



# Annual Report

## 2021



CELEBRATING  
**100**  
*Years*  
OF CARING



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Grainne O'Loughlin, President

# President's Report

**AGM 2021**

**Firstly, I'd like to acknowledge and celebrate our Centenary year with you all. Happy 100th!**

CELEBRATING  
**100**  
*Years*  
OF CARING

I feel very fortunate to be presiding at this important time in the Association's journey. We are at a profound point in history with 2021 seeing us experience what is most likely the first pandemic of our lives. It has had a massive personal, economic and work impact and has deeply affected us all in so many ways. As organisation leaders, we are here to shape and influence the future - to show courage and resilience, to help see one another through. I know that it has been a year of extremely hard work, extraordinarily long hours, unique challenges and relentless fatigue.

But, for the HSA, it's also been a year of incredible collaboration and achievements. Once again, we have supported one another, shared our ideas & insights, worries & wisdom. We have grown our profile, launched an ambitious strategic plan and produced a detailed Operational Plan for the next two years. This has included reinvigorating our brand and increasing awareness of who we are and what we do including increasing our social media presence. We continue to have increased engagement with NSW Ministry of Health, forging strong relationships with the Secretary, Deputy Secretaries and CEOs from the NSW Pillar agencies.

Over this year's meetings we have had 12 guest presenters ranging from topics on NDIS, Program Management Office, Managing Conflict and Mediation, NSW eHealth matters and the NSW Ministry of Health Strategic Plan: Future Health. We have advocated on identified, impacting issues for members relating to COVID-19 funding, solutions for the health & disability interface, Vaxlink systems, private health insurance revenue gaps, service level agreements and more.

We have retained and gained new members and representatives to our Board - Andrew Montague, General Manager, Health & Palliative Care, HammondCare. Ruth Hood, Executive Director of Legal and Risk, St Vincent's Network. Elizabeth McClean, Chief Executive Officer, Allowah Presbyterian Children's Hospital. We have farewelled Steven Carr.

I want to also give a note of thanks to each of the Board Directors for your continued support and engagement, to the executive for all of the additional work and representation on top of your day job and acknowledge the work of many others who have background support roles including Jeff and Armajeet from Tresillian for the accounts, the Karitane Executive Assistants who provide secretariat support for myself and Mary. And, of course, our deep appreciation to you Mary, for your persistence and commitment.

We recognise and thank our sponsors, Thomson Geer, HESTA and our new sponsor Stevens & Associates for their generosity. Thanks again for everyone's support and wishing you all a very safe and Happy Christmas.

**Grainne O'Loughlin**

26th November 2021



# About HSA

## WHO WE ARE



## OUR VALUE PROPOSITION



## PURPOSE

To empower our members' and their communities to thrive.

## VISION

We will be the most connected and influential non-government health service providers who receive funding from NSW Health.

## OUR PLAN

Advocacy + Collaboration + Network + Partnerships

## OUR STRATEGY



View our strategy [hsansw.org.au](https://hsansw.org.au)

‘We’re at the table more and the members that are part of HSA are now more known and more considered by NSW Health.

The Ministry now has a better understanding and appreciation of AHOs. Now they know the size, the impact, the spread and that it’s disability, parenting services, rehab, acute hospitals, mental health. It’s a valued part of the NSW health system.’

**Gerard Hyde, Vice President**

# Celebrating 100 Years

## **A CENTURY OF CARING**

Ours is a story of growth, adaptation and regeneration.

In our various guises over the last century, the HSA has adapted to the changing legislation governing public health services in NSW, which has influenced eligibility for membership and our style of engagement.

Initially, HSA was a powerful organisation with a large membership base, extensive resources and far-reaching political influence. At that time, local health areas were independent legal entities and all were HSA members.

Later legislative changes meant that government-owned PHOs were no longer separate entities but part of government, rendering them ineligible for membership. As a result, HSA shrunk considerably, restricted to representing non-government-owned AHOs like religious and charitable institutions that predated the formation of NSW Health.

HSA reinvented itself to support affiliated health organisations (AHOs) and not-for-profit healthcare providers and to add value to government. Now, we help non-government health service providers, who want to be heard, be financially sustainable and be progressive by connecting them with like-minded sharing individuals. As we celebrate our centenary, we are a valued conduit between government and AHOs, helping each to engage well with the other.

# Emergence and Growth



## 1921.

Hospitals Association of NSW commenced with senior hospital representatives.  
Founding of the Australian Hospital Association.

# Constraints of a changed system

Managed by David Hannaford (Tresilian) and Karen Edwards



## 1980.

NSW health system restructured. Area Health Service Boards replaced by Local Health Districts, which didn't continue membership of HSA.

# Rejuvenation

Leadership of Stephen Lowndes (Royal Rehab) and Grainne O'Loughlin (Karitane)



# 2013.

HSA reinvents itself to support affiliated health organisations (AHOs) and not-for-profit healthcare providers.

#### **HSA shifted its strategy to:**

- Bring a strengths-based approach to engagement
- Align more closely with NSW Health and pillar organisations
- Create a stronger vision, purpose and strategy
- Create a mutual recognition of the value that AHOs add to the health system.



Reimagining the future

 2021

**As HSA turns 100,** we embark on our next chapter with a clear, reinvigorated strategic vision of advocacy, collaboration and effective political partnerships.



# Members' COVID Support Activities 2021

The HSA members have notably provided much needed wraparound support of the health system through the COVID-19 crisis - working in tandem with our Local Health Districts to support screening and vaccination hubs, surge capacity and surgical waiting lists.

## CALVARY KOGARAH

- Assisted with mass vaccination centres
- Assisted with LHD COVID screening
- Assisted with on call for infection control
- Assisted SGH with relocating their rehab ward to Calvary Kogarah as their expanded their internal COVID ward capacity

## HAMMOND CARE

- During COVID-19, we made inpatient rehabilitation beds available at Greenwich Hospital which were filled with rehab patients from Graythwaite Rehab (Ryde Hospital). That enabled Graythwaite to create COVID beds in September and October 2021.
- In SWSLHD we helped facilitate inpatient admissions at Braeside Hospital so that SWSLHD were able to decant to assist with their COVID demand.

## KARITANE

- Worked closely with SWSLHD to decant from our Camden Unit so that the district had access to our beds for additional aged care patients.
- Worked with the Office of the NSW Ministers for Health and Mental Health, the Hon Brad Hazzard and the Hon Bronnie Taylor who supported Karitane to rapidly scale our perinatal infant mental health and child and family health services.
- During the **first three months alone, we supported 58,670 families through virtual care services** including virtual residential services, virtual home visits, virtual breast feeding clinics, FB Live, webinars, Intake, website resources and Careline telephone services.
- Provided extra care for isolated families for perinatal anxiety and depression, adjustment to parenting and for very young children with behaviour problems.

## LIFEHOUSE

COBLH have supported the state Covid response by forming a collaboration to ensure public patients requiring surgery have access. Opening 3 new theaters to increase capacity to support the MoH need to access surgical facilities. We have worked with the MoH and the local district and developed a graded escalation plan ensuring various levels of resources available (depending on the number of patients with Covid

in the public system). We have continued to provide cancer care and screening, ensuring all patients have been able to access care within best practice timelines. We have promoted vaccination amongst vulnerable patients with cancer, through production of video and Facebook campaign promoting the information and safety of vaccination.

## MERCY HEALTH

The Covid-19 pandemic disrupted and reshaped how people live and work across the globe. Mercy Care Centre, Young and Mercy Health Albury, gave their best in safeguarding the wellbeing and safety of the community at large. Stringent safety and social distancing measures such as furniture reconfiguration and placement of prominent safe distancing signage were/are implemented to ensure a safe and productive work environment. Our team moved towards digital platforms to seek connections, network and stayed ahead of the latest happenings and abided by the reduced physical events and showed strict adherence to the health guidelines along with supporting COVID Vaccination clinics in order to get staff vaccinated. Our team stayed in touch and reached out to people in need for instance, our Diversional Therapy team came forward, providing community packages to its clients. There is no doubt that change at this scale created new openings for managing the systematic challenges.

## PARRAMATTA MISSION

"Over the course of the pandemic Parramatta Mission has responded supportively to clients across all programs in the mental health, psycho-social and community welfare programs that it runs. We have complied with all government requirements and contributed to a community wide response. We have even provided supportive accommodation for staff at Westmead hospital in the centre of the Sydney hotspot, and at Westmead Kids Hospital we have provided accommodation to children impacted by the virus in cases where parents and carers have been hospitalised by the virus. A great example of our mission being, "a community transforming lives!"

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## ROYAL REHAB

- In November 2021, Royal Rehab became the first organisation in Australia to make available the latest generation of advanced robotic exoskeleton technology from Ekso Bionics, EksoNR, and offer it as part of our physiotherapy programs.
- Announced this year to build technology-driven rehabilitation centres of excellence. The first of these centres is set to be established at our Ryde campus, transforming the facility into a world-class destination for rehabilitation.
- Offered relentless commitment to protect the people we serve, our staff and the wider community during COVID-19.
- Our community took up the opportunity to get vaccinated as the best line of defence against the virus.
- Proud to play an important role in supporting the NSW Ministry of Health's response to the pandemic by welcoming patients with complex rehabilitation needs from acute facilities across the NSW Health landscape.

## STARTTS

- Contributed to efforts to develop and reinforce COVID-19 safety messages.
- Several bilingual STARTTS staff in Arabic, Assyrian and Vietnamese were made available to the South Western Local Health District.
- **STARTTS responded rapidly to the terrible crisis in Afghanistan by providing assessment and counselling services to more than 500 highly traumatised evacuees with** who have resettled in NSW since August and support the Afghan community through an extremely difficult time.
- Supported children and young people from refugee backgrounds whose schooling has been so heavily disrupted through the period. Counselling, homework support and school support services offered by STARTTS have contributed to the refunding the School Liaison Program by Dept Education for the 2022 school year.

## ST VINCENT'S HOSPITAL RESPONSE TO COVID-19

Up until October 2021:

- **Tested 621, 385 patients at the St Vincent's COVID-19 Testing Clinic**
- 1,105,657 COVID swabs processed by SydPath
- **Vaccinated 50,448 at St Vincent's Vaccination Hub**
- Cared for 731 patients with COVID-19 in St Vincent's Virtual Hospital
- Care for 774 total COVID-19 inpatients
- Vaccinated 1,789 Parklea Correctional patients
- Vaccinated 6067 vulnerable people

**SVHS programs partnering with UNSW:**

- Online anxiety and depression treatment via This Way Up – creation of bespoke treatment modules to respond to the pandemic and the surge in mental health challenges associated with lockdown In the last 12 months This Way Up has seen over 43,000 course registrations.
- ADAPT study of a large proportion of patients surviving acute COVID-19 infection, focusing on those who develop post-COVID syndrome (long COVID) encompassing physical and neuropsychiatric symptoms lasting longer than 12 weeks.

## TRESILLIAN

- Tresillian's services continued operating during the pandemic with innovative changes to modes of delivery to reduce interactions between staff and families and maximise safety.
- Moving to self-referral where parents call our Parent's Help Line to be referred to an appropriate Tresillian service with reducing the number of clients attending our residential services in line with COVID protocols and offering parents the choice of either face-to-face appointments or virtual consultations (telehealth).
- In April 2020, at the start of the COVID-19 pandemic, The Hon. Bronnie Taylor MLC, Minister for Mental Health, Regional Youth and Women provided a \$1.4M grant to fund free access for isolated and anxious parents to the Tresillian SleepWellBaby App as a means of providing extra support to new parents during the COVID-19 lockdown.
- An additional \$200k of funding was provided again from July 2021 onwards. The SWB App has proven a highly effective tool in the early detection and intervention of maternal health concerns, including parental mental health. **The uptake was extraordinary with 40,000 downloads recorded so far.**

## WAR MEMORIAL HOSPITAL

- Has been able to provide multiple staff to Covid-19 Vaccination Hubs and urgent Covid-19 back up swabbing rosters.
- Integral to the urgent response and support for many Residential Aged Care Facility Covid-19 outbreak responses in suppling both nursing staff and high level clinical support via the multidisciplinary Geriatric Flying Squad.
- War Memorial is a part of the South Eastern Sydney Local Health District Pandemic Response plan
- War Memorial continued to follow up older people isolated in the community due to the required Covid-19 restrictions with guided welfare checks for people suffering from loneliness and isolation.
- War Memorial Hospital received capital funding for the purchase and installation of new medical imaging equipment.

# Board of Directors



Grainne O'Loughlin



Mary Dowling



Gerard (Ged) Hyde



Matt Mackay



Robert Mills



Andrew Montague



Strephon Billinghamurst



Ruth Hood



Drew Kear



Mark Newton



Christine Arnold



Mark Jeffrey



Eileen Hannagan



Alison Kent



# Financial Report

## 2020-2021 Financial Report for 30th June 2021 for Health Services Association

### FINANCIAL OPERATIONS

For the year ended 30 June 2021, Health Services Association recorded an operating deficit of \$2,279. This is a decrease in deficit of \$18,909 on the previous year. Total income decreased by \$96,315 and total expenditure decreased by \$115,224 on the previous year.

The 2020-21 year has again been business as usual. The ongoing Covid-19 pandemic has had no effect on the financial result for the year.

### BALANCE SHEET

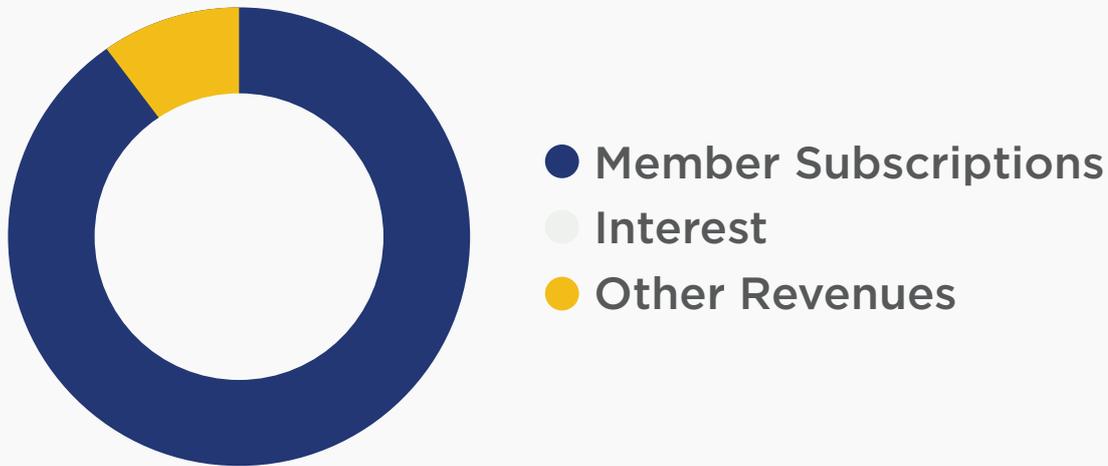
The balance of current assets, being cash at bank and current receivable has increased by \$38,213 during the year. Total liabilities including creditors decreased by \$4,710. The net effect is reflected by a surplus of \$316,757. The balance sheet remains in the strong cash position.

### FINANCIAL PERFORMANCE AND POSITION

The table below is a summary of our Income, Expenditure and Financial Position for the Year Ended 2021 with comparative.

	2021	2020	Increase/(Decrease)
<b>Total Revenue</b>	\$135,017	\$231,332	(\$96,315)
<b>Total Expenses</b>	\$137,296	\$252,520	(\$115,224)
<b>Net Surplus (Default)</b>	-\$2,279	-\$21,188	-\$18,909
<b>Current Assets</b>	\$326,467	\$324,036	\$2,431
<b>Non-Current Assets</b>	\$0	\$0	\$0
<b>Total Assets</b>	\$326,467	\$324,036	\$2,431
<b>Current Liabilities</b>	\$9,710	\$5,000	\$4,710
<b>Non-Current Liabilities</b>	\$0	\$0	\$0
<b>Total Liabilities</b>	\$9,710	\$5,000	\$4,710
<b>Net Assets</b>	\$316,757	\$319,036	\$2,270

## WHERE OUR MONEY CAME FROM (\$326,467)



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## HOW OUR MONEY WAS USED (\$137,296)



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Health Services Association financial records of the year ended 30 June 2021 were audited by Portman Newton in accordance with Australian Accounting Standards.

**A full copy of the Health Service Association (HAS) financial report is available direct from the HSA website - [www.hsansw.org.au](http://www.hsansw.org.au)**

# Thank you to our sponsors

## | HESTA |

HESTA has enjoyed a long-standing partnership with the Health Services Association of NSW. Our partnership allows us to connect with leaders in the healthcare and community services sector, enabling us to drive conversations on how we can support better financial outcomes for our members and deepen our knowledge of and alignment with key sector initiatives. It also deepens our engagement with the NSW Ministry of Health, an important part of our commitment to investing in and for the people who make our world better.

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## THOMSON GEER

LAWYERS

We are pleased to be able to support the Association and its members and support industry collaboration. Congratulations on your centenary.

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Stevens & Associates Lawyers has particularly enjoyed a close, long and productive relationship with the Health Services Association of NSW and many of its constituent members.

Over the last fifteen years, we have worked closely with its leaders in the healthcare sector, provided legal advice on a range of matters and in particular assisted in the negotiation of several health sector enterprise agreements. Our partnership has allowed us to see firsthand, the great work that goes on behind the scenes, to ensure the health and wellbeing of our communities.

We strongly support the Health Services Association as a collective voice in the healthcare sector, utilising its combined strengths to deliver collaborative, quality, and respected healthcare in the state of New South Wales.

We would like to congratulate the Health Services Association of NSW for its centenary, which is a most impressive milestone, look forward to what is in store for its future endeavours, and our continued partnership for many years to come.



**Thank you**

