



Transforming health together



Heal our COUNTRY, Artist: Rhiannon Chapman

Acknowledgement of Country

COORDINARE acknowledges that Aboriginal people are the First People of this country and pay respect to their Elders past, present and emerging and acknowledge their continuing connections to their ancestral lands.

COORDINARE is not qualified to determine nor define the boundaries of Traditional Lands and understands the sophisticated and complex relationships of Aboriginal people and the land. We understand that within the organisation's 50,000+ km² geographic footprint are large areas of the Traditional Lands of:

Yuin Nation – from the Shoalhaven River down to Eden and out to Braidwood, including the towns of Nowra and Moruya

Dharawal Nation – the area across southern Sydney down to the Illawarra Shoalhaven region and west to Moss Vale, encompassing Bass Point, Helensburgh and Wollongong

Ngunnawal/Ngambri Nations – Queanbeyan, Yass, Gunning and north to the Goulburn region

Ngarigo Nation – the Monaro Snowy Mountains region down to the Victorian border, including the NSW towns of Cooma and Delegate

Gundungurra Nation – includes Goulburn, Crookwell, Southern Highlands and across to the Blue Mountains

A note about language

Language carries history and creates meaning. At COORDINARE, the term 'Aboriginal' is generally used in preference to 'Aboriginal and Torres Strait Islander,' in recognition that Aboriginal peoples are the original inhabitants of South Eastern NSW.

Contents

Message from the CEO and Chair	2
About us	4
Supporting recovery and readiness	6
Tackling inequity in Aboriginal health	8
Strengthening mental health	10
Embracing digital health	12
Beyond health care	14
Stronger together	16
Celebrating our consumers	20
Delivering strong governance	22
Achieving with our partners	24

Patients, clients or consumers?

In recent years, the term 'patient' has become less favoured by people using and delivering health services. COORDINARE uses the word 'consumer' throughout this review in recognition of the choice, control and power of people now accessing services, and their role in their care, service planning, delivery and evaluation.

Message from the CEO and Chair



We are proud to present COORDINARE's 2021-22 Annual Review. This review highlights progress against our 2021-2023 Strategic Plan - 'Transforming health together'.

In keeping with previous years, 2021 was another year presenting fresh challenges, requiring new and creative approaches to healthcare delivery. Our experience tells us that this is when COORDINARE'S people and partnerships demonstrate their capability, resilience and true value, as we pull together to drive improvements in health and wellbeing across our region.

The team have worked proactively with our partners through the second year of the pandemic, establishing new mental health services including a Head to Health service in Shellharbour as well as launching a state wide mental health phone line. They have worked tirelessly supporting providers to ensure the most vulnerable in the community were vaccinated and had access to care.

The team are also well prepared for the increased role that PHNs will have in implementing the government's response to the recommendations of the Aged Care Royal Commission, working closely with stakeholders to understand local needs and system issues as we plan future initiatives.

Expansion of our innovative social prescribing service across the region following a successful pilot in the Illawarra Shoalhaven and the codesign of a care coordination service with local stakeholders were two exciting new initiatives during the year. We are pleased to welcome Silver Chain as a new commissioned service partner whose innovative service model will commence in 2022/23.

Our commitment to reconciliation has been strengthened with the release of COORDINARE's Innovate Reconciliation Action Plan. Our RAP is not a document that sits on a shelf; it guides our progress as an organisation and as individuals, toward reconciliation. We thank the Innovate RAP working group and most importantly those First Nations members for their input and guidance in bringing the RAP to fruition through a strong consultative and considered process.

“Our successes are a direct result of a clear and shared vision, strong local partnerships, and a team and community committed to achieving our aims.”

It is an honour and a privilege to lead COORDINARE which is in the enviable position of having a strong, committed and professional Board with a wide range of skills and perspectives. It is a pleasure to be working alongside them, together with our CEO and Executive team.

Our third bi-annual Joint Governance meeting was held in April, after a challenging few years and it was very pleasing that so many members of our Clinical Councils and Community Advisory Committee, were able to join with the Board and Executive. The meeting was very productive and provided both an opportunity to de brief and acknowledge the challenging past years, but most importantly to take the learnings from the past to provide important insights around the future focus of COORDINARE to ensure that we are adding value to our communities and extending our relevance.

Each year, COORDINARE strives to deliver positive change and improved health outcomes and experiences for people in south eastern NSW. Our successes are a direct result of a clear and shared vision, strong local partnerships, and a team who are committed to achieving our aims through implementing practical collaborative actions which create change for local people and communities. We thank COORDINARE Board, staff, consumers, friends and community representatives, health care providers and stakeholders who have contributed to our achievements of the past year which we proudly showcase in this review.

It is particularly important at this time to acknowledge and thank all of our partners and colleagues in the frontline of health and community services in our region. Their tireless efforts, dedication and commitment to keeping our communities safe throughout the pandemic was outstanding and we salute them.

Dianne Kitcher
CEO

Julie White
Independent Chair, Governance and Remuneration Committee

About us

Our expertise, reach, and partnerships provide a unique opportunity to improve the health, wellbeing and care of one of NSW’s largest rural and regional populations.

COORDINARE – South Eastern NSW Primary Health Network (PHN) is one of 31 PHNs across Australia and one of 10 PHNs in NSW. We are a diverse region, with more than 150 languages spoken and 9.7% of our population born overseas. More than 27,687 Aboriginal and Torres Strait Islander people live in our region.

COORDINARE works with primary and acute care to integrate services for more than 641,968 people. We work with diverse government, non-profit, education, research and care organisations to achieve an improved health system that can deliver exceptional care and improve health outcomes.

Our organisation

Vision

One coordinated regional health system that provides exceptional care, promotes healthy choices, and supports resilient communities.

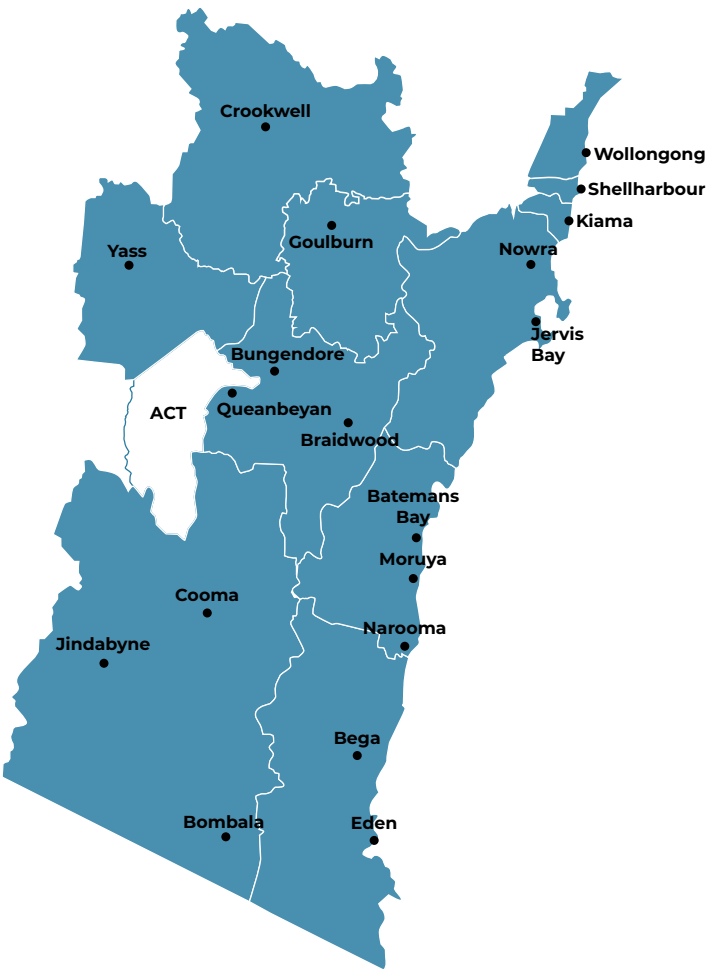
Purpose

Supporting primary care in our region to be consumer-centred, accessible, equitable, safe and high quality, comprehensive, population-oriented, and coordinated across all parts of the health system.

Outcomes

- Improved health outcomes
- Better consumer experience
- Enhanced provider satisfaction
- Increased value for money

Our region



641,968
Total population



Home to **10%** of the total Aboriginal population in NSW

51.8% people live in major cities

38.5% in inner regional areas

9.6% in outer regional areas



12.3%

projected population growth between 2020-2030

> 27,687

People identify as Aboriginal and Torres Strait Islander (**4.3%**)

62,349

Culturally and linguistically diverse people (**9.7%**)



42% of the population experience high socio-economic disadvantage

Our region's health system



197 general practices
790 GPs



2 Local Health Districts
22 public hospitals
16 emergency departments
30 community health centres



4 Aboriginal Community Controlled Health Organisations



232 commissioned contracts
\$34 million annual value of commissioned contracts

Supporting recovery and readiness

Through our partnership approach, COORDINARE ensures our local health system is prepared to support readiness and recovery from disasters.

\$6.5m+

invested in bushfire mental health supports



26

bushfire recovery projects reached 20,000+ people in SENSW



\$200k+

investment in COVID-19 vaccinations in priority populations



93%

COVID-19 vaccination rate (two doses) for all LGAS



71

Registered nurses across 31 RACFs trained as Authorised Nurse Immunisers



COORDINARE plays a crucial role in local disaster planning and preparation arrangements. By working with local communities, we can ensure supports for recovery are locally relevant, meaningful and achievable. General practice and ACCHOs are essential services, and we have worked together to ensure access to medical care during natural disasters and the pandemic.

Progress highlights

Over 2021-22, we have:

- Been invited to attend the South Eastern Regional Emergency Management Committee (REMC), recognising the role of primary care in emergencies, and COORDINARE's coordination expertise.
- Funded ACCHOs to deliver vaccinations, telephone and face-to-face support, food supplies, essentials and Rapid Antigen Tests for Aboriginal people.
- Supported 160 practices, four ACCHOs, and four GP Respiratory Clinics to participate in COVID-19 vaccinations (83.5% local practices).
- Supported 100% (80) Residential Aged Care Facilities (RACFs) via booster and winter dose clinics and outbreak management.

COVID-19 vaccinations for vulnerable people

940 vaccinations for:

- Aboriginal and Torres Strait Islander peoples
- culturally and linguistically diverse communities
- people who were isolated or homebound (113 home visits)
- people who were frail
- people with disabilities
- people non-eligible for Medicare.



The role of primary care in preparation, planning and recovery

South Eastern NSW has recently experienced drought, the devastating Black Summer bushfires, in which 1353 homes were lost, floods and the COVID-19 pandemic. COORDINARE's experience has enabled trusted partnerships across health, social service, government and other organisations to benefit local people. Our connections and partnerships have ensured programs reach communities most in need, across bushfire recovery, COVID-19 vaccinations, aged care education and health-promoting social supports.

In bushfire-affected areas, COORDINARE funded local services to work with community members to design and deliver supports for local people. Community members living through the recovery process told service what was needed and what works. Robyn*, a Eurobodalla community member, valued working with providers to design local approaches.

I enjoyed the community development, true codesign approach... the most successful activities were those which community requested and felt ownership of... [Connection] was the key to our success in this program... with so many activities being identified within the community by community. - Robyn*, Eurobodalla community member

During the pandemic, we worked together to achieve higher COVID-19 vaccination rates than the state and national average. COORDINARE provided funding to local ACCHOs to deliver vaccinations, support, essentials and Rapid Antigen Tests for Aboriginal people. Partnering with providers working with vulnerable groups, including people who are culturally diverse, young people, and people who are homeless, were key to our success.

Successful disaster recovery and readiness has local people, services and organisations at their core. As a result of our collaborative efforts, communities are able to access supports that reduce harm, boost resilience and empower recovery.

Tackling inequity in Aboriginal health

Tackling inequity is a clear focus of our actions as we work toward reconciliation.

There is a role for all services to work together to improve social, health and emotional wellbeing outcomes for Aboriginal people in the region. COORDINARE is working with Aboriginal community-controlled organisations, and other like-minded organisations, communities and local people to tackle inequities. We are proud of what we have achieved together to make a difference to the health and wellbeing of Aboriginal peoples.

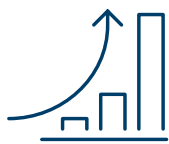
87.9%
of the eligible Aboriginal population had two COVID-19 vaccination doses
(NSW 85.4%, Australia 81.5%)



1,011
Aboriginal people received care coordination across more than 3,600 services



45-60%
increase in ACCHO funding for Integrated Team Care



Published
Codesign for cultural safety published in the *Health Advocate*



Progress highlights

During 2021-22 we have:

- Invested in codesign for cultural safety. 28 Aboriginal community members completed codesign training. These leaders worked with five general practices to codesign improvements to each practice's cultural sensitivity.
- Worked with local ACCHOs and Local Health Districts (LHDs) to ensure appropriate and timely access to vaccines, communications and information, and share local data to track progress and inform next steps.
- Collaborated with Illawarra Shoalhaven Local Health District (ISLHD Public Health Unit and Virtual Care Centre) and ACCHO staff to plan and coordinate responses to local Aboriginal community transmission, outbreaks, and vaccination clinics. Partnerships with Wreck Bay Aboriginal Community Council, Jerrinja Aboriginal Lands Council, and the Nowra Local Aboriginal Lands Council ensured access to testing, in-home health care, food and other essential items for individuals and families in isolation.
- Commissioned a regional Aboriginal after-hours service, supporting vulnerable clients via telephone. This service provides social and emotional wellbeing support for vulnerable consumers in urgent need after-hours.
- Created Mudjingaal Djama COORDINARE! (Friends talk at COORDINARE) to ensure local Aboriginal voices are heard as part of our consumer participation approach.
- Presented at National Closing the Gap Indigenous Health Conference and National PHN Commissioning Innovation Showcase to share success and learnings from innovative codesign approaches.

We've been getting vaccines since the 1950s. It's just a needle, it's just a jab.



#fabvac campaign makes a difference

Uncle Ken, a community member from Bermagui, experienced the impact of COVID-19 in the community, first-hand. "Two of our kids brought the virus home to our place, and all 13 of us ended up catching it. It is just as well that we had the double jab in the first place; only two went to hospital, but just overnight, and they came back home... We all said to ourselves we've got to get the jab whether we like it or not."

In partnership with the four local ACCHOs, the social #fabvac campaign directly addressed receiving COVID-19 vaccinations. The videos featured local young Aboriginal people yarning with Aboriginal community members and health workers about their experiences of COVID-19 and attitudes to vaccines. The #fabvac campaign highlighted how vaccines improve health outcomes for Aboriginal people.

Jenny from Nowra had her three small children contract COVID-19. They weren't vaccinated.

"They had high temperatures and were really sick in the stomach and were sick for a full week. I don't want them that sick ever again, especially the three of them at the same time... They'll be getting vaccinated as soon as I can get them in there. I think it is better to get it done to stop the spread and not get it as bad," said Jenny.

Consumer participation in COVID-19-related messaging was effective in engaging the community. The videos have reached over 100,000 people via Facebook and have been shared and commented on by local Aboriginal organisations and media outlets. Solid vaccination rates in local Aboriginal Communities have been attributed to the #fabvac campaign delivered by COORDINARE.

Strengthening mental health

COORDINARE forges new partnerships and collaborative arrangements to strengthen mental health support for local people.

\$21.47m

invested in direct service provision



2056

psychological care services for people experiencing trauma from the black summer bushfires



316

episodes of care via Head to Health, the highest in the state, demonstrating local need



1,326

licences issued for Question, Persuade, Refer (QPR) online suicide intervention skills training



The communities we work with have been deeply affected by natural disasters and the pandemic over the past three years. We are taking a long-term approach to ensure mental health care and suicide prevention resources are available across our region now, and into the future.

The impacts of a death by suicide can ripple across a community and increase risk of further suicides. COORDINARE is working with local partners to embed planned ways to communicate and coordinate services to make sure support reaches those in need and suicide risk is identified, contained, and reduced.

By working together, local communities and providers can identify and prioritise needs, and develop local solutions. Our \$21m investment has ensured access to a range of mental health supports across the region, delivered when, where and how they are needed.

Progress highlights

During 2021-22 we have

- Revised our mental health and suicide prevention commissioning approach, focusing on services reaching those most vulnerable in our communities.
- Established the Head to Health Adult Mental Health Service – Shellharbour and commissioned the headspace satellite service in Yass.
- Partnered with Department of Communities and Justice to deliver a place-based psychological support model for people living in social housing in Mangerton.
- Enabled a whole of community approach to suicide prevention in Bega Valley and Eurobodalla through partnerships with Black Dog Institute and Bega Suicide Prevention Awareness Network.
- Started to implement the first Australian Mental Health Lived Experience (Peer) Work Framework from a Regional Mental Health and Suicide Prevention Plan.



We understand that we both have had difficulties in life through our mental health. They feel heard and understood, and that helps healing.

- Beate Zanner, Peer worker, Southern NSW LHD



Lived experience leadership in mental health

Lived experience is a person's first-hand experience of mental health issues and recovery. People with lived experience of mental health issues have a unique perspective of mental health services and care. Including the expertise of people with lived experience can dramatically improve mental health service planning, delivery and evaluation.

COORDINARE's Mental Health Lived Experience (Peer) Work Framework was developed with partners Southern NSW LHD, Illawarra Shoalhaven LHD, community-based organisations and people with lived experience. The framework provides a roadmap for the region to build the local peer workforce – mental health workers with lived experience expertise.

Released in August 2021, the framework is already guiding decision-making and service planning in suicide prevention, disability services, social housing, forensic mental health, and justice health.

Beate Zanner, a peer worker for Southern NSW LHD, uses her mental health journey to support recovery for mental health consumers. "We understand that we both have had difficulties in life through our mental health. They feel heard and understood, and that helps healing."

Embracing digital health

We embrace digital health to improve access and coordination of care.

Digital health strategies are an essential part of health promotion, prevention and treatment. COORDINARE is working with care providers to embed next generation technology across the region. Our approaches are improving care access and coordination for local people, and enhancing communication between providers. Our digital tools are supporting providers to deliver up-to-date, best practice care. COORDINARE continues our work to ensure equitable services across the region and develop strategies to overcome the digital divide.

30%
increase in
HealthPathways use in
Illawarra Shoalhaven



91%
general practices
registered with
My Health Record



96%
pharmacies registered
with My Health Record



Progress highlights

In 2021-22 we have:

- invested in the Inca Shared Care Planning and Remote Monitoring tool, to improve access and care coordination for patients, particularly those with chronic conditions and those accessing commissioned services.
- increased use of HealthPathways, with a 9% increase in average monthly users for ACT/Southern NSW and 30% in Illawarra Shoalhaven.
- empowered consumers to take control of their integrated care through self-management and digital supports.
- improved electronic referral mechanisms between general practice and ISLHD clinics and services, improving timely access to high-quality patient information.
- supported 97.7% general practices and 98.7% community pharmacies to transition to the next generation of encryption technology for Medicare Site and NASH (National Authentication Service for Health) certificates to ensure secure and efficient online interactions.



Care conversations go online

People with chronic and complex health conditions often experience issues communicating with their care team, and coordinating their care. Together with Silverchain, COORDINARE has codesigned and co-delivered a regional program to improve care for people at high risk of poor health outcomes.

The new program includes a digital shared care planning and remote monitoring platform that allows health professionals to manage patient health data, create and monitor health plans and share information with other providers. The platform automatically identifies eligible consumers for care plans, assessments and additional services.

The program places people with chronic and complex conditions at the centre of their care. Via the digital platform, consumers can contribute to their personalised care plan, update their progress and data, and communicate with their care team via a web portal, mobile app or medi-tracker. The platform also delivers appointment reminders and relevant service information.

Beyond health care

We work with our partners to transform health through social prescribing.

Social aspects of life such as housing, education, employment and environment directly impact health. A more holistic approach to consumers' health can dramatically improve health and wellbeing. Together with consumers and partners, COORDINARE has supported the development of a social prescribing model for the region. GPs refer consumers to social prescribing services, in turn connecting consumers with non-medical, community-based supports.

255

people have been to Social Prescribing Service (SPS)



360+

service contacts through the SPS



8.5/10

SPS satisfaction score from participants



More than half of the social prescribing referrals have related to social life, food security, physical exercise and daily activity. Consumers have been linked with local community groups and charitable organisations to support these needs and help build health and resilience. From social support to physical exercise and access to healthy and nutritious foods, social prescribing aims to address those aspects of everyday life that impact health and wellbeing.

Progress highlights

During 2021-22 we have:

- Launched the social prescribing service, connecting people to non-medical and community-based social supports.
- Codesigned a place-based approach to improving access to mental health services for people in the social housing community in Mangerton in partnership with the Department of Communities and Justice.
- Funded Multicultural Community Council Illawarra (MCCI) to develop Advance Care Planning videos in Turkish, Arabic and Vietnamese featuring local community members from various cultural backgrounds. The videos have broad uptake and coverage and have been selected for Advance Care Planning Australia's website and as a resource by Partners in Culturally Appropriate Care to support aged care service providers to deliver culturally appropriate care.



It's been life-changing to have positive things in my life and things to look forward to. – Sally*, Social Rx consumer.



GP prescribes fresh food and a new home

At 61 years of age, Sally* was finding it hard to find a place to live, and was struggling to make ends meet, including buying food. Living with end-stage emphysema, Sally had long-term chronic obstructive pulmonary disease (COPD) and had been given a 5-year prognosis. Sally wanted to move closer to her family in Sydney, so she would have better support in her end-of-life. After struggling alone for some time, Sally went to see her GP. Sally's GP linked her in with COORDINARE's newly commissioned Social Prescribing Service (SPS), Social Rx.

Social Rx provides a centralised intake with a holistic needs assessment and person-centred goal planning. This intake links people to an extensive network of locally based public and private health and wellbeing providers, community resources, non-clinical supports, and social participation groups.

A Social Rx social worker met with Sally and linked her with local charities and non-profit organisations that could provide emergency relief for access to food and financial vouchers to help lift the burden of her medical expenses. Although reluctant to reach out for help at first, with the involvement of social work support, Sally successfully engaged with local providers to access food hampers and vouchers.

The social worker also worked with Sally to complete a priority housing application in the Sydney area near her family. "I had been trying to move closer to family for years but had never found a way," Sally said. "I'm so grateful to my social worker who gave me the help I needed. This gets me one step closer to my final wish."

The social worker is also supporting Sally to gather all the evidence for an NDIS application. NDIS funding will enable Sally can meet all her self-care, domestic and daily living needs without feeling that her children are burdened with her care.

"Things are really starting to look up. It's been life-changing to have positive things in my life and things to look forward to."

Stronger together

People are at the heart of our organisation’s growth, learning and achievements.

Our people deliver real and measurable impacts for South Eastern NSW. We ensure our people have the professional expertise, the technical know-how and the support to be their best.

We inspire engaged staff through our purpose-driven work, commitment to staff development and values-led leadership. As our organisation has grown to meet community needs, our teams have maintained a focus on staff wellbeing and support. In this year’s staff wellbeing review, 70% of staff rated their happiness as 7+ (out of 10). We are proud of our focus on staff wellbeing, record of zero work-related COVID-19 transmissions, flexible working arrangements and sustained staffing. We actively promote an inclusive and diverse workplace, and are working together toward reconciliation and implementation of our Innovate Reconciliation Plan.

Our digital systems and data capability support our staff to achieve positive results across the region. This year, COORDINARE has implemented and updated systems and improved processes to be more automated and efficient. The introduction of the new contract management system FOLIO, has improved efficiency for the organisation and our commissioned service providers. This efficiency allows us to focus our efforts on what is important – our teams, partners and the community.

70%

of responding staff rate their “happiness score” at 7+



We love FOLIO! ... It’s simple, streamlined and much better than other programs we have had to use to report in.

– Mental health commissioned provider.

Progress highlights

- During 2021-22 we have:
- Completed disaster recovery planning for information technology systems as part of our core business and reporting process.
 - Strengthened our values-led performance development process to maximise organisational performance.
 - Launched COORDINARE’s Innovate Reconciliation Action Plan (RAP) 2021-2023.
 - Improved cultural safety requirements with all newly commissioned providers.
 - Codesigned reporting and KPIs for a newly commissioned service with Aboriginal Community Controlled Health Organisation (ACCHO) staff and CEOs.

Towards reconciliation

Our commitment to reconciliation can be seen in our leadership, partnerships and staff and in how we work every day. For COORDINARE, reconciliation represents equal health outcomes for members of Aboriginal communities in South Eastern NSW. Within our organisation, it means an inclusive and diverse workplace that is culturally safe, rich and proud.

Reconciliation is a journey based on deep understanding of lived histories, cultural knowledge, and developing mutual respect.

Our RAP actively shapes the work we do, how COORDINARE works, and how we design and deliver local health care improvements. We are working together to deliver culturally appropriate models of care designed by and with the people who will use them. This important work fosters respect and safe environments that promote inclusion. Our commitment builds relationships, trust and respect and provides hope.

I found it very connected to community... it really showed the true collaboration and commitment to our communities.

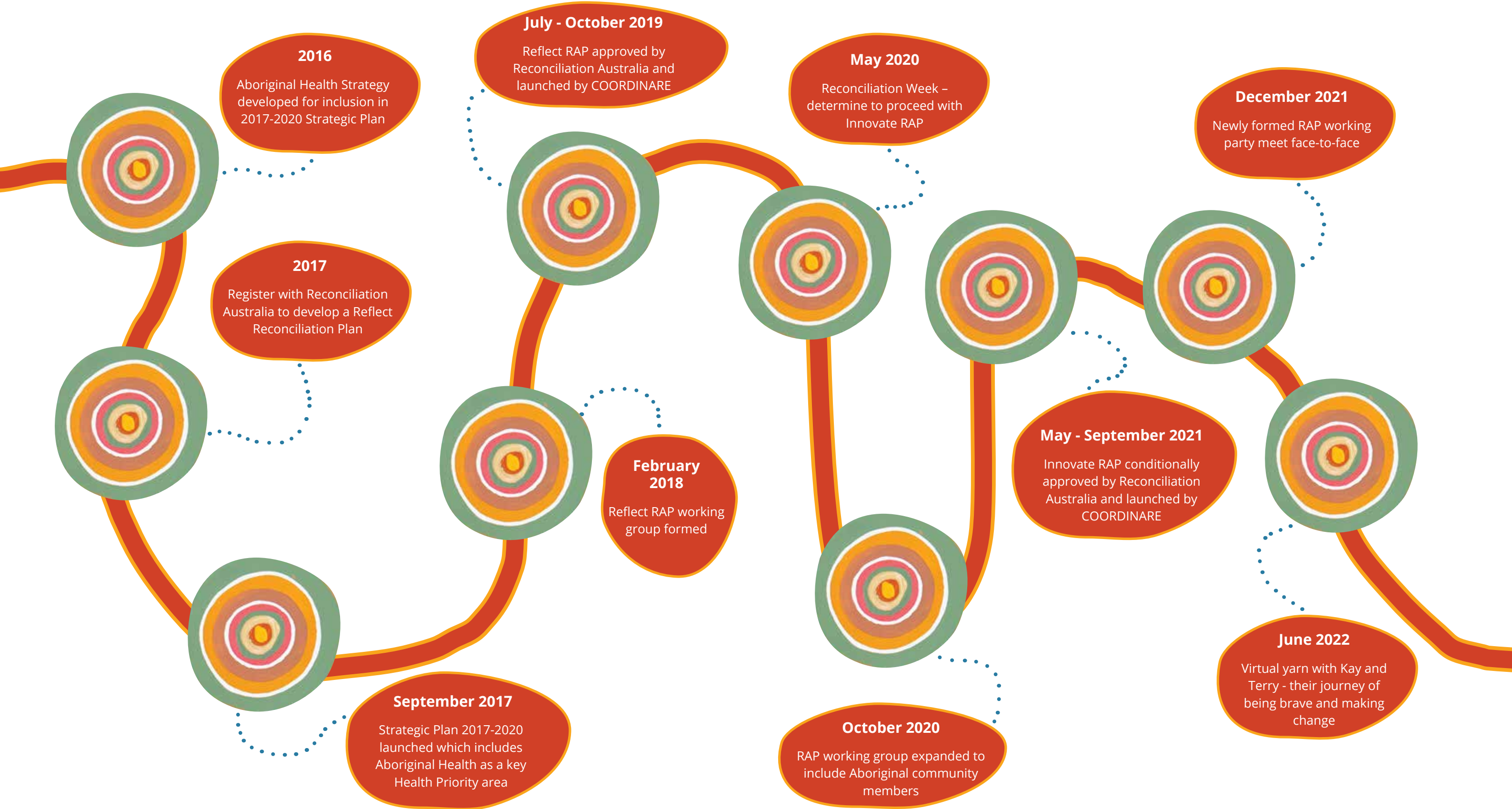
– Jackie Jackson, Director Aboriginal Health, Southern NSW LHD.

To have a RAP, to have a framework, I think it’s something that keeps us accountable, it keeps us moving.

– Kaleena Webbe, Manager Primary Care Development, COORDINARE.



Our Reconciliation journey



Celebrating our consumers

Our partnerships and collaborations allow us to deliver seamless, effective and efficient care to our communities.

COORDINARE is uniquely positioned to create partnerships, trial new service models, and influence system change for those most vulnerable and experiencing barriers to accessing care. By working closely with local communities and consumers, COORDINARE can quickly identify and respond to immediate and emerging needs. Our collaborations build local skills and capability and allow us to deliver outcomes effectively and efficiently.

Our focus on consumer collaboration and codesign has seen the development of a number of successful consumer-driven programs, and the growth of Friends of COORDINARE and Mudjingaal Djama COORDINARE! (Friends talk at COORDINARE!).

We are committed to learning from those with lived experiences and involve them in planning, designing, and evaluating services. Working together with consumers changes how we make decisions, brings new ideas through unique first-hand experiences and perspectives, and can produce more meaningful results.

We thank the members of the Consumer Advisory Committee, Innovate RAP Working Group, Mudjingaal Djama COORDINARE! (Friends talk at COORDINARE), Friends of COORDINARE, and Clinical Councils for sharing their experiences, insights and valuable contributions to COORDINARE and health care in the region.

Working together, we have a significant positive impact on the health of the people of South Eastern NSW.



I found my experience very positive; everyone was very welcoming and helpful, allowing me to ask questions and get involved in the conversation. The meeting gave me insight into what I can bring to the committee as a consumer representative, it was great to work with a wide range of specialists and healthcare professionals on the committee.

– Blayne , consumer advisor on the Southern pain collaborative / Chronic pain Initiative steering committee

Friends of COORDINARE

Friends of COORDINARE is always looking for people to help us improve the health system. We're keen to listen and understand what's working (or not working) – and why.



Brad, OAM (him/his)
Friend of COORDINARE

Brad advises many health committees on consumer engagement and is the Co-Chair and Co-founder of the Eurobodalla Renal Support Group and Organ Donor Awareness.

Brad is a passionate consumer advocate. He was first diagnosed with juvenile-onset diabetes at the age of 5. Despite this, he was a keen sportsman until he was subsequently diagnosed with end-stage renal failure and loss of sight to the point of being legally blind.

As a double amputee and a kidney and pancreas organ transplant recipient, Brad has met many people along the way. By listening to their lived experiences, he identified the need to establish an awareness and education group to support a wide cross-section of health and community issues on the South Coast.

A fervent campaigner for the consumer's voice to be heard, Brad received his Order of Australia honour in 2020 for Service to Community of the Eurobodalla.



Georgia (she/hers)
Friend of COORDINARE

I joined Friends of Coordinare in May 2021 to be a lived experience advocate for consumers - particularly young people, LGBTQIA+ communities and those with mental health difficulties.

I continue my involvement with COORDINARE in this way as I really value being able to provide a different perspective than health professionals and have my voice be heard.

I have been listened to and have seen changes made as a result of becoming involved with health services as a health consumer. It is important for consumers to provide their stories to help improve health services.

Delivering strong governance

COORDINARE governance provides strong accountability and oversight for our organisation.

Through our governance structures we identify clear priorities and work together to design and develop strategies to address our region's health priorities. The strength of our skills-based Board lies in the diversity of its Directors. Our Board guides the organisation's strategic direction, oversees our actions, and is accountable for COORDINARE's performance.

This year we strengthened our cultural safety and accountability by appointing the inaugural Aboriginal Board Director to the COORDINARE Board, working to establish an Aboriginal Health Council, and implement our Innovate Reconciliation Action Plan.

Our Board is advised by two Clinical Councils, a Community Advisory Committee and an Aboriginal Health Council. Collaborations between these groups and the Board result in locally-informed and relevant planning and decision-making, and improved outcomes and experiences for our partners, communities and consumers.

Governance

Independent Chair



2 x Clinical Councils

1 x Community Advisory Committee

1 x Aboriginal Health Council



Thank you Dr Max Alexander

We deeply appreciate the contribution of our previous Deputy Chair Dr Max Alexander, who resigned on 2 May 2022. Dr Alexander chaired our Governance and Remuneration Committee and was a Board Director of the Board for seven years. His deep knowledge, understanding and experience in the health sector, in particular the challenges around integration of services and systems was invaluable.

Our Board



Ms Julie White - Independent Chair, Governance and Remuneration Committee

An experienced and successful Chair and Company Director, Ms White has over 40 years experience in both the not-for-profit and corporate sectors. Julie's non-executive portfolio has a particular focus on the health services sector, and she has developed a strong understanding and experience of the challenges and needs of the sector through many years as both a Chair and independent Board director on a number of health-related organisations within the government and health sectors, in Australia and internationally.



Dr Amanda Barnard - Board Director, Chair Clinical Council - Southern NSW

Dr Barnard continues her work as a GP in Braidwood as well as a number of other activities, including work for the Australian Medical Council and membership of the National Rural Generalist Taskforce. She established and led the Australian National University (ANU) Rural Clinical School from 2004-2018, and returned to the role of Associate Dean, Rural and Indigenous Health at the ANU Medical School in June 2020.



Mr Paul Knight - Board Director, Chair Aboriginal Health Council

Mr Knight is the inaugural Chair of COORDINARE's Aboriginal Health Council, and has over 25 years of extensive experience across Indigenous employment, business and economic development. He was the Chief Executive of the Illawarra Aboriginal Land Council until April 2022. He maintains senior executive and community leadership positions including Independent Chair of the Illawarra Shoalhaven Local Health District Audit and Risk Committee, and Board Member of the Justice and Forensic Mental Health Network (Chair of Finance and Performance Committee and Member Audit and Risk Committee) as of January 2022.



Dr Vicki McCartney - Board Director, Chair Clinical Council - Illawarra Shoalhaven

Dr McCartney has been the principal medical practitioner of a general practice in Nowra since 1988 where she focuses on antenatal care, mental health care, paediatric care and aged care, and preventive care for the diverse needs of her patients. She is also a passionate teacher of students from the Graduate School of Medicine at the University of Wollongong where she is a senior clinical lecturer and has over 20 years' experience as a supervisor of GP registrars.



Mr John Petty - Board Director, Chair Finance, Audit and Risk Committee

Mr Petty is a lecturer in management accounting and small business at the University of Technology, Sydney. Prior to joining the University, he held senior positions in accounting and finance at CSR Ltd and also ran his own small business. Mr Petty has extensive governance experience.



Ms Leanne Wells - Board Director, Chair community Advisory Committee

Ms Wells was the Chief Executive Officer of the Consumers Health Forum of Australia until August 2022. She is a health service executive with over 25 years' experience. Ms Wells has held executive positions within government and in national and state non-government organisations, most recently as CEO of a state-based primary care organisation.



Mr Patrick Reid - Board Director, Finance, Audit and Risk Management Committee

Mr Reid held the position of Interim IRT Group CEO from October 2017 and was appointed as IRT Group CEO on 1 February 2018. Prior to this, he had been a Non-Executive Director of IRT Group since February 2017. Mr Reid is a seasoned industry executive, leader and strategist, and is the immediate past CEO of Leading Age Services Australia (LASA). He also has extensive governance experience, sitting on several Committees, Advisory Councils and Boards.



Professor Glenn Salkeld - Board Director, Governance and Remuneration Committee

Professor Salkeld is the Executive Dean of the Faculty of the Arts, Social Sciences and Humanities at the University of Wollongong. He is also a member of the Governance and Remuneration Committee. He has been a consultant to the World Health Organisation (WHO) on the Essential Medicines Program, a Member of the NHMRC Public Health Panel, a Member of the Bowel Cancer Implementation Committee and a Director of the Board of the Sax Institute. Professor Salkeld is a member of the HMS Advisory Board at Bond University in Queensland.



Mr Chris Stolk - Board Director, Finance, Audit and Risk Management Committee

Mr Stolk has more than 25 years' experience in the accounting and finance field, most of which has been spent working with organisations in the financial services industry. Currently, Mr Stolk is the Chief Financial Officer and Company Secretary at Peoplecare Health Limited and is responsible for the provision of all financial management functions of the organisation.

Achieving with our partners

COORDINARE’s achievements are a result of our successful partnerships and relationships, stretching across the health, community and social care sectors. Our partnerships include alliances with health care providers, nonprofit organisations, residential aged care providers, government, community and cultural organisations, philanthropic organisations and tertiary education. COORDINARE is grateful to our partners for their flexibility, expertise, and commitment to improving health for local communities.



Government

- Australian Digital Health Agency
- Australian Government Department of Health
- Cancer Institute
- National Bushfire Recovery Agency
- ACT Health
- NSW Agency for Clinical Innovation
- NSW Department of Communities and Justice
- NSW Ministry of Health
- Resilience NSW
- Bega Valley Council
- Eurobodalla Shire Council
- Goulburn Mulwaree Council
- Jervis Bay Territory
- Kiama Municipal Council
- Queanbeyan Palerang Regional Council
- Shellharbour City Council
- Shoalhaven City Council
- Snowy Monaro Regional Council
- Southern Cross Housing
- Upper Lachlan Shire Council
- Wollongong City Council
- Yass Valley Council



Local community

- 80+ community organisations
- Bega Valley Suicide Prevention Action Network
- Illawarra Shoalhaven Suicide Prevention Collaborative
- Local consumers and community members



Education and research

- Australian Health and Hospital Association
- Australian Health Services Research Institute
- Australian National University
- Australasian Society for Lifestyle Medicine
- Black Dog Institute
- La Trobe University
- TAFE NSW
- The Advisory Board Company
- University of New England
- University of Wollongong



Professional and industry associations

- Aged and Community Care Providers Association (ACCPA)
- Australian Association Practice Managers (AAPM)
- Australian Primary Health Care Nurses Association (APNA)
- Cancer Council
- Community Industry Group
- Consumer Health Forum of Australia
- Council of the Ageing
- Mental Health Coordinating Council (MHCC)
- National Centre for Immunisation Research and Surveillance (NCIRS)
- National PHN Network (other PHNs)
- Network of Alcohol and other Drugs Agencies (NADA)
- NSW Rural Doctors’ Network (RDN)
- Pharmaceutical Society of Australia (PSA)
- Royal Australian College of General Practitioners (RACGP)



Service providers

- Illawarra Shoalhaven LHD
- Southern NSW LHD
- 200+ local general practices and allied health providers
- 80+ Residential Aged Care Facility (RACF) providers
- Alcohol and Drug Foundation
- All Saints Community Care
- Association of Children’s Welfare Agency
- Australasian Society of Lifestyle Medicine
- Beyond Blue
- Beyond Empathy
- CareSouth
- CatholicCare Canberra and Goulburn
- Clinomco Trust
- Coomaditchie United Aboriginal Corporation
- Directions Health Services
- Eden Community Access Centre
- EIS Health
- Equilibrium Healthcare Trust
- Family Services Illawarra
- Flourish Australia
- Goulburn Health Hub Medical Centre
- Grand Pacific Health
- GRD Unity Trust
- headspace National
- Healthy Cities Illawarra
- Illawarra Aboriginal Medical Service
- Illawarra Family Medical Centre Unit Trust
- Illawarra Women’s Health Centre
- International Volunteers for Peace
- Jigsaw Learning Solutions
- Jover Service Trust
- Junction Medical Unit Trust
- Katungul Aboriginal Corporation Regional Health and Community Services
- La Trobe University
- Lake Jindabyne Dragon Boat Club
- LG Health – Clinton Medical Clinic
- Lions Club of Kangaroo Valley
- Lives Lived Well
- MacKillop Family Services
- MAGIC Multicultural Activity Group in Communities
- Mannat Unit Trust
- Marathon Health
- Medical Seventh – Marima Medical Clinic
- Marymead Child and Family Centre
- MF Medical
- Mission Australia
- Monaro Family Support Services
- Montague Arts and Craft Society
- Moss Street Management
- Multicultural Communities Council of Illawarra
- NEAMI
- North Nowra Medical Associates
- One Door Mental Health
- Optimum Health Solutions
- Palliative Aged Care Consultancy Service
- Palliative Care NSW
- Parkinson’s NSW
- Parramatta Mission
- Peak View Rural Fire Brigade
- PeerCo Mental Health and Wellbeing
- Pharmaceutical Society of Australia
- Port Kembla Chamber of Commerce
- Primary and Community Care Services
- Procure Group
- ProCare Mental Health Services
- Prostate Survival Alliance
- Quaama P&C Association
- RAPSAs for Falinta Trust & Hall Family Trust
- Red Head Villages Association
- Relationships Australia Canberra and Region
- Richmond PRA
- Roman Catholic Church for the Archdiocese of Canberra Goulburn
- Royal Far West
- Sapphire Community Projects
- Sassafrass and District Progress Association
- Save the Children Australia
- Schizophrenia Fellowship of NSW
- Salvation Army
- Shoalhaven Health and Arts
- Shoalhaven Womens Resource Group
- South Coast Medical Service Aboriginal Corporation
- Snowy River Interstate Landcare Committee
- Sonder Youth
- St Vincent’s Hospital
- South Coast Medical Service Aboriginal Corporation
- South Coast Women’s Health & Welfare Aboriginal Corporation
- Southcoast Health and Sustainability Alliance
- The Australian Centre for Social Innovation Inc
- The Disability Trust
- Ulladulla Trust
- Unanderra Community Centre
- Uniting NSW ACT
- University of Adelaide
- Waminda South Coast Women’s Health & Welfare Aboriginal Corporation
- Waples Marketing Group Pty Limited
- Wellways Australia



COORDINARE – South Eastern NSW PHN

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Signing up to Friends of COORDINARE can make a difference.
If you would like to join us in transforming health, please register
as a Friend of COORDINARE

<https://connect.coordinare.org.au>



Thank you to our consumers, community, staff and partners for sharing your stories and images in this review.

Photos on cover:

Top right: Daniel, Harry and Emily Berrenger discuss COVID vaccines for children.

Middle right: Lorraine Brown, Coomaditchie United Aboriginal Corporation.

Bottom left: Melehat Kaymak.

Bottom right: Meagan Buckley, Practice Nurse, Thirroul Medical Practice and David Green.

Images within the review:

Inside cover: Heal our COUNTRY, Artist: Rhiannon Chapman. **Page 7:** Heritage Medical Centre's Practice Nurse Dede Woods and 9-year-old Annie Woods at Annie's COVID vaccine appointment. **Page 9:** (top) #Fabvac Uncle Ken and granddaughter Alicia, (bottom) #Fabvac Charlie Kennedy, Illawarra Aboriginal Medical Service is interviewed by the Beyond Empathy film crew. **Page 17:** COORDINARE's RAP working group from left Emma Wooldridge, Philippa Gately, Paul Lillyman, Catherine Poutasi, Kay Stewart, Jo Telenta, Kaleena Webbe, Nathan Deaves and Terry Hill. **Page 21:** Brad Rossiter and Georgia Zentrach. **Page 22:** Dr Max Alexander. **Page 23:** Non executive Board Directors.

All other images are stock images.