

Annual Report & **Quality Account**

2020-2021

A decorative graphic consisting of several overlapping, wavy, horizontal bands in shades of purple and yellow, creating a sense of movement and depth. The bands are layered, with some appearing to be in front of others, and they curve across the bottom half of the page.

each
health . hope . opportunity

Contents

- 1** Acknowledgement of Country
- 2** CEO & Board Chair Message
- 4** About EACH
- 5** EACH Strategy 2021 – 2024
- 6** Farewell To Peter
- 8** Reconciliation Action Plan 2020-2022
- 9** Congratulations Uncle Des
- 10** Night at the Museum
- 12** Smile Squad
- 13** Gamblers Help 25th Anniversary
- 14** Stuart's Story
- 16** Vaccination Ambassadors
- 18** Bob's Story
- 19** Burndap Dhumba "Good Talk" Program
- 20** Glitterbug Hand Hygiene
- 21** Masking up with EACH Volunteers
- 22** Killara House Social Activity Group
- 23** Malcolm's Story
- 24** You said, We did
- 25** Staff Engagement 2021 Results
- 26** Customer Safety Incident Data
- 27** Quality Accreditation 2020/21
- 28** Financial Summary
- 29** Acknowledgement of Funding Support



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

No review of the year can be made without mention of COVID 19 and this organisation's significant contribution to addressing this public health crisis.

In fact, since March 2020, our staff have been going in and out of lockdown, and while the experience has been different in each state and territory, and for different services, everyone has been affected.

We can be very proud of the major contribution of our staff in almost every possible way. This has included conducting over 171,000 COVID 19 tests, administering over 89,000 vaccinations and supporting affected community members via our Rapid Response Teams, High Risk Accommodation Support and COVID +ve Pathways programs.

Managing our pandemic response has required commitment, resilience and EACH's trademark 'can-do' attitude to solve problems and keep doing the heavy lifting that has been required from our management and staff.

I want to acknowledge our administration, HR, Finance, Communication and Service Design, IT, facilities management,



and the many other staff who came forward to work on or support the front-line of our COVID response in a variety of roles. Without this massive team effort EACH would not have been able to make this impact and contribution to the nation's efforts in the pandemic.

While unfortunately COVID has dominated much of our thinking again this year, it's important to recognise that it has not been the only 'show in town.' During the year we have established additional services in mental health, new services for people experiencing homelessness are being provided in conjunction with our social housing subsidiary, EACH Housing Ltd (EHL), there has been an expansion in our Drug and Alcohol Residential Rehabilitation, several site upgrades and major social housing development projects, and the integration of a new psychology practice – to name just a few.

Strategic Plan 2021-2024 – while it was felt that it might be difficult to accurately plan a future strategy whilst in the middle of a pandemic, the Board chose to press ahead with a 4-year plan. The Board reaffirmed the central purpose of EACH as being to *promote health, build hope and create opportunity* in the communities and people we work with. This is a powerful and inspiring statement of purpose of which we can all be proud. You can read more about EACH's new Strategic Plan on page 5.

Because COVID was so all consuming it would have been easy to put everything else on hold. But as is the culture of EACH we faced the year's challenges head on. We responded to COVID as well as finding ways to maintain our essential services while keeping our focus on constant improvement and organisational development as well as maintenance of quality accreditations.

In addition, we renewed our commitment to working with our First Nations communities through our second Reconciliation Action Plan; including the appointment of respected Elder Uncle Desmond Smith as our Senior Cultural Advisor. There are many more examples of work we continued to do in our communities which are documented in the Annual Report, which we commend you to read.

And finally we want to thank the Board and Executive Leadership Team for their steadfast support throughout another remarkable year in the history of EACH.

Judith Woodland - Chair

Peter Ruzyla - CEO

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



1500 Employees



250 Volunteers

EACH Strategy

2021 – 2024

At the heart of EACH 2021-2024 is a core belief that everyone should be able to easily access safe, effective, personal and connected care, and that this care is reliable and consistent everywhere, every time – ‘services you can trust’.

By putting high quality customer experiences at the forefront of our thinking this strategic plan positions EACH for success in a rapidly changing world. Over the next four years we will prudently manage risk, strengthen and grow our services to improve health, build hope and create more opportunities.

Our latest strategic plan will be launched at the 2021 AGM. It focuses on the following four goals:

Goal 1: Safe, accessible, effective, person-centred, and connected services

Goal 2: Strong connections with customers and community

Goal 3: Great people, positive culture

Goal 4: Technology for better health and wellbeing

You can learn more about the EACH 2021-2024 Strategic Plan at:

<https://www.each.com.au/about-us/publications/>

Farewell To Peter

In 1989 Maroondah Social Health Centre in East Ringwood advertised for a new Director. Enter Peter Ruzyla who saw this as the next stage of his career which had been in teaching and educational psychology. The service was based in Ringwood East, in two old houses which were literally falling apart.

At the same time, the Victorian Government introduced the Health Services Act, which would bring regulation to community health, and the centre changed its name to Maroondah Social and Community Health Centre. It already had a tradition of evolving in response to changing community and political contexts and has certainly had evolution at its core throughout the time Peter has been at the helm.

Peter has guided processes of merger and service integration to strengthen and improve supports to the community. Following mergers in 1998 with Outer East Council for Developing Services in Mental Health Inc. and Healesville Adult Day Care Centre, the organisation became known as Eastern Access Community Health. In 2014 a merger with Knox Community Health resulted in a rebranding to EACH. Other services which have been integrated into EACH include Regional Extended Family Services (REFS), Maroondah Addictions Recovery Project (MARP) and Reconnexion. The inclusion of each of these has meant expanded and improved services for the communities supported by EACH.

EACH has been on a growth trajectory throughout Peter's tenure. Peter took over as Director of a small organisation in terms of budget, staffing and building. Little did he realise that he would remain for almost 33 years and retire as CEO of an organisation with a budget in excess of \$150 million and approximately 1700 staff providing services in Victoria, New South Wales, Queensland and the ACT.

Peter is passionate about the provision of integrated health care responding to the social model of health which recognises that people's health and well-being are influenced by a wide range of social conditions. Where people live is an important factor. Peter is also CEO of EACH Housing, a subsidiary company which was registered as a housing provider in 2009. This is an important part of providing integrated services for people in the community who are the most marginalised.



Peter and EACH have influenced each other throughout the years. Peter's values of honesty, openness, humility and integrity are intertwined with EACH's values and behaviours: 'we listen, we care, we learn, we deliver'.

Peter and the board of management have always enjoyed a close, effective partnership to achieve the best outcomes for EACH and the communities it serves. The board has the utmost trust in Peter and his ability to lead the organisation in an ever-changing environment.

Peter's contribution to EACH and our communities, as well as to broader health and community services has been enormous and far reaching. He leaves EACH in a very strong position, ready to continue its evolution to ensure it is 'promoting health, building hope and creating opportunity'.



Reconciliation Action Plan

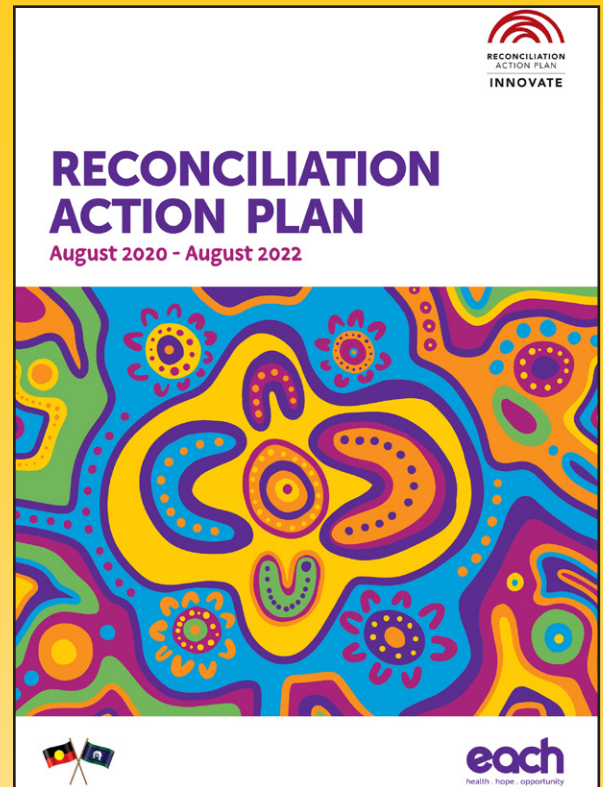
2020-2022

In the spirit of reconciliation and guided by our values, EACH is committed to social justice, and the promotion of health and wellbeing for all in the community.

Our 2020-2022 Innovate Reconciliation Action Plan (RAP) reflects EACH's service principles of Welcome, Empathy and Hope which align to the key pillars of the RAP program – Respect, Relationships, and Opportunities. These principles will guide us as we continue to deliver inclusive, culturally safe and responsive services and create inclusive opportunities in employment and supplier partnerships. The plan identifies tangible measures of our commitment to make a difference in the lives of Aboriginal and Torres Strait Islander peoples and communities. It is EACH's 'call to action' for closing the gap on inequality.

In the context of our work at EACH, our ambition is that we work together in partnership with our Aboriginal and Torres Strait Islander customers, communities and staff to design and provide accessible and culturally safe services and employment.

View the RAP <https://www.each.com.au/about-us/publications/>



Congratulations

Uncle Des

In June of 2020 EACH was proud to announce that Uncle Des Smith commenced in the role of EACH Cultural Advisor. This role will further support and progress EACH's ongoing commitment and work towards Reconciliation through our Reconciliation Action Plan (RAP).

Uncle Des is a respected Elder and a descendant of the Yorta Yorta and Jaara – Dja Dja Wurrung People through his mother and Wiradjuri descent from his father's ancestry. With a career as a frontline health worker spanning over 40 years, Uncle Des' commitment at a grass roots level to the Aboriginal Community in championing health, justice and education has been outstanding. This commitment led to his induction into the 2020 Victorian Aboriginal Honour Roll, recognised for championing equity and cultural safety across education, housing, justice, health and dedication to self-determination. Uncle Des continues to play a key role on our RAP Working Group in the development and implementation of our Innovate RAP (2020-2022) and in EACH's historical signing of our MOU with the Victorian Aboriginal Health Service (VAHS).

"EACH's Ngarrang Gulinj-al Boordup Team is proud to be working alongside Uncle Des Smith and sharing in this wonderful news. We are very excited that he is being recognised for his outstanding commitment to the Aboriginal Community in championing health, justice and education spanning his whole career."



Night at the Museum

Midsumma 2021

For more than 10 years the EACH team have headed out to the Midsumma Festival in Melbourne to celebrate everything LGBTQIA+.

Although this year the Festival looked slightly different to meet COVID-safe requirements, in April 2021 we were fortunate enough to partner with Minus 18 when they presented 'Night at the Museum' – an inclusive dance party at the Melbourne Immigration Museum.

As hosts of the 'Glam Station' EACH staff members from the Manningham Youth Team engaged with hundreds of the LGBTQIA+ young people in attendance.

Sadly, we know that LGBTQIA+ youth experience higher rates of homelessness, mental health concerns and suicide compare to cisgender and straight youth. Attending Night at the Museum was a valuable opportunity to let the young people in attendance know that inclusive support services like EACH are available to them.

In addition to hosting the Glam Station, the Manningham Youth Team also arranged a bus to take young people from the Manningham and Boroondara LGAs to the city, ensuring safe and reliable transportation to and from the venue. The pride themed bus was complete with decorations, loot bags with pronoun badges, refreshments and glow sticks.

Plans are already underway for Midsumma in 2022 and we can't wait to see what amazing rainbow events will be on the program.

"It was so welcoming, i didn't feel judged, we didn't feel out of place. It was like a big home away from home. Everyone was so welcoming, inclusive, kind, and lovely."



Smile Squad

The Smile Squad provides free annual oral health examinations and free follow up care for all children attending Victorian public schools. The Smile Squad program delivers on a Victorian Government commitment to improve the dental health of Victorian school students.

EACH commenced rolling out the Smile Squad to schools in the Yarra Ranges region in early 2021 and will shortly commence services in the Maroondah and Knox areas. The Smile Squad Team's first stop was Selby Primary School.

One of the young students seen by the Smile Squad had some untreated decay which had not been picked up in a previous visit to a private dentist. The Smile Squad clinician was able to pick up the decay early due to x-rays being a standard component of the Smile Squad's diagnostic process.

In follow up visits the child's teeth were able to be restored with the use of fillings and stainless-steel crowns. Not only will this treatment stop the decay getting worse but it will also avoid future pain for the child and minimise the likelihood of more invasive treatment such as extractions.

In addition to providing treatment, thorough oral hygiene instructions were provided and discussed with the child and their parent to avoid recurrence in the future.

Our Smile Squad look forward to visiting many more schools across the region over the coming year.



Gamblers Help

25th Anniversary

Gamblers Help Eastern (GHE) celebrated their 25th anniversary in February 2021. The event marked a quarter of century providing support, advice and information to people affected by gambling-related harm and to the broader Melbourne Eastern Metropolitan community.

Starting with three psychologists the program has continued to grow and evolve. GHE now offers individual counselling, group work, financial counselling, community education and venue support.

The 25th anniversary event was an opportunity to celebrate all the great work that has changed, and likely saved, lives. Those in attendance reflected on the program's success with many customers coming back to tell us about their new lives, renewed hope, and the part GHE was able to play in that story.

For many people gambling can be such a prominent influence in their life that all other interests are lost. In addition to providing service directly addressing gambling harm, GHE pioneered programs to 'fill the hole' that was left when people stop gambling. GHE were one of the first organisations to establish peer-controlled social groups with the support of people who have been on the same journey.

EACH is pleased to continue working in partnership with the Victorian Responsible Gambling Foundation to support people experiencing gambling related harm.



Stuart's Story

From Homelessness to a Home

To keep vulnerable, homeless Victorians safe through the COVID pandemic, EACH and our housing service, EACH Housing, were pleased to join the Victorian Government's "From Homelessness to a Home (H2H)" initiative. The H2H program assists community members placed in emergency hotel accommodation through lockdown restrictions to move into their own homes. We are delighted by the positive impact this service has had for community members who are now housed and receiving support.

Prior to the outbreak of the COVID-19 pandemic in 2020, Stuart was experiencing housing instability and went through a period of staying in temporary accommodation through homelessness support agencies or sleeping in his car.

When he could afford it, Stuart would stay at motels near his ex-wife's house so that he could be close to his daughter. When his daughter came to live with him Stuart found shared accommodation in Wesburn. However, being in a new town and feeling isolated negatively impacted Stuart's daughter's wellbeing.

Stuart prioritised his daughter's needs and moved back to Melbourne. By this time, the COVID-19 pandemic had started, and lockdowns were in place.

While staying at a motel, Stuart was referred to EACH and the H2H Program. Through the program, he accessed suitable housing through a head lease arrangement.

The positive impact on their lives was immediate, Stuart's daughter returned to school and had her own bedroom for the first time. Her wellbeing and mood improved significantly, and she returned to being active and playing sport.

Stuart feels stability has returned to their lives and that he can now focus on his goals of managing and improving a long-term injury and seeking employment. Stuart says the H2H Program has changed his life, and has given him and his daughter a safe place to call home.



Vaccination

Ambassadors

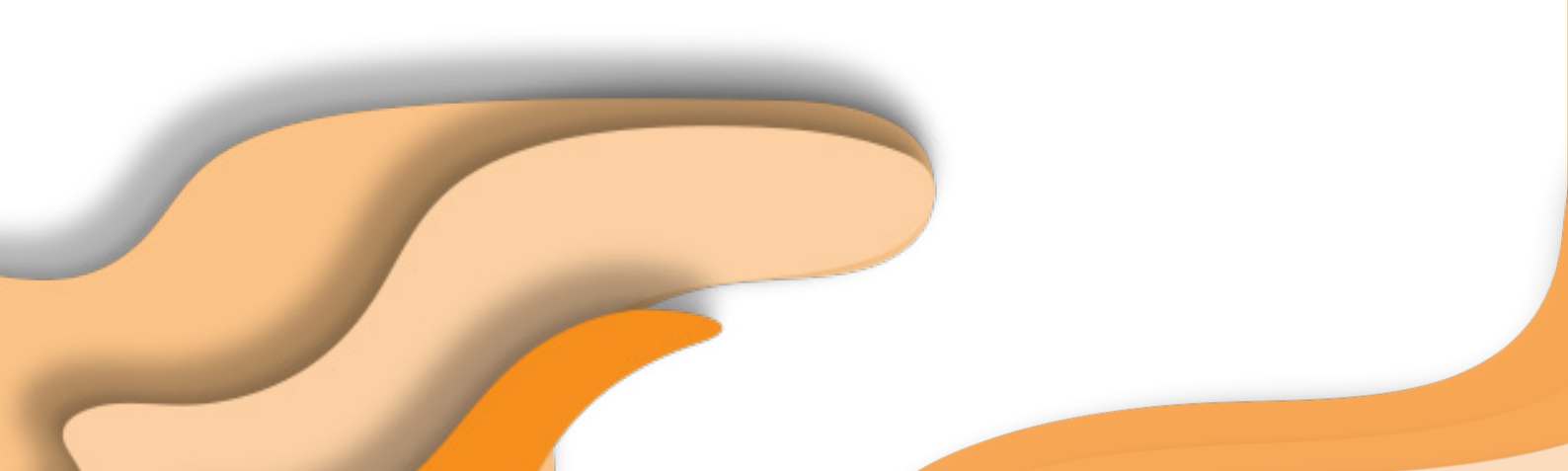
In 2021, community organisations across Victoria partnered with the State Government to become Vaccination Ambassadors. The purpose of the program was to increase uptake of COVID-19 vaccines amongst Victorians. Achievement of vaccine targets were the key to allowing Australians to enjoy more freedoms and eventually opening up completely.

EACH's campaign focused on the reasons why people in our community had been vaccinated – if they were eligible at the time - or the reasons they were planning to get vaccinated when their age group became eligible.

Digital stories were developed with community members including EACH staff, customers and community members from a broad range of age groups and backgrounds. The stories were promoted on social media and had extremely high levels of engagement.

Reaching culturally and linguistically diverse (CALD) communities was a focus of this campaign so in addition to English language content we also produced stories in Cantonese, Chin, Karen and Mandarin.

The reasons given for wanting to get vaccinated were wide-ranging including needing to care for elderly relatives, wanting to visit family and friends, hoping to travel, protecting vulnerable community members, and not getting sick from COVID-19. We thank everyone who volunteered to share their story with us in the hope of encouraging others to get vaccinated.





“

WHEN I DO GET
VACCINATED,
I KNOW IT WON'T
ONLY BE FOR ME,
IT'LL BE **FOR THE
PEOPLE AROUND
ME** AS WELL.

Bob's Story

Partners in Wellbeing

It's without question that the ongoing pandemic has brought stress, anxiety and a feeling of being overwhelmed for many in our community. These feelings can be common during distressing events like COVID-19 and the restrictions many of us have lived with to limit its transmission.

The Partners in Wellbeing (PiW) service was established in 2020 to support members of our community during these turbulent times. PiW offers one-on-one support to help improve wellbeing, develop strategies to cope and provide emotional support when it's needed.

Bob, a man in his 70's, was referred to PiW following a significant injury he had sustained at work. This injury meant Bob had to stop working and give up his property maintenance business and this, combined with the stress of COVID-19 lockdowns, had seen him getting increasingly frustrated.

Working together with a PiW support worker Bob continued with his rehabilitation and kept himself busy working on his home garden. He found the support provided allowed him to manage his mental health which increasingly helped his overall health and sense of wellbeing while his injury improved.

PiW continued to support Bob's emotional and physical improvement and assisted with referrals to other services to help him achieve his goal of rebuilding his business in a way more suited to his circumstances. He has now returned to work part time and feels more motivated and has a better quality of life.

Bob said that he doesn't think he would have made it this far if it wasn't for the assistance of his support worker and PiW. He is grateful for the regular check-ins and support and has asked to maintain these supports as he continues to progress through the challenges of the pandemic.



Working in Partnership

Burndap Dhumba “Good Talk” Program

EACH's Ngarrang Gulin-jal Boordup team and Partners in Wellbeing (PiW) recognise that trust and personal relationships between workers and Indigenous clients are critical, as they form the basis of ongoing and genuine engagement. Having a yarn, hearing about the extended family, and sharing stories are all part of building a long-lasting working relationship that provides support for individual and families healing. This is the basis of the Burndap Dhumba program which has focused on supporting Indigenous community members during the pandemic with their mental health, social, emotional, and physical wellbeing.

When we think about the work undertaken in the Burndap Dhumba program we imagine a large sized loom with many strands of wool. The loom is constructed into a woven tapestry with designs and patterns that speak of the deep respectful listening Dadirri, making connection and talking through Yarning and being led by the individuals or families in their Aboriginal ways of knowing, being, and doing. This all comes together as a single point of connection across culture, health, and wellbeing, creating a series of tightly woven options or choices for individuals and families.

A recent customer describes her experience through the Burndap Dhumba approach:

“This program has literally saved my life on numerous occasions over the last 5 months. The healing I dreamed of has finally begun. I am now better able to access services for chronic health issues that have been escalating, and this has greatly assisted in decreasing my anxiety and PTSD also. The coordination and integrated teamwork with the Aboriginal Health team and the outcomes are far greater than the traditional practice. It is like night and day.

I feel heard, seen and like I matter. This has never occurred before. I feel incredibly grateful, privileged, and blessed to be able to work with this amazing and incredible team”.

Glitterbug

Hand Hygiene

The High Risk Accommodation Response (HRAR) program was established in 2020 to prevent, prepare for and respond early to COVID-19 infection in high risk accommodation settings with shared facilities.

As one of the community health partners in the HRAR program, EACH worked with The Department of Health (formerly DHHS) to roll out a proactive customer-centric response that focused on community engagement and health promotion in high risk settings.

Hand hygiene is a key precaution to stay safe from COVID-19. Part of EACH's health promotion work with HRAR was to find an easily understood way to communicate the need for hand hygiene to people in high-risk settings.

Our team utilised the Glitterbug product to teach proper hand hygiene. Glitterbug's invisible 'potion' is applied to a person's hands and then they are asked to wash it off. Good handwashing technique will remove all the product; however the potion will still be present on any areas that are missed by the washing, and this will only show up under UV light. Residents and staff were shocked to see how many 'germs' were still on their hands and were highly motivated to improve their technique. This extremely effective visual tool was used to demonstrate not only proper handwashing techniques but also surface cleaning, hygiene and containment techniques.

Residents and staff who completed the training were presented with certificates as a way to reinforce the importance of what they had learnt in stopping the spread of COVID-19.

Masking up with EACH Volunteers

What do you do when you are hit with a pandemic, and you have a wonderful group of Volunteers who can't be on site and there is a need in the community for re-usable face masks? You put the two together and they become "A mask for EACH and every one." This highly successful initiative was steered by volunteer Meg who co-ordinated the program with dedication and passion.

With sewing machines, patterns, fabrics, and our volunteers at the ready, more than 700 reusable face masks were provided to front-line workers and community members who were not able to purchase these themselves due to financial constraints.

Our volunteers donated their time, skills and materials helping to source, create, cut, sew, stitch and distribute masks. At a time of uncertainly and isolation the project also provided networking and comradery within the group. Regular Zoom catchups kept the volunteers in touch and the initiative culminated with a COVID-safe picnic in the park to celebrate the success of the project.



Killara House

Social Activity Group

Killara is an Aboriginal word meaning “permanent, always there” a fitting description of Killara House’s Social Activity Group for people living with dementia. The goal of each day at Killara is enjoyment, engaging minds and promoting a fulfilling sense of achievement and community for everyone - no matter your age or ability.

There is a permanency in Killara’s inclusiveness, a willingness to ensure each person can be their whole selves, free from judgement of their memory decline, physical ability, culture, or identity.

The common theme our team hears from people living with dementia and their carers is that they feel isolated, they are focused on what they can no longer do, and sometimes feel invisible. These feelings were magnified during the pandemic and though our face-to-face groups were not always available, our team ensured that they were always present to support carers reaching out for reassurance and understanding.

Despite numerous lockdowns in Victoria, Killara members were able to participate in many activities this year including art and creativity, pasta making, Greek dancing, high tea, and virtual surfing. We were also lucky enough to have some community visitors who expanded our knowledge with music sessions, poetry readings and armchair travels to unusual destinations.

This program along with EACH Golden Wattle, EACH Home Care Packages and EACH Access and Support work in collaboration to ensure the Older Adult community is well supported and have a voice – both of which are vitally important as we age.



Staying Social

Malcolm's Story

Malcolm has lived a very social life and has fond memories of being a steward with a prominent airline. Following the loss of his wife, Malcolm found it very hard to access services where he could meet new people.

After a referral to EACH, Malcolm joined EACH's Social Activity Group in March 2021. From his first time attending the group he connected with everyone straight away. Malcolm's daughter Emma would drop him off each Friday morning and EACH staff would drop him home at the end of the day. Malcolm expressed weekly how much he looked forward to the Friday Group, then lockdown struck.

Malcolm expressed during a welfare check how much he missed the group during lockdown and that he couldn't wait to come back. EACH staff connected Malcolm to our daily Zoom meetings as a way of staying in contact with his new friends.

Sadly, during this time Malcolm experienced some falls and was placed into hospital and it was recognised that Malcolm would benefit from Short Term Restorative Care (STRC) and a Home Care Package (HCP). EACH supported his daughter Emma through the process of applying for both of these programs with My Aged Care.

Malcolm has been receiving STRC since September 2021 and has benefited from many services including occupational therapy, physiotherapy, exercise physiology, dietetics and home and garden maintenance. Malcolm says he is feeling much stronger since starting the STRC and looks forward to being able to get back into the garden.

Malcolm is living much more confidently since connecting with EACH. He now has the tools and supports to maintain his independence at home and he has made new friends who he looks forward to connecting with each week.

You said

We did

All customer feedback is important to EACH. We offer many ways to make it easy to give feedback: in person, phone, email, the EACH website or our feedback form. Feedback can be complaints, compliments and suggestions or comments.

What our customers told us	What we did
Customers told us the time between support coordinator communications was too long.	The team increased the amount of communications, even if there was no progress, to ensure customers did not feel unsupported.
Customers told us opening encrypted emails containing health information was difficult.	We developed an easy to understand guide on opening encrypted emails for our customers.
Customers told us the options on the COVID Testing Helpline were confusing.	We reviewed and improved the messages on the phone line to make them clearer.

Staff Engagement

2021 Results

Each year we survey staff to measure their level of engagement with EACH. The survey looks at the underlying beliefs, values and assumptions held by employees of our organisation, along with the practices and behaviours that demonstrate and reinforce them.

The data received enables EACH to act on areas that are most important to our staff. We believe engaged staff provide high quality services to our customers, so it is essential we know what's working well and what can be done differently.

Highlights from the survey show staff highly rated the work being done to increase Child Safety, the response to COVID-19 and that they value their teams, managers and team leaders. Areas of opportunity exist in growth, development and career opportunities.

We value all our staff's thoughts and suggestions and thank them again for engaging in this process in 2021.

EACH Engagement Survey 2021

69% Overall Engagement Score (higher than global and Aust/NZ averages)

71% Participation Rate (995 staff completed the survey – thank you!)

14% Increase in communication to staff

3586 The number of comments made – and yes, we do read them all!

Areas with the highest ratings:

- COVID-19 Response
- Management/Team Leader
- People and Teams

Areas with the lowest ratings:

- Growth and Development
- Career Opportunities
- Action

*excludes Child Safety which was the highest however is only measured at EACH



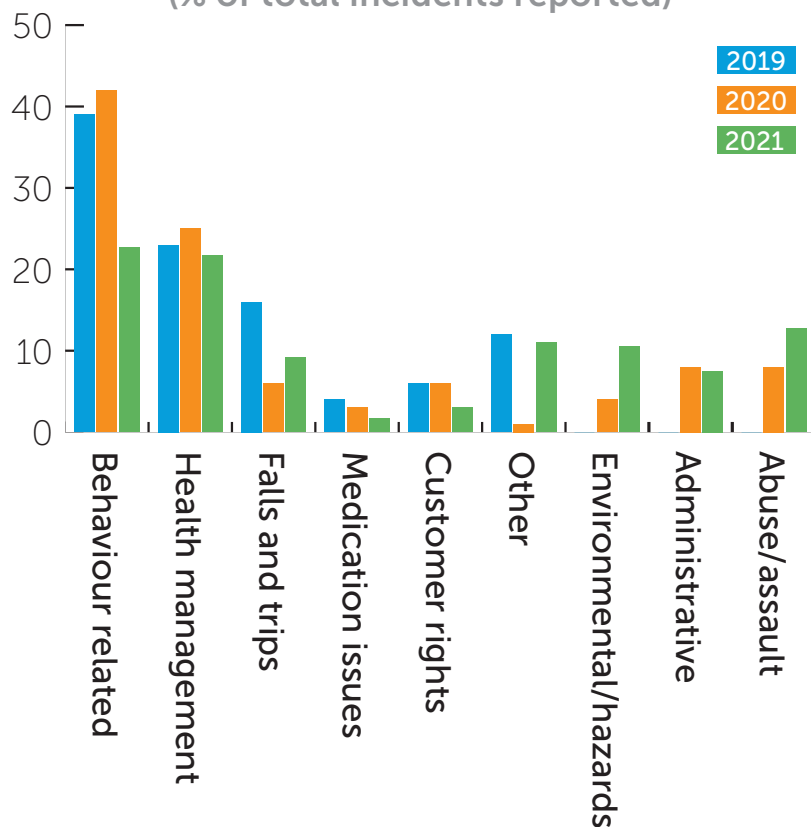
Customer Safety

Incident Data

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
(% of total incidents reported)



Quality Accreditation

2020/21

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?
ISO 9001:2015	<ul style="list-style-type: none"> The assessment team noted the co-design practices for developing or implementing new initiatives as well as for reviewing existing processes for improvement possibilities. One minor nonconformity
National Standards for Mental Health Services	<ul style="list-style-type: none"> The assessment team noted that interviews of clients, carers and staff provided consistently positive feedback and that continual improvement was an ethos demonstrated by all staff. One minor nonconformity
Human Services Standards	<ul style="list-style-type: none"> Met 100% of all standards The assessment team noted that EACH has mature, sound governance and operational processes, with a strong focus on risk, cultural competency and quality.
GP Practice Standards	<ul style="list-style-type: none"> Met 100% of all standards

Financial

Summary

	2019/20	2020/21
Revenue from Operations	107,458,204	130,738,262
Non Operating Income	13,582,325	18,736,543
Capital Grants	803,632	586,083
Total Revenue	121,844,161	150,060,888
Total Expenses	114,317,991	134,045,043
Surplus	7,526,170	16,015,845
Other Comprehensive Income	- 694,557	808,226
Total Comprehensive Income / (Loss) for the year	6,831,613	16,824,071
Assets		
Cash and Liquid Investments	20,758,382	41,415,545
Property, Plant and Equipment	51,900,506	50,820,690
Other Assets	8,852,658	9,555,504
Total Assets	81,511,546	101,791,739
Liabilities		
Trade and Payables	30,487,901	31,916,404
Provisions	14,998,809	17,026,428
Total Liabilities	45,486,710	48,942,832
Net Assets	36,024,836	52,848,907

Acknowledgment of Funding Support

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



Australian Government



We would also 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** each.com.au

 facebook.com/eachsch

 twitter.com/eachsch

 youtube.com/eachsch



Disclaimer

While every effort has been made to ensure the accuracy of information in this publication, the publisher assumes no responsibility for errors or omissions or any consequence of reliance on this publication.

© EACH 2021 ABN: 46 197 549 317