

The word "each" in a white, lowercase, sans-serif font, positioned inside a dark purple circular shape that is part of a larger white abstract shape.

each

The title "Annual Report 2022-2023" in a dark purple, sans-serif font, centered within a large white abstract shape that resembles a stylized 'C' or a large comma.

Annual Report

2022-2023

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Acknowledgement of country



We acknowledge the Traditional Custodians of the diverse lands, skies and waterways across Australia and pay our respects to their Elders past, present and emerging.

We extend our respect to all Traditional Owners, and to Aboriginal and Torres Strait Islander Peoples – their Elders, cultures and heritages – and their right to determine their own futures.

EACH recognises that sovereignty was never ceded and acknowledges the continuing impact colonisation has had on Aboriginal and Torres Strait Islander Peoples and Communities.

We also acknowledge the knowledge and skills of our Aboriginal and Torres Strait Islander staff who are currently working, and have previously worked, at EACH.



Doom, daru, doomu - Yesterday, today, tomorrow by Rocko and Jack Langton

CEO & Chair message

In the ever-evolving landscapes in which we work, our 2022-23 has been a year of transformation.

Landmark reforms across mental health, drug and alcohol, and aged care, coupled with under-pressure hospital and primary care sectors, have changed how we plan and deliver services to individuals and communities.

In late 2022 we redesigned our operating model, transitioning from regional-based operations to six program streams that encompass a wide range of services: Mental Health & Alcohol and Other Drugs (MH&AOD), Primary Care, Child Youth and Family Wellbeing, Early Childhood Approach, Older Adults and NDIS. Our new structure enables us to develop even more specialised, integrated services.

We are proud to be able to report continued service growth amid this transition, even as our significant Victorian COVID-response services were phased out. In New South Wales we introduced two major new services: The primary mental health service, Healthy Hub Connect; and the Aged Care Finder Service, Connect.

In Victoria, we were designated one of only 20 providers in the country to offer a specialised Endometriosis and Pelvic Pain Clinic that will provide life-changing care for women and non-

binary people suffering these chronic conditions. We were also named the new provider of Youth Enhanced Services in the east and north-east regions of Melbourne.

And we were delighted in 2022-23 to welcome Enliven Victoria into our organisation. Enliven is a specialist multicultural engagement and health literacy service that is at the forefront of the global 'plain language' movement to make information more accessible.

The EACH 2022-23 Annual Report provides a glimpse into our diverse, often complex work, sharing stories of the often profound impact of our work. We are so grateful to our partner organisations and our government funders, the individuals and communities who trust us with their care, and most of all to our brilliant staff and volunteers.

Finally, our sincere thanks to Judith Woodland, former Chair and Board Member, who devoted over two decades of service to our cause. Judith led this organisation through growth, many major reforms, and the challenges of a global pandemic. In recognition of her commitment, invaluable contribution and dedication to our organisation and the communities we serve we are delighted to grant Judith honorary Lifetime Membership to EACH.



Natalie Sullivan
CEO



Dr Andrew Gosbell
Chair

Our business

We are a for-purpose organisation delivering health and support services that improve lives and strengthen communities.

Across Australia's eastern seaboard, we deliver services in six programs:



**Mental Health and Alcohol
& Other Drugs**



**Child, Youth and
Family wellbeing**



Primary care



Older Adults



Early Childhood Approach



Disability

Our Vision

Everyone has the power to live well.

We recognise that health and wellbeing are significantly and negatively affected by factors such as unemployment, homelessness, financial difficulties, social and cultural exclusion and addiction, so we offer a wide range of supports to assist members of our community to lead happier, healthier lives.

We believe that health and wellbeing are achieved through an holistic approach which includes not only biomedical factors, but the social determinants of health and wellbeing such as access to safe and affordable housing, education and employment.

Originally established as Maroondah Social and Community Health Centre in 1974, the organisation was founded on the principle that all people are entitled to good health regardless of socioeconomic factors.

**We have 1,500+ staff and 150 volunteers
across the eastern seaboard of Australia.**



Our values



WE CARE

We welcome you with empathy and hope.

We believe making change is possible for everyone.



WE LISTEN

We take time to understand you, your experiences and your culture.

We work with you and the people important to you, to build the right support.



WE LEARN

We evaluate our actions and always seek to improve.



WE DELIVER

We do what we say we're going to do.

Our vision for Reconciliation

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

For true reconciliation to be achieved, we believe in a future where relationships between Aboriginal and Torres Strait Islander peoples and the broader Australian community are continuously strengthened, and Indigenous Australians are restored to a place of equity, dignity and respect where they are empowered to make decisions for their future.

We recognise that since colonisation, successive government policies have systematically disadvantaged and marginalised Aboriginal and Torres Strait Islander peoples and we acknowledge these past injustices.

We fully affirm there is a long path to follow to achieve equality for Aboriginal

and Torres Strait Islander people and their communities in regard to their own self-determination, cultural respect, inclusivity, and health and wellbeing outcomes to positively progress in the reduction of the life expectancy gap between Indigenous and non-Indigenous people of Australia.

At EACH, our ambition is to 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.

Read about our commitment to promoting reconciliation and improving health and wellbeing outcomes for First Nations people in our Innovate Reconciliation Action Plan 2023 – 2025 on the publications page at www.each.com.au.



For truly genuine reconciliation and healing to be accomplished it starts with each one of us.

Our reach

In the 2022-2023 financial year:



47,000+ customers were supported
across **140+ programs** via **54 locations**



216,000+ people
visited to our website



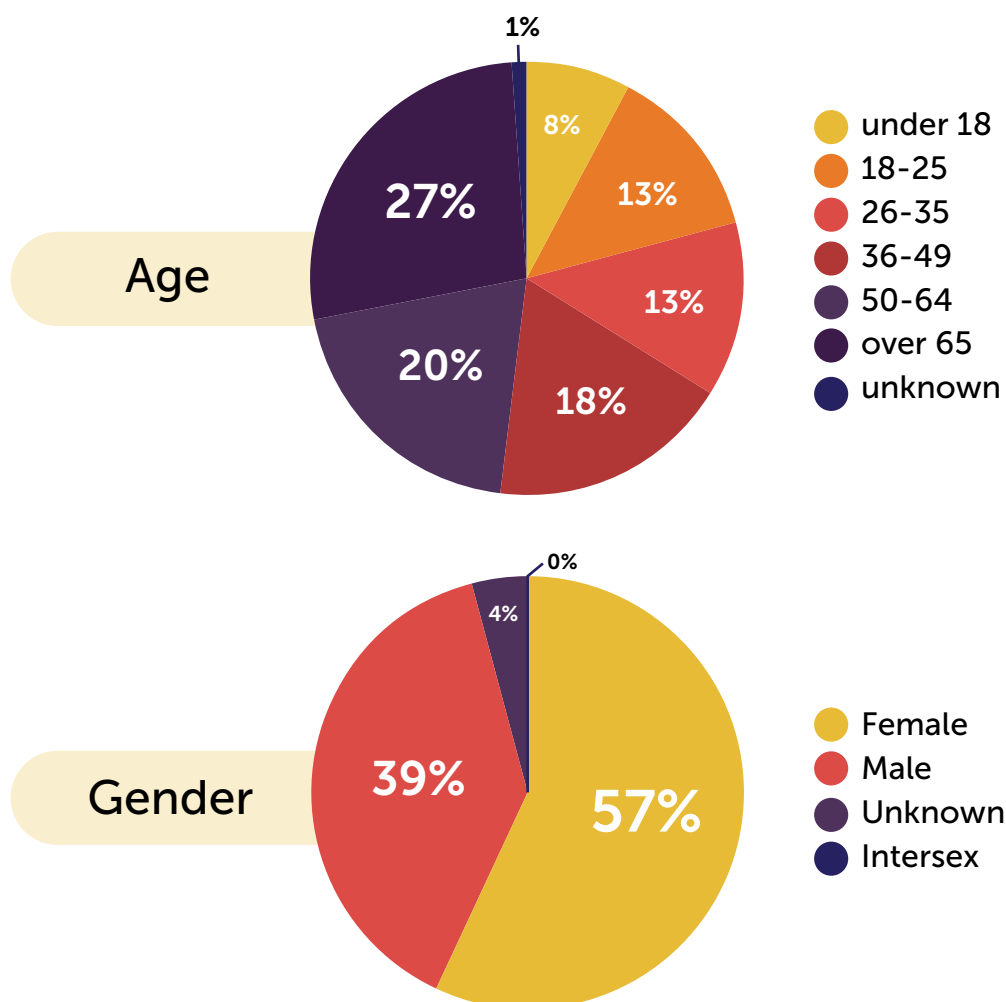
48,000+ enquiries were taken by our
National Access and Intake Service



430,566+ people saw our news and
stories on EACH social media channels
(Facebook, Instagram and LinkedIn)

Our customers

At EACH, we support people at all ages of life and from diverse backgrounds.



Top 5 languages spoken - other than English

- | | |
|---------------------------------|-------------|
| 1 Burmese and related languages | 4 Greek |
| 2 Mandarin | 5 Italian |
| 3 Persian (excluding Dari) | 6 Cantonese |

2.83% of our customers identify as being an Aboriginal and/or Torres Strait Islander.

Our impact



MENTAL HEALTH

Rejoining the world: Nick's Story

For many years Nick did not leave his home. Interacting with others was too painful. But when Nick found the courage to seek support from EACH, his life turned around.

“ I feel much more prepared and energised now. I've learned to value friendship and human interaction. I now understand that I can adapt to new situations.



PRIMARY HEALTH

Staying out of hospital: Greg's story

After a series of negative experiences as a hospital in-patient, diabetic Greg was determined to care for his wife of 52 years, also a diabetic, at home – even after a cancer diagnoses. With help from EACH, that is what he did.

“ They support you to understand the condition, educate you on carb counting, guide you in managing insulin and dosage, listen to your needs, and simplify the information to ensure you can go forward confidently.



CHILD AND FAMILY WELLBEING

Who cares for the carer? Jacqui's story

Becoming her brother's carer plunged Jacqui into a world of challenges that carers everywhere would recognise. It wasn't until she turned to EACH that she found a lifeline back to a sense of empowerment and the capacity to care for her brother, and herself.

“ I had to learn the art of caring while setting boundaries, something I had never done before. EACH is amazing, offering life-changing support. I don't know where I would be without them.



AGED CARE

The sky's the limit: Maureen's Story

The death of her husband a few years ago jeopardised the independence and adventure that Maureen, 86, had always cherished. For a while, it felt like living and maintaining a home alone would prove too much. Now, Maureen works with EACH to live the life that matters to her – and slowing down is not part of her plan.

“Whenever I need anything, I just call and they come right away. They always meet my expectations and needs. I couldn't imagine life without them. They don't treat me like just another client – they inspire me.”



DISABILITY

Building a bright future: Christine's story

Raewyn's sister Christine, who lives with a disability, has been in her parents' care all her life. But when their mother transitioned to aged care they faced a crisis. Where would Christine live and who would support her? Raewyn contacted EACH, who helped the sisters secure NDIS support to alter the old family home so Christine could live independently – in comfort and safety.

“EACH supported us every step of the way – from conceptualising the vision, navigating NDIS assistance, planning and executing home alterations, to ongoing check-ins. Without support from EACH, we would have been a family in crisis.”

Our highlights

Ngarrang Gulinj-al Boordup GP Health Clinic



In a first for the eastern region of Melbourne, we partnered with community leaders to design and develop a culturally safe GP service for Aboriginal and Torres Strait Islanders and their families. The service takes a holistic approach, providing a balance across and connection between physical, mental, spiritual, emotional and social wellbeing.

The response to the services been overwhelming with people coming from as far away as Bairnsdale, Wonthaggi, Bendigo, Shepparton, and recently Echuca, for their appointments at the clinic. Clinic hours were quickly extended from a half-day a fortnight to a day a week!

Healthy Hub Connect



We led a groundbreaking partnership to deliver Healthy Hub Connect, the largest primary mental health service in the North Coast of New South Wales.

Through multidisciplinary teams of mental health workers, including psychologists, mental health nurses, social workers, and peer worker, the service provides free or low-cost support for individuals facing moderate to severe mental health challenges with extended support to families and carers.

Anyone in need, particularly people with complex and co-occurring conditions, now have ready access to local assistance in their community.

Reconnexion



About 60% of Australians experience sleep issues and of those who seek help from a GP, 90% will be prescribed benzodiazepine (benzo) drugs, which have a high risk of dependency. Our Reconnexion service specialises in supporting people to withdraw from benzos and in 2022-23 leveraged its expertise to create a program to prevent that first problematic prescription.

The Better Sleep Programs is a free stepped-care program that aims to improve sleep through a stepped intervention approach of online activities that include an 8-week online group involving CBT for Insomnia. The Program has proven popular with over 340 people registering in the first 12 months.

We've since delivered tailored versions to support small businesses affected by storms and floods.

Partner in Wellbeing - Peaks Program



The pandemic led many small business owners to fear financial ruin, leading to much distress. The Peaks Program was created to overcome the reluctance of small businesses to engage with mental health supports by recruiting and embedding clinicians with industry experience into peak bodies throughout the state.

In providing direct, easy-to-access support, the service achieved a 33 per cent reduction in severe mental health issues among small business operators. The team logged more than 2,300 support interactions and provided online mental health training sessions and webinars attended by more than 7,000 people.

We've since delivered tailored versions to support small businesses affected by storms and floods.

Refugee Health Drop-In Support Services



In 2022-23 our Refugee Health Team introduced a drop-in support service run by a Bicultural Worker who supports people with asylum seeker and refugee backgrounds to navigate government and community support services, and connect them to health services.

Bicultural Workers use their cultural knowledge, language skills, lived experience and community connections to elevate the voices of Culturally and Linguistically Diverse (CALD) communities, advocate their needs, co-design and deliver programs, and provide culturally and linguistically appropriate health information.

This service has been vital to ensuring some of our newest community members feel welcome and connected.

Our financial summary

Our financial outcome this year is a surplus of \$609,781. The wind up of COVID services resulted in a reduction of income which was partly offset by new business. For full details please see our 2022/23 Financial Statement on the publications page at www.each.com.au.

	2021/22	2022/23
Revenue from Operations	167,227,052	154,816,577
Non Operating Income	1,705,045	3,795,61
Capital Grants	2,294,599	2,772,000
Total Revenue	171,226,696	161,384,192
Total Expenses	164,774,677	160,774,411
Surplus	6,452,019	609,781
Other Comprehensive Income	9,696,531	(567,650)
Other Comprehensive Income	16,148,550	42,131

Assets	2021/22	2022/23
Cash and Liquid Investments	36,373,807	56,536,433
Property, Plant and Equipment	60,760,004	58,560,185
Other Assets	29,206,311	15,968,575
Total Assets	126,340,122	131,065,193

Liabilities	2021/22	2022/23
Trade and Payables	7,174,419	7,680,958
Provisions	19,598,317	19,603,861
Other Liabilities	30,569,929	34,740,786
Total Liabilities	57,342,665	62,025,605
Net Assets	68,997,457	69,039,588

Acknowledgment of Funding Support

We acknowledge the Federal, State and Local Governments and partner organisations who fund the services we deliver across Australia, including



Australian Government



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

At EACH, we provide health and support services that include:



Mental Health and Alcohol & Other Drugs



Primary Health



Early Childhood Approach



Child, Youth and Family Wellbeing



Older Adults

ndis Disability

Not sure who to call?

Learn more and receive advice about what services are right for you



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