



PCCS Annual Report

2018/19

Optimising health & wellbeing for local communities



About Primary & Community Care Services

PCCS is a health organisation working to make it easier for people to access the health and community services they need.

For people living with long-term health conditions, mental illness and complex care needs, we provide community-based services that include:

- care coordination
- occupational therapy
- social work
- nursing
- psychological supports
- social prescription activities

Working with healthcare professionals, all levels of government, community groups and individuals, PCCS is identifying where health gaps are and developing new programs and resources to ensure we're delivering what the community needs.

PCCS is a non-government, not-for-profit organisation working in partnership with funders, including Federal and State Governments and health funds, to drive positive outcomes in the health and welfare sector.



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From the CEO and Board Chair

We've grown this past year. In many different ways. We're now operating in Queensland. And we have an Innovation team exploring and creating new opportunities for further growth. It's been an exciting year and the momentum is definitely carrying into the new year with the development of *Plus Inclusion* with our partner icare and expansion of the successful *Mental Skillness™* initiative.

We successfully opened a second office – in a second state – to grow the company by 43 percent. It was a massive undertaking to find and equip a new site, hire and upskill an amazing second team in our core strengths of care coordination and social prescribing and launch an innovative program in a brand new location. PCCS' Gold Coast office is now improving wellbeing in the community from a former restaurant location in Mermaid Beach.

Important to our success has been the fostering of relationships with local GPs and mental health professionals to ensure the people in need are being directed to our program. We've built a strong partnership with the Gold Coast Primary Health Network and local service providers to strengthen our program offering. We've also networked at expos and local events to increase our brand awareness and cement our name as a valued provider of care coordination services and the Australian leader in social prescribing.

And after 12 months of operation, the *Plus Social® for Severe Mental Illness* program helped 381 people. That's 381 people who may not have had access to mental health services in the past.

The Hub₁ opening was a particular highlight because it provides a unique service not available anywhere else on the Gold Coast. The Hub₁ provides a dedicated safe space after hours staffed by a specialist mental health nurse, offering an alternative to hospital admission for clients needing support outside of regular business hours. It was a vision of ours to extend our care reach and we're proud that Hub₁ can pick up when everywhere else closes down.

Expanding yet again, the Hub₂ opened in June 2019 to offer another unique offering for clients – a multi-service colocation facility where people can receive integrated supports from a range of service providers.

Growing in size and locations has only helped us enrich more lives around us. It is in the stories of our clients, some of which you can read in this Annual Report, that you can truly measure the success of our past year. Here you will discover examples of how PCCS is working across a variety of programs to improve the wellbeing of members of our communities such as:

- Developing and implementing the *Chill Chef* program for clients to engage with healthy eating and independent cooking skills
- Helping Graham to apply for the NDIS for his dad Tony and allowing him some respite to concentrate on being a dad to his own kids rather than just carer to his dad
- Changing Glenn's future through dedicated social work support as part of the *Plus Social for Severe Mental Illness* program
- Engaging Daniel in the *Skillness* program to design and launch his very own fishing groups for mindfulness!

We are now a registered NDIS provider for clients in both NSW and Queensland and are working with many clients to access the supports they need through support coordination and other important services. We're delighted when stories emerge like this one: a *GP Social Work Connect* client was rejected twice after submitting the application on his own, but with our assistance he was approved within a month.

As always, we thank all of our funders including icare, Gold Coast PHN, North Sydney PHN, NSW Health and the Department of Health for their financial support to ensure our programs can continue to service and build wellness in our communities.

We encourage you to get in touch if you'd like to know more about PCCS' programs and services. Our team is available to talk through service options and any new opportunities. Thank you for your interest and ongoing support.



Dr J.R. Baker
CEO



Ms Elizabeth Gavey
Board Chair

The Australian Leaders in Social Prescribing:

Social prescribing is at the core of our programs. It can help address social barriers that are impacting wellbeing and quality of life. In this way it complements the medical care a person already receives.

The benefits from social prescribing include:

- Improved general health and wellbeing
- Increased confidence and self-esteem
- Enabling reconnection to and expansion of social/support networks
- Reduced feelings of loneliness and isolation
- Improved mood
- Skill development
- Reduced medication usage
- Empowering individuals to take greater control of their health.



Community impact - what we've delivered

PCCS NDIS

As a registered NDIS Provider, PCCS has been helping clients with Coordination of Supports and managing their NDIS package through assessment, care planning, implementation, monitoring and reviews.



199

Clients assisted under our NDIS services

Integrated care team specialising in

Nursing

OT

Social Work

Psych

80%

of client NDIS applications get approved



PCCS GP Social Work Connect

Providing free, short-term support to people with chronic and complex care needs, *GP Social Work Connect* ensures our clients are able to access a range of community care providers to improve their quality of life.

With a steady stream of referrals, PCCS has helped many clients access services such as NDIS support, Housing, and My Aged Care.



183

Clients linked to services



100%

success rate
in linking clients to
housing



100%

success rate
in linking clients to
Centrelink



Community impact - what we've delivered

PCCS Gold Coast Plus Social® and The Hub₁

The *Plus Social* Gold Coast program provides a broader range of options for people with severe mental illness to better manage their mental health, and to improve their quality of life through building support networks, increasing confidence and improving wellbeing. It complements the existing medical care and supports a person is receiving by addressing their unmet psychosocial needs.

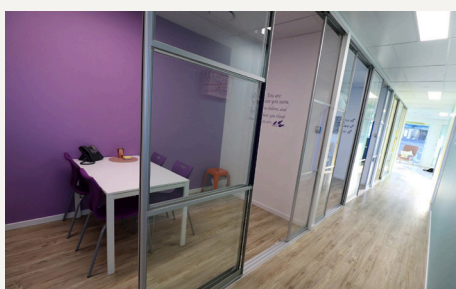
Since September 2018, The Hub₁ has been a special place for the community. It's a safe drop-in space on the Gold Coast where people can go after hours when they need mental health support. It's also where we hold our social prescribing *Well Together*® groups.



PCCS Gold Coast The Hub₂

The Hub₂ opened its doors in June 2019 as a multi-service colocation facility where people can receive integrated supports from a range of services, making the management of complex health issues simpler.

Essential health, government, housing, employment and other important allied services are available in a 'one stop shop' supported by our team of experienced nurses and registrars.



Community impact - what we've delivered

PCCS Injured Workers

Established in 2017, the *Plus Social® for Injured Workers* program continues to support people with a workplace injury by improving their overall wellbeing and quality of life. Instead of prescribing medication, social activities are prescribed over a 12-week program. *Plus Social* participants are given support, guidance and connection to community groups and services to meet their needs. Examples include relaxation, cooking, art and photography, health education, financial counselling, relationship counselling and housing assistance.

As part of the program, PCCS has run a host of group activities in the greater Sydney area. The *Plus Social* program was successful in:

- promoting social and economic participation
- increasing psychological wellbeing and
- decreasing health service use.



Community connections

"The more my isolation increased, my pain and hopelessness also increased.

Plus Social is a little like natural pain relief for your mind and body."

- Corey

PCCS Plus Social



"With my link-worker, I'm not alone on this journey and I now know what services I can access."

- Robin

PCCS Plus Social



Financials

| | 2019 (\$) | 2018 (\$) |
|---|------------------|------------------|
| Assets | | |
| Cash | 5,178,625 | 3,730,038 |
| Trade and other receivables | 254,763 | 591,148 |
| Other assets | 129,298 | 154,624 |
| Property, plant and equipment | 12,877 | 10,908 |
| Total Assets | 5,575,563 | 4,486,718 |
| Liabilities | | |
| Trade and other payables | 1,765,755 | 1,472,116 |
| Provisions | 14,358 | 14,608 |
| Unexpended grants | 1,217,190 | 1,518,594 |
| Employee benefits | 366,687 | 273,584 |
| Total Liabilities | 3,363,990 | 3,278,902 |
| Net Assets | 2,211,573 | 1,207,816 |
| Total Liabilities And Net Assets | 5,575,563 | 4,486,718 |

Well Together® Groups

Well Together Groups are specialised to provide supported social participation - building wellbeing, inclusion, confidence and resilience.

Chill Art group sessions allow clients to rediscover the beauty in their lives while creating beauty in a range of media for themselves and their community through the now annual *This Is Us* art exhibitions.

"The group is really relaxing, I don't think of myself as an artist, but you helped me a lot with your guidance."

– Client in the *GP Social Work Connect* program

Chill Chef - Food. It can make us feel nourished, content. It can be a reason to spend time with friends and feel included. It can also make us unhealthy if we choose fast, takeaway options because of a lack of kitchen skills. For those living with a mental illness, such as depression, it can take away the motivation to even eat.

Which is why we created the *Chill Chef* class. It teaches practical kitchen skills and instils an appreciation for food and its flavours, bringing people together and improving social connectedness. It provides support with shopping skills and recipe selection.

In 2019, we successfully introduced the 10-week *Chill Chef* program in both Sydney and the Gold Coast and demand will see it continue.



Community impact

PCCS Access+

Psychological Access+ provides patients with assistance for short-term intervention; particularly those who have difficulty accessing appropriate mental health (including psychology) support due to financial or other circumstances.

During the 2018/19 financial year, PCCS received almost 3,000 referrals:

21% for children and youth,

15% focused on suicide prevention.

PCCS has almost 200 approved psychological services providers based in the Northern Sydney and Northern Beaches community.



Future projects

PCCS Plus Inclusion

Plus Inclusion is an innovation project selected for funding by the icare Foundation (NSW) from among 100+ submissions. Working with injured workers, along with case managers, scheme agents, nominated treating doctors and icare staff themselves, the project aims to improve the post-injury experience and outcomes of injured workers with language barriers through a design-led process of enquiry, prototyping and testing.

The result will deliver tailored health literacy and return to work resources for the project's three targeted language and cultural groups of Korean (Hangul), Mandarin and Cantonese background workers injured in the workplace.

