



# **Annual Report & Quality Account**

2019-2020

**each**  
health . hope . opportunity

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# Acknowledgement of Country

We begin by acknowledging the traditional custodians of the land on which we work, and we pay our respects to Elders past and present.

We acknowledge the sorrow of the Stolen Generations and the impacts of colonisation on the Aboriginal and Torres Strait Islander people. We recognise the resilience, strength and the pride of the Aboriginal community and encourage and support emerging leaders.

# CEO & Board Chair

## Message

2020 marked EACH's 45th year providing an integrated range of health, disability, counselling and mental health services. Heading into the year we truly had no idea of what lay ahead. Reflecting on the 2019/20 financial year to put together this Annual Report & Quality Account, we were struck by the clear separation of this year into two parts – pre and post COVID.

Like all service providers, EACH had to make rapid innovations and changes to the way we deliver services to the community. Things that seemed almost impossible a year ago are now our everyday reality. This year's report features stories that highlight the creativity, adaptability and commitment of our staff as they worked tirelessly to ensure that vulnerable members of the community were still able to access support and stay connected.



**Peter Ruzyla (CEO) &  
Judith Woodland (Chair)**



In addition to reimagining the way EACH carries out our regular range of programs nationally, we have been fortunate enough to work closely with the Department of Health and Human Services (DHHS), and a large number of stakeholders and partners, to provide services directly related to Victoria's COVID-19 response. Pulling together Victoria's first community based COVID-19 testing clinic not only reflected the responsiveness and adaptability of our staff, but was also indicative of what was to come. Teamwork across our frontline staff and back of house functions was critical as we raced against time to get this first clinic up and running. One clinic soon turned into five, mobile COVID testing buses were added and EACH staff also supported the outbreak responses in the high-rise inner-city buildings. Adding to these responses we pulled together a partnership of five like-minded Community Health services to undertake Rapid Response Testing in workplaces across Melbourne, as well as teams to work in High Risk Accommodation settings

such as supported residential services, rooming houses and caravan parks. And as we were receiving the results of people who were testing positive for COVID 19, we were in a position to reach out to them, monitoring and supporting them through their convalescence, liaising with their GPs and occasionally having to arrange hospitalisation. The most recent work has been involvement in outbreak and cluster management which is currently proving to be a significant and multi-dimensional challenge.

Through all of this our staff and volunteers approached every situation and every customer with "welcome, empathy and hope". We thank them for going above and beyond during this most unusual year.

If we reflect further back to pre-COVID times, EACH has welcomed a number of new staff and new programs during the year and celebrated significant milestones in others. Every year it is a challenge to represent the breadth of services offered by EACH, this year was no different.

We hope that the selection of customer stories and service information contained herein gives you a small insight into the work of our 1300 staff and 250 volunteers.

We hope you enjoy reading the 2019/20 Annual Report & Quality Account. If you are interested in learning more about EACH we encourage you to visit our website. Reviewed and re-launched in April 2020 thanks to valuable feedback from our customers, it has improved navigation and content and makes it even simpler for you to connect with us. Details are on the back cover of this report..

**Peter Ruzyla - CEO**

**Judith Woodland - Board Chair**

# About EACH

EACH provides a range of services including health and wellness, NDIS, counselling, community mental health, support for older adults and child youth and family programs across Victoria, New South Wales, Queensland and the ACT.

We understand health and wellbeing are determined by a combination of medical, behavioural, social and environmental factors.

We recognise that not everyone experiences life equally, by virtue of a range of factors including gender, socio-economic status, cultural background and education level.

Our focus is therefore on creating opportunities for equitable outcomes. No matter what someone's starting place, we will support them to achieve their hopes and aspirations.



**140+** Programs



**45000** Customers



**57** Sites



**1300** Employees



**250** Volunteers

# EACH

## Out & About

Though it seems a distant memory now, before COVID-19 hit in early 2020 the EACH team were enjoying getting out and about in the community. With a focus on supporting community events and engaging with locals we attended a variety of events big and small around Australia.

Even during the height of the COVID-19 restrictions our teams put their energy towards online and virtual opportunities to connect with people and communities. This challenge brought about the opportunity to reach more people in new locations and is one of the 'new' ways of working we want to retain in the future.

As we look to the end of 2020 and beyond we gladly anticipate connecting with you again, either virtually or in person, very soon.



# COVID-19

## Working Through a Pandemic

Like most organisations around Australia, the end of March saw EACH staff and volunteers move offsite in a matter of days as the reality of the pandemic and the risks it posed to both our team and our customers became apparent. As you look through the pages of this report you will see many examples of how our teams adapted services, groups and support functions to continue supporting our customers during this challenging year.

At the same time as the majority of our team were learning to work with new technology, in new ways from home, we were putting the call out for staff to volunteer for one of the first Victorian COVID-19 screening clinics at our Warrandyte Road, Ringwood site. Staff across program areas came forward to voluntarily fill a wide variety of roles required to support these new services.

Within days our team was on site operating the clinic which established the blueprint for future testing sites across the State. Before long additional clinics were established in Lilydale, Yarra Junction, Boronia and Emerald. During Victoria's second wave our teams worked to provide support to COVID positive people in high risk accommodation and were on the road seven days a week providing Rapid Response testing in partnership with a number of other community health services.





**35,982**  
customers tested



**48,601**  
phone enquiries



**124**  
positive cases  
identified

As at 21st October 2020



# Older Adults Online

As the way we live and interact changed dramatically in early 2020, this left thousands of older Australians socially isolated as the groups and activities that kept them connected were forced to close their doors. This posed a problem for EACH and other service providers: how to keep older Australians connected and active during their extended lockdown.

*'A lot of the ways in which older Australians used to stay connected have been postponed, such as having meals together, sharing news and keeping up to date or attending social functions. So we've had to find other ways to get that interaction going,' Peter Ruzyla, CEO'*

EACH's Older Adults team worked quickly to establish an outreach program comprising new ways of staying connected with customers. The outreach program also provided an opportunity to check-in and see if additional supports were required.

Activities introduced as part of EACH's outreach program included regular welfare calls that sometimes even included a sing-along, weekly newsletters with puzzles and arts and crafts activities with materials for older people to do at home. Items were packaged up by the Older Adults team and delivered safely to the doors of our customers. For some customers this was the only physical interaction that they were able to have each week. For customers who are online we ran Zoom sessions that allowed for a face-to-face catch up, playing games and even having fancy dress competitions.

One of the challenges identified by the EACH Team in assisting customers to engage with our new online format was a lack of suitable technology available to Older Adults in some of our programs.

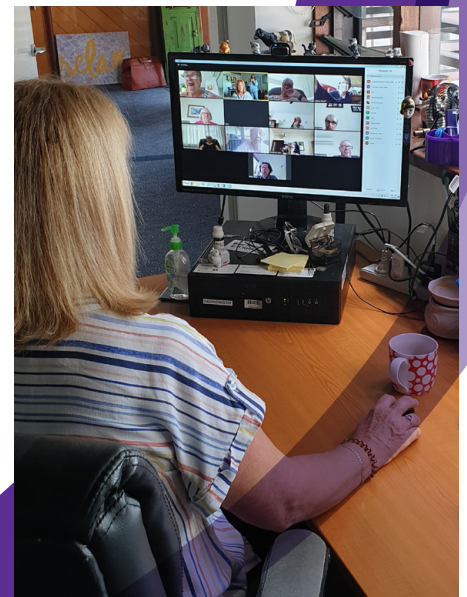
Our Older Adult's Social Activity Group service in Hamilton North recently rolled out tablet devices for their excited clients.

This new initiative was established to support our customers to stay connected with family, friends and the group's zoom activities which includes the wildly popular "armchair travel" adventures.

The latest armchair travel adventures took place from Adelaide to Darwin where the group virtually made scenic stops with their "GlampaVan".

EACH provides a range of services that support older Australians to stay independent, healthy and active in the community, including in-home care, social groups (currently remotely) and health services.

Learn more at [each.com.au/support-older-adults/](http://each.com.au/support-older-adults/)



# Inclusion Through Music

## with Lah Lah

Following our successful partnership with Lah Lah's Big Live Band (Lah Lah) during 2019, our plans for a series of sensory-friendly concerts during 2020 were well underway when the pandemic interrupted life around the world.

Talking to parents of children with sensory needs, we learnt that providing opportunities for their children to stay engaged with music and live performances was even more important at a time that many people were feeling isolated from their regular supports.

Despite being in lockdown themselves, Lah Lah took on the challenge to find a way to bring live, sensory-friendly concerts to children around Australia from their living room in NSW.

Across three concerts children danced, sang and made their own DIY instruments at home to join in the fun with Lah Lah and Buzz.

*"Thank you very much for a wonderful session! Being in Melbourne and not seeing friends for such a long time has been challenging for my daughter so it was kind and caring of you and EACH to organise the live music event."*

*"Thank you for your amazing concert this morning which both my babies enjoyed. We really appreciate it more than I can say. Our toddler is going through normal toddler behaviours with a developmental delay on top of that (he's a heartkid), so currently spends a lot of his day frustrated and screaming. We haven't coped too well with Lockdown. He sat engaged with your concert for pretty much the whole time, even got up close and personal (standing at the TV). Thanks again. We really appreciate you!"*



[each.com.au/services/childhood-intervention-services/](http://each.com.au/services/childhood-intervention-services/)

# The Abadi Family Story

EACH's ACT School Aged Therapy Services team works with a diverse range of children and families, including many who face complex barriers to engage with the range of services they need. This can be particularly difficult for families who have English as an additional language. Wherever needed, our therapists provide guidance and advice to families, ensuring they can access what their child requires.

The Abadi family\* have been supported by our team for a number of years, with two of their children accessing services through the NDIS. During this time the Abadi family have engaged in a range of therapies delivered by speech pathologists, psychologists and occupational therapists. The team provided additional supports to the family to help the parent's support the children's activities. Our team worked in partnership with teachers and school support staff in a collaborative approach, including the extensive use of interpreters. The team also assisted the family to attend necessary appointments that impacted on our service delivery (such as for a hearing check) as well as ensuring everyone involved understood the outcomes and what was required from these appointments.

This approach to working in a family-centred way ensures a complete and holistic approach to the child's health and wellbeing and bolsters the family's ability to provide their own support. In turn, this assists us in our efforts to support those children as they continue to develop into healthy, successful little people.

\*Names and identifying details have been changed to protect the privacy of individuals.

# Child Safe Standards

All children have a right to feel and be safe.

Everyone's role at EACH interacts with children. Whether it's through the delivery of services to children themselves or by connecting to them through online platforms such as social media. Even our back of house supports indirectly interact with children and are important in influencing our Child Safe culture.

To help all staff understand the important role they play in contributing to child safety, EACH launched Child Safe training for the whole organisation to complete. The mandatory training was suitable for all staff regardless of their role and helped to instill a common understanding right across EACH.

Wherever possible teams completed the training together and were able to have important discussions around a number of topics including:

- Indicators of child harm or abuse
- The related EACH policies and procedures and how to best follow them in practice
- What we are already doing well to ensure child safety
- What each of us can do differently to contribute to a child safe culture
- How to seek support if you have any concerns regarding child safety or risk

By completing the training EACH staff were able to increase their knowledge and have a better understanding on how to help keep all children safe and protected.

# Cultural Safety

## **Caring for Country and place is the responsibility of the whole community**

Aboriginal and Torres Strait Islander peoples have lived sustainably with the land for more than 60,000 years, and the continued need to care for Country/place is part of our shared history and needs to be learned and understood more broadly. Holy Trinity Primary School recognise this and by being a successful recipient of a grant from EACH's Health Promotion Team, as part of our Aboriginal Small Grants Project, are ensuring that their students understand the importance of looking after the land we all call home. The EACH Health Promotion team have been working closely with Holy Trinity to take a whole of school approach and consulted their students on how to use the grant.

The School engaged local Aboriginal Artist, Amanda Wright, who is a Palawa woman, to work with a group of students to create an art mural. Amanda taught the students about Bunjil (Wedge-Tailed Eagle) the Creator Spirit and Leader, and a symbol for the Kulin Nation Peoples of Victoria. It is a well-known philosophy in Aboriginal history that our land is protected by the Creator Spirits from various regions.

Amanda also spoke about the importance of being an active role model in their school community by caring for our plants, animals, waterways and the land we live on.

Staff and students worked closely with Vanessa Murdoch (EACH Aboriginal Health Promotion Officer), to create an Acknowledgement of Country specific to their school.

Learn more about the EACH Health Promotion team at [each.com.au/healthpromotion](http://each.com.au/healthpromotion)



# Bunjils Mirring Nganga-djak Project

## Eye testing for the Aboriginal Community

Despite higher rates of vision loss, research consistently shows that Aboriginal and Torres Strait Islander people use eye health services at lower rates than non-Indigenous people. Over one-third of Aboriginal and Torres Strait Islander adults report that they have never had an eye examination.

The EACH Health Promotion Team partnered with schools and services to implement the Bunjils Mirring Nganga-djak Project, which aims to close this gap. The project works to increase the number of Aboriginal people accessing eye examinations through education programs and increased testing.

To increase the number of eye tests, the Bunjils Mirring Nganga-djak Project engaged with community and other stakeholders in the following ways:

- Joining the Eastern Metropolitan Melbourne Aboriginal Eye Health Regional Stakeholder Group
- Using the Aboriginal Journey Tracks School Cultural Program to bring optometry visits into schools
- Working with Aboriginal students to produce posters promoting eye testing for the Aboriginal community.
- Developing a short film promoting eye testing and the EACH clinic, launched at the 'Healthy Mob Day'.

These strategies lead to a significant increase of Aboriginal people using the EACH Optometry Service.



# Ngarrang Gulinj-al Boordup

## Cultural Study Tour

### Ngarrang Gulinj-al Boordup: Caring for our mob in health and wellbeing

EACH's Aboriginal Health & Wellbeing Team, also known as Ngarrang Gulinj-al Boordup, undertook a cultural study tour to Kaitaia, in far North New Zealand.

The team was warmly welcomed on the ancestral lands of Muriwhenua tribes where they had the opportunity to explore how health services are provided to local Maori communities.

The experience provided insights into innovative services that uphold cultural integrity, and improve the social, emotional, cultural, spiritual and physical wellbeing integral to health frameworks for First Nation Peoples.

The tour also enabled the team to build cultural partnerships and networks to share knowledge and to inspire courage and creativity in our work. EACH looks forward to supporting internships and other opportunities for cross-cultural learning and thanks everyone in Kaitaia who welcomed the team and shared their time and knowledge with us.

Learn more at [each.com.au/service/aboriginal-health-wellbeing/](http://each.com.au/service/aboriginal-health-wellbeing/)



# Refugee Health Program

## 10th Anniversary

*"For the first time in a long time, I felt someone cared about my wellbeing"*  
– Ex-customer, Bwe.

This year EACH's Refugee Health team celebrated 10 years of working with people from refugee and asylum seeker backgrounds in the Eastern Region of Victoria.

The program is delivered by Health Nurses, Specialist doctors and supported through our community health services such as Dental, Counselling, Child Development, and Youth Services. We also work with external agencies that include the Migrant Information Centre, local councils, schools, and Eastern Health.

Clients attending the program may have multiple and often complex health issues, for which they may not have received treatment in the past. Meeting our nurses is often the first experience refugee and asylum seekers have of the Australian health care system. Customers have told us that these interactions have been one of the most welcoming steps of starting their new life. Our team feel privileged to support them to receive health services in a culturally sensitive way.

Visit the video link to learn more about Bwe's story:  
[each.com.au/story/refugee-health-bwes-story/](http://each.com.au/story/refugee-health-bwes-story/)





# CREW4YOUTH

In October 2019 EACH launched the new CREW4YOUTH service for children and young people with, or at risk of, mental health conditions living in the Darling Downs and West Moreton areas of Queensland.

CREW4YOUTH builds upon the strengths of young people and assists them to identify needs and goals, and to make the changes they want in their lives possible. The support provided is tailored to increase their capacity and skills through being empowered to understand their own mental health and wellbeing.

The service provides care coordination support and works with children and young people in conjunction with their families, schools and employers. With a focus on the life crises and transition periods experienced by young people we ensure all support is provided in collaboration with a range of health care providers and other health professionals and to promote community information and education on all aspects of mental health maintenance and recovery.

Our services are delivered across both rural and urban settings with both online, face-to-face onsite services and community outreach options including the highly popular “Tuning into Teens” group.

Learn more at [each.com.au/service/crew4youth/](http://each.com.au/service/crew4youth/)





# Manningham Youth Service Launch

This year we were excited to begin our work with Manningham Council to plan and launch an integrated range of services for young people in Manningham. The service is open to young people aged 10-25 years who live, work, study or play in the City of Manningham.

Through a youth-focused, innovative and co-designed model, we are assisting young people to connect with support services and empowering them to be heard on the issues that are important to them.

Establishment of the service involved developing a framework which is being utilised to build capacity in Council, other services, schools and the broader community, creating youth-led engagement in all aspects of planning and decision-making.

The EACH Youth team at Manningham is comprised of Specialist Youth Workers who are working not only on site at Council's MC2 precinct but also in schools and community settings to provide information and referral, early intervention programs and participation and leadership programs for young people.

Learn more at [each.com.au/manninghamyouth](http://each.com.au/manninghamyouth)



# Paul's Journey

Paul spent more than half his life gambling and it quickly became his identity. It started when Paul was a child and use to play for ten cent pieces with the other children while the adults gambled on the bigger table. Paul's unhealthy relationship with gambling grew from there. The more money he earnt, the more he would spend until he found himself stealing from loved ones. When Paul hit rock bottom a friend recommended Gambler's Help.

*"I didn't think it could help me, but I had nothing else to lose".*

Paul started off with the 12-step meetings and was surprised by how others in the group could speak so openly about addiction. This sense of community helped Paul to speak up, and he quickly built connections in the group. Paul's confidence in the service grew and he started 1-on-1 counselling. Paul found this personalised support highly effective and appreciated the level of care shown by his counsellor.

Paul has spoken out about his experience with Gambler's Help to inspire others to seek assistance if they need to. The videos were developed as part of a series in partnership between EACH and the Victorian Responsible Gambling Foundation.

Learn more at [each.com.au/service/gamblers-help-eastern/](http://each.com.au/service/gamblers-help-eastern/)



# Chinese Peer Connection

## 10th Anniversary

In 2009, Chinese Peer Connection responded to concerns around gambling harm and the changing demographics in Melbourne's inner-east by establishing a free telephone counselling service for Chinese speaking people, provided by volunteers from the Chinese community.

CPCs 10th anniversary in 2019 was a great opportunity to celebrate the program's important work, and to recognise the efforts and dedication of the volunteers who make the service possible.

The dedicated volunteers are peers with lived experience, meaning they can provide guidance through drawing on their own story of harm and recovery.

It is well researched that only a small percentage of people (around 15%) who experience harm from gambling will ever seek help, partly because of the stigma around problem gambling.

Understanding this, we designed this program for the local Chinese community to have access to a culturally safe service where they could feel confident in telling their story to a peer, free of judgement. The program also supports other people impacted by gambling such as family and friends.

The program is well integrated into our Gambler's Help Eastern service, providing clients with the opportunity to access further support that includes group programs and financial counselling.

Learn more at [each.com.au/service/chinese-peer-connection/](http://each.com.au/service/chinese-peer-connection/)



**100** CPC volunteers have supported  
**3,120** community members.



# New Horizons

## Self-Advocacy Group

New Horizons, a self-advocacy and mutual support group for adults with an intellectual disability, has been running for over 30 years and continues to help members build the skills they need to be independent.

The group comprises people of all ages and abilities and runs activities including forums, guest speakers, discussions and special events. They also encourage and support each other to speak up for themselves, make informed choices and have control of their lives as well as learning new and interesting skills.

Members manage all aspects of the group from setting the agenda, taking minutes, catering and arranging activities and guest speakers. EACH team member Alby Wilson who works with the group recently observed:

*"We were concerned how COVID would effect New Horizons when we went online. We needn't have been, the group now meets more frequently and the connections between members have deepened as we all adapted to the new environment together."*

New Horizons promotes independence, self-confidence, community inclusion and social interaction and provides an opportunity to connect, share stories and build lasting friendships.

Learn more at

[each.com.au/service/eachchoice-new-horizons-self-advocacy-group](http://each.com.au/service/eachchoice-new-horizons-self-advocacy-group)

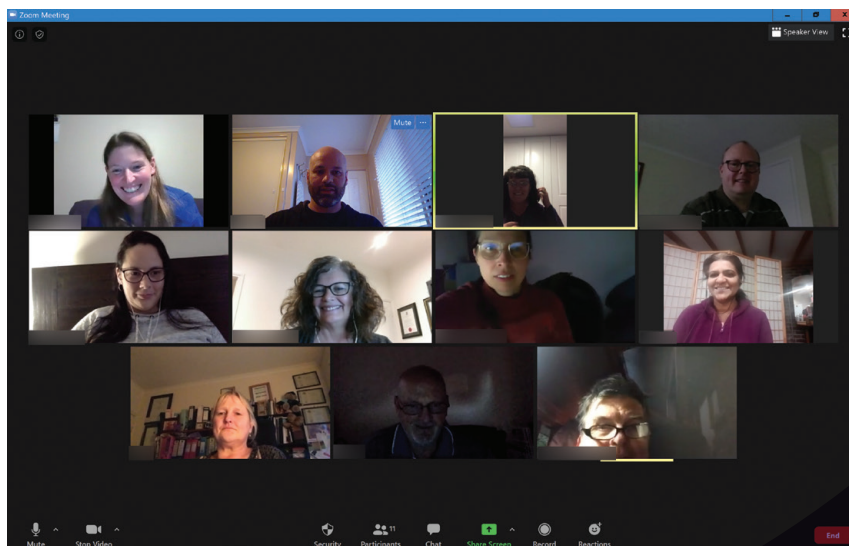


# Taking the CCCAC Online

EACH's Consumer, Carer and Community Advisory Committee (CCCAC) has been providing guidance and advice to the organisation for 5 years and continues to be a crucial component in hearing the voice of our customers. This has continued in 2020 but like everything else this year the committee faced its own unique challenges.

Our CCCAC began the year refreshed with new and continuing members but the ongoing pandemic required a sudden change from face to face meetings to everything happening over Zoom. While it's disappointing we haven't been able to come together, the committee's dedication has provided invaluable advice on areas including health literacy, the feedback and complaint and access and intake processes as well as guidance for our Voice of the Customer program.

We look forward to being able to celebrate these achievements together with the CCCAC soon and their continuing to play a vital role in ensuring the voice of our customers is heard at the governance level within EACH.





# Telehealth Survey

## Improving Customer Experience

*"I love chatting on the phone because it helps me deal with the stress and grief in my life.*

*Without someone to talk to I don't think I could cope when life gets too tough." - EACH customer*

When the pandemic started we had a short timeline to reinvent how we delivered services across EACH. New services commenced as we opened COVID screening clinics and developed rapid response teams in the east of Melbourne. At the same time many existing services moved from face-to-face to new telehealth options.

The move to telehealth was the most significant change to our services during the pandemic. We took the opportunity to learn about the impact this change had by conducting a Customer Experience survey centred around these changes. Our customers let us know the roll-out of telehealth provided both advantages and disadvantages depending on individual preferences, needs, circumstances and availability of technology.

By hearing from our customers, we learned that telehealth works well for:

- Customers receiving "verbal" therapy support
- Parents who no longer needed to organise childcare to attend appointments.
- Customers who have difficulty accessing transport for appointments on-site or feel anxious about attending in-person appointments.

We also heard of experiences where telehealth didn't work so well. These included:

- Customers living in residential services or who may require assistance with using technology.
- Customers who do not have access to a private space at home for appointments.
- Customers with English as a second language.

As we enter recovery and start to look at what life will be like after the pandemic, we'll continue listening to our customers to ensure their experiences guide improvements to all our services.

# Staff Experience

## Flexible Staff Response

To adapt the lockdowns and other public health measures in response to the pandemic, EACH staff have had to drastically change how and where they work. While many employees have continued to deliver face-to-face services, albeit in a different way, approximately three-quarters of us have quickly transitioned to working from home.

Similar to the changes our customers experienced with the shift to providing telehealth services, our staff working from home have reported both advantages and disadvantages.

Advantages of our changed ways of working included:

- Flexible work practices becoming available to a wider range of staff and roles.
- A reduction in travel time allowed for more time for customers and on clinical and administrative work.
- A better work/life balance and more control of the daily schedule.

For some staff disadvantages became apparent including:

- Less opportunities for team and social interaction.
- Difficulty in building rapport with customers through online platforms.
- A negative impact on their physical health from less movement and more screen time.

Many staff also valued being trusted to productively work from home and felt empowered as a result.

*QUOTE - "After Peter's comms: 'It's ok to be flexible with our time' – I feel like it's ok to go for a walk for 30 minutes and taking those mental health breaks – take an hour of them, come back and make up that time. Rather than force myself to do work when at the office with the 9-5 with a 'I must work' outlook" (workshop participant)*

# Helen's Story

Helen\* a single mother of three had experienced family violence from her adult son Sean\* for several years. This included financial abuse, physical assaults, threats to harm and property damage.

Sean's children were placed in the care of their grandmother, Helen after she witnessed and was subjected to his violence. The children's mother was addicted to substances and unable to safely look after them. Helen was now taking care of 5 children.

Despite taking out an intervention order, the abuse escalated.

Helen and the children fled their rural home for Melbourne to seek support from a family violence organisation, but the funding could only accommodate them for a few days. An unemployed, single mother with five kids, two dogs and very little rental history made it near impossible to get approval. Add a pandemic, a lockdown, and the children unable to find a school, Helen became extremely anxious.

Fortunately, the family was referred to the EACH Housing Head Leasing Program. Helen's rent was subsidised, giving her 12 months to break into the private rental market. She was able to start budgeting and use money saved on rent towards furnishing the house.

Having stable housing enabled the family to be linked in with local support services including counselling, education and family services. Importantly, it provided a safe environment for the children to recover from the cumulative trauma they had experienced.

\*Names and identifying details have been changed to protect the privacy of individuals.

## Head Lease Program

Funded by the Department of Health and Human Services, the program quickly assists women with a 12-month subsidised rent model to enable them to transition into the rental market.

Over the last two years the EACH Housing Team worked with family violence services, 22 families affected by family violence and actively involve women to work with support services to address their homelessness.

With excellent outcomes for people like Helen, EACH Housing is hopeful that this important program will be extended. Initiatives like the Family Violence Head Lease Program are even more critical as we see the increase in domestic violence linked to the COVID-19 restrictions.





# Embracing Diversity

Embracing diversity and learning about everyone's differences is vital to the work of EACH. We want to create healthy and inclusive communities and are committed to developing understanding of the diverse cultural experiences of the people we serve. As part of this commitment we have launched an LGBTIQ Cultural Awareness training module that all EACH staff and volunteers are required to complete.

The module provides foundational information for a better understanding of the lived realities of the people in our communities who identify as LGBTIQ. The module was developed in partnership with LGBTIQ staff members and community and educates on topics including the effects of discrimination, power of language, cultural and linguistic diversity within the LGBTIQ community and ways in which we can all support a more inclusive workplace and community.

This is one step in the beginning of our capacity building journey to providing best practice to the LGBTIQ people in our communities.

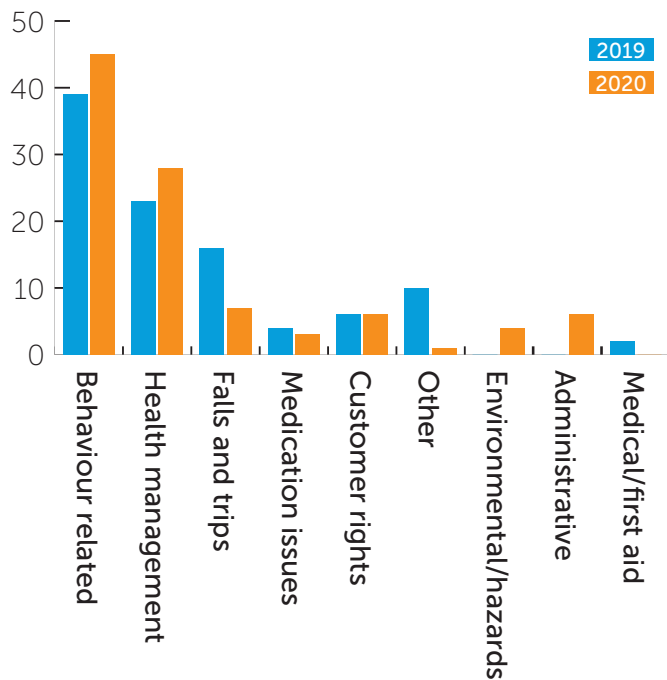


# Customer Safety

EACH is committed to keeping our customers safe. But sometimes things don't go to plan so staff are encouraged to report all customer incidents so they can be investigated to understand what happened and take action to stop it happening again.

At EACH we like to talk openly with customers, their family and carers. In the past year we have worked on developing a process for reviewing the more serious incidents that involve our customers so we can learn from these incidents and improve our processes.

## Customer Incident data



# Quality Oral Health Services

## Creative solutions

The Oral Health team found creative ways to support customers safely during the COVID -19 pandemic.

Two counselling rooms not being used were given a face lift and refitted to create two new dental surgeries. The surgeries are for the Prosthetist who specialise in denture making and fitting. With extra infection control processes in place they have been able to work during the pandemic.

To encourage and educate customers on good oral hygiene practices while on the dental waitlist the oral health team have introduced telehealth.

## Infection Control

The oral health team is continually auditing and testing their infection control and prevention practices to keep their customers safe. In the past year the oral health team have:

- audited the effectiveness of the seal on the packaging used for sterilising dental instruments and equipment. The results from a sample tested showed 36% of the packaging did not have an effective seal. As a result of the audit process the team were able to purchase a heat sealer to eliminate human error and provide best practice sterilisation to protect their customers.
- completed online training in aseptic technique; a requirement of the of the National Safety and Quality in Healthcare Standards (NSQHS) Infection Control and Prevention standard. Aseptic technique is a way of working that prevents bacteria, that can cause health care acquired infection, from being introduced during complex dental procedures.
- following external testing of the water quality supplied to the dental chairs the oral health team have introduced regular water testing to make sure they meet Australian standards.



# Quality Accreditation

EACH is accredited against many best practice standards which cover the wide range of services that we provide. Most standards run in a three year cycle, although some have more regular checks, to make sure the services we provide are safe and continuously improved to meet the needs of our customers.

In the past year EACH has passed the following standards:

Name of the standard	How did we go?
<b>Aged Care Quality Standards</b>	<ul style="list-style-type: none"><li>• met 100% of all standards</li><li>• the assessment team observed respectful interactions between staff and customers</li></ul>
<b>Human Service Standards</b>	<ul style="list-style-type: none"><li>• met 100% of all standards as part of a regular check</li><li>• the assessment team noted feedback from customers who expressed they were treated as a person not a number</li></ul>
<b>National Standards for Mental Health Services</b>	<ul style="list-style-type: none"><li>• met 100% of all standards as part of a regular check</li><li>• the assessment team observed a commitment to customer quality and safety and a focus on continuous improvement from top management to all staff delivering mental health services</li></ul>



# Financial Summary

	2018/19	2019/20
Revenue from operations	101,212,216	107,458,204
Non Operating Income	586,085	13,582,325
Capital Grants	1,141,022	803,632
Total Revenue	102,939,323	121,844,161
Total Expenses	107,642,366	114,317,991
Surplus	-4,703,043	7,526,170
Other Comprehensive Income	1,590,119	-694,557
<b>Total Comprehensive Income / (Loss) for the year</b>	<b>-3,112,924</b>	<b>6,831,613</b>

## Assets

Cash and Liquid Investments	16,406,907	20,758,382
Property, Plant and Equipment	45,173,705	51,900,506
Other Assets	5,680,300	8,852,658
<b>Total Assets</b>	<b>67,260,912</b>	<b>81,511,546</b>

## Liabilities

Trade and Payables	24,364,068	30,487,901
Provisions	14,603,621	14,998,809
<b>Total Liabilities</b>	<b>38,967,689</b>	<b>45,486,710</b>
<b>Net Assets</b>	<b>28,293,223</b>	<b>36,024,836</b>

# Acknowledgment of Funding Support

We would like to acknowledge that the services we deliver across Australia are made possible by funding from the federal and state governments:



## Australian Government

- Department of Health (DoH)
- Department of Social Services (DSS)
- Department of Human Services (DHS)
- Department of Families, Housing, Community Services and Indigenous Affairs (DFaHCSIA)
- Department of Education and Training (DET)



- Department of Health and Human Services (DHHS)
- Department of Justice (DoJ)
- Dental Health Services Victoria (DHSV)
- Victorian Responsible Gambling Foundation (VGRF)



- NSW Health

We also recognise and value the support and partnerships of local governments and government agencies:

- Knox City Council
- Whitehorse City Council
- Primary Health Networks (PHNs)
- Eastern Health
- National Disability Insurance Agency

We would like to acknowledge all the partnering health, community and advocacy organisations who collaborate with us to build healthy communities.

## EACH services include:



Counselling



Mental Health



Child, Youth and Family



NDIS



Health and Wellness



Support for Older Adults

### Not sure who to call?

Access services and receive advice about what services are right for you

 **1300 003 224**

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