



2019 Annual Report

WESTGATE HEALTH
co-op ltd



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WESTGATE HEALTH TEAM



ACTING EXECUTIVE OFFICER

Murray Baird



OFFICE MANAGER

Katrina Kortlang



RECEPTION

Kelly-Anne Camillo

Lucy Coco

Megan Perry

Sue Wright

Kate Howell

Lisa Jennings

Charlotte Pierce

Vanessa Hinds



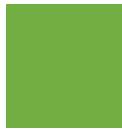
ADMINISTRATION

Erin Stephens



BOOKKEEPER

Devaki Ranadhir



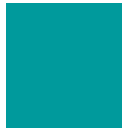
NURSES

Trudi White

Phuong Vo

Fran Mills

Robyn Stone



DENTISTS

Dr Gabriela Hanciu

Dr Marianne Brownlee



DENTAL NURSES

Bron Keating

Sharona Martin



ALLIED HEALTH

Psychology – Patricia McLean

Psychology – Gael Meadowcroft

Psychology – Ken Holland

Mental Health Nurse – Jackie Ayad

Dietitian – Emily Commerford

Podiatry – Jair Butler

Diabetes Educator – Karen Thorne

Paediatric Physiotherapy – Little Movers



BOARD OF DIRECTORS



Jenny Morris – Chair

I have watched from a distance the process by which the Co-op came into being in response to the needs of the local community all those years ago and have highly valued the care provided to our family. As a registered nurse, I have had leadership and strategic roles within acute healthcare, Residential Aged Care and most recently as a consultant specializing in Workforce Planning and Workplace Culture. I am committed to the values and practicalities of the Co-op model and welcome the opportunity to "give back".



Peter Grimm- Vice Chair

Peter retired at the end of 2017 following a career of over 40 years in IT, delivering new projects in private industry, government and consulting. He has managed projects up to \$35M, mainly in highly regulated industries and so has extensive experience in: risk and issue management, financial management, procurement management and project delivery governance. Most projects were high profile and needed to comply with strict standards. Peter has been on project boards and has prepared and presented: the business case, investment logic map and funding submission for many projects, and managed through the full life-cycle to production implementation



Alison Crunden- Secretary

Allison has lived in Melbourne's west for the past 20 years. She has a background in Occupational Therapy and OHS. She is currently employed as a People & Corporate Manager and is responsible for leading Human Resource Management, Quality and Corporate Services. Allison has also served on two committees on a voluntary basis; Angliss Childcare Centre (2 years) and Hyde Street Youth Band (4 years and currently). She has also worked for 5 years as a volunteer for the Asylum Seeker Resource Centre including one year as their OHS Manager. Allison is an excellent communicator with a strong ability to develop rapport with a wide range of people. She has strong skills in the development of systems and processes and facilitating groups and project teams.



Clare Rocznik- Treasurer

Clare has been a GP for 30 years. She has had a long association with the West since her first job at Western General Hospital in 1984. She has worked in many different settings including Community Health, Indigenous health, refugee health, public hospitals, youth outreach, detox facilities and private practice.

BOARD OF DIRECTORS

Jenny Sharp- Minute Secretary

A Lawyer who works with the Australian Financial Complaints Authority, AFCA. Jenny has worked in Community Legal Services across Melbourne, and also has 20 years' experience as a Building Consultant and Project Manager (Engineering).



Michael Daley- Director

I have worked at all levels of organisations in the people helping and welfare industry from Street Youth Worker, Rehabilitation Case Manager, Employee assistance for the defence forces, Service development, Manager of aged and disability Services Hobsons Bay City Council to CEO of Activation Australia providing personal development, occupational rehabilitation and employment placement services. I have travelled the world investigating best practice, was nominated for an Australian Public Service Medal and established the WorkSupply Company which was at the heart of WCIG's current employment services. I have been a member and customer of Westgate Health Cooperative since the early 90s and was a board member in the 2000s. I bring a strong commitment to social justice and I am committed to the values and aspirations of the Cooperative. I have a strong suite of skills and knowledge to bring to the board and the membership.



Sharon Scott- Director

I have lived in this community all my life and have been a member of the Westgate Health Co-op for about 30 years. I value the Co-op because its structure provides high quality primary health care (bulk billing) to all its members. As a member led organisation, I believe each member has an opportunity to contribute to the Co-op's future. Professionally, I work locally as a Myotherapist, was a founding member of the Myotherapy Association of Victoria (now Australia). I continually update my knowledge both my profession and my responsibilities as a business owner.



David Martin- Director

David has been a Westgate Health Co-op Director since 2014 and was re-elected to the Board at the 2018 AGM on a commitment to Member participation in decision making and control of the Westgate Health Co-operative Charity.

Experienced in public administration; private sector business development and family owned business ownership, David also served for nearly a decade as a Franchisee elected member of a National Marketing and Franchise Advisory Board for a well-known entertainment network of over 700 outlets across Australia, New Zealand and South East Asia.



David is a strong supporter of publicly funded universal primary health care and inspired by Westgate Health Co-operative being a Public Benevolent Institute Charity.

DOCTORS

Dr Maryann Spottiswood



Dr Maryann Spottiswood graduated in Medicine with Honours from the University of Melbourne. She has worked at Westgate Health Co-Operative since 1994 and has done specialist post graduate training in General Practice and is a fellow of The Royal Australian College of General Practice. She also holds post graduate qualifications in Women's Health-Diploma of Obstetrics, a Family Planning Certificate of Victoria and offers shared care Obstetrics with the Royal Women's, Sunshine and Werribee Mercy Hospitals as well as IUD (intrauterine device) insertion. She has additional post graduate qualifications in Skin Cancer Medicine, including Diplomas in Skin Cancer Medicine and Dermoscopy. She offers Total Body Examination for detection of Skin Cancer and surgical management of skin cancers. She has been a primary Supervisor of GP Registrar training at Westgate Health since 2009 and has a passion for education. Dr Spottiswood had held the position of Medical Team Leader at the Vernon St practice since 2004.

Dr Stephen O'Shea



Stephen has worked for many years at our Newport clinic. He is a GP supervisor with the University of Melbourne training medical students and has a special interest in delivering care to our aged community. He regularly visits aged care facilities across Hobson's Bay.

Dr Kay Whitfield



Kay enjoys working and providing her services to the community. She has been a Doctor at Westgate Health since 1987 and her interests are across a wide range of general practice including shared antenatal care, geriatrics and mental health.

DOCTORS

Dr Simon Leslie



Simon has been at Westgate Health since 1995. He has worked in many developing countries including refugee health with Save The Children Fund. Simon has a special interest in immunisation and served on the Australian Technical Advisory Group for Immunisation Group (ATAGI) for 5 years.

Dr Catherine Davey



Catherine has a special interest in Women's Health and GP counselling. She has a certificate in Sexual Health and a Graduate Diploma in Counselling. Catherine has worked both in Australia and overseas and speaks Arabic.

Dr Richard Sloman



Dick has a special interest in Community and Aboriginal Health. He shares his work between Westgate Health and the Victorian Aboriginal Health Service. Dick spent 2 years at Amata and Pipalyatjara on the APY lands in Northern South Australia.

DOCTORS

Dr Chris Watts



Chris is longest serving doctor with Westgate Health and has been with us since 1980. As well as working at both South Kingsville & Newport, Chris has also worked part time in community health, occupational health, Aboriginal and student health. Dr Watts is currently on extended leave from Westgate Health.

Dr Shankar Srinivasan



Shankar graduated at the University of Melbourne in 1978. He has worked across many fields of general practice including his own clinic. He has an interest in hypnotherapy and of course all the challenges of General Practice.

Dr Dervila Holmes



Dr Dervila Holmes is from the west of Ireland, and qualified as a medical doctor in 2000. She became a member of the Irish College of General Practitioners in 2006 and has been practicing in Australia since 2015. Her special interests include: Dermatology including minor surgery, women's health including Implanon and IUD insertion, musculoskeletal medicine including knee and shoulder cortisone injections, mental health including mental health care plans for psychology. Her interests outside medicine include running, cycling and skiing.

DOCTORS

Dr Mags Matthews



Mags completed her undergraduate medical training in Slovakia before moving to the UK in 2005, where she achieved Fellowship of the Royal College of General Practitioners (UK) in 2012. After moving to Australia in 2014 she was awarded FRACGP and currently works as a GP in the Newport Clinic, where she supervises medical students from the University of Melbourne. She enjoys the daily challenges of general practice and has a special interest in women's health, dermatology; aesthetic medicine and child health.

Dr Bernadette O'Connor



Dr. Bernadette O' Connor hails from the West of Ireland. She worked as a GP Partner in a practice in a small town in the west of Ireland, prior to embarking on her Australian adventure in 2016. She has worked in a number of practices in the greater Melbourne area since this time. Bernie has a keen interest in Women's Health, including Mirena insertion, and Mental Health issues, and paediatrics. She has also previously worked in New Zealand and Kenya. Bernie is passionate about community involvement, and a multi-disciplinary approach to healthcare, and is enjoying all that Westgate Health provides for its patients.

Dr Kalashini Annakkage



Kal graduated from the Monash University in 2014 and completed her internship and residency at Western Health. She has worked at several GP practices across Melbourne as part of her GP training. Kal's special interests include Mental Health, Geriatrics and Paediatrics. Outside of Medicine, Kal enjoys relaxing with her dogs, yoga, gardening, crocheting and drawing.

Dr Isaac Khoo



Isaac graduated from the University of Melbourne in 2007, he then completed his internship at Peninsula Health and subsequently has worked extensively in various Major and Regional hospitals in General Medicine and Emergency Medicine. Dr Khoo's special interests include general medicine, geriatrics, paediatrics and minor procedures. He is also fluent in Chinese (Mandarin & Cantonese) and Bahasa (Malay). In his spare time he enjoys cooking, gardening and spending time with his wife and children.

CHAIR REPORT

Jenny Morris

Westgate Health Cooperative holds a unique place in our community. I am proud to lead it as Chairperson at this time in its history. I am a newcomer to the board and the chair but my association with Westgate Health Cooperative goes back almost 35 years. It is an extraordinary organisation providing health services to our local community and I am committed to ensuring it is a strong, professional and caring leader in health services delivery.

We have been through a time of great flux and it was with regret that I accepted Mary-Anne Perry's resignation from her position as Executive Officer in September 2019. MaryAnne leaves with a sense of pride and satisfaction that the organisation is financially strong and viable. Both clinics having been renovated, there is a new much improved website and an amazing team that continues to deliver healthcare in a caring and holistic manner.

In response to the challenges that the organization faced, the Board appointed Susan Pascoe AM to undertake an organizational review in consultation with Murray Baird in the role as Acting Executive Officer. This was seen to give the Board, in consultation with members and staff, the opportunity to put the Co-op and Board on a more stable footing for moving forward into the future. Thank you to the members and staff that shared their insights and visions for the organisation both individually and in the Focus Groups. Susan and Murray will provide a report to the AGM.

Thank you to Members who have taken the opportunity to communicate with the Board through the 'feedback portal' on the new website. Your suggestions for improvement are much appreciated as we endeavour to further enhance the service that is provided to Members.

I want to acknowledge the service of 4 four long serving directors who left the Board in the past year.

- Peter Cash served as Accountant, Director and Chairperson over 14 years.
- Dina Lynch served as Director and Treasurer over 14 years.
- Gordon McLean served on the Board for 20 years including terms as Chairperson;
- Patricia McLean served on the board for 20 years including a term as Chairperson

As has been our custom, I am delighted that they will be granted Life Time Membership in acknowledgement and with thanks for the contribution they have made to the organization.

As I write this, we are undertaking the recruitment of a Chief Executive Officer and look forward to bringing you an update. The future holds challenges and opportunities for us as we grapple with the complexities of the wonderful organisation that is Westgate Health Co-op and how we interpret being a 'Co-operative' with charitable status both now and going forward in the future?

As we move forward as an organization, I would like to claim the words of Claude Thomas Bissell as Westgate Health Co-operative's own:

"Risk more than others think is safe.

Care more than others think is wise.

Dream more than others think is practical.

Expect more than others think is possible."

ACTING EXECUTIVE OFFICER

MURRAY BAIRD

REPORT

I was pleased to step in for an interim period following the departure of Mary-Anne Perry in September 2019. Mary-Anne gave leadership and management to Westgate Health Cooperative over the past 7 years. I arrived just in time to enjoy her farewell function and hear the tributes to her achievements over her service to Westgate Health. At the time of writing this report in October 2019, processes are well in place to identify and appoint her successor.

I could not review the year from my personal knowledge due to my late arrival. However, I can make some observations from my brief time with you.

Although there have been turbulent times in the governance of the cooperative in the past year, the day to day care of members has continued in the way it has done for decades. The changes of recent days have provided the opportunity to review several aspects of our work and I am confident that the review led by Susan Pascoe will be a resource to strengthen the Cooperative for some time to come.

Our staff of doctors, nurses, receptionists and administration staff have continued to give exceptional service in difficult circumstances, and I pay tribute to their loyalty and professionalism. As members (and I was pleased to join up!), take the opportunity when you can to thank them for their contribution to our lives.

The finances of the Cooperative remain healthy with a modest surplus. As we are a Not for Profit charity, this is not an end in itself. However, it does provide the means to continue the caring that we provide without financial uncertainty. We have also been able to contribute just over \$50,000 to our charitable fund where we are steadily building resources so that we can make a long-term difference to our community.

I heard recently of a successful football club where the President observed that there were values beyond the core activity – in their case football. She said this:

“We exist for a deeper purpose. It’s about connecting; connecting with each other and our culture and connecting externally. We believe we have a role to play in connecting with the community, in strengthening and unifying community, in creating social value”.

May I urge you as members not to see Westgate Health as just another medical clinic but a unique member -driven community of connection, caring and health giving.

It is an honour to serve you – even for this short season.

Murray Baird
Executive Officer

TREASURER'S REPORT

DR CLARE ROCZNIOK

Surplus down but still healthy

I am pleased to report to members that the finances of Westgate Health Cooperative remain strong. Our surplus for the year was just over \$100,000. Our revenue was down on last year for several reasons including a shortage of doctors. There were also some additional expenses around governance issues. However, the result is sound and we continue on a good financial base to deliver services to our community.

Renovations complete and now for Utilisation

We have now completed renovations at both sites from our existing resources and the Board is considering how to optimise our use of the facilities. Our strong cash position allows us to expand our services where appropriate.

Charitable Fund Grows

The Charitable Fund continues to build which will enable us to contribute more to the community in the future from a substantial capital base. The total of the fund stood at \$444,195 at 30 June 2019.

A good base for the future

In summary, Westgate Health Cooperative finances are healthy and provided a good base to continue delivering excellent services.

Clare Rocznik

Treasurer

**WESTGATE HEALTH
CO-OPERATIVE LTD**

ABN 96 221 218 119

For Year Ended

30 June 2019

**ABRIDGED FINANCIAL
STATEMENTS**

Statement of Profit and Loss for the Year ended 30 June 2019

	2019	2018
	\$	\$
Operating revenue		
Interest received	11,131	13,090
Medical income	3,287,050	3,498,782
Dental income	277,546	307,255
Membership income	245,824	254,254
Sundry income	46,138	52,515
Rent	282,242	293,123
Total Income	4,149,931	4,419,019
Expenditure		
Co-operative	261,896	182,054
Dental	32,958	32,156
Medical	501,806	514,442
Employment	3,031,363	3,097,486
Donations to Westgate Health Charitable Fund	52,532	151,582
Other	166,245	134,561
Total Expenditure	4,046,800	4,112,281
Profit for the year	103,131	306,738

Statement of Financial Position as at 30 June 2019

	2019 \$	2018 \$
Current Assets		
Cash and cash equivalent	765,536	1,315,154
Trade and other receivables	23,324	26,649
Other	67,516	31,995
Total Current Assets	856,376	1,373,798
Non-Current Assets		
Property, plant & equipment	2,457,759	2,113,472
Total Non-Current Assets	2,457,759	2,113,472
Total Assets	3,314,135	3,487,270
Current Liabilities		
Bank loan	-	76,500
Trade & other payables	269,513	455,125
Provisions	97,029	80,118
Total Current Liabilities	366,542	611,743
Non-Current Liabilities		
Bank loan	-	34,947
Provisions	16,083	12,201
Total Non-Current Liabilities	16,083	47,148
Total Liabilities	382,625	658,891
Net Assets	2,931,510	2,828,379
Represented by: -		
Reserves	500,042	500,042
Retained profit	2,431,468	2,328,337
Total Equity	2,931,510	2,828,379



WESTGATE HEALTH

co-op ltd



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