

2020-21 Annual Report

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Marathon Health pays respect to the traditional custodians of the land we stand upon.

This seal represents our commitment to working with our communities for a better future for all.



Marathon Health is a not-for-profit, registered charity delivering high quality health and wellbeing services to people wherever they choose to live. We're one of the few health organisations based in country Australia with the core purpose to identify, deliver and sustain services to people within these communities.

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



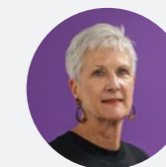
Directors



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



Troy Pietsch
Dip. National Indigenous Legal Advocacy, Dip. Agriculture



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



Jeffery Whitton
FAICD, Dip. Corporations & Company Law

Top left Nathan Peckham, Cultural Safety Leader Top right Outreach trip
Bottom Josh Sly, J.Sly Indigenous Designs and headspace Bathurst staff



Chair report

It is my pleasure to present the Marathon Health Annual Report for 2020-21. This report depicts our staff's commitment and our strong organisational growth, while sharing some of the successes of Marathon Health during another very challenging year.

As part of the ongoing evolution and growth of Marathon Health the Board reviewed, modernised and streamlined the Constitution. The revised Constitution provides a contemporary governance structure and overarching framework in line with accepted good governance practice, and is reflective of Marathon Health's business.

The Board, advised by the Nominations Committee and not-for-profit specialist law firm, Meyer Vandenberg, reviewed the company Constitution and made amendments included:

- The simplification of the Constitution to provide a platform to conduct the governance of the company more efficiently.
- An update to ensure full compliance with corporations and not-for-profit legislation.
- Revision of the Marathon Health membership to ensure all members are fully engaged and aligned with the direction of Marathon Health, and to reduce the potential for a conflict of interest to arise with expert advisors.
- Opening the membership more broadly to include individual and organisational members through an application process.
- Formalising the director selection process and Board structure, including evaluation and flexibility in selecting directors based on appropriate roles, knowledge and skills which are in line with the development of the organisation.

I would like to recognise and thank our Member Organisations who have remained committed and supportive of Marathon Health over many years. Marathon Health will continue to partner, engage and seek advice from these organisations to strengthen our services, the consumer health journey and community connection:

- | | |
|--|---|
| • Bila Muuji Regional Aboriginal Health Service | • Services for Australian Rural and Remote Allied Health (SARRAH) |
| • Health Consumers NSW | • University of Sydney |
| • Pharmacy Guild of Australia (NSW Branch) | • Western Sydney University |
| • Pharmaceutical Society of Australia (NSW Branch) | • Yoorana Gunya Family Healing Centre Aboriginal Corporation |

This year the Board and Committees have undertaken a range of governance activities and performance improvement initiatives:

- Under the auspice of the Nominations Committee, the Board has appointed an Aboriginal and Torres Strait Islander Director to complement and expand the Board's skills and knowledge.
- The Innovations Committee has focused on improving the cyber security strength of the organisation and staff awareness; implemented and tracked the progress of the digital transformation strategic initiative, and provided oversight of organisational growth strategies and initiatives such as the staff-led initiative, PitchFest.
- The Clinical Governance and Quality Committee has focused on risk management and the organisation's tolerance for risk, including the development of the Board Risk Appetite, Organisational Risk Management Framework and Clinical Governance Framework. In line with the Strategic Plan, the Committee also reviewed key policies and procedures to ensure alignment with legislation requirements and governing industry standards. Additional reporting mechanisms such as the Diversity and Inclusion Dashboard and the Monitoring and Evaluation Framework have been developed and enable the Board to better understand the activities undertaken by the organisation.
- The Finance and Corporate Governance Committee has continued to analyse and monitor Marathon Health's business growth and financial continuity. A number of policies, such as a Capital Reserves Policy, Investment Policy and Procurement Policy have been developed to support our focus on solvency and the current strategic business objectives.

The Board would like to thank National Audit Group for conducting an extensive audit and organisational acquittal process for 2020-2021.

I would like to thank our CEO, Megan Callinan, for her ongoing commitment to Marathon Health; it is her continual focus on our staff wellbeing and the ICARE values, and her passion to provide 'better healthcare closer to home' for people 'wherever they choose to live' which has guided the organisation through another year of fluctuating pandemic lockdowns and service delivery limitations. Megan has invested in and enhanced the leadership team, and the organisational infrastructure enabling flexibility in the targeting of relevant resources and processes to consolidate high quality service delivery and equity for our clients.

On behalf of the Board, I would also like to thank all our staff for their unwavering commitment to Marathon Health. Their resilience in providing innovative, caring, and respectful support for their clients despite the ongoing challenges, is admirable.

I would like to acknowledge the continued passion, support, leadership, and commitment to the Marathon Health purpose and values held by the Board members; Amanda Croft, Amanda Galbraith, Christopher Headon, Garry Burton, Jeff Whitton, Rick Newton, and Troy Pietsch. This year we have had the pleasure of welcoming Troy Pietsch into the dedicated Aboriginal and Torres Strait Islander position on the Board. Troy is a Wiradjuri male from Narrandera NSW, living on country in Wagga Wagga NSW, bringing experience in program implementation and management, community consultation and collaboration processes. He is currently the Leadership Program Manager at the Murrumbidgee Local Health District.

As Marathon Health enters the second half of the 2019-2024 Strategic Plan, we look back at the range of strategic projects achieved and embedded under the pillars of the Plan; Quality Workforce, Quality Knowledge and Quality Services, which strengthen;

- organisational culture and staff recognition
- governance foundations and risk oversight
- workforce continuity, with the cultivation of our high-quality health student and graduate workforce strategies, and
- our partnerships and collaborations.

Annette Crothers
Chair, Marathon Health



CEO report

The two defining catchphrases of the last financial year were ‘COVID-19’ and ‘change’.

Firstly, COVID-19 – the global pandemic continues to have a significant impact on our business and the way we work; presenting both issues and opportunities.

Our staff returned to their new normal, having been supported through a very stressful period of their lives. Our focus on staff through the initial lockdown was evidenced through our 2021 staff satisfaction survey results.

From a people perspective, COVID-19 had some surprising upsides; it pushed us to upskill from an IT standpoint, deploy cross-organisational communications tools like Teams, and focus on the support we needed to give staff to deliver services easily via telehealth.

Our efforts to keep people connected to their teams and the organisation as a whole paid dividends, as we returned to working in the office, with cross-organisational communication remaining strong and a focus on delivering key messages digitally. It also sharply focussed our attention on risk. COVID-19 required us to make sure our emergency management and business continuity plans were current and fit for purpose, now and into the future, with shared responsibility across the business.

From a change perspective, we moved to a modern senior management structure, to support our next stage of development.

MH 2021 82%

OTHER ORGS 57%

**STAFF FEEL
THE ORGANISATION
PROVIDES A
FLEXIBLE
AND INNOVATIVE
WORK ENVIRONMENT**



“Over the past 18 months, we’ve developed a clear sense of who we are and what we do well. We will look to expand our partnership approach further over the next financial year.”

We implemented a C-suite management model, providing important separation between strategy and operations. Justine Summers transitioned from her role as Executive Manager – Service Delivery to Chief Operations Officer, and we welcomed Ron Charlton into the role of Chief Financial Officer. I would like to recognise and thank both Justine and Ron for their invaluable contribution to the management team.

We also created the Senior Operations Team, providing an opportunity for senior leaders to contribute to the strategy of the organisation. In the next financial year, we will continue to support the development of our middle managers through their participation in a targeted leadership program.

Looking forward, we are foreshadowing a year focussed on impact, workforce, client experience and stakeholder engagement. Our investment in digital transformation and systems improvements will lead to better access to information, and result in more informed business decisions into the future.

At the mid-point of our current Strategic Plan, we are tracking well towards achieving our mission to develop and deliver quality health and wellbeing services together with the communities we work in.

I would like to extend my thanks and appreciation to the Board – their continued guidance, support and commitment this year has been unwavering. Lastly, I wish to acknowledge each and every person in Marathon Health for contributing to the successes of the past year. We’ve achieved so much, and I’m looking forward to the challenges and successes that lie ahead.

Megan Callinan
CEO, Marathon Health



Mental health

This financial year we continued to address the need for timely and accessible mental health services in country areas. With COVID-19 creating stress and uncertainty within regional and rural communities, early-intervention support was crucial.

Our mental health services catered to a wide variety of groups – from psychosocial support for people with severe mental health concerns, to services for people in aged care residencies. In addition to face to face, we continued phone and video consultations as options for service delivery – providing even more convenient access to mental health services.

With a focus on recovery and individualised support, the **National Psychosocial Support Measure (NPSM)** program delivers coordinated support for people with severe, persistent mental illness and complex needs. Our team provided support in arranging appointments (and transport), advocating on behalf of participants, developing person-centred recovery plans with participants and supporting them to access mainstream community supports including enrolments into courses, gaining a driver’s licence and accessing social groups. Through NPSM, participants have learnt life skills that they may never have been taught or have lost over the years, so they can maintain wellbeing in their community.

We delivered support to young people across seven **headspace** centres during 2020-21 – Bathurst, Canberra, Cowra, Dubbo, Orange, Lithgow and Queanbeyan. Social isolation and anxiety were constant themes for many young people as the drought, bushfires and the COVID-19 pandemic continued to present challenges, disrupt education and create uncertainty.

120+
NPSM CLIENTS
SUPPORTED
**WESTERN
NSW LHD**



“This program was exactly what I needed. I’ve learned strategies to help myself get through social anxiety and it’s no longer a problem! It was easy for me to access this program over the phone and through video.”

NewAccess Western NSW client

4,280+
**YOUNG
PEOPLE
SUPPORTED**



1.8M+
**PUSH-UPS
RAISED**

\$99K+
**FOR OUR
HEADSPACE
CENTRES**

“It is comforting to know there is someone out there to listen and give advice to us concerned mums of teenage boys. Thank you.”

Parent who received advice from headspace Lithgow

“I cannot understate the value of this service and how important it is to rural areas.”

Strong Minds Western NSW client



NewAccess, developed by Beyond Blue, is a free mental health coaching program for people who are stressed, or feeling anxious or overwhelmed about everyday life issues, such as work, study, relationships and loneliness. This financial year, our NewAccess Coaches were trained to deliver the service to people as young as 12 years old, compared to other providers who only offer the service for those 16 and over.

This year we wrapped up **Psychological Services in Residential Aged Care Facilities (PS-ReACH)**, a 12-month trial program that offered free mental health support to people living in four residential aged care facilities (RACF) in the Western NSW region. Feedback received from RACF staff showed that residents benefited from the connection with the clinicians – noting an improvement in their mood and social interactions.

“My therapist understood my issues and made me strong and empowered. They explained why I may be feeling certain feelings and how to deal with them.” Strong Minds Western NSW client

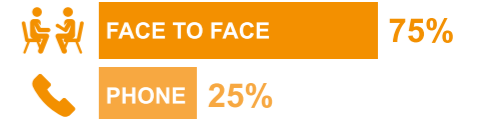
Strong Minds Western NSW provides access to free and effective psychological services for people aged 12+ living in regional, rural and remote NSW. Targeting under-served areas and cohorts, staff were able to reach vulnerable people using combined service delivery options.

In response to the 2019/20 bushfires, the Western NSW PHN funded the **Mental Health Support for Bushfire Affected Australians**. The service ensured priority support for people impacted by the 2019-20 bushfires.

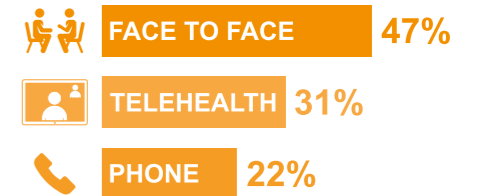
The **Equal Ground** program provides evidence-based mental, social and emotional wellbeing support to LGBTIQA+ people living in Canberra. The program, for people aged 16 and over, supports those with, or at risk of, a mental illness and/or suicide.

This year we partnered with Optimal Health to develop capacity to deliver the evidence-based **Optimal Health Program (OHP)**. OHP supports participants to understand their strengths and challenges (physically and mentally), to remain well and to know what to do if they begin to experience wellbeing challenges. We trained eight staff members across a range of our services to facilitate the 6-8 week program with their clients/participants. We will commence delivery of OHP in the new financial year.

33 PS-REACH CLIENTS



880+ STRONG MINDS WESTERN NSW CLIENTS SUPPORTED



Top right Eric, National Psychosocial Support Measure participant, volunteering at a local Vets
Middle left Ps-ReACH client with Ps-ReACH staff **Middle right** Strong Minds Western NSW staff
Bottom Melinda Lake and Kelly Dent, headspace staff, with Megan Callinan, artist Sandon Gibbs O'Neill, Annette Crothers, Jeffery Whitton from the Board, and Philip Donato, Member for Orange

“The communication strategies Nikki has been working on allowed the best communication I’ve had with my son in 20 years.”

NDIS participant’s carer



NDIS and Early Childhood Early Intervention

Our focus for this financial year continued to be on growing, training and retaining the largest not-for-profit, multidisciplinary allied health and support coordination team in regional NSW.

Our NDIS and early intervention services are person-centred, delivered with the goals and needs of the participant at the centre of all supports.



This year, demand for **NDIS** services grew exponentially across the Western NSW and Murrumbidgee regions for allied health, support coordination, specialist support coordination, social work and Positive Behaviour Therapy.

The **Exceptionally Complex Support Needs (ECSN)** program operates across NSW, the ACT and South Australia. It provides crucial support for NDIS participants with complex needs, who are experiencing crisis or at risk of entering a crisis situation. The ECSN team also built knowledge and capabilities of disability staff and providers across the program’s footprint.

“The ECSN program is a great contributor to not only improved client outcomes, but also the continuous improvement of our staff and our organisation.”

We are proud to continue to provide early intervention speech services to preschool and school children in 15 under-serviced rural communities across Western NSW. Funded by the Western NSW Primary Health Network, the **Western Speech Pathology** program provides 10 speech pathology visits to each community per year, to support children who experience difficulty with speech, language, communication. The program is being delivered through 30 pre-schools and schools.



Middle left Kelly Smith, Speech Pathologist with client **Middle right** Allied health students
Bottom Mandy Colless, Occupational Therapist and client with Marathon Health speech pathologists as part of a virtual session



Preventative health and chronic disease

Preventative health and chronic disease services provide essential early intervention, education and maintenance support for people with chronic health concerns.

Our highly skilled staff worked tirelessly to connect clients to the care they need, and also provided upskilling to other health professionals to grow health capabilities in regional areas.



Our team of diabetes educators and dietitians collaborated with 26 General Practices, Aboriginal Medical Service clinics and Aboriginal Community Controlled Health Organisations across 24 communities. They provided support to people living with chronic disease, or those who are at risk of developing a chronic disease in Western NSW. An important element of the success of **Chronic Disease Management and Prevention Program (CDMPP)** is that it relies on a collaborative approach, with the client at the centre of the care plan. Our best outcomes were achieved by bringing together allied and specialist health providers to support the role of the GP in addressing the client's overall health and wellbeing.



The **Healthy Ear, Better Hearing, Better Listening (HEBHBL)** program is delivered through preschools and schools to provide hearing screening and audiology management for Aboriginal and Torres Strait Islander children and young people aged 0 to 21 years old.

The **Rural Health Outreach Funds (RHOF)** program supports specialists and allied health professionals to deliver outreach services to people living in regional, rural or remote communities. The program works hard to connect country Australians to timely health services.



Similarly, 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.



“One man told me that because of our ICD clinic he still had his leg. He was due to have it amputated several years ago but because of our help, he has managed to delay that.”
Shellie – Group Manager, Primary Health Services

“I couldn’t have done it on my own. I can’t read or write and wouldn’t have been able to get to the city for my appointment.”

“My care coordinator and Marathon Health have gone above and beyond to help me.”

Murrumbidgee ICC clients

We have been delivering integrated care programs on behalf of the Murrumbidgee Primary Health Network (PHN) since July 2014. The **Integrated Team Care (ITC)** program aims to support Aboriginal and Torres Strait Islander peoples living with complex healthcare needs to effectively navigate the health system, provide support, information and linkages to other services.



Similar to ITC, the **Integrated Care Coordination (ICC)** program aims to improve health outcomes for people living with chronic disease and complex healthcare needs, and reduce unplanned admissions to hospital. Our care coordinators work in partnership with the client’s GP to improve their wellbeing and access to supports.

Designed to provide additional support to ICC clients, the **Health Care Navigator** program assists clients to overcome barriers to achieving their health care goals. This includes transport to medical appointments, linking them to financial help or coordinating community-based services and social supports available to them.



The **Indigenous Chronic Disease Clinic (ICD)** in Bathurst provides free health services to Aboriginal and Torres Strait Islander peoples with one or more chronic illness. Our multi-disciplinary service includes diabetes education, dietetics, podiatry, exercise physiology and endocrinology.

Available for Aboriginal and Torres Strait Islander peoples in Bathurst, the **Bathurst Indigenous Eye Care Pathway** is designed to support clients to access eye health services and reduce preventable eye conditions. Our Eye Care Coordinator supports clients at all optometry and ophthalmology appointments, and on surgery days.



The **After Hours GP** services in Bathurst and Dubbo continued to provide essential care to residents in the after hours periods – freeing up emergency departments. The service was crucial in reducing the strain on local emergency departments through COVID-19. The After Hours Telephone service ensured clients could access GP support from the comfort and safety of their home.

“I found the After Hours GP service to be extremely community orientated. To be able to see a GP at 5pm on a Sunday afternoon was terrific and reduced my anxiety regarding my injury.” *After Hours GP client*



Bottom Indigenous Chronic Disease Clinic clients with Anna Winter, Dietitian and Shellie Burgess, Group Manager – Primary Health Services

“Congratulations to the workers who ran this program. A weekly sustainable Koori friendly program like this one would benefit the women’s health in our community.”

Walang Yinhaa participant

Wellbeing (place-based, person-centred)

Keeping communities well through person-centred services and creating spaces to build social connection and ties to community were a core part of our service offerings.

The **Walang Yinhaa** (Wiradjuri for ‘Strong Women’) campaign brought together local Aboriginal and Torres Strait Islander women in Dubbo and Condobolin, to find their 30 minutes of exercise a day and share their stories through video to inspire other Aboriginal women to increase their physical activity and improve their health and wellbeing.

104 WALANG YINHAA   **PARTICIPANTS INSPIRING OTHERS TO FIND THEIR 30**

The **Condobolin Wiradjuri Wellness Project** is for Aboriginal and Torres Strait Islander peoples and their extended families in Condobolin. The project offers wide-ranging, culturally sensitive supports covering mental and physical health, healing, housing, education, employment, finance, social life, welfare, domestic violence, and drug and alcohol support and includes social groups like the Shine Ladies Group.

“I know what it’s like to not be motivated, because I was there myself. The group got me a job, and gave me something to do each week – it got me looking towards the future and being positive. I want that for the women in the group and to help them, motivate them and give them work skills.”

Anita Johnson – who transitioned from program participant to cleaner and now Peer Worker

The **Individual Placement and Support (IPS)** program operates as part of headspace Dubbo. The service aims to aid young people with mental health concerns to navigate their way through education and employment, while ensuring safe and supportive environments.

This financial year, we were excited to partner with Argyle Housing to support their delivery of the NSW Government’s **Together Home** program. The program provides housing and essential support services to people experiencing homelessness in the Murrumbidgee. As part of this partnership, we address people’s support needs, build individual capability and capacity, and foster connections to community to facilitate pathways into long term housing.

“I feel safe in my home, I have a warm shower and a bed when I am not feeling well.” *Together Home participant*



ConnectALL is an early intervention, school-based program that provides a targeted response for vulnerable Indigenous students affected by trauma, grief and/or loss. The program operated during 2019 at Wellington Public School and had a six-month extension during 2020-21. It targeted students who were disengaged from school as a result of long suspensions or truancy. ConnectALL achieved success by working with vulnerable children, their families and the school to create positive change through a focus on identity, education, health and wellbeing.

CONNECTALL HELPED STUDENTS GET THEIR BIRTH CERTIFICATES

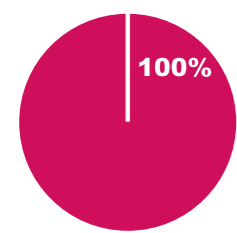


TO OPEN BANK ACCOUNTS AND REGISTER TO PLAY SPORTS

In the ACT, **Connected** is a free service for young people aged up to 25 years old who identify as Aboriginal and/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 meets the needs of young Aboriginal and Torres Strait Islander peoples and their families – from anxiety to emotional distress, school refusal and addiction issues.

The **Linked** program, delivered in Yass and surrounding communities, provides 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 team provide referrals, outreach support, case management, advocacy and mentoring.

Multisystemic Therapy for Child Abuse and Neglect (MST-CAN) is an evidence-based program designed to support families with children aged from 6-17, 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.



MST-CAN PARENTS HAD NO FURTHER REPORTS OF MALTREATMENT



ALL CHILDREN REMAINED WITH THEIR FAMILIES



“The MST-CAN program provided me skills on how to better cope with my son’s behaviour. We learned a lot about ourselves and how to cope with things that are difficult.”

MST-CAN client



Staff spotlight

With the impacts of COVID-19, the wellbeing of our staff through periods of both change and normality continued to be a core focus.

Staff survey 2021

We engaged BPA Analytics (formerly Best Practice Australia) again this year to undertake our staff satisfaction survey. The survey was industry standard, and allowed us to benchmark our performance in relation to our own previous survey and others in the sector.

The survey was run in May 2021, and across the organisation 78% of staff responded. We continued to record higher satisfaction rates compared to other similar organisations, and our strongest results were around people's perception of their manager – with staff rating their manager's character, ability to inspire and decision making in the high 80-90% range.

Other highlighted strengths were around:

- Creating safe, respectful, discrimination free, friendly and flexible workplaces
- Our strong focus on performance results and achieving goals as an organisation
- Our client focussed service delivery
- Being an organisation that strives to create change



ICARE Awards

We again recognised staff who embraced our culture and values through our annual ICARE Awards.

-  **Integrity and trust** – Fox Fromholtz, Equal Ground/headspace, Canberra
-  **Collaboration and innovation** – Tracey Sauerbier, Condobolin Wiradjuri Wellness Project and Bonita Bassett – headspace Lithgow (joint winners)
-  **Achievement and excellence** – Ann McAlister, Clinical Governance Unit, Bathurst
-  **Respect and empowerment** – Jenief Cornish, NDIS/Allied Health, Murrumbidgee
-  **Empathy and understanding** – Adelaide Mavinyu, NDIS/Allied Health, Dubbo



Top left Ann McAlister, Quality Manager

Top right Danielle Scoullar, General Manager - Operations Southern and Jenief Cornish, Portfolio Manager - NDIS Murrumbidgee/ACT

Second row left Graduate placement program session

Second row right Barbara Geddes, Clinical Lead – Strong Minds Western with Residential Aged Care Facility staff for Ps-ReACH program

Middle Participants and supporters at the headspace Dubbo headshave event

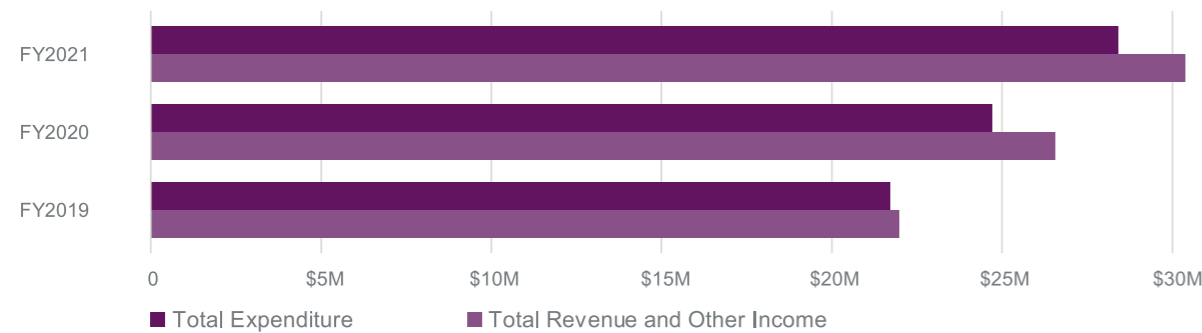
Bottom left headspace Bathurst staff
Bottom right Mandy Colless, Occupational Therapist and Alli Sykes, Discipline Lead – Occupational Therapy at the Newcastle Permanent Charitable Foundation gift giving ceremony

Financial

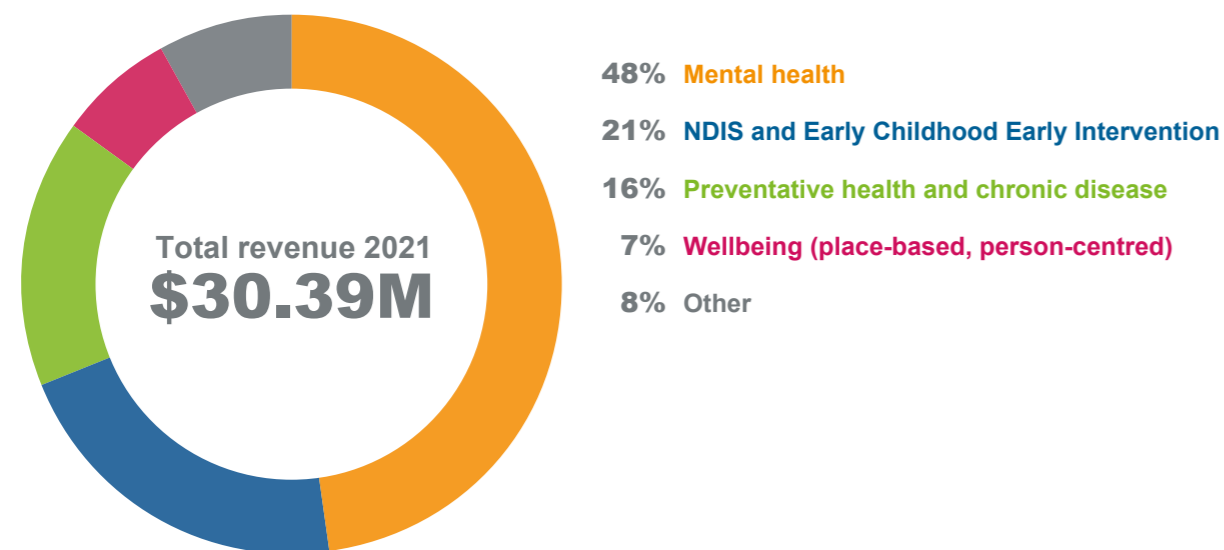
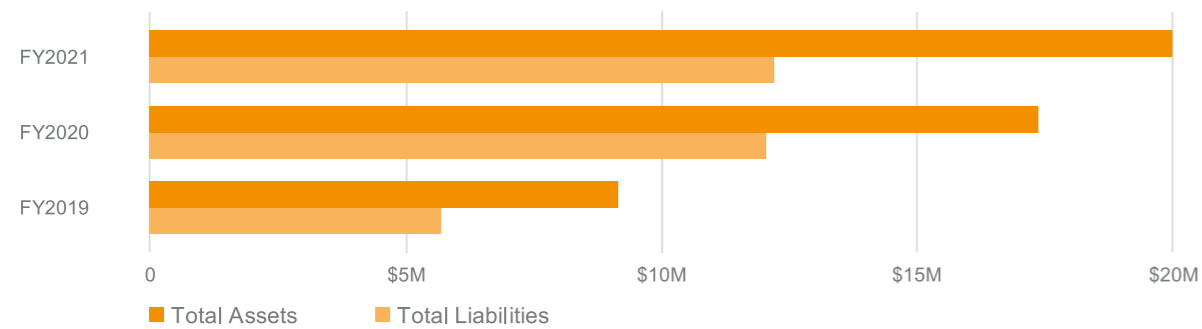
As at the end of June, Marathon Health achieved a strong result for FY21 with a surplus of \$1.9M – and through continued investment and financial prudence, we had an increase in retained earnings from \$5M in 2019-20 to \$7.7M at the end of 2020-21.

We have further invested in the local job market, now employing in excess of 274 people throughout regional NSW and the ACT.

Income and Expenditure



Assets and Liabilities



Corporate highlights

Pitchfest

This year we launched our inaugural PitchFest, an internal initiative designed to provide one-off financial support to fund staff-led passion projects. A total of \$100,000 was allocated to fund good ideas, and the initiative was open to all staff to submit and pitch their idea to the organisation.

Projects ranged from service delivery to corporate services ideas. Out of the 19 projects pitched, five winners were chosen for funding:

- **Dungeons and Discourse** – developed by Nicole Rajnsz (Albury), this program targets adolescents and adults on the NDIS waitlist in the Murrumbidgee. With a group-therapy approach, the program uses Dungeons and Dragons to explore themes, solve puzzles and role play social situations in a safe environment.
- **Trauma Informed Care Roadshow** – designed by Aleisha Conn (Dubbo), a one-day training program will be piloted in Wellington and Narromine, to teach early childhood educators how to work proactively with children who have a background of trauma. The program will support children to build social acceptance, improve school attendance and boost academic progress.
- **Improving Diabetes Management in Aged Care Facilities** – conceived by Leslie Wilcox and delivered by Clare Tancred (Dubbo), this training program will improve aged care facility staff competence and confidence in managing the health of residents with diabetes. The program will be delivered by Marathon Health diabetes educators and dietitians.
- **Build ‘em Up – Lego® Therapy for Social Communication** – a school holiday program proposed by Lara Trevethan (Albury), designed to improve social communication skills. The program uses Lego® building to explore the requirements of effective social communication like turn taking, collaboration and language planning to encourage participants to complete a group-based Lego® building task.
- **The MEL: Multidisciplinary Equipment Library** – Amy Simpkin (Albury) developed this concept which will enable clients and their families who access our services in Albury, to trial and loan communication devices, assistive technology and sensory equipment. Participants will be able to trial the benefits of equipment before committing to purchase them through their NDIS packages.

Cultural safety

Our focus on cultural safety continued last financial year. We finalised our REFLECT Reconciliation Action Plan (RAP) and achieved all identified actions, positioning us well to commence work on our next RAP. We recognise that services for Aboriginal and Torres Strait Islander peoples need to be designed and delivered appropriately – that’s why we continue to seek out partnerships with Aboriginal organisations. These partnerships guide our services, ensuring we work respectfully, safely and effectively with Aboriginal and Torres Strait Islander peoples.

Over the next year, we will work to concrete our Cultural Safety Committee and identify next steps for embedding cultural safety in the organisation. This includes diversifying our workforce, developing cultural competency across the organisation and strengthening/developing our partnerships with Aboriginal organisations and communities.



Stakeholder engagement

Over the past two years, we have developed a strong sense of our value proposition as a provider of health and wellbeing services to communities.

This year we commissioned an external agency to work with us in developing our stakeholder engagement strategy. As part of the strategy development process, we sought feedback from key stakeholders – funders and partners – on our strengths and weaknesses. Our strategy highlights focus areas for philanthropic and social return on investment efforts, linking it with research and evaluation.

The delivery of this plan will be a focus for us in the next financial year.

Clinical governance

This year our practice and discipline lead roles were fully embedded into the organisational structure, and have become an integral part of our planning and decision making around clinical governance and evidence-based practice.

These roles provide invaluable input to the development of new policies, and provide ongoing subject matter expertise, support and advice in terms of clinical scope of practice.

Systems and process

We continued our focus on developing and implementing standards, tools, systems and processes to ensure a safe and effective organisation. Phase 1 of our digital transformation project was delivered, which included the implementation of more efficient systems across our business units. We completed technical scoping for Phase 2 of the project, and this will be a strong focus for us over the next 12 months.

Workforce development

This year we concentrated on developing multiple pathways for workforce development and growth across the allied health and mental health domains – strengthening our relationships with universities, as well as developing and evaluating our innovative graduate program. We saw significant growth of our allied workforce in the Murrumbidgee – with staffing numbers increasing from three to 15.

As part of our commitment to removing barriers to accessing services, culturally and linguistically diverse (CALD) resources were developed in six identified languages, for use at a corporate and service level. Work was undertaken on the interpreter policy and procedure, and staff were upskilled to understand how to engage the CALD community.

Other strategies designed to foster opportunities and a positive culture included: a focus on orientation, staff career progression, professional development, and recognition of achievements. Work has commenced on the organisational capability framework, to be delivered in the next financial year.

CEO Sleepout

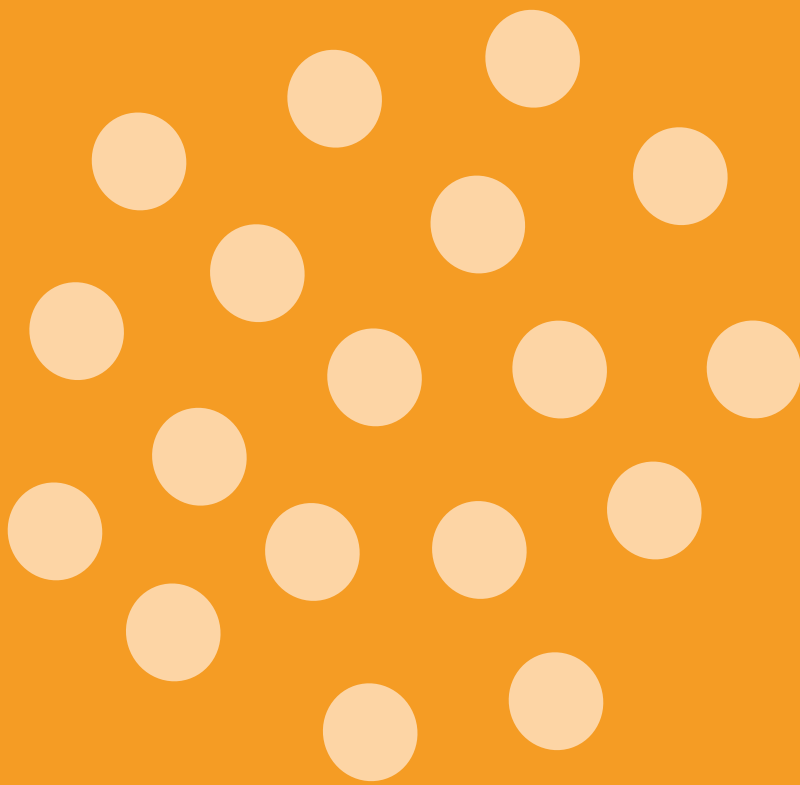
On 17 June, Megan, Justine and Ron participated in the Vinnies CEO Sleepout fundraiser. The team slept rough in Newcastle to raise awareness of homelessness in Australia. They raised over \$12,000 for the cause – with those donations helping to provide 38 individual support programs, 101 beds and 407 meals.

Top left Dubbo occupational therapy team Top right headspace Queanbeyan Youth Reference Group members Second row left Albury team Middle left Wagga team Middle right Megan Callinan, Justine Summers and Ron Charlton at the Vinnies CEO Sleepout in Newcastle Bottom right Primary Health team in Bathurst

Funder thanks

- ACT Health
- ACT Primary Health Network (Capital Health Network)
- Argyle Housing
- Australian Diabetes Educators Association (ADEA)
- Australian Government Department of Health
- Australian Government Department of Social Services
- Australian Sports Commission
- Birrang Enterprise Development Company
- Murrumbidgee Primary Health Network
- National Disability Insurance Agency
- National Indigenous Australians Agency
- Nepean Blue Mountains Primary Health Network (Wentworth Healthcare)
- Newcastle Permanent Charitable Foundation
- NSW Department of Communities and Justice
- NSW Rural Doctors Network
- South Eastern NSW Primary Health Network (COORDINARE)
- Western NSW Local Health District
- Western NSW Primary Health Network (Western Health Alliance Network)

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.



ABN: 86 154 318 975

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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