

Hunter **PR1MARYCARE**



**ANNUAL REPORT
2023**

ABOUT THIS REPORT

This report is for the period 1 July 2022 to 30 June 2023. Financial data has been audited by PKF, Newcastle NSW 2300. This report is available to download from hunterprimarycare.com.au.

Aboriginal and Torres Strait Islander readers are warned that the following report may contain images of deceased persons which may cause sadness or distress.



HUNTER PRIMARY CARE ACKNOWLEDGES ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE AS THE FIRST PEOPLES OF OUR REGION AND WE PAY OUR RESPECTS TO THEIR ELDERS PAST AND PRESENT WITH WHOM WE SHARE THIS GREAT COUNTRY.



HUNTER PRIMARY CARE IS COMMITTED TO EMBRACING DIVERSITY AND ELIMINATING ALL FORMS OF DISCRIMINATION IN THE PROVISION OF HEALTH SERVICES. WE WELCOME ALL PEOPLE WITH DIVERSE SEXUALITIES AND/OR GENDERS.

CONTENTS

Chair and CEO Report	4
Who We Are	6
Our Strategy	7
Our Services	8
Our Region	11
Our Year in Numbers	12
Celebrating 30 Years	14
Diversity and Inclusion	16
Innovation, Achievements and Milestones	26
Our People	35
Our Clients	40
Our Community	44
Our Finances	46

CHAIR AND CEO REPORT



It is our pleasure to present Hunter Primary Care’s Annual Report for the 2022/2023 financial year.

As the Chair and CEO of Hunter Primary Care, we are honoured to lead such an exceptional organisation. As we reflect on our achievements this year, we acknowledge the ongoing commitment of our staff who exemplify professionalism, dedication and collaboration, and honour our core values of Respect, Excellence, Recognition and Integrity. Without the strength of all teams working across the disparate areas of our organisation, we would not be able to deliver such outstanding supports for the clients that we serve in the community.

Appreciation is also extended to the Board for their support and leadership over the past 12 months. Also to Hunter Primary Care’s Executive and Leadership teams for their professional commitment to ensuring our organisation remains at the forefront of primary healthcare services and supports in the Newcastle and Hunter region. Gratitude is extended to our members, referrers, stakeholders and clients for their enduring confidence in our work.

We are now two years into our Strategic Plan 2025, which enables Hunter Primary Care to continue to sustainably achieve greater health and social outcomes in the communities we serve. The plan provides the framework for us to take steps towards our targeted business growth and increase our service provision and reach to assist

more communities, in both regional and remote areas. The Plan encompasses three strategic domains that are mutually reinforcing in a ‘virtuous cycle’ including Healthy Clients, Strong Business, and an Engaged Workforce.

We are seeing evidence of the Strategic Plan in action with the adoption of online service delivery and group therapy across the organisation, and the profound affect this has had on our ability to engage with people in rural and remote communities. During the COVID-19 pandemic our Care Coordination and Supplementary Services team pivoted to online delivery creating an award-winning Shared Health Appointments program, incorporating lifestyle medicine and social prescribing. Following the success of this program the rest of our organisation has begun exploring how these approaches can be adopted to the design and delivery of services moving forward.

Throughout the year, we have implemented a number of innovative services and programs with the most compelling being the Aged Care Nurse Practitioner pilot, a new model of care to improve access to primary care and support residents of aged care homes to manage their healthcare goals. The introduction of Animal Assisted Therapy, the co-design process for the review of our primary mental health services, continuation of our Bush Tucker program in local schools, and the expansion of our Student Placement Program to assist in ever-growing workforce challenges are also noteworthy initiatives.

The restoration of our GP Access services that were reduced back in 2021 due to funding shortfalls was a major achievement for Hunter Primary Care. After signing a contract with the HNECCPHN to continue to deliver the GP Access service in Newcastle, Lake Macquarie and Maitland for a further two years, the Calvary Mater clinic was re-opened in May 2023. We are continuing to work with the HNECCPHN to restore hours at the remaining clinics that had opening hours reduced.

It has been a busy year internally for Hunter Primary Care, with many exciting initiatives taking place. The organisation’s Mental Health and Wellbeing Initiative, which launched in early 2022, continued throughout the year to ensure that we have a structured and strategic approach towards a mentally healthy organisational culture. Our third annual Innovation Challenge program was executed with two successful submissions addressing the challenge of ‘How can HPC support staff engagement and connection across our diverse work locations?’ selected for implementation in late 2023. An Employee Value Proposition (EVP) was

also developed to highlight to potential staff the advantages of working with Hunter Primary Care.

Moving forward, Hunter Primary Care will continue to enhance and support our valued workforce. Through operational excellence, we will look to make continuous improvements across all aspects of the business and processes by building a culture where all staff are invested in client outcomes and are empowered to implement change. We will work to expand our service footprint and ensure that we maintain the quality of our current services, embrace innovation and implement change as we approach 2024.

In conclusion, we invite you to take a closer look at our achievements over the past twelve months in the 2023 Annual Report

Richard Anicich AM
Chair

Brenda Ryan
Chief Executive Officer

BOARD OF DIRECTORS



Mr Richard Anicich AM - Chair
Chair BCom, LLB, FAICD



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



Dr Fiona Van Leeuwen
BMed, FRACGP, RN, DRANZCOG



Ms Jennifer Hayes
BBus, MBus, CPA, GAICD



Mr Laurence “Ben” Wilkins
BPharm, AACPA, GAICD



Dr Peter Hopkins
MBBS(Hons), MMedSc(EPI),
FRACGP



Mr Scott Puxty
BCom, Dip Law, MBusAdmin,
GAICD



Mr Steven Adams
AdvDip Bus Man, FAICD

WHO WE ARE

Vision

Good health and wellbeing for all.

Mission

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

Our unique value proposition

By listening to our clients, we design and deliver holistic, integrated health and wellbeing services with care and support. We invest in our people, service innovation and systems to meet the needs of diverse communities.

How we serve



Listen

We understand everyone’s health care journey is different.



Care

We deliver quality primary health, mental health and after hours care in partnership with our network of health professionals.



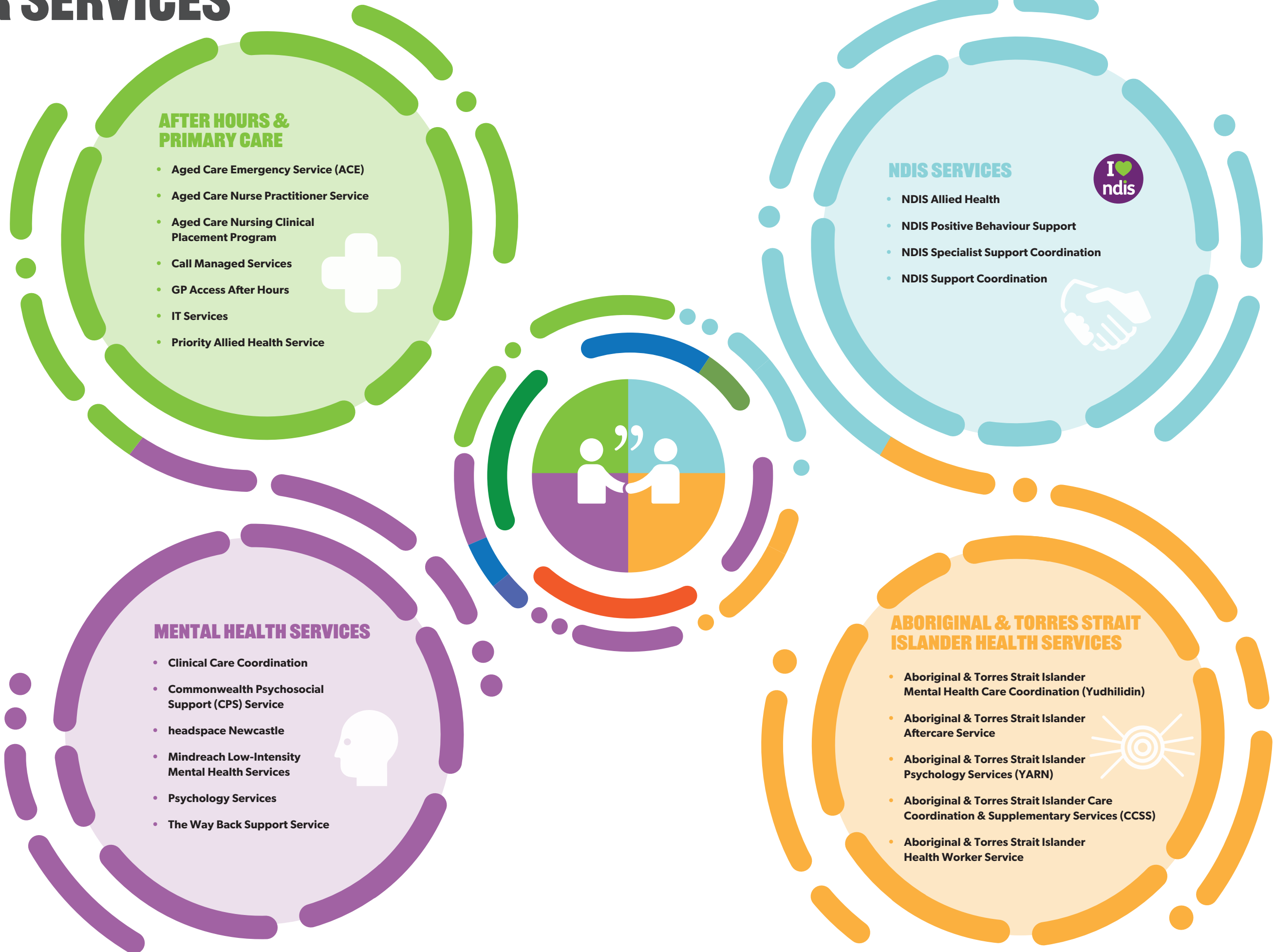
Connect

We connect clients with services and supports to give them the skills, choice, and control to manage their physical and mental wellbeing.

OUR STRATEGY



OUR SERVICES





OUR REGION

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

Newcastle, Lake Macquarie, Port Stephens, Maitland, Cessnock, Singleton, Muswellbrook, Upper Hunter, Dungog, Great Lakes, Gloucester, Greater Taree, Wyong, Tamworth and Armidale.

Our region covers the traditional Aboriginal nations of Anaiwan, Awabakal, Biripi, Darkinjung, Gaewegal, Kamilaroi, Wonnarua, Gomeroi, Dunghutti, Nganyaywana, Gringai and Worimi peoples.



OUR YEAR IN NUMBERS



4.7/5

Average client satisfaction score for Clinical Care Coordination program



310

Hunter Primary Care staff members (excluding GPs working for the GP Access service)



183

GP's working for GP Access service



83

RACF's supported by ACE Service in the after hours



155

RACF's across the Hunter New England & Central Coast regions engaged with ACE interagency meetings



4.5/5

Average client satisfaction score for primary mental health services



61,105

Calls taken by GP Access



34,276

Patients seen in GP Access clinics



419

NDIS participants supported



3,807

Hours of support provided through the CPS program



4,230

headspace Newcastle occasions of service (66% higher than the national headspace average)



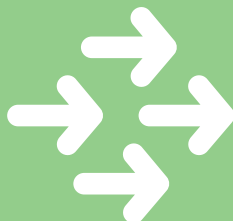
210

Clients supported through the Yudhilidin program



721

Service activities provided by Aboriginal Aftercare service



4,255

Referrals received to Primary Mental Health Access & Referral Service (PRIMA)

CELEBRATING 30 YEARS

From our humble beginnings in 1992 when the Hunter Division of General Practice was established, to the opening of the first GP Access clinic in Maitland back in 1999, to the introduction of psychology services in 2005 and NDIS services in 2013, and so much more in between. Fast forward to 2023 to the multidisciplinary team and wide range of services that Hunter Primary Care offers today. Whilst our name has changed over the years, our commitment to our clients and communities that we serve is unwavering.



1992 — In July the Federal Government announced funding for ten demonstration Divisions of General Practice.

In August the Hunter Division of General Practice was formed as the first funded Division in Australia.

1998 — HUDGP commences providing IT support services for local GP clinics.

2003 — GP Access After Hours launches with 4 more after hours clinics.



1993 — The Hunter Division of General Practice divided into two separate Divisions: the Hunter Urban Division of General Practice (HUDGP) and the Hunter Rural Division of General Practice with the HUDGP growing into a national leader in Divisional and general practitioner activity.



1999 — The first After Hours Clinic opens in Maitland.

2005 — GP Psychology Services launch.

2008 — HUDGP is rebranded to GP Access after the success of our five GP Access After Hours clinics across the Hunter area.

2010 — GP Access introduces Aboriginal and Torres Strait Islander Outreach Worker Services and Care Coordination & Supplementary Services (CCSS) as part of the Closing the Gap in Indigenous Health program.

2011 — GP Access becomes one of the first Medicare Locals to be established in the country, company changes its name to Hunter Primary Care and begins trading as Hunter Urban Medicare Local (HUML).

2012 — In 2012 HUML is rebranded to Hunter Medicare Local (Hunter ML).



2013 — headspace Newcastle and the Aged Care Emergency (ACE) program launched.

2013 — Hunter ML commences a commitment towards a reconciled Australia with a Reflect Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia.



2015 — In June the company ceased trading as Hunter Medicare Local due to a Federal Government decision to end Medicare Local funding.

July 1 2015, Hunter Primary Care begins trading under its own name.

2017 — Yudhilidin, Drug & Alcohol Counselling services and Primary Health Care Nurse services launched.

2017 — ChooseABILITY program commences, which is now known as NDIS Support Coordination services.



2018 — Hunter Primary Care launches new brand with the 'We Listen. Care. Connect' tagline.

We listen. Care. Connect.

2016 — The Way Back Support Service commences in collaboration with Beyond Blue.

2019 — Hunter Psychosocial Support Service, now known as Commonwealth Psychosocial Support (CPS) is introduced.

2020 — Hunter Primary Care becomes a member of ACON's Pride in Health + Wellbeing program.

2021 — NDIS Allied Health and Positive Behaviour Support services launched.

2022 — Reconciliation Australia endorses Hunter Primary Care's Stretch Reconciliation Action Plan.

2022 — Hunter Primary Care celebrates 30 years.



DIVERSITY & INCLUSION

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, ability, faith, sexuality and/or genders.

Through a range of inclusion initiatives, we work tirelessly to improve Hunter Primary Care as an inclusive and culturally-safe organisation, both for staff and for the community, providing high quality health care services where all people are treated equally and with respect.

Our objective is to ensure that our organisation is welcoming and accepting of all people in the community, every time they visit one of our locations or interact with us in any way.

RECONCILIATION ACTION PLAN

Hunter Primary Care is committed to reconciliation and building strong, sustainable and mutually respectful relationships between Aboriginal and Torres Strait Islander peoples and other Australians. Hunter Primary Care recognises and understands that reconciliation is the journey that the organisation must take to realise a future where Aboriginal and Torres Strait Islander peoples and other Australians stand together as equals. By focusing on improving relationships, enhancing respect and promoting opportunities, Hunter Primary Care is working to create a reconciled and equitable Australia.

Our Reconciliation Action Plan (RAP) journey to date has seen the organisation progress from a Reflect RAP which scopes capacity for reconciliation and creates a vision, to an Innovate RAP which outlines actions and initiatives for achieving our vision. We are now at the third stage of our journey with a Stretch RAP 2025 that aims to embed reconciliation into our organisation, which was endorsed by Reconciliation Australia in February 2022.

SOME OF OUR KEY ACHIEVEMENTS THROUGHOUT THE 2022-2023 YEAR INCLUDE:

BUSH TUCKER PROGRAMS

Our Care Coordination & Supplementary Services (CCSS) team continued to deliver the Bush Tucker Program to local schools, which was developed in 2021 following the success of our “Yantiin Kalabara – 12 ways to a healthier you program”. Many of the local schools visited during this program have invited Hunter Primary Care back to deliver the Bush Tucker Program to their cultural celebrations. The team attended Karuah Public School, Merewether Public School and Stockton Public School to have a yarn with students and educate them on how to incorporate native ingredients into their cooking at home.





HEADSPACE NEWCASTLE ARTWALKS

Newcastle Permanent employees donated almost \$13,000 to headspace, which funded six Artwalks for Hunter schools. Byron Williams from headspace Newcastle along with Prue Kidd from Shed Art Therapy and Aboriginal Artist Mikaela Cameron hosted the Artwalks.

Students were taken on a walk through Yuelarbah Track at Glenrock Nature Reserve and took the time to sketch, draw and talk by the creek with the artists. The aim of the day was to emphasise the importance of connection and expression with regards to mental health.

WE HAD THE PLEASURE OF HOSTING THREE ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL EVENTS THROUGHOUT THE YEAR INCLUDING CLOSE THE GAP DAY, NATIONAL RECONCILIATION WEEK AND NAIDOC WEEK EVENTS AT BOTH HUNTER PRIMARY CARE HEAD OFFICE IN WARABROOK AND HEADSPACE NEWCASTLE.

NAIDOC WEEK STAFF EVENTS

Staff were treated to an Acknowledgement of Country from proud Indigenous Elder of the Newcastle Aboriginal community Auntie Cheryl Smith, an Aboriginal dance performance and cultural workshops with Richard 'Roo' Faulkner and the team from Winangay Dreaming, as well as lunch featuring bush tucker ingredients from Numa Ngarra.



CLOSE THE GAP DAY

Auntie Cheryl and her cousin Uncle Ray treated staff to an Acknowledgement of Country, vocal performance and storytelling highlighting the role of their Elders in passing down the stories of their generations. The performance was followed by a morning tea catered by Numa Ngarra, where staff had the opportunity to try green ant lemon marmalade!



NATIONAL RECONCILIATION WEEK

Staff were treated to lunch catered by Numa Ngarra and a presentation from special guest Toby Cedar, a proud Torres Strait Islander storyteller and artist. Toby has heritage from both eastern and western islands and brings stories to life through sculpture, carvings, dance, song and new technology.

NAIDOC WEEK COMMUNITY EVENTS

Hunter Primary Care attended the Awabakal Newcastle, Singleton, Westlakes Toronto, Karuah Land Council and Barkuma Kurri Kurri NAIDOC celebrations in July 2022. The team enjoyed interacting with the local community with our boomerang art activity being very popular. They also had the chance to see Mitch Tambo perform at the Awabakal event and the great John Paul Young at the Westlakes Event.



ISING FROM THE EMBERS FESTIVAL

headspace Newcastle attended the festival at University of Newcastle Wollatuka Institute to celebrate National Reconciliation Week. The festival is a unique event that brings together like-minded individuals and local organisations in the Hunter region who share a passion for environmental sustainability and innovation, land and water management and celebrating culture and community.



CRISIS SUPPORT

Hunter Primary Care distributes crisis support cards to our clients in order to provide them with the resources available during times of crisis. Our Suicide Prevention and Recovery team identified the need for a culturally specific card for people who identify as Aboriginal or Torres Strait Islander. A crisis card was developed in consultation with Aboriginal or Torres Strait Islander staff and the RAP Working Group. Scan the QR code to see the supports.

STATE OF DIVERSITY, EQUITY & INCLUSION IN AUSTRALIAN WORKPLACES REPORT

In February 2023, the Australian HR Institute published a report called the State of Diversity, Equity and Inclusion in Australian Workplaces. As part of the report, Hunter Primary Care's People & Culture Leader was interviewed for a case study to highlight Hunter Primary Care's initiatives to improve the representation of Aboriginal and Torres Strait Islander employees. Click [here](#) to read the report.



ABORIGINAL AND TORRES STRAIT ISLANDER ORGANISATIONS

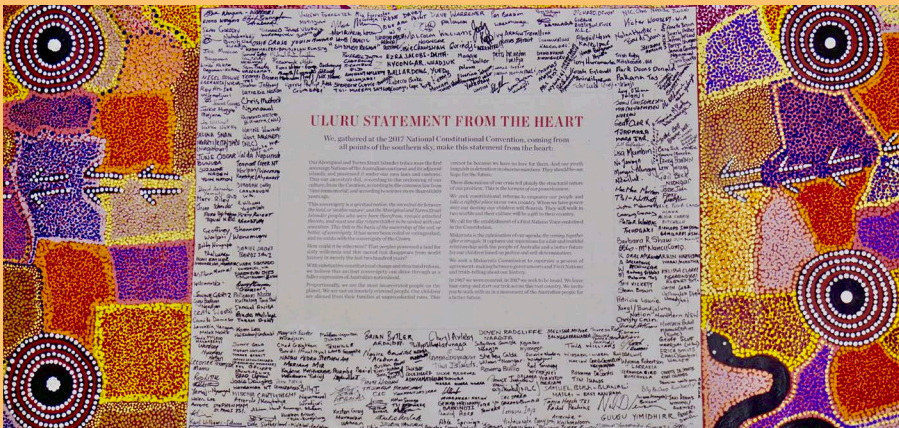
Throughout the year, we continued our Memorandum of Understanding agreements and/or regular engagement with the following local Aboriginal and Torres Strait Islander services:

- Awabakal Aboriginal Medical Services
- Awabakal Disability Services
- Awabakal Aged Care Services
- Bungree Aboriginal Association
- Ungooroo Aboriginal Corporation
- Aboriginal Legal Service
- Speaking in Colour
- Marrung Pa
- Yarn Up
- Land Councils – Karuah, Biraban, Darkinjung, Worimi, Mindaribba, Bahtabah, Wanaruah



ULURU STATEMENT FROM THE HEART

In March 2023, Hunter Primary Care attended the launch of Life Without Barriers Elevate Reconciliation Action Plan and Uluru Statement from the Heart discussion in Canberra. Reconciliation Australia and SNAICC National Voice for our Children also presented on the day, with a live cross to Prime Minister Anthony Albanese's emotional announcement of the Voice to Parliament referendum later in the year.



Click [here](#) to watch the video to find out more about some of our recent initiatives under our Stretch RAP.

COMMUNITIES OF PRACTICE, INTERAGENCY AND REFERENCE GROUPS

Hunter Primary Care recognises the importance of consumer, family/carer, service provider and staff participation in the development, implementation and evaluation of responsive and innovative programs for the community and within our organisation.

As such, we have either developed or participated in a number of Communities of Practice, Interagency and Reference Groups which allow us to enhance our clients recovery and wellbeing, and leads to improved service quality and development through the expression of collective experience and expertise. Some of these Groups are internally focused to enhance the wellbeing of our staff and provide them the opportunity for their voice to be heard. Groups include:

Communities of Practice

- Equality & Wellbeing Hunter Community of Practice
- First Nations Mental Health Community of Practice
- Individual Placement Support Communities of Practice
- Palliative Care Community of Practice

Interagency

- Aged Care Interagency Meetings
- Newcastle, Lake Macquarie and Port Stephens Youth Interagency Meetings
- HNELHD Maitland Mental Health Interagency Meetings
- HNELHD Hunter Mental Health Interagency Meetings
- MindLink Upper Hunter Interagency Meetings
- Lake Macquarie Interagency Meetings
- Making Change in Our Suburbs Youth Project
- Newcastle and Lake Macquarie Careers Expo

Advisory and Reference

- headspace Newcastle Advisory Committee
- headspace Newcastle Youth Reference Group
- headspace Newcastle Family and Friends Reference Group
- headspace Newcastle As You Are LGBTQ+ Group
- headspace Newcastle Multicultural Youth Group
- Individual Placement Support Steering Committee
- headspace Managers and Clinical Leads Networks NSW/National
- HNECCPHN Youth Mental Health Managers Group
- Internal - Staff Consultative Group
- Internal - RAP Working Group
- Internal - Health and Wellbeing Steering Committee



PRIDE IN HEALTH + WELLBEING MEMBERSHIP

Hunter Primary Care continued our Pride in Health + Wellbeing membership throughout the year to understand how we can further contribute to the wellbeing of LGBTQ+ people through the ongoing provision of safe and inclusive services.

We are a proud member of the ACON Institutes ‘Welcome Here’ project that demonstrates to the LGBTQ+ community that our organisation is safe, inclusive and welcoming to all. By displaying the ‘Welcome Here’ sticker on the front door of all of our business locations, we publicly embrace the LGBTQ+ community while also actively promoting our organisation as a place that is free from judgement, prejudice and discrimination.

Each year Hunter Primary Care completes the Pride in Health + Wellbeing Equality Index (HWEI) benchmarking survey, which is a tool to assess and benchmark LGBTQ+ inclusive service provision and workforce inclusion amongst health, wellbeing, and human service providers. In 2022, our score increased by two points on the prior year, which is a positive result for our approach to LGBTQ+ service delivery.



CALD COMMUNITIES

Hunter Primary Care appreciates that navigating healthcare can be challenging for people from culturally and linguistically diverse (CALD) backgrounds. For 30 years we have been providing healthcare and delivering support services to people who come from many different countries and backgrounds, and who speak many different languages.

Hunter Primary Care as an organisation demonstrates cultural understanding and respect. Some recent initiatives we have implemented in the CALD space include:

HOODY PROJECT

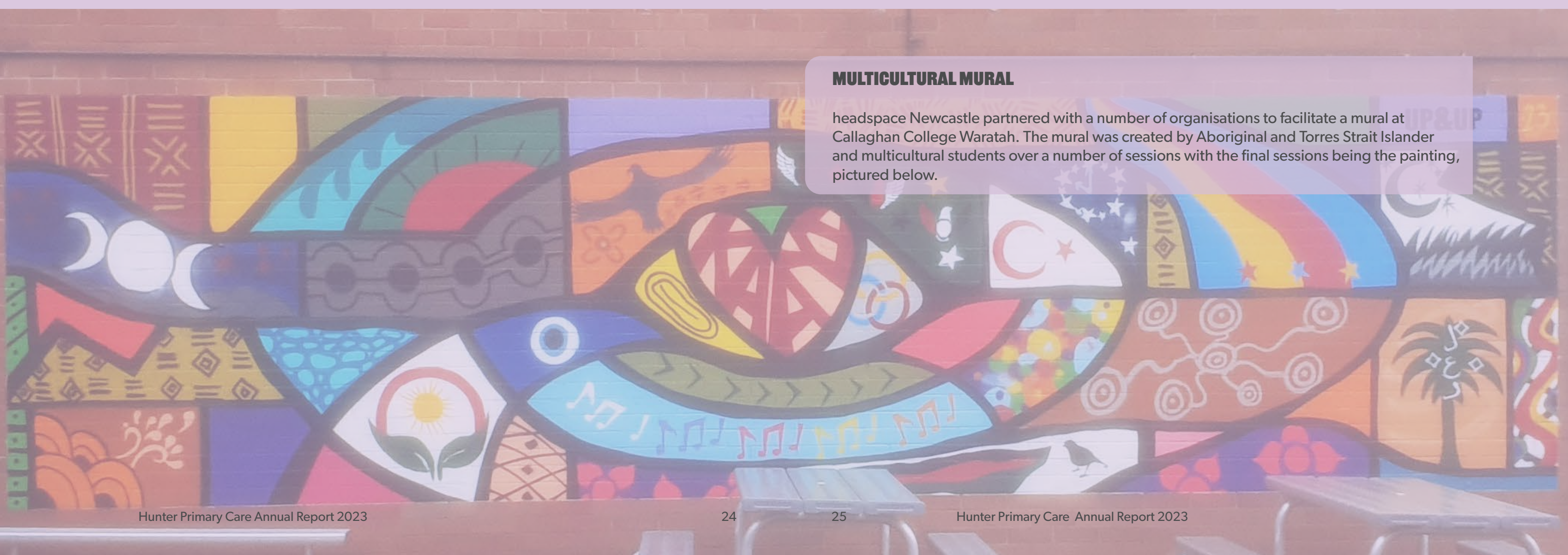
headspace Newcastle received funding from the HNECCPHN to create a mental health resource for multicultural youth addressing disconnection caused by the COVID-19 pandemic. Thirty young people were engaged in a series of workshops that culminated in a screen printing session where each participant received a custom printed hoody.

UNITY IN DIVERSITY MULTICULTURAL FAIR

This celebration of diversity was held at the Newcastle Foreshore and was attended by people of all ages and cultures. headspace Newcastle teamed up with Workshop Screen printing to screen print over 100 tote bags at the event.

MULTICULTURAL MURAL

headspace Newcastle partnered with a number of organisations to facilitate a mural at Callaghan College Waratah. The mural was created by Aboriginal and Torres Strait Islander and multicultural students over a number of sessions with the final sessions being the painting, pictured below.



INNOVATION, ACHIEVEMENTS AND MILESTONES

2022 ANNUAL INNOVATION CHALLENGE

Hunter Primary Care is committed to innovation. We encourage our staff to think outside the box, contribute ideas, and explore opportunities to ensure Hunter Primary Care is not only keeping pace but leading the way in providing good health and wellbeing for all. As an organisation, we are working to build and support a culture of innovation to help us evolve and grow. Innovation focuses on new ways of doing things; not continuous improvement of our current practices or systems. We might establish a new service, product or process, test using tools, or explore new technologies.

In 2022 we held our annual Innovation Challenge to encourage staff to address a specific issue within our business and service delivery environment. The theme was ‘How can Hunter Primary Care support staff engagement and connection across our diverse work locations?’

The Challenge proved to be an outstanding success, with the following ideas selected for further development and implementation:

- A series of short videos for internal use highlighting Hunter Primary Care services and programs, with the aim of improving awareness and familiarity of Hunter Primary Care programs, eligibility and referral pathways, team members and acronyms.
- An amplified internal communications strategy in a ‘post COVID-19 world’ to review and refine our internal communication processes to better engage staff across hybrid working arrangements.

PRIMARY MENTAL HEALTH SERVICES

In early 2023, Hunter Primary Care Psychology Services was given a new name to better reflect the multi-disciplinary backgrounds of our clinical staff - Primary Mental Health Services. The team provides quality therapeutic services across a range of contexts including psychological therapy services, alcohol and other drug counselling, low intensity mental health services, residential aged care mental health services and the PRIMA mental health triage service across Newcastle, Lake Macquarie and the Hunter Valley.

As part of this change, the Primary Mental Health Services team commenced a re-design process aimed at reshaping the way in which we deliver our services to the community. The primary goals of this re-design process is to improve the efficiency of our service delivery by optimising waiting times and diversifying service delivery options for clients. Both the service delivery team and clients that have accessed the service were consulted extensively, with many wonderful ideas generated to ensure we can better meet the needs of clients and provide innovative, evidenced based, contemporary mental health interventions. A pilot study for ‘Single Session Consultations’ has been implemented with great feedback from participants, and a range of group therapy programs are already being developed.

ANIMAL ASSISTED THERAPY DOG

In February 2023, Eevee Heyne joined Hunter Primary Care as an Animal Assisted Therapy (AAT) Dog. Eevee is a 7 year old rescue Kelpie whose mum Cat works across our NDIS Positive Behaviour Support and Psychology services.

Eevee has received training and undergoes yearly reassessment and certification to provide AAT services in a clinical setting, to incorporate the benefits of the Human Animal Bond to the therapeutic process. Once she completed her induction modules, Eevee commenced working with our psychology clients and their clinicians in the diamond model - therapist + client + dog + dog handler.



STUDENT PLACEMENT PROGRAM

Hunter Primary Care has been working with the University of Newcastle for many years with student placement within our primary mental health psychology services. During 2022 the program was expanded to include allied health placements across our NDIS & Chronic Disease, Suicide Prevention & Recovery and headspace Newcastle services.

We have hosted 34 students across the following disciplines throughout the year:

- Nutrition and Dietetics
- Occupational Therapy
- Exercise Physiology
- Social Work
- Psychology
- Nursing

“From day one, Hunter Primary Care was a welcoming, inclusive and professional environment to learn in. The team gave us real insight into their important work with the community, while also trusting us to contribute to their extensive community programs. I would highly recommend any student to choose Hunter Primary Care for their placement site.”

- Quote from a dietetics student



Click [here](#) to watch our Day in the Life video of Jess, an occupational therapy student at Hunter Primary Care

NURSE PRACTITIONER PILOT

In November 2022, Hunter Primary Care Aged Care Services piloted a new model of care to improve access to primary care and support residents of aged care homes to manage their healthcare goals. Partnering with HNECCPHN and researchers from the University of Newcastle (UoN), two Nurse Practitioners were employed to work with residents from five residential aged care facilities (RACF) to evaluate the effectiveness, economic feasibility and acceptability of the model over a 12 month period.

Nurse Practitioners work with residents and their family as well as their GP, RACF staff, specialist and allied health care providers to provide timely and holistic healthcare. A Nurse Practitioner is authorised to function autonomously and collaboratively in an advanced and extended clinical role. Nurse Practitioners perform advanced clinical assessments and manage conditions, order and review diagnostic tests, diagnose and treat health conditions, initiate referrals to other health care providers, prescribe and review medications, and support Advance Care planning discussions.

The evaluation of the service is currently in the data collection phase. We envision the Nurse Practitioner service to assist in meeting the current gap in access to primary care for this vulnerable group of people.



I am very happy with the Nurse Practitioner who goes to (the facility) and do not wish to lose the Nurse Practitioner service. We are all feeling much more supported with (my mothers) healthcare.

She is now reviewed regularly, and with a new diagnosis of bowel cancer, we have had at least one emergency department presentation avoided when (the Nurse Practitioner) organised treatment in an outpatients department. (The Nurse Practitioner) has also been able to adjust antihypertensive medication when her blood pressure began to lower – again, avoiding an ED presentation. This service is invaluable – IT NEEDS TO CONTINUE.

- Quote from a residents family member

I started this placement with the goal to learn advanced nursing skills that differ from my usual practice in mental health. The Nurse Practitioner turned my expectations on their head. I was supported to expand critical thinking and clinical decision making in the holistic care and treatment of patients with complex chronic disease across a spectrum of biopsychosocial considerations.

The Nurse Practitioner modelled high standards of clinical decision making, patient centred and trauma informed care, expert communication and collaboration, and critical evaluation and application of current evidence based practice. She then complimented her advanced practice with humour and an abundance of empathy and compassion that provides the patient, families, and the nursing team with invaluable reassurance and validation. This clinical placement challenged me in ways I wasn't expecting, and I am forever grateful.

- Quote from nurse practitioner placement student



VAPING WEBINAR

headspace Newcastle hosted a Vaping webinar in May 2023, and engaged the expertise of Dr Mel Jackson, Clinical Research Coordinator at Hunter New England Health Drug & Alcohol clinic and Dr Krista Monkhouse, Paediatrician, Youth Drug and Alcohol to present. There were 280 registered attendees on the evening with positive feedback received.

GP ACCESS RESTORATION

In April 2023, Hunter Primary Care signed a contract with the HNECCPHN to continue to deliver the GP Access After Hours service in Newcastle, Lake Macquarie and Maitland for a further two years. This two year contract was significant for the service, as historically contracts were only renewed on an annual basis. Most importantly, the funding provided was sufficient to re-open the GP Access clinic at the Calvary Mater Hospital after Hunter Primary Care made the difficult decision to close the clinic in December 2021 due to funding shortfalls, notwithstanding the public outcry from local MPs and the community to prevent the closure.

Hunter Primary Care deeply appreciates the contribution of Federal Member for Newcastle, Sharon Claydon MP, who lobbied long and hard on behalf of the local community to re-establish the GP Access services. In May 2023, the Calvary Mater clinic re-opened and in its first month of operating saw a total of 661 patients and assisted the Mater Hospital with 76 referrals directly from the ED.

The GP Access team continue to work hard to restore hours at the Belmont and Westlakes Toronto clinics in conjunction with the HNECCPHN and local GPs.



AWARD NOMINATIONS

In early 2023, Hunter Primary Care was a Finalist in two categories at the HNECCPHN Primary Care Quality and Innovation Awards:

- First Nations Health Award - NDIS & Chronic Disease team's Bush Tucker program for schools
- Primary Care Innovation Award - Aged Care Nurse Practitioner service

Hunter Primary Care was also a Finalist in the Hunter Diversity & Inclusion Collective's Golden Pineapple Awards for Diversity, Equity & Inclusion categories:

- Employer of Choice
- Outstanding Team - CCSS Shared Health Appointments

ACCREDITATIONS

Throughout the year, Hunter Primary Care successfully completed accreditation across the following services:

- Drug & Alcohol Counselling services
- Youth Drug & Alcohol Counselling services at headspace Newcastle
- NDIS services
- GP Access After Hours service

Overall, the auditing team's review of our services was very positive. They were particularly complimentary of the clinical services, evident passion of staff, the quality of processes and record keeping that reflects a good quality program, getting meaningful results for clients.



SAFE WORK AUDIT

Throughout the year, Safe Work NSW undertook a project to assist NSW workplaces to comply with their work health and safety (WHS) obligations to manage psychosocial hazards for staff in the workplace. They visited 60 businesses in the Newcastle, Lake Macquarie and Hunter region to ask questions, review relevant documentation, and provide practical guidance on managing psychosocial hazards.

Over 40 legally-binding improvement notices were provided as part of the project. Hunter Primary Care was visited and audited as part of this project and we are proud to say we received no improvement notices.

SHARED HEALTH APPOINTMENTS AND SOCIAL PRESCRIBING

In 2020 the CCSS team introduced Shared Health Appointments (SHA), a series of online consultations in a supportive group where Aboriginal and Torres Strait islander clients could yarn with one another and our allied health clinicians. The program was featured as part of the NSW Health virtual care strategy, and also won the 2022 Supporting Patients through Technology Award at the HNECCPHN Primary Care Quality and Innovation Awards.

In 2023, the team was able to reintroduce the option for some face to face SHA's with clients, meeting at places like Speers Point Park and the Botanical Gardens for a walk and yarn. These sessions foster community and belonging, and combine movement with lifestyle medicine principals of nature therapy, mindfulness and social prescribing. The sessions encourage peer to peer connection, with one client making savoury scones for everyone, and another client bringing in a birthday present for their peer.



EMPLOYEE VALUE PROPOSITION

In order to attract and retain highly skilled professionals to the organisation and address workforce challenges, Hunter Primary Care created an Employee Value Proposition (EVP) in 2022 to highlight the advantages of working with us.

An in depth process of interviewing staff and reviewing staff feedback from surveys identified what our people most value about working at Hunter Primary Care; which was clients, colleagues, flexibility, training, respect, wellbeing and support, and diversity, equity and inclusion.

We wanted to let potential candidates know:

- You can be yourself at Hunter Primary Care and feel safe in doing so
- We embrace diversity, equity and inclusion and we want to highlight that as a new employee, you will be accepted for who you are and for what you can bring to the organisation
- We want our candidates to know that Hunter Primary Care is a dynamic place to work where our people will continue to learn and grow
- We know they will be supported through their journey and will be valued for their opinions
- Our people are treated fairly and respectfully and have meaningful work and we want to share that knowledge with others
- We want our people to make a difference in the lives of those we work with and to be proud of the work that they do.

As such, the catchphrases “Grow with Us” and “It’s your Journey” were developed, and our EVP is:

“Be yourself, because together
we make a difference”

CONCIERGE

In May 2023, a Concierge team was introduced to provide intake and administration support to the NDIS and Chronic Disease team. The team’s focus was to provide a trauma-informed, personalised, client-centred experience by having a dedicated team that is cross-trained on all services. The team will in order to provide continuity of care and streamline communication for not only clients but other services in the community.

As part of the team, Concierge Support Coordinators were introduced to cover caseloads when support coordinators are on leave, provide check-in support to participants when support coordinators are handling complex situations, and to promote health and wellbeing and burnout prevention across staff.

The team facilitates referrals across services and other programs to promote a holistic approach to care, and ensure clients have access to the great resources available through services at Hunter Primary Care.

The Concierge team understand the importance of our clients being treated with dignity and respect and will advocate for them. For example, if a client has a complaint about a transport service, Concierge do not hesitate to take the matter further and support our clients by helping them connect to a different provider. Concierge understand the importance of our clients being treated with dignity and respect and will advocate for them.

Before the Concierge team was created, I felt like I had to monitor and follow up everything, which added significantly to work load and stress as we try to give our clients the highest level of care. You are all a breath of fresh air.

- Quote from Hunter Primary Care staff members

MENTAL HEALTH & WELLBEING IN THE WORKPLACE INITIATIVE

In 2022, a Mental Health and Wellbeing Initiative was launched to ensure that Hunter Primary Care has a structured and strategic approach towards a mentally healthy organisational culture. The focus of this strategy is to not only protect our employees against poor mental health, but works to promote good mental health; creating an environment where our people enjoy coming to work and find the experience a positive one.

In both 2022 and 2023, a People at Work survey was implemented to provide staff with the opportunity to contribute to a better understanding of the psychosocial hazards and factors that influence the psychological health of our people. Since 2022, some key areas of improvement organisationally included:

- Reduced levels of staff burnout
- Significantly reduced levels of psychological distress
- Reduction in staff witnessing workplace bullying
- Reduction in staff intention to take sick leave or resign

Some initiatives implemented throughout the year as part of this program include:

- Mandatory training for all Managers and Team Leaders on the topics of health and wellbeing
- Providing education to employees to understand and manage their own mental health and wellbeing and work to remove the stigma surrounding mental health
- Reviewing how the organisational approach to flexibility gives leaders and staff full flexibility to tailor individual arrangements to create an ideal and agreeable scenario
- The introduction of a change management framework to the organisation and training for leadership staff
- Wellbeing initiatives for staff including Step n Sip coffee meetings and mindfulness sessions.





OUR PEOPLE

MICHELLE DAVIDSON

SENIOR BEHAVIOUR SUPPORT PRACTITIONER AND TEAM LEADER - NDIS & CHRONIC DISEASE



I oversee our NDIS funded Behaviour Support Program. We use a positive, strengths, and evidence based approach to work with some of our most complex and vulnerable populations. Our goal is to reduce or eliminate behaviours which place the client or those around them at risk, improve their quality of life, teach new and adaptive skills, and reduce or eliminate restrictive practices wherever possible.

What I love most about working at Hunter Primary Care is the friendliness and inclusivity. You are given the freedom to independently learn and grow, but someone is always willing to lend a hand or help tackle a tricky question when you need it. Plus there is always an excuse for cake!

LISA MATHEWS

SKILLS FACILITATOR - COMMONWEALTH PSYCHOSOCIAL SUPPORT



As a Skills Facilitator with Hunter Primary Care's Commonwealth Psychosocial Support (CPS) Program, I am engaging with and assisting clients who experience reduced psychosocial functional capacity. CPS Skills Facilitators work with our clients to link them with services and supports appropriate to their current needs. CPS clients are those that are not linked with NDIS supports, Community Living Support or Housing Support initiatives.

CPS clients come from various backgrounds and may require support with increasing their social connections and friendships, exploring opportunities for work and study, NDIS applications, assistance with finances and budgeting, locating suitable accommodation and improving their mental health and wellbeing.

Each client has unique circumstances and life experiences and I find it very rewarding assisting them to realise their own strengths and build on these to achieve their goals. I enjoy meeting new clients and their caregivers, collaborating with services and supporting clients to be the best they can be, and no two days are ever the same.

VANESSA HAMILTON

DIETITIAN - NDIS & CHRONIC DISEASE

As a dedicated Accredited Practising Dietitian, I have a drive and passion for supporting others with a range of health needs. I love to work within the paediatric NDIS space and have found a new love for care coordination, which Hunter Primary Care has nurtured and supported me with to increase my knowledge and experience in this area.

Hunter Primary Care have invested in my continued aspiration for knowledge and continue to support my ever-growing list of educational events to attend, participate in CPD initiatives and workplace knowledge.

I enjoy working closely with families to support good health from a young age and fostering a positive relationship with food. I love being able to support my participants with their short and long term goals and to be able to build skills with my clients with cooking, budgeting, shopping and healthy eating.



BRYCE ADAMSON

ABORIGINAL SUPPORT COORDINATOR - ABORIGINAL AFTERCARE

I am a proud Wiradjuri and Dhungatti man from Wellington NSW. As an Aboriginal Support Coordinator I help indigenous people who have had a suicide attempt or on going suicidal ideation for three months during the most vulnerable period of a possible re-attempt. Indigenous Australians have the highest suicide rates in the world and I am lucky to be able to be able to walk alongside the participants on their recovery journey. My little town as I was growing up had a number of completed suicides. I didn't realise it but it feels like I was meant for this role as I have a lot of lived experience.

Hunter Primary Care has been nothing but compassionate and understanding about my own mental health journey and as an indigenous person myself, I feel really safe, welcomed and supported while working at Hunter Primary Care. I enjoy being able to represent the company in any capacity.



PHILIPA WELLARD

SUPPORT COORDINATOR - NDIS & CHRONIC DISEASE

I have been a NDIS Psychosocial Support Coordinator with Hunter Primary Care for the past three years, and my role is to support NDIS participants to build on their own strengths and reduce barriers to achieve their personal goals.

I am proud to work in an organisation which values its clients, and is a supportive environment to work in. It is a privilege to work with people with complex mental health and to support them to self-determine their own needs and provide different options to assist them to live purposeful life of their design.



MATT GROSS

SPECIALIST SUPPORT COORDINATOR - NDIS & CHRONIC DISEASE

My role as a Specialist Support Coordinator involves assisting participants to overcome substantial obstacles in their NDIS plans through finding solutions to barriers that prevent access to NDIS and mainstream supports. Working as part of a dynamic, multidisciplinary team I specialise in providing guidance and support to individuals dealing with complex mental health issues and trauma. I find immense satisfaction in working with these complex participants, helping them navigate their unique challenges and ensuring they receive the comprehensive care necessary for a brighter future.



ANGELA MARTIN

NURSE PRACTITIONER - AGED CARE SERVICES

I am a Registered Endorsed Nurse Practitioner and Credentialed Diabetes Educator providing advanced nursing practice within my speciality areas of chronic and complex care (diabetes focused), primary health care and acute care. After living and working in remote Central Australia for some years, I am fortunate enough to now be part of the Hunter Primary Care Aged Care Nurse Practitioner Pilot Program providing a regular outreach service to three RACFs.

Having past experience working within the remote setting has not only broadened by cross-cultural understanding, it has provided me with opportunities to gain so much more clinical skills, knowledge and expertise with the benefits significantly contributing in my transition to an aged care and palliative care Nurse Practitioner.



I work in collaboration with the RACF General Practitioners (GPs) in a shared care and continuing therapy model to increase timely access to healthcare for people living in RACFs. My role is very diverse and allows me to be both proactive and person-centred by focusing on holistic clinical care and management of residents' conditions. The role has enormous capacity in improving/managing health outcomes for residents as well as bridging the education, communication and healthcare gaps between the RACFs, clinical and carer staff, residents, families and GPs alike.

CATHERINE HEYNE

BEHAVIOUR SUPPORT PRACTITIONER & PROVISIONAL PSYCHOLOGIST - NDIS & CHRONIC DISEASE AND PSYCHOLOGY SERVICES

I began my first day working at Hunter Primary Care on the same day that COVID-19 was declared a pandemic in 2020 with the Primary Mental Health Access and Referral Service, PRIMA. During my two years working in this team, I assisted in the development of mental health triage and referral procedures during PRIMA's early funding days with the HNECCPHN.

In 2021 I decided it was time to continue to work towards my vocational goal of practicing psychology, and from PRIMA stepped into the role of Behaviour Support Practitioner and Provisional Psychologist, with the NDIS & Chronic Disease and psychology service teams respectively in 2022.

In addition, I have been involved in the introduction of Animal Assisted Therapy with psychology services at Hunter Primary Care, alongside Evelyn Malory Heyne, better known as Eevee my dog. I love the people I work with and the creative and innovative approaches to helping our clients that the company encourages, and getting to play a small role in helping people make their lives better. Also I love the catering.



SAVANNAH SPURLING

CLINICAL LEADER, SUICIDE PREVENTION & RECOVERY

I have been working as a Mental Health Clinician (Social Worker) in the Clinical Care Coordination program (CCC) and the Transitional Care Packages (TCP) program at Hunter Primary Care for the past 2.5 years. I have recently taken on a Clinical Lead within the Clinical Care Coordination, Transitional Care Program and Yudhilidin. I work across the Maitland and Warabrook Hunter Primary Care offices.

Across these programs I support people experiencing mental health complexities and psychosocial needs. Being a part of several programs that play a vital role in the community in promoting and supporting people's wellbeing and recovery journey is an honor. Each day brings its own unique experiences and challenges. No two days are the same.

I am constantly inspired by the people I support and the team I work with. Each person I walk alongside has a unique set of backgrounds, perspectives and challenges. Hearing their story and witnessing their resilience and bravery is remarkable and drives me towards social justice.

I love supporting and witnessing people strengthen their mental health and overall wellbeing in their own unique way. The team that I am surrounded by are some of the most dedicated and passionate people I know. They are constantly navigating complex systems and situations with the common goal of building capacity and making a difference in the lives of those we support.



TIM REGAN

SERVICE MANAGER & CLINICAL PSYCHOLOGIST, PRIMARY MENTAL HEALTH SERVICES

I commenced with Hunter Primary Care as a provisional psychologist in 2017. It has been a great privilege to be able to support some of the most vulnerable members of our community with their mental health needs. In order to do this, I have been very fortunate to receive high quality clinical supervision, mentoring, and peer support from Hunter Primary Care.

The Primary Mental Health Services team has always prioritised training, wellbeing, and clinical support for staff, to ensure the highest possible care for our clients. As I moved into different roles with Hunter Primary Care, I'm proud to be a part of a team that continues to prioritise this for staff and clients, and also looks for innovative ways to improve service delivery.



ASHIKIN NAZIM

CLINICAL PSYCHOLOGIST & CLINICAL LEADER, HEADSPACE NEWCASTLE

Eight years ago, I began my journey with Hunter Primary Care as a Provisional Psychologist during my student placement in Psychology Services. Today, I take pride in holding the roles of Clinical Psychologist and Clinical Leader at headspace Newcastle.

In my current capacity, I oversee the day-to-day leadership, supervision, and coordination of clinical services, specially tailored for young people aged 12-25. My commitment extends to providing steadfast leadership, support, mentoring, and supervision to our dedicated staff involved in clinical service delivery. I also offer guidance on clinical service and governance issues and am prepared to assume a senior clinician role when needed.

My responsibilities encompass nurturing relationships with external agencies and professional networks, promoting headspace services and establishing vital referral pathways. I also emphasise productive partnerships with other agencies to facilitate collaborative care across multiple services. My dedication to service quality involves proactive issue resolution and a strong focus on service delivery to meet headspace's objectives.

What fuels my passion for working at headspace Newcastle is the unique and inspiring environment we have fostered. Each day, I am privileged to witness the tenacity and resilience of the young individuals and families we support, all while having the opportunity to collaborate with our dedicated headspace team to reduce stigma, promote mental health, and make a tangible impact within our community.



Click [here](#) to watch our Day in the Life videos to get a sneak peek of what it's like to work at Hunter Primary Care.

OUR CLIENTS

BEN - NDIS DIETITIAN SERVICES CLIENT

Ben is 29 years old and has autism, had prediabetes and was very concerned about developing diabetes. Ben felt that 'all the fun' had been removed from life following strict dietary changes, which increased Ben's stress and anxiety.

Nine months after engaging with our NDIS Dietitian services, Ben says he is doing really well, has lost 19kg and prediabetes is no longer seen in Ben's blood work – Ben has reversed prediabetes.

Ben is now getting out and about walking with his support workers and is now seeing a psychologist.

SARAH - HEADSPACE NEWCASTLE WORK & STUDY CLIENT

Sarah commenced in the Work & Study service in late October 2022 wanting to secure an apprenticeship in the Electrical or Fitter trade. Sarah's Vocational Specialist tailored a resume to trade roles and a suitable role was identified within the first week.

Working together, Sarah and her Vocational Specialist put together an application that covered all the selection criteria by drawing from her work history, hobbies and interests. Within a week Sarah was offered an interview. After talking through the process and possible responses for their interview, Sarah was feeling excited and confident.

By the start of December 2022 she was offered a full time role as a Fitter Maintenance Apprentice. All within five weeks of commencing in headspace Work & Study Newcastle.



Thank you so much for all your help. I genuinely don't think I would have even gotten an interview without you.

- Quote from Sarah

GRAHAM - CLINICAL CARE COORDINATION, COMMONWEALTH PSYCHOSOCIAL SUPPORT, ABORIGINAL HEALTH WORKER, CARE COORDINATION AND SUPPLEMENTARY SERVICES AND PSYCHOLOGY SERVICES CLIENT

Graham has engaged with five Hunter Primary Care services to improve his health and wellbeing. A number of interventions and support have been provided to Graham throughout his time with the organisation including:

- Accessing defibrillator and cardiovascular treatments
- Support to connect with AMS and GPs, following up referrals and attending appointments
- Support with social housing
- Support with accessing food hampers and vouchers
- Accessing a psychiatry assessment, psychology sessions and psychoeducation
- Assistance with a successful NDIS application

Having a team of people around me at Hunter Primary Care has provided me with purpose, drive and motivation. No matter how hard it is, I have people around me who are there and back me. I am thankful for their big smiles, their genuine honesty and commitment to my care. The quality of support I have been provided at Hunter Primary Care is like the prime ministers team – actually I think my team at Hunter Primary Care are better than the prime ministers team. They are quality, they are top notch.

- Quote from Graham



NDIS POSITIVE BEHAVIOUR SUPPORT SERVICES

I just wanted to let you know we have been really impressed with the Hunter Primary Care Positive Behaviour Support services. The plans are extremely comprehensive and use the correct NDIS language which makes my job a lot easier. I have had my experience echoed by quite a few other providers who are also really impressed with the quality of the plans and your thorough understanding of psychosocial disabilities. I have also sat in a few staff training sessions now and am really impressed with the suggested strategies that are actually practical for staff to implement. So often, clinicians provide unrealistic strategies and have no idea of what it is actually like to work on the ground so Behaviour Support Plans just end up as an expensive document and a waste of funding.

- Quote from service provider - Journe

NICKY - NDIS POSITIVE BEHAVIOUR SUPPORT CLIENT

Nicky is a 27 year old male with schizencephaly, an Acquired Brain Injury (ABI), Post Traumatic Stress Disorder (PTSD), a moderate Intellectual Disability and a significant history of trauma.

Before Nicky was engaged with Hunter Primary Care for Positive Behaviour Support services, he was exhibiting a number of complex behaviours placing him and those around him at high risk of harm. This included a high degree of verbal aggression, physical aggression including multiple attacks on carers and arrests, suicidal ideation with two hospitalisations, property damage to home and workers property, harmful sexually inappropriate behaviours, and medication non-compliance. Nicky’s previous provider established a Restrictive Practice – restricted access to sharps to reduce the risk of harm.

Since working with Hunter Primary Care, the Restrictive Practice has been successfully faded out from use. A combination of interaction guidelines, environmental changes, multiple staff training sessions, team collaboration, client capacity building and significantly improved quality of life have resulted in complete cessation of physical aggression, sexualised behaviours, property damage and suicidal ideation, with a marked reduction in verbal aggression and achievement of complete self-managed medication adherence. Nicky appreciates and interacts well with his current care team, and is now looking to move to a more suitable Supported Independent Living and begin supported employment.

JOANNE - PSYCHOLOGY CLIENT

Joanne is a 61 year old woman who self-referred to Hunter Primary Care psychology services due to suicidal ideation and emotional distress. Joanne has a history of complex trauma and alcohol abuse, with significant periods of remaining sober over a 20 year period. At the time of referral, she reported weekly binge drinking contributing to falls risk.

Joanne initially accessed sessions under the Suicide and Self Harm Program and transferred to the Drug and Alcohol program as her mood stabilised. Alcohol reduction strategies were explored, as well as self-care and stress management, with Joanne continuing to work on healthy relationships and her feelings of self-worth.

As Joanne nears the completion of her sessions with the Primary Mental Health Service she continues to experience significant psychosocial stressors, and she reports not having had alcohol for the past eight weeks. This is a significant shift with Joanne’s motivation for change being high and her effective use of coping strategies contributing to positive health outcomes in the future.

GP ACCESS PATIENT

“I attended the GP access service with my son. I would like to pass on my thanks to the doctor for her medical advice and input, but also for her empathy, clear communication and kindness. She listened, questioned, and clearly had an understanding of pre-teen boys! While I’m sure there was a very busy evening to follow, we were given her complete attention while we were there, and never felt rushed.”

GP Access Patient

RAYMOND - NDIS SUPPORT COORDINATION AND DIETITIAN SERVICES CLIENT

66 year old Raymond who has Schizophrenia, was previously homeless, had a history of cancer, malnutrition and food insecurity has engaged with Hunter Primary Care NDIS services.

Raymond had recently moved into Supported Independent Living housing and presented as confused, malnourished and delusional. Upon making simple changes to his food intake with the implementation of oral nutritional supplements and with patience and time, Ray is now eating three main meals, two snacks and dessert daily.

During their most recent appointment with Raymond, the team found that he no longer needs any nutritional supplements, is now engaging with his housemates, engages in the community, and is able to hold a conversation with staff and clinicians. Raymond’s blood test results have improved and his weight has stabilised.

NDIS SUPPORT COORDINATION SERVICES

I just wanted to thank you and your team for the support for our organisation and the participants you have placed with us. Your Support Coordinators have been incredibly caring and supportive to our clients. It’s always so impressive that Hunter Primary Care teams always take time to come to events to support despite incredibly busy roles, and to see the quality on both a professional and human level of your team.

Quote from service provier Elsy Group



BARBARA - CARE COORDINATION AND SUPPLEMENTARY SERVICES CLIENT

The four people who’ve dealt with me have been absolutely wonderful, and I can’t speak highly enough of their professionalism. They’re so inclusive and warm in their approach, it’s wonderful, it’s a credit to them.

Quote from Barbara

OUR COMMUNITY

For 30 years, Hunter Primary Care has been committed to meeting the health needs of local communities. Community is engrained in what we do - our vision is good health and wellbeing for all supported by our mission to deliver integrated health and wellness services that help each person be their best.

COMMUNITY EVENTS

The pandemic saw a number of community events cancelled, so this year we were finally able to build on the extensive community engagement our people do in their daily roles, by attending community events and celebrations. These included:

- Awabakal NAIDOC Newcastle
- Barkuma Kurri Kurri NAIDOC
- BREAATHHE Indigenous Health Soiree
- Castle Personnel and Mai-Wel International Day of People with Disability Expo
- CEO Sleepout
- Department of Communities & Justice Service Expo
- Dungog High School Disability Expo
- HNECCPHN Quality & Innovation Awards
- Home in Place Tenant Expo's
- HPMI Weekend
- Hunter Diversity & Inclusion Collective's Golden Pineapple Awards
- Hunter Disability Expo
- Hunter Homeless Connect
- Karuah NAIDOC Family Fun Day
- Lifeline Suicide Prevention Day Walk
- Newcastle PRIDE Festival
- Rising from the Embers Festival
- Raymond Terrace Homelessness Day
- Singleton NAIDOC Family Fun Day
- Tomaree High School Disability Expo
- Tomaree Community Connect Day
- Westlake Toronto NAIDOC



SAMARITANS GIVING TREE

Each year, Hunter Primary Care supports the Samaritans Giving Tree Appeal, which makes gifts available to families in need at a special time of year. Hunter Primary Care staff were asked to donate to this worthy cause by purchasing a gift, toy or gift card, with the organisation also donating these items. Over 50 items were collected by Samaritans volunteers.



SHARE THE DIGNITY DRIVE

To celebrate International Women's Day in 2023, Hunter Primary Care supported Share the Dignity's March Dignity Drive. Share the Dignity is a charity focused on alleviating period poverty and giving dignity to people who menstruate by distributing sanitary items. Staff were asked to donate period products, with over 100 products across the Warabrook, Maitland and headspace offices provided to the organisation.



BIGGEST MORNING TEA

In May 2023, Hunter Primary Care hosted a Biggest Morning Tea for staff to support the Cancer Council. Morning tea was provided and staff were also invited to bring baked goods and sweet treats. A total of \$539 was raised on the day.



HEADSPACE NEWCASTLE COMMUNITY DEVELOPMENT OFFICER

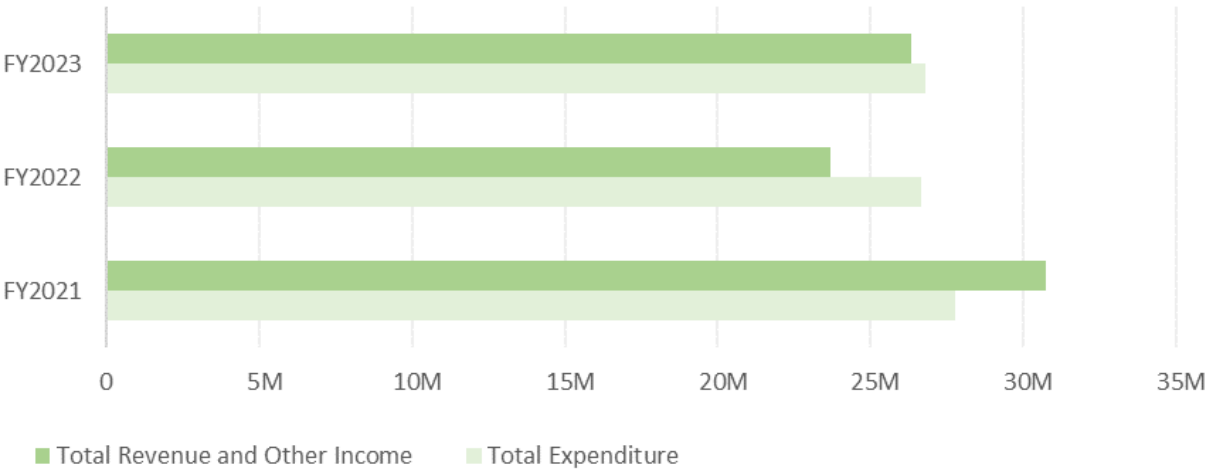
Our headspace Newcastle service has a dedicated Community Development Officer Byron Williams who engages with the community daily by either hosting or participating in a range of youth mental health and wellbeing initiatives. You can find information about just some of these in the Diversity & Inclusion section of this report, or check out their Facebook page by clicking [here](#).

OUR FINANCES

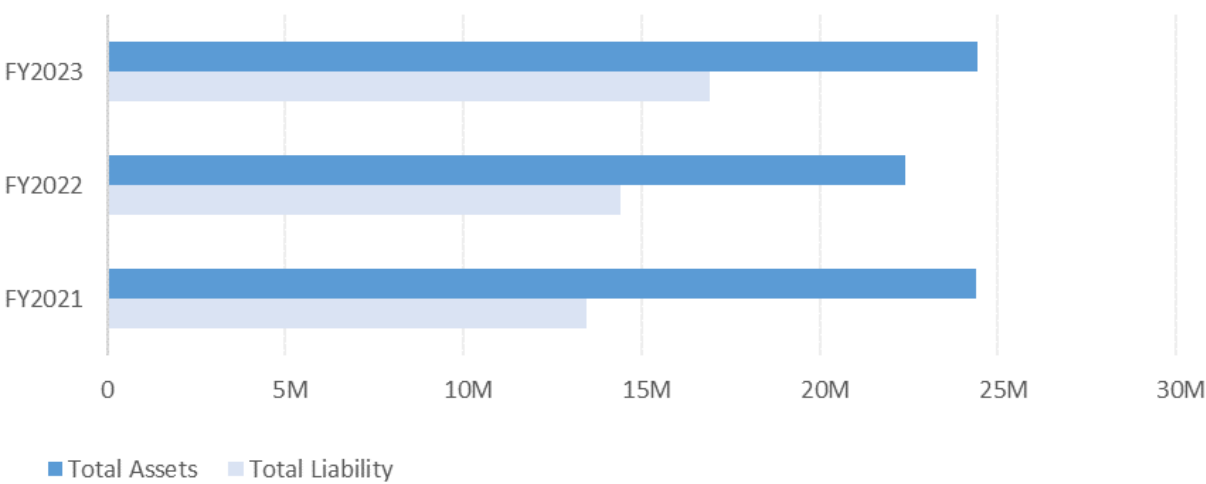
Hunter Primary Care delivered an operating deficit of \$0.455 million in FY2023 which is an improvement on a FY2022 deficit of \$2.95 million. The FY2023 deficit includes implementation costs in respect to a comprehensive Customer Management System amounting to \$0.808 million designed to improve the client experience and deliver enhanced data metrics.

As at 30 June 2023 Hunter Primary Care has net assets amounting to \$7.53 million which, despite the FY2022 and FY2023 deficits, follows on from several years of growing revenues and strong financial performance.

Income and Expenditure



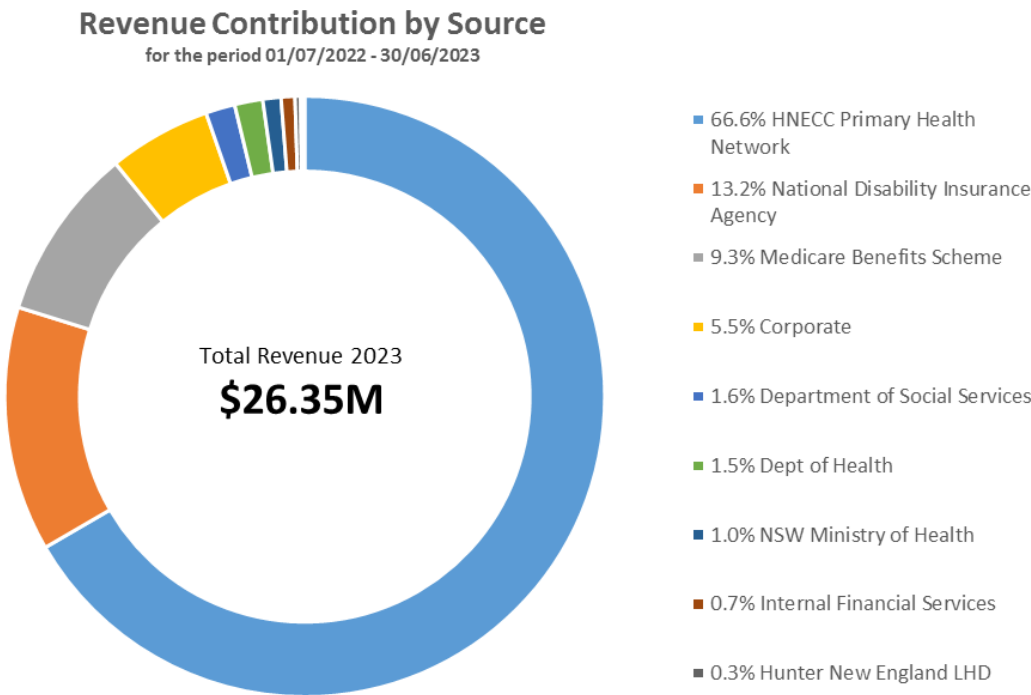
Assets and Liabilities



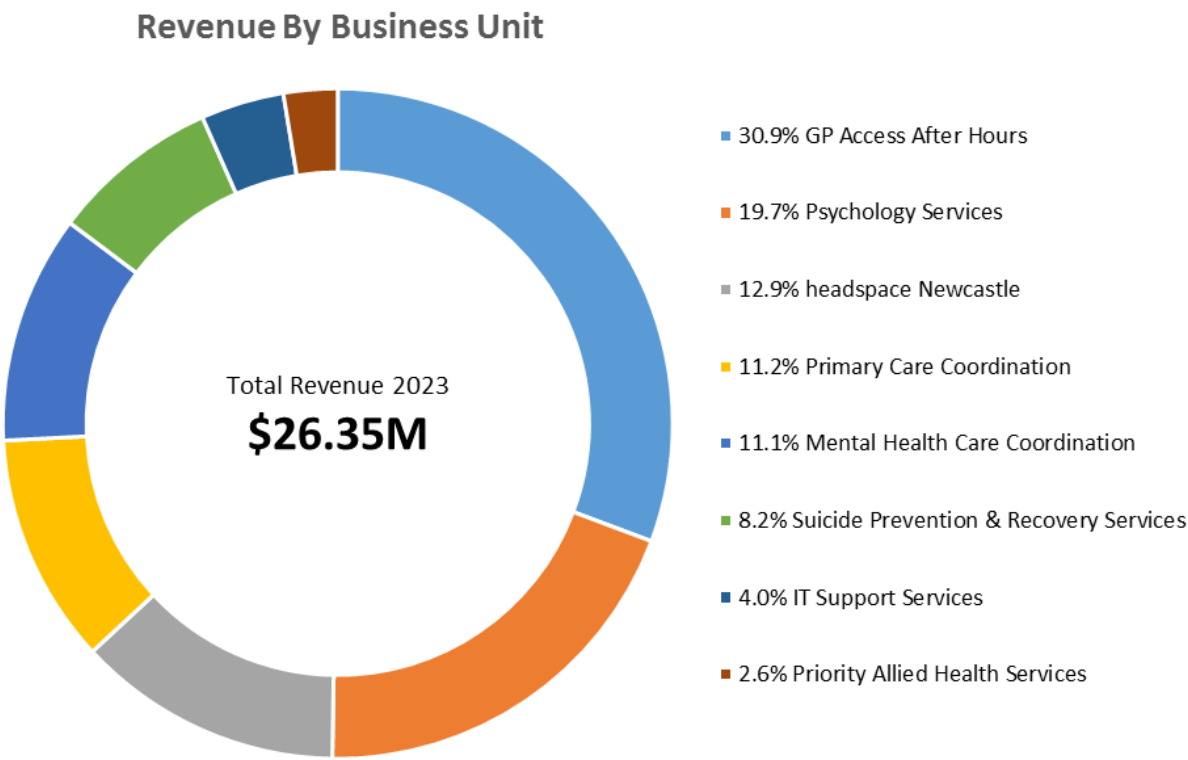
Hunter Primary Care Limited operates as a non-profit health promotion charity and community health services organisation. It is an independent public company limited by guarantee registered with the Australian Charities and Not-for-Profits Commission. As a registered public company, Hunter Primary Care undergoes an annual independent financial audit to ensure its compliance with Australian Accounting Standards and the Australian Charities and Not-for-Profits Commission (ACNC) Act 2012. Comprehensive FY2023 financial statements can be found on the Hunter Primary Care website.

SNAPSHOT OF ACTIVITIES

Hunter Primary Care receives its revenues from a variety of government and non-government sources, the largest of which include the Hunter New England Central Coast Primary Health Network (HNECC PHN), the National Disability Insurance Agency (NDIA) and Medicare billings through the Medicare Benefits Scheme (MBS). The sources of income received by Hunter Primary Care for the FY2023 year are presented below:



Hunter Primary Care uses these revenues to support a range of services. Revenues by service for FY2023 are presented below:



THANK YOU TO OUR FUNDERS

Hunter Primary Care acknowledges the financial and other support provided from the following organisations:

Australian Government Department of Health and Aged Care
Australian Government Department of Social Services
Hunter New England Central Coast Primary Health Network (HNECCPHN)
Hunter New England Local Health District
headspace National
NSW Ministry of Health

Hunter
PR1MARYCARE



7 Warabrook Boulevard,
Warabrook NSW 2304



(02) 4925 2259



hunterprimarycare.com.au