

A YEAR IN REVIEW

ANNUAL REPORT 2019/2020



360^o health +
community

BETTER HEALTH. BETTER COMMUNITY.
BETTER ALL ROUND

ollaboration

INTRODUCTION

from the Board Chair & CEO



It is my pleasure and privilege to present this annual report on the activities of 360 Health + Community. 2019/2020 has been a year of consolidation, growth and planning as we harness a vibrant future as a valued and competitive organisation.

Our core mission is to support the mental and physical wellbeing of people through integrated health, mental health and disability services. The team at 360 strive to empower our clients, working collaboratively to provide personalised, specialised care and support services across metropolitan and country areas.

Our strategy for 360 Health + Community has been re-envisioned, to ensure we can continue to thrive in a competitive market and become recognised as both a provider and employer of choice. Our plan for strategic growth is underpinned by four strategic pillars that are inherent to all that we do: Our Clients, Our People, Our Sustainability and Our Capability.

Our integrated service model providing person-centred support and care has been shown to meet the needs of many WA NDIS participants, and 2019/2020 has seen 360 position itself as a respected and recommended provider of NDIS services. This has been an exciting new addition

to the broad and complex suite of programs provided by 360.

Sustainability and efficiency have been a key goal throughout the year, as we have invested more in equipment and technology, invested in our people and delivered high quality services to our communities. We have continued to invest in valued partnerships, and to find ways to collaborate and innovate to make a difference in people's lives. This enables us to achieve positive health outcomes for diverse and vulnerable groups in our Western Australian communities.

It is impossible to reflect on the journey of the past year without considering the extreme challenges that our team, our community and our country have faced over the past 12 months. I am inspired by the way our team came together with purpose and poise to support clients and colleagues and protect the organisation; embracing innovations and new ways of working.

We can be proud of our past achievements and embrace the forward momentum, and now, supported by solid foundations and a sound strategic direction, look toward the bigger opportunities and brighter future which lies ahead: for better health; better community; better lives; better all round.

Fiona Payne Board Chair

“ Not sure where I would be without 360. I know I am now better placed to handle things, and most important - for the first time in a long time, I want to be alive!

- Neill, ALIVE client

Neill has recently completed his training and is now working as a support worker, helping other people living with mental health challenges.

Collaboration

“The centre is filled with warmth and comfort. Walk through the doors, say hello and prepare to be amazed and embraced”



- Hannah, headspace Rockingham YRG

“I feel being part of the YRG is a really great way to help connect youth with headspace.

Some younger people may be less confident talking to official adult staff. The YRG bridges that gap”

- Xanthe, headspace Mandurah YRG

2019/2020 was defined by unprecedented global and local challenges, but with dedication and drive from the 360 community, we have strengthened our organisational sustainability and capability, particularly in our remote and country locations, and achieved positive client outcomes and strong financial performance.

Informed by in-depth reviews of our infrastructure, policies and practices, we have initiated new best-practice frameworks and investment in our mobile workforce. The refocus of our strategic direction has leveraged 360’s integrated model of care and support to launch new initiatives. The NDIS Recovery Coach pilot launched late in the financial year to enormously positive feedback and has more recently been adopted into our service offering.

The impact of COVID-19 on individuals and businesses across Australia cannot be denied. 360 is a rare case of being in a stronger strategic and financial position at the end of this challenging year. I am proud of the way our team have come together to support one another, embrace flexibility in working arrangements, and consistently deliver quality care and services to clients via new technologies and innovations.

The mental and physical wellbeing of many in our community was tested and will continue to be strained in a post-COVID world, but with the committed support of our funders and supporters we continue to provide crucial services to people in need. In February 2020 our Street Doctor program was confirmed as an accredited provider to the City of Perth’s Moore Street Homelessness Service; our new Community Connectors program and geographic extension of the ALIVE program through WAPHA drives our expansion of psychosocial services; while our NDIS Access program funded by the Mental Health Commission provides valuable supports for people with disability to access the right services and supports to lead a good life. I express my sincere gratitude to our team and Directors, our members, industry partners, reference groups, and local community, for their ongoing commitment and support.

The coming year may bring many challenges. Along with those challenges will be more opportunities, and, with 360’s solid foundation and strategic planning, we will be in a position to explore those opportunities to the full, developing a stronger and more resilient organisation, firmly focussed on a brighter future.

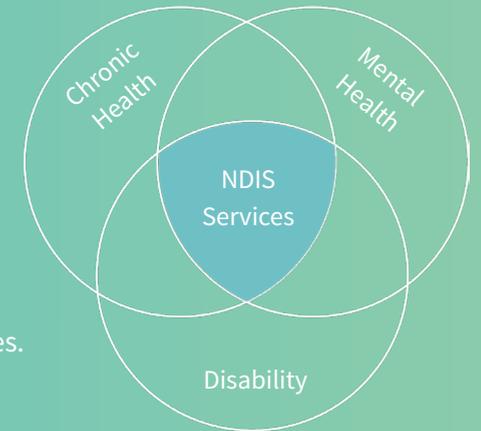
Gautam Gupta CEO

STRATEGIC PLAN 2019-2024

Our Purpose We support the mental and physical wellbeing of people by providing integrated health, mental health and disability services. We specialise in psychosocial disability, chronic health conditions and youth mental health.

Our Vision Our clients are empowered through the excellence of our personalised, specialised services. We are preferred as an employer and valued and recommended by our stakeholders and communities.

Our Values Compassion, Integrity, Collaboration



| | Clients | People | Sustainability | Capability |
|-------------|---|---|--|--|
| Pillars | Become the providers of choice, pursuing positive health and wellbeing outcomes for our clients and the community. | Employ a highly skilled, engaged and motivated workforce who collaborate and are efficient in service delivery. | Be competitive in contestable markets and guarantee our financial viability and strategic success. | Invest in systems, people, partnerships and technologies that support collaboration, innovation, evaluation and effective services. |
| Focus Areas | <ul style="list-style-type: none"> Person-centered support and care Integrated approach for our clients with complex needs Robust clinical governance Co-design and innovative services | <ul style="list-style-type: none"> Diverse and empowered employees Secure and rewarding careers Performance culture Safe workplaces | <ul style="list-style-type: none"> Services that deliver to expectations Effective planning and resourcing Performance measurement and accountability | <ul style="list-style-type: none"> Teams that excel Effective partnerships Accredited quality systems Risk management Continuous improvement Improved technologies to enable flexible, innovative services |

10 495 clients



across more than
20 services & programs

70 433 occasions of service



| | | |
|--------------------------|---------------------|------------|
| Mental health (25%) | headspace (22%) | NDIS (18%) |
| Chronic conditions (14%) | Allied health (12%) | |
| Transition support (5%) | Street Doctor (4%) | |

nearly **\$17M** service revenue



| | |
|--------------|----------------------------------|
| Grants (68%) | Medicare & Private billing (19%) |
| NDIS (13%) | |

with **183** team members



in **16** sites across **13** cities & towns



Milestones

06 August

Launched 360 five-year Strategic Plan 2019-2024

29 October

ALIVE program extended to include Joondalup to assist people in the northern suburbs

20 January

Our Goldfields Chronic Disease program secured further funding to deliver services in Wiluna

16 March -

15 June

Successful & consistent service delivery through the COVID-19 pandemic, reassuring community, clients and our team

19 May

360 awarded the Mental Health Commission grant to assist clients access the NDIS



Our 2019-2024 Strategy combines compassion, collaboration and integrity to deliver a range of integrated services that best support our communities' needs:

NDIS
Support Coordination
Transitions Support
Therapy services

Mental Health
Psychosocial Support
MindCare: Better Access
ALIVE Suicide Prevention

Physical Health
Dietetics
Diabetes management
Exercise Physiology
Occupational Therapy
Speech Pathology
Persistent Pain Program
Health Living Program

Street Doctor
headspace

Country
Kalgoorlie & Goldfields
Geraldton & Midwest

“ Going back two years ago from a car accident and legal matters, I really don't know where I would have been without all of 360.

NDIS process was excellent, [I] got approval quick.

- Jessi* NDIS client

JESSI'S STORY

360 NDIS Access Supports

Jessi* came to 360 at the start of 2020 seeking support for a psychosocial disability and to manage some personal circumstances.

Two year ago Jessi was involved in a car accident. Living with mental health issues, Jessi struggled to get the support she needed to manage her day-to-day living and maintain a sustainable place to live.

In just a few short months working with our senior mental health support worker, Jessi made huge strides towards her health and personal goals. With 360 working alongside her, Jessi was successful in applications for the Disability Support Pension, NDIS and community housing. During this time, she also received support to resolve a legal issue.

Jessi recently celebrated moving into her new house, and has chosen to link in with our Support Coordination team. 360 are now assisting Jessi to implement her new NDIS plan, in the ways that work best for her, so she can live her best life.

* Jessi is a pseudonym to protect personal privacy

Compassion

2019/2020 WAS THE YEAR OF NDIS FOR 360

NDIS Psychosocial Supports

Designed to empower people experiencing disability with choice and control over their services, to support them in the life they want, a commitment was made by 360 leadership to go full steam ahead on NDIS services. Our mental health expertise made our speciality focus on psychosocial disability the obvious strategic move, while meeting an increasing need in the community.

For people with psychosocial disability and mental health issues, engaging with the NDIS can be particularly complex and feel impenetrable. Not everyone who lives with a mental health condition has a psychosocial disability; many people do not realise that their experience could be called 'psychosocial disability'. Many are impacted by stigma and discrimination, and may hide their experiences. It is vital to know how to tell your story in safe ways, keeping a check on health and wellbeing when thinking about an NDIS application.

Registered as an NDIS provider across the Perth Metro, Goldfields and Midwest regions, we work with people to design and deliver services to help achieve personal life goals – no dream is too big or too small. Working hand-in-hand with our integrated service model and recovery-oriented practice, our client is at the centre of everything we do; guiding our expertise and tools to create the right support for each person.



FINANCIALS SUMMARY

Year of 2019/2020

The 2020 financial year saw revenue grow by 6.5% and net surplus grow to \$665,109, an increase of 285%.

This offset a 3.5% growth in total costs to \$16.6m, further strengthening 360's reserves to support the upcoming period of significant investment in Fee for Service spaces, like NDIS services.

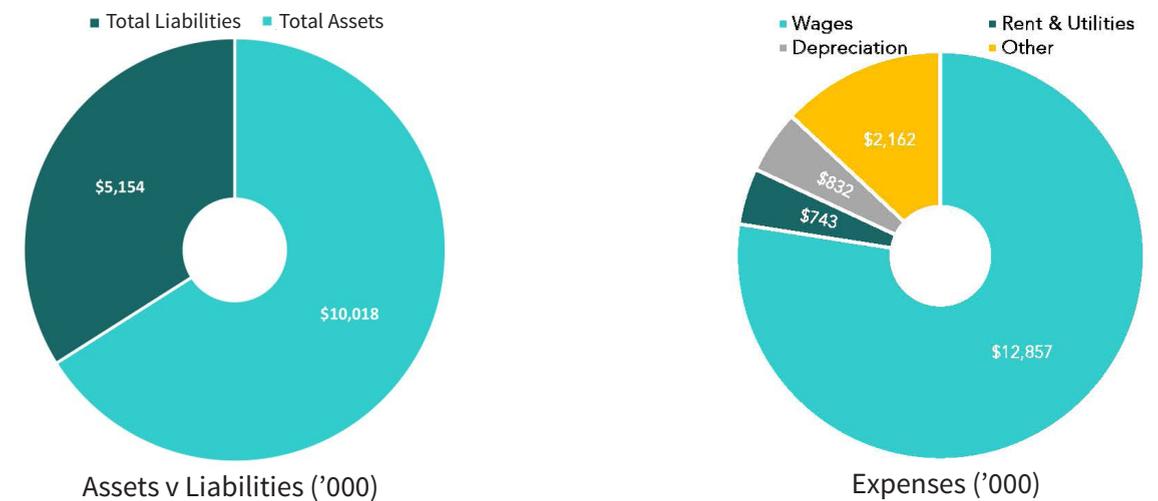
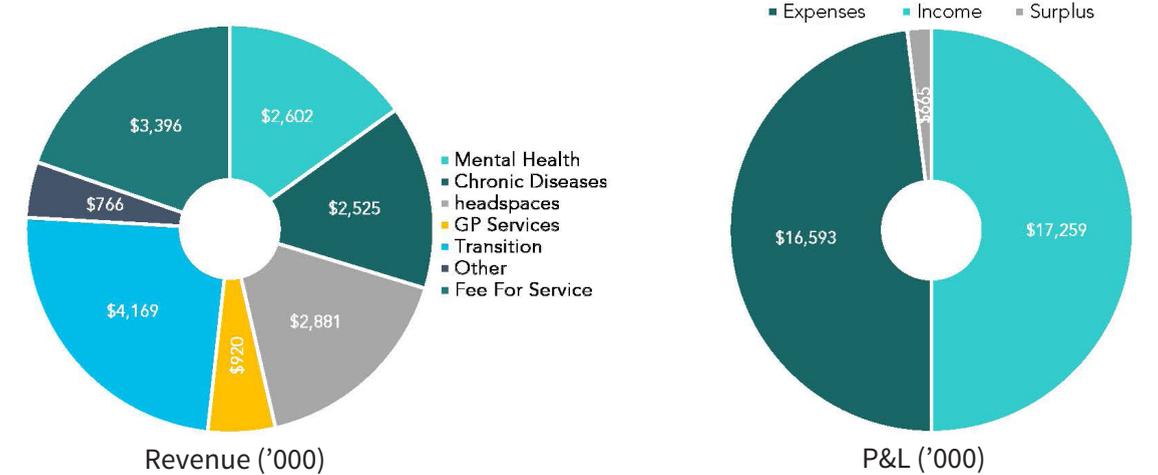
We received almost \$2.2m revenue in NDIS Fee for Service and \$4.2m in NDIS transition support grants to transition clients to the NDIS, delivering a \$882k surplus overall.

Full financial report available on our website - 360.org.au/about-us/reports-and-publications/

“ My experience with the 360 team was very positive.

I cannot fault their friendliness, care and welcoming attitude.

- Geoff, ALIVE client



360 Health + Community recognise and value people of all backgrounds, cultures and experiences. We acknowledge the traditional owners of the country on which we work and live and recognise their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to Elders past, present and future.



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SUPPORT APPEAL

Health care can be a challenge for many people in Perth.

The 360 Street Doctor acts to even the playing field, ensuring more equal access to good quality health care for all Australians.

Street Doctor provides a free non-judgemental mobile health service to over 3,000 people every year. We work closely with other community services to engage people that may be unwilling or unable to access traditional health services.

Now, we need your help to keep our mobile trucks out on the streets of Perth.

We ask you to donate today and help us deliver essential health care to people in need in your community.

Show your support at 360.org.au/street-doctor

