primary health care. To address this, Micah Projects developed a shared care framework which operates from the Hub.

This new initiative has improved access to primary health care for vulnerable women and children with a specialised DFV lens. Our DFV nurse, Talay Quinlan, and General Practitioner, Dr Julie O'Brien, are currently located at the clinic two days per week. A women's-only clinic, Her Health Day, occurs weekly on a Monday.

Her Health Day is a safe space for women to support their health and wellbeing needs, where women can access a range of free health screenings and complementary therapies.

A volunteer nurse is available at the Hub to assist with Her Health Day. When the woman and children attend the clinic, the volunteer nurse provides a warm welcome and assists with screening. Transportation to the Hub can also be provided. Following this, the DFV Nurse and GP attend to the woman and children to address their unmet health needs.



*Hep C point of care testing*

## Hepatitis C Campaign

The Hub has continued its efforts to test for and eradicate the devastating impacts of Hepatitis C among our community, with the delivery of our 'BE FREE from Hep C' campaign. This initiative has been led by our experienced Nurse Practitioner (NP), Kim Rayner, who is strongly committed to this cause. The campaign has achieved the following between June 2022 to July 2023.



**236 people** have been seen by the part time (0.4 FTE) NP for clinical assessment, Hepatitis C testing, pretreatment work up, prescribing of direct acting antiviral treatment and clinical support to complete treatment/cascade-of-care. **187** of these people have been supported by the NP to access Hepatitis C point of care testing as part of the UNSW/ Kirby Institute National POCT study.

**49 people** accessed the NP service through the non-point of care Hepatitis C/Liver health pathway.



### Diagnosis

**50 people** in total were diagnosed with Hepatitis, with **21%** reporting to be experiencing homelessness and at-risk.



## Treatment and Cure

**29 people** completed treatment and were cured. This does not include patients under specialist care or who were treated elsewhere.



## Support and Follow-up

**13 people** needed support and assertive follow-up to complete and sustain treatment. These individuals usually had a severe mental illness which impacted their ability to engage in care.

**2 people** under specialist care.

**1 person** being treated elsewhere.

**7 people** unable to be contacted due to, rough sleeping, not in contact with Micah teams/local services, and unable to locate.



In addition the Hub provided Hepatitis C education across Brisbane.

This included **21 Hepatitis C Health Education events** held at crisis accommodation and homelessness and health services. **180 professionals** and **212 people** who were experiencing homelessness, vulnerably housed, or attending an Alcohol and Other Drugs (AOD) service were provided with education and support.

Aspects of care available	GP special areas of interest
<ul style="list-style-type: none"> <li>▪ Gynaecological care</li> <li>▪ Antenatal care – shared care</li> <li>▪ Postpartum care</li> <li>▪ Referral to specialist care</li> <li>▪ Pre-conception planning</li> <li>▪ Contraception options</li> <li>▪ Immunisations</li> <li>▪ STI screening (Sexually transmitted infections)</li> <li>▪ Health education relevant to age, risk factors and identified goals</li> <li>▪ Perimenopause and menopause support</li> <li>▪ Mental health care</li> <li>▪ Chronic disease management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Polycystic ovary syndrome</li> <li>▪ Complex contraception</li> <li>▪ Sexual difficulties – Dyspareunia</li> <li>▪ Intrauterine contraceptive IUD (Mirena) advice and removal</li> <li>▪ Implanon insertions</li> <li>▪ Pelvic pain in people with complex trauma</li> <li>▪ Acupuncture</li> <li>▪ Reiki (see Appendix)</li> </ul>

The shared care framework has established strong linkages with hospital-based services, such as CHAMPS. This addresses a gap in the health care system as women who are pregnant and have substance use addictions are often not linked with appropriate services.

Maria's Case Study highlights the benefits of this new initiative (see Appendix).



## 6. Inclusive Health Partnerships Ltd

### Statements of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2023

	2023	2022
	\$	\$
<b>Revenue</b>		
Donations	441,500	238,000
Grants	186,858	270,168
Insurance Income	267,682	-
Interest	-	-
Other Revenue	742,511	630,953
	<u>1,638,551</u>	<u>1,139,121</u>
<b>Less Expenses</b>		
Operating Expense	(147,182)	(141,661)
Depreciation and Amortisation Expense	(70,359)	(140,406)
Medical Equipment & Supplies	(21,537)	(21,818)
Insurance Expense	(19,409)	(16,014)
Property Expense	(53,089)	(18,919)
Interest Expense	(14,752)	(11,574)
Salary & Wages Expense	(818,093)	(839,955)
	<u>(1,144,422)</u>	<u>(1,190,347)</u>
Income tax expense	-	-
	<u>494,129</u>	<u>(51,226)</u>
Other comprehensive income	-	-
	<u>494,129</u>	<u>(51,226)</u>
<b>Total comprehensive surplus/(deficit) for the year</b>	<b>494,129</b>	<b>(51,226)</b>

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 2022 - 2023 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](http://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 2023

	2023	2022
	\$	\$
<b>Assets</b>		
<b>Current assets</b>		
Cash & cash equivalents	317,395	241,710
Trade receivables	262,347	48,307
Prepayments	8,722	7,197
<b>Total current assets</b>	<b>588,464</b>	<b>297,214</b>
<b>Non-current assets</b>		
Property, plant and equipment	182,682	-
Right of Use Assets	192,189	245,824
<b>Total non-current assets</b>	<b>374,871</b>	<b>245,824</b>
<b>Total assets</b>	<b>963,335</b>	<b>543,038</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	101,654	92,119
Provisions	22,925	78,150
Lease Liability	55,214	53,052
Deferred revenue	25,000	-
<b>Total current liabilities</b>	<b>204,793</b>	<b>223,321</b>
<b>Non-current liabilities</b>		
Provisions	4,430	4,519
Lease Liability	153,300	208,515
<b>Total non-current liabilities</b>	<b>157,730</b>	<b>213,034</b>
<b>Total liabilities</b>	<b>362,523</b>	<b>436,355</b>
<b>Net assets</b>	<b>600,812</b>	<b>106,683</b>
<b>Equity</b>		
Retained Surplus	600,812	106,683
<b>Total equity</b>	<b>600,812</b>	<b>106,683</b>

## Appendix – Maria's Case Study

The participant's actual name isn't used for privacy and confidentiality reasons.

Maria is a 24-year-old female who was referred to the DFV Nurse after experiencing sexual assault that required immediate follow-up care. Maria also needed assistance to access additional health services to address her mental health and alcohol and other drug (AOD) concerns. Despite the significance of her injuries, Maria declined to attend the emergency department due to her previous negative experiences within the hospital system.

### Health Concerns and Risks

The DFV Nurse conducted a thorough assessment and identified that Maria's current health concerns and risks were:

- having experienced a significant sexual assault;
- actively using substances;
- having been diagnosed with post-traumatic stress disorder and anxiety; and
- not being linked with a general practitioner.

### Requirements

Following, the DFV Nurse identified that Maria required:

- access to a forensic examination;
- to be linked with a general practitioner;
- access to AOD resources;
- access to mental health services; and
- emotional support.

### Response

The DFV Nurse provided the following response:

The DFV Nurse initially met with Maria when she was living in a social housing unit. However, as the property was deemed unsafe, the DFV Nurse later met Maria at a local coffee shop. Maria disclosed that she had experienced a sexual assault incident in her home two nights prior, which resulted in severe vaginal/rectal pain and discomfort. Maria expressed reluctance to go to the hospital due to her previous negative experiences.

The DFV Nurse advised Maria that she could still receive comprehensive sexual assault screening within the community without undergoing a forensic examination at the hospital. Maria felt relieved by this information and consented to treatment in the community. The DFV Nurse supported Maria to access Her Health Day at the Inclusive Health and Wellbeing Hub (the 'Hub') to address her unmet health needs.

Additionally, the DFV Nurse immediately referred Maria to the Zig Zag Young Women's Resource Center, which provides information, advocacy, referrals, support, and counselling services to women who have experienced sexual assault and high-risk violence.

The DFV Nurse facilitated Maria's connection to the Hub. During the initial consultation, a female general practitioner conducted a comprehensive health assessment of Maria's vaginal/rectal pain, provided treatment and a gynecological referral.

The GP completed a full health screening, including STD/BBV and other pathology tests. The participant also sought advice and treatment for her mental health and substance use concerns. During the same visit, the DFV Nurse administered opportunistic Gardasil and Flu vaccinations to Maria.

Maria returned to the Hub for her results follow-up and initiated a mental health care plan with the female general practitioner. She was also linked to Lives Lived Well for specialised support to address her substance use.

Following this, Maria started attending bulk-billed psychology sessions in conjunction with sexual assault counselling and AOD group counselling. Maria was discharged from the DFV Nurse's care as she was successfully linked with the Hub, psychology, sexual assault, and substance use counsellors.

Overall, Her Health Day enabled Maria to access DFV-informed clinical care through a shared care framework.

**Micah Projects**

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