Hunter PRIMARY CARE



FY26 Impact Report

ACKNOWLEDGEMENTS

First Nations: Hunter Primary Care acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and we pay our respects to their Elders past, present and future who we share this great region with.

Diversity: Hunter Primary Care is committed to embracing diversity and eliminating all forms of discrimination in the provision of health services. We welcome all people of diverse ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

Lived Experience: Hunter Primary Care acknowledge and thank the people with lived and living experience of health challenges who share their stories, insights and expertise with us. Their voices play a vital role in shaping our services, improving our understanding and ensuring that the care we deliver is compassionate, relevant and person-centred.

Funding: Hunter Primary Care acknowledges program funding received from the Hunter New England Central Coast Primary Health Network, the Australian Government Department of Health, Disability and Ageing, the Australian Government Department of Social Services, the Hunter New England Local Health District, headspace National and the NSW Ministry of Health.

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< Inside Cover **Saretta Fielding, OUR CORROBOREE Series 2**

Hunter Primary Care commissioned local Aboriginal artist Saretta Fielding, a proud Wonaruah woman, to create a unique artwork to display in our premises. The artwork, titled 'Our Corroboree 2', is a contemporary highly textured painting that brings to life a modern day corroboree. Vivid colour and traditional imagery flow together in gathering circle and songlines to connect people and communities in celebration and unity. Interwoven, intricate imagery captures the diversity of Aboriginal people today and our multicultural nation. It highlights the gathering and strong bonds that link family and friends across time, culture and generations, inclusive of all from past, present and into the future.

MESSAGE FROM THE CHAIR & CEO

It is our pleasure to present Hunter Primary Care's 2026 Impact Report and reflect on another year of progress, partnership and impact across the communities we serve.

Throughout FY26, our focus remained firmly on our vision of good health and wellbeing for all. Across our services, our people continued to respond to changing community needs, strengthen access to care and explore new ways of delivering support that is connected, person-centred and sustainable.

During the year, Hunter Primary Care supported more than 57,000 people across 38 Local Government Areas. Behind these numbers are thousands of individual experiences, people accessing care after hours, young people seeking mental health support, older people receiving care where they live, people navigating complex health and social challenges, and communities gaining greater access to support closer to home.

FY26 was also a year of evolution. We progressed work to shape the future of GP Access After Hours, working with the Hunter New England Central Coast Primary Health Network to build the evidence, community and GP insights needed to inform the service's future direction. We continued to develop and test new approaches to care, from introducing Open Dialogue into our mental health services to expanding Nurse Practitioner-led aged care and strengthening pathways between hospital, primary care and community-based support.

Partnership remained central to this work. Across health, aged care, mental health, research, education and the community sector, collaboration enabled us to extend our reach, share expertise and respond to challenges that no organisation can address alone.

We also continued to strengthen the foundations that make this impact possible. Our second Stretch Reconciliation Action Plan 2026–2029 marked an important next step in our reconciliation journey, with a stronger focus on engagement, co-design and meaningful relationships with Aboriginal and Torres Strait Islander communities. At the same time, investment in our workforce, student placements and professional development continued to build capability within Hunter Primary Care and contribute to the future health workforce.

Importantly, this report is not simply about what we delivered. It is about what changed because of it. Throughout these pages you will hear from the people who use our services, our staff, partners and communities. Their experiences provide the clearest picture of why this work matters.

We extend our sincere thanks to our employees, GPs, Board, members, funding partners, community partners and the many organisations we work alongside. Most importantly, we thank the people and communities who place their trust in Hunter Primary Care.

We are proud of what has been achieved during FY26 and of the commitment of our people to continually improve the way we support our communities.



Mr Richard Anicich AM
Chair



Mr Keith Drinkwater
Chief Executive Officer

OUR LEADERS

Board of Directors



Mr Richard Anicich AM - Chair
BCom, LLB, FAICD



Dr Sarah Bayley - Deputy Chair
BMed, BN, FRACGP, GAICD



Dr Fiona Van Leeuwen
BMed, FRACGP, RN, DRANZCOG



Mr Laurence "Ben" Wilkins
BPharm, AACPA, GAICD



Mr Scott Puxty
BCom, Dip Law, MBusAdmin, GAICD



Mr Rhod Ellis-Jones
BSc, MA, GAICD



Ms Kirsty Porteous
BComm, CA, RCA, GAICD

Executive Leadership Team



Mr Keith Drinkwater
CEO



Mrs. Melissa Ward
General Manager, Primary Care



Ms. Bec Nichols
General Manager, Mental Health



Mrs. Nicole Robertson
General Manager, People & Culture



Ms. Claudine Ford
General Manager,
NDIS & Chronic Disease



Mr Blessing Matore
General Manager,
Information Technology



Mrs. Karen Stathis
General Manager, Finance
& Support Services

OUR BUSINESS

For over 30 years, Hunter Primary Care has been supporting the health and wellbeing of people across the Newcastle and Hunter region. As a not-for-profit organisation, our focus has always been on delivering high-quality, locally responsive care - not just treating illness but improving lives.

We work in partnership with individuals, families, GPs, community organisations and funders to meet the evolving needs of our diverse communities. Our commitment is to provide care that is person-centred, culturally safe and easy to access, particularly for those who may face barriers to support.

Our team of experienced health professionals are dedicated to walking alongside clients at every stage of their healthcare journey, listening to their needs, caring with respect and connecting them with the right support.

We listen. Care. Connect

OUR VISION

Good health and wellbeing **for all**.

OUR MISSION

To deliver integrated **health and wellness** services that help each person **be their best**.

OUR VALUES

Integrity
We are transparent, honest and accountable for what we do and how we do it.

Recognition
We acknowledge and encourage individuality, diversity and personal development.

Excellence
We encourage and celebrate creativity, continuous improvement and sharing with each other.

Respect
We expect trust, open communication and inclusiveness in our interactions with each other.

OUR REGION

The Hunter Primary Care region is located on the NSW east coast and services the following areas in NSW:



OUR SERVICES

We provide a broad range of interconnected health and wellbeing services designed to meet people's needs in a coordinated way. With more than 25 services available, individuals can access multiple supports through Hunter Primary Care without having tell their story each time.

Our services include:

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH

- Care Coordination
- Aboriginal Health Workers
- Yudhilidin
- YARN Psychology

ALLIED HEALTH AND CHRONIC CONDITIONS MANAGEMENT

- Coordinated Respiratory Support

AGED CARE

- Clinical Placement Program
- Nurse Practitioner
- Psychology

SUPPORT FOR GP PRACTICES

- IT Services
- Call Managed Services

NDIS SERVICES

- Positive Behaviour Support
- Psychology
- Occupational Therapy
- Brick Club LEGO® Group Program

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

- PHN-Funded Psychological Services
- Drug & Alcohol Counselling
- Clinical Care Coordination
- headspace Newcastle
- Commonwealth Psychosocial Support
- Psychological Assessments
- Group Programs
- Youth Complex Mental Health Services
- Psychological Therapy
- Medicare Mental Health Centre Tuggerah & Gosford

AFTER-HOURS MEDICAL CARE

- GP Access

Hunter PRIMARYCARE

medicare Mental Health Centres

GP access AFTER HOURS

headspace Newcastle

OUR STRATEGIC PRIORITIES

Hunter Primary Care's strategy is built on three key pillars and supported by a strong internal foundation. Together, these priorities guide our work to deliver better care, stronger partnerships and sustainable impact across the region.

CONSUMER-CENTERED CARE & QUALITY

We will deliver culturally safe, easy-to-reach services that close equity gaps and improve outcomes for all people, particularly those who have been historically underserved.

SERVICE INNOVATION & INTEGRATED CARE

We are redesigning how care is delivered, making it more seamless, digital and connected, so people receive the right support at the right time.

PARTNERSHIPS & SUSTAINABLE FUNDING

We will build strong, long-term partnerships and secure sustainable, outcome-based funding to support innovation and growth.

ORGANISATIONAL STRENGTH & CAPABILITY

To bring this strategy to life, we are investing in the people, systems and structures that make impact possible. This includes the following integrated themes:

Theme 1: Workforce Capability & Wellbeing
Theme 2: Digital Enablement & Data Analytics
Theme 3: Financial Sustainability & Strategy

These foundational enablers underpin every part of our work – ensuring we can grow, adapt and deliver lasting results.

OUR FUNDING

Hunter Primary Care is deeply grateful for the program funding and ongoing support we receive from our funding partners. Their commitment enables us to deliver vital health services, expand our reach and make a meaningful difference in the lives of the people and communities we serve.

We sincerely thank:

phn HUNTER NEW ENGLAND AND CENTRAL COAST An Australian Government Initiative

PRIMARY HEALTH NETWORK

headspace

NSW GOVERNMENT Health Hunter New England Local Health District

NSW GOVERNMENT

Australian Government Department of Social Services

HCF RESEARCH FOUNDATION

Australian Government Department of Health, Disability and Ageing

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

Australian Government Department of Veterans' Affairs

OUR IMPACT

90%
of survey respondents were satisfied or very satisfied with their experience

57,532
People supported across all services

212
clients experiencing housing instability were supported

1,094
clients identified as belonging to a priority population group (LGBTQ+, Aboriginal and Torres Strait Islander, or CALD).

10,719
calls to the Aged Care Emergency line

89%
of respondents agreed or strongly agreed they would recommend Hunter Primary Care

486
total workforce

38
Local Government Areas (LGA) serviced

2,375
hours of clinical facilitation provided to students through our Aged Care Clinical Placement Program

13,733
occasions of care delivered by the Nurse Practitioner Service

38,380
patients seen in GP Access clinics

25
years longest staff tenure

1419
hours of Professional Development & Study Leave

51,510
calls taken by GP Access

168
GPs working in GP Access

6,434
occasions of service delivered by headspace Newcastle

285
student placements completed through our Aged Care Clinical Placement Program

910
young people supported by headspace Newcastle

ADVOCACY & SYSTEM INFLUENCE

Shaping the Future of GP Access

For more than two decades, GP Access After Hours has given the Hunter community access to GP care when regular practices are closed. With workforce shortages, changing models of care and growing system pressure reshaping after-hours care, Hunter Primary Care worked closely with the Hunter New England Central Coast Primary Health Network (The PHN) this year to strengthen the case for the service's long-term sustainability. The PHN funded a comprehensive GP Access After Hours Service Enhancement Review to build an evidence base for future service design, investment and advocacy.

Hunter Primary Care brought together the voices of GPs, staff, consumers and health system partners to understand what makes GP Access valuable, where pressures are emerging and what will be needed to sustain the service. This included independent research and consultation with GPs, internal co-design and consumer engagement, alongside ongoing collaboration with The PHN and broader health system stakeholders.

The consultation reinforced both the value of the GP Access model and the challenges it faces. GPs described a service that connects hospitals, local general practice and the community in a way they see as distinctive, while identifying workforce availability, remuneration, shift flexibility, triage and increasing complexity as important issues for its future. Of GPs responding to the survey, 71% were satisfied or very satisfied working with GP Access, while independent workshops explored what attracts clinicians to the service, the barriers to participation and opportunities for future models of care.

> **"I think we are the only service in Australia that has a true after-hours GP service that is so coordinated and linked with the hospitals and local GPs. I think that's something pretty special."**
>
> GP Access GP

The findings are now informing the testing of service enhancements, including more flexible and digitally enabled models of care, while protecting the nurse-led triage and clinical governance that underpin GP Access. Pilots and evaluation will show what could be sustainable and scalable, with the focus on strengthening rather than replacing the service.

Hunter Primary Care also worked with The PHN and system partners to position GP Access within the broader primary and urgent care landscape, strengthening links with regional and national access pathways and aligning with priorities such as workforce sustainability and reducing avoidable pressure on emergency departments. These connections strengthen the case for longer-term investment beyond time-limited funding.

Together, this partnership between Hunter Primary Care and The PHN ensures the experience of clinicians, consumers and the local health system informs decisions about the future of after-hours primary care.

71%
OF GPS'S SATISFIED OR VERY SATISFIED WITH GP ACCESS

Securing a Sustainable Future for Soul Clinic

During FY26, Hunter Primary Care and Soul Hub continued their strong partnership, advocating together for continued and increased investment in Soul Clinic. Soul Clinic is funded by The PHN and delivered by Hunter Primary Care in partnership with Soul Hub, bringing multidisciplinary, trauma-informed healthcare into a trusted community setting.

The partners met with Federal Member for Newcastle and Deputy Speaker of the House of Representatives, Sharon Claydon MP, to highlight the impact of the clinic and the growing need for accessible primary healthcare for people experiencing homelessness and disadvantage in Newcastle.

The discussion provided an opportunity to share what the partnership had achieved, the demand being seen on the ground and the importance of sustainable funding to maintain and strengthen the model for people who face significant barriers to accessing traditional healthcare.

Strengthening the Case for Investment in Youth Mental Health

During FY26, headspace Newcastle advocated for greater investment in youth mental health, contributing local evidence and frontline experience to a Department of Health, Disability & Ageing request informing proposed headspace Plus election commitments.

The team identified a growing cohort of young people experiencing moderate to severe and intersecting challenges, including mental health and alcohol and other drug concerns, neurodevelopmental needs, suicidality, homelessness and family and domestic violence. It also highlighted gaps for young people whose needs extend beyond traditional mild-to-moderate mental health support.

The report also highlighted the significant geographic and transport barriers experienced by young people across the region, reinforcing the importance of outreach, flexible service delivery and options beyond centre-based care.



PARTNERSHIPS & COLLECTIVE IMPACT

Working Together for Healthier Communities

This year, Hunter Primary Care strengthened its partnership with Grand Pacific Health, exploring opportunities for the two organisations to work together to support the communities we serve.

Grand Pacific Health and Hunter Primary Care share a strong alignment as community-based primary and mental health organisations. The partnership creates opportunities to share expertise, strengthen service delivery and explore new models of care that respond to changing community and health system needs.

Throughout the year, the organisations continued to build their understanding of each other's services and capabilities, identify areas of alignment and explore opportunities for collaboration.

The value of working together is already being demonstrated through collaboration on new Medicare Mental Health Centres, including the Tuggerah centre on the Central Coast, with further opportunities to combine the strengths and experience of both organisations emerging across regional NSW.

The partnership is about bringing together two organisations with a shared commitment to accessible, community-based healthcare – strengthening capability, extending reach and creating new opportunities to improve health and wellbeing for the community.

Grand Pacific Health

Partnership in Action: Hunter Primary Care and Soul Hub

Hunter Primary Care's partnership with Soul Hub continued to grow during FY26, bringing together clinical expertise and trusted community connections to improve access to support for people experiencing homelessness.

This is reflected in Soul Clinic, where Hunter Primary Care provides GP-led healthcare from Soul Hub, as well as mental health clinicians providing onsite therapeutic support. Together, these services create stronger connections between primary care, mental health and the broader social and community supports available through Soul Hub.

This year, the partnership also expanded into suicide prevention. Hunter Primary Care and Soul Hub jointly developed Real Talk, Real Support: Building Strong Self and Strong Connections, a trauma-informed, peer-powered initiative for men experiencing homelessness.



It combines suicide prevention training for Soul Hub's Guest Support Team with peer support groups co-designed with men with lived experience, creating safe spaces for connection and strengthening pathways to clinical care. A successful joint pitch secured $40,000 from The PHN's Pitch for Prevention Grant to move the program into delivery.

SOUL HUB

Celebrating 16 Years of Partnership Supporting Aged Care

For 16 years, the Aged Care Emergency (ACE) program brought together Hunter Primary Care, Hunter New England Local Health District (HNELHD), The PHN and NSW Ambulance to strengthen care for older people living in residential aged care.

Throughout FY26, ACE continued to provide an important connection between residential aged care facilities and the broader health system, recording 10,719 calls and 2,989 occasions of after-hours care.

The partnership extended beyond direct clinical support, building capability within the aged care workforce through education in areas including early recognition of deterioration, clinical handover, escalation pathways and decision-support tools.

> **"I truly appreciate it, as all the information was very helpful for the RNs working in aged care."**
>
> ACE education workshop participant

ACE also played an important role in connecting the broader aged care and health sectors. During FY26, ACE Interagency meetings recorded more than 1,100 attendances, bringing together residential aged care, health services, NSW Ambulance, government, universities and sector organisations to share knowledge and strengthen connections across the system.

The reach of the ACE model extended beyond the Hunter New England region, with the ACE Manual downloaded 296 times during FY26, including by organisations across Australia and internationally.



10,719
CALLS RECORDED

2,989
AFTER-HOURS CARE PROVIDED

1,100+
ATTENDANCES ACE INTERAGENCY MEETINGS

296
TIMES ACE MANUAL DOWNLOADED

NSW Ambulance · phn Hunter New England and Central Coast · Primary Health Network · Hunter PRIMARYCARE · NSW Government Health Hunter New England Local Health District

Strengthening Pathways into General Practice

Hunter Primary Care has joined forces with Grand Pacific Health and the University of Newcastle to strengthen pathways into general practice and support the development of the future primary healthcare workforce.

Formalised through a Memorandum of Understanding in September 2026, the collaboration brings together the expertise of healthcare providers and educators to create more opportunities for medical students to gain practical experience in community-based primary care settings.

Through the University of Newcastle's Joint Medical Program, the three organisations will work together to develop clinical placement and training opportunities for undergraduate medical students across Hunter Primary Care and Grand Pacific Health services. The partnership will also explore opportunities for nursing and allied health students, where capacity allows.

A key focus is helping medical students experience general practice firsthand, building their understanding of the profession and encouraging more graduates to consider a career in primary care.

Partnerships Beyond Funding

Hunter Primary Care's relationships with The PHN and The HNELHD extend well beyond traditional funding arrangements. The PHN is our largest funding partner, accounting for approximately 65% of Hunter Primary Care's revenue. Together with HNELHD, these are genuine health system partnerships, with our teams working across mental health, aged care, chronic disease and care coordination to strengthen pathways, share expertise and develop services that respond to community need.

Collaboration occurs across many services and initiatives, with some of the most significant examples during FY26 including The PHN working closely with Hunter Primary Care on the GP Access After Hours Service Enhancement Review, the Lumina pilot with HNELHD creating a direct pathway from The Psychiatric Emergency Care Centre into Hunter Primary Care's community mental health services, and 16 years of partnership through the ACE program.

Together, these initiatives demonstrate that The PHN and HNELHD are not simply funders of our services; they are partners in designing and delivering better care for our communities.

RESEARCH & EVIDENCE

Supporting People Living with Dementia to Stay Well at Home



Hunter Primary Care continued its involvement in the University of Newcastle's Integrated Care for People Living with Dementia research trial. Funded by the Department of Health, Disability and Ageing Medical Research Future Fund (MRFF), the trial explores how specialist nurse support can help people living with dementia and their carers navigate care, maintain wellbeing and remain safely in their homes for longer.

By the end of June 2026, 48 clients had been randomised to receive the Dementia Nurse Care Coordination intervention through Hunter Primary Care, with 29 completing the six-month intervention.

Hunter Primary Care's Dementia Nurse Emma delivered 2,516 individual interventions to the participants and their carers who had completed the program by the end of FY26.

Service navigation and care coordination represented the largest area of support, with 1,097 interventions delivered since Hunter Primary Care commenced trial interventions in May 2024. Support ranged from connecting people with health, community and dementia services to coordinating care and helping families navigate changing needs.

Supporting carers was also central to the model. This included 277 carer respite planning interventions, helping families explore respite options, prepare for future care needs and manage the demands of caring for someone with dementia. Practical assistance also included supporting 11 carers with Carer Allowance applications.

The trial shows the value of specialist dementia care coordination in strengthening connections to services, building carer capacity and helping people with dementia live safely and independently at home for longer.

29
CLIENTS COMPLETED INTERVENTION

2,516
INDIVIDUAL INTERVENTIONS

277
CARER RESPITE PLANNING INTERVENTIONS

Partnering in First Nations Ageing and Dementia Research



Announced in June 2026, Hunter Primary Care joined Deadly Dreaming, an Indigenous-led research initiative that secured more than $2.8 million in national funding to help transform how ageing and dementia care is understood and delivered for Aboriginal and Torres Strait Islander peoples.

The project brings together the University of Newcastle, Hunter Medical Research Institute, Yakuway Indigenous Corporation, Hunter Primary Care and an Elders Advisory Group, placing Elders at the centre of the research as cultural authorities and co-researchers.

Deadly Dreaming responds to significant inequalities in dementia outcomes and barriers to culturally safe and appropriate care. Through On-Country gatherings across Awabakal, Worimi and Wonnarua Country, Elders will share stories, reconnect with significant places and guide intergenerational knowledge exchange. A community-owned digital Yarnin Library will also preserve Elders' stories and cultural teachings for future generations.

Building on our partnership with Yakuway Indigenous Corporation and experience delivering peer-to-peer yarning through shared health appointments, Hunter Primary Care will support the project's yarning and Elder engagement activities.

By bringing together cultural knowledge, lived experience, community leadership and research expertise, Deadly Dreaming aims to contribute to ageing and dementia care that is culturally grounded, community-led and shaped by the voices of First Nations Elders.

$2.8 M
IN NATIONAL FUNDING

Building our Understanding of the Future

Hunter Primary Care operates in an environment of rising and increasingly complex community needs, fragmented service markets and greater competition for limited funding. Maintaining business sustainability while working to achieve our vision of 'good health and wellbeing for all' continues to be a challenge. We need to know what the community needs and where we are best placed to help. To inform decision-making, in June 2026 we commissioned the University of Newcastle's Newcastle Business School to undertake independent market research to better understand the future direction of the primary and community healthcare sector.

The research will examine emerging trends across healthcare, particularly in aged care and mental health, changes to funding and commissioning models, community needs and expectations, and where Hunter Primary Care can continue to add the greatest value. The findings will help inform future service planning, identify opportunities for sustainable growth and ensure we continue to invest in services where they are needed most.

HCF-funded Aged Care Nurse Practitioner research

Hunter Primary Care continued its partnership with the University of Newcastle through a HCF Research Foundation Grant to evaluate the implementation of an Aged Care Nurse Practitioner model in a regional residential aged care setting at Tamworth.

The project responds to ongoing challenges in primary care access for older residents in residential aged care facilities, particularly where frailty, distance and limited GP availability can delay timely assessment and treatment. By working collaboratively with local general practitioners and facility staff, the nurse practitioner model aims to improve coordination of care, support medication and chronic disease management, strengthen palliative care pathways and provide residents with timely access to expert primary care.

The evaluation is in the analysis phase and will examine the reach, service activity, GP engagement, financial feasibility, stakeholder acceptability and sustainability of the model in a rural context. It will also gather pilot data on resident outcomes, including emergency department presentations, hospitalisations, medication use, falls, continence-related skin issues and use of physical restraint.

Findings will support Hunter Primary Care and its partners to understand how the model can be translated beyond metropolitan settings, inform future service planning and contribute to more equitable access to high-quality primary care for older people living in rural aged care communities.

Making Connections Through Cognitive Stimulation Therapy

A partnership between the University of Newcastle and Hunter Primary Care is bringing evidence-based dementia support to the Hunter through the Making Connections program, a Cognitive Stimulation Therapy (CST) group for people living with mild to moderate dementia. Led by Associate Professor Michelle Kelly, the initiative represents the first CST program of its kind in the Newcastle region.

Delivered through Hunter Primary Care's Primary Mental Health team, the program combines research, clinical care and workforce development. It provides valuable placement opportunities for a Master of Professional Psychology student and practical experience for a third-year psychology student, helping to build the future dementia care workforce.

CST is an evidence-based group intervention designed to support cognition, communication, wellbeing and social connection for people living with dementia. Through engaging activities such as discussions, games, music and creative exercises, participants have opportunities to build confidence, form new friendships and remain mentally active. Potential benefits include improved memory, attention and language skills, enhanced mood and confidence, greater social connection, and improved quality of life.

Following the success of the inaugural group, a second group is now underway, with participants and families praising the welcoming local program for promoting connection, purpose and enjoyment and demonstrating the need for innovative dementia services in the Hunter region.

IMPACT THEME – BETTER HEALTH & WELLBEING



From Training to Practice: Open Dialogue at Hunter Primary Care

Open Dialogue is a network-based approach to mental health care that places relationships, shared decision-making and the person's own support network at the centre of care. Rather than responding to mental health challenges through individual clinical encounters alone, the approach brings together the person, family, carers, services and other important supports to develop a shared understanding and response.

During FY26, Hunter Primary Care moved from building capability in Open Dialogue to putting the internationally recognised approach into practice within its mental health services.

Following a year of specialist training, all eight Hunter Primary Care staff participating in the Open Dialogue Foundation Course successfully completed the program through the Open Dialogue Centre. This investment in workforce capability provided the foundation for Hunter Primary Care to commence its Open Dialogue pilot in April 2026.

57 **PEOPLE SUPPORTED**

159 **OPEN DIALOGUE SESSIONS DELIVERED**

From training to practice

In its early months, the pilot has already demonstrated the potential of a different way of working.

Many clients and their networks have participated in multiple conversations, reflecting the relational nature of the approach and its focus on developing support through ongoing dialogue rather than a single clinical encounter.

A key feature of the model has been its ability to bring together people and services that might otherwise be working separately. Open Dialogue sessions have included family members, carers and other important supports alongside Hunter Primary Care services and external organisations including DCJ, Allambi Care, Parole, and faith and community-based supports.

Bringing these voices into the same conversation creates opportunities to strengthen communication, develop a shared understanding of what is happening for the person and provide a more connected response. This can be particularly important for people experiencing complex challenges who may be navigating multiple services and systems.

An approach supported by growing evidence

Hunter Primary Care's implementation of Open Dialogue is supported by a growing international evidence base. The ODDESSI trial, a multicentre study involving 494 participants across NHS services in England over two years, examined the effectiveness of Open Dialogue compared with standard care.

The research found Open Dialogue was associated with reduced psychiatric hospitalisation and crisis service use, alongside findings relating to relapse, quality of life, recovery and satisfaction with care.

As the model develops, learnings from the pilot will help inform opportunities to further embed Open Dialogue principles across Hunter Primary Care's mental health services.

Opening the Doors to Mental Health Support in Tuggerah



In July 2026, the new Tuggerah Medicare Mental Health Centre officially opened its doors, creating a new pathway to free and accessible mental health support for adults on the Central Coast.

Led by Grand Pacific Health in partnership with Hunter Primary Care, Odyssey House NSW and Relationships Australia NSW, the Centre brings together a multidisciplinary team to provide integrated mental health and wellbeing support in a welcoming community setting.

Designed to make it easier for people to get help when they need it, the Centre provides support without the need for a GP referral or appointment, helping reduce barriers that can prevent people from accessing mental health care.

The Tuggerah Centre builds on the Medicare Mental Health Centre model of providing a welcoming front door to mental health support, connecting people with the right level of care and helping them navigate other services where needed.

For Hunter Primary Care, the Centre represents an important expansion of our mental health service delivery into the Central Coast and an opportunity to bring our experience in community-based mental healthcare to a new community.

ODYSSEY HOUSE NEW SOUTH WALES · Relationships AUSTRALIA · NSW · Grand Pacific Health

Expanding Access to Positive Behaviour Support

In June 2026, Hunter Primary Care reached an important milestone in making Positive Behaviour Support more accessible by expanding the service beyond traditional NDIS funding pathways.

The expansion introduced more flexible ways to access Positive Behaviour Support through NDIS, private, government and organisational funding arrangements, creating new options for people who may not be eligible for NDIS funding or where other funding pathways better suit their circumstances.

This broader model enables our Behaviour Support Practitioners to work with children, young people and adults with complex needs across a wider range of settings, including schools, Out of Home Care, family services, government agencies and community-based supports.

Importantly, greater flexibility creates opportunities to provide support earlier, reduce barriers to accessing specialist services and build the capability of families, caregivers and support teams. Through proactive, person-centred approaches, Positive Behaviour Support helps those around a person better understand their needs and develop strategies that support positive and sustainable outcomes.

By expanding how and where Positive Behaviour Support can be delivered, Hunter Primary Care is making specialist behavioural support available to more people in more settings.

One Year of Soul Clinic: Relationship-Based Healthcare at Soul Hub

Over its first 12 months, Soul Clinic has become a trusted and welcoming healthcare service for people experiencing homelessness, disadvantage and complex health challenges across the Newcastle region.

Delivered in partnership with Soul Hub and funded by The PHN, Soul Clinic provides accessible, trauma-informed healthcare within a safe and familiar environment. The model recognises that health is closely connected to housing, safety, wellbeing, connection and trust.

Since officially launching in March 2025, Soul Clinic's first 12 months saw:

198 CLINICS DELIVERED

1,893 GP APPOINTMENTS

693 GUESTS SUPPORTED

305 NEW GUESTS ACCESSING SERVICE FOR THE FIRST TIME

The clinic works closely with Soul Hub social workers and guest support coordinators, alongside local health, housing, homelessness, mental health, drug and alcohol, dental and disability services. This collaboration helps guests access the support they need without having to navigate complex systems alone or repeatedly tell their story.

Over its first year, Soul Clinic also expanded the range of health and wellbeing supports available to guests, including preventative health screening, individualised GP Management Plans, diabetes education, point-of-care Hepatitis C testing, drug and alcohol support pathways, mental health clinicians and health education.

The clinic works closely with NSW Health hospital and community teams to support guests transitioning from hospital back into the community and remain connected to ongoing care. Together, these partnerships are helping reduce barriers to healthcare and provide more connected, person-centred support for people experiencing significant disadvantage.

Clare, Integration Coordinator at Soul Clinic, reflected on the model during its first 12 months:

> **"By taking the time to work alongside people at their own pace, within a familiar and safe space, the clinic has been able to focus not only on immediate clinical needs, but also on preventative health, education, mental wellbeing and long-term stability."**



Soul Hub General Manager Matt also reflected on the strength of the partnership:

> **"Soul Clinic is a wonderful collaboration between large and small – Soul Hub, a small local charity and Hunter Primary Care, a larger regional healthcare provider. Together we are providing medical services through the Soul Clinic to vulnerable people who have fallen through the gaps between other services.**

From Crisis to Connection: Billy's Story

Billy* is a 22-year-old guest who has lived with complex mental health challenges since adolescence, including schizophrenia and bipolar disorder, resulting in long periods in hospital and ongoing support from mental health services.

After connecting with Soul Clinic in mid-2025 for ongoing treatment and support, Billy became a familiar and trusted face within the Soul Hub community, regularly checking in not only for healthcare, but also for connection, reassurance and support navigating everyday life.

Earlier this year, Billy experienced a significant increase in mania symptoms alongside severe insomnia, made even more difficult by unstable housing and ongoing safety concerns. Despite ongoing support from the clinic, Billy's mental health continued to decline and his sleep became increasingly difficult. Through close collaboration with Billy's previous mental health team, Soul Clinic was able to arrange a one-off psychiatry review without requiring Billy to go through a lengthy new referral process.

Following changes to his treatment and ongoing support from the clinic team, Billy experienced a significant improvement in sleep, daily functioning and symptom management. The support helped Billy avoid further mental health crises and stay connected to care.

Today, Billy continues to engage closely with Soul Clinic and Soul Hub. He is beginning to address his housing situation, reconnect socially and with family and has recently started attending a local educational facility.

**Billy's name has been changed for privacy.*

Designing a New Model of After-Hours Care



During FY26, GP Access After Hours began developing a new Hybrid Clinic model at Maitland, informed by consultation undertaken through the GP Access Enhancement Review.

The model was designed to explore a different approach to delivering after-hours care, combining virtual GP consultations with in-person clinical support. Under the model, eligible patients attend the Maitland clinic and consult with a GP via video, supported onsite by a Nurse Practitioner or Registered Nurse.

Planning during FY26 focused on developing the model and preparing for a time-limited pilot, including how patients would be identified, supported and informed about this new approach to care.

The Hybrid Clinic Pilot commenced at Maitland in August 2026, with patient and staff feedback forming part of the evaluation to help inform future GP Access service planning.

Expanding Nurse Practitioner-Led Care for Older People

Hunter Primary Care continued to expand its Nurse Practitioner model during FY26, increasing access to timely primary healthcare for people living in residential aged care.

Across the year, the Nurse Practitioner Service delivered 13,733 occasions of care, including medication management, post-fall reviews, wound care, pain management, chronic disease care and palliative and end-of-life support.

FY26 also marked an important step in the growth of the model, with the Tamworth pilot transitioning into ongoing service delivery, continued expansion of partnerships with residential aged care providers, and the model extending into the Manning region.

By bringing advanced primary healthcare into residential aged care, the model supports older people to access care where they live while strengthening collaboration with GPs, nursing teams, allied health professionals and aged care providers.

13,733
OCCASIONS OF CARE DELIVERED

Expanding Clinical Placements Across NSW

Hunter Primary Care's Clinical Placement Program significantly expanded its reach during 2026, creating more opportunities for aged care services across NSW to participate in clinical education.

Following an expansion by the Australian Government Department of Health, Disability and Ageing in December 2025, the program's footprint grew to cover all of NSW. Hunter Primary Care now has 187 potential placement sites, spanning metropolitan, regional and rural communities. The program's reach now extends from Tweed Heads to Narrabri, Barraba to Unanderra, the Central Coast to Sydney, and Lake Macquarie to the Hunter Valley.

The program also reached an important milestone during the year, facilitating its first placement with a Home Care organisation. This expansion creates opportunities for students to experience community and home-based care alongside residential aged care, while supporting a broader range of aged care services to participate in developing the future workforce.

By extending the program across NSW and into new care settings, Hunter Primary Care is helping strengthen connections between education and aged care services and build placement capacity where future health professionals are needed.

187
POTENTIAL PLACEMENT SITES



Lumina: Bridging the Gap Between Crisis and Community Care

During FY26, Hunter Primary Care tested a new approach to supporting people experiencing significant mental health distress through the Lumina pilot, developed in partnership with Hunter New England Local Health District.

Lumina was established to explore whether rapid access to community-based mental health care could provide an alternative pathway for people presenting to the Psychiatric Emergency Care Centre (PECC) who needed timely clinical support but did not necessarily require emergency mental healthcare.

The model created a seamless transition from acute to community care. PECC clinicians booked people directly into Lumina before they left the Emergency Department, so they left with a confirmed appointment and a warm handover.

Over the 12-month pilot, Lumina received 319 referrals, with suicidal ideation and self-harm among the most common presenting concerns. Initially a single-session therapy service, the model evolved to combine brief clinical intervention and safety planning with practical support and connections to ongoing services.

Feedback from consumers and PECC clinicians was positive, with consumers reporting that they felt heard, supported and treated with compassion. Clinicians valued having a trusted community service they could connect people with before discharge. Consumers and referrers consistently asked for more appointments, not a different model.

Lumina demonstrates the potential of flexible, community-based models to provide earlier access to mental health support and strengthen the transition between acute and community care. The pilot also provides an important foundation for understanding how earlier intervention and stronger care pathways could help people access the right support before their circumstances deteriorate further.

319
REFERRALS OVER 12 MONTHS

Bringing Mental Health Support Closer to Community

Primary Mental Health Services continued to expand its community outreach during FY26, bringing mental health support closer to where people live and increasing accessibility for vulnerable members of our community.

Since April, a clinician has provided onsite therapeutic support at Miruma, a residential diversionary program in Cessnock. The partnership has been positively received by both clinicians and the Miruma team, supporting continued delivery of the service. The team also commenced providing therapy services one day per week from Tomaree Neighbourhood Centre in Salamander Bay, creating another local pathway to mental health support for residents of Port Stephens.

Our partnership with Soul Hub also continues, with clinicians working onsite to provide mental health support within a familiar and accessible community setting. Accessibility has also been strengthened in Maitland, with the team relocating after 14 years in a historical building to a more modern and accessible facility. The new site provides a welcoming environment designed to better support clients accessing mental health services.

headspace Newcastle also has established outreach/co-location arrangements with schools, CALM in Toronto, Morisset Multipurpose Centre and Port Stephens Family and Neighbourhood Centre, as well as culturally safe outreach and shared case support with Nikinpa Aboriginal Child and Family Service.

Together, these initiatives are helping extend the reach of our mental health services and create more accessible pathways to support across the communities we serve.

Building a Stronger Peer Workforce

Lived experience brings a unique and valuable perspective to mental health care, helping people feel understood, supported and connected throughout their recovery journey.

During FY26, Hunter Primary Care continued to strengthen its peer workforce within Primary Mental Health Services, investing in specialised training and development to build the capability of staff using their lived experience to support others.



Mel completed the Mental Health Peer Navigation course delivered by the Mental Health Coordinating Council, while Hana completed the NSW Consumer Perspective (Peer) Supervision course delivered by Inside Out & Associates, supported by the Mental Health Commission of NSW.

Since moving into her Peer Work role during the year, Hana has supported 34 clients, bringing lived experience alongside other forms of clinical and psychosocial support available through the service.

More Than Mental Health Support: Helping Young People Build Their Future

For young people experiencing mental health challenges, having something meaningful to work towards can be an important part of building confidence, independence and hope for the future.

At headspace Newcastle, the Work & Study program works alongside clinical care to help young people pursue their employment and education goals. Support is personalised and practical, ranging from exploring career and study options to preparing resumes, applying for jobs, practising interviews, enrolling in courses and navigating challenges at school, university or in the workplace.

During FY26, 114 young people engaged with the program, including 77 who joined for the first time. Together, young people reached important milestones, with 47 jobs started and 45 courses commenced.

Most importantly, 92% of young people who exited the program achieved a positive work or study outcome, demonstrating the difference tailored vocational support can make in helping young people take meaningful steps towards their future.



The program recognises that employment and education are closely connected with broader wellbeing. By supporting young people to identify their strengths, build confidence and work towards goals that matter to them, Work & Study complements clinical mental health care with practical support for life beyond the consulting room.

> **"The Work and Study program has helped me feel so cared for and not so lost. I've felt so much happier just being in the work and study program as it's made me feel so cared for, and I've discovered my love for vet nursing and wanting to pursue that career, when before that I had no idea what I wanted to do. So thanks a lot!"**
>
> Jess, Work & Study participant

Expanding Access to Psychological Support

During FY26, Hunter Primary Care expanded its psychological services to provide another pathway for people who need support but are not eligible for funded programs.

In response to continued demand, the team built its capacity to offer fee-for-service psychological therapy, enabling people who fall outside funded program eligibility criteria to access care through Hunter Primary Care rather than being turned away from the service. During FY26, 35 clients accessed psychological support through the fee-for-service pathway.

The expansion provides greater flexibility in how Hunter Primary Care responds to community need, complementing existing funded mental health programs and creating another option for people seeking psychological support.

Adapting Respiratory Support to Meet Rural Community Need

During FY26, Hunter Primary Care's Coordinated Respiratory Support program continued to evolve in response to what was being learned on the ground in the Upper Hunter, making it easier for people with chronic respiratory conditions to access coordinated, multidisciplinary care closer to home.

A key change was the introduction of self-referral, creating a more direct pathway into the service alongside existing referral options. This reduced barriers for people seeking support and helped connect community members with care regardless of how they first encountered the program.

The multidisciplinary model was also redesigned, moving from subcontracting allied health providers to a more flexible brokerage approach. Local providers could continue working within their existing systems, while Hunter Primary Care coordinated each person's care and maintained clinical governance. This enabled the program to expand access across six allied health disciplines, including exercise physiology, physiotherapy, dietetics, occupational therapy, social work and psychology.

These changes were complemented by a sustained community presence and targeted digital outreach. Practice visits, education sessions, community events and local partnerships helped build awareness and trust, while geo-targeted social media connected the program directly with people in the region seeking help to manage their condition and navigate an increasingly complex health system.

Since 1 July 2025, the program received 89 referrals and delivered 730 hours of support, including care coordination, home visits, multidisciplinary case conferencing and online Shared Health Appointments. A further 524 brokered allied health appointments were delivered across the six disciplines.

The program also facilitated 80 online Shared Health Appointments, helping overcome some of the challenges of distance in regional communities. Sessions combined practical information about respiratory health and living with a chronic condition with opportunities for participants to connect, learn from one another and share their experiences.

> **"It has changed my life. Given me energy, more spirit. I get out, I love walking. I'm doing more housework than what I was."**
>
> Coordinated Respiratory Support Client



89
REFERRALS

730
HOURS OF SUPPORT

524
ALLIED HEALTH APPOINTMENTS

Shared Health Appointments: Innovation, Connection and Better Health Outcomes

Hunter Primary Care's Shared Health Appointments (SHA) continued to grow throughout 2025-26, providing an innovative, multidisciplinary model of care that combines clinical expertise, health education, peer support, cultural connection and self-management coaching in both virtual and face-to-face settings. SHAs are a core component of our First Nations Care Coordination & Supplementary Services and Coordinated Respiratory Support programs. By bringing together people living with chronic conditions, SHAs allow participants to learn from clinicians and from one another's lived experience.

SHA topics expanded significantly over the year in response to participant feedback, covering lifestyle medicine themes such as lung and brain health, anti-inflammatory nutrition, mindfulness, stress management, grief and loss, future planning and cultural wellbeing. Participants reported a better understanding of their conditions, more confidence talking with healthcare providers, increased physical activity, healthier eating, better sleep and reduced pain.

Beyond physical health, SHAs also provided participants with a strong sense of connection, belonging, and emotional support. Many reported reduced social isolation, stronger social networks, improved confidence, greater cultural connection, and feeling valued within a supportive community.

SHA topics are co-designed with clients themselves. Participants tell us what matters to them, identify the questions they want answered, and guide future areas of discussion. In response, staff draw on their clinical expertise, lived experience perspectives, partnerships, and guest speakers to deliver relevant, practical, and meaningful sessions. This collaborative approach ensures the program remains person-centred, responsive, and grounded in the priorities of the people it serves.

Together, our clients and staff have created a unique model of care that extends beyond traditional health education. Shared Health Appointments have become a community of learning, encouragement, accountability, and hope, empowering participants to make lasting changes that support their physical health, mental wellbeing, cultural connection and quality of life.







Journey to Better Health, Connection and Confidence: Barbara's Story

When Barbara was referred to Hunter Primary Care's Care Coordination & Supplementary Services Program, she was struggling with the impact of multiple chronic health conditions. Chronic pain, declining mobility, a history of falls, and increasing social isolation were significantly affecting her quality of life and contributing to feelings of depression.

To support Barbara's engagement, a Social Outreach Worker provided home visits and practical coaching to build her confidence using technology. This included learning how to join Hunter Primary Care's online SHAs.

Since then, Barbara has embraced the opportunity to connect, learn and participate. She has attended almost 40 SHAs primarily online and has become a highly engaged member of the group. Reflecting on the lifestyle changes she has made, Barbara said:

"I went swimming yesterday for an hour and a half and this has increased my motivation to do activity. I am feeling really good and it is the first time in 77 years that I have listened to anyone."



Barbara also credits the group with helping her develop practical ways to manage chronic pain and improve her sleep.

The social connection provided through SHAs has been equally important. During a face-to-face mindfulness session at Hunter Region Botanic Gardens, Barbara reflected on the positive impact of feeling connected to others.

"This was a good move coming to this mob. Smelling these plants brings me into awareness of my emotions. Something I will leave with today is that I am motivated and my attitude has changed as I have connected with others, which makes me accountable."

Barbara's health improvements extended beyond pain management. After discussing symptoms including shortness of breath, lethargy and difficulty sleeping due to fluid retention with her Care Coordinator, she was encouraged to speak with her GP regarding treatment options.

"Brandon suggested I ask my GP about treatments. I have seen a big difference. My pain is less and I am back to sleeping in my bed with my husband at night rather than the lounge chair. I am very happy with myself."

Barbara's story shows the impact of combining care coordination, digital inclusion, peer connection and health education.

Listening to Young People: Youth Mental Health Forum

During FY26, headspace Newcastle brought together around 160 students from eight independent and alternative schools for a Youth Mental Health Forum at the University of Newcastle, creating an opportunity for young people to talk openly about the issues affecting their wellbeing.

Rather than deciding what mattered to young people, the forum asked them directly. Students identified anxiety, depression, self-harm, bullying, social media pressures and self-confidence among the most significant challenges facing young people in their communities.

An anonymous 'Ask a Counsellor' session also gave students the opportunity to raise questions they may not otherwise feel comfortable asking, generating conversations about suicide and self-harm, relationships, family violence, identity, body image, addiction, accessing support and other complex issues.

The forum provided headspace Newcastle with valuable insight into the experiences and priorities of local young people, while creating a safe environment for conversations about mental health, help-seeking and wellbeing.



160 STUDENTS PARTICIPATED IN MENTAL HEALTH FORUM

Listening to Our Patients

During FY26, GP Access After Hours introduced a new telephone feedback module, creating a simple way for patients to share their experience immediately after contacting the service.

Introduced in March 2026, the module allows callers to answer a short series of questions about their experience. The feedback provides an ongoing source of patient experience data, helping the team understand what is working well, identify opportunities for improvement and recognise the care and support provided by GP Access staff.

In its first three months, 269 callers provided feedback, with an average overall satisfaction rating of approximately 4.5 out of 5 and an average staff interaction rating of approximately 4.7 out of 5.

> **"The staff member that took my enquiry was very professional and very helpful. And very empathetic, which was nice."**
>
> GP Access patient

With patient feedback now embedded into the telephone experience, GP Access has another way to listen to the people using the service and use their experiences to inform ongoing improvement.

269 CALLERS PROVIDED FEEDBACK

4.5 / 5 AVERAGE SATISFACTION RATING

Quality and Clinical Excellence in Practice

Providing safe, high-quality care remained a strong focus across Hunter Primary Care during FY26, with external audits and industry recognition providing important validation of the quality of our services.

GP Access After Hours underwent an external audit across its operations and clinic locations during the year. Auditors reported no critical issues and only a small number of minor opportunities for improvement, highlighting the team's openness, organisation and the quality of evidence supporting service delivery. They also recognised the strong culture within the service, noting the sense of connection across a large team working across multiple locations and hours.

Our Mental Health Alcohol and Other Drug (AOD) and Youth AOD services also achieved EQuIP re-accreditation following a comprehensive review of clinical practice, systems, records, policies and safety processes. Auditors identified no high-risk findings, praised the services' strong client focus and clinical work, and recognised significant improvements since the previous audit.

Quality was also recognised beyond accreditation, with our NDIS team nominated for the Making Footprints 2025 Accessible Futures Contemporary Practice Award for innovative approaches to disability service delivery.

Together, these achievements reflect a broader culture of clinical excellence, continuous improvement and person-centred care across Hunter Primary Care.

Making Healthcare More Accessible Through Technology

In FY26, Hunter Primary Care invested in technology that lets more people get care sooner, closer to home and with the right people around them.

Our hybrid clinic pilot use purpose-built telehealth carts that connect a GP to the consultation room in real time. With high-definition cameras and connected medical instruments, the GP can see, hear and examine the client almost as if they were in the room. Clients get timely care, family members can join the consultation from wherever they are, and specialists can be brought in during the same visit. That gives clients a fuller team around them and gets decisions made faster. Doctors' time now goes where demand is greatest, so more people are seen.

AI-assisted clinical documentation is now part of everyday practice. Clinicians and staff spend less time on paperwork and more time with clients. AI is used only with each client's informed consent. Every note is reviewed and approved by the treating clinician, and all information stays within HPC's own secure environment. The result is more attention for clients and the same standard of privacy and clinical care.

A new cloud communications platform connects calls across our services, so people reach the right team faster and managers can put staff where demand is greatest. Feedback from clients straight after each call gives HPC a live view of their experience, so we can fix issues quickly and keep improving.

IMPACT THEME – EQUITY & INCLUSION

Strengthening Our Commitment to Reconciliation

More than a decade after formalising our commitment to reconciliation, Hunter Primary Care has entered the next stage of its journey with the launch of our second Stretch Reconciliation Action Plan (RAP) 2026–2029.

Our reconciliation journey began in 2013, when Hunter Primary Care signed a Statement of Commitment with Reconciliation Australia. Since then, we have continued to strengthen relationships with Aboriginal and Torres Strait Islander communities, organisations and staff, while building cultural understanding and embedding reconciliation more deeply across our organisation.

Launched on Close the Gap Day, our second Stretch RAP builds on this progress and sets out how we will continue to turn commitment into meaningful action over the next three years. A key focus is strengthening the involvement of Aboriginal and Torres Strait Islander stakeholders in the way our services are designed and delivered, with greater emphasis on engagement and co-design. Chief Executive Officer Keith Drinkwater said sustained effort and partnership remained central to achieving meaningful change;

> **"Close the Gap Day reminds us that improving health outcomes for Aboriginal and Torres Strait Islander peoples requires sustained effort and partnership. Our Stretch RAP outlines the actions we will take to strengthen relationships, support Aboriginal and Torres Strait Islander staff and ensure our services continue to respond to the needs of community."**

With a formal commitment to reconciliation spanning more than 13 years, our second Stretch RAP represents both a continuation of that journey and a commitment to keep progressing working alongside Aboriginal and Torres Strait Islander communities to contribute to better health outcomes and reconciliation across the Hunter region.



RECONCILIATION ACTION PLAN STRETCH

Cultural Celebrations

Hunter Primary Care marked Close the Gap Day, National Reconciliation Week and NAIDOC Week with opportunities to deepen staff understanding of Aboriginal and Torres Strait Islander cultures and strengthen community connections.

To mark National Reconciliation Week, proud Worimi man Uncle Justin Ridgeway from the Worimi Local Aboriginal Land Council led a staff workshop exploring spirituality, identity and relationships.

For NAIDOC Week, Coota Girls Aboriginal Corporation joined us for a screening of Walking Our Songlines. The screening was introduced by Aunty Dawn Townsend, a descendant of a Cootamundra Girls Home survivor, who generously shared her family's story.

Our people also connected with community through Awabakal Newcastle, Singleton and Muswellbrook NAIDOC celebrations.

By creating opportunities for staff to listen and learn directly from First Nations voices and experiences, these events strengthen cultural understanding and capability across Hunter Primary Care while reinforcing our ongoing commitment to reconciliation.





Strengthening Cultural Safety Across Our Workforce

In April 2025, Hunter Primary Care applied for a professional development scholarship through The PHN. The application was successful, and Hunter Primary Care used the funding to deliver Cultural Appreciation Training for our staff.

Winanga-y Dreaming ran the training as two half-day sessions with a total of 69 staff taking part, including mental health practitioners, nurses, allied health professionals and corporate staff. The sessions looked at Aboriginal and Torres Strait Islander cultures, histories and perspectives, and gave staff practical ways to build culturally safe workplaces and to work respectfully with Aboriginal communities and people.

The training has given our staff a deeper understanding of different cultural perspectives, traditions and histories, which builds respect and inclusivity in how we work. Staff came away better able to handle cross-cultural conversations with sensitivity, build trust with clients and reduce misunderstandings. They are also better placed to adapt how services are delivered so they meet the needs of the people we support across the HNECC region.

Growing Reconciliation Through Collective Action



In 2025, Hunter Primary Care and NGM Group co-founded the Newcastle & Hunter Reconciliation Community of Practice. The network gives organisations with Reconciliation Action Plans a practical space to connect, share experiences and learn from one another, strengthening the region's collective commitment to reconciliation.

The Community of Practice initially brought together Hunter Primary Care, NGM Group, Port of Newcastle, Australian Rail Track Corporation (ARTC) and nib. Throughout the year, the network continued to grow, welcoming GHD and Port Waratah Coal Services as new members.

Meeting quarterly, members share insights, challenges and practical approaches to embedding reconciliation within their organisations. Discussions have explored areas such as integrating reconciliation into business strategy, cultural load, RAP resourcing and employee engagement, with members also sharing resources, experiences and connections.

Built around the principles of Connect, Collaborate and Educate, the Community of Practice recognises that organisations can strengthen their individual reconciliation efforts by learning and working together.

For Hunter Primary Care, the initiative provides an opportunity to share our own reconciliation journey while learning from other organisations and building relationships that can support meaningful action across Awabakal and Worimi lands.

Creating Connection Through Art

During FY26, headspace Newcastle secured funding from the City of Newcastle to deliver Create Connect, a creative project designed to strengthen connection and belonging among Aboriginal and Torres Strait Islander, LGBTQ+ and multicultural young people.

The project brings young people together through a series of art workshops tailored to each community and co-facilitated by an artist from that community. For the multicultural youth component, headspace Newcastle connected with Malaysian artist Tiyan Baker.

By combining creative expression with culturally relevant community participation, Create Connect provides young people with opportunities to connect with others, express their identity and build a stronger sense of belonging.



Now See Hear: Exploring Home, Identity and Belonging

Young people with migrant and refugee experiences were given a platform to share their perspectives through Now See Hear, a photographic exhibition supported by headspace Newcastle alongside the Name Narrate Navigate Team, Wesley Mission and Multicultural Neighbourhood Centre.

Young people from western Newcastle captured photographs exploring home, identity and belonging, offering an insight into everyday life while navigating displacement, multiple cultural identities and finding belonging in a new place.

Their work was exhibited at the University of Newcastle from April to June 2026, providing an opportunity for the wider community to see Newcastle through the perspectives of young people whose experiences are not always represented.



Connecting Young People Across Cultures

headspace Newcastle continued its involvement in the Multicultural Youth Group, a weekly group engaging school-aged young people from refugee backgrounds through Jesmond Neighbourhood Centre.

The group recorded 19 occasions of service during FY26 and brings together a network of community partners led by STARTTS, alongside headspace Newcastle, MOSAIC, Multicultural Neighbourhood Centre, Wesley Mission, University of Newcastle and Newcastle Police.

The group engages young people attending a range of schools and maintains connections with English as an Additional Language or Dialect staff at feeder schools, helping create another pathway for young people to connect with community and support.



A Space to Be Yourself

Throughout FY26, headspace Newcastle continued to provide a dedicated space for LGBTQ+ young people through As You Are, its weekly LGBTQ+ social group.

The group recorded 29 occasions of service during the year, providing opportunities for young people to connect with others in an inclusive environment. Activities included a mixed-media collage workshop facilitated by artist Emma Clifton, exploring identity through creative expression. headspace Newcastle also connected with the wider LGBTQ+ community through University of Newcastle Pride Week.



IMPACT THEME – WORKFORCE EXCELLENCE

Workforce Snapshot

486 Total Workforce

71 Full Time

114 Part Time

301 Casual

161 Total GP's

362 Female

123 Male

1 Other Gender

78 New Starters

14 Aboriginal & Torres Strait Islander

Building The Future Health Workforce

Creating opportunities for the next generation of health professionals is an important part of building a strong and sustainable primary healthcare workforce.

Throughout the year Hunter Primary Care supported 297 student placements across psychology, dietetics, social work, occupational therapy, medicine and exercise physiology, as well as through our dedicated Aged Care Clinical Placement Program, delivering a combined 10,226 hours of student placement and clinical facilitation.

These placements allow students to apply their studies in real-world primary, community and aged care settings, learn alongside experienced health professionals and gain a deeper understanding of the diverse career pathways available across the health sector.

Our broader student placements are supported by relationships with 19 education and training partners across Australia, including the University of Newcastle, University of New England, Charles Sturt University, University of Sydney, University of Technology Sydney, and more.

The impact extends beyond the placement itself, with a number of students going on to secure employment with Hunter Primary Care following their placement. This demonstrates the value of our 'grow our own' approach, creating pathways for emerging professionals to develop their skills, become familiar with our services and communities, and potentially continue their careers within the organisation.

By investing in student learning and strengthening connections between education and industry, Hunter Primary Care is helping build a skilled, experienced and community-focused health workforce for the future.

From Placement to Career

Meet Sara



Sara joined Hunter Primary Care in 2025 while completing her Master of Psychology (Clinical), combining clinical work and placement experience across headspace and Primary Mental Health Services. She now works as a Provisional Psychologist in the Youth Complex team while completing her final placement with Primary Mental Health Services. Working across different teams has given Sara valuable insight into the ways people are supported across Hunter Primary Care and the opportunity to learn from experienced clinicians throughout the organisation. For Sara, supporting vulnerable members of the community has been particularly rewarding. Her journey demonstrates how student placements can create opportunities for emerging health professionals to develop their skills, experience different areas of community healthcare and establish their careers within Hunter Primary Care.

Meet Sarah



Sarah's journey with Hunter Primary Care began as a student on placement before she returned to the organisation as an Occupational Therapist. Working with people living with psychosocial disability has reinforced for Sarah the importance of taking time to build trust and understanding what matters to each person. Through assessment, advocacy and ongoing support, she has helped clients work towards greater independence and participation in activities and roles that are meaningful to them. Returning as a clinician has also allowed Sarah to continue developing the skills she first began building as a student.

> **"The moments that stand out most are often the simple ones, when clients who were initially hesitant begin to open up and engage."**

Meet Emma



Emma first joined Hunter Primary Care as a provisional psychologist while completing the final placement of her Master of Clinical Psychology. Supported by experienced psychologists and Hunter Primary Care's broader multidisciplinary workforce, Emma developed her clinical skills and confidence while gaining experience supporting people with diverse and often complex needs. After completing her placement and Master's degree, Emma remained with Hunter Primary Care as a registered psychologist and is now completing her clinical endorsement. Her work includes supporting people experiencing depression, anxiety, trauma, alcohol and other drug use, and complex mental health and psychosocial challenges.

Emma's progression from student placement to registered psychologist demonstrates how supported clinical placements can help emerging practitioners develop their careers while strengthening the future community health workforce.

Building the Future Aged Care Workforce

Hunter Primary Care continued to strengthen workforce pathways across aged care this year, from introducing students to the sector through clinical placements to support experienced nurses to develop towards Nurse Practitioner endorsement.

Creating pathways into aged care

Hunter Primary Care's Clinical Placement Program supported 285 students to complete placements. Throughout the year, clinical facilitators provided 2,868 hours of facilitation, supporting students to gain practical experience, build confidence and develop their skills in aged care settings.

The program is supported by strong education partnerships, including five universities and three TAFE NSW campuses, with a further four universities signed up and exploring opportunities to participate.

A network of 69 active clinical facilitators supports the delivery of placements across the program, who attend a monthly Clinical Facilitators Community of Practice also provides connection, shared learning and support.

Hunter Primary Care's contribution to clinical education also extends beyond placements, including guest speaking at two TAFE Newcastle Diploma of Nursing graduation ceremonies and an invitation to participate as an industry representative on the TAFE NSW Diploma of Nursing Curriculum Committee.

"The entire team was welcoming and the RN's that I worked alongside have taught me alot especially helping me develop my clinical assessment, wound care and patient communication skills. I enjoyed my daily meetings with my HPC facilitator."

Gail, RN Student

Developing the next generation of Nurse Practitioners

At the other end of the workforce pathway, Hunter Primary Care is creating opportunities for experienced nurses to progress into advanced practice through its Transitional Nurse Practitioner model.

Working alongside Nurse Practitioners, GPs, nursing staff and allied health professionals, Transitional Nurse Practitioners gain practical experience in advanced clinical assessment, timely intervention and collaborative care planning within residential aged care.

Throughout the year Hunter Primary Care strengthened this pathway with a structured orientation, peer support and mentoring model, supported by practical guidance through the Transitional Nurse Practitioner handbook and experience within the service.



285
STUDENTS COMPLETED PLACEMENTS

2,868
HOURS OF FACILITATION

69
ACTIVE CLINICAL FACILITATORS

Supporting the Next Generation of Behaviour Support Practitioners

In 2026, Hunter Primary Care commenced development of a specialist supervision service for external Behaviour Support Practitioners, representing a strategic diversification of its Positive Behaviour Support offering.

This initiative expands the organisation's impact beyond direct participant services by contributing to workforce capability and professional development across the broader behaviour support sector. By providing access to experienced clinical supervision, mentoring, and reflective practice opportunities, the service aims to strengthen practitioner competence, support evidence-based practice, and promote high-quality Positive Behaviour Support outcomes across a wider range of organisations and communities.

Investing in Our People

This year Hunter Primary Care employees accessed more than 1,400 hours of professional development and study leave, including more than 1,300 hours dedicated to professional development.

Our people pursued learning across a diverse range of areas reflecting the breadth of services delivered across Hunter Primary Care. This included Open Dialogue, Conversational Model and Schema Therapy training, suicide intervention, mental distress, women's safety, Aboriginal health and wellbeing, chronic conditions, diabetes and LEGO® Therapy, as well as training focused on supporting people to care for their animals.

This investment supports employees to deepen their specialist knowledge, develop new approaches to care and bring contemporary skills and thinking back into their teams and services.



1,400
HOURS OF PROFESSIONAL DEVELOPMENT

Recognising our people

Meet Kate



As Clinical Manager, Kate Wood is helping bring Hunter Primary Care's experience into regional and statewide health planning. In November 2025, she presented our Shared Health Appointments model at the Aboriginal Health and Wellbeing Conference, highlighting how culturally responsive, multidisciplinary group care can strengthen health literacy, self-management, social connection and access to care.

Kate also contributes to the Primary Health Network Urban/Inner Regional Strategic Engagement Advisory Group and was selected for the Agency for Clinical Innovation Supportive Care in Chronic Conditions Steering Committee. This statewide initiative is developing guiding principles for supportive care for people living with chronic, progressive and life-limiting conditions.

Meet Krystal



Krystal has been with Hunter Primary Care for five years and now works as a Financial Accountant. She started as the Payroll Coordinator, covering a parental leave period, and has since worked as the Assistant Accountant, Contracts Administration and Accounts Officer, and as the Management Accountant for IT Services. Krystal has also stepped up to backfill the Senior Financial Accountant role during a period of leave. Along the way, she has built a broad understanding of how finance supports every part of the organisation. She was integral to getting SAP Concur up and running across HPC, and she is currently helping shape the IT Services remodel.

"It's rewarding to know that the work we do behind the scenes helps keep those vital services running."

Meet Andrew



Working across chronic disease, psychosocial support, First Nations health, respiratory care and NDIS services, Andrew brings a unique understanding of how health, disability and social care systems intersect. As a Team Lead, Care Coordinator and Social Worker, Andrew helps clients navigate these systems and brings services together around their individual needs. Recently, Andrew supported a client at risk of losing access to critical ophthalmology treatment. By navigating funding complexities, resolving miscommunication and coordinating across general practice and public and private ophthalmology services, he helped secure ongoing bulk-billed treatment. For Andrew, the most rewarding part of his six years with Hunter Primary Care is helping people navigate systems that can often feel confusing and disconnected.

"I take the time to look beyond a diagnosis and understand how illness or disability affects each person's independence, relationships, work and everyday life."

Meet Mackenzie



Mackenzie is a Skills Facilitator with Hunter Primary Care's Commonwealth Psychosocial Support program, supporting people experiencing mental health challenges to build independence, strengthen their capacity and work towards recovery goals. With a background in psychology and currently completing a Master of Social Work, Mackenzie has developed particular expertise in navigating the disability sector. Her persistence and advocacy have helped eligible clients gather evidence, navigate complex processes and access NDIS supports.

"What I enjoy most is supporting people who have often fallen through the gaps in other services and helping them achieve goals that are meaningful to them."

Meet Jacqui



As a People & Culture Business Partner, Jacqui works across a diverse portfolio spanning workforce planning, recruitment, employee relations, organisational change, workforce analytics, governance, Work Health and Safety and digital transformation. During seven years with Hunter Primary Care, Jacqui has drawn on experience across technology, recruitment, WHS and health, alongside an MBA in Human Resources and her recently completed Graduate Certificate in Business Intelligence & Analytics.

Known for her practical and evidence-based approach, Jacqui helps translate complex requirements into systems, processes and guidance that make work safer, smarter and easier for teams across the organisation.

"When staff feel supported, they are free to focus on caring for our clients, and I'm grateful to be surrounded by colleagues who share their knowledge so generously."

Meet Brandon



Brandon works across two Hunter Primary Care programs, as a Care Coordinator in the First Nations Care Coordination and Supplementary Services Program and a Respiratory Registered Nurse in the Coordinated Respiratory Support Program. Brandon supports people living with complex chronic conditions to navigate the health system, connect with services and work towards better health outcomes. His contribution also extends into reconciliation and community engagement. As an active member of Hunter Primary Care's RAP Working Group, he regularly represents the organisation at community events and engagement activities across the region. His combination of clinical knowledge, cultural awareness and strong community connections helps bridge the gap between healthcare services and the people they are designed to support.

Meet Kylie



Kylie has been part of GP Access After Hours since its earliest days, joining the service as a relatively new Registered Nurse when the first clinic was established at the former Maitland Hospital. Over more than 20 years, Kylie has grown alongside GP Access, working across its clinics and call centre before progressing to Service Manager and more recently, Nurse Practitioner. Her career has seen her care for people of all ages across the Hunter and contribute to the growth and evolution of the service.

One particularly memorable chapter came in 2007, when Kylie was entrusted with relocating the Hunter Street clinic after it was destroyed during the Pasha Bulker storm and floods, helping establish a new clinic within Hunter New England Health premises. For Kylie, her time with GP Access has also been shaped by the support she has received as an employee.

> **"I am grateful for the opportunity to contribute to this evolving model of care and remain committed to supporting accessible, patient-centred healthcare in the community where my professional journey began."**

Meet Janet



Janet is Hunter Primary Care's Quality and Risk Manager. She joined Hunter Primary Care in 2018, bringing wide-ranging experience in quality, strategy, planning and projects, and a passion for people and community. Janet works across the organisation to support the quality and safety of our services. This includes advising managers and teams on quality and compliance matters, writing and reviewing policies, supporting audits and accreditation, and maintaining our governance and risk management system. She is also Hunter Primary Care's Privacy Officer, helping ensure people's personal information is protected.

Janet is passionate about person-centred, evidence-based best practice and continuous improvement, helping ensure our systems and services support our people to do their best work.

> **"Hunter Primary Care lets me work with lots of different people on a wide range of services, subjects and projects; and I love being able contribute to the vision and work of the organisation. Even though I am not a primary care provider myself, I can use my skills 'behind-the-scenes' to support those who are. The passion, commitment and dedication of Hunter Primary Care's team are second to none. It's a privilege to be able to not only watch them work, and see the difference they make in people's lives; but to support and contribute to that work."**

Celebrating 25 years with GP Access

This year, four longstanding members of the GP Access After Hours team reached an extraordinary milestone, celebrating 25 years of service. Registered Nurses Margaret and Karinne, and Administration Officers Ann and Kerrie, have each contributed a quarter of a century to a service that has continued to evolve while remaining an important part of after-hours healthcare in the Hunter.



For Margaret, who first joined the Maitland service in 1999, the changes have been significant. She remembers the early clinic operating from two rooms within Maitland Hospital's Emergency Department, using paper notes, with no computers and initially no designated appointment times. Despite how much the service has changed, it is the people who have kept her connected to the work.

> **"My time has passed quickly, doesn't feel like 27 years, I still very much enjoy the work and am always learning from the GPs… I would say the level of teamwork within the clinic is something I value highly."**
>
> Margaret, Registered Nurse

Karinne's reflections also highlight the lasting connection staff can build with the communities they care for. Over 25 years, she has brought experience across emergency, paediatric, sexual, multicultural and mental health care to her role with GP Access.

> **"I enjoy educating patients and families and understand the value of the service to our community. I have seen babies grow into young adults and attend our service over the 25 years."**
>
> Karinne, Registered Nurse

COMMUNITY CONNECTION















Our impact extends beyond the services we deliver. Throughout FY26, our people connected with communities across the region through events, forums, partnerships, fundraising and sector initiatives — sharing knowledge, strengthening relationships and creating opportunities to listen, learn and contribute.



























VOICES OF OUR COMMUNITY

Coordinated Respiratory Support

"I am indebted to Janine for her recent input. She is a Respiratory Support Nurse providing a service in the Muswellbrook region. I agree with what Janine sees as priorities, that being primarily accommodation, access to hydrotherapy and an exercise physiologist, all of which she is facilitating."

Senior Staff Specialist, HNELHD

Finding Safety, Stability and Connection: Layla's Story

When Layla* reached out for support, she was navigating a complex and overwhelming period in her life. Through our Primary Mental Health Services Intensive Support Program, she accessed timely, person-centred support during a time of significant need.

Layla was experiencing domestic and family violence, facing uncertainty around her visa and legal rights, seeking parenting support for her youngest child and feeling increasingly disconnected from her community. With the help of an Immediate Support Package, Layla was able to take meaningful steps toward safety, stability and connection.

Our Intensive Support Program team worked alongside her to provide holistic, wrap-around care, including:

- Rebuilding community connection by linking Layla with women's support groups through Carrie's Place, helping her feel less isolated and more emotionally supported.
- Accessing legal guidance through Legal Aid, providing clarity and reassurance around her visa status and the implications of an Apprehended Violence Order (AVO).
- Strengthening parenting support by connecting her with First Steps Parenting, where she is receiving guidance and practical strategies to support her three-year-old son with behavioural concerns.

With the right supports in place, Layla has regained confidence, feels safer and is better connected to the services she needs to move forward. Her story is a strong example of how integrated, person-centred support can create meaningful change.

** Layla's real name has been omitted from this story.*

Care Coordination & Supplementary Services

"I am extremely appreciative of Sam's involvement. During the cooking demonstration I asked Sam, "Do you know how much of a blessing you are?" As Sam continued to make delicious chickpea and quinoa patties. I love how she's so down to earth and easy going. She doesn't talk down to me. She's a legend!"

Care Coordination & Supplementary Services client

Commonwealth Psychosocial Support & Clinical Care Coordination

"Thank you Sam, Mackenzie, Mel, young Maddy and the other amazing girls that helped me as well. I wouldn't be where I am if it wasn't for you, I have now finally been accepted for NDIS."

Tracey, Commonwealth Psychosocial Support & Clinical Care Coordination client

Aboriginal Health Worker Services

"Lukkas is amazing. It was really nice to have someone who cared so much helping me. I will miss him, but I've finally got my package and I just wanted to thank you very much."

Aboriginal Health Worker Services client's carer

Summer Finds Confidence and Balance Through Work & Study Program



For fifteen-year-old Summer, landing her first job was an important milestone however, long hours, a tough work environment and the challenge of travelling far from home left her feeling unhappy and unsure about what to do next.

Summer wanted a role that was more flexible around school and in a workplace where she could feel supported, but she wasn't sure how to take the next step. That's where the headspace Newcastle's Work & Study Program came in. With the guidance of her specialist, Summer built a tailored resume and cover letter and began exploring local opportunities. Together, they found a small family-owned restaurant that looked like a great fit. Summer introduced herself to the owner and after a trial shift to showcase her skills, she was quickly offered the role.

Her Vocational Specialist also guided her through resigning from her old job, making the transition much smoother and less stressful. With a job that's closer to home, more flexible around school and in a supportive environment, Summer feels more confident and excited about her future.

"I'm so glad I had someone to help me get out of the work situation I was in and get into a new job"

Summer

Care Coordination & Supplementary Services

"Aunt had on-going gynaecological issues. We tracked down John Hunter Hospital original referral and advocated for Aunt to be seen in private rooms. Within a few months Aunt was able to have surgery in public sector and is going very well now. Aunty would like to thank the CCSS team for this wonderful outcome."

Care Coordination & Supplementary Services client

Reconnecting with the Right Supports: Tracey's Story

When Tracey was referred to Hunter Primary Care's Aboriginal Outreach Service, she was facing housing instability, ongoing neighbour disputes, mobility limitations and home care that wasn't meeting her needs. She felt unsupported and unsure where to turn.

Working alongside Tracey, the team provided advocacy, care coordination and practical support. They helped her resolve concerns with her rental property through regular contact with her real estate agency, and supported her through stressful neighbour disputes, making sure her voice was heard.

The team also helped Tracey move to a new aged care provider better suited to her goals. That provider has since improved her support, including help with housing matters and equipment that has boosted her mobility and independence. Community pool passes encouraged gentle exercise and social connection.

Today, Tracey has greater confidence, better practical support and stronger connections to services that support her health and independence. She expressed her gratitude for the support and the difference it has made, helping her feel more connected and empowered for the future.

Dementia Nurse

"Emma was so good, I don't know how we would have navigated the system without her. Warm, friendly, encouraging, helpful, 10/10."

Dementia Nurse client

Journey from Crisis to Stability: Lucy's Story

When Lucy* was referred to Hunter Primary Care's Commonwealth Psychosocial Support (CPS) program, she was facing significant challenges. Living with mental health challenges, Lucy was balancing her own health needs while acting as the primary carer for her younger sibling.

Lucy had experienced considerable adversity throughout her life, including exposure to domestic and family violence, periods of homelessness, and ongoing social isolation. By the time she entered the CPS program, she was experiencing high levels of psychological distress, had limited informal supports, and faced uncertainty about her future housing, financial security and access to appropriate disability supports.

One of Lucy's key goals was to explore eligibility for the National Disability Insurance Scheme (NDIS).

However, the pathway was far from straightforward. Lucy's clinical history was scattered across multiple services, with little recent documentation of her disability's impact. Moving to a new area added further barriers, including finding a new GP, delays obtaining identity documents and coordinating appointments across multiple agencies..

Lucy's CPS Skills Facilitator provided practical, person-centred support to help navigate these challenges. This included:

- Coordinating information and reports from historical and current health services.
- Supporting engagement with psychology and community mental health services.
- Assisting Lucy to establish care with a new GP.
- Arranging transport to appointments where access was a barrier.
- Supporting psychiatric assessment and updated diagnostic confirmation.
- Assisting with identity documentation, including obtaining a birth certificate.

Throughout the process, CPS worked alongside Lucy to build her confidence, strengthen service connections and keep her voice central to decision-making. With evidence gathered from multiple clinicians and services, Lucy submitted her NDIS Access Request in January 2026 and was approved just weeks later. CPS then supported her through her planning meeting and transition to ongoing disability supports, including referral to a Psychosocial Recovery Coach, helping her navigate a complex system and secure long-term supports tailored to her needs.

For Lucy, this outcome represented much more than NDIS approval. It provided greater stability, access to ongoing support, and renewed confidence that she no longer had to face life's challenges alone.

** Lucy's real name has been omitted from this story.*

Commonwealth Psychosocial Support

"Just wanted to acknowledge Aimee as she did an outstanding job, supporting me (a veteran) through the process of applying to the NDIS. Without her assistance it wouldn't have happened. Aimee made the process stress free even though I had to put everything on hold due to having open heart surgery, Aimee is an excellent communicator and, in my opinion, an amazing asset to your company."

Commonwealth Psychosocial Support client

Hunter
PRIMARYCARE

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