

WESTGATE HEALTH
co-op ltd

ANNUAL REPORT 2018

SOUTH KINGSVILLE | NEWPORT





Vision Statement

Westgate Health Co-operative wishes to empower people to work Co-operatively and to create healthy communities.

We contribute to the health and wellbeing of individuals and their communities through the provision of high quality, affordable health services.

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Chair Report

Patrick R. Ferdinands



It is my second year as Chair and sixth year on the Board of Westgate Health. The organisation has grown during those years to a fiscally stable organisation, which is critical for our staff, members and the community now and for years to come.

We continue to upgrade our facilities at Westgate Health to provide our staff with the modern work environment they deserve. Our Newport facility will be on par with our South Kingsville facility shortly.

Whilst our organisation can weather a financial storm, our people remain our priority and focus.

Leadership is service-orientated. It is not about power, it is about empowerment.

Empowering our staff.
Empowering our members.
Empowering the community.

Our organisation is driven by the hopes and aspirations of our members – not by their fears. Nothing disempowers more than fear. We have established a strategic road map, so we can all achieve our best for each other and our community in the delivery of relevant and required health services.

With sound fiscal management, we now have a charitable fund that has the potential to make a significant impact for the betterment of our community, and we will shortly look to our members to guide us in how this is achieved.

In the Co-operative spirit, I strongly advocate member leadership that is '100/0 leadership'. That means 100% responsibility! Leaders never say it is not my job. They would never say I would have been on time if it were not for the traffic. That this would be a great organisation if the Executive Officer and Board would just do their job. 100% of the time, we all must take responsibility for our own success and for the success of this organisation.

It is up to each one of us to keep this organisation great.

That is what the 100 means. The 0 means zero excuses for not giving great service and great quality in every single interaction with every single person. There is never an excuse to not be your absolute best.

We must all strive to manifest our best qualities to keep this organisation more than just bricks, mortar and fiscal security – it must have heart and each one of us has a role to play in building this organisation and each other to be better tomorrow than yesterday.

Patrick R. Ferdinands
Chairperson

E0 Report

Mary-Anne Perry



I am pleased to report that we have again had another successful year at Westgate Health both for our staff and members of the Co-operative.

The Co-operative continues to be strong financially with a healthy surplus delivered in this financial year.

Not only is this important for the ongoing day to day operations of the Co-operative, but it has also allowed us to grow our Charitable Fund. Over the next 12 months it is the intention, with consultation of staff and members, to look at how this may best serve our wider community.

Recruitment of doctors and staff is a key objective as we continue to grow. We have successfully welcomed 1 new doctor this year, plus our training program for registrars who join our organisation every 6 months. We have a strong and loyal team of receptionist, nurses and administration staff who support each other, to deliver our first-class health service to our patients.

Our dental service is an important part of the range of services that we offer. Recognising this, I can report that plans are underway to update the dental facility over the next 12 months. This is so it can sit alongside the buildings and services that we have improved across the entire organisation over the past 4 years. Our Newport clinic upgrade is well underway with a complete internal refurbishment currently being undertaken. This will be completed early in 2019. With all these important infrastructure works well placed and with no debt attached we look again to the addition of a third site.

Looking at the Strategic Road Map that our Board have worked on and put in place as a guide to steer the organisation over the next three years; health promotion is seen as a key focus. In particular, we have identified vulnerable groups and men's health; which we have already begun to focus on, holding several events during the past 12 months. We plan to continue to hold these events as a way of educating and supporting our patients to the importance of learning about preventive tools that can help their long-term health goals. These events are also a great opportunity to engage and talk with our members to ensure that we are meeting the needs of all when making decisions on how we may shape service delivery into the future.

The road map also looks at innovation and technology and how this may sit within Westgate Health. Health, like many other areas is changing and it is critical that we recognise the need to keep up with these new ideas and technology as they emerge. Understanding the change in our demographic and recognising that young families are now moving back into South Kingsville, Newport and surrounding areas will also shape the direction of services. I believe this is what makes Westgate Health Co-operative, in the true sense, a General Practice. We are fortunate to be able to offer support to the elderly and long-term patients of the clinics but equally welcome the new younger members.

As we head into the 39th year of Westgate Health Co-operative, we should all be proud of how far we have come and what we have delivered to our community. We take a moment to reflect and thank those who had the foresight and vision to believe this was possible and trust those who are now charged with leading this wonderful organisation into the next 40 years.

Mary-Anne Perry
Executive Officer

Treasurer's Report

Dina Lynch



Six years of exceptional surpluses has allowed your board to invest in the expansion and refurbishment of our South Kingsville facilities bringing them into the twenty first century and placed us in a position where we should see the same quality of facilities at Newport before the end of the current financial year. In addition, and staying true to the philosophy of the Co-op, we have established a Charitable Fund to further work and develop community projects within the Western Suburbs.

Reviewing the operations of Westgate Health Co-operative during the past six years it is clear that bringing the facilities back up to the highest standard we all wish for is not a cheap exercise. Admittedly the large amount expended includes the purchase of the freehold of 21 Vernon Street, but all was achieved out of operating surpluses.

The pie chart below shows how the operating surplus has been used. 67% of the surplus has been expended on capital expenditure, whilst 17% has been placed within the Charitable fund. That still leaves 16% as reinvestment in the organisation for future growth.

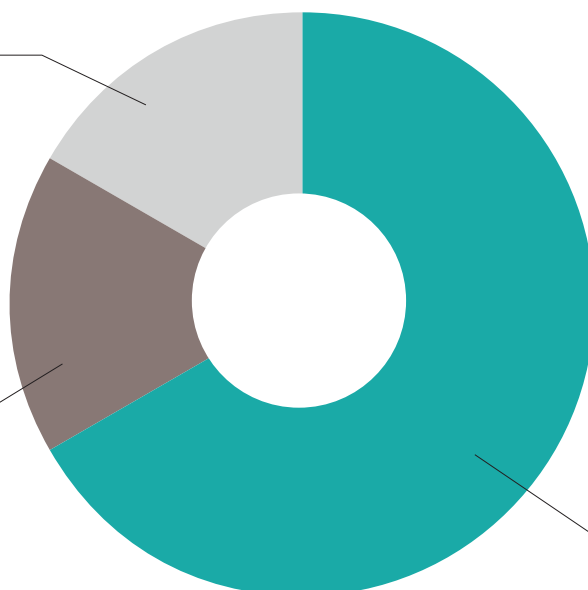
What can be drawn from this summary? It is a fact that your Co-operative is superbly placed financially to face the challenges of a fast changing world. The reality is that the delivery of medical services is about to be revolutionised and the co-op's survival as a flourishing organisation depends on keeping abreast of medical science in all its forms. This will depend on the investment in up to date equipment but most importantly to be in the forefront of investing in the delivery of our services. Future capital investment in the Co-operative will very much depend on us continuing this sustainable profitability.

Dina Lynch
Treasurer

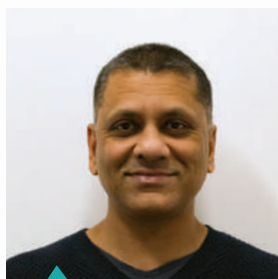
Retained

To Charity Fund

Capital Expenditure



Board of Directors



Patrick Ferdinands
Chair

Patrick is a Victorian Public Servant, having joined the service in 1990. In his current role, Patrick utilises his specialist legal skills as an experienced lawyer advocating in the Supreme, County, Magistrates' and Children's Courts. Patrick has recently taken on the role of chair of the Board.



Dina Lynch
Treasurer/Secretary

Dina has a Bachelor of Business & Accounting degree and completed her CPA exams. She has had many years experience in the not-for-profit sector in senior roles. Dina has also served 7 years as a councillor for Maribyrnong City Council.



Peter Cash

Peter is a Chartered Accountant who came to Australia in 1984 as head of Borthwicks' Meat operations in Australia and Japan. Peter enjoys his pro bono work through Westgate Health Co-operative Ltd and his Rotary Club where he has been president twice.



Patricia McLean

Patricia is a fully registered practising psychologist and has been a Westgate Health board member for over 10 years.



Gordon McLean

Gordon has taken an active interest in the Co-operative since its establishment and has served on the board for many years. Gordon is a recently retired Company Managing Director and has served on several Boards.



Ann Allenby

Ann has over 25 years' experience in the health management sector in a range of areas such as clinical service manager, research and quality management. Her qualifications include Doctorate, Masters in Educational Studies, and Grad Dip in Health Economics and Policy Management.



David Martin

David has vast experience in business development in small, medium and community based organisations. His strengths in marketing, growth strategy and business planning are an asset to Westgate Health.



Vanessa
O'Shaughnessy

Vanessa is a communications professional with government, corporate and journalism experience, with a strong focus on community and stakeholder engagement. Vanessa lives in West Footscray and joined the board in January 2017.

Doctors



Dr Maryann Spottiswood

Maryann has worked at Westgate Health for 23 years. Her special interests include obstetrics and shared antenatal care. She holds a Diploma in Obstetrics and a Certificate in Family Planning. Maryann is a registered trainer with MCCC and is actively involved in the training of our future doctors.



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 Chris Watts

Chris is the 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. He currently works 1 day per week at Headspace, the youth mental health service.



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.



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.



Dr Krish Dinesh

Krish completed his qualifications in general practice in Scotland and moved with his family to Australia in 2014, where he joined Westgate Health. He holds a Diploma in Practical Dermatology and Dermoscopy. Krish has a special interest in managing skin cancers. He is also a GP supervisor for the University of Melbourne.

Doctors



Dr Shankar Srinivasan

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



Dr Jason Juggapah

Jason trained as a GP in his home town of London, having completed his medical degree in 2009 in Yorkshire, UK. He has a keen interest in the holistic management of anxiety and depression, sexual health as well as working with members from the LGBTQ community. He also has a Master's degree in Immunology from Imperial College London and several scientific publications.



Dr Magdalena Matthews

Mags completed her undergraduate medical training in Slovakia before moving to the UK, where she achieved Fellowship of the Royal College of General Practitioners (UK) in 2012. Moving to Australia in 2014 she was awarded FRACGP and currently works as a GP in the Newport Clinic. She has a special interest in women's health, dermatology & aesthetic medicine and child health.



Dr Dervila Holmes

Dervila is from the west of Ireland, and qualified as a medical doctor in 2000. She 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.



Dr Bernadette O'Connor

Bernie completed her undergraduate studies and General Practice training in the West of Ireland in 2005. She became a member of the Irish College of General Practice at this time. She worked primarily in Ireland, as a GP Partner, but also as a GP in New Zealand, and Kenya prior to her moving to Melbourne in May of 2016.

Her main interests are Women's Health, Shared Maternity care, Implanon and IUD insertion, and management of chronic disease in a primary care setting.



Dr Tessa Page

Tessa is originally from New Zealand but studied medicine at Deakin University in Geelong.

With a Diploma of Obstetrics and Gynaecology at Eastern Health, she has experience in Women's Health including Paediatrics and other General Medicine rotations.

Tessa will be our GP registrar at the clinic until February 2019.

She is also an avid rugby union supporter, hockey player and runner!

Our Team

Management/Administration

Mary-Anne Perry – Executive Officer
Peter Cash – Accountant
Katrina Kortlang – Office Manager
Devi Ranadhir – Bookkeeper
Erin Stephens – Administration

GP's

Dr Maryann Spottiswood
Dr Stephen O'Shea
Dr Chris Watts
Dr Kay Whitfield
Dr Simon Leslie
Dr Catherine Davey
Dr Richard Sloman
Dr Krish Dinesh
Dr Shankar Srinivasan
Dr Jason Juggapah
Dr Magdalena Matthews
Dr Dervila Holmes
Dr Tessa Page
Dr Bernadette O'Connor

Dental

Dr Gabriela Hanciu
Dr Marianne Brownlee

Dental Nurses

Amna
Bron
Sharona

Reception

Kelly-Anne
Erin
Lucy
Megan
Sue
Kate
Maddie

Nurses

Trudi
Phuong
Robyn
Fran

Allied Health

Pat McLean – Psychologist
Ken Holland – Psychologist
Fiona Jensen – Psychologist
Gael Meadowcroft – Psychologist
Peter Ferrigno – Acupuncturist
Tony Day – Physiotherapist
Howard Parker – General Surgeon
Stuart Rudge – Podiatrist
Emily Pereira – Dietitian
Karen Thorne – Diabetes Educator
Jacqui – Mental Health Nurse
Little Movers – Paediatric Physiotherapist
Melbourne Skin Centre

Identity



8

Board Members



16

Dedicated Doctors
& Dentists



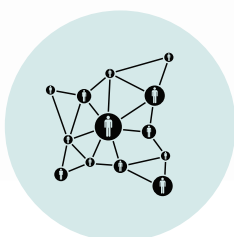
19

Professional
Employees



13

Allied Health



12,000

Current Members



1000

Average no patients
per week



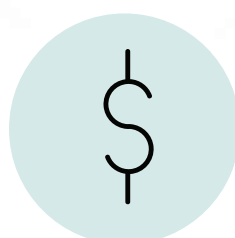
38

Years Serving



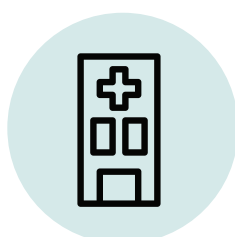
\$4.41 Million

Income 2017/2018



\$457,000

Surplus 2017/2018



2

Number of
Medical Centres

Westgate Health Charitable Fund



This year, subject to the approval of members at the Annual General Meeting, the Westgate Health Charitable Fund will grow to just over \$410,000.

This is an excellent development – a result of generous member donations of \$1,582 coupled with a 2017-18 commitment from your Co-operative of \$150,000.

In addition to substantial donations, the year has also seen progress in formalising the structure of the fund.

A formal charter has been approved by the Westgate Health board of directors and is now available on our website.

The board is of the view that member involvement will be crucial to the success of the Westgate Health Charitable Fund. There will be opportunities for informal involvement and also formal participation as a member of an advisory committee.

Members are encouraged to consider this opportunity, with two places on the advisory committee reserved for non-board members. This will ensure funding proposals put forward are considered from a variety of viewpoints, improving the effect the fund can achieve.

While the advisory committee is in its inception, the board of Westgate Health has approved two donations for 2017-18, in a similar way to the 2016-17 year. These include \$2,500 for Western Chances and a further \$2,500 for the charity Dear Dyslexia.

In these initial years after the formation of the Westgate Health Charitable Fund, the board remains committed to growing the capital of the fund to provide a strong base from which income can be generated and used to meet the cost of future donations from the fund.

Many ideas have already been put forward about what these potential donations could be used for. Therefore member involvement is greatly desired and enthusiastic volunteers will receive a hearty welcome.

Events



R U OK Day

A great opportunity for staff and patients alike to check in with each other. Always helped with a cupcake.



Dine At Mine Fundraiser

WGH thanks again the efforts of Katrina Kortlang to invite us to participate in this very worthwhile fundraiser. Amazing effort raising over \$4000.00 for kids with cancer.



Children's Book Week

Again, our Book week celebration proved to be very popular with children of all ages that visited the clinic and we are able to take a book home to enjoy.



Men's Health Night

A fun night was had by all as we heard presentations from our GP Jason, Psychologist Ken and enjoyed a cooking demonstration from Emily our Dietitian which we all share



Dental Health Week

A great opportunity to promote dental health and an opportunity for members to take up the offer of a free dental check as part of their membership.



Red Apple Day (Bowel Cancer Awareness)

WGH participate in this event to support and raise awareness for Bowel Cancer. We handed out red apples on the day for all patients visiting the clinics.



City to Surf Fun Run

Dr Jason Juggapah participated in this event and we were happy to support his efforts to raise \$1700.00 for the Royal Flying Doctor Service.



eHealth Pop Up Session

Our local Primary health network (NWMPHN) visited the clinic to offer information regarding the upcoming opt in / opt out E health registration.

Co-operative: Our Principles + Values

International Co-operative Alliance

The International Co-operative Alliance has developed Co-operative principles for Co-operatives throughout the world as guidelines to put Co-operative values into practice:

- + voluntary and open membership
- + democratic member control
- + member economic participation
- + autonomy and independence
- + education, training and information
- + co-operation among Co-operatives
- + concern for community



Westgate Health Co-operative

Westgate Health Co-operative promotes Co-operative principles and values by promoting:

- + Voluntary membership and open door policy: everyone can become a member and access our services
- + Democratic values: every membership has one vote which is exercised to elect the Board at the Annual General Meeting
- + Mutuality: all members are treated equally and equally benefit from the products and services provided by Westgate Health
- + Inter-generational solidarity: all profits are re-invested back into the Co-operative and the assets cannot be distributed so the Co-operative will continue to exist for the benefit of future generations and all members of our community

Westgate Health relies on membership fees and bulkbilling rebates to fund its operations. They help cover the costs associated with operating our two clinics. We believe that the Co-op's philosophy of members' fees provides a more equitable system of providing high quality health care to the whole community, rather than having to charge a fee for every medical service.

Current annual membership fees are:

- Joining fee (one off fee, new members only) \$30
- Single Concession Card Holder \$30
- Family Concession Card Holder \$50
- Single Waged \$50
- Family Waged \$90

WESTGATE HEALTH CO-OPERATIVE LTD

ABN 96 221 218 119

ABRIDGED FINANCIAL STATEMENTS

For The Year Ended 30 June 2018

Statement of Profit and Loss for the Year Ended 30 June 2018

	2018 \$	2017 \$
Operating Revenue		
Interest received	13,090	13,682
Medical income	3,498,782	3,211,975
Dental income	307,255	310,029
Membership income	254,254	244,864
Sundry income	52,515	82,428
Rent	293,123	246,793
Total Income	4,419,019	4,109,771
Expenditure		
Co-operative	182,054	149,710
Dental	32,156	31,211
Medical	514,442	370,282
Employment	3,097,486	2,891,077
Donations to Westgate Health Charitable Fund	151,582	203,313
Other	134,561	150,523
Total Expenditure	4,112,281	3,796,116
Profit for the year	306,738	313,655

Statement of Financial Position as at 30 June 2018

	2018 \$	2017\$
Current Assets		
Cash and cash equivalent	1,315,154	1,110,856
Trade and other receivables	26,649	30,080
Other	31,995	36,309
Total Current Assets	1,373,798	1,177,245
Non Current Assets		
Property, plant & equipment	2,113,472	2,162,512
Total Non Current Assets	2,113,472	2,162,512
Total Assets	3,487,270	3,339,757
Current Liabilities		
Bank loan	76,500	76,500
Trade & other payables	455,125	452,373
Provisions	80,118	80,179
Total Current Liabilities	611,743	609,052
Non Current Liabilities		
Bank loan	34,947	195,775
Provisions	12,201	12,289
Total Non Current Liabilities	47,148	208,064
Total Liabilities	658,891	817,116
Net Assets	2,828,379	2,522,641
Equity		
Reserves	500,042	500,042
Retained profit	2,328,337	2,021,599
Total Equity	2,828,379	2,521,641





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