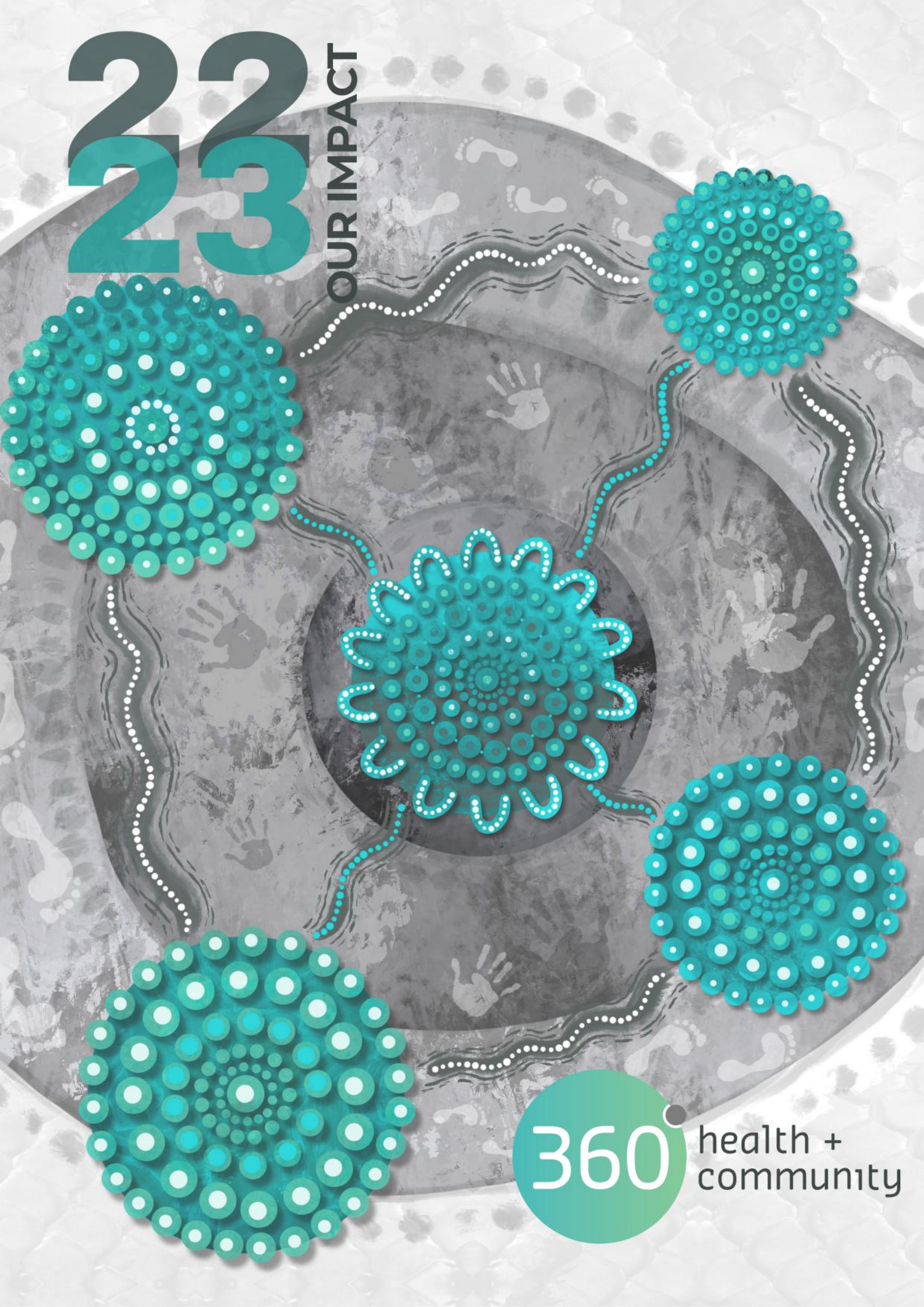


2023

OUR IMPACT



360°

health +
community

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WE ARE 360 HEALTH + COMMUNITY

360 Health + Community is a not-for-profit community focused organisation with an unwavering commitment to providing holistic wellbeing and support.

Through integrated services and programs that address physical, mental, and social health, we strive to create a more vibrant and resilient community where individuals can thrive and support one another. Our services reflect our relentless pursuit of positive impact and embodies our vision for a healthier, more connected future.

Our services include:

- Allied Health
 - Diabetes Education
 - Dietetics
 - Exercise Physiology
 - Persistent Pain Management
 - Coordinated Endocrinology and Diabetes (CEDS) Program
 - Healthy Lifestyle Supports
- Mental Health
 - Commonwealth Psychosocial Support (CPS)
 - ALIVE Suicide Prevention
 - headspace Fremantle, Rockingham and Mandurah
 - Integrated Primary Mental Health Care (IPMHC) in Geraldton
- NDIS
 - Support Coordination
 - Recovery Coaching
 - Commonwealth Psychosocial Supports
 - Positive Behaviour Supports
- Street Doctor
 - General Practice
 - Care Coordination

ACKNOWLEDGEMENT OF COUNTRY

360 Health + Community acknowledges the Whadjuk people of the Noongar Nation, the Wongi people of Wongatha Country (Kalgoorlie), and the Yamatji people of Yamatji Country (Geraldton), the Traditional Owners of the lands on which 360 Health works and where our people live.

We recognise their continuing connection to land, waters and community and we pay our respects to them and their cultures; and to elders past, present and emerging.

CHAIRPERSON'S FOREWORD

Angie Paskevicius

Our Annual Impact Statement provides 360 Health + Community with an important opportunity to highlight the significant work that we have carried out within the many different communities in which we serve.

Despite the challenges that have marked this year with uncertainty, our unwavering commitment to delivering exceptional community-based services has persisted. This resilience is a testament to our dedicated workforce, whose passion fuels the high-quality services we are renowned for.

From a leadership perspective, Our Co-CEO role is now well-established with Deborah Roberts and Darren Sumner working closely with the Board of Directors where they continue to shape their roles, based on their respective strengths, to ensure that we have stability, and are in a strong financial and operational position to meet the changing needs of the internal and external environment. Deborah and Darren have secured several new contracts and they have continued to strengthen existing relationships and develop new partnerships during the year.

We are fortunate that 360 Health + Community is led by a highly skilled and experienced Board of Directors. In 2022, two new Directors joined the Board – Pina Caffarelli and Carli Sheers. Pina is a Chartered Accountant who has joined our Audit and Risk Committee. Carli brings a lived experience perspective to the Board and has joined the Clinical Governance Committee. With six high-calibre Directors governing the organisation, our focus in the past year has been on fostering deeper connections between the Board, our employees, and our clients. Directors have actively participated in various staff and client events, and this highlights our commitment to understanding and meeting the diverse needs of our stakeholders.

On behalf of the 360 Health + Community Board, we extend heartfelt gratitude to those who entrust us with their healthcare journey. Our appreciation extends to our exceptional teams, embodying our values of compassion, integrity, and collaboration daily, as well as the broader community of supporters, including funders, partners, donors, and champions. As we anticipate another year of success in 2023-2024, we look forward to continuing our impactful journey together.



Angie Paskevicius



John Knowles



Eddie Bartnik



Pina Caffarelli



Carli Sheers



Cobie Rudd



CO-CEO'S FOREWORD

Deborah Roberts & Darren Sumner



As Co-CEOs, this past year has taken us on an inspiring journey of collaboration and learning. Together, we've delved deeper into our shared leadership role, explored our individual strengths and differences, and worked tirelessly to ensure that our leadership style best serves the needs of our dedicated teams.

Throughout the year we encountered a series of expected challenges, from the ongoing difficulties with recruitment, to navigating funding limitations, to the ambitious task of relocating and outfitting our Mandurah headspace centre. We also tackled the intricate process of implementing new software systems to manage our HR and Payroll processes, and successfully negotiated a new Enterprise Bargaining Agreement.

Amidst these challenges, we've been immensely proud to witness our teams consistently deliver high-quality care and support across both metropolitan and regional areas. They have excelled in meeting their KPIs and the stringent requirements of funder contracts, all while maintaining the highest accreditation standards. The positive feedback from our clients, which consistently reflects the excellence of our services, has been a constant source of motivation.

This moment offers the perfect opportunity to extend our heartfelt recognition and appreciation to these exceptional employees. Their unwavering commitment to providing care and support to clients, often in complex and demanding circumstances, is truly commendable.

As Work Health and Safety (WHS) legislation evolves, we've heightened our focus on employee wellbeing, particularly in terms of psychosocial health. Initiatives such as work-from-home options, purchased leave opportunities, and the introduction of a 9-day fortnight this year underscore our commitment to maintaining a healthy work-life balance for our invaluable workforce.

We would be remiss not to acknowledge the unwavering support we've received as Co-CEOs from our dedicated Board of Directors. Their guidance and partnership have been instrumental in our journey of co-leadership.

Throughout this year, we undertook a comprehensive review of our organisational risk assessment processes and records as well as our policies and procedures. This review resulted in a reduction of duplication, a streamlined policy framework, and improved clarity and consistency in procedures across our services, making it easier for our people to focus on servicing clients.

In the near future, the implementation of a new intranet will further support our workforce by providing convenient access to information, including our policies and procedures, from any location. This development will foster a culture of continuous learning and improvement within our organisation.

With the support of funding from WAPHA, we are proud of the progress made in developing our Inclusion, Diversity, and Wellbeing Framework. We are excited to unveil this framework, and we eagerly anticipate its implementation over the next two years, as it highlights our commitment to fostering a diverse and inclusive environment for our people and our clients.

Looking ahead, we're excited about the implementation of the Safeside Suicide Recovery Focused Prevention training across our organisation in the next 12 months. This initiative is a crucial step in ensuring that every member of our team feels capable and prepared to support individuals in distress and contemplating suicide.

We invite you to explore our detailed Impact Statement, which provides a comprehensive overview of the remarkable efforts and accomplishments of our teams and organisation. We look forward to reporting on our continued progress and the outcomes of our endeavors in the year to come.

OUR STRATEGIC PLAN

2021-2024

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 Purpose

We support the mental and physical wellbeing of people by providing a unique range of personalised and integrated services across health, mental health and disability.

OUR VALUES

Compassion



Integrity



Collaboration



OUR STRATEGIC PRIORITIES



A preferred provider of clients and community, that respects and empowers choice and control to pursue positive health and wellbeing outcomes.



Become the employer of choice, with a highly skilled, diverse and motivated workforce who collaborate and are efficient in service delivery.



Be competitive in contestable markets and guarantee our financial viability and strategic success.



A preferred partner who invests in systems, people, and technologies that support collaboration.

OUR IMPACT



MENTAL HEALTH

Through ALIVE and Commonwealth Psychosocial Supports (CPS) in Perth and the Integrated Mental Health Care (IPMHC) program in Geraldton, we supported:

736
unique clients



ALLIED HEALTH

Through Healthy Lifestyle Supports (HLS), the Persistent Pain Program (PPP), the Coordinated Endocrinology & Diabetes (CEDS) Program, NDIS Therapy and our Integrated Chronic Disease Care and allied health services in Kalgoorlie, we supported:

2,272
unique clients



NDIS

Through our NDIS services including Support Coordination and Recovery Coaching throughout Perth and our regional sites in Kalgoorlie and Geraldton, we supported:

686
unique clients



STREET DOCTOR

Through mobile clinics in Perth, Highgate, Bassendean, Midland and Armadale, we supported:

1,259
unique clients



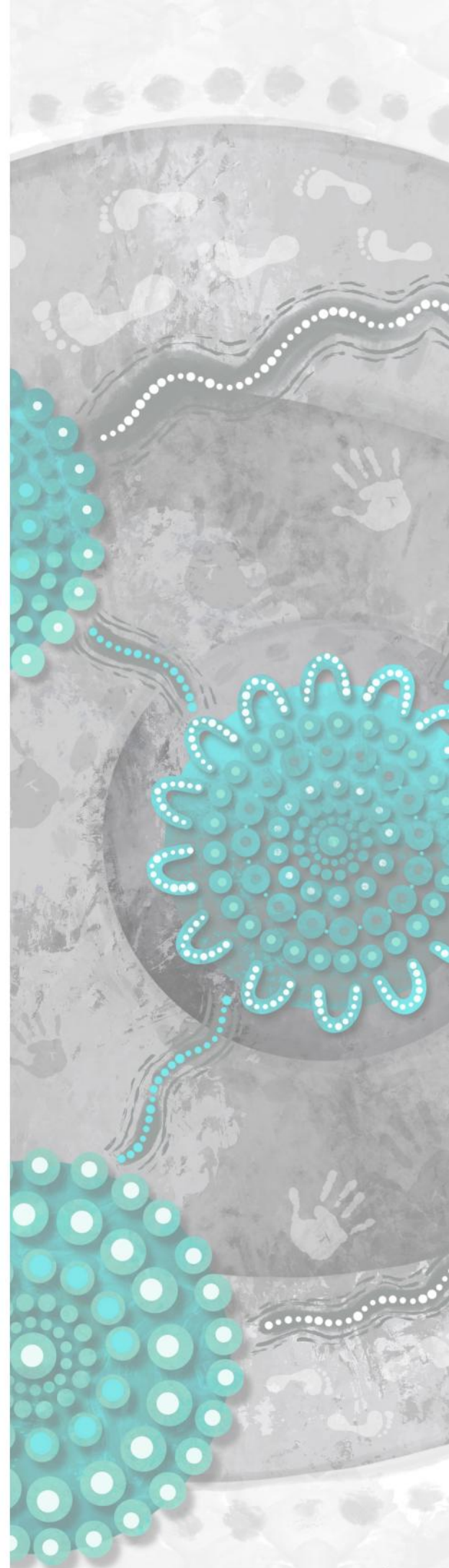
HEADSPACE

Our youth focused centres were able to support:

Fremantle - 369
Rockingham - 329
Mandurah - 257
unique clients

THROUGHOUT THE
YEAR, 360 HEALTH +
COMMUNITY HAS
ENGAGED IN A
NUMBER OF ACTIVITIES
TO ENSURE THAT WE
ARE MEETING THE
REQUIREMENTS OF
OUR STRATEGIC PLAN.

WITHIN THE PAGES OF
THIS IMPACT
STATEMENT, YOU WILL
FIND A CURATED
SELECTION OF THE
ACTIVITIES THAT WE
HAVE UNDERTAKEN TO
MEET OUR GOALS WITH
INTEGRITY AND
COMPASSION AND
THROUGH
COLLABORATION .





ALIVE Suicide Prevention

360 Health + Community's ALIVE Suicide Prevention program is a source of hope for individuals in need. The program is dedicated to raising awareness, providing essential resources, and fostering a supportive community to combat the tragic impact of suicide.

Through education, outreach, and the power of human connection, this program aims to offer vital support to those navigating the darkest of times and creates a path towards healing, recovery, and renewed hope.

The program is operated by eight dedicated clinicians who are committed to preserving the lives of those who are experiencing stress and those who are contemplating suicide. In the past year, our ALIVE team has supported almost 200 people through the program.

"I feel that you have saved my life, the support you have given me has given me so much insight. You have not told me what to do, but helped identify what happens if I didn't weigh my pros and cons. Your ability to communicate across cultures (Aboriginal) has been valued, I will refer my community to you personally."



Transforming Lives with the "Help While You Wait" Program

At our core, as a not-for-profit organisation, we believe in making a positive impact on the lives of individuals, especially young people, who are facing mental health challenges.

The "Help While You Wait" program has been created by Professor Bronwyn Myers and her team from Curtin University and co-designed with young people in Western Australia. The program aims to provide vital support to young individuals who are waiting for community mental health services, offering them guidance, tools, and strategies to better understand, manage, and cope with their emotions and the challenges they may be facing.

The "Help While You Wait" program will be run by a dedicated team at our headspace Mandurah and headspace Rockingham centres.

Syphilis Prevention and Education

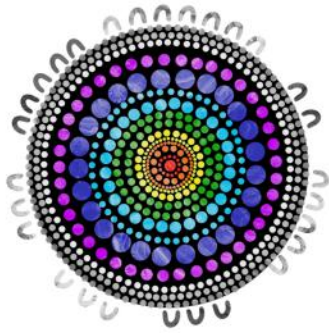
In June 2022, our Street Doctor service was provided funding from the WA Department of Health to assist in slowing and stopping the spread of infectious syphilis. This was in response to the alarming rise in syphilis notifications, increasing from 20 in 2005 to 701 notifications in 2021 alone.

Of great concern was the increase in rates of congenital syphilis that resulted in preventable stillbirth or permanent disability that was disproportionately affecting Aboriginal people.

As a service with over 55% of patients accessing our services that identify as Aboriginal or Torres Strait Islander, our outreach GP services are well-placed to manage increased testing of at-risk populations, promote sexual health and education, assist with contact tracing and follow up pathology results.

From June 2022 to June 2023, Street Doctor completed 445 screenings through Point of Care (PoC) testing with 188 patients identifying as Indigenous.

Inclusion, Diversity and Wellbeing Framework



In 2022, 360 Health received funding from the WA Primary Health Alliance (WAPHA) to develop both a Cultural Governance Framework and a Consumer and Carer Framework to further enrich practice and underpin strategy development for the organisation.

On review of the strategic outcomes that would be met by creating both a Cultural Governance Framework and a Consumer and Carer Framework we decided that the organisation would be better served by one overarching framework that supports the development of an inclusive practice across all the communities that 360 Health currently works alongside.

360 Health is dedicated to creating a space of belonging and support that is respectful and inclusive of the diverse communities we work within.

This framework will become an umbrella for strategic planning and quality improvement for the greater inclusivity of Aboriginal and Torres Strait Islander Communities, LGBTIQ+ communities, CALD communities and Lived Experience Communities. This framework seeks to highlight these key concepts of inclusion and wellbeing with a view to identifying gaps in current practice and guide the creation of more inclusive practice moving forward.

headspace day 2022

Every year our headspace centres organise incredible events for headspace day to create awareness and support for the mental health and wellbeing of all young Australians.

In 2022, our Fremantle, Rockingham and Mandurah headspace centres hosted various events that included skate clinics, an art and music day and an open day to meet and greet our headspace teams and learn more about our services.

Through these free events, young people are encouraged to pause, reflect and reconnect to look after their mental health and wellbeing.

Client Satisfaction Survey

Throughout the year, 360 Health + Community conducts client surveys as part of our WAPHA/South Metro Health outcome requirements for the funding they provide to us.

While these surveys are a requirement from a funding point of view, the results are also a fantastic barometer for us as an organisation to know that we are doing things well or where we need to improve.

For the FY22/23 survey, we are proud to say that 360 Health achieved excellent scores with all clients reporting that 360 Health showed respect to how they were feeling and treated them with respect.

The main area of improvement for us is the area of participant confidence in managing their own conditions, however this does require further review to consider the context and presenting issues.

Promoting Mental Health

To promote mental health awareness and the advantages of exercise and movement on an individual's physical and mental wellbeing, 360 Health promotes various events and activities such as Mental Health Week and other special or noteworthy days.

For Mental Health Week in 2022, we hosted two free Yin Yoga classes, taught by Yin Yoga Master, Tony Turner, who also happens to be a Recovery Coach with 360 Health.

Both classes were attended by people in the community of Victoria Park.

Our Exercise Physiologists also hosted a 'Morning of Mindfulness & Stretching' class in Rockingham which was also well-attended by clients of our Rockingham services.





Reflect Reconciliation Action Plan (RAP)

360 Health + Community identified improved engagement with the Aboriginal and Torres Strait Islander community as an area of focus in their 2021-2024 Strategic Plan and improved cultural awareness as an area of high priority for the organisation.

Data collected by headspace on the demographics of young people accessing headspace centres nationally in 2021 indicated the following:

- *Just 8.8% of young people accessing these services identify as Aboriginal or Torres Strait Islander.*

Data collected by 360 Health's three headspace centres for the 12 months until 30 June 2023 suggests that:

- *On average, Aboriginal and Torres Strait Islander identifying young people made up about 7.6% of young people accessing our services.*

ABS data collected nationally in 2021 found that:

- *20% of young Aboriginal Australians have a diagnosable mental health concern and suicide rates for Indigenous people in Australia are over twice that of the non-Indigenous population.*

360 Health + Community acknowledges a gap in service capability and cultural understanding and is dedicated to improving accessibility to our services across the state for Aboriginal and Torres Strait Islander clients.

In early 2023, 360 Health + Community began the process of developing a RAP for our organisation. With representatives from across our sites and programs coming together over the space of six months, we have developed a RAP plan that will be meaningful for the organisation and includes time measured goals to keep us accountable.

The service plans to embed RAP planning and the implementation of associated service changes in Continuous Quality Improvement processes moving forward and has committed the support of senior and executive staff in ensuring outcomes are met. This will ensure the sustainability of cultural, service delivery and policy and practice changes made in-line with increased cultural awareness.

Super Shout Outs

Employee Wellbeing

In October 2022, while teams were transitioning back to working in office, following the COVID-19 Pandemic, 360 Health + Community implemented a Hybrid Working Policy. This provides our team members with the freedom to work remotely on days that cater to their individual needs.

This policy highlights the importance of work-life balance and recognises that a flexible working environment is vital in promoting employee wellbeing and productivity. It also demonstrates our commitment to supporting our team members' personal lives while also promoting professional growth.

We have also implemented a 9-day fortnight to provide further flexibility in work arrangements.

In recognition of team members who exemplify the 360 Health values of Compassion, Integrity, and Collaboration, monthly Super Shout Outs are awarded.

Colleagues are nominated by their team members for demonstrating our organisational values, and the Culture Champion committee selects the Super Shout Out recipients.

Individuals who are awarded with the Super Shout Out receive a certificate and a \$50 voucher.

Over the past year, 40 team members have been recognised for their unwavering commitment and dedication to delivering exceptional service throughout the organisation to clients, stakeholders and service partners as well as to their co-workers.

AIM Leadership Training

In March 2023, we were fortunate to receive a \$3,000 training grant from the Australian Institute of Management (AIM), allowing us to further invest in our organisation's leadership capabilities.

Teams across our organisation nominated members for this grant and after careful consideration, five outstanding individuals were selected to embark on a journey of leadership excellence.

Tania McGuffie, Helen Griffiths, Suraj Adhikari, Jayne Carney, and Judith Templeman were chosen to represent 360 Health at AIM's Leadership Training courses.

This grant not only empowers these dedicated team leaders with new skills and knowledge but assists 360 Health + Community to foster leadership excellence within our organisation.

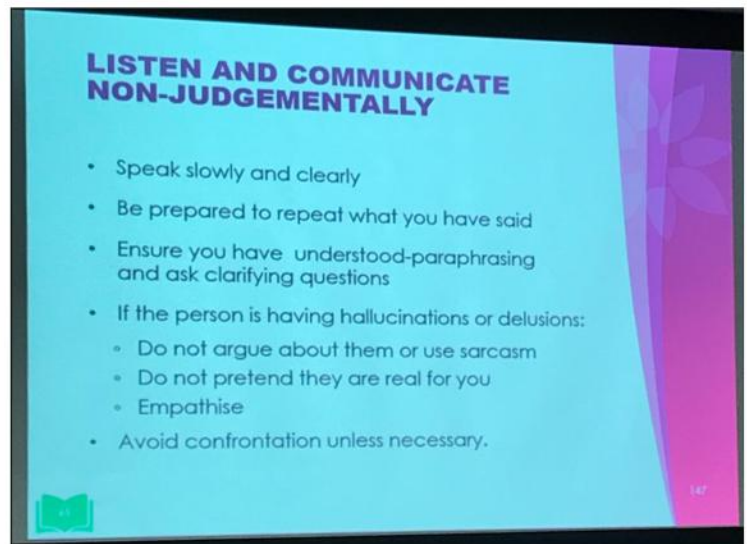


Mental Health First Aid Training

Over the last 12 months, our Accredited Mental Health First Aid (MHFA) Trainer and Senior Manager for Youth and Adult Mental Health Services at 360 Health, Michael McCrystal, has delivered six MHFA training courses to teams within 360 Health.

Each course training takes place over a 2-day period and provides the attendee with valuable knowledge to help them support their clients, participants, patients and other people in the community to deal with their mental health issues.

By completing this training, our team members have been accredited for 2 years and have been trained to provide first aid to those who are experiencing early signs or symptoms of mental health issues which can lead to more effective and timely support for the individuals in their care.



Work Health & Safety

In the past year, we have continued to invest time into conducting internal reviews and audits of our Work, Health & Safety (WHS) policies as we continue our journey of improvement.

Our WHS Committee has been instrumental in identifying potential risks to our workforce and clients and putting together policies and procedures to mitigate against any risks.

This highlights our commitment to ensuring that our workforce and the people we serve remain safe at all times when they are in our care.

Our Intern & Student Program: A Reciprocal Learning Experience

At 360 Health + Community, we are committed to becoming an employer of choice and supporting individuals in their learning and developmental journeys. We believe in imparting our knowledge and expertise to those who are studying and gaining valuable work experience.

Over the past year, we were thrilled to host and mentor 42 students and interns across various disciplines, including medicine, social work, psychology, finance, human resources, IT, and marketing. These students were placed at 360 Health, our headspace sites, and our Street Doctor service.

Our Intern & Student Program is a two-way street, as our students not only learn from us but also bring valuable insights to our organisation. We pride ourselves on this reciprocal program and look forward to continuing to support students in their learning and development.



23 Years of Street Doctor

Our Street Doctor service has been a prominent fixture in Perth for over two decades, now boasting eight clinics throughout the city, including the Perth CBD, Bassendean, Highgate, Midland, and the Champion Centre in Armadale, which commenced operations in July 2022.

Through funding from the WA Department of Health, we purchased a third Street Doctor truck which was custom built and fitted out over the course of this year. With this addition, we will be able to extend our GP and specialist services to other communities across Perth and provide outreach services to those communities who need it the most. Thank you to the WA Department of Health for their generous support.

Increased Funding for headspace

Our headspace Mandurah and Rockingham centres have secured Demand Management Funding for the roll out of the Lyric program.

This funding will enable these centres to employ a team to support young people struggling with mental health challenges while they wait for community mental health services. The funding will also provide the centres with IT equipment and other important resources necessary to successfully deliver the program.

Organisational Governance

At the core of 360 Health's priorities is the mission to create positive change and positive impact on the lives of the people within our community and for this reason risk management takes centre stage when it comes to our pillar of Sustainability.

Risk assessment and risk records are the backbone of any not-for-profit organisation as it helps us to identify and understand the challenges and vulnerabilities that could hinder our strategic goals or organisational resilience.

In order to ensure that we are mitigating all possible risks, we have invested time to revise and amend many of the risk records that exist for 360 Health and ensure that we are meeting all organisational and contractual requirements to our clients and employees.

Operations Post-COVID

Running a business in a post-COVID era has been challenging for many organisations like ours, especially when it comes to staff turnover and retention brought about by the reopening of borders and more jobs opening up, particularly in the government health sector.

At 360 Health + Community, we have experienced many of these challenges too, however, we are proud of our resilience and commitment to our clients in the face of adversity.

Despite the need to recruit new team members, 360 Health + Community has remained steadfast and we have continued to provide a high quality of service to our clients.

The dedication and determination of our team members during a challenging year, has made a lasting positive impact on the health and wellbeing of our clients and our organisation.



360 Health Geraldton Moves to New Location

In October 2022, our 360 Health + Community Geraldton offices moved to a new location that is a more visible and accessible setting to make a positive impact within the Midwest community.

This move highlights our commitment to serving the needs of our clients and the broader community of Geraldton.

By providing a prominent and easily accessible space, we are able to reach more individuals in need of essential services, particularly those struggling with mental health issues. This move reflects our dedication to enhancing our outreach, fostering stronger connections, and making a lasting difference in the lives of those we serve.

New IT Systems

In order to create an organisation that is robust and able to deliver services to our clients effectively and efficiently, we have made a significant investment in both time and finances, towards advancing our IT infrastructure. These changes align with our strategic objective of enhancing our IT capabilities.

Our investment includes the adoption of Lumary, our CRM system, UKG as our updated HR and Payroll system, and The Hub, our new intranet.

headspace Mandurah Moves to a New Purpose-Built Centre

In March 2023, headspace Mandurah embarked on an exciting journey, transitioning from its previous space within Peel Health Campus to a brand-new, stand-alone location on Mandurah Terrace.

By offering a dedicated, youth-friendly environment, our new headspace centre opens doors to a diverse range of services tailored to the unique needs of the Mandurah community.

Furthermore, it provides a welcoming, culturally safe haven where young people can seek support for their mental health and overall wellbeing.

Our move to this location reinforces our commitment to empowering young people and ensuring that they have every opportunity to thrive, grow, and lead healthy lives.



Creating Impact Through Relationships

At 360 Health we understand that we can make a greater impact to the lives of those in our community by building strong relationships with other community organisations.

Swan Districts Football Club

Since 2022, 360 Health has proudly sponsored the Swan Districts All Abilities Footy Team, an amateur AFL team championing the belief that individuals living with disabilities, including those with intellectual disabilities, are just as capable of achieving anything that able-bodied individuals can.

This program not only promotes inclusion and active participation but also demonstrates the immense potential and talent that people of all abilities possess. It serves as a powerful testament to the idea that every person, regardless of their background or capabilities, can excel and thrive in their chosen endeavors.

Through our Street Doctor service, we also participate in the Swan Districts Football Club's Social Impact program, specifically the Elevate Program. This program is aimed at bringing high school students together from different areas and backgrounds and providing them with education and opportunities that they might not have within the normal school environment.

Co-located Services at headspace Centres

To holistically address mental health and wellbeing in young people within our communities, our headspace centres are committed to providing enhanced primary care services in mental health, physical/sexual health, alcohol and other drugs and vocational/educational support.

To provide this wrap-around service, our headspace centres work hard to build strong relationships with co-locators. This creates an opportunity for clients to continue accessing our centres, a space where they feel comfortable and safe, and see other local services at the same time.

This co-location model is especially beneficial for young people with co-occurring issues because it creates an environment where their co-occurring issues can be addressed comprehensively, efficiently, and in an integrated manner. Not only does this approach increase the likelihood of successful outcomes but also long-term recovery for these young people.

Our headspace centres are proud to partner with organisations such as Department of Health, Palmerston, GP Down South, Helping Minds, CHOYCES, Calvary Youth Services, Youth Axis, Youth Reach South, At Work, APM Employment Services, SARC, CAHMS and the local councils in which our centres operate.



OUR CLIENTS' JOURNEYS



COLIN'S JOURNEY TO REBUILDING HIS LIFE

*Colin's journey is a compelling testament to resilience and the transformative power of holistic support and care.

At 41 years old, identifying as Aboriginal, and with a history of over two decades of problematic substance use, Colin's life had taken a challenging trajectory. However, his association with Street Doctor, beginning in 2017, marked a significant turning point in managing his mental health and substance misuse.

Colin's journey of problematic substance use started in his teens with the use of THC, which eventually led to him discontinuing his education in Year 9. Over time, he struggled with methamphetamine and excessive alcohol consumption.

Colin was previously married, but he went through a divorce and experienced feelings of isolation, mainly due to not having children and minimal contact with his extended family. He also faced periods of homelessness and led a transient lifestyle, using alcohol and other drugs, which hindered his access to healthcare services. Despite sporadic connections with Alcohol and Other Drug (AOD) programs, the one consistent presence in Colin's life has been his support worker from a prominent community services organisation.

Colin's initial presentation at Street Doctor was characterised by a decline in his wellbeing, coupled with a notable decrease in energy and motivation. His limited family and social connections exacerbated his sense of isolation and low self-esteem.

Clinically, Colin's vital signs remained within acceptable ranges, but recent pathology results raised concerns about his liver function. This was also followed by a diagnosis of drug-induced schizophrenia, leading to his ongoing care by Street Doctor GPs and a visiting psychiatrist. Colin attended regular GP reviews every 2-3 weeks where he was always accompanied by his dedicated support worker.

Guided and encouraged by his support worker, Colin embarked on a journey of setting goals and long-term planning. He has now achieved an impressive seven months of drug-free living and he is actively participating in weekly drug counselling. A significant milestone in his path to recovery was his enrollment in TAFE in 2023, with the ambition of obtaining his high school certificate. Furthermore, Colin aspires to offer mentorship and support to young Aboriginal individuals also struggling with problematic alcohol and drug use, aiming to be a positive influence within the Aboriginal community.

Colin's remarkable progress stands as a symbol of hope, demonstrating the potential for individuals with a history of problematic substance use and mental health challenges to rebuild their lives with the right support, treatment, and goal setting. His story highlights the importance of a holistic approach to recovery, addressing not only mental health and addiction but also the crucial aspect of social reintegration. It showcases the profound impact that community, healthcare, and individual determination can have on the journey toward a brighter and more promising future.

**Name changed for confidentiality*

*Tom's journey through the Persistent Pain Program (PPP) reflects a remarkable transformation and the power that a comprehensive approach to pain management can have on a person's life.

In March 2022, Tom entered the program after an electric shock accident that left him with persistent pain, limited hand movement, and a cascade of personal challenges.

The electric shock he experienced from his hand to collar bone not only affected his physical health but also led to emotional stress. Tom lost his job due to his inability to use a keyboard, and experienced financial strain, which ultimately resulted in the breakdown of his marriage. Legal battles for compensation added to his stress, depression, and anxiety, all of which contributed to his persistent pain.

When he joined the PPP, Tom described his pain as unrelenting and debilitating, affecting every aspect of his life. However, with the support of the PPP team, including group topic sessions, appointments with an exercise physiologist, reviews with a nurse coordinator, and regular meetings with a psychologist, his journey toward recovery began.

Over the course of a year, Tom's progress was remarkable. By the six-month mark, he reported notable improvements in his overall wellbeing, physical abilities, and pain levels. He moved from a pain rating of 10 to 7, indicating substantial relief. His relationships started to stabilise, and stress levels reduced, although some anxiety persisted.

In May 2023, Tom's outlook became increasingly positive. He actively engaged in an exercise and gym plan within the PPP, which provided noticeable benefits. His self-confidence grew, and the once-overwhelming pain began to ease. His journey towards healing extended to his relationships, and he even resumed studies. Most impressively, he began setting positive goals and expressed hope for future employment prospects.

Finally, at his 12-month review, Tom reported that his physical abilities had substantially improved, and he was actively seeking employment, with interviews lined up and the crippling pain that he once experienced was now a thing of the past.

OVERCOMING FAMILY CHALLENGES AND FINDING HEALING

*Harley is 12 years old and self-referred to our headspace Rockingham centre with the goal of addressing unhealthy family dynamics mainly related to a turbulent relationship with their father (separated from mother) and conflict with their sibling (8 years old). The initial goals were to feel less angry, managing stress/overwhelm so as not to escalate to anger, and to improve self-esteem.

Harley was witness to prolonged verbal and physical domestic violence between parents from a young age and seems to have taken on a parental role within the family following their parent's separation. Harley has an above average emotional maturity for their age, and as such is very insightful with regards to their mother's mental health history.

Harley spoke openly about thoughts of harming others, often describing fantastical scenarios and elaborate plans.

Through age-appropriate engagement, utilising resources such as play-based sessions and card games, rapport and trust were built to facilitate deeper levels of insight and disclosure of unhealthy coping strategies. Single session family counselling sessions were undertaken with our Clinical Lead, for a family inclusive perspective. These started with Harley's mother and sibling included in the first session and progressed to sessions with only Harley and their sibling.

The use of person-centred practice, play based and family inclusive practices have been incorporated in building Harley's strengths, resilience, and emotional maturity, with progress evident in all these areas. Throughout the sessions, Harley has started to notice more strengths in their sibling and spoken about their father in a more balanced and objective manner. Their dialogue around having plans to hurt others has also reduced. Overall, the work with Harley demonstrates flexibility in service delivery at headspace Rockingham and utilises key aspects of the headspace framework to best support Harley and their family.

*All names have been changed for confidentiality

RAISING AWARENESS AND PREVENTING SYPHILIS TRANSMISSION AT STREET DOCTOR CLINIC

At a Street Doctor clinic in Midland, our Aboriginal Health Nurse (AHN) was discussing the Syphilis Point of Care (PoC) testing with staff from Indigo Junction. To demonstrate the procedure with others, one of their team members volunteered to take the test.

During this time, a patient waiting for the GP for a different issue, observed the test being done and requested a test themselves. The test was non-reactive, but it provided a fantastic opportunity to have the discussion with the patient regarding the risks, signs and symptoms of syphilis.

The patient was unaware of the syphilis outbreak and was appreciative of the advice. They then requested a supply of condoms and reported that they would normally not use them but would be now after knowing the risks. Knowledge really is power!

REDISCOVERING THE BEAUTY OF LIFE THROUGH ART AND MUSIC

In a heartwarming and inspiring turn of events, the life of one of our participants, *Jordy, a talented artist and music producer, has been profoundly transformed through the unwavering support of the National Disability Insurance Scheme (NDIS) and the dedicated team at 360 Health + Community. This remarkable journey stands as a testament to the life-changing impact the NDIS can have on individuals, breathing new life into their dreams and aspirations.

Jordy has faced numerous challenges due to a psychosocial disability that has left their love for art and music production stifled. However, their life took a significant and positive turn when they were referred to 360 Health, which played a pivotal role in supporting their NDIS application. The dedicated team at 360 Health guided them through the often-complex NDIS application process, ensuring that they received the vital support they needed to be part of the NDIS.

Before gaining access to the NDIS, Jordy described a life of inactivity, spending their days idly on the couch, on their mobile phone while waiting to pick up their child from school but once they were accepted into the NDIS, their world began to change.

The NDIS granted them funding for a support coordinator, community supports, and allied health services. This journey of transformation continued as our support coordinator connected them with a support worker who shared their passion for music production and an art class, rekindling their love for both art and music.

As a result of this newfound support and inspiration, Jordy's life has changed significantly. They have shared their music at community events and have even ventured into producing music videos that artfully incorporate their creative expressions. Through these accomplishments, they have found a profound sense of purpose and self-worth, something they had yearned for.

Their passion for art and music has become an absolute source of joy, connecting them with others who share their interests. Their journey is not only a beacon of inspiration to those who know them but also a testament to the transformative power of unwavering support and personal determination.

As they continue to create art and produce captivating music, their story serves as a poignant reminder that with the right support, people can overcome adversity and reconnect with their true passions. It's a story that highlights the extraordinary potential residing within each individual, waiting to be unlocked with the right resources, encouragement, and a supportive community.

**Name has been changed for confidentiality*

IN OUR CLIENTS' OWN WORDS

SUPPORT WHEN I'VE NEEDED IT MOST



“My experience with my Mental Health Worker from 360 Health + Community has been really positive.”

I am quite a complex case with a lot going on that I'm struggling with, and my Mental Health Worker has been really amazing and supportive throughout my journey so far. She has constantly assisted me by talking to my medical team to get the documents she needs for my NDIS application.

More recently, given my immense struggles, she has called me regularly to check in or answers my calls to talk me through whatever crisis I am struggling with to ease my mind. She has gone above everything to help me get a doctor for a possible admission for assistance.

I absolutely cannot thank her enough for supporting and helping me with all the paperwork but also navigating medical services for treatment and appropriate care for me.

My Mental Health Worker has been fantastic in the support she provides, she is always contactable, she has helped me with my paperwork and collecting information and assisted to get proper medical care for me. She always has a friendly face and I trust her which makes it easy to open up to her and ask for support.

“ —

“My Recovery Coach has always shown great integrity and support. He has a great base of knowledge and has always attended to matters in a timely manner. He has been more than a support worker, he has been a treasured friend.”

“The psychologist from the ALIVE service showed me so much care while treating me. I felt she understood me and my circumstances and always took the time to ensure this is in order to prescribe the most appropriate treatment, because of this I felt comfortable sharing my thoughts and feel confident to take on board all the things we worked on together. I definitely have a better understanding of myself and feel better equipped to face future challenges with her help.”

— ”

TEAM SPOTLIGHTS

360 Health + Community is truly a remarkable organisation, made exceptional by the dedicated team members who wholeheartedly embody our core values of collaboration, integrity, and compassion. It's the collective commitment of our staff that makes us a force for positive change in the communities we serve.

Our employees' unwavering dedication to working together, maintaining the highest ethical standards, and showing boundless empathy sets us apart. Each team member is a living testament to the heart and soul of our organisation, making 360 Health + Community a place where people come first, and where genuine care is at the heart of everything we do.

Recovery Coaching

Coby - Recovery Coach & Support Coordinator

What is your role at 360 Health + Community?

I have a dual role at 360 Health as I am a Recovery Coach and a Support Coordinator. In instances where clients do not have a designated support coordinator, I step in to provide the necessary support and guidance that the client needs.

What do you enjoy about your role?

Being a Psychosocial Recovery Coach and Support Coordinator is a fulfilling and dynamic role. What truly sets this position apart is the opportunity to secure significant funding that directly benefits our clients, allowing us to engage with them on a deeper, more meaningful level. This financial support translates into dedicated time spent with the recovery coach, making it possible to focus on capacity-building and helping clients achieve their recovery goals.

What does a typical day in the life of a Recovery Coach look like?

It is such a diverse role and no two days are the same. Every day is a fresh adventure as a recovery coach because we adapt to the unique needs of our clients, going wherever it takes to provide support to them, some days it's meeting them at home, another day may be a local café, or a maybe peaceful park near their residence. We provide support to our clients wherever they feel the most comfortable and we find that this flexibility allows us to create a highly personalised and effective approach to recovery for our clients.

It's a privilege to be part of a team that offers such a comprehensive and tailored approach to recovery coaching.

Psychology

Clare - Psychologist in ALIVE Program

What is your role at 360 Health + Community?

I work on the ALIVE Program as a psychologist for four days per week. I provide counselling and psychotherapy to clients who present as suicidal and/or are at risk of self-harm. I also work as a triage officer on the ALIVE program one day per week.

What do you enjoy about your role?

I love my job, as I get to help people who are perhaps some of the most vulnerable people in society. They tell me information that they may not have shared with anyone else ever, and that level of trust makes my role all the more challenging and fulfilling. I have met people who have proven to me that the human spirit can endure heart-breaking situations and find hope again with the right guidance. It has been a privilege to help them on their journey and I continue to enjoy this aspect of my job the most.

What do you like most about working at 360 Health?

I find 360 Health to be a caring and supportive organisation. It helps that we have a great manager in Michael - he always has the time to listen to his team and make them feel valued and seen.

Working in my role at 360 Health has helped me develop my skills in listening, empathising and providing support to others and there is always more to learn. I also like the professionals I work alongside, both within ALIVE, but also in SARC and Next Step Drug and Alcohol Services. We have similar characteristics and attributes and there is a distinct lack of ego with these professionals - everyone is just here to help people.

Outreach

Ash - Outreach Worker with Street Doctor

What do you enjoy about your role?

I love working with the team to support and provide critical health care to vulnerable and at risk consumers, who otherwise would not have the opportunity or resources they so desperately need and require from the Street Doctor service provided.

What does a 'typical' day look like for you in your role?

A day in the life of a Street Doctor crew member is never the same, and that is why I love the work we do. From start to finish, we are always busy triaging for the Nurse and Doctor as well as providing up to date knowledge and utilising our other team members and their skills, to provide and liaise with other service providers, to aid people with multiple service referrals and support finding accommodation and other critical services.

On top of this, we are also there to lend an ear, provide empathy and support to the communities of people who use Street Doctor and build and foster rapport and empower our consumers to make better choices and seek the wrap-around supports they need.

What do you like most about working on the Street Doctor service?

I love meeting people and sitting with them chatting about their life stories and listening to their experiences.

I also love the team we work with - the care, compassion and commitment that they provide to helping people do better and be better.



Support Coordination

Rosie - NDIS Support Coordinator

What do you enjoy about your role?

As a Support Coordinator, I enjoy helping to connect my clients to services that play a positive impact in their holistic wellbeing.

What does a 'typical' day look like for you in your role?

My days vary and consist of conducting non face-to-face consultations with stakeholders, meeting with clients, preparing case notes, creating plans to help my clients and conducting research to find services that are beneficial to my clients' needs.

What do you like most about working at 360 Health?

I love that my role is rewarding - I get to make a difference in people's lives. I also get to work alongside a team of support coordinators who look out for each other and support each other every day.

Corporate Support

Maika - Revenue Accountant

What do you enjoy about your role?

As the Revenue Accountant for the organisation, I enjoy the fact that I get to assist everyone. People may see accounting as boring and to be about math and numbers but I enjoy it because I get to help our organisation to help other people.

What does a 'typical' day look like for you in your role?

A typical day for me starts with looking at my five email inboxes and some days, this may take me a day to clear because there are always queries to answer, invoices to process and contracts to deal with.

What do you like most about working at 360 Health?

I'm so proud of the work that 360 Health does but what I enjoy the most is working with an amazing team. I work with a bunch of hard working, fun and passionate people who work hard every day to help their clients. Each person who works at 360 Health is my inspiration.

General Practitioner

Dr. Vahala - Retired GP from Street Doctor

With a total of 57 years as a General Practitioner (GP), I dedicated a decade of my career to serving with Street Doctor. The article that follows provides a deeply personal account of my experiences, encompassing the work I undertook, the patients I cared for, and the profound insights I gained into the social, mental, and physical health challenges faced by individuals experiencing homelessness, during my tenure with the Street Doctor service.

In my early days, working as a doctor in my father's practice, he instilled in me the value of always being there for my patients which is why I felt guilty when considering a reduction in my workload during my late sixties. I couldn't bear the thought of letting down my patients and leaving them in search of a new GP. Additionally, I wasn't ready to retire.

The turning point came when I learned about Street Doctor from a colleague. As they described the interesting and challenging patient presentations, I knew that this was where I wanted to be. In a country as affluent as Australia, there exists a segment of the population living in conditions more deprived than many in third-world countries. Joining Street Doctor fulfilled my ambition to work in an environment akin to a third-world nation, all while continuing to enjoy the comfort of my own home and the support of my family.

Street Doctor operates as a mobile service delivered from a truck, with set destinations on different days. Many of our patients are homeless, and their primary needs are shelter and food. I've had the privilege of working at several hubs, each serving a unique group of people, bound together by their experience of poverty, inadequate nutrition, and poor health.

Life is a daily struggle for Street Doctor clients, many of whom turn to substance use as a coping mechanism. From alcohol and cigarettes to marijuana and methamphetamines, these drugs not only prove highly addictive but also place a significant strain on their health and lives. To support their drug habits, some individuals resort to burglary, prostitution, or drug dealing. Among the many challenges related to drug use, drug-induced psychosis triggers violent outbursts, often leading to conflicts with the law and incarceration. Remarkably, some manage to break free from their addiction and turn their lives around during their time in jail.

To provide effective care for my new patients, I recognised the need to adapt and understand their unique needs. While I can never truly walk in their shoes, I took the necessary steps to modify my approach. Street Doctor patients face numerous barriers to accessing healthcare, including discomfort in traditional GP waiting rooms and safety concerns in emergency departments. Street Doctor eliminates these barriers, ensuring essential medical services reach the most disadvantaged patients.

Before a patient even steps onto the truck, our outreach worker outside engages in a trusting conversation with them, building a strong foundation for our services. Once on the truck, we prioritise spending as much time as necessary with each patient to address their complex medical, mental health, and social issues. Our team on the truck collaborates closely - a nurse conducts a clinical assessment, gathers information about past medications and hospital admissions, and seeks ways to improve the patient's life. This may include arranging emergency dental work or contacting the hospital for referrals. On certain days, a pharmacist on another truck helps patients understand the important aspects of their medication use. Periodically, we have the support of an Aboriginal health worker, a dietitian, podiatrist, and specialists, forming a comprehensive network of care.

While I truly enjoyed being a part of this dedicated team, it was the resilience, humor, and laughter of our patients that made every day fulfilling. Despite their challenging circumstances, they brought a unique and inspiring spirit to our work.

Over the course of my 57-year career, my time with Street Doctor stands as the most impactful and meaningful. I only recently stepped down, concerned that, at 80 years of age, I might jeopardise a long and trouble-free medical career. But I cannot deny that I miss the job and the profound sense of worth it provided. Being a part of Street Doctor for a decade has been a privilege, leaving has left a significant void in my life.



LOOKING AHEAD

In 2023/2024, we look forward to the following projects coming to life:

- Safeside Suicide Recovery Focused Prevention Training
- The finalisation and roll out of our Reflect Reconciliation Action Plan
- Putting our Inclusion, Diversity & Wellbeing Framework into motion across the organisation
- Rolling out the Lyric Project across our Rockingham and Mandurah headspace centres
- Rolling out a new and improved Employee Wellbeing program
- The completion of the third Street Doctor truck with a fresh new wrap design across all three trucks
- The completion and roll out of our Intranet, aka The Hub

