

# ANNUAL REPORT

## 2019/2020



**EMPOWERED PEOPLE**  
**CO-OPERATIVE EFFORT**  
**HEALTHY COMMUNITIES**

# OUR STORY



## OPENING OUR DOORS

September 8th, 1980

Medical clinic registered and 23A Vernon Street opened for business December 1980.



## DENTAL SERVICE

Our dental service was established.



## NAME CHANGE

Change of name to Westgate Health Co-operative.



## RENOVATION

Vernon Street refurbished.

## REJUVENATION

Review undertaken providing a renewed focus on Westgate Health philosophy based on co-operation principles.



## ACHIEVEMENT

Successful accreditation for a further three years (31/1/20 – 31/1/23).

1978

## THE IDEA

The Western Region Council for Social Development recognised there was a need for medical care in the area. We were established by Westgate Baptist Community with seed funding from the Baptist Union of Victoria.



1980

1986

## NEW PLACE TO CALL HOME

September 26th, 1986

South Kingsville Health Services evolved to 19 Vernon Street.



1991

1993

## EXPANSION

Commenced practicing at second location: Home Road, Newport.



2000

2002

## ACHIEVEMENT

Become an Accredited General Practice with the Australian General Practice Accreditation Limited (AGPAL).



2014

2015

## FURTHER EXPANSION

Expanded Vernon Street Clinic.



2019

2020

## TODAY

Successfully navigating Covid-19 and looking forward to a strong, healthy future



## ABOUT US

Westgate Health is a not-for-profit co-operative of approximately 10,000 members with an ethos of service to the local community. We provide bulk billing to our members and affordable access to high-quality health care across two clinics (South Kingsville and Newport). We offer medical, dental and a range of allied health services. Our staff include General Practitioners, Nurses, Administration personnel and Allied Health Professionals



# CONTENTS

**1**

**CHAIR  
REPORT**

**3**

**CEO REPORTS**

**7**

**OUR STRATEGIC  
Focus**

**9**

**2019-2020  
AT A GLANCE**

**10**

**COVID -19**

**11**

**OUR  
TEAM**

**13**

**YEAR IN  
REVIEW**

**17**

**COMMUNITY  
ACHIEVEMENTS**

**19**

**OUR  
SERVICES**

**20**

**MEMBERS'  
FEEDBACK**

**21**

**TREASURER  
REPORT**

**24**

**FINANCIAL  
OVERVIEW**

## CHAIR REPORT

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# JENNY MORRIS

I am pleased to share our Annual Report with you in my second year as Chair and look forward to seeing you at the deferred AGM on February 25th, 2021.

I would like to thank those that had the foresight and vision to believe that an organisation such as Westgate Health Co-op was possible, and one that would hold a unique place in our community over many years. I would also like to acknowledge the peoples of the Kulin nation who sustained healthy communities and wisely managed these lands on which we now operate, for thousands of years. We pay respect to the Elders - past, present and emerging - as we shape a future in which all thrive.

We could never have foreseen what this year would entail. The Board feel both privileged and humbled that you have entrusted us to lead the organisation through the unprecedented challenges that COVID-19 has presented. I acknowledge and thank our amazing team and my fellow Directors for their unwavering commitment to our members, your health and wellbeing needs, and to each other, reflecting their strength, commitment, enthusiasm and resilience as we rise to the challenge.

To those we have farewelled this year, we sincerely acknowledge their contributions to Westgate Health and wish them the very best in their future endeavours. In particular, we acknowledge the service of Dr Maryann Spottiswood and Dr Simon Leslie, and extend our gratitude for their many years of outstanding care for our members. After 17 years of providing psychological care, Pat McLean and husband Gordon will be moving to country Victoria in December. Both Pat and Gordon have been previous Board Members and we thank them for their many years of service.

We have also welcomed new colleagues to the team. Our newest team member is Liz Hunter, whom we warmly welcome to the role of CEO. Liz comes to us with a wealth of experience and passion for community in the West, but I will let Liz speak for herself in her message. Our thanks to Allison Crunden for her willingness to step into the role of Acting CEO, providing continuity and support to the team. Beyond her professionalism and cultural guidance, Allison has provided invaluable insights on operational matters to the Board, which will provide an important lens as we support Liz in her new position.





## CHAIR REPORT (continued)

While it has been a unique year with new challenges, some of our activities and achievements over the past year include:

- The successful accreditation by the Australian General Practice Accreditation Limited. The teams' commitment to safety, quality and continuous improvement is recognised by the award of practice accreditation. The Board remains committed to supporting of Operational Excellence over the coming 3 years
- The many ways we have adapted to Covid-19 to keep both our staff and members safe, including the timely and successful implementation of Telehealth, and the innovative response of delivering flu vaccinations outdoors, which provided both an essential health service and community contact during isolation. Our management plans have resulted in zero infections at either clinic, an immense community safety achievement!
- Ongoing focus on recommendations from our 2019 organisational review, which will continue to be guiding artefact for our culture, governance and strategic alignment to core ethos
- Successful submissions for local grants to improve our services and resources
- The implementation of seasonal Member updates as another form of deepening engagement with our members.

Our priorities for the year ahead can be summarised under the '4C's' – Care, Community, Continuous Improvement and Covid Recovery - as outlined later in 'Our Strategic Focus'. This is a pivotal period in the history of the Co-op. The future holds challenges and opportunities for us as we grapple with the complexities of our wonderful organisation, and how we interpret being a 'Co-operative' in a meaningful way. We will also continue a cultural journey to further develop a healthy, engaged and supportive workplace.

Thank you to you our members for journeying with us through these challenging times, your support, patience and trust has been greatly appreciated. We look forward to all that 2021 holds for us as an organisation.



## ACTING CHIEF EXECUTIVE OFFICER REPORT

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# ALLISON CRUNDEN

This has been an unprecedented year of many challenges and changes, however the provision of high- quality care to our members has continued to be our primary focus. Our doctors, nurses, receptionists, allied health professionals and administration staff have continued to give exceptional service in difficult circumstances. I applaud their professionalism and thank each of them for their unwavering commitment to our members and their healthcare needs.



I was happy to step in as acting CEO following the departure of Belinda Beltz in July 2020. During my time in the position I have come to appreciate the complexities of the Co-op and have enjoyed working with a highly skilled, committed and enthusiastic team of staff and contractors. I look forward to welcoming our new CEO Liz Hunter later this month, and I am sure she will continue to lead us on the journey towards a stronger, brighter future.

Recruitment of doctors is a key objective as we continue to grow. Although we have farewelled some of our long serving GPs, we have successfully welcomed Dr Simone Stanton, Dr Bernice Molony (back from maternity leave) and 2 wonderful registrars as a part of our training program for registrars who join our organisation every 6 months. Our priority will continue to be actively seeking doctors with a shared passion for community and our Co-operative principles to join our clinics, and we are working with several organisations to achieve this. We have also added to our team of receptionists, nurses and administration staff who support our doctors to deliver first-rate health services to our members. In addition, our dental and allied health teams remain an important part of the range of services offered.

The COVID-19 pandemic has had a significant financial impact on many businesses and many members of our community have also experienced economic hardship in these times. Fortunately for Westgate Health, due to the successful implementation of Telehealth services, a strong COVIDSafe Plan, the hard work and dedication of our staff, and government support such as the JobKeeper initiative, we have been able to maintain a healthy financial position. Our treasurer, Jason Faranda, will provide further details in his report.



## ACTING CHIEF EXECUTIVE OFFICER REPORT (continued)

Despite the challenging year, we have accomplished many of our goals:

- Accreditation for both South Kingsville and Newport clinics until 1st January 2023. Accreditation to the standards of the Royal Australian College of General Practitioners (RACGP) assures our members of our commitment to deliver a quality health service.
- Implementation of health & wellbeing program supporting our staff and promoting a caring and flexible workplace.
- New branding providing a fresh professional aspect.
- Successful implementation of Health Direct to facilitate video call Telehealth consultations.
- Upgrade to more contemporary financial management systems providing improved automation, reporting and payroll integration.
- Identification of internal operating risks and the development of planning to address these risks. The implementation of a Human Resource Management System to facilitate improved people management is an example of this.

Community achievements include:

- Successful launch of Members' Update newsletter.
- Doctors in Schools program, closely aligned to our ethos by supporting student access to quality health care in our community.
- Grant funding obtained from Hobsons Bay City Council for future community initiatives.
- Outdoor Flu clinics, which achieved an 80% increase in vaccinations compared to 2019.

We are already making headway in 2020-21 with participation in the Diabetes Victoria Life! program, a free healthy lifestyle program that helps participants improve eating habits, increase physical activity and manage stress, as well as the North Western Melbourne Primary Health Network (NWMPHN) Type 2 diabetes early detection program. We continue to work closely with NWMPHN to use de-identified clinic data to develop programs to improve the quality of care to our members, and to address the more significant health needs in our community.

I would like to thank the staff and the Board for their support during my time as acting CEO. The opportunity to gain close insight into the organisation is something that I will significantly value as I continue to serve the Co-op through my position on the Board as Deputy Chair.

## CHIEF EXECUTIVE OFFICER REPORT

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### LIZ HUNTER

I was recently appointed to the role of CEO of Westgate Health Cooperative, and am looking forward to working closely with you to shape a positive future together.

I have known and admired Westgate Health Cooperative for many years, as I have lived in the area and been aware of it's presence.



To be successful, a community organisation needs staff and community members working collaboratively, listening to each other and contributing to the organisation's success. I am looking forward to getting to know you and hearing your thoughts about how together, we can continue to make a difference in this community. I look forward to understanding what you see as the Cooperative's strengths and where you think there may be opportunities for the future.

There are two key situational factors I am mindful of as I take on this role.

Firstly is the question of what happens as we emerge from COVID. Whilst we do not know what life will be like, we do know it will be different. The need for community health services has possibly never been greater, and will provide us with further opportunities to explore how we can best meet the needs of our growing community. We also need to encourage re-engagement with our clinic and services as some members may have delayed health care during this time, we remain open for business and our commitment to provide excellent health care is as strong as ever.

Secondly, the Inner West area is rapidly growing and changing with significant residential development occurring in many areas. This is likely to result in a significant change in the local area landscape and demographics, and an increased demand for all services in the area. Our services will be as important as ever and this growth and change will provide us with many opportunities to consolidate and develop the services we provided to a growing membership base.



## CHIEF EXECUTIVE OFFICER REPORT (continued)

I am sure there will be many more things that I will need to learn about, and I look forward to deepening my understanding of the Cooperative and its members.

I would like to extend my thanks to our people, a talented group of professionals who work with great enthusiasm, commitment and loyalty. Our people truly are our greatest asset. I am also grateful to the Board, a group of community members who give their time and energy to provide guidance and support to myself and our people.

While Westgate Health started from humble beginnings, it has a long proud history and an optimistic future. I look forward to working with you as we create this story together.

**EMPOWERED PEOPLE**  
**CO-OPERATIVE EFFORT**  
**HEALTHY COMMUNITIES**



## OUR STRATEGIC FOCUS

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As a new Board and leadership group this year, our priority has been to establish our team and understand the state of our internal and external environments before resetting the path ahead. The intention has been a considered approach to the continuity of our prior Strategic Roadmap, ensuring our priorities are both fit for purpose, and aligned to our founding ethos. Naturally, as our environment changes, we must be ready to navigate new opportunities and challenges, which have materialised in an extraordinary way via Covid-19, in what is now the historic year of 2020.

Covid-19 has forced our primary focus to be on the immediate safety of our team and community, and while immensely challenging, on the whole we are proud to say we have succeeded with this goal. Until only recently, our clinics were bordered by suburbs recording growing infection rates, in the city home to Australia's largest community transmission – and a health care provider at that. Needless to say, Covid-19 will continue to be a key priority as we move towards 'Covid Normal' and the important role of keeping our people and community safe.

It is equally our priority to reflect on learnings and pivot towards opportunities in the year ahead. Covid-19 has highlighted areas which require a new lens of strategic consideration, example insights include:

- Footprint (clinic) expansion now has elevated utilisation risk, however there are multiple opportunities afforded by leveraging virtual health service provision (e.g. Telehealth), and developing stronger capability in these spaces (in parallel with traditional services)
- Covid-19 has (globally) highlighted the strengths and weaknesses of every system; for Westgate Health our strength has been our people and our membership, however we have also found operating risks that require early intervention to manage
- Learnings highlight that our operational foundations need work, and it is therefore our responsibility to address immediate needs as a priority
- Being a health care provider in a health crisis does not make us immune from financial fragility; lockdown has impacted the entire community, essential health care services included
- The environment within a Global Pandemic is both new and ever-changing, which can be fatiguing. Our people and our members will continue to need support through this.

## OUR STRATEGIC FOCUS (continued)

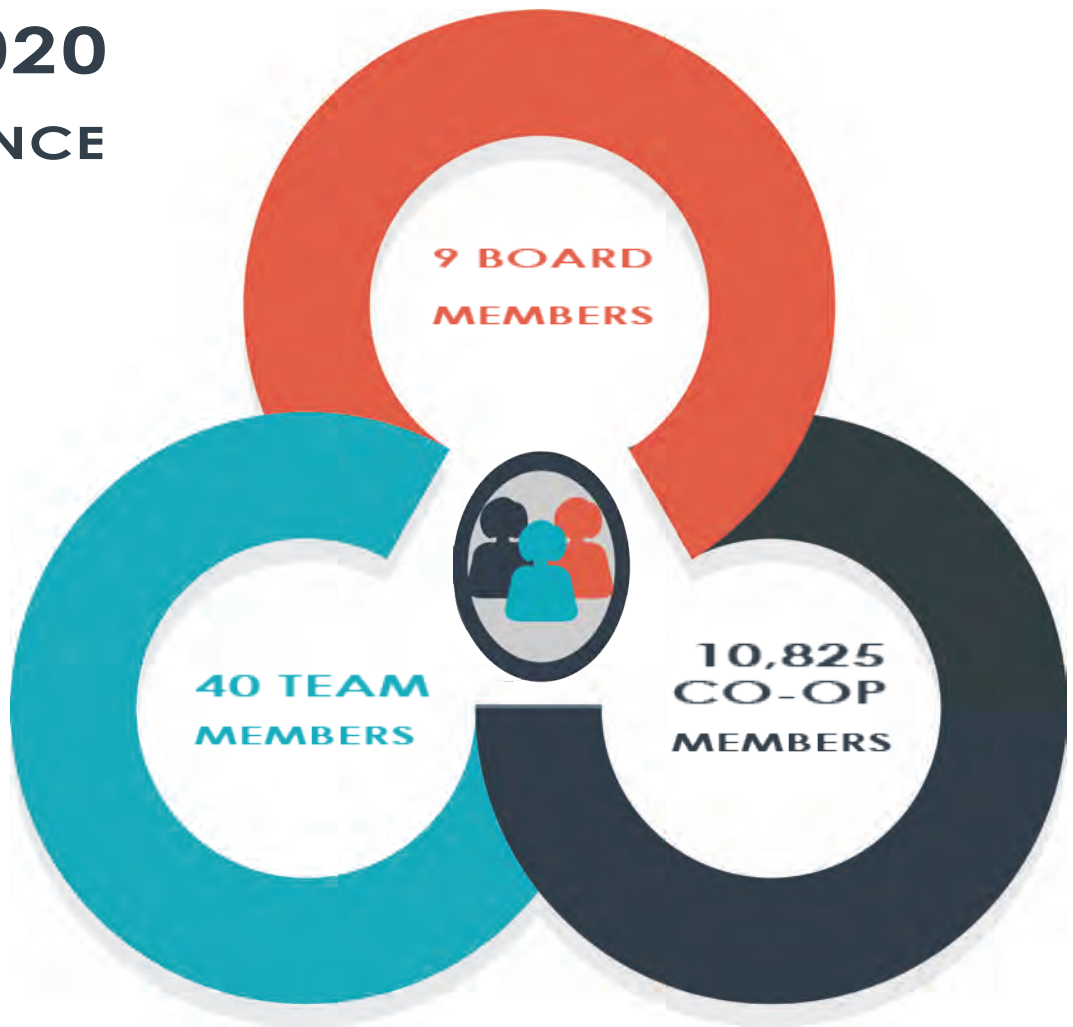
Our focus for the year ahead can be summarised under the key strategic pillars of **Care**, **Community**, **Continuous Improvement** and **Covid Recovery**, which will inform our 3-year roadmap. Covid-19 has forced us to be more internally-focussed than planned in 2020, and now is the time to balance internal and external priorities. At a high level these priority areas for 2021 include:

- Continued primary focus on high quality health **Care** services for our members, including Dr recruitment and improved appointment access
- **Care** for our teams, via new CEO, embedding new Health and Wellbeing program, and continuing reflection and delivery of cultural insights from 2019 organisational review
- Restating a shared **Community** Vision via refreshed Values, Mission Statement and Guiding Principles that reflect our founding ethos
- Deepen engagement with our membership and **Community** stakeholders to continue our understanding of specialist needs and how to serve, including elevating our role as a **Community** partner and social justice health care leader, and the role of our Charitable Fund
- **Continuous Improvement** of learned operational risks as we elevate our culture to one of Operational Excellence, with sustainable systems, processes and reduced key-person risk
- Financial consolidation and **Covid-19 Recovery** plan, including stabilising income post Job-Keeper support package and optimising opportunities
- Leveraging **Covid-19** learnings to increase breadth of services and quality of service, which could include partnering with local government to deliver **Covid-19 Recovery** grant services.

Importantly, the Board are delighted to partner with our new CEO, Liz Hunter, to develop the formal 3-year Strategic Roadmap, in consultation with our team and stakeholders. Liz's community experience and passion will be invaluable to shaping the next horizon for our future. We look forward to sharing this with you in due course.



## 2019-2020 AT A GLANCE



↑ **80%**





## COVID-19 SAFETY MEASURES

We have kept our team and community safe (no infections at clinics) by pivoting to Telehealth appointments and adjusting Covid guidelines to keep staff and members healthy.



Telehealth  
Consultations  
March to  
June 2020

**6,583**

Telehealth  
Consultations  
July to  
October 2020

**7,972**

- Perspex Screens installed at reception desks
- Hand Sanitiser dispensers installed through the clinics
- Screening of Patients before entering clinic
- Social distancing signs/markers in waiting rooms
- Staff temperature checks at start of shifts
- Facemasks





## Board of Directors



**Jenny Morris**  
Chair



**Allison Crunden**  
Deputy Chair



**Jason Faranda**  
Treasurer



**Yolande Powrie**  
Secretary



**Sharon Scott**  
Director



**Clare Rocznik**  
Director



**David Jones**  
Director



**Ross Williamson**  
Director



**Bev Kennedy**  
Director



**Allison Crunden**  
Acting Chief  
Executive Officer



**Liz Hunter**  
Chief Executive Officer



### Doctors



**Dr Kay Whitfield**  
Doctor SK



**Dr Stephen O'Shea**  
Clinical Lead  
NP



**Dr Shankar Srinivasan**  
Doctor SK



**Dr Dervila Holmes**  
Doctor NP



**Dr Simone Stanton Castillo**  
Doctor SK



**Dr Magdalena Matthews**  
Doctor NP



**Dr Cathaya Yong**  
Registrar SK



**Dr Richard Sloman**  
Doctor NP



**Dr Bernice Molony**  
Doctor NP



### Reception



**Kelly-Anne Camillo**  
Senior Team  
Leader SK



**Alesha Madden**  
Receptionist



**Vanessa Hinds**  
Receptionist



**Rachael Trevethan**  
Receptionist



**Kate Howell**  
Receptionist



### Executive Administration



**Lucia Coco**  
Team Leader  
NP



**Erin Stephens**  
Administration  
Officer



**Devaki Ranaghir**  
Payroll &  
Finance Officer



**Natalie Ellis**  
Compliance  
& Risk  
Manager



**Karina Seylim**  
Community  
Engagement  
and Branding



### Nursing



**Trudi White**  
Lead Nurse  
(RN)



**Phuong Vo**  
Nurse (EN)



**Fran Mills**  
Nurse (RN)



**Robyn Stone**  
Nurse (RN)



**Melanie Coca**  
Nurse (EN)



### Dental



**Dr Gabriella Hanciu**  
Dentist



**Bron Keating**  
Dental  
Assistant



**Sharona Martin**  
Dental  
Assistant



### Allied Health Service Providers



**Patricia McLean**  
Psychologist  
SK



**Gael Meadowcroft**  
Psychologist  
SK



**Albert Yeap**  
Diabetes  
Educator  
SK & NP



**Jamie Yueng**  
Dietitian /  
Nutritionist  
SK & NP



### External Providers



**Ken Holland**  
Psychologist  
NP



**Jair Butler**  
Podiatrist  
SK



**Leki Sisifa**  
Physiotherapist  
SK & NP



**Jackie Ayad**  
Mental Health  
Nurse  
SK & NP



**Frank Azzopardi**



**Human IT**

Receptionists may work across both clinics



## YEAR IN REVIEW

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### RECRUITMENT OF KEY PRACTITIONERS AND TEAM MEMBERS



**RACHAEL TREVETHAN**  
RECEPTIONIST



**ALESHA MADDEN**  
RECEPTIONIST



**LOREDANA ARRIGO**  
RECEPTIONIST



**MELANIE COCA**  
NURSE



**CATHAYA YONG**  
GP REGISTRAR



**ALBERT YEAP**  
DIABETES EDUCATOR



**SIMONE STANTON**  
DOCTOR



**LEKHI SISIFA**  
PHYSIOTHERAPIST



**BERNICE MOLONY**  
DOCTOR



**KARINA SEYILIM**  
COMMUNITY  
ENGAGEMENT



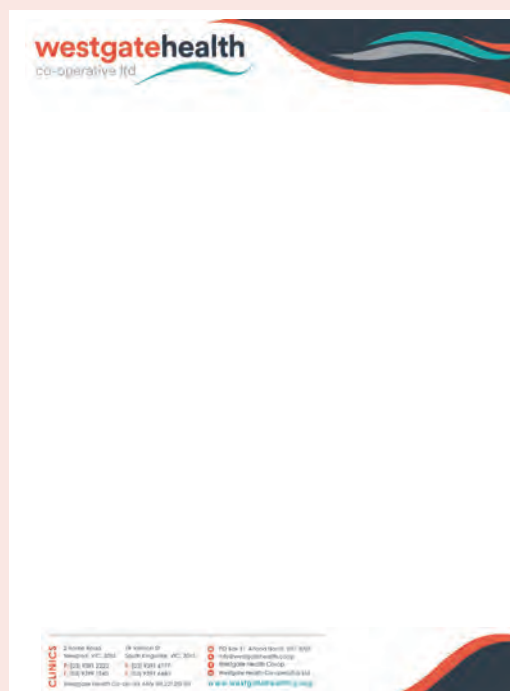
**NATALIE ELLIS**  
COMPLIANCE & RISK  
MANAGER



**JAMIE YEUNG**  
DIETITIAN/  
NUTRITIONIST

## YEAR IN REVIEW (continued)

### NEW BRANDING



Thank you to Katrina Kortlang for going above & beyond during this difficult year and congratulations on her new role as Operations Manager



**GRANT FUNDING SUCCESSFULLY OBTAINED FROM HOBSONS BAY CITY COUNCIL TO ASSIST WITH PURCHASE OF LAPTOPS TO FACILITATE TELEHEALTH APPOINTMENTS.**



## **YEAR IN REVIEW (continued)**

### **IMPLEMENTATION OF HEALTH & WELLBEING PROGRAM**

Westgate Health aims to provide employees with a workplace culture that supports healthy lifestyle choices and a variety of support services to assist those experiencing some form of personal or work-related challenge which in turn will maintain productivity in the workplace.

Providing a healthy physical and social environment and promote awareness of key health issues for staff that supports such things as healthy eating and oral health, physical activity, a smoke free environment, a safe and supportive environment to express one's views and preferences, mental health and wellbeing.

This includes an EAP to provide employees with access of up to five support sessions per annum. Support sessions may range from assistance to quit smoking, psychological support from a clinical psychologist, bereavement counselling, conflict resolution support, support with eldercare responsibilities, alcohol and other addictions support, etc

Westgate Health believes that rather than offering one support provider that individual employees may prefer to select their provider of choice who specialises in a particular field rather than a generic provider.

Employees can confidentially reach out to selected clinical psychologists for free confidential independent counselling

A weekly supply of fresh fruit is made available in the staff break out rooms to encourage employees to eat a healthy diet and to provide a nutritional snack during the working day.

Annual Flu (influenza) and periodic MMR and Boostrix vaccinations are provided free to all Employees and Directors of the Board.

## YEAR IN REVIEW (continued)

### ACCREDITATION

Westgate Health Co-operative is a fully accredited practice with the Australian General Practice Accreditation Limited (AGPAL) until 31 January 2023.



Accreditation means that our practice is independently assessed to ensure we meet comprehensive national Standards set by the Royal Australian College of General Practitioners (RACGP).

Achieving accreditation demonstrates our ongoing commitment to safe and high quality healthcare.



We keep vaccines at the right temperature so they work the first time, every time



We implement security measures to keep your medical records safe

We meet the Royal Australian College of General Practitioners (RACGP) Standards



Our medical instruments are sterile to ensure safety from infection



### Natalie Ellis

#### Compliance and Risk Manager

Natalie Ellis came on board with Westgate Health Co-op late 2019 to assist with the accreditation process and as we move towards Operational Risk Excellence, Natalie transitioned into the newly created role of Compliance and Risk Manager.

While COVID-19 has made this a extremely challenging year, Natalie has worked hard to ensure that our clinics have implemented a comprehensive COVID safe plan ensuring the health and safety of our staff & members.





## COMMUNITY ACHIEVEMENTS

### IMPROVEMENT IN MEMBER ENGAGEMENT WITH THE SUCCESSFUL LAUNCH OF MEMBERS' UPDATE



### DOCTORS IN SCHOOLS PROGRAM

This initiative funds general practitioners to attend up to 100 Victorian government secondary schools up to one day a week. The GPs provide medical advice and health care to those students most in need.

Our ethos closely aligns with the Doctors in Schools Program, and Westgate Health Co-op provides resources to support local schools, supported by Dr Simone Stanton and Registered Nurse Robyn Stone.

The objectives of the program are to:

- make primary health care more accessible to students.
- provide assistance to young people to identify and address any health problems early.
- reduce the pressure on working parents.

## COMMUNITY ACHIEVEMENTS (continued)

### COMMUNITY PARTICIPATION IN LOCKDOWN ART COMPETITION

### VERNON STREET FESTIVAL



### FLU CLINICS



### VOLUNTEERS TAILORED GOWNS





## OUR QUALITY HEALTH CARE SERVICES



Psychology



Dietetics



Podiatry



Dentistry



General Practice



Womens' health



Diabetes Education



Travel Medicine



Shared Care



Aged Care



Skin Checks



Physiotherapy



Mental Health Nurse

## MEMBERS' FEEDBACK

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*"Please wish all staff at the clinic my best and thank them for their support in these troubling times. As has always been the case, the staff have been caring and helpful and they must be finding these measures of not being able to have face to face contact difficult. I support the measures you have put in place and will work with you on this, so hopefully we all stay safe and well. Good luck and thank you"*

*"Thank you for your good work and community support."*

*"I attended the Home Rd Clinic for a flu vaccination, and I would just like to express my thanks to all the Staff at the Clinic for their attention to detail in observing all the necessary safety conditions at this particular time. They were very welcoming and hospitable and went out their way out to put one at ease in what must for them be also a stressful time. My thanks and appreciation."*

*"I just want to say many thanks for staying open and for the important role you play in the community we couldn't do this without you we really appreciate you."*

*"I just wanted to commend you all in the way in which I was personally treated recently by doctors and the nursing support staff. It epitomised care, professionalism and also a confidence creating familiarity. It was a very minor issue none the less the treatment (i.e. how I was treated) was terrific."*

*"Thank you for the great work, care and community spirit you advocate!"*

**THANK YOU**



**WE LIKE YOU.  
TOO :)**

## TREASURER REPORT

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# JASON FARANDA



I am pleased to share our abridged financials for Financial Year 2019-20, in my first year serving as Treasurer on the Westgate Health Co-operative Board.

**Our healthy financial position in recent years prepared Westgate Health well for changes to our service offering, and the unforeseen (significant) headwind that Covid-19 presented in the second half of our financial year.**

Closure of the private skin clinic, and related reduction in memberships and GP consultations at the beginning of our financial year have had a material impact on income pre-Covid-19. In addition, despite our General Practice remaining an essential health care service, the impact of lockdowns and Covid-19 health and safety management plans have been a key driver impacting revenue. These factors collectively saw Medical and Allied Health income down by 12%, Dental by 35%, and rent (Allied Health) by 15%. Westgate Health qualified for government support via Job Keeper payments, which have helped buffer impacts to the P&L and return a modest profit of ~\$69k by year-end, and continues to provide relief into this financial year. Health Care providers have not been immune to financial hardship throughout the Global Pandemic, and particularly as an NFP we are fortunate to have managed with financials relatively intact.

Expenses include a number of one-off costs such as an organisational review, accreditation and interim CEO. As we focus on Covid-19 recovery in the year(s) ahead, we expect income and expenses to return to pre-Covid-19 levels by the turn of the 2021-22 financial year, assuming further lockdowns are not required.





## TREASURER REPORT (continued)

**Our Balance Sheet remains robust with strong reserves, a positive for the Co-operative given challenges for health care provision in the current environment, and continued Melbourne lockdown into Financial Year 2020-21.**

While required operational investments in IT equipment and furniture and fittings were made this year (circa \$94k), Assets and Equity have remained relatively consistent year-on-year, with Liabilities down by 13%. This reflects a period of consolidation post-Board changes, and focus on Covid-19 management rather than strategic investments. Covid-19 provides an opportunity to revisit strategic opportunities and income generation with new learnings, while considering immediate financial and operational risks.

While no contributions were made to or taken from the Charitable Fund during Financial Year 2019-20, Westgate Health made the following charitable donations from the P&L:

- \$2.5k to Western Chances, as presented at the 2019 AGM
- \$2.5k to Dear Dyslexia fund, as presented at the 2019 AGM
- \$5k to Foodbank to support Victorian Bushfire victims.

**Partnership with our accountants and auditors remain an important part of our financial management practices and governance, as is continuous improvement of reporting for meaningful insights**

Our financial accounts have been reviewed and endorsed by our independent auditors, and will be submitted to our governing bodies without delay. Financial management practices have also been an area of improvement this year with the recent implementation of Xero, and a soon to be integrated HR and payroll system which will reduce manual processes and key person risk in our organisation.



# FINANCIAL OVERVIEW





## STATEMENT OF PROFIT AND LOSS FOR THE YEAR ENDED 30 JUNE 2020

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	2020	2019
	\$	\$
<b>Revenue</b>		
Medical	2,890,765	3,287,050
Dental	179,113	277,546
Memberships	227,988	245,824
Rent	238,488	282,242
Finance	12,474	11,131
Sundry	282,685	46,138
<b>Total Revenue</b>	<b>3,831,513</b>	<b>4,149,931</b>
<b>Expenses</b>		
Medical supplies	96,727	70,425
Depreciation	73,676	104,908
Employment	2,898,705	3,063,542
Occupancy	102,536	117,510
Other	590,650	690,415
<b>Total Expenses</b>	<b>3,762,294</b>	<b>4,046,800</b>
<b>Profit</b>	<b>69,219</b>	<b>103,131</b>

NOTE: CHARITY FUND DECREASE DRIVEN BY COVID-19 FINANCIAL MARKET MOVEMENTS AT YEAR-END,  
AND BY OCTOBER 2020 THE FUND HAD RETURNED TO ITS JUNE 2019 LEVEL.

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020	2019
	\$	\$
<b>Current Assets</b>		
Cash and cash equivalent	388,661	365,537
Receivables	70,959	77,210
Financial Assets	401,915	400,000
Other	-	13,630
<b>Total Current Assets</b>	<b>861,535</b>	<b>856,377</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	2,471,457	2,457,759
<b>Total Non-Current Assets</b>	<b>2,471,457</b>	<b>2,457,759</b>
<b>Total Assets</b>	<b>3,332,992</b>	<b>3,314,136</b>
<b>Current Liabilities</b>		
Payables	151,299	269,513
Employee Leave	110,186	97,029
Provisions	64,040	-
<b>Total Current Liabilities</b>	<b>325,525</b>	<b>366,542</b>
<b>Non-Current Liabilities</b>		
Deferred Long Service Leave	6,736	16,083
<b>Total Non-Current Liabilities</b>	<b>6,736</b>	<b>16,083</b>
<b>Total Liabilities</b>	<b>332,261</b>	<b>382,625</b>
<b>Net Assets</b>	<b>3,000,731</b>	<b>2,931,511</b>
<b>Equity</b>		
Reserves	500,042	500,042
Retained Earnings	2,500,689	2,431,469
<b>Total Equity</b>	<b>3,000,731</b>	<b>2,931,511</b>
<b>Charity Fund</b>	<b>433,012</b>	<b>444,195</b>



# westgatehealth

co-operative ltd



## CLINICS

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