

# 2019-20 Annual Report

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Marathon Health is a not-for-profit, registered charity with a vision of enabling communities to thrive through improved health and wellbeing. We deliver services from our regional service hubs in Albury, Bathurst, Canberra, Dubbo, Orange, Queanbeyan and Wagga.

We are passionate advocates for equal access to quality health services for people wherever they choose to live.



### Our vision

Enabling communities to thrive through improved health and wellbeing



### Our mission

To develop and deliver quality health and wellbeing services together with our communities



### Quality workforce

Grow a skilled health and wellbeing workforce within our communities



### Quality knowledge

All services measure their impact and continuously build knowledge to improve the health and wellbeing of our communities



### Quality services

Advocate for, and collaborate with, communities to grow investment in health and wellbeing services

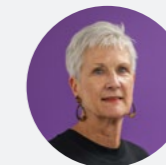
## Directors



**Garry Burton**  
FIPA, AFPA, GAICD, JP



**Amanda Croft**  
B Bus (Ag Com), Grad Prosci, GAICD, Adv Dip. Fin Services, Dip. Community Services



**Annette Crothers**  
MEd&Wk, GAICD, Dip. App Sc (OT), Grad Cert Mgt Practice, Cert IV Workplace Assessment



**Amanda Galbraith**  
B.Pharm CDE, GAICD, Grad Cert Pharm Mgt, Grad Cert Diab Ed & Mgt



**Christopher Headon**  
LLB, BAcc, GDLP, GAICD, PMC, UPC  
Admitted to ACTSC, FCA & HCA



**Dr Rick Newton**  
MB BS, B.Sc, MPH, Dip. Ed, MAICD



**Jeffery Whitton**  
FAICD, Dip. Corporations & Company Law



## Chair report

**It is my pleasure to present the Marathon Health Annual Report for 2019-20. This report depicts our staff's commitment and strong organisational growth, while sharing some of the successes of Marathon Health during a very challenging year.**

In September 2019, the Marathon Health five-year Strategic Plan was launched focusing on Quality Workforce, Quality Knowledge and Quality Services. These pillars were built from the 'ground up', reflecting the views of our staff and management, and provide the context for future decision making and growth of Marathon Health.

This year the Board of Directors has undertaken a range of performance improvement initiatives:

- Undertaken a self-evaluation and skills assessment; identifying our areas of strength and the best utilisation of skills.
- Implemented a recruitment strategy which includes the introduction of an Aboriginal and Torres Strait Islander dedicated position on the Board to complement and expand the Board's skills and knowledge.
- Developed a succession plan for Director tenures which aligns with the terms of the Constitution.
- Established Director key performance indicators to ensure the Board is accountable to Marathon Health and the Members.

With the growth of Marathon Health, the Board recognised the need for a focus on innovation and business transformation – the Innovations Committee was established and tasked to review Marathon Health's cyber security, ensure efficient technology systems across the organisation and to listen to growth strategies and innovative initiatives from the staff.

The Governance and Quality Committee has focused on formalising risk management and the organisation's tolerance for risk, including the development of the organisational risk appetite and Clinical Governance Framework. In line with the Strategic Plan, the Committee also reviewed new and existing policies to ensure alignment with legislation requirements and governing industry standards. Key policies developed include the Whistleblower Policy, the Diversity and Inclusion Policy, Pandemic Plan, and the Working from Home Policy.

The Finance Committee has continued to analyse Marathon Health's financial sustainability and provide oversight in the evaluation of the audit process. The Board would like to thank Luka Group for conducting an extensive audit and organisational acquittal process for 2019-2020.

2020 has seen Marathon Health adjust to and accommodate a range of extreme environments; the climax of the drought, the bushfires and the COVID-19 Coronavirus pandemic lockdown. Our focus has been staff wellbeing, clear communication and ensuring safety for our clients and their communities.

I would like to thank Megan Callinan, our CEO, for her ongoing commitment to staff wellbeing, and to high quality service delivery and equity for all our clients – regardless of the difficulties the year has imposed. In particular, it was Megan's fast-acting response to COVID-19, with clear decision-making and communication which enabled, within three days, the 260 staff across regional NSW and ACT to deliver quality services safely from remote locations. Her leadership has positioned Marathon Health in high regard among stakeholders, consolidating our knowledge of our communities, developing our services and workforce, and the impact of Marathon Health in the future.

On behalf of the Board, I would also like to thank all staff for their unwavering commitment to Marathon Health, their innovative and respectful support for their clients and their communities, despite these challenging times.

I would like to acknowledge the ongoing passion, support, leadership, and commitment to the Marathon Health purpose and values held by the continuing Board members; Amanda Croft, Amanda Galbraith, Christopher Headon, Garry Burton, Jeff Whitton and Rick Newton.

I would like to also recognise and thank our Member Organisations; Bila Muuji Regional Aboriginal Health Service, Health Consumers NSW, Pharmacy Guild of Australia (NSW Branch), Pharmaceutical Society of Australia (NSW Branch), Services for Australian Rural and Remote Allied Health (SARRAH), University of Sydney, Western Sydney University, and Yoorana Gunya Family Healing Centre Aboriginal Corporation, who have remained committed and supportive of Marathon Health in our focus and growth in delivering health and wellbeing services to people wherever they choose to live.

The 2019-20 year has seen the organisation strengthen financially and geographically; with continued expansion of services across NSW and into SA, establishment of the Albury hub, cultivation of our high quality health workforce, and strengthening of our partnerships and collaborations. We welcome the next phase of the Marathon Health journey with strong leadership guided by the 2019-2024 Strategic Plan and the holding of our ICARE values central to our purpose.

**Annette Crothers**  
Chair, Marathon Health



## CEO report

### This financial year we've seen extraordinary growth in extraordinary times.

When I was appointed CEO in September 2019, we had just launched our five-year Strategic Plan. Our priorities were to foster quality workforce, quality knowledge and quality services across the organisation – providing a benchmark against which all decisions would be aligned in the coming years.

Over the course of the following few months, we were faced with unparalleled events; the catastrophic bushfires and flood conditions across our service footprint that affected staff, clients and communities alike, followed by the impactful and ongoing global COVID-19 Coronavirus pandemic.

In responding to these challenges, our staff and clients were at the forefront of every decision we made. Across the communities we work in, I have seen our staff rise to the task of ensuring health and wellbeing services remained easily accessible to clients.

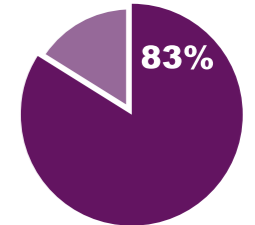
Internally, we worked hard to make sure staff felt equally supported and informed. We ensured strong decision-making and clear, united communication of key messages across our regions – from our Board, the executive and senior leadership team, through to managers and team leads. This strength in leadership provided our staff – and in turn our clients – a level of confidence in the organisation's commitment to our core values.

As we navigated the uncharted territory of COVID-19, we relied on strong processes and innovative service delivery models – while continuing to provide a safe and inclusive environment for staff. The legacy of this is that we are no longer limited by geographical boundaries; leveraging of our clinical expertise and experience across our regions has now become business as usual. This translates into improved service delivery and a better client experience.

We now have many internal online social forums, such as mindfulness workshops and trivia, where staff across our footprint have embraced the opportunity to build strong virtual working relationships. People are genuinely interested in and eager to meet their colleagues face to face, and we look forward to a time in the future when we can come together for our next all staff day event.

Despite all the challenges this financial year brought, we continued to evaluate and refine our operations as we strive for quality services including:

- Means to obtain targeted and evidence-based consumer feedback, both from clients and reputable, region specific consumers via Health Consumers NSW. Of the 113 clients surveyed this year, 97% felt confident in their health worker's skills, 96% said they were satisfied with the health service received and 94% said they felt involved in making choices about their care.
- Undertaking an externally-led staff satisfaction survey to benchmark our performance against others in our sector. The survey was run in May 2020 and 83% of staff responded. Of this number, 96% felt that their work is purposeful, 88% said that their manager is supportive at this time of change, and 89% said they think we provide a friendly work environment.



**STAFF THINK  
MARATHON  
HEALTH  
IS A TRULY GREAT  
PLACE TO WORK**

I'd like to extend my thanks to the Board who have been a constant support throughout this year of change and uncertainty. Their guidance and steadfast commitment to our values and vision has been greatly appreciated.

I'm proud of our staff and the difference they have made to the health and wellbeing of their clients. I'm excited for the year ahead, and honoured to be part of an incredible, values-led organisation that continues to go from strength to strength.

**Megan Callinan**  
CEO, Marathon Health

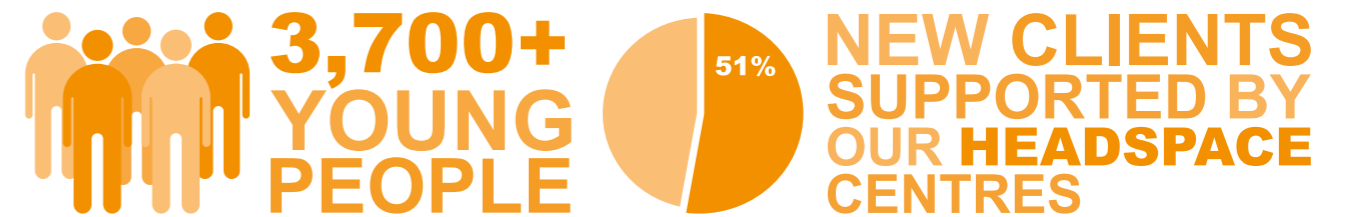


## Mental health

**Accessible mental health support services for people of all ages continued to be a core part of our service offering.**

In this financial year we had a more targeted approach to high risk groups, such as elderly people in residential aged care facilities (PS-ReACH) and same-sex attracted and gender diverse communities (Equal Ground). Easily accessible programs such as NewAccess became more essential, providing choice and control over how, when and where to access support.

**Equal Ground** is an evidence-based mental, social and emotional wellbeing program designed by Marathon Health to provide a safe environment for LGBTIQ+ people aged 16 and over, living in the ACT. Our staff work with clients with, or at risk of, a mental illness and/or suicide to provide or connect them to appropriate supports.



This year saw a number of milestones for our **headspace** services. headspace Queanbeyan celebrated five years of service, while headspace Lithgow marked their first full year of operation. The year also presented many challenges to young people in the communities we work, with the ongoing drought, the devastating bushfire crisis and the COVID-19 pandemic. With support from headspace National, centres were armed with tailored resources and information for young people to cope with unprecedented events.

Suicide awareness grew considerably during the Push Up Challenge, created by Nick Hudson to encourage positive mental health through physical activity. Across our headspace centres, supporters completed 890,752 push ups and raised over \$82,426 during the 2020 Push Up Challenge – a significant achievement, especially given the financial uncertainty associated with COVID-19.



**NewAccess** is an evidence-based program developed by Beyond Blue. It provides low-intensity cognitive behavioural therapy to people 16 years and over who are experiencing mild to moderate depression and/or anxiety. It's delivered by a specially-trained coaching workforce, over six free sessions. We have been delivering NewAccess in the Western region since March 2019 and throughout this financial year we extended our NewAccess services in collaboration with Nepean Blue Mountains PHN.

**“Coming to headspace is one of the best decisions I have made, and I believe it has helped me grow into the strong and resilient person I aspired to be.”**

*20-year-old, headspace Dubbo*



The Western NSW PHN engaged us to deliver **Psychological Services in Aged Care (PS-ReACH)** – a 12-month trial program, providing mild to moderate mental health interventions to people living in residential aged care facilities. The pilot is currently offered in Bathurst, Dubbo, Orange and Broken Hill facilities, and allows aged care residents to access up to 12 free individual and group therapy sessions. By the end of June, we received referrals from the four facilities and had engaged a clinician to support the aged care facility at Broken Hill.

**“Early feedback from our residents has been outstanding. We remain highly optimistic of the sustainable benefits to participating residents and the ongoing value of the PS-ReACH program.”**

*CEO, Orana Gardens, Dubbo*

**Strong Minds** provides access to free and effective psychological services for people aged eight and over. We have been operating this program in Western NSW since 2017 to support people suffering from mild to moderate mental health issues who are not suited to self-referred lower intensity interventions, especially low-income earners and those in rural and remote areas. We also operated Strong Minds in the Murrumbidgee until early 2020.

The **Support to Skills (S2S)** program focuses on educating small business owners and employers on workplace mental health safety, and the importance of creating a supportive work environment. Through the delivery of free, confidential, accredited training such as workplace Mental Health First Aid, our trainers give managers and staff the skills and confidence to have supportive conversations with their co-workers and help guide them to professional help if needed. This program is designed to address the low apprenticeship completion rates in Bathurst, Canberra, Dubbo and Orange, while connecting young apprentices to mental health coaching through our NewAccess program.

**“Thank you very much for such an informative and empowering course. I think it relieved some of the fear we have around mental illness and how to support someone without making things worse.”**

*Jenny, Small business owner, MHFA training attendee*

During the last financial year, we provided **transition and continuity of support services** to participants experiencing severe and persistent mental health. Participants attended weekly group activities run from Dubbo, Bathurst and Orange, building capacity in areas such as social skills and connections, day-to-day living, financial management and budgeting, vocational skills and goal planning, maintaining physical wellbeing and increasing confidence and resilience.

**60+**  
**PARTICIPANTS**  
**TRANSITIONED**  
**→ NDIS**



Top Young child rock painting at headspace Orange event

Centre Dubbo S2S staff (left) headspace Queanbeyan Youth Reference Group member, mascot Hugo and Community Engagement Officer Nat Oliver (right) 13

Bottom Tim Carr, Training and Engagement Facilitator presenting

**“I’ve been working with a client who only leaves her house once a year due to pain and mobility. During a wheelchair trial, the provider made the chair rise and the look on her face said it all. I had never seen her sit up straight before – she said “I can see the sky!” It was a very teary moment for me.”**

*Roz, Support Coordinator, Dubbo*

## National Disability and Insurance Scheme (NDIS) and Early Childhood Early Intervention

With a focus on outreaching services to isolated and vulnerable people in Western and Southern NSW, we have built the largest not-for-profit, multi-disciplinary allied health and support coordination team in regional NSW.

Our team provide person-centred supports to enable NDIS participants to get the most out of their NDIS plans, and the independence to make decisions about their needs. We work collaboratively and positively with the National Disability Insurance Agency, as well as other government agencies and providers, to improve the NDIS experience for people across the region – and are continually growing our workforce to meet demand.



Specialist services offered by Marathon Health include speech pathology, occupational therapy, dietetics, social work, specialist support coordination and behaviour therapy.

Using our expertise in the NDIS field, we were successful in our application for the **Exceptionally Complex Support Needs (ECSN)** program. This service, operating across NSW, the ACT and South Australia, is a crucial support for NDIS participants with complex needs who are experiencing crisis or at risk of entering a crisis situation.

***“I was impressed with how quickly the Marathon Health ECSN team was able to resolve issues, ensuring the best solution for the participant and preventing a prolonged hospital admission.”***

*Anastasiya Ignatievsky, NDIS and SASH ComPacks Coordinator*

For more than two years, we have been providing early intervention speech services to preschool and school children in underserviced rural communities across Western NSW. Funded by the Western NSW PHN, the **Western Speech Pathology** program supports children with communication difficulties, providing help to those who experience concerns with speech, language, communication or with swallowing food and drinks safely. The program is being delivered through 26 preschools and schools across 15 rural communities.



Bottom Kelly Smith, Speech Pathologist supporting young client





**“Thank you for providing this service.  
My child had a bad ear infection and  
it meant less pain for her.”**

*After Hours GP client*

## Preventative health and chronic disease

**We continued to grow our preventative health and chronic disease service offerings, with a skilled team including some of the best in their field.**

Staff provided upskilling to other health professionals to grow health capabilities in regional areas; while travelling vast distances to connect clients to the care they need.

The **After Hours** services in Bathurst and Dubbo continued to provide essential care to residents outside of regular GP hours, freeing up emergency departments. The services were crucial for residents during the COVID-19 pandemic, moving to a virtual platform to ensure people could still access the GP support they needed, from the safety of their home.



We provided diabetes education and dietetic support to people living with chronic disease, or those who are at risk of developing a chronic disease, through our **Chronic Disease Management and Prevention Program (CDMPP)**.

*“With the help of my Health Navigator, I have been able to focus on my own health and wellbeing and has helped me improve my relationships with friends and family,”*

*John – Health Navigator client*

The **Health Navigation program** takes a holistic approach to people’s health and wellbeing by supporting them with a wide range of social, emotional and practical life skills that are outside the scope of health care coordination. Our program is based on a Link Worker/Social Prescribing model of care, empowering people to take control of their health and wellbeing, through referral to non-medical link workers and working to remove barriers to essential services.

Delivered through preschools and schools, our **Healthy Ears, Better Hearing, Better Listening (HEBHBL)** program provides hearing screening and audiology management for Aboriginal and Torres Strait Islander children and young people aged 0 to 21.



**“The clinic has really kept me on track, well and truly. My diabetes has sort of been bouncing around all over the place... the team help me try to stabilise it. I must say they’ve done a wonderful job because I feel fit and healthy.”**

*Laurie, ICD client*

Our weekly **Indigenous Chronic Disease (ICD) Clinic** provides integrated, specialist support services for Aboriginal and Torres Strait Islander peoples with chronic health needs. Supports include diabetes education, dietetic, endocrinology, exercise physiology, podiatry, pharmacy and optometry.

**Integrated Care Coordination (ICC)** is a service is for people with complex health needs and chronic disease concerns. Our care coordinators support clients to coordinate and access the health services they need.



It’s not uncommon for someone’s health journey to end abruptly because they don’t know where to start. The **Integrated Team Care (ITC)** program addresses this by supporting Aboriginal and Torres Strait Islander peoples with chronic disease in the Murrumbidgee region. Our team of care coordinators work with the client’s GP to support access to the right health services and to cover any related costs.

**“My GP says I’ve added about 15-20 years to my life. If it wasn’t for my care coordinator, I don’t think I would be as happy and healthy as I am now”**

*Damien, ITC client*

The **Medical Outreach Indigenous Chronic Disease Program (MOICDP)** supports medical specialists and allied health providers to deliver services to Aboriginal and Torres Strait Islander peoples in regional areas.



Bottom Anna Winter, Dietitian with client

**“I’ve lost 14kg which I’ve been able to maintain and with my doctor’s approval, I have been able to transition off my anti-depressants and my blood pressure medication”**

*Rae, Walang Yinhaa participant*



## Wellbeing (place-based, person-centred)

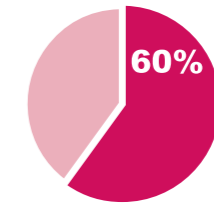
Keeping communities well through person-centred, accessible health and wellbeing services continued to be a core part of our service delivery.

The **Walang Yinhaa** (Wiradjuri for ‘Strong Women’) campaign brought together local Aboriginal and Torres Strait Islander women in Dubbo, to find their 30 minutes of exercise a day. Participants were guided through group exercise sessions with a physiotherapist and supported by Marathon Health allied health staff. Their journeys were captured by a videographer, and culturally appropriate resources were developed for future use and inspiration for other women.

Our **Condobolin Wellbeing program** offers wide-ranging, culturally sensitive supports in the areas of mental and physical health, healing, housing, finance, education, employment, social life, welfare, domestic violence, and drugs and alcohol.



**50+**  
HOUSEHOLDS  
SUPPORTED BY  
CONDO WELLBEING



**60%**  
CONTINUED TO BE  
SUPPORTED  
THROUGH  
PANDEMIC

**ConnectALL**, an early intervention, school-based program, provides a targeted response for vulnerable Aboriginal and Torres Strait Islander students affected by trauma, grief and/or loss. The program targets students who are disengaged from school as a result of long suspensions or truancy.

**IN 6 MONTHS  
CONNECTALL  
ACHIEVED**



**40%↑  
INCREASE IN  
ATTENDANCE**



**1YR↑  
INCREASE IN AVG  
READING AGE**

Our team work with the children, their families and their school to create positive change through a focus on identity, education, health and wellbeing.

*“The ConnectALL program has been great for me and my children. I have noticed a big change towards the attitudes, getting over obstacles and dealing with the school. It’s all of us getting help not just the kids. We’ve all come a long way in such a short time.”*  
*Mum of a ConnectALL student*

In the ACT, **Connected** is a free service for young people up to 25 years old who identify as Aboriginal or Torres Strait Islander (and their families) and who are experiencing symptoms of psychological distress. By delivering Connected within a community setting, we have removed or decreased the cultural and accessibility barriers to providing a service that meet the needs of young Aboriginal and Torres Strait Islander peoples and their families – from anxiety to emotional distress, school refusal and addiction issues.

**Individual Placement Support (IPS)** is a safe and approachable program for young people to manage their mental health concerns, and connect to education or employment.

*Rachel\* joined IPS after working through mental health concerns and homelessness. The IPS team supported her to secure Centrelink, a permanent home and to land a job. “Rachel rang me in tears as soon as she found out she got the job. It’s really special working with people like Rachel, determined to get their life on track.”*

*Carole, IPS Coordinator*

A recovery-oriented and person-centred model of care coordination, **Linked** targets young Aboriginal and Torres Strait Islander peoples experiencing, living, or at high risk of, the misuse of alcohol and other drugs. The program provides referrals, outreach support, case management, advocacy and mentoring to young indigenous clients living in the Yass community and surrounds.

**Multisystemic Therapy for Child Abuse and Neglect (MST-CAN)** is an evidence-based program designed to support families with children aged from 6-17 and their families, who have come to the attention of the NSW Department of Communities and Justice due to physical abuse and/or neglect. MST-CAN works with the entire family in an effort to keep children with their families, and to help the family resolve clinical and practical concerns so that children can be safe. It aims to prevent abuse and neglect, reduce mental health difficulties experienced by adults and children, and increase natural social supports.



Through our **Rural Health Outreach Funds program (RHOF)**, we continued to support specialists and allied health professionals to deliver outreach services to people living in regional, rural or remote communities.

**“It has helped me with my drug use which is now nil, it has helped me in the way I interact with my children, it has helped me in every way possible.”**  
*Mum with 7 children who graduated from MST-CAN*



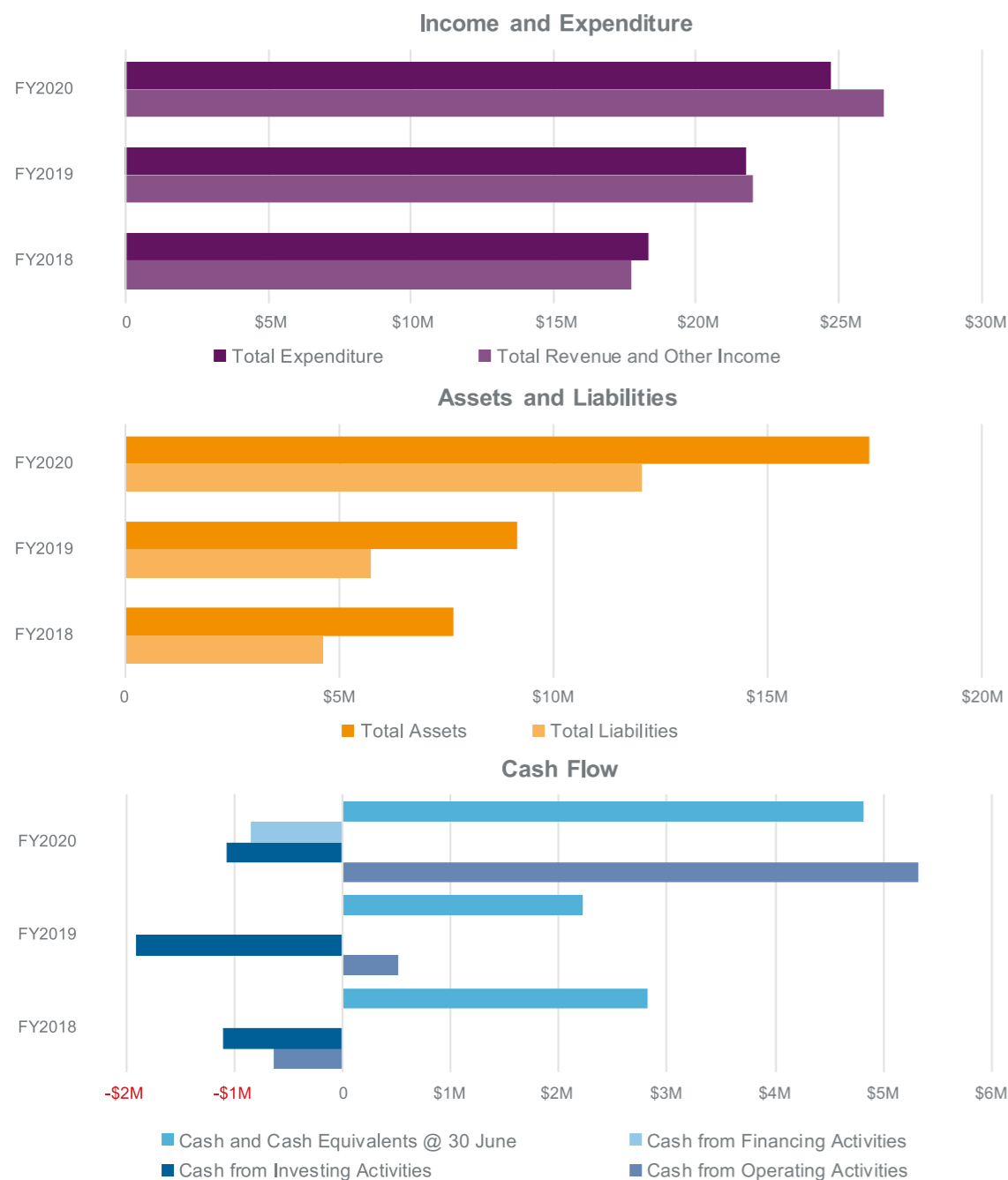
Bottom The Marathon Health MST-CAN Team

# Financial

Compared to the previous financial year, Marathon Health's 2019-20 financial revenue increased by 20.9%.

We've continued growth, recording an operating surplus result of \$1.8M – and through continued investment and financial prudence, we had an increase in retained earnings from \$3M in 2018-19 to \$5M at the end of 2019-20.

We have further invested in the local job market, now employing in excess of 260 people throughout regional NSW and the ACT.



# Corporate highlights

## Cultural safety

Following the launch of our first Reconciliation Action Plan (RAP) in early 2019, this financial year we continued to develop strategies that support our commitment to:

- Build and strengthen relationships with Aboriginal communities and foster a supportive and informed professional environment
- Increase awareness and appreciation of First Australians' culture and history throughout our organisation
- Deliver culturally sensitive services to Aboriginal communities to support health, social and economic outcomes



We engaged a Cultural Safety Leader to help drive partnership and community consultation, and to provide an Aboriginal and Torres Strait Islander voice, advice and expertise to the delivery and implementation of cultural safety across the organisation. Organisational-wide cultural immersion training commenced in mid-2020, and will continue to be a key focus in the next financial year and into the future as we embark on the next phase of our RAP.

## Strengthening our clinical governance

In early 2020, we embarked on a review process to integrate clinical governance more fully into our business operations with the aim to improve quality and safety for our service delivery. Significant work commenced on the review of our clinical governance framework, emphasising the consumer journey with Marathon Health.

We strengthened our Senior Leadership Team to include clinical experts from across the business so that we have experienced clinical voices contributing to key decisions. Within their areas of expertise, these staff will support an increase in our quality knowledge and the implementation of best practice.

Promotion and implementation of the new framework will be a strong focus with staff, clients and external stakeholders over the next financial year.



## Staff spotlight

The wellbeing of our staff continued to be a focus in the last financial year, supporting our strategic commitment to grow and nurture a skilled workforce.

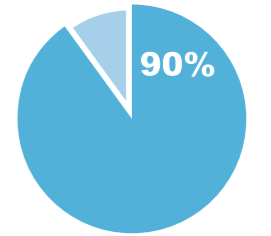
### Staff survey 2020

In May 2020, we engaged an external provider – Best Practice Australia – to undertake our staff survey. The survey was industry standard, and enabled us to benchmark our performance in relation to others in our sector. Across the organisation, 83% of staff completed the survey.

Our results recorded consistently higher satisfaction rates compared to other similar organisations, and highlighted our strengths as being:

- Purpose and pride
- A friendly, respectful and safe place to work
- Supportive change management

As we move into the next financial year, our focus will continue to be on developing strong internal communications, organisational collaboration and robust work planning processes.



**STAFF FEEL SAFE TO BE THEMSELVES AT WORK**



**COMPARED TO AT OTHER HEALTH AND COMMUNITY SERVICES**



### Investing in workforce development

Staff continued to be supported in their professional development and personal growth, with access to internal and external professional development and training opportunities. As a result of feedback from staff and managers in 2019, significant work was undertaken to review our induction processes – supported by key areas within the organisation. This resulted in a more regular and personal onboarding experience for staff as they commence their employment at Marathon Health.

We partnered with universities across NSW, the ACT and Victoria to deliver student placements across a range of disciplines, including at our headspace centres. The program continues to grow, with 41 students undertaking placements with us in 2019-20 in speech pathology, occupational therapy, social welfare and psychology.

*“My placement has been, by far, the most well rounded and truly enriching experience. It has given me the opportunity and confidence to use my skills, enabling me to be excited about the future prospects in my career.”*

*Samantha Smith, La Trobe University OT student placement*

This year our clinicians supervised students on a virtual placement trial that took them into the remote communities of Brewarrina and Lightning Ridge, with one student from Melbourne delivering telehealth to rural NSW clients. Of the eight new graduates we employed in 2019-20, half had completed a placement with us.



**Top** Megan Callinan CEO, and Brittany Boniface Sector Manager Western and Commercial Services at an international Woman's Week leadership assembly, Dubbo (left) Jenief Cornish, Portfolio Manager NDIS Murrumbidgee/ACT at health event (right)

**Centre** The Albury office staff (left) headspace Bathurst staff at headspace Day celebrations (top right) Canberra staff in first aid training (bottom right)

**Bottom** Staff at Dubbo Office (left) Allied health staff and students (right)



**We're here to help you from the comfort and safety of your home**

## Responding to COVID-19

In March 2020, we took precautionary measures in response to the global Coronavirus (COVID-19) pandemic and moved our staff and services to a virtual model.

During this time, our focus was on balancing two principles:

- Keeping staff safe, and
- Maintaining important health services to isolated and vulnerable people across our footprint

### A move to virtual

We quickly identified new and innovative ways to deliver our services, and took additional risk management measures to ensure we could continue to offer face to face services where appropriate – and for as long as we could.

With IT systems and telehealth infrastructure already in place, we supported our 260-strong workforce to move to a virtual environment within the space of a week. This included support for more than 200 frontline staff, including 110 clinicians across NSW and the ACT.

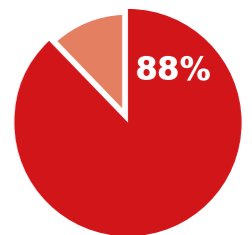
### Keeping connected

The shift to virtual opened up opportunities for staff to connect and communicate in ways we haven't seen before, proving that geographical boundaries no longer exist.

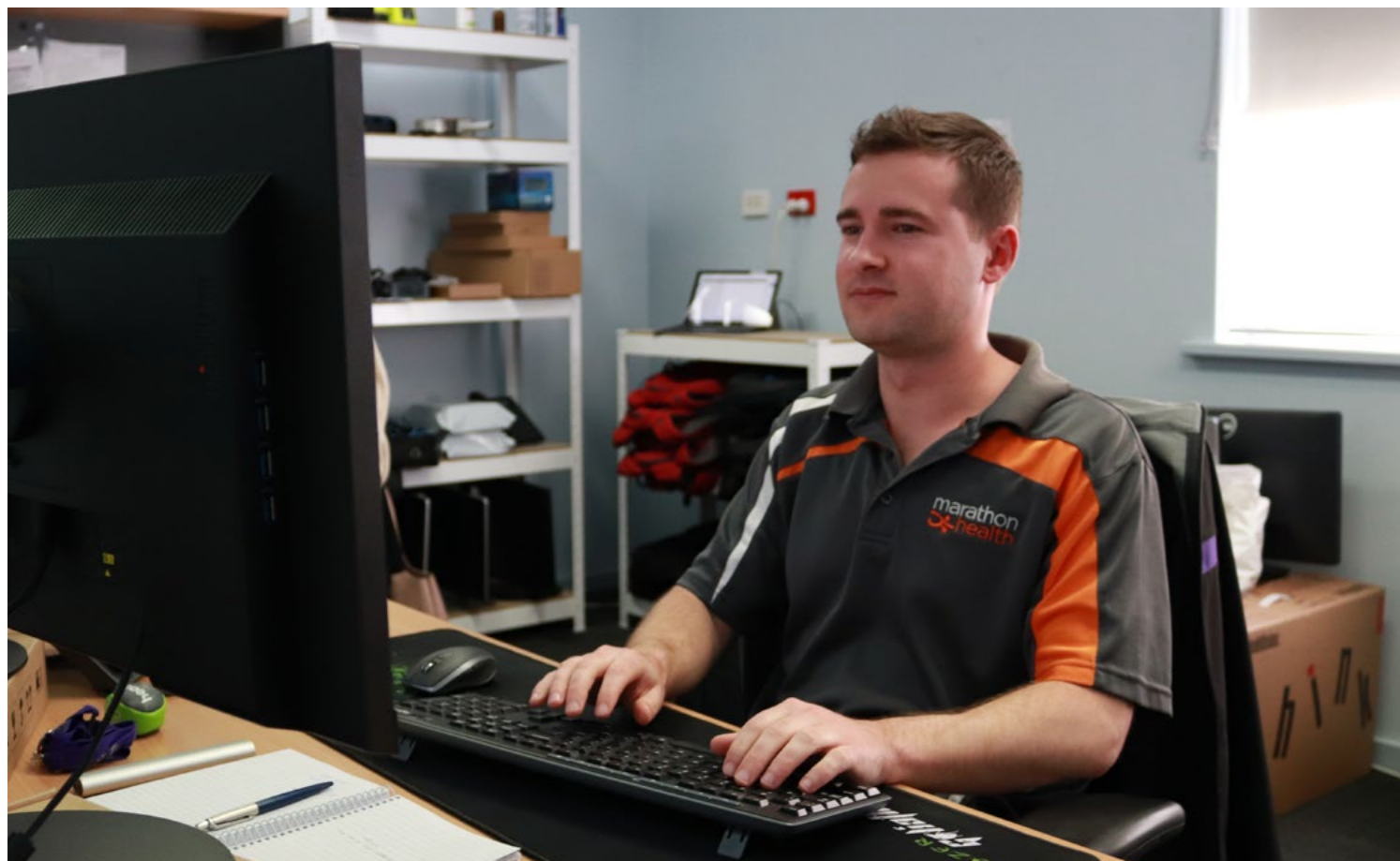
***“COVID-19 has brought us closer, it has broken down barriers.”***

*Megan Callinan, CEO*

During this time, we experienced minimal disruption to our service delivery and kept connected with our clients through a range of channels. Virtual services were a key emphasis in our marketing activities, and we achieved successful engagement via our social media channels – both through ad-hoc promotion and program-specific targeted campaigns.



**STAFF FEEL THEIR MANAGER IS SUPPORTIVE AT THIS TIME OF CHANGE**  
61% COMPARED TO AT OTHER HEALTH AND COMMUNITY SERVICES



# Funder thanks

- ACT Primary Health Network (Capital Health Network)
- Australian Government Department of Health
- Australian Government Department of Social Services
- Australian Government National Indigenous Australians Agency
- Australian Sports Commission
- Ernest & Young
- Murrumbidgee Primary Health Network
- National Disability Insurance Agency
- Nepean Blue Mountains Primary Health Network (Wentworth Healthcare)
- NSW Department of Communities and Justice
- NSW Department of Education
- NSW Rural Doctors Network
- South Eastern NSW Primary Health Network (COORDINARE)
- The Corella Foundation
- The Myer Foundation
- Tucker Foundation
- Western NSW Local Health District
- Western NSW Primary Health Network (Western Health Alliance Network LTD)

We also thank the communities we operate in, where both organisations and individuals provided small grants, donations and in-kind support to help us develop and deliver quality health and wellbeing services.





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**Marathon Health** is a not-for-profit, registered charity delivering high quality health and wellbeing services to people wherever they choose to live.

**1300 402 585**

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