



An Australian Government Initiative

BETTER SYSTEM, BETTER HEALTH



ANNUAL REPORT

2016 – 2017



We acknowledge the Traditional Custodians
past and present on whose land We walk,
We work and We live.

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Australian Government

phn
BRISBANE SOUTH

An Australian Government Initiative

Brisbane South PHN (ABN 53 151 707 765)

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About Brisbane South PHN

In 2015, the Australian Government established the primary health networks (PHNs) with the commitment to deliver an efficient and effective primary health care system. Now in their second year, PHNs continue to focus on the key objectives of increasing the quality of medical services for patients, particularly those at risk of poor health outcomes and improving coordination of care to ensure patients receive the right care in the right place at the right time¹.

Brisbane South PHN is the local primary health network for the Brisbane South region and works closely with primary health care services, health professionals, government and non-government organisations to improve health outcomes. With a local population of just over 1.1 million residents (approximately 23% of the Queensland population²), we are committed to assisting our community members from across a geographically and demographically dispersed region that includes metropolitan, rural and remote island locations.

One of the important ways we can improve whole-of-life health and wellbeing across our region is through a well-coordinated and collaborative primary health sector, which is reflected through our vision:



Location

Our catchment spans the four local government areas of Brisbane City, Logan City, Redland City and Scenic Rim Regional.

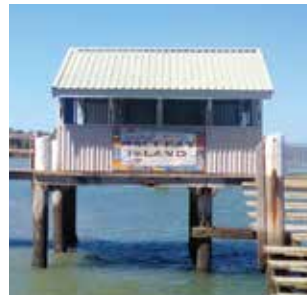
BETTER SYSTEM, BETTER HEALTH



Brisbane South



Logan City



Bay Islands



Scenic Rim – Regional

1 <http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Home>

2 <http://www.qgso.qld.gov.au/products/reports/pop-growth-qld/qld-pop-counter.php>

Our region's primary health profile

1.1	MILLION residents 23% of the total Queensland population
319	GENERAL PRACTICES
1,325	GENERAL PRACTITIONERS (GPs) 830 people to every 1 GP in the region
6	GP VISITS PER PERSON per year is the average in a 12 month period
2,700	ALLIED HEALTH PROFESSIONALS (AHPs)
600	NURSE AND MIDWIFE PRACTITIONERS
203	COMMUNITY PHARMACIES
8	PUBLIC HOSPITALS
8	PRIVATE HOSPITALS
8	COMMUNITY HEALTH CENTRES
26,300	RESIDENTS IDENTIFY AS ABORIGINAL AND TORRES STRAIT ISLANDER 2.3% of the regional population
68%	OF THE STATE'S TOTAL REFUGEE POPULATION 1,200 refugees were settled in the region in 2015/16, more than doubling the number of resident refugees
43%	OF THE STATE'S CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) POPULATION
8	ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH CLINICS



Our values

COURAGE

We:

- listen actively
- communicate freely
- engage respectfully in challenging conversations
- embrace and lead change
- pursue innovation with determination to achieve better health outcomes

RESPECT

We respect:

- who we are
- who we work with
- what we do, and
- how we do it

SYNERGY

We value that:

- the whole is greater than the sum of its parts
- collaboration and cooperation towards common goals delivers a better outcome

INTEGRITY

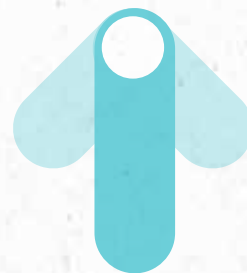
At Brisbane South PHN, integrity means that:

- we can be trusted to make decisions that are well considered, supported and fair
- we lead by example
- we treat others as we like to be treated ourselves
- we hold ourselves to the highest standards of ethical and honest behaviour at all times
- our words and actions are aligned and
- we accept full responsibility for our actions.

PURPOSE

Our focus is:

- to respond to challenges with meaningful actions
- actions that make a difference
- actions that improve health outcomes



Our purpose

Our purpose is to understand regional needs, engage and work within the health care system and local communities to improve health and wellbeing for everyone. We aim to do this through a well-coordinated and collaborative primary healthcare system.

Our vision

BETTER SYSTEM, BETTER HEALTH

Our goals

Improving health care for our communities can only be achieved through our committed focus on four strategic goals.

As part of the 2016/17 review of the Brisbane South PHN Strategic Plan our vision, values and strategic goals were redefined to underpin and shape the way we work with our stakeholders and with each other.



STRATEGIES

Manage knowledge, information and data to measure, monitor and report on population health and wellbeing, health needs, risks, inequalities and use of services.

Plan with a focus on the social determinants of health and health inequalities, including in the areas of greatest need.

Monitor and measure performance, impact and outcomes to ensure improvements in patient experience, population health and community benefit.



STRATEGIES

Proactively and strategically engage to inform and influence change.

Coordinate collaboration across agencies and boundaries to improve the system.

Communicate, connect and inform the community and the primary health sector using a range of networking tools and digital media.



STRATEGIES

Co-design and commission services and interventions to improve health outcomes and reduce health inequalities.

Lead a patient-centred, consumer-focused approach to service integration.

Work with all levels of health care and health providers in the development and implementation of models of coordinated care.

Strengthen the capacity of the primary health care workforce to promote, protect and improve regional health.



STRATEGIES

Establish and maintain responsible, transparent, independent and inclusive governance.

Build and maintain a corporate environment that promotes a system of leadership at all levels.

Encourage a culture built on transparency, inclusiveness, diversity, fairness, innovative thinking and teamwork.

Ensure organisational and individual agility to respond rapidly, positively and effectively to change and to continuously improve.

Deliver an integrated approach to planning, commissioning, program delivery and performance monitoring.



MESSAGE FROM OUR CHAIR

Dr Ian Williams

This year was a year of growth, transformation, challenge and change where, under the leadership of our newly appointed Chief Executive Officer, Sue Scheinplug, and our new leadership team, we have been working to position Brisbane South PHN as a high-performing organisation dedicated to improving the health outcomes of the people in our region.

Where the previous year was focused on establishing our operations as a PHN, the 2016/17 year saw us refresh and re-write our Strategic Plan, appoint the new leadership team and significantly re-align our workforce, our resources, our organisational structure and our internal processes.

As a Board, our strategic direction focused on improving the system for everyone – individuals, families, communities, health professionals, key stakeholders and the primary health sector. Through our planning, we identified the necessary strategies to ensure better health of the community and of the sector overall. I am particularly proud of our new vision – **BETTER SYSTEM, BETTER HEALTH** – which is underpinned by our commitment to these key strategies:

- Better knowledge
- Better coordination
- Better health
- Better organisational performance.

In 2016/17 we also reinvigorated and strengthened our working partnership and our collaboration with the health sector generally. Highlights of this collaboration included the 2016/17 review and refresh of the role of our Clinical and Community Advisory Councils; our partnership protocol – working together to enhance health outcomes with Metro South Hospital and Health Service, Children’s Health Queensland Hospital and Health Service, and Mater Health Services; and our appointment as the only PHN with a collaborative partnership and a Board position with the Brisbane Diamantina Health Partners, providing us with access and exposure to leading edge research, and to the leading academics and research institutions in primary health.

As leaders in the health sector, the Brisbane South PHN Board takes its role in good governance seriously and is committed to a cycle of continuous improvement. As an example, in May 2016 we commissioned an independent consultant to review our governance performance and implemented the review’s 28 recommendations across 2016/17. We continue to refine our processes to ensure we are a best practice Board.

This has been a good year for Brisbane South PHN as we continue to grow our role and the recognition of the important position we hold in the sector.

For their continued efforts and allegiance throughout this year of transformation, I want to personally commend and thank my fellow Board members, our health sector partners, the members of our Clinical and Community Advisory Councils, our member organisations, our regional community and the dedicated and professional staff of Brisbane South PHN.

I commend this Annual Report to you and welcome your feedback on our achievements throughout 2016/17.



MESSAGE FROM OUR CEO

Sue Scheinpflug

The 2016/17 Annual Report represents the second year of our operation as a primary health network (PHN). Brisbane South PHN is one of a network of 31 PHNs working to improve the coordination and effectiveness of care for patients, particularly those at risk of poor health outcomes.

Like many other PHNs, Brisbane South PHN is continuing to evolve and mature from its early establishment stages toward being a high-performing organisation, recognised for the strengths of our partnerships, the quality of the services we provide directly to primary health care professionals, as well as the services and programs we commission through other organisations. Over the past year Brisbane South PHN has undertaken significant and transformational change.

In consultation with our Board, our stakeholders and our staff, we developed a new strategic plan. Our plan is our roadmap. Led by our vision – **BETTER SYSTEM, BETTER HEALTH** – it guides our planning and decision-making, ensuring our actions are aimed at improving the health and wellbeing of the people who live in the Brisbane South region.

The strategic plan informed the design of our organisational structure. Aligned to our strategic goals of better knowledge, better coordination, better health, better organisational performance, a new organisational structure was established at the end of 2016. A new leadership team was appointed in early 2017. During the past year the leadership team has been working closely with staff on a range of priorities aimed at ensuring we have the capabilities and capacity to deliver on our goals. This focus has included: improving our internal systems and processes; re-designing the look and feel of our office; updating our employment contracts; strengthening our engagement with community, general practitioners and allied health providers; consolidating our internal capabilities in regional needs assessment and service commissioning; and standardising our documentation, communication and reporting.

That this transformation occurred at the same time as we were diligently delivering our core support to our region's primary health sector in a seamless manner is a tremendous accolade to our team of dedicated and professional staff.

We are continuing to listen, learn and improve. The feedback we receive from our Clinical Council, Community Advisory Council, member organisations, partners, contracted providers, health professionals, community groups and individuals is important to us. We acknowledge the opportunity their advice provides in ensuring we remain focused on understanding their experience and perspective, and adapting our ways of working accordingly.

I would particularly like to recognise the trust and positive involvement we have from our Aboriginal and Torres Strait Islander and our multicultural communities, who are significant stakeholders in our region.

In the coming months we will work closely with Metro South Health, Children's Health Queensland and the Mater to deliver a needs assessment for the Brisbane South region. The needs assessment will determine our shared priorities in supporting people and the places they live in, ensuring they have access to the health care that best meets their needs.

Our commissioning processes will increasingly rely on an approach of co-design, where we take the time to work with other organisations, peak bodies and consumers to ensure that contracted services are reflective of their collective input and are best placed to achieve results in improving the health and wellbeing of vulnerable populations.

The strength of our engagement and support to general practice has been recognised throughout the year by direct feedback to our staff. Supporting the busy, demanding and changing role of general practice is fundamental to our role as a PHN. We are looking forward to being part of new and emerging ways of coordinating patient care, particularly in the ongoing development of Health Pathways, health care homes and digital health.

The support of staff from the Commonwealth Department of Health over the past 12 months has been essential to our achievements. They have worked alongside us as we worked through our change management process, providing advice and information to assist our team.

Brisbane South PHN is emerging as a well-placed, capable, diverse and resilient organisation. This is attributable to the support and leadership of the Board, the dedication, talent and commitment of our staff, and the involvement and input from our Councils, partners and stakeholders. Thank you.



Going forward, we are planning to extend our plan to a Stretch RAP and engage our local communities directly to jointly develop our targets and actions.

Our Reconciliation Action Plan (RAP)

Brisbane South PHN is fortunate to be part of a rich and diverse community. In particular, we have one of the country's largest urban Aboriginal and Torres Strait Islander communities. As part of the health sector, we have an important role to work alongside our Aboriginal and Torres Strait Islander partners to Close the Gap. This is a role we take very seriously.

In 2015 Recognise Australia endorsed our Innovate RAP, which outlined the actions we would take to show respect, strengthen relationships and identify opportunities. These actions range from acknowledging traditional custodians at the beginning of our gatherings and participating in Indigenous led events, such as NAIDOC and Reconciliation Week, through to providing employment and procurement opportunities.

Approximately five per cent of our staff are of Aboriginal or Torres Strait Islander descent, including in management, administration and training positions.

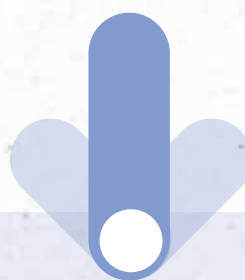


Reporting against goals and strategic priorities





Evidence-based
planning



10 priority areas for 2016/17



PRIORITY ONE
Appropriate access and usage
of health services (including after hours)



PRIORITY SIX
Aged care



PRIORITY TWO
Antenatal and perinatal



PRIORITY SEVEN
Alcohol and other drugs



PRIORITY THREE
Childhood development



PRIORITY EIGHT
Health workforce



PRIORITY FOUR
Prevention and management
of chronic disease



PRIORITY NINE
eHealth



PRIORITY FIVE
Mental health



PRIORITY TEN
Health literacy

Needs Assessment refresh

Following a successful foundation year of the Primary Health Networks (PHNs), the *Brisbane South PHN Whole of Region Needs Assessment (WORNA)*, was released in March 2016.

The WORNA was the culmination of wide-ranging engagement and consultation with our region's population across age groups and vulnerable populations to identify the current health status and key determinants of health (that is, person, social, economic and environmental factors) in our community.

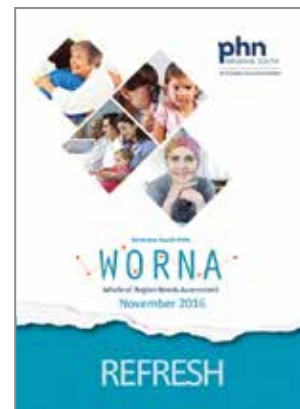
Data for the WORNA was collected from a range of sources, including stakeholder consultations, and analysed to deliver a list of **11** emerging priority areas across three categories.

After six months Brisbane South PHN reviewed the WORNA with the support of The Science of Knowing Pty Ltd. Released in November 2016, *The WORNA Refresh* provided a detailed review of the March 2016 WORNA, reducing the number of priorities from **11 to 10**.

Data for the *Refresh* was collected from a range of sources, such as the Australian Bureau of Statistics (ABS) and Medicare, as well as local surveying and reporting contained in the *Queensland Health Chief Health Officers Report 2016* and *Metro South Health Indicators Report 2016*.

Additionally, service mapping undertaken by Brisbane South PHN in the areas of mental health, suicide prevention, alcohol and other drugs, along with findings from Brisbane South PHN evaluations and stakeholder consultations were incorporated.

As part of the stakeholder consultation process and overview of the data updates and trends, key staff from Brisbane South PHN Clinical and Community Advisory Councils, the Brisbane South PHN Board, Public Health Unit of the Metro South Hospital and Health Service were involved in an extensive review of the draft *WORNA Refresh* report prior to final publication.



https://issuu.com/bsphn/docs/bsphn_worna_refresh_2016

Partnership with world leaders in research, education and clinical care

During the year Brisbane South PHN became a joint collaborative member and the only PHN to join Brisbane Diamantina Health Partners (BDHP).

This was a major achievement for Brisbane South PHN and a great advantage to the communities we serve. BDHP is an academic health science network working to deliver quality healthcare to the Australian population. BDHP's mission is to integrate innovative research with education, training and clinical care to

deliver the highest quality healthcare for our local and extended communities.

On 9 June 2017, Sue Scheinplug proudly joined her fellow BDHP Board Members and guests as the Federal Minister for Health, the Hon Greg Hunt MP, announced BDHP's accreditation by the National Health and Medical Research Council as a new Advanced Health Research and Translation Centre.



Back row left to right:
Dr Richard Ashby AM,
Dr Stephen Ayre,
Prof. Arun Sharma,
Prof. Ian Hector Frazer and
Prof. David Whiteman.

Front row left to right:
Prof. Carolyn Mountford,
Areti Gavrilidis,
The Hon Greg Hunt MP,
Dr Robin Mortimer AO,
Prof. Ross Young,
Sue Scheinplug and
Dr Shane Kelly.

"These centres are places that inspire new research, clinical care and educational collaborations that deliver better health outcomes for Australians. Brisbane Diamantina Health Partners is a great example of this. It is a collaboration between ten world-class hospital and health services, research institutes and universities, bringing together excellence in research, clinical care and education. Together, these partners will take research knowledge out of the lab and deliver tangible differences in health care and improved wellbeing for Australians."

Minister Greg Hunt MP
Minister for Health and Minister for Sport

"Our involvement as the only PHN member of the Brisbane Diamantina Health Partners provides access and exposure to leading-edge research and to the leading academics and research institutions in primary health. This partnership is an opportunity to be at the forefront of innovations and research translation that will improve our understanding and our commissioning of quality services for the community."

Sue Scheinplug CEO
Brisbane South PHN





Collaborative partnerships and networks



Development of Stakeholder Engagement and Communication Plan

In May 2017, our Stakeholder Engagement and Communication Plan was developed to provide a detailed program for connection with our region's key stakeholders and communities.

The role of engagement and communication within our organisation structure

Stakeholder engagement and communication is embedded in the culture and core functions of Brisbane South PHN. It exists within day-to-day functions and is a fundamental principle of our values and how we work in close consultation with our communities and stakeholders.

Understanding our stakeholders

With a core focus on 'providing appropriate, coordinated health care for the community in our region', it is important our communication efforts respect and actively target those stakeholders who are able to support us in achieving this outcome.

The Stakeholder Engagement and Communication Plan identified and categorised our stakeholders into five segments, with communication strategies and activities tailored to meet their individual needs.

Our five key stakeholder groups are defined as:

1. **the community** who benefit from a coordinated health care sector, particularly those who are most vulnerable
2. **system partners**, including Metro South Health, Children's Health Queensland, the Mater, other private hospitals and other PHNs
3. **clinical stakeholders**, including GPs, nurses and allied health professionals
4. **Brisbane South PHN service delivery partners and members**, including non-government organisations
5. **funding and knowledge management partners**, including the Department of Health, universities, Brisbane Diamantina Health Partners (BDHP) and other peak bodies e.g. Australian Institute of Health and Welfare (AIHW), Australian Healthcare and Hospitals Association (AHHA).

Digital communication

With a renewed focus on electronic stakeholder engagement, our online and digital communication methods thrived in 2016/17.

We used online web platforms, email automation, social media and e-publications to improve the accessibility of information to our stakeholders.

e-Blasts

To deliver our stakeholders up-to-date health and practice information a weekly **e-Blast** is distributed to **4,200** subscribers.

In addition to the weekly **e-Blast** the monthly Partners In Recovery (PIR) and Allied Health and Pharmacy **e-Blast** provided more specific news relevant to the Brisbane South area.

Website

Over the course of the year our website (www.bsphn.org.au) saw significant growth in the number of web page visitors received. An impressive **37,270** visitors stopped by our homepage in 2016/17 (**265% increase on the previous year**).

Other notable **visitor growth** occurred on the following web pages:

- careers and vacancies information had **18,753** visitors in 2016/17 compared to 3,146 in 2015/16 (**496% increase**)
- Aboriginal and Torres Strait Islander health information had **1,019** visitors in 2016/17 compared to 287 in 2015/16 (**255% increase**)
- education, training and events information had **44,160** visitors in 2016/17 compared to 12,076 in 2015/16 (**265% increase**).



Bulletin

Our Brisbane South PHN *Bulletin* started life as a fortnightly newsletter and evolved into a fully-fledged monthly e-magazine.

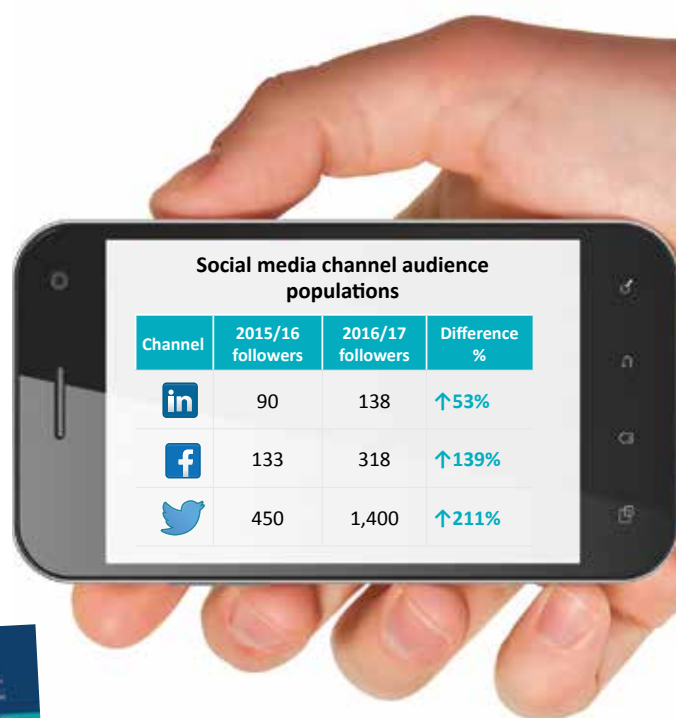
The **Bulletin** has more than **3,400** subscribers from across the Brisbane South region and provided readers with a wide range of information including: health alerts; primary health employment vacancies; programs and services updates; education, training and events; and notable health and wellbeing changes that took place in our region.

Media

In 2016/17 our Media Inbox (an email contact for media enquiries) received approximately 1,100 enquiries, indicating a high level of interest from various media outlets, organisations and other stakeholders seeking to connect with Brisbane South PHN.

Social media

Brisbane South PHN social media communications (Facebook, Twitter) also experienced positive growth in 2016/17 compared to the previous year.





Positive partnerships to increase health access with Refugee Health Connect

Refugee Health Connect (RHC) is a partnership between Brisbane South PHN, Brisbane North PHN, Mater and the Metro South Hospital and Health Service. The collaboration was established to increase health access for people from refugee backgrounds and ensure they are connected to the right care, at the right time and in the right place.

RHC acts as the single port of call for all enquiries relating to refugee health. RHC connects people from refugee backgrounds, including newly arrived humanitarian entrants, to appropriate primary health providers based on the patient's location, complexity of needs and cultural requirements.

In 2016/17 RHC:

- received referrals for more than **1,000** humanitarian entrants
- received **109** calls for support in navigating and accessing local primary care services from a variety of stakeholders including community organisations, settlement agencies, general practice and other health providers
- through the Refugee Primary Health Care Clinical Advisory Group, held three clinical education workshops with more than **160** GPs and health professionals receiving education on refugee health matters, including thalassemia and sickle cell anaemia, women's health and Back to Basics
- provided two cross-cultural training sessions to provide strategies for effective cross-cultural communication and understanding of cultural differences impacting on interactions and services (for more than 60 health professionals and practice staff).



'New Qld Women: Understanding Refugee Women's Health' was held on 22 March 2017 at Mater Hospital. The education event was organised by the Refugee Primary Health Care Clinical Advisory Group, auspiced through Brisbane South PHN. Over 100 participants attended, ranging from primary care, maternity services, community health and social services throughout Brisbane and beyond.

One of the aims of RHC in 2016/17 was to build the skills and capabilities of general practice to manage the care of refugee families in a culturally and clinically appropriate manner.

During the year RHC visited **44** general practices in the Brisbane South region to provide direct support and guidance.

Practices were also provided with clinical and administration resources, access to in-house support and guidance for practice managers and reception staff, as well as peer-to-peer education from our GP clinical lead and practice nurse clinical lead.





77
LEARNING
OPPORTUNITIES
.....
2,397
PARTICIPANTS

Stakeholder education, training and events

Stakeholder events form an important part of our engagement with our community and support our vision of **BETTER SYSTEM, BETTER HEALTH**. Through the annual provision of a diverse professional education, training and events program, we aim to strengthen and to share our health and wellbeing knowledge with our stakeholders.

In 2016/17 our education, training and events program provided **77** learning opportunities and included participation by **2,397** GPs, nurses and allied health professionals – a significant increase in attendance numbers when compared to the previous year (refer to table right).

Vaccine update at the Glen Hotel on 12 June 2017 was attended by 98 GPs, nurses and practice staff. On the agenda – changes to the Rotavirus Immunisation Schedule 2017, Meningococcal ACWY for 15-19 year olds and the School Immunisation Program.

Brisbane South PHN education, training and events participation figures

Job Title	2015/16	2016/17	Difference (%)
GPs	309	312	↑0.97
Nurses	900	1,177	↑30.78
Practice staff	261	382	↑46.36
AHPs	373	179	↓52.01
Pharmacists	57	138	↑142.11
Other	106	209	↑97.17
Total no. participants	2,006	2,397	↑19.49
Total no. events	88	77	↓12.5

Partnerships

In 2016/17 Brisbane South PHN program partnerships reinforced our vision toward creating a **BETTER SYSTEM, BETTER HEALTH** for all our stakeholders. Our key achievements this year have led to improved health outcomes and have allowed us to pave a positive future for the people and communities we work with in our region.

Brisbane South PHN and Metro South partner for community health and wellbeing

In February 2017 Brisbane South PHN and Metro South Health and Hospital Service (MSHHS) cemented our strong relationship with the signing of a formal Partnership Protocol agreement. The agreement provides GPs and allied health professionals access to one of the most comprehensive health service innovation and integration programs, as well as a regional health plan and eHealth service to enable better patient care. Both organisations work tirelessly to delivery up to 20 joint programs from planning, to data collection and integrated patient care projects.

The agreement outlined the way our two organisations will collaborate on projects to improve health outcomes for the community living in our region. It forms a key part of our vision to ensure we have a well-coordinated primary health care sector which is focused on improving whole-of-life health and wellbeing across our region.



Brisbane South PHN, Sue Scheinplug with former Metro South Hospital and Health Service CEO, Dr Richard Ashby

First annual PIR Support Facilitator Statewide Forum

Brisbane South PHN proudly coordinated the first annual Partners In Recovery (PIR) Support Facilitation Forum. Held in Brisbane in early June 2017, 170 PIR Support Facilitators gathered from across Queensland at Rydges Hotel, South Brisbane. The event provided a key workforce development opportunity at a critical point of transition for the PIR program to the National Disability Insurance Scheme (NDIS).

PIR regions from across Queensland shared and discussed topics such as:

- key learnings from regions that have transitioned participants to NDIS
- sustaining PIR and NDIS service delivery in rural and remote areas
- scope of delivery for in-kind services within PIR
- maintaining culturally appropriate models of service delivery to NDIS
- NDIS, Mental Health Reform and Recovery – aligning sectoral change with PIR.



Left: Theresa (Tee) Klein, sharing a personal perspective on her NDIS Journey as a PIR Participant. “What I can bring to the process of implementing my (NDIS) Plan is just as important as the NDIS, Service Provider and Support Coordinator”.



Above: Renee Baines, Provider Engagement Manager, National Disability Insurance Agency (NDIA). A key note speaker, discussing NDIS Support Coordination and PIR.



Above: Aunty Carol Currie, who opened the Forum with her Welcome to Country to Forum attendees and sharing her perspectives on mental health. Aunty Carol is a Yugara and Butchula woman who has been connected for many years in south-east Qld and worked within mental health, homelessness and child safety.



Back Row L to R: Pat Vallance (Worklink FNQ), Debbie Smith (Rural and Remote Mental Health, DDSWQ), Mark Reimer (FSG, Brisbane South PIR), Brett Stevens (Brisbane South PHN), Jo Turner (Toowoomba Clubhouse), Hannah Downing (Centacare Cairns), Lucille Hill (Darling Downs and South West Queensland)

Three front middle participants L to R: Mareegoula Prostamo (Harmony Place, Brisbane South PIR), Thea Prasad (Brisbane North PHN), Villia Greenslade (Gold Coast PHN)





Michelle Johns, Program Support Officer - Chronic Care, and Jenny Pethoe, Area Account Manager from Brisbane South PHN discuss resources with Shakila Essak, Practice Manager at Drs at Underwood.

Focus on primary health engagement

Other education, training and events supported by Brisbane South PHN

Benchmark Education

Brisbane South PHN provided dedicated training rooms for the delivery of courses by Benchmark Education to health and wellbeing professionals. Courses presented to attendees included wound closure and suturing, IV cannulation and blood collection, and aural health.

Australian Primary Health Care Nurses Association (APNA) Key Stakeholder Workshop

Brisbane South PHN supported APNA to promote its nationwide August 2016 Key Stakeholder Workshop. APNA developed an education and career framework for nurses in primary health care with the aim of improving employment opportunities and recruitment, and retention of primary health care nurses.

The Key Stakeholder Workshops provided an opportunity for leaders in primary health care nursing, from clinical, policy, research and education settings to meet, discuss and debate key points in the development of the Education and Career Framework.

Dementia and Driving Workshop

Brisbane South PHN supported the University of Wollongong and Dementia Training Australia to deliver their June 2017 Dementia and Driving Workshop. The workshop, presented in both an online and face-to-face forum, was aimed at improving decision-making and supporting informed driving retirement of people with an early diagnosis of dementia, in partnership with their GP, practitioners, family and carers.

Refer your patient engagement strategy

In April 2017, Brisbane South PHN and Metro South Health partnered together to inform GPs of the changes to the Referral Criteria for Specialist Outpatient Departments, commencing from 22 May 2017.

A targeted communication and engagement strategy was implemented using:

- e-Blast and newsletter
- email
- education events
- face-to-face engagement with more than **280** general practices including **680** individual GPs
- Central Referral Hub open day events
- Referral Hub correspondence.

GPs were informed of the referral criteria changes and the need to provide 'essential criteria' when making referrals. The new Metro South Health *Refer Your Patient* website was also shown to GPs.

This collaborative work initiated a number of value-add components, such as the development of practice software referral templates and support in sending referrals via secure messaging.

Perspectives in Aged Care Forum 2017



The Brisbane South PHN 2017 Perspectives in Aged Care Forum brought together more than **120** aged care health and wellbeing professionals to learn about emerging trends and to participate in panel discussions about palliative care, frailty, advance care planning, hearing in the aged, detecting and managing pain in dementia patients, and aged care workforce development.

Brisbane South PHN is committed to continuing extensive consultation in the region to contribute insights on contemporary developments within the aged care sector and build systemic capacity and capability. The Forum was officially opened by our CEO, Sue Scheinplug, who highlighted three strategic projects of interest: Better Aged Care; Aged Care Workforce Development Project; and the Advance Care Planning Project.

There were common discussion themes across the forum relating to the importance of improving working conditions, staffing ratios and collaboration across the sector, and strengthening capability and knowledge of the aged care workforce.

Presentations on the day included:

Frailty – Assoc Prof. Ruth Hubbard, Head, PA Southside Clinical Unit, Faculty of Medicine, The University of Queensland

Hearing Loss “What cuts us off from people” – Ms Jenny Stevens, CEO/Clinical Director, Attune Hearing

Detecting and Managing Pain in Dementia Patients – Ms Helen Stewart, Clinical Nurse Consultant, Metro South Persistent Pain Management Service, PA Hospital

The Brisbane South PHN RACF Workforce Needs Analysis – Ms Emma Robinson and Ms Louise Villanova, Health And Community Services Workforce Council

FEEDBACK FROM 2017 AGED CARE FORUM



Presenter: Helen Stewart presented on Pain and Dementia in residential aged care. Helen is the Clinical Nurse Consultant for the Metro South Health Persistent Pain Management Service.



Perspectives in Aged Care Forum Thursday, 2 February 2017

eHealth

eHealth, also known as digital health, is the use of information and communication technologies to improve human health, healthcare services and wellness for individuals and across populations³.

In 2016/17 our Brisbane South PHN Digital Health team focussed on improving the efficiency and effectiveness of health services by facilitating the adoption of eHealth technologies and providing digital health education and support to, and fostering collaborations among, health professionals in the Brisbane South region.

OVER
28,500
SHARED HEALTH
SUMMARIES
UPLOADED

My Health Record

During the year, our aim was to increase the use and awareness of the My Health Record system within our region. My Health Record is an online summary of an individual's health information that can be shared securely between the patient and authorised representatives and healthcare providers involved in their care.

This was achieved by providing training, support, resources and events to meet the requirements of healthcare professionals in our region. The number of 'Shared Health Summaries' uploaded during 2016/17 totalled more than **28,500**.

Four events were held across the region, covering topics such as:

- assisted registration for general practice staff
- clinical coding for the My Health Record
- My Health Record in pharmacy.



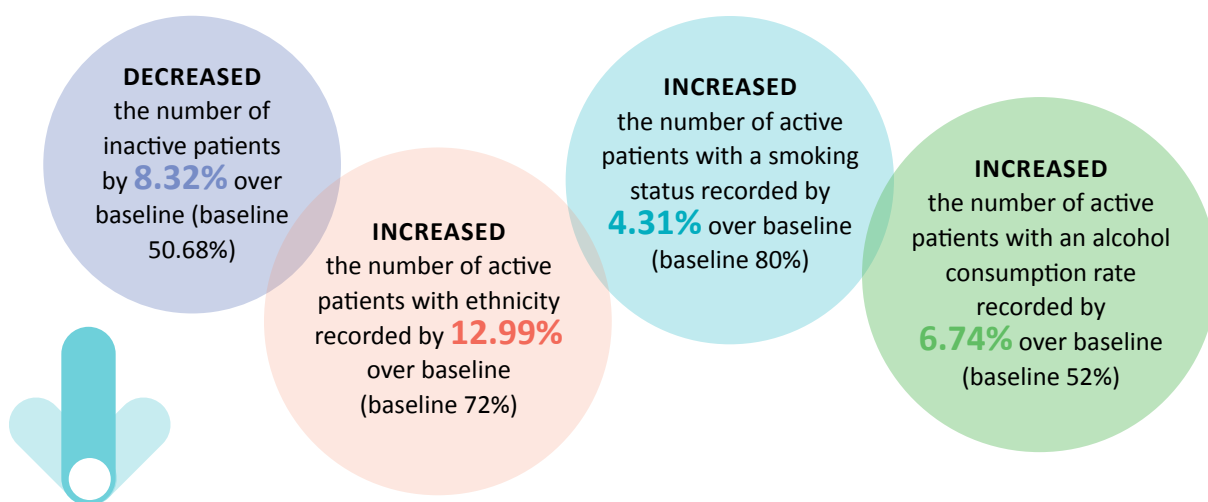
Building Digital Health

Brisbane South PHN's Building Digital Health program is designed to support general practices to collect, analyse and use their clinical data. This data can help guide general practices in planning, implementing and monitoring business and clinical system initiatives which can lead to improved health outcomes for patients.

In 2016/17, **36** new practices were recruited into the program, bringing the total to **150** practices out of **296** eligible practices⁴. Involvement in the program is through a tiered approach which enables practices to engage at a level that suits their requirements.

- **Tier 1** Entry level: Practices receive initial training and ad hoc support as required.
- **Tier 2** Structured and supported: Practices receive initial and ongoing training tailored to their needs. They are also provided with a range of activity guides focused on data completeness, disease coding and patient eligibility for health checks.

There were a total of **38** practices within the Tier 2 program for 2016/17. Collectively, these practices made the following improvements to their data:



Secure Messaging Delivery

Secure Messaging Delivery (SMD) enables the exchange of clinical information between health care providers/organisations and also improves business efficiency and speed of communication, while reducing the cost of communication. In 2016/17 our Digital Health team worked with Metro South Central Referral Hub to provide Secure Messaging solutions for general practices to electronically send referrals to the Central Referral Hub.

Twenty-two practices were involved in the pilot to test the functionality of Secure Messaging to the Central Referral Hub and the receipt of automatic replies, and outlined details on how to send additional information, if required.

The secure messaging address and guide were released via the Metro South Health website under 'Refer Your Patient' in June 2017.

Referrals received via secure messaging to the hub increased from **5 to 46** in the first two days of operation

³Kostkova, P., 'Grand Challenges in Digital Health', *Frontiers in Public Health*. 2015 [Online]; 3: 00134. Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4419711/> [Accessed 11 August 2017]

⁴ Eligible practice has to compatible clinical software. 2016/2017 software supported was Medical Director, Best Practice, Zedmed, Genie and PractiX

Health literacy

Health literacy informs the degree to which individual families and communities can obtain, process and understand basic health information and services needed to make appropriate lifestyle, behavioural and health decisions.

Over the past 12 months, Brisbane South PHN connected service providers and groups to primary healthcare professionals so they could obtain expert advice to guide the development and delivery of health campaigns. Brisbane South PHN supported a number of health literacy campaigns during 2016/17.

2016

> July 2016

- Aboriginal and Torres Strait Islander Health and Wellbeing focus (NAIDOC Week)
- #NoHep World Hepatitis Day (Hepatitis Queensland)

> August 2016

- Indigenous Lung Health Checklist (Lung Foundation Australia)
- Daffodil Day (Cancer Council)

> September 2016

- Kidney Health Research Walk (Kidney Health Australia)
- Creating a dementia-friendly nation (Alzheimer's Australia)
- Women's Health Week (Jean Hailes Women's Health week)

> October 2016

- Immunisations and vaccines (Queensland Health Immunisation Program)
- Queensland Mental Health Week (R U OK? Beyondblue)
- Breast Cancer Awareness (National Breast Cancer Foundation)

> November 2016

- Quit smoking / Lung Health Awareness Month (Lung Foundation)
- World Diabetes Day (Diabetes Queensland)

> December 2016

- World COPD Day (Lung Foundation)
- World AIDS Day (HIV Foundation Queensland)

2017

> January 2017

- Health Professional Ambassador Program (Heart Foundation)

> February 2017

- Coeliac Awareness Week (Coeliac Australia)

> March 2017

- Brain Awareness Week (Alzheimer's Australia)

> April 2017

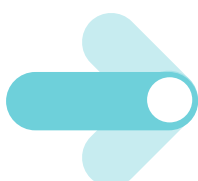
- Supporting veteran health and wellbeing (Mates4Mates)

> May 2017

- Supporting the health and wellbeing of indigenous and non-indigenous Australians (National Reconciliation Week)

> June 2017

- Bowel Cancer Awareness Month (Bowel Cancer Australia)





Accessible,
appropriate,
patient-centred
health care

Appropriate access and usage of health services

(including after hours)

Reducing potentially avoidable hospital attendance and admission rates is a key performance indicator for Brisbane South PHN.

After hours

Brisbane South PHN focuses on addressing gaps in after hours service provision and improving service integration for 'at risk' populations.

During 2016/17 the two services we supported were run by Micah Projects – Homeless to Home (H2H) and Street to Home (S2H).

Micah Projects is a not-for-profit organisation committed to providing services and opportunities in our community to create justice and respond to injustice. They engage with people experiencing adversity due to poverty, homelessness, mental illness, domestic violence, disability and discrimination due to age, gender or sexual orientation.

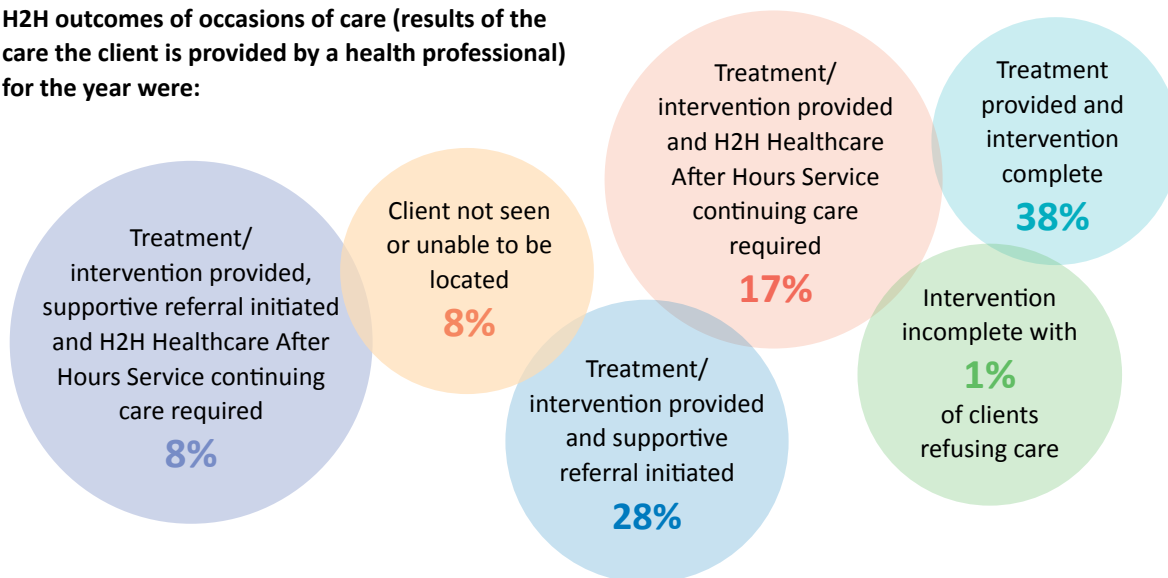


Homeless to Home (H2H)

H2H Healthcare After Hours Service is part of an integrated multi-disciplinary outreach team operating seven days per week between 5pm and 11pm. The service delivers health and housing support to people who are sleeping rough and to those who have made a transition from homelessness to housing and who require ongoing and consistent social support and healthcare.

During the year the H2H Healthcare After Hours Service visited **1,641** clients, provided **3,071** occasions of direct care, provided **227** referrals to GPs and **127** referrals to emergency departments, with an average of **29%** of clients identified as Aboriginal and/or Torres Strait Islander.

H2H outcomes of occasions of care (results of the care the client is provided by a health professional) for the year were:



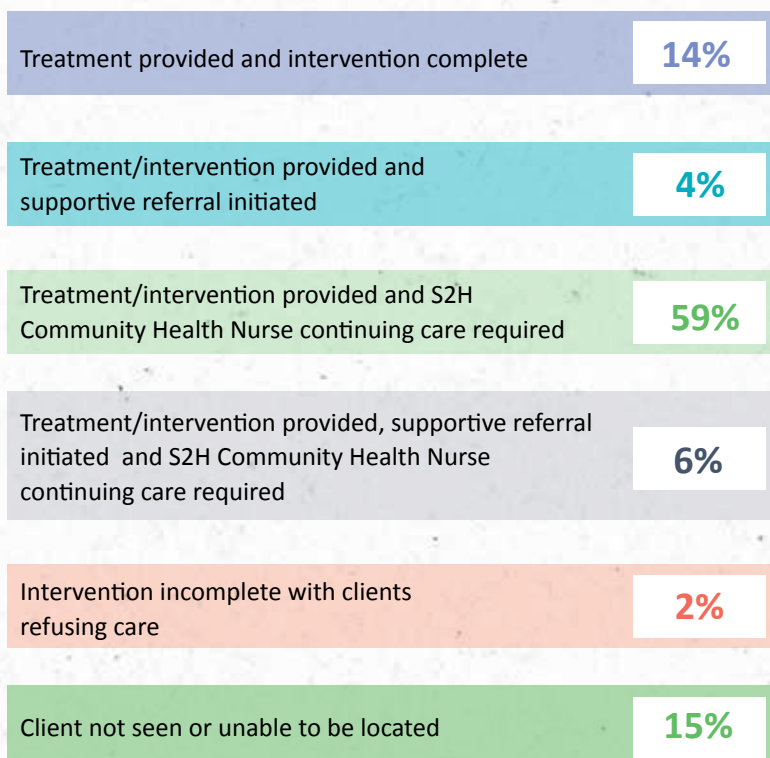
Street to Home (S2H)

As part of the S2H team, S2H Community Health Nurse operates between 9am and 5pm, Monday to Friday providing complex care, chronic disease management and direct nursing services to homeless and vulnerably housed people.

Over the last 12 months S2H Community Health Nurse visited **583** clients, provided **1,806** occasions of direct care, provided **120** referrals to GPs and zero referrals to emergency departments.

An average of **31%** of clients identified as being Aboriginal and/or Torres Strait Islander.

S2H outcomes of occasions of care for the year:



Street Doctor

Established in 2013, Street Doctor is a GP-led mobile medical health service that aims to improve healthcare access to vulnerable people after hours. It provides a visible, easily accessible, confidential and bulk-billing primary health care service for homeless people in parts of the Brisbane South region including Logan, Ipswich and surrounding suburbs.

In 2016/17 Brisbane South PHN proudly funded the Street Doctor program which was delivered to clients nightly and aligned with food van sites to encourage a higher number of clients to use the service. Street Doctor also provides medicines at low to no cost.

During the year Street Doctor provided care for **469** patients at nine sites.

Of these patients, **381** were referred/provided with a GP relationship, seven were referred to an agency for social support, two were referred for pathology, **26** were provided with preventive vaccinations and nine were transferred to hospital.

Street Doctor
provided care for
469 patients
at **9** sites



Antenatal and perinatal

Maternity Shared Care

Improving the health outcomes for pregnant women and children requires good health throughout the entire perinatal period. Addressing the strategic goal of Better Coordination, Brisbane South PHN continued to work on enhancing the relationship between the primary, secondary and tertiary health care sectors through the Maternity Shared Care program.

The program, an RACGP accredited education for GPs and midwives, enables them to manage maternity care within their own practice together with the local maternity service. Due to the accessible and varied specialist care available, this model of collaboration has become a popular choice.

The program improves patient experience and well-being outcomes for those who choose a Maternity Shared Care aligned practitioner.

Postnatal Home Visiting Service

Ensuring mothers and newborns receive quality care in the immediate postnatal period is critical to the health and well-being of the infant and mother.

The Postnatal Home Visiting Service was additional to the midwifery care received in the hospital setting. Its focus was monitoring and ensuring the wellbeing of both the newborn and their carer, which helps increase the confidence of the mothers.

On behalf of Metro South Health, Brisbane South PHN coordinated 10 service providers for home visits at two and four weeks post-birth.

During 2016/17 there were **14,482** births in the Brisbane South PHN region with **18,349** home visits conducted.

To improve immunisation rates and contact with maternal and child services, **23,055** SMS reminders were sent to all recipients of this service.

23,055
SMS immunisation
and healthy kids
check reminders
were sent to
new parents

Childhood development

Allied Health Intervention

The Allied Health Intervention (AHI) program provided child allied health services, by approved allied health professionals (AHPs), to developmentally vulnerable children in rural and geographically isolated areas within the Scenic Rim region.

During the 2016/17 year **36** GPs practicing in areas such as Jimboomba and Beaudesert referred into the program.

Blue Care managed the AHI program on behalf of Brisbane South PHN and delivered approximately eight sessions to each of the **121** patients during 2016/17.

Domestic and family violence

After hours

The Psychological Therapies program delivered short term, goal-orientated psychological support to individuals who were experiencing common mental health disorders of mild to moderate severity. During 2016/17, 44 adult referrals were received from specialist domestic and family violence (DFV) services into the Psychological Therapies program, resulting in **109** instances of support, help and advice provided by the contracted service providers.

Twenty-four children were referred into the program to receive a total of **62** sessions of support.

Planning is underway for further work in 2017/18 to improve the capacity of health professionals' responses to disclosures of domestic violence.



The Imago Project



The Imago Project aimed to identify and respond to developmental and behavioural concerns in the early years. The project strengthens the capacity of early childhood education centre (ECEC) staff to identify and respond to a child's developmental vulnerability by training and supporting the workforce in screening techniques (PEDS) and understanding of developmental milestones. The project also coordinates collaboration within the health, education and community sectors to strengthen referral pathways and access to appropriate networks.



In 2016/17:

92% of children identified with developmental concerns by PEDS were recommended for intervention with allied health services, or to their GP to access specialist paediatric assessment

418 children underwent a secondary screening provided by allied health professionals

75% of children screened were recommended for allied health intervention, with **21%** referred to a child development program/ specialist paediatrician

101 children were provided speech and occupational therapy interventions in pop-up clinics within close proximity to their ECEC

ECEC staff reported a **92%** increase in their knowledge and skills using the PEDS screening tool, after completing training.

The aim of the Imago Project was to improve parent engagement and understanding of their child's development journey and their own health literacy. Every parent who attended a pop-up clinic reported an improvement in their child's development.

Resources were developed to support educators and parents about improving children's speech and language development. Professional development was delivered to **55 ECECs and 204 educators** by Brisbane South PHN in the implementation of the PEDS screening tool, concepts in child development and developmental milestones.

We delivered education to support child development screening with approximately **30 general practices** to improve referrals, and link children and families with appropriate services.

Prevention and management of chronic disease

Chronic diseases are a major cause of hospitalisation when they are not addressed with adequate prevention and management strategies.

People who are affected are much more likely to become frequent users of primary and acute health services. Chronic disease management (CDM) in general practice involves appropriate prevention, early identification and best practice management strategies.

OPTIMAL CARE

The Optimal Care program was developed by Brisbane South PHN as a chronic disease quality improvement program for general practice. Practice staff are supported by the Brisbane South PHN Optimal Care team to implement changes to their systems and management of patients.

Over the past year, **11** general practices have participated and as a result have gained:

- improved knowledge and usage of the Pen Computer Systems (PenCS) patient data extraction system for chronic disease management
- improved use of chronic disease and prevention related Medical Benefits Schedule (MBS) item numbers and related initiatives in general practice to support best practice management of patients
- increased primary care clinician knowledge of disease management decision support tools, such as clinical guidelines and health pathways

- increased primary care clinician knowledge of health coaching for patients and an understanding of chronic disease self-management.

The Optimal Care program recognises the benefits of a 'whole team approach in the practice that shares the load of chronic disease management'. This has contributed to the improved performance by general practices involved, including increases in quality and quantity of chronic disease care plans.

In the past year among Optimal Care practices:

- usage of General Practice Management Plans increased from **6,321** to **9,415**
- Team Care Arrangements increased from **5,448** to **8,382**
- Care Plan reviews increased from **3,999** to **5,203**.

Positive CARE

Take control of your health

The Positive Care program was a partnership between Brisbane South PHN and Redland Hospital to enhance the ability of individuals with chronic disease to manage their health, improve their quality of life and avoid hospital admissions.

Patients were identified when they presented to the emergency department (ED) with a long-term health condition. They were then referred to a Positive Care nurse who provided telephone-based self-management support and, if necessary, navigation to their GP or other health professionals for further care and review.

In 2016/17 Redland Hospital noted a marked decrease in re-presentations to the hospital ED of patients enrolled in the Positive Care program over the 12-month period. Program participants also reported an improved knowledge of their disease and ability to manage better at home.



Over the past year **74** emergency department patients received an initial call to be invited on the program with **17** patients completing the six-month Positive Care phone coaching program.

Mater Young Adult Shared Care project

During 2016/17 Brisbane South PHN supported Mater Health Services to develop a Model of Shared Care for young adults (16–25 years) with chronic disease.

The aim of the shared care model was to improve collaborative care, of young adults moving between specialist hospital services and primary care, and particularly general practice. Development of the model involved interviews with stakeholders, including young adults, to identify enablers and barriers to coordinated care.

The model facilitated GP access to hospital specialists, provided education for young adults, GP and hospital clinicians, and improved hospital-to-GP communication through discharge summaries. The shared care model has been finalised and Brisbane South PHN continues to support Mater Health Services in implementing a pilot Shared Care project.





Type 2 Diabetes partnerships

In January 2017 Brisbane South PHN, Metro South Hospital and Health Service, local general practices and The University of Queensland formed a partnership to provide improved access to specialist care for patients with complex type 2 diabetes. Under the new partnership, patients meeting category 1 or 2 criteria for referral to diabetes outpatient services at Princess Alexandra or Logan Hospitals will be considered for care via a 'beacon' community model of care.

This was a huge win for the Brisbane South region and means patients can receive care through a community general practice clinic, where they will see an endocrinologist, advanced-skilled GP and credentialed diabetes educator. Beacon clinics are based on a successful pilot conducted at Inala Primary Care, which delivered high-quality outcomes with high patient and provider satisfaction levels.

In February 2017 Metro South Health partnered with Brisbane South PHN and Diabetes Queensland to hold two information sessions on the award-winning type 2 diabetes program – Diabetes Education and Self-management for Ongoing and Newly Diagnosed (DESMOND). DESMOND is an evidence-based, structured self-management program that commenced rollout across Queensland in early January.

The program provides educational information and practical skills to support people living with type 2 diabetes. More than **100** GPs and health professionals across the Brisbane South PHN region attended information sessions to learn more about the DESMOND program and how to easily refer their patients.



February 2017 launch event educating nurses about the DESMOND program. Left to right: Christine McCormack, Metro South Health; Sylvia Penhaligon, Brisbane South PHN; Donna Lynagh, Director of Chronic Disease, Metro South Health; and Trish Roderick from Diabetes Queensland.



Over **100**
GPs and health
professionals learnt
about the
DESMOND
program

Mental health

As a result of the Federal Government's response to both the National Mental Health Commission's review of national mental health programs and services, and the National Ice Taskforce, Commonwealth funding for many mental health, suicide prevention and alcohol and other drug treatment services has been directed to PHNs.

Brisbane South PHN undertook a needs assessment, community and service provider consultation, and co-design processes to better understand the needs of the community.

In 2016/17 the focus of PHN activity has been on seven key areas:

1. children and young people (including headspace and services for young people at risk or experiencing early psychosis)
2. suicide prevention
3. low intensity psychological services
4. psychological therapies for disadvantaged and under-serviced populations
5. services for severe mental illness (Mental Health Nurse Incentive Program)
6. mental health services for Aboriginal and Torres Strait Islander people
7. alcohol and other drug treatment services.

Child and youth mental health

In 2016/17 Brisbane South PHN commissioned four headspace sites in Capalaba, Inala, Meadowbrook and Woollongabba to provide mental health services for 12 to 25 year-olds and assist in the positive promotion of young people's wellbeing.

The headspace centres are highly accessible, youth-friendly integrated service hubs that respond, at a minimum, to mental health, general health, alcohol and other drug and vocational concerns of young people.

The services provided by headspace seek to improve mental health outcomes by reducing help-seeking barriers and facilitating early access to services that meet the holistic needs of young people. During the year more than 17,780 young people accessed services and support from a headspace site in the Brisbane South PHN region.



Early Psychosis Youth Services

From 1 July 2016 Brisbane South PHN assumed responsibility for commissioning the Early Psychosis Youth Services (EPYS) program through headspace Meadowbrook. The EPYS service is delivered through the headspace primary care platform, headspace Youth Early Psychosis Program (HYEPP).

The program provides integrated early intervention treatment and intensive support to young people aged 12 to 25 years who are at ultra high risk of, or are experiencing, a first episode psychosis.

Suicide prevention

Nexus

The Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT) delivered the Nexus program aimed at reducing risk factors for suicide and self-harm to promote protective factors amongst young people from refugee backgrounds.



Nexus promotes wellbeing and builds resilience by focusing on increasing three of the major preventative factors against suicide:

- wellbeing and social connectedness
- internal locus of control
- perceived academic and/or work performance.

Interventions include:

- individual counselling
- one-on-one school-based support
- targeted school group sessions
- school holiday activities.

QPASTT provided services in schools in the region identified to have high enrolment rates for young people from a refugee or refugee-like background and who were not already receiving specialised support.



Brook RED launch for suicide prevention services, May 2017

Suicide Prevention Logan ED Pilot Program

The need for a place-based suicide prevention intervention in Logan was identified as a priority through reports commissioned by Brisbane South PHN from the Australian Institute for Suicide Research and Prevention.

Brook RED was awarded the suicide prevention services contract for Logan and has been in establishment phase since May 2017. Brook RED is a peer-operated community organisation supporting holistic recovery from mental health challenges, using the unique insights and connections that a peer perspective provides.

The pilot program aimed to improve after-care for people presenting to the Metro South Hospital and Health Service Logan Emergency Department with a suicide attempt, non-fatal self-harming behaviours or suicidal ideation by providing an after hours service that is based on continuity of care and is designed to reduce risk factors and increase protective factors through connection and linking.

Data collected from the program will be used to determine the possibility of replicating the service for other hospital catchments across the region.

Psychological Therapies Program

(previously known as the ATAPS program)

Almost 3,850 referrals were recorded in the Psychological Therapies program in 2016/17, with 19,091 occasions of service delivered throughout the Brisbane South PHN region.

Of the services delivered:

53.3% were general referrals

26.9% children

13.6% suicide prevention

6.2% of referrals came from more vulnerable populations such as Aboriginal and Torres Strait Islander people, the homeless, and rural and remote communities.

In keeping with the transition to a stepped care model of mental health, and recognition that the targeted vulnerable populations were gaining limited access to services, Brisbane South PHN undertook a full review of the program.

Recommendations of this review included:

- increase access to the program for priority populations
- increase clinical governance and operational oversight and monitoring of the overall program
- strengthen opportunities for consumer feedback and develop more robust reporting and evaluation processes around consumer feedback
- adopt innovative service approaches by embedding more flexibility into commissioning arrangements
- promote appropriate service need, matched and integrated across the stepped care model
- develop greater stakeholder understanding of the program, including referral guidelines, eligibility and entry requirements
- improve the processes underpinning the program, including a focus on greater consistency and the creation of an intake, assessment and triage system that is fit for purpose.

In May 2016 Brisbane South PHN began the planning and procurement process to transition the **Psychological Therapies Program** to a new commissioned service model of care.

The new service model is expected to be fully implemented by early 2018.

Severe and complex mental health

On 1 July 2016, Brisbane South PHN assumed responsibility for the management and administration of the Mental Health Nurse Incentive Program (MHNIP). In 2016/17, MHNIP funded general practices to employ Credentialed Mental Health Nurses (CMHNS) to support patients with severe mental health conditions during periods of significant disability.

The nurses provided clinical nursing services and clinical care coordination in collaboration with the GP, family/carer where relevant and other health professionals involved in their care such as psychologists.

The focus for the program in 2017/18 will be on improving service accessibility for priority populations, and improved data collection, clinical governance and contracting arrangements.



Flood and disaster aftermath in the Brisbane South region

With a large part of the Brisbane South PHN region directly affected by flooding aftermath of ex-tropical Cyclone Debbie in April 2017, Brisbane South PHN reached out to the community to assist local GPs and allied health professionals with support.

Staff and project teams gathered at the Brisbane South PHN head offices and were prepped with the necessary information and tools to provide support, guidance and assistance to all of the healthcare providers in the region requiring aid.

Brisbane South PHN Team Leader, psychological therapies, Cate Hogan said at the time:

“ *The Brisbane South PHN Mental Health Services team has contracted a number of experienced and skilled mental health professionals including psychologists, social workers, mental health nurses and occupational therapists. All mental health professionals are registered with their professional bodies to provide quality services. We are working with GPs to bring these options to their attention.* ”

For community members who required short-term psychological support, communications were published on the PHN website and via social media channels to encourage them to see a GP, complete a Mental Health Treatment Plan and obtain a referral to a mental health professional.



Partners in Recovery

Brisbane South PHN is the lead agency for the Partners In Recovery program (PIR program) in the Brisbane South region.

PIR aims to support people with severe and persistent mental health issues with complex needs, as well as supporting their families and carers.

During the year the PIR program received a total of **1,399** participant referrals, with approximately **54%** (753) accepted into the program.

In 2016/17 PIR continued to build on a joint project with the Pharmacy Guild of Australia to assist community pharmacies in providing assistance to consumers with complex mental health needs.

Pharmacists can play an important role in identifying patients who present with severe mental health issues, particularly as patients may speak with pharmacists as their favoured health care professional if they have not been identified as having a mental health concern by another agency.

To ensure that the Brisbane South region's Hospital and Health Services were provided with dedicated support, PIR Support Facilitators were co-located at relevant facilities for around 20 hours per week.



Our PIR partners



National Disability Insurance Scheme (NDIS)

During the year the PIR program focused on preparation for the transition to the National Disability Insurance Scheme (NDIS).

This involved:

- building the capacity of general practice staff (including GPs), allied health professionals and pharmacy on the NDIS

- working closely with Metro South Health Addiction and Mental Health Services (MSHAMHS) working in partnership with the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP), Department of Communities, Able Australia, Synapse, NDIS and the National Disability Insurance Agency (NDIA) to ensure access to culturally appropriate assessments for Aboriginal and Torres Strait Islander peoples into the NDIS. This resulted in a total of 79 people being assessed with 51 identifying as Aboriginal and/or Torres Strait Islander.



Left: Roll out of NDIS in Scenic Rim event was attended by Allied Health practitioners, GPs and nurses on 15 February 2017, held at the Centre at Beaudesert.

In 2016/2017, improvement in the quality of participant referrals resulted in an increase in referrals from priority populations.



Participation within the LGBTI community increased to **7.1%** (99 active participants) from **4.3%** (54 participants) in 2015/16

Participation and engagement within the Aboriginal and Torres Strait Islander community **increased to 11.9%** (167 active participants) from **9.7%** (121 participants) in 2015/16

Increased in clinical services referrals into the PIR program 595 (**42%**) received in 2016/17 compared to 460 (**37%**) in 2015/16.

Funding for the PIR program has been **extended to 30 June 2019** to ensure service continuity during the transition to the NDIS.



Aboriginal and Torres Strait Islander mental health programs

Suicide Prevention Program

In 2016/17 Brisbane South PHN commissioned a suicide prevention program for individuals from an Aboriginal and/or Torres Strait Islander background. United Health Education and Learning Program (UHELP) is designed to engage with Aboriginal and Torres Strait Islander young people in a culturally appropriate way. The program is supported and delivered by headspace Inala and Meadowbrook.

With a primary focus on physical, social and emotional wellbeing activities, UHELP supports young Aboriginal and Torres Strait Islander people in need of mental health intervention to secure access to a health care service using established relationships. The program is built on a partnership with local community Elders and services.

Social and emotional wellbeing

In 2016/17 Brisbane South PHN commissioned Gallang Place and the Institute for Urban Indigenous Health (IUIH) to provide free and culturally appropriate mental health and alcohol and drug treatment services to the local Indigenous population.

In launching the service, Gallang CEO Noeleen Lopes said Gallang Place had developed a clinical framework that was evidence-based, culturally informed and proven to the community over many years.



GALLANG PLACE



Gallang CEO Noeleen Lopes

Gallang Place continues to explore best practice to engage with communities in their program design, and to change and adapt services to address healing needs. We are currently delivering Australian Skills Quality Authority accredited training to increase the number of Aboriginal and Torres Strait Islander Social and Emotional Wellbeing (SEWB) workforce and will continue to support the development of the SEWB sector in the Brisbane South PHN region.

Banya Nyargu (Be Well, Stay Well) Health Week

To identify Aboriginal and Torres Strait Islanders with a permanent disability not receiving support and to facilitate their access to the NDIS using culturally safe communication and engagement processes, Brisbane South PHN partnered with a number of organisations to hold a community-focused Health Assessment Week in Beaudesert.

Held from 19 to 24 June 2017, Banya Nyargu (Be Well, Stay Well) Health Week engaged with **79** individuals of whom **51** identified as Aboriginal and/or Torres Strait Islander.

Only **3.8%** of participants were recorded as receiving state disability funding packages, indicating that the aim of the event, to identify and assist those not receiving support, was met.

The event was delivered in partnership with key local Indigenous organisations, the Department of Aboriginal and Torres Strait Island Partnerships

SEQ South, the Guddi Partnership (Synapse, The Specialist Disability Services Assessment and Outreach Team (SDSAOT), the Department of Communities, Child Safety and Disability Services, and Griffith University), National Disability Insurance Agency, the Department of Human Services, Mental Health, Gallang Place, Carers Qld, ABLE Australia and Queensland Health.



Jason Fowler and staff from Benevolent Society with Deanne Minniecon from Brisbane South PHN attend the Banya Nyargu (Be Well, Stay Well) Health Week in June 2017

Connecting to Country – Mooka Camp

In May 2017 Gallang Place, in collaboration with Brisbane South PHN, invited eight Partners in Recovery (PIR) participants to attend a three-day Mooka cultural camp on Minjerrabah (North Stradbroke Island). The camp was aimed at connecting PIR participants back to country and to increase their social and community participation through cultural activities.

Mooka Camp participants were presented with a rare opportunity to meet the 2017 NAIDOC award-winning Minjerrabah Moorgumpin Elders who shared their Quandamooka culture and traditions on site at Terra Bulla, once an Aboriginal mission.

Traditional Owner Mathew Burns presented the camp with a detailed artefact and cultural talk about the ‘hidden history’ of Minjerrabah (Stradbroke Island) and Moorgumpin (Moreton Island).

Feedback from PIR participants was extremely positive, with many highlighting their gratitude for the opportunity to take part. Sincere thanks was also passed on to the Minjerrabah Moorgumpin Elders for their generous time and support.

Gallang Place and Aboriginal and Torres Strait Island people participate in PIR Mooka Camp - connecting to country.



Need for
aged care beds
projected to
increase
139%
by 2050

Aged care

There are 7,371 Residential Aged Care Facilities (RACF) beds in the Brisbane South PHN region, with a projected service requirement increase of 139% to 17,609 beds by 2050. In 2016/17 Brisbane South PHN continued to provide support to the aged care sector across the Brisbane South region through programs such as Residential Aged Care Access and Advance Care.

Residential aged care access

Many residents in RACFs have changing and complex care needs. Access to allied health professionals is an important strategic intervention in meeting these needs. Brisbane South PHN funds Blue Care to facilitate access to allied health services. During 2016/17 **61** residents were provided with care in **12** RACFs.

Advance Care Planning

Advance Care Planning (ACP) is integral to ensuring end-of-life care delivered to patients is aligned with their wishes. ACP enables individuals to state their preferences should they become unable to participate in the decision-making process. An important component of ACP is identifying a substitute decision-maker. Advance Care Planning Australia estimates **50%** of Australians will not be able to make or express their own treatment decisions when they are dying.

Despite the known benefits of ACP and the fact that it is supported by legislation and seen as a national priority in Australia, the implementation of ACP in Australia remains low. At present there is evidence many RACFs do not routinely implement ACP and in those facilities that recognise the importance of ACP, the quality of instruments and processes is variable. In addition, current research indicates there is variability in the concordance between wishes expressed through advance care planning and actual treatment provisions.

Implementation of the Statement of Choices (SoCs) by RACFs as their ACP tool provides the opportunity to use a coordinated, systematic patient-centred approach to ACP, enabling an RACF resident's ACP documentation to be viewed in public health facilities.

In 2016/17 Brisbane South PHN's partnership with Metro South Palliative Care enabled the ACP program to deliver resources and support, including:

registering **31** RACFs, six more than the original target of **25**

training **71** 'champions', more than the original target of two per participating RACF

educating **23** RACFs on Advance Care Planning

uploading **173** SoCs by 30 June, from a baseline of five in 2015 – uploading to the QH Viewer gives access to the document across all public facilities within the state and aligns with the Qld Statewide Strategy for End of Life Care.

Alcohol and other drugs

As with mental health, alcohol and other drugs (AOD) have been identified as a national priority as a result of both the National Mental Health Commission's review of national mental health programs and services, and the National Ice Taskforce.

Co-design of support services

In August and September 2016 Brisbane South PHN conducted a co-design process to inform investment in AOD treatment services. The co-design process consisted of a series of four Investment Logic Mapping sessions, facilitated by an independent consultant and involved service providers, peak bodies and the Metro South Health and Hospital Service.

The co-design process led to the commissioning of Lives Lived Well (LLW) and Queensland Injectors Health Network (QuiHN) in February 2017 to deliver services in areas identified as having gaps in alcohol and other drug service delivery.

QuiHN provides counselling, case management and group work - dual diagnosis and parenting services for individuals who have current or past drug and alcohol use or individuals whose lives are impacted by drug and alcohol use. Services are targeted to the communities of Redlands, North Stradbroke Island and Southern Moreton Bay Islands (Russell and Macleay) on an outreach basis that includes home visits. In 2016/17 **85** clients received case management and/or counselling support and a total of **36** brief interventions, consisting of one-off information, education or crisis support, were provided.

LLW focuses their services in Beenleigh and Beaudesert.

Specialised staff engage and assist individuals who are struggling with alcohol and substance use and co-existing mental health issues to reduce harm, aid recovery, prevent relapse and bring about positive change in their life.

Life Back, Life on Track uses a stepped care model, incorporating Alcohol and Other Drugs counselling, post-rehabilitation support, relapse prevention, case management, care planning and care coordination for clients with methamphetamine dependence, dual diagnosis and complex needs.

In 2016/17 **102** clients received services in Beenleigh and **10** in Beaudesert. Of these, **6%** identified as Aboriginal and **2%** identified as Torres Strait Islander.



Services provided at the new Lives Lived Well centre in Beenleigh include counselling, post-rehabilitation support and relapse prevention.

In addition, Brisbane South PHN commissioned the Queensland Network of Alcohol and Other Drugs Agencies (QNADA) to facilitate the Brisbane South Alcohol and Other Drugs Collaborative as part of a broader response to identified alcohol and other drugs' investment needs within our region.

The collaborative works together to identify, advise and recommend activities to meet the need of the Brisbane South PHN community and comprises members who are representatives from specialist non-government and government alcohol and other drugs services from across the region.



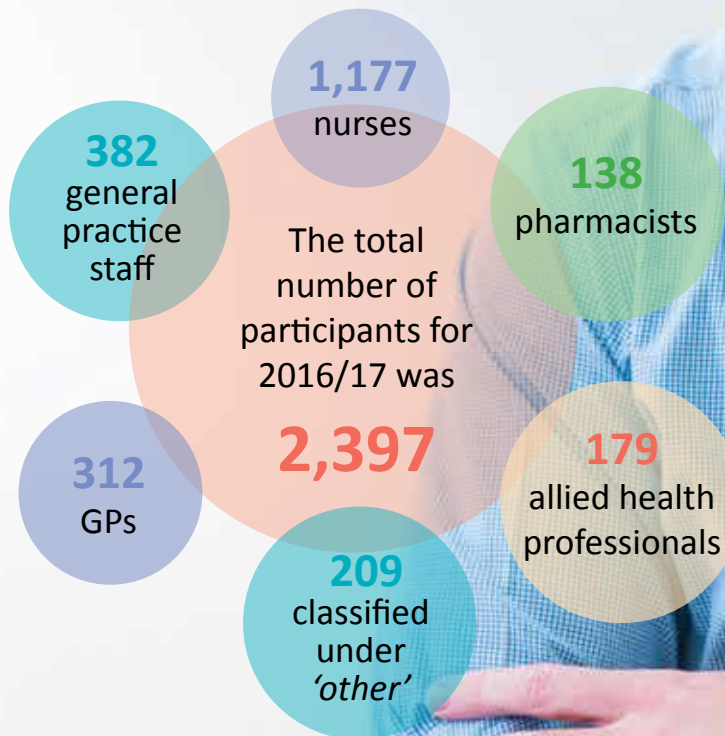
John Fitz and Michelle Schoonbeek from Gallang Place attend the launch of the new drug and alcohol treatment services in Brisbane's south.



Health workforce

The Brisbane South PHN Workforce Development Program aims to build capacity and expertise of practices through strong and productive partnerships with health and community service stakeholders.

The Workforce Development team facilitated and/or delivered continuing professional development and workforce support through **77** education sessions in 2016/2017.



Almost **95%** of participants reported an increase in their knowledge and confidence – an exceptional outcome for the success of the program

Highlights of the year

Highlights throughout the year included the Redland Hospital Maternity Shared Care Education for GPs, Registrars and Midwives Workshop which was held at the Royal Queensland Yacht Club, Wynnum on 27 May 2017. Attended by **42** participants, including **35** GPs and **7** midwives, all participants reported that the topic was relevant to their practice and that their learning outcomes and needs were met.

A 2017 Vaccine Update Workshop was held on 12 June 2017 at the Glen Hotel, attended by **107** participants including **2** GPs and **95** nurses. The workshop provided participants with details on important changes issued by the National Immunisation Program Schedule, including changes to the rotavirus vaccine and meningococcal ACQY.



Workforce development topics and collaboration 2016/17

Metro South Public Health Unit

- Undeclared Baggage (Communicable Diseases) – session for GPs
- Childhood immunisation catch-up education
- On Target For Immunisation – full-day session for general practice
- Influenza update

National Asthma Council

Fully funded by NAC, organised by Brisbane South PHN

- Spirometry Workshop
- Asthma and Respiratory Management Seminar for practice nurses

Diabetes Queensland

Various sessions on diabetes management in primary care

CPR training

Held monthly, open to all health professionals and support staff

Beaudesert chapter meetings

- Held monthly in Beaudesert, covering clinical topics

Aboriginal and Torres Strait Islander cultural awareness training

Digital health

Various sessions covering a range of topics

Allied health networking meetings

Refugee health

- Update on thalassaemia and sickle cell anaemia
- New Queensland Women
- Understanding Refugee Women's Health
- Back to basics
- Refugee Health Assessment

Navigating CDM in primary care

Two-day workshop for nurses on chronic disease management

Admin health check

Full-day session for general practice staff

Better patient communication for health professionals

Pharmacy

Chronic Obstructive Pulmonary Disease (COPD)

Mental health

Redland Hospital Maternity Shared Care education for GPs, Registrars and Midwives

Chronic disease teams

Better Care Planning and Communication – GPs and AHP

Reducing Medico-legal risk in General Practice



Chronic Disease Allied Health event held on 29 June 2017 was attended by our clinical advisor Dr Peter Atkins.



Chronic Disease Management Workshop, 28-29 Oct 2016.



Vaccine update, 12 June 2017: Jeff Hamilton, GSK National Immunisation Program Manager presented on Changes to the Rotavirus Immunisation Schedule.



Doctors at Grand Plaza participated in Australia's Biggest Blood Pressure Check on 6 July 2016.



Brisbane South PHN provided financial support for Australia's Indigenous Doctors' Association medical student members Hannah Tilling, Kayla Arabena-Byrnes, Kimberley Dejong, Melissa Carroll, Narawi Foley Boscott and Selena Blackwell to attend AIDA 2016 in Cairns. An annual networking and professional development event, the AIDA conference provides an opportunity for Aboriginal and Torres Strait Islander student and junior doctor members to build relationships with our more established members and to network with key stakeholders from the broader medical community.



Community celebrates launch of RAQ Logan Central on 5 May 2017. Queensland Health Minister Cameron Dick joined Relationships Australia Queensland CEO Ian Law for the official launch.

34 graduates complete Brisbane South PHN Practice Nurse Support Program

In June 2017, Brisbane South PHN congratulated its first round of Practice Nurse Support Program graduates, with **34** practice nurses completing the 12-month program. The Practice Nurse Support Program was established as a mentoring based education program to support new, returning or transitioning nurses working in general practice.

Coursework for the Practice Nurse Support Program has been designed to increase skills and knowledge across:

- immunisation and vaccine management
- wound management
- infection control and sterilisation
- chronic disease management, including care planning health coaching
- self-management, recalls and reminders
- preventive health screening and assessments
- clinical activities, including ECG and spirometry.

This year's graduates came from general practices across the region including Macleay Island, Oxley, Annerley, Logan, Jimboomba and the Bayside.



practicenurse
Support Program



“Brisbane South PHN invests in the Practice Nurse Support Program to provide practice nurses with structured learning pathways to increase their proficiency in delivering improved patient wellbeing through prevention, early intervention and self-management of chronic conditions, and by reducing the burden on acute care.”

Practice Nurse Coordinator and program manager Michelle Gordon



Practice Nurse Coordinator Michelle Gordon (far left), with some of the 2016/17 Practice Nurse Program graduates.



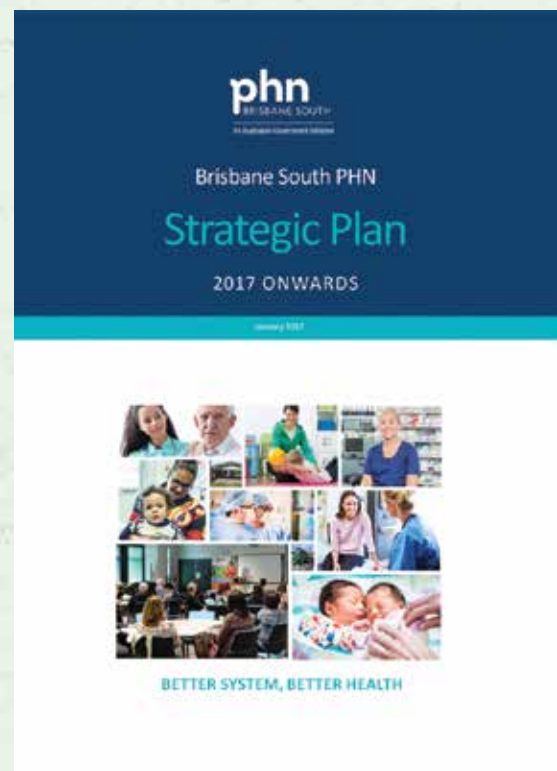
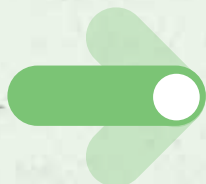
Excellence in
organisational
capability and
culture

Strategic Plan

The Brisbane South PHN Strategic Plan 2017 Onwards (Strategic Plan) was published following a successful PHN first year (2015/16).

The Strategic Plan demonstrates the organisation is prepared, forward thinking, professional and accountable by defining our vision, values and strategic goals of:

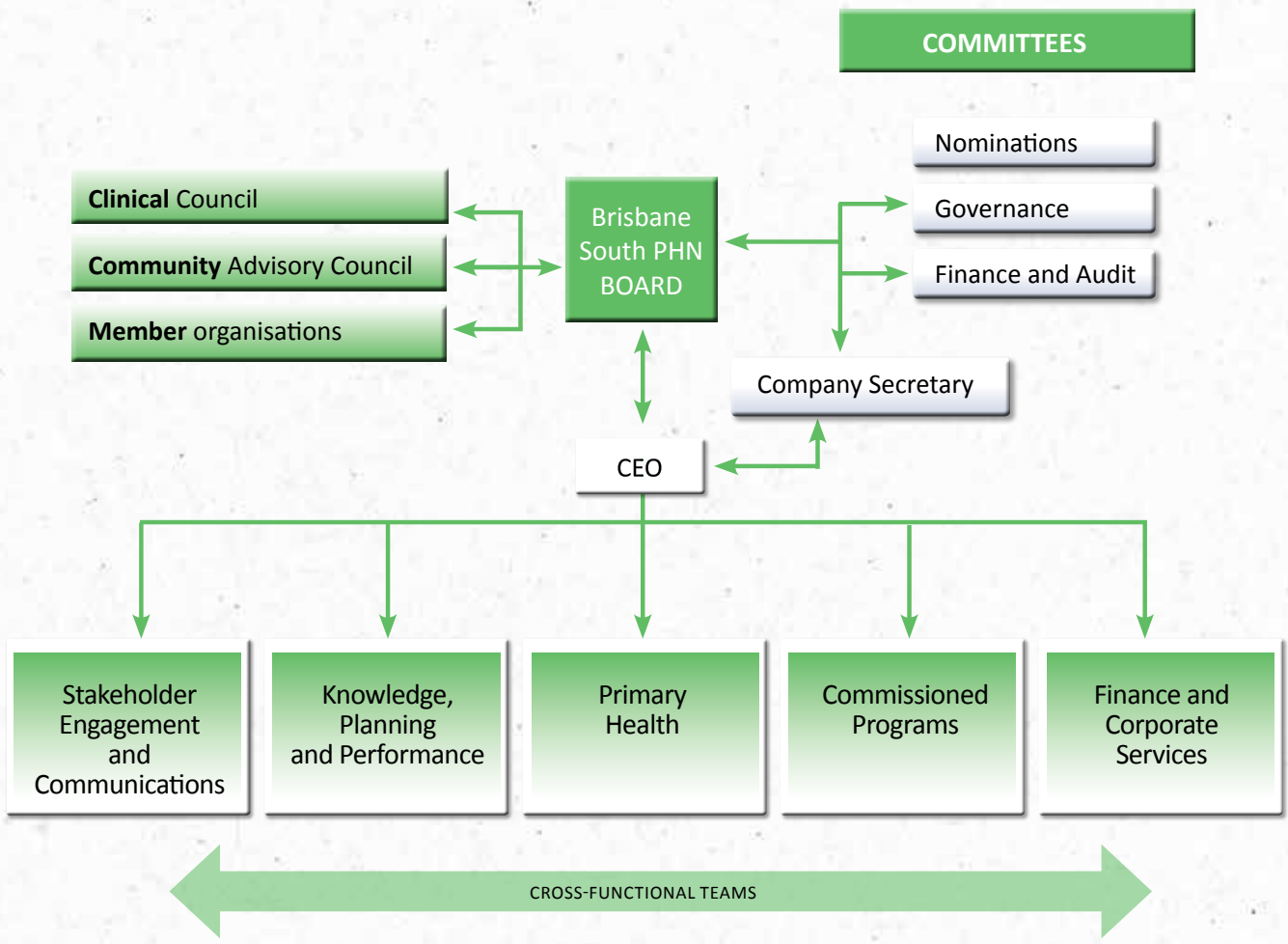
- Better Knowledge
- Better Coordination
- Better Health
- Better Organisational Performance.



The Brisbane South PHN Strategic Plan is available for download at www.bsphn.org.au/aboutus

Our structure

Our new organisational structure was adopted in December 2016 to align to our strategic plan and ensure we respond effectively to our purpose of understanding needs, engaging and working within the healthcare system and local communities to improve health and wellbeing.



See page 54 and 55 for teams under each General Manager

Our Board



Dr Ian Williams
GP MBBS, FRACGP, MAICD
Board Chair, Member Finance
& Audit Committee, Member
Governance Committee



Mr Eugene McAteer
Master of Business
Administration, Bachelor
of Social Sciences (BSSc),
Postgraduate Certificate
(OCN UK), GAICD
Chair Community Advisory Council



Dr Graham Carpenter
MBA, FAICD, FCA, Gr Dp
Mngt
Chair Finance & Audit Committee,
Member Nominations Committee



Mrs Cheryl Herbert
Adjunct Professor, FAICD,
B. Applied Sc, Dip App. Sc,
FRCNA
Deputy Board Chairperson, Member
Governance Committee, Member
Nominations Committee



Dr John O'Donnell
MBBS *Adel*, MHP *UNSW*,
Hon.MD *Qld* FRACMA,
FACHSM(Hon), FAIM, FAICD
Chair Governance Committee,
Member Nominations Committee



Dr Anthony Di Marco
B.Economics, Post Grad
Dip Applied Finance &
Investment, GAICD, FAIM
Member Finance & Audit
Committee



Mrs Patrice Cafferky
Registered Nurse, B.Nurs;
Dip Prac Management;
GAICD, MAPNA, MAAPM,
FAIM
Member Finance & Audit
Committee



Dr John Kastrissios
GP MBBS, GAICD
Chair Clinical Council



Prof. Cindy Shannon
BA, Grad Dip Ed, MBA,
Dr Soc Sc, GAICD
Member Governance Committee

Our Community Advisory Council and Clinical Council

A key component of Brisbane South PHN governance is the establishment of the Clinical and Community Advisory Councils who provide the community and health professional perspective to ensure that decisions, investment and innovations are patient-centred, cost-effective, and locally relevant and aligned to local care experiences and expectations.

The Community Advisory Council provides the community and consumer perspective to Brisbane South PHN's Board. This ensures that decisions, investments and innovations are patient-centred, cost-effective, and locally relevant and aligned to the needs and expectations of the local community.

The Clinical Council advises on clinical issues to enable Brisbane South PHN's Board to make informed decisions on the unique needs of our community. It helps to develop local strategies to improve the healthcare system for patients in our region, and facilitates effective primary healthcare to reduce avoidable hospital presentations and admissions.

Our Clinical Council is GP-led but comprised of other health professionals, including nurses, allied and community health workers, Aboriginal health workers, specialists and hospital representatives.

The Councils meet bi-monthly and annually with the Brisbane South PHN Board of Directors. Meetings are supported by Brisbane South PHN staff who ensure operational alignment with the work of the Councils and provide a flow of information from Brisbane South PHN such as data, health planning analysis, practice support and care pathways.

In 2016, Council members signed a commitment statement to highlight their dedication to providing valuable input into the strategies and activities of Brisbane South PHN.



Our members

Community Advisory Council Members 2016/17

1. Galila Abdelsalam
2. Heather Allan
3. Donna Byrne
4. Clint Ferndale
5. Rachelle Foreman
6. Paul Hobbs
7. Sharon Knight
8. Noeleen Lopes
9. Eugene McAteer (Chair)
10. Bridget Mackenzie
11. Dr Diana (Claire) Runciman
12. Christopher Smeed
13. Odette Tewfik
14. Michelle Trute
15. Dr Geoffrey Woolcock

Clinical Council Members 2016/17

1. Rachelle Arnott
2. Sebastien Brignano
3. Dr Wendy Burton
4. Dr Tore Eivers
5. Leonie Fowke
6. Dr Christopher Freeman
7. Gail Gordon
8. Professor Sonj Hall
9. Dr Caroline Harvey
10. Dr Scott Horsburgh
11. Dr John Kastrissios (Chair)
12. Dr Margaret Kay
13. Gail Ker
14. Dr Lynne McKinlay
15. Dr Clare Morgan
16. Dr Carmel Nelson
17. Ylishavai Ngateejah
18. Jennifer Stevens
19. Dr Bruce Willett

Company Members of Brisbane South PHN

1. Allied Health Professions Australia Ltd
2. Australian Association of Practice Management Ltd
3. Australian Physiotherapy Association Queensland Branch
4. Australian Primary Health Care Nurses Association Inc.
5. Children's Health Queensland Hospital and Health Service
6. Community Services Industry Alliance
7. Council on the Ageing Queensland Inc.
8. General Practice Training Queensland
9. Health and Community Services Workforce Council Inc.
10. Inala Primary Care Ltd
11. Institute for Urban Indigenous Health Ltd
12. Leading Age Services Australia - Queensland Inc.
13. Mater Health Services
14. Metro South Hospital and Health Service
15. National Disability Services Ltd
16. Pharmaceutical Society of Australia Queensland Branch
17. Private Hospitals Association of Queensland
18. Queensland Alliance for Mental Health Inc.
19. Queensland Council of Social Service Ltd
20. St Vincent's Care Services
21. The Ethnic Communities Council of Queensland Ltd
22. The Pharmacy Guild of Australia Queensland Branch
23. The Royal Australian College of General Practitioners
24. The University of Queensland



Our Leadership team

Left to right



Lucille Chalmers – Commissioned Programs

Tonia de Bruin – Knowledge, Planning and Performance

Michael Hipwood – Chief Financial Officer

Sue Scheinflug – Chief Executive Officer

Louise Litchfield – Stakeholder Engagement and Communications

Sharon Sweeney – Primary Health

The new Leadership team commenced in January 2017



Stakeholder Engagement and Communications

Louise Litchfield – General Manger

- Clinical/community advisory councils
- Community engagement
- Indigenous liaison
- Events
- Communications, publications and website
- Design and layout

Knowledge, Planning and Performance

Tonia de Bruin – General Manager

- Needs assessment planning
- Performance monitoring and information management
- Project management and reporting

Primary Health

Sharon Sweeney – General Manager

- General practice
- Pharmacies and allied health
- Digital/ehealth
- Health care home
- Workforce education and development
- Program support
- Positive/coordinated care
- Clinical leads

Commissioned Programs

Lucille Chalmers – General Manger

- Mental health
- Alcohol and other drugs
- Aged care
- Child, youth and family
- Refugee health
- Integrated team care
- Program support

Corporate Services

Michael Hipwood – CFO and General Manager

- Finance
- Payroll/accounts
- HR and WPHS
- IT and facilities
- Business systems
- Contract management
- Board secretariat support/policies and procedures
- General administration and executive support

Our people

Total employee numbers

74 Full-time and part-time employees

9 Board members

6 Casual employees

Aboriginal and Torres Strait Islander

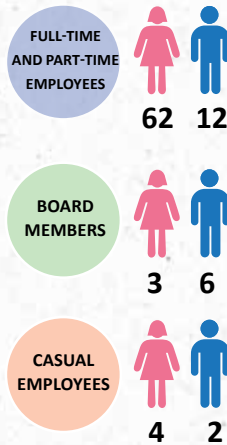
4 Full-time and part-time employees identify as Aboriginal and/or Torres Strait Islander

1 Board member identifies as Aboriginal and/or Torres Strait Islander

Participation in training

Type of Development	No. of Employees
Cultural Awareness Training	17
WHS Orientation	32
Report and Proposal Writing	7
Fire Safety Training	2
First Aid Training	2
Office Manual Handling	10
Microsoft Excel	1
Communication Skills	1
Refugee Awareness Conference	1
National Immunisation Program Conference	1

Employee gender diversity



Staff planning day maps the way forward

On 14 February 2017, Brisbane South PHN held a Staff Planning Day at The Glen Hotel to review the organisation’s mission, objectives, vision and strategic direction.

CEO Sue Scheinplug explained how the Strategic Plan had been refreshed to simplify Brisbane South PHN’s previous vision of where integrated healthcare is delivered and optimal health outcomes achieved to the current better system, better health, which carries a message of improving the health system and community wellbeing through collaboration, partnership and building capacity.

Staff also discussed measures to monitor the organisation’s performance, and agreed that Brisbane South PHN will be successful when there is effective collaboration and satisfaction between all stakeholders and contractors, and a reduction in preventable hospital admissions.



Capability and Competency Framework

During May and June 2017, a new Capability and Competency Framework was designed by the Brisbane South PHN Leadership team. The framework looked into the key aspects of our vision, values, purpose and goals to clearly identify the relevant success behaviours to ensure that Brisbane South PHN is a high-performing organisation, achieving improvements in health care for our communities.

The framework had extensive input from our Leadership team to articulate and define the success behaviours and competencies expected for each employee, in each role from team members to the Leadership team.

Approximately 80 position descriptions were reshaped using the Capability and Competency Framework along with a new, simplified position template, designed to remove repetition and provide greater clarity about the organisation, key responsibilities and the skills, experience and qualifications required for each role.



Corporate governance

The Brisbane South PHN corporate governance model has been developed based on the Australian Securities Exchange (ASX) Corporate Governance Principles and Recommendations 2nd Edition, 2010, which is underpinned by regular reviews for continual improvement.

Brisbane South PHN Corporate Governance Statement

- Strategic direction, planning and monitoring of vision and strategic objectives and clear corporate values
- Lay solid foundations for management and oversight of the organisation
- Clear roles and responsibilities of the Board and CEO, with effective Board and committee structures
- Efficient planning and policy setting, particularly around risk, financial, information and people management
- Clear lines of accountability to local communities, the Commonwealth and to the National Performance Authority
- Quality of performance monitored against national and local standards in the delivery and contracting of services
- Reporting arrangements that are simple, relevant and robust; with timely and balanced disclosure
- Effective governance to ensure probity and value for money
- Compliance with statutory obligations.



Brisbane South PHN Staff Planning Day 23 February 2017

Directors' and financial report as at 30 June 2017



Brisbane South PHN CEO Sue Scheinpflug and CFO Michael Hipwood



Financial highlights of 2016/17 include:

- the continued expansion of services provided by Brisbane South PHN and its subcontractors with total grant revenue growing from \$28.5m to \$35.5m – an increase of \$7m (25%).
- operational costs growing at a lesser rate than income with salaries increasing from \$6.5m to \$7.1m – an increase of only \$0.6m (9%)

The exponential expansion of our commissioned services with subcontracts to program service providers increasing from \$13.4m to \$24.1m – a massive increase of \$10.7m (80%).



Constrained grants reserve increasing by only
\$0.3m to \$11.5m

Net cash from operating activities increasing by
\$3m

Cash and cash equivalents increasing by
\$3m to \$18.8m

We are also happy to say that our Auditors have given us an unqualified audit for 2016/17. For more information on our Financial Performance and Auditors report please see our Financial Statements for 2016/17 on our website.

Statement of **PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME** for the year ended 30 June 2017

	Note	2017 \$	2016 \$
Revenue			
Grant Income		35,585,560	28,585,444
Grant Income - Non Department of Health		126,252	221,676
Donations Received		1,011	606,989
Grant Income - Capital Purchases		379,901	-
Gain on Sale of Assets		-	18,956
Interest received		569,346	379,781
Grants to be refunded		(2,971,924)	(1,649,889)
Total Revenue		33,690,146	28,162,957
Expenses			
Employee Costs	4	(7,192,293)	(6,587,855)
Program Service Providers	5	(24,143,765)	(13,429,489)
Depreciation and Write-downs	6	(836,658)	(149,958)
Operational Costs	7	(1,853,165)	(1,408,775)
Other Program Expenses	8	(209,866)	(306,288)
Total Expenses		(34,235,747)	(21,882,365)
Surplus/(deficit) before income tax expense		(545,601)	6,280,592
Income tax expense		-	-
Surplus/(deficit) after income tax expense for the year	18	(545,601)	6,280,592
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		(545,601)	6,280,592

Statement of **FINANCIAL POSITION** for the year ended 30 June 2017

Assets	Note	2017	2016
		\$	\$
Current assets			
Trade and other receivables	9	248,889	3,300
Other	10	408,520	1,027,104
		657,409	1,030,404
Cash and Cash equivalents		18,808,124	15,897,708
Total current assets		19,465,533	16,928,112
Non-current assets			
Property, plant and equipment	11	174,654	347,326
Intangibles	12	303,167	587,253
Total non-current assets		477,821	934,579
Total assets		19,943,354	17,862,691
Liabilities			
Current liabilities			
Trade and other payables	13	6,356,662	3,515,510
Employee benefits	14	445,517	631,435
Total current liabilities		6,802,179	4,146,945
Non-current liabilities			
Employee benefits	15	62,423	91,393
Total non-current liabilities		62,423	91,393
Total liabilities		6,864,602	4,238,338
Net assets		13,078,752	13,624,353
Equity			
Constrained Grants Reserve	16	11,522,775	11,252,977
Divisional Reserve	17	464,282	581,338
Retained surpluses	18	1,091,695	1,790,038
Total equity		13,078,752	13,624,353





phn
BRISBANE SOUTH

An Australian Government Initiative

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