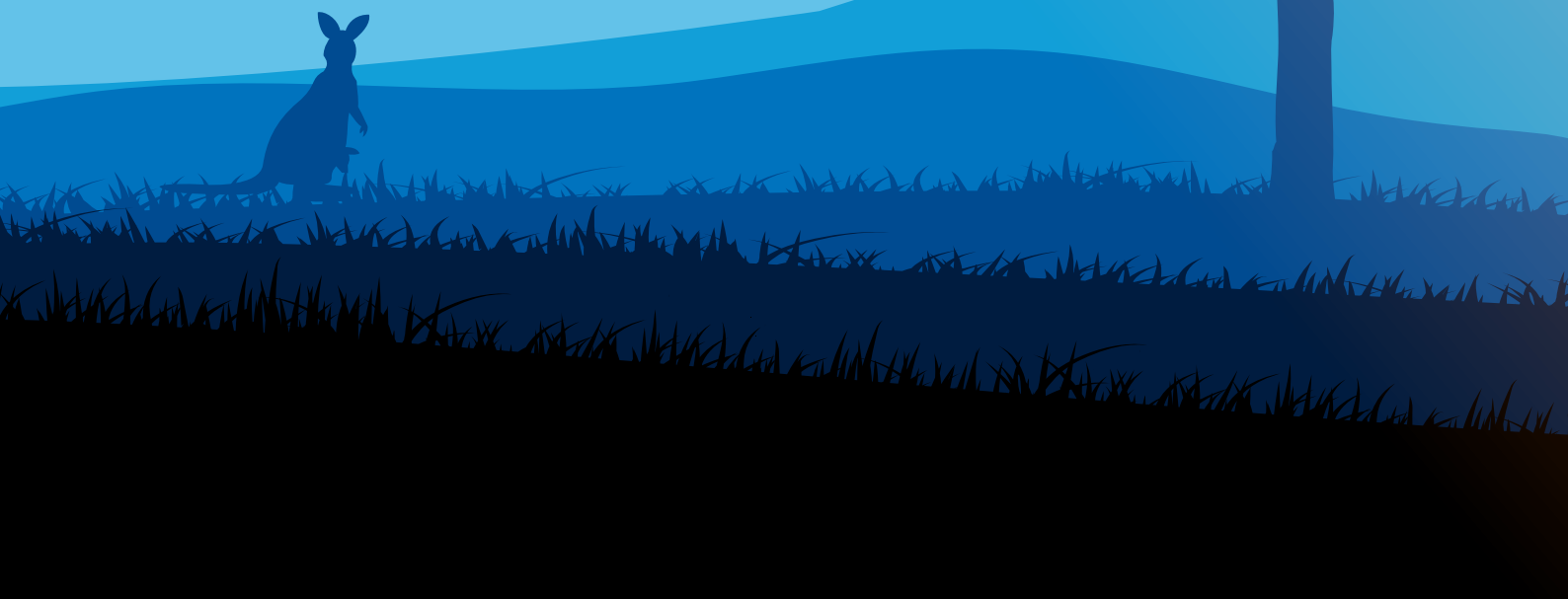




An Australian Government Initiative



ANNUAL REPORT 2024-2025



Acknowledgement of Country

Gippsland PHN acknowledges the Aboriginal and/or Torres Strait Islander people/s as the traditional Custodians of Country across the Gippsland region. We acknowledge the Aboriginal and/or Torres Strait Islander people/s continuing connection to Land, Water and Community. We pay our respects to the Aboriginal and/or Torres Strait Islander People/s, Cultures, and their Elders past and present.

Acknowledgement of Lived and Living Experience

Gippsland PHN acknowledges the individual and collective contributions of people with lived and living experience of mental ill-health and distress, alcohol and other drug use and suicide, including those who love, have loved and care for them.

Each journey is unique, and every story enriches our collective understanding and strengthens our shared commitment to mental health and wellbeing, alcohol and other drug sector reform.

We honour the work of those who have come before us—their courage, insight, and advocacy continue to guide us. We walk the path they’ve helped forge, side by side.

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Chair's Letter

In the ever-changing, dynamic world of primary health care, each year presents new challenges and possibilities. This year, Gippsland PHN has continued to demonstrate resilience, adaptability, and strong governance in an environment of change and complexity.

Our theme for the year, **Challenge to Courage**, reflects the spirit in which our Board, executive, staff, and partners have approached their work; facing obstacles head-on, to create opportunities that deliver better outcomes for our communities.

It also speaks to the progress we've made and the insights we've gained during another impactful year as we remain committed to achieving a 'measurably healthier Gippsland'. In 2024–25, we've seen extraordinary efforts across Gippsland: teams rising to meet challenges, communities shaping service design, and partners collaborating to improve health outcomes.

Originally, we considered framing the year through the lens of vulnerability and resilience. However, after listening to feedback, we shifted our focus. We were reminded that vulnerability often stems not from individuals, but from the systems, histories, and environmental challenges they must navigate. That insight reshaped our thinking — leading us to focus instead on challenge, and the courage it takes to face it.

As a PHN, our responsibilities to coordinate, commission, and strengthen capacity to tackle today's challenges have never felt more relevant. Whether partnering with local health networks, investing in data-led system improvement, or supporting frontline primary care services in underserved regions, Gippsland PHN's role as connector, planner, and enabler remains central to building a system equipped to respond with strength and compassion.

This courage has been evident across our region: in primary care professionals implementing reform, commissioned service providers embracing innovation, and communities participating in co-design with sincerity and purpose.

Strong audit and accreditation results once again confirm the robustness of our systems and the diligence with which we meet our compliance obligations, reinforcing the confidence our stakeholders place in our governance. The positive Net Promoter Score received this year reaffirms the trust our stakeholders place in Gippsland PHN as a valued partner and regional leader. These achievements reflect a commitment not just to what we do, but to how we do it.

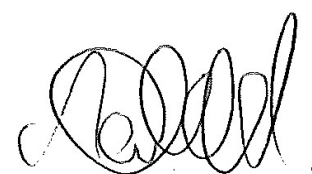
As we look to the year ahead, the challenges facing our health system remain significant — but so too does our courage to meet them. Guided by our strategic priorities, grounded in strong governance, and inspired by the resilience of the Gippsland community, we will continue to work together for a healthier future.

I would like to sincerely thank and acknowledge the commitment and expertise of my fellow directors, whose diverse perspectives and shared dedication ensure that Gippsland PHN remains responsive to community needs while upholding the highest standards of governance.

To those who shaped this year's work, our CEO, executive team, staff, advisors, members and partners, thank you. You carry our vision for a measurably healthier Gippsland forward, propelling us to grow, adapt and lead with purpose through every challenge.

As we look ahead, we remain committed to building health systems grounded in courage, collaboration, and care — mindful of the responsibility we share to protect our communities and make a positive difference in their lives.

Mr Nathan Voll
Gippsland PHN Chair



CEO's Letter

This year, Gippsland PHN continued its journey with courage at the centre of our work — navigating reform, strengthening partnerships, and refining how we support primary care.

We've seen innovation in chronic disease management, deeper embedding of lived experience in commissioning, new digital health capacity-strengthening across general practice and residential aged care, and stronger alignment with national reform priorities such as MyMedicare. These stories show what's possible when we listen closely and act boldly.

Our work this year has particularly focused on reaching communities with the most complex needs. We secured extended funding for the Supporting Recovery program, enabling continued trauma-informed care for victim-survivors of family, domestic and sexual violence. Our success in being selected as a national pilot site for Supporting Outreach, for East Gippsland, will further enhance access to holistic support for people who may otherwise struggle to receive trauma-informed care. Both initiatives enhance care for victim-survivors of family, domestic, and sexual violence.

Healthy ageing remained a key focus, with over 6,800 hours of care delivered to 1,400 older people across the region. These early intervention activities are helping older Gippslanders live well at home for longer. In cancer care, we piloted a Shared Care model that improved collaboration between general practice and hospitals — streamlining referrals, enhancing patient wellbeing, and ensuring seamless transitions between care settings.

As a PHN, our work is grounded in three interconnected responsibilities:



Coordinate:

building trusted connections across sectors to improve health system responsiveness.



Commission:

planning and delivering place-based solutions with lived experience, data, and equity at the core.



Strengthen capacity:

enabling primary care professionals and local service providers with digital tools, training, and support to work at full scope and deliver culturally safe care.

These foundations have underpinned our work this year — from place-based commissioning and emergency preparedness to eReferral trials, immunisation collaboration and workforce investment. And throughout it all, our team has remained deeply committed to quality, inclusion and strategic impact.

Thank you to our Board, team, and stakeholders for your continued belief in our shared vision of a 'measurably healthier Gippsland'.

Together, we coordinate, commission, and strengthen primary care throughout beautiful Gippsland. Together, we meet challenge with courage.

Ms Amanda Proposch
Gippsland PHN CEO



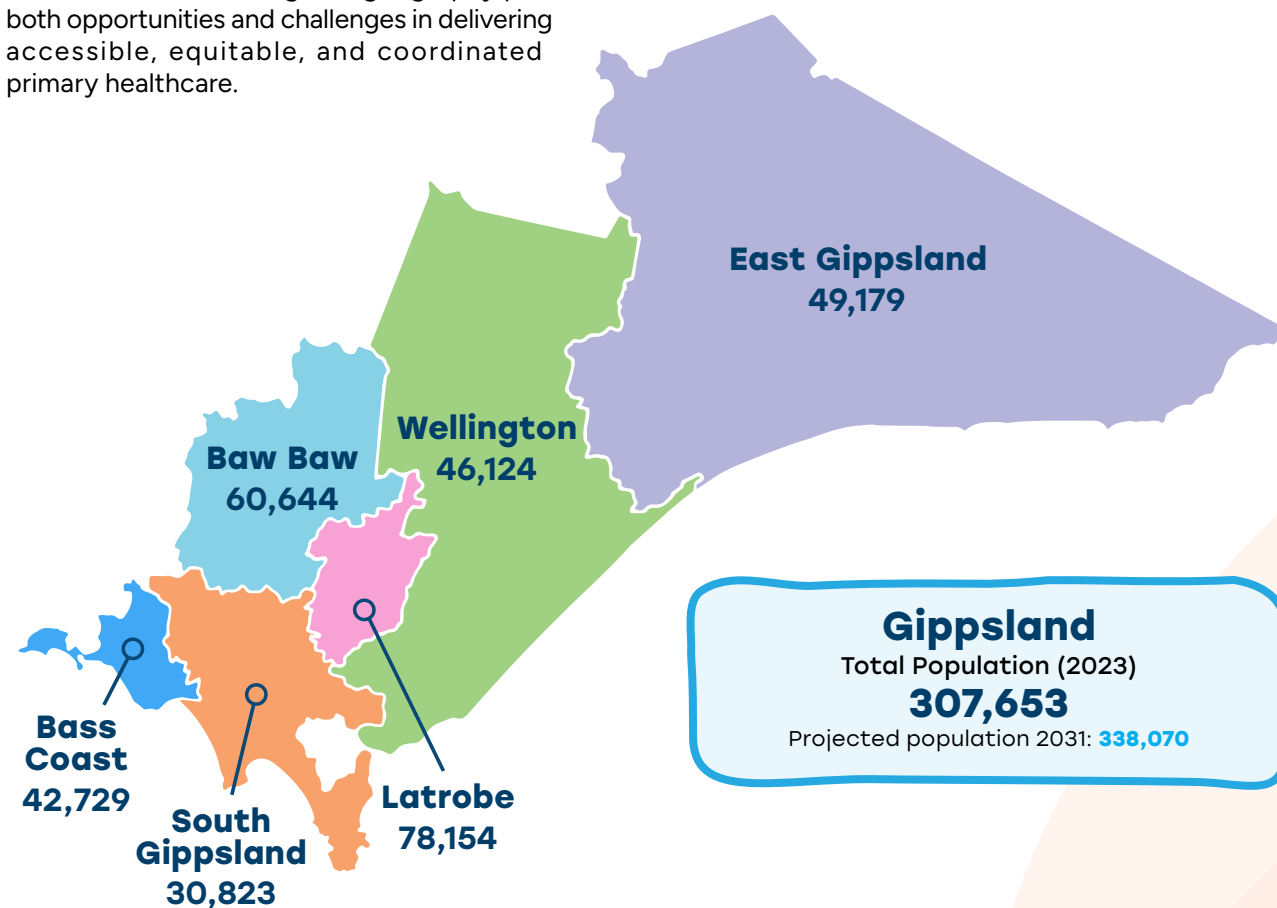
Our Community

Supporting the Health and Wellbeing of Gippsland Communities

Gippsland PHN operates across a diverse and expansive region in eastern Victoria, covering six Local Government Areas: Bass Coast, Baw Baw, Latrobe City, South Gippsland, Wellington, and East Gippsland. Our catchment spans more than 41,500 square kilometres, extending from Phillip Island in the West to Mallacoota in the East.

This region encompasses the lands of several Traditional Owner groups, including the **Gunaikurnai**, **Bunurong**, and **Wurundjeri Peoples**, who have cared for Country for tens of thousands of years.

With a population of over 300,000 people, Gippsland is home to thriving coastal towns, remote rural communities, and major regional centres such as Wonthaggi, Warragul, Traralgon, Sale, and Bairnsdale. Forty percent (40%) of Gippslanders live in towns or settlements with populations of less than 1,000. The region's geography presents both opportunities and challenges in delivering accessible, equitable, and coordinated primary healthcare.



Planning with Purpose

Our understanding of local health priorities is informed by the Gippsland Health Needs Assessment, ongoing stakeholder engagement, and the voices of the communities we serve. Guided by these insights, we design and commission programs to respond to the unique challenges and opportunities across our region. From early intervention and prevention to service navigation and digital health.

Whether in response to natural disasters, emerging public health issues, or long-term system reform, Gippsland PHN remains deeply committed to improving the health and wellbeing of all people to achieve a 'measurably healthier Gippsland'.

Our Vision and Purpose

Gippsland PHN's vision and strategic purpose is for a 'measurably healthier Gippsland'.

We champion a stronger, more connected health system. We tackle the big challenges—those structural issues that make it harder for people to access care—and we support the primary healthcare workforce across Gippsland, including GPs, nurses, pharmacists, and allied health professionals, so they can deliver their best work.

By strategically commissioning services and fostering collaboration, we make it easier for individuals—especially priority population and those in remote communities—to get the care they need, when they need it.

Our strategic objectives:

-  **Progress priority issues** that respond to community needs: the most needed health issues are understood and invested in using local strengths.
-  **Strengthen workforce capability for safe, quality services:** professionals and providers have knowledge, use best practice and improve skills.
-  **Facilitate seamless care** across the system: community, consumers, carers, professionals and providers work together.
-  **Commission for service access** that reaches those most in need: people can access services at the right time and in the right place, especially where gaps exist and in hard to reach locations.
-  **Perform as an exceptional organisation:** our operations and results are transparent and measurable.

PROGRESS OUR PRIORITY ISSUES

Quintuple Aim:
Improved Population Health



Intended Outcomes

Population level
insights are understood,
interpreted and shared

Progress against activities
which advance Health
Needs Assessment
priorities is demonstrated

Insights inform relevant
and appropriate
opportunities for influence
and partnership to improve
population health outcomes

Impacts of, and evidence
for, our investments are
demonstrated

Publications

Gippsland PHN regularly develops publications to share data and information from our ongoing population health planning work.

During the 2024-25 financial year, Gippsland PHN developed 15 population health publications, including:

6

Health Insights Papers

6

LGA Community Snapshots

2

Tell Gippsland Updates

1

Gippsland Summary Snapshot

These resources provide valuable information to support evidence-based planning and decision-making across the region.



Tell Gippsland PHN Updates

Tell Gippsland PHN Updates provide regular summaries of the feedback and insights we hear from community members, advisory groups, and health professionals across the region. These updates highlight the key factors affecting health and wellbeing in Gippsland and help identify opportunities for improvement.

[View Tell Gippsland PHN Updates](#)

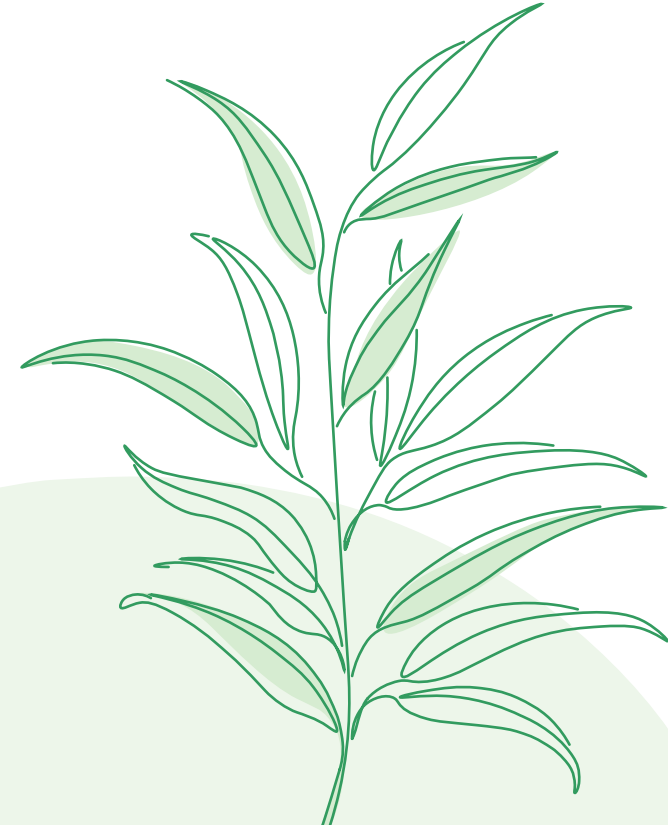


[View Fact Sheets](#)

Community Snapshots

This year, Gippsland PHN released its 2025 Local Government Area (LGA) Snapshots, providing a detailed overview of health and wellbeing across the region. Tailored summaries were developed for each of Gippsland's six LGAs — Bass Coast, Baw Baw, East Gippsland, Latrobe, South Gippsland, and Wellington — alongside a Gippsland-wide Community Snapshot.

Each snapshot compares local data with Gippsland and statewide averages, offering valuable insights into key health indicators such as workforce distribution, service access, economic wellbeing, and population trends.



Health Insights Papers

Health Insights Papers explore key health and wellbeing topics, presenting relevant data and research to inform primary healthcare providers, stimulate community engagement, and encourage meaningful conversations about health across Gippsland.

Each paper draws on local data and insights from across Gippsland PHN teams, Advisory Group members, and broader stakeholder engagement.

Health Insights Papers published in 2024-25:

- Building Health Equity
- Health Needs in Gippsland
- Primary Care: Mortality and Health Issues in Gippsland
- Primary Care: Keeping People out of Hospital
- Healthy Ageing (People Aged 65+)
- Primary Care Access

These publications support evidence-informed planning and highlight opportunities to improve health outcomes across the region.

[View Health Insights Papers](#)



" I always share them (Health Insights Papers) with the clinical team, and the GPs love them! They especially were interested in a recent one with a mental health focus and have said it's great to get insight into what's happening across the region. They're easy to read and really interesting. "

- Gippsland Practice Manager

Health Needs Assessment

Understanding Gippsland's Evolving Health Needs

In 2024, Gippsland PHN completed a comprehensive update of the Health Needs Assessment (HNA) to guide our strategic planning and commissioning priorities for the coming years.

The Health Needs Assessment combined analysis of the latest data with insights from Gippsland people, including healthcare providers, consumers, and community partners. This extensive consultation has helped us form a clear picture of the latest key health issues affecting our communities.

Ongoing Commitment

We are deeply grateful to the individuals and organisations who contributed to this work and remain committed to maintaining strong partnerships as we respond to Gippsland's evolving health landscape. By understanding local needs and working together, we can build a stronger, more responsive primary care system for all.



[Health Needs Assessment 2025-28](#)

Supporting Recovery Program

Supporting Recovery for Victim-Survivors of Family, Domestic and Sexual Violence

The Supporting Recovery Program provides access to ongoing, free, trauma-informed psychological therapies and dedicated care coordination for victim-survivors of family, domestic and sexual violence residing in or strongly connected to Latrobe and Baw Baw to support recovery and healing.

Gippsland PHN was one of six Primary Health Networks (PHNs) nationally selected to participate in Australian Government's Supporting Recovery Pilot program, which focuses on the fourth domain of the National Plan to End Violence Against Women and Children - recovery and healing. The program is delivered locally by Latrobe Community Health Service (LCHS) and Quantum Support Services, in partnership with the Cairnmillar Institute.

Based on the national program's Model of Care, Gippsland PHN ensures that the Gippsland program meets local needs through engagement with an Expert Advisory Group that consists of local family violence service providers and community representatives.



The Supporting Recovery Program commissioned two integrated specialised services:

Trauma-informed mental health services

Delivered by Latrobe Community Health Service, in partnership with The Cairnmillar Institute, to provide therapeutic supports via a variety of modes including face-to-face, telehealth, outreach and TraumaConnect™.

TraumaConnect™ is a trauma-informed digital health platform developed by the Cairnmillar Institute with clinicians, researchers and people with lived experience. It provides individuals affected by trauma, their carers and professionals with 24/7 access to trusted information, self-help tools and evidence-based resources, including articles, videos, podcasts and lived-experience stories. The platform also offers weekday secure messaging with trained professionals and peer workers, peer forums and professional development for clinicians. By combining clinical expertise and lived experience, TraumaConnect™ makes trauma-recovery support more accessible, practical and responsive to community and clinical needs.

LCHS provided trauma-informed mental health support and sector-wide workforce training, including a Graduate Certificate in Trauma-Informed Care. This course equips the regional workforce with the knowledge and tools to support individuals affected by trauma with compassion and expert care.

Care Coordination

Through the Supporting Recovery program, Quantum Support Services lead local care coordination, helping to reduce service wait times and increase the system's capacity to respond to victim-survivors. In partnership with Latrobe Community Health Service, the two organisations deliver an integrated, multi-disciplinary model of care that prioritises compassionate, timely, and trauma-informed support.

The program has supported over 250 clients within the Latrobe City Council and Baw Baw Shire local government areas and will continue to do so with funding secured through to 30 June 2026. With strong collaboration and local leadership, Gippsland is building a more connected and capable support system for individuals and families affected by family, domestic, and sexual violence.



Supporting Outreach Program

Supporting Outreach Program for Victim-Survivors of Family, Domestic and Sexual Violence

Building on this success, Gippsland PHN is one of six Primary Health Networks (PHNs) nationally awarded funding to deliver the Supporting Outreach Healthcare for Victim-Survivors for Family, Domestic and Sexual Violence (FDSV) Program in East Gippsland. Gippsland PHN has commissioned Gippsland Lakes Complete Health to develop and implement an integrated place-based outreach model of care in a remote part of Gippsland to support Victim-Survivors, particularly those from population groups at disproportionately higher risk of family, domestic and sexual violence.

The Supporting Outreach Program will help ease pressure on local services and build a more coordinated, responsive health system for those affected by family, domestic, and sexual violence.



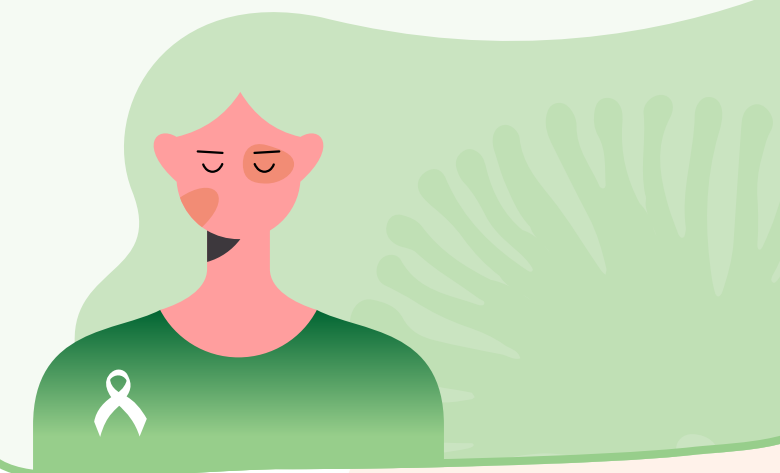
Shelly's* story

Shelly is a victim-survivor of family violence and trauma stemming from previous relationships. She lived with persistent fears of abandonment and rejection, an overwhelming fear of being alone, and ongoing difficulties with self-esteem and self-worth. Through the Supporting Recovery program, Shelly received a personalised, trauma-informed care plan tailored to her individual needs. Her support included a combination of therapeutic modalities, such as Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), Dialectical Behaviour Therapy (DBT), Solution-Focused Brief Therapy (SFBT), and other trauma-informed approaches.

By eight months into her journey, Shelly had made remarkable progress, demonstrating the transformative impact of compassionate, coordinated, and trauma-informed care. As Shelly* shared:

"I feel so supported by the team at Latrobe (Community Health Service), Quantum and Cairnmillar. When I was going through a difficult time, they were there to support and help me."

**Name changed for privacy.*



Early Intervention Initiatives

Gippsland PHN received funding from the Commonwealth Government to support senior Australians to live at home for as long as possible with the support of early intervention activities and models of care for chronic disease management. The funding supports early intervention activities and models of care for chronic disease management. These activities and models of care are designed to promote healthy ageing and reduce pressure on local health services.



Gippsland PHN Commissions:



Healthy Ageing Advocacy Service
South Gippsland



Chronic Disease Care Clinic
Omeo



Healthy Ageing Program
Latrobe Valley, Baw Baw and East Gippsland (Bairnsdale)



Falls and Balance Programs
South Gippsland

Since the program began in January 2023, through to the end of June 2025, the following outcomes have been achieved:



1,451
Participants supported



7,193
Hours of service delivered



91%
Of participants experienced improved or sustained health outcomes

Healthy Ageing Program

As part of Gippsland PHN's Early Intervention services, HealthLinks Gippsland is commissioned to deliver the free Healthy Ageing Program to residents aged 65+ (or 55+ for Aboriginal and Torres Strait Islander individuals) in Latrobe City, Baw Baw Shire, and East Gippsland.

With Gippsland's age-standardised rate of deaths from accidental falls (15.4 per 100,000) almost double the national average (8.3), fall-related injuries and hospitalisations remain a significant challenge. Early intervention initiatives delivered through the Healthy Ageing Program, such as the men's group, help reduce fall risk, support chronic disease management, boost mental and cognitive wellbeing, and enable older adults to remain independent and socially connected for longer.

The program includes a pre-assessment (blood pressure, mobility, balance tasks), followed by clinical group exercise classes, osteopathy or physiotherapy consultations, or a hybrid model depending on individual needs. Each participant receives a personalised home exercise plan and a post-assessment to measure improvements.



Improved physical strength and stability, enhancing daily functional ability and independence.



Increased confidence in movement, enabling participants to feel more secure in their bodies.

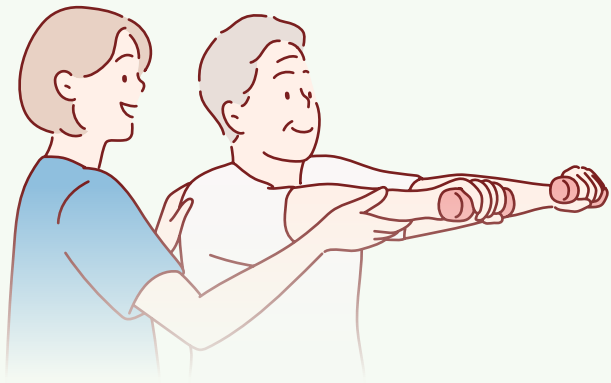


Enhanced social connectedness, as friendships formed naturally within the supportive group environment.



That they felt stronger, more stable on their feet, and more confident, while the camaraderie was a standout benefit of the program.

HealthLinks Gippsland has since replicated this model in other Gippsland communities including Baw Baw, Latrobe, East Gippsland and Wellington. Participation in early intervention programs like Healthy Ageing supports chronic disease management, lowers fall risk, boosts mental and cognitive wellbeing, and helps older adults remain independent.



For participant Dale, the program has been transformative.

“ I have experienced major improvement in balance and expect to have a continued improvement there as well.

Exercise and, to some extent, meditation has become part of my daily routine.

This program worked for me. I have benefited both physically and mentally, and the supportive environment made it a pleasure to return each week.

I can confidently go about my daily chores with the confidence to complete the tasks without injury or accident. Both improved strength and balance have without a doubt helped here.

Benefits from this program will last way beyond the completion of the program. A well run and supportive environment made it a pleasure to return for the next session. ”

Participants of a Healthy Ageing Program session at HealthLinks Gippsland, Bairnsdale








Youth Enhanced Services

There is a growing need for accessible, tailored mental health support for children and young people in Gippsland. It is estimated that around 2,750 young people aged 16–24 in the region are living with severe mental health issues. The Gippsland PHN Health Needs Assessment (HNA) also identified a significant service gap for young people experiencing moderate to severe mental health concerns — often referred to as the “missing middle.”

The Youth Enhanced Service (YES) model, designed by Orygen, was created to address this gap.

Young people aged 12–25 in Gippsland told us that mental health services should include:

-  **Integration and partnership:** “I’d like for them to communicate to one another, so they are all on the same page.”
-  **Youth-friendly services:** “I felt comfortable to go there and engage with services.”
-  **Service navigation:** Young people told us that they would like a “chaperone” to help navigate services.
-  **Flexible access:** Services should be available through a range of delivery modes, including telehealth, text, online and in-person, and provided in both in-reach and outreach settings. Availability outside standard hours, including after-hours and weekends, is also essential.
-  **Improved outcomes:** Services should address complex presentations and support young people to live better, more empowered lives.

Following a successful tender process, Relationships Australia Victoria (RAV) was commissioned to deliver the YES program across all six Gippsland local government areas. Service delivery includes navigation support, peer support, therapeutic case management, and brief intervention via mixed modalities (centre-based, outreach/ community-based, and telehealth services).

The official launch was held on 9 April 2025 and was well attended by partner organisations from across the region. Since service delivery began, the YES program has demonstrated continuous improvement and is playing a vital role in strengthening mental health support for young people in Gippsland.



Gippsland PHN Chief Executive Officer Amanda Proposch speaking at the YES program official launch.



Alcohol and Other Drugs (AOD) Spotlight

Jenny* is a 16-year-old from a remote area of Gippsland who has faced significant challenges, balancing her own mental health needs with caring responsibilities for her mother and younger sister. After being referred to the YSAS AOD Outreach service, Jenny began addressing her cannabis use and the impact it was having on her wellbeing.

With support, Jenny engaged in a GP treatment plan, completed a 7-day cannabis detox, and undertook two residential rehabilitation stays. Through these programs, she gained relapse prevention skills, harm minimisation strategies, and a stronger mindset for her recovery journey.

Jenny is now focused on completing her studies, gaining her driver’s licence, securing employment, and living independently. Reflecting on her progress, **she shared:**

“ I feel better equipped, with a better mindset, and have built strength within that nothing in life is impossible. You just need to push through the barriers, be open minded, and things will eventually work out. ”

Targeted, holistic and youth-friendly AOD interventions can support young people to achieve stability, resilience, and future goals.

**Name changed for privacy.*



Homelessness Access Program (HAP)

Gippsland PHN is delivering a targeted pilot program in the Latrobe Local Government Area to improve access to primary healthcare for people experiencing homelessness. Latrobe has the highest rate of homelessness in Gippsland. This collaborative initiative aims to bridge service gaps and improve health equity.

The pilot is designed to reduce barriers to care through four integrated components:

Quantum Support Services:

Providing practical support for individuals with the greatest healthcare needs, including transport to medical appointments, support with navigating the healthcare system, and help purchasing essential medications.

Medical Fourth (Breed Street Clinic):

Delivering primary healthcare to people experiencing homelessness, including outreach clinics to reach those who may not otherwise access care.

Latrobe Neighbourhood Houses:

Offering access to telehealth equipment for people at risk of or experiencing homelessness, particularly where physical, geographic, or social barriers prevent in-person care.

Practice Training:

Gippsland PHN is developing tailored training for general practices in Latrobe to support the delivery of safe, inclusive, and trauma-informed care for people experiencing homelessness. The training will focus on reducing stigma, improving access, building rapport with vulnerable patients, and supporting the management of complex health needs.

Homelessness Access Program Spotlight 1

Through Gippsland PHN's Homelessness Access Program, 47-year-old Derek was supported to rebuild his life after years of untreated PTSD, alcohol dependence, and unstable housing.

Initially hesitant to seek help, he gradually engaged with a GP-supported outreach team who met him where he was, both physically and emotionally, and built trust over time. Together, they identified his health needs, addressed barriers to accessing services, and connected him to ongoing mental health care.

With this support, he began reducing alcohol use, re-engaging socially, and considering employment options. This case reflects the program's focus on outreach, relationship building, and wraparound care, ensuring that some of Gippsland's residents most in need can access the help they need to move toward stability and improved wellbeing.

Homelessness Access Program Spotlight 2

Hadar had a history of trauma, family violence, and child protection intervention, which left him reluctant to engage with services after negative past experiences. Alongside this, Hadar faced multiple complex health issues spanning both physical and mental health.

After initial contact, Hadar consented to meet at a local library to discuss his goals and potential referrals. Hadar was able to identify that he did not like being asked multiple questions, being in certain locations or meeting new people. This allowed Hadar and the worker to identify ways of engaging together that put his wellbeing at the forefront.

Since building this rapport and providing individualised support, Hadar experienced significant improvements in both physical and mental health. He attended GP appointments, received a new mental health plan, started medication, completed an ultrasound for ongoing abdominal concerns, and accepted additional mental health supports. He also increased visitation with his children and applied for job opportunities.

This case highlights the importance of trust, continuity of care, and personalised engagement. Through patient, trauma-informed support, the program enabled Hadar to build stability and make meaningful progress across multiple areas of his life.

Multicultural Access Program (MAP)

Gippsland PHN has undertaken additional Health Needs Assessment activities focused on multicultural communities in Gippsland.

As part of the assessment, targeted engagement was conducted with health care providers, neighbourhood houses, education providers and other programs supporting multicultural communities. This was complemented by analysis of available data to provide an improved understanding of the needs of these populations.



Key findings included:

A total of 138 languages other than English (LOTE) are spoken in Gippsland. While 7,141 people speak the top 10 most common languages at home, there are 7,820 people who speak one of the remaining 128 languages at home.

The most common languages for arrivals between 2017-2021 were Mandarin (236), Filipino (189), Malayalam (170), Tagalog (139) and Punjabi (139).

Many general practices reported low reliance on interpreter services, often due to having multilingual staff who can deliver services in-language. One clinic reported a total of 12 languages available through multilingual staff. However, given the number of languages spoken in Gippsland, there is a need to increase the use of interpreters to ensure equitable care for all.

Service navigation was consistently identified as a barrier, often due to challenges in understanding Australia's health system, knowing which services a person is entitled to based on their visa, and differing cultural understandings of health issues.



Friendly and welcoming services, both within and outside the health system, were highlighted as particularly important for multicultural communities. Some community members reported difficulty accessing services where reception staff were not friendly, which discouraged them from returning. Both community members and staff from organisations emphasised the value of staff who are welcoming and take the time to explain processes clearly.



Family violence was raised multiple times by interviewed organisations, with concerns that multicultural communities may face additional risk factors or unique barriers to accessing support. In particular, the combination of lingual, social, and geographic isolation was noted, as well as observations of visa abuse.



These findings highlight the need for culturally safe, accessible family violence support services.

Suicide Prevention and Postvention Services



Talking about suicide is a conversation many people shy away from. Yet, for those who have been bereaved or impacted by the suicide of someone they know, having a constructive, supportive conversation can be one of the most therapeutic and healing experiences.

Research shows that each suicide affects, on average, 135 people. In Australia, 37% of those exposed to suicide report ongoing and significant impacts. Alongside grief and disruption, there is growing evidence that people bereaved by suicide are at higher risk of experiencing suicidal thoughts or behaviours themselves. Providing appropriate support to those impacted is not only vital for their wellbeing but is also a key component of suicide prevention.

Gippsland PHN supports people affected by suicide through several initiatives. For those most directly impacted, the Support After Suicide service provides specialised mental health support.

Not everyone affected by suicide requires the same level of support. For the broader community — including workplaces, schools, sporting clubs, cultural groups, and other organisations connected to the person — Gippsland PHN, guided by the Gippsland Suicide Prevention Partnership, is developing community-based postvention services and guidelines to assist with a community response. The guidelines and groups will help the community with response to suicide (for example they may be able to support a football club in the case of a death to ensure everyone is accessing the grief and wellbeing supports they need). In some cases, support may be place-based, centred on the location and local connections. In others, it may focus on broader affiliations. Every situation will be approached with care, respect, and cultural sensitivity.

While communities often come together after natural disasters, open conversations following a suicide are less common due to stigma and stereotypes. A coordinated, well-managed response — delivered by people who are prepared, supported, and equipped to engage with affected individuals and groups — is essential. The work undertaken during 2024–25 to establish this approach will come to fruition in the year ahead, benefiting individuals, families, and communities across Gippsland.

Support After Suicide Spotlight

After losing her husband of 32 years to suicide, Wendy* sought support to navigate her traumatic grief. Through Jesuit Social Services' Support After Suicide program, she accessed a range of tailored services including regular counselling, a "Loss of a Partner" support group, and therapeutic programs. Over the duration of her treatment, she progressed from weekly sessions to bi-monthly, gradually building a life around her grief — something she once thought impossible.

The program's reach extends beyond individual support. In 2025, Bairnsdale local Shane Weston trained with Support After Suicide to establish a peer-led bereavement group, now known as The Last Echo. Meeting monthly, the group provides a safe, understanding space for those navigating suicide loss, with ongoing program support and access to specialist counselling.

These stories highlight the program's dual impact, transforming individual healing journeys while building community-led support networks across Gippsland.

**Name changed for privacy.*



STRENGTHEN WORKFORCE CAPABILITY

Quintuple Aim:
Improved Provider Experience



Intended Outcomes

✓
Primary Care improvement activities are highly subscribed and routine

✓
New models for delivery of primary care are sustainable and embraced

✓
Primary Care providers attract and retain staff and are supported to deliver safe, high quality services through contemporary service models

✓
Primary Care workforce have access to best practice training and education which is aligned to population health needs, and which supports them to work at their full scope of practice

✓
Primary Care providers are prepared and responsive in the face of natural disasters and emergencies

Quality Improvement

Strengthening Chronic Disease Care Through Quality Improvement

In 2024–25, Gippsland PHN continued to support general practices across the region in delivering high-quality, patient-centred care through tailored Quality Improvement (QI) initiatives. These projects not only align with the national rollout of MyMedicare and the RACGP 6th Edition accreditation standards, but also reflect Gippsland PHN's commitment to long-term improvements in service delivery and health outcomes.

A key focus this year was chronic disease management, with the Program Delivery team launching a QI project to improve care for people living with diabetes. The specific aim was to increase the percentage of patients who had an HbA1c test—a crucial clinical measure for monitoring diabetes—within the past 12 months, lifting this figure from 75% to 85%.

The pilot project engaged two general practices:



**Advantage Healthpoint,
Bairnsdale**



**Wonthaggi Medical
Group**

Gippsland PHN facilitators worked closely with practice teams including GPs, nurses, practice managers, and administrative staff, applying the Plan-Do-Study-Act (PDSA) methodology. This framework enables practices to test changes on a small scale, reflect on the outcomes, and scale up successful approaches.

“ The PDSA model gave our team a clear structure to test and refine improvements in a way that felt achievable. ”

“ Having the support of Gippsland PHN throughout the process made a real difference. It helped us stay focused, analyse our data meaningfully, and celebrate small wins along the way. ”

- Practice Manager, Wonthaggi Medical Group

Early outcomes were promising. Practice teams engaged actively in setting goals, tracking baseline data, and identifying barriers to improvement. They also welcomed regular touchpoints with PHN facilitators to reflect on progress and share insights.

“ We were really encouraged by the interest and enthusiasm from practices. ”

“ It's about empowering practices to take ownership of quality improvement in a way that supports their clinical priorities and community needs. ”

- Cass Morrell, Gippsland PHN Program Delivery Manager

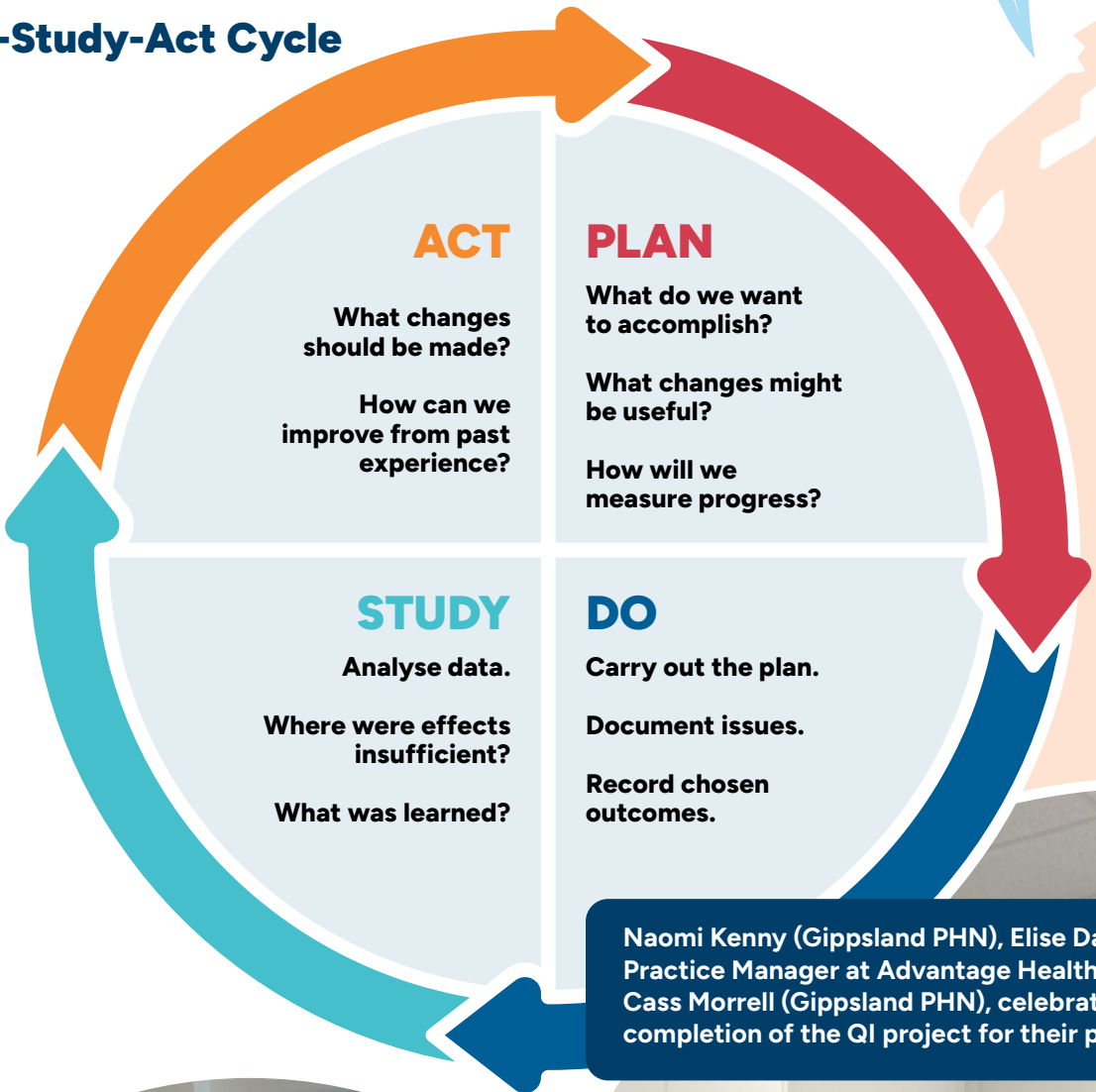
In Quarter 3, Gippsland PHN invited additional practices to participate in similar QI activities. More than half expressed a strong interest in being involved—demonstrating growing momentum for structured, supported improvement work at the practice level.

“ Quality improvement isn't about big, disruptive changes—it's about thoughtful, data-driven steps that enhance patient care. ”

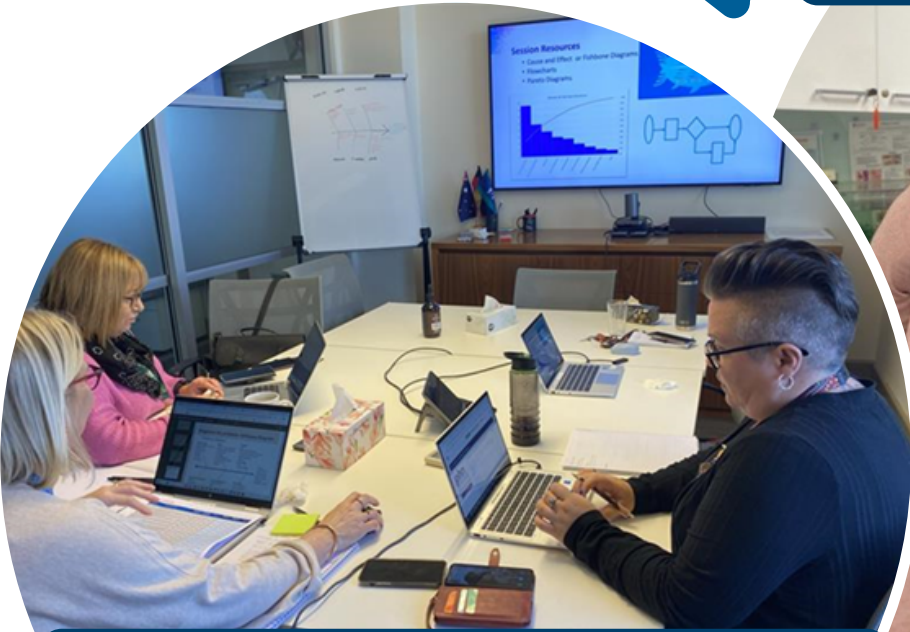
“ Our role is to partner with practices, help them explore what's possible, and provide the tools and guidance to get there. ”

- Naomi Kenny, Practice Delivery Officer

Plan-Do-Study-Act Cycle



Naomi Kenny (Gippsland PHN), Elise Dart, Practice Manager at Advantage HealthPoint, and Cass Morrell (Gippsland PHN), celebrating the completion of the QI project for their practice.



Tania Budd, Coordinator Program Delivery, Donna Smith, Program Delivery Officer and Naomi Kenny, Program Delivery Officer, working in a QI project meeting.



Palliative Care

General Practice Quality Improvement Toolkit for Palliative Care

The Palliative Care General Practice Quality Improvement (GP QI) Toolkit was a joint initiative between Gippsland PHN, Murray PHN, and Western Victoria PHN to improve timely identification, response, and management of patients with life-limiting illnesses in regional Victoria.

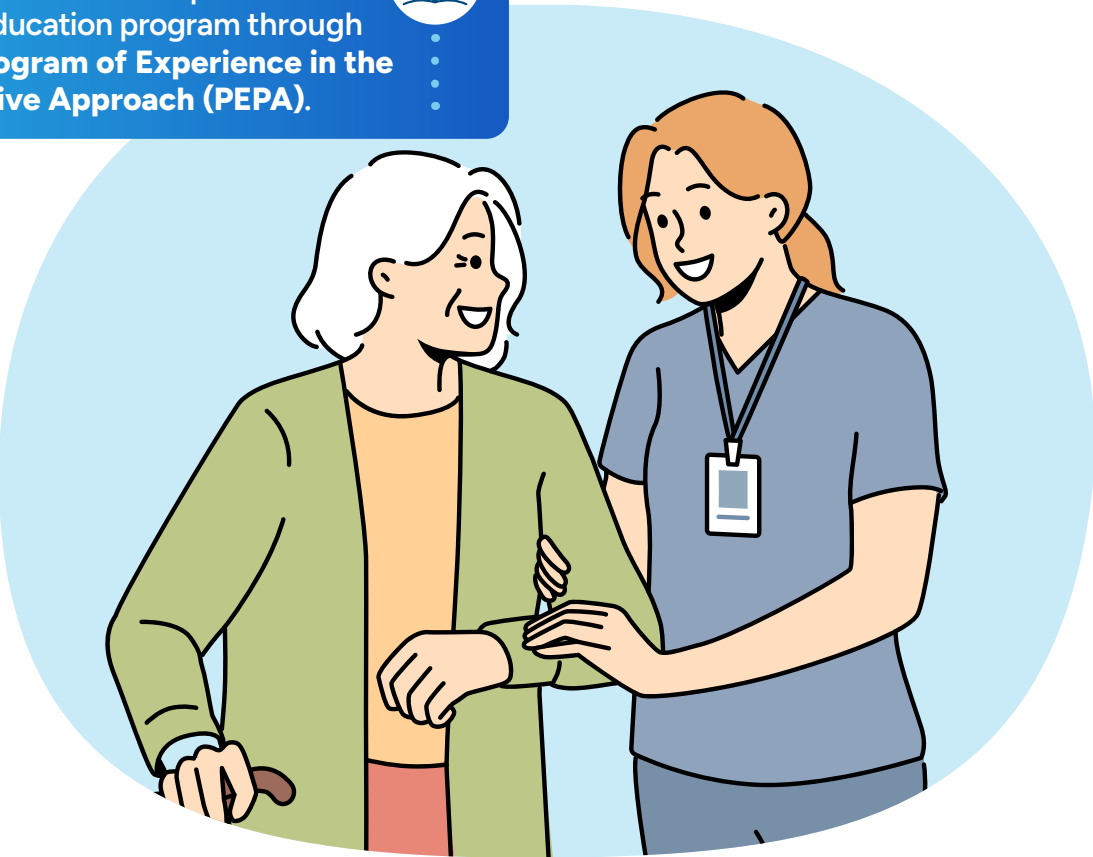
It was developed in response to data showing an ageing population with diverse, complex needs, yet only one in every 1,000 general practice consultations is palliative care related.

The three PHNs co-produced a toolkit tailored to regional needs, systems, and resources, developed with input from palliative care providers and stakeholders. Five Gippsland general practices, selected via Expression of Interest, completed three activities using the Plan-Do-Study-Act (PDSA) cycle as part of a 12-month quality improvement (QI) intervention, utilising the Toolkit.

An evaluation of the initiative included pre- and post-initiative death literacy and after-death audit surveys, Plan-Do-Study-Act analysis and a health provider survey. The evaluation identified the following positive outcomes:

- Increased foundational palliative care knowledge among staff
- Greater use of Advanced Care Planning (ACP), with more ACP conversations and improved documentation of patient goals and preferences
- Data audit strategies supported improved systems of care
- Increased general practice palliative care competency building through the tailored toolkit
- Alignment of QI strategies across the regional PHN collaborative, improving efficiency, reach, and system impact

Prior to commencing, staff completed an online palliative care education program through the Program of Experience in the Palliative Approach (PEPA).



Improving End-of-Life Care in Residential Aged Care

The Gippsland Region Palliative Care Consortium (GRPCC) was engaged by Gippsland PHN to develop and deliver an education package to improve the skills, knowledge and confidence of registered nurses in providing and leading the delivery of palliative and end-of-life care in Residential Aged Care Homes (RACHs) across Gippsland. The package was designed with a quality improvement (QI) approach, offering both educational and practical tools to establish a palliative care QI process with RACHs.

This initiative builds on existing program collaborations between the Gippsland Region Palliative Care Consortium and Gippsland PHN. Previous work under this partnership included the establishment of Medications Imprest Systems and the development of Palliative Care in Aged Care Referral Pathways within Residential Aged Care Homes.

Thirteen face-to-face sessions were delivered, reaching 108 attendees across the region. The education sessions covered:



- Palliative care and end-of-life care topics, including the use of quality indicators to recognise and respond to clinical decline, anticipatory medications, and terminal care.
- Intensive, experiential communication skills training focused on conducting difficult conversations in palliative and end-of-life care.
- Introduction to a palliative care skills matrix self-assessment tool to support individual and organisational capability development.
- Overview of audit readiness for advance care planning processes and the new palliative and end-of-life care requirements under the strengthened Aged Care Quality Standards (ACQS), effective from 1 November 2025.

Attendees were surveyed to evaluate the program, with the majority indicating that the education sessions were relevant to their practice and met their learning needs. In relation to communication skills, participants reported increased confidence and capacity in having difficult conversations and communicating effectively to support patient care and safety in the palliative care setting.

Palliative Care Community Awareness Grants

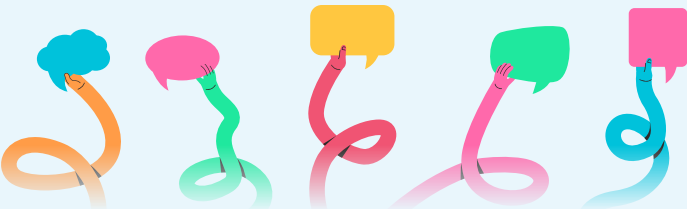
Gippsland PHN invited community organisations and service providers to apply for \$2,000 grants to promote palliative care education and awareness in their communities.

A total of 13 grants were awarded to a range of organisations, including bush nursing centres, general practices, palliative care providers, and acute health services across Gippsland.



Many recipients planned events featuring guest speakers from palliative care providers and peak bodies or focused on key topics such as advance care planning. The funding supported presenter fees, promotion, catering, resources, and venue hire.

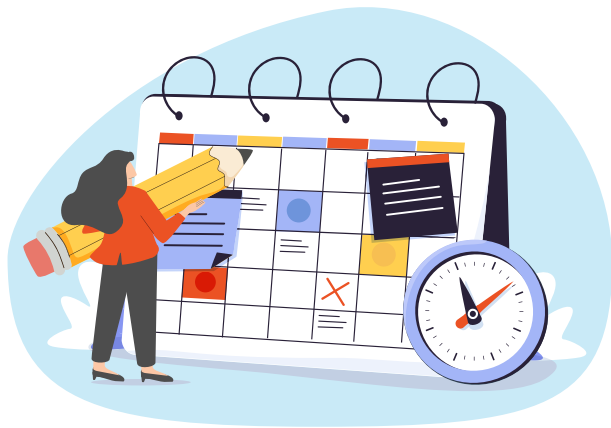
The initiative built on the success of Gippsland PHN's Palliative Care Community Roadshow, held in July 2024, which delivered engaging presentations from the Palliative Care Advice Service Victoria, Ambulance Victoria, the Voluntary Assisted Dying Statewide Care Navigator, and other local providers.



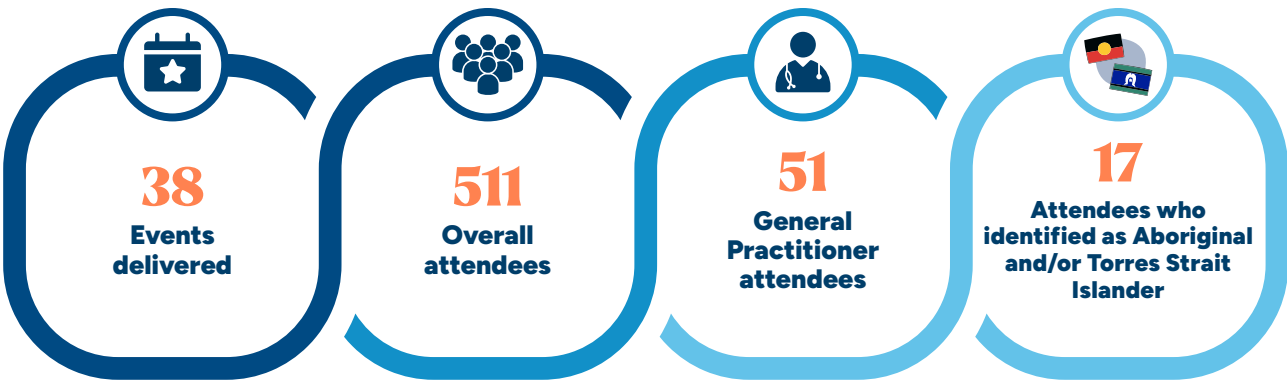
Community feedback from the roadshow highlighted strong interest in learning more about palliative care, planning for end-of-life, and understanding the role of ambulance services and general practice in providing coordinated and compassionate care.

Gippsland PHN Training and Events

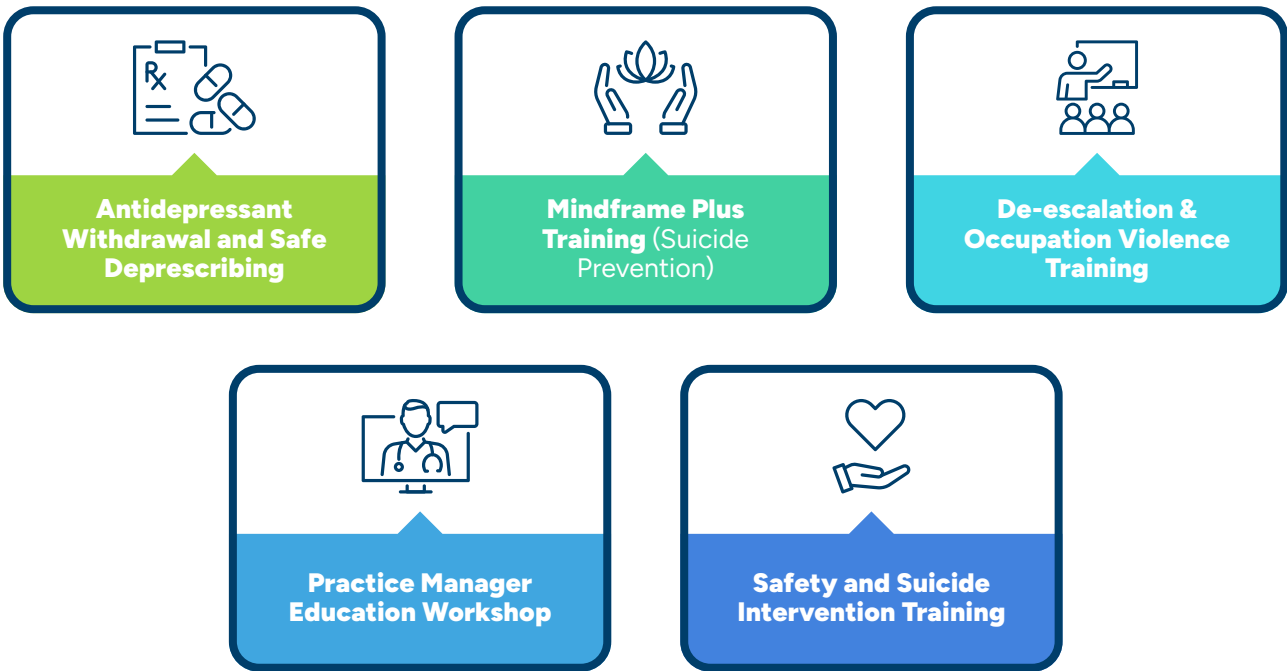
Gippsland PHN's Training and Events program delivers a blend of in-person and online educational activities tailored to meet the region's evolving health priorities and workforce training needs. Designed to strengthen the capability of Gippsland's primary health workforce, the program provides accessible, high-quality education to General Practitioners, practice managers, allied health and mental health professionals, and staff within general practices and other health services. The program fosters learning, professional development, and collaboration across the region's primary care sector.



Program highlights this year:



Top five topics for 2024-2025:



Allied Health Scholarships

On 21 May 2025, Gippsland PHN Chair Nathan Voll and CEO Amanda Proposch proudly awarded scholarships to five outstanding students at Federation University. Funded by Gippsland PHN, the scholarships support the next generation of allied health professionals, helping to address local workforce shortages and strengthen the future of healthcare in Gippsland. Congratulations to the recipients on this well-deserved recognition and on taking the first step toward impactful and rewarding careers.

Pictured from left to right:

- **Jake Kallady** (inaugural scholarship recipient, studying Bachelor of Physiotherapy)
- **Ruby Marks** (2025 scholarship recipient, studying Bachelor of Physiotherapy)
- **Gianna Zeiro** (inaugural scholarship recipient, studying Bachelor of Occupational Therapy)
- **Nathan Voll**, Gippsland PHN Chair
- **Amanda Proposch**, Gippsland PHN CEO
- **Jessica McGovern** (2025 scholarship recipient, studying Bachelor of Speech Pathology) and;
- **Keanu Hofert** (2025 scholarship recipient, studying Bachelor of Social Work)



Lived Experience Pilot Program

Gippsland PHN is proud to be one of just two out of 31 PHNs nationally to have formally identified designated Lived Experience roles.

Gippsland PHN's approach to lived experience is leading the way by demonstrating a considered and thoughtful approach to supporting, integrating, and growing the Lived Experience workforce both within Gippsland PHN and across the region more broadly.

Gippsland PHN continues to offer educational sessions for health professionals on the value of embedding Lived Experience roles and continue advocating for broader integration across the primary health sector.



“ Whole-of-workforce understanding, acceptance and commitment is essential to build acceptance and effective collaboration between designated Lived Experience and non-designated colleagues. Without that understanding, commitment and collaboration, the potential benefits of Lived Experience work are restricted.

- Lived Experience Workforce member

“ The presence of lived experience perspectives has provided a more inclusive lens to the work undertaken by the organisation, both with communities and within internal teams. It adds valuable knowledge and perspective, fosters greater understanding of mental health issues, and de-stigmatises them to some degree.

- Gippsland PHN staff member



Western Sydney University Student Placement

The Population Health team, part of the Digital Data and Insights team, welcomed two Western Sydney University students for online placements during 2024–25, supporting their studies in public health and health services management.

Throughout their placements, the students contributed to important work including literature reviews and data analysis, while gaining practical experience in the primary health sector.



“ This experience has taught me so much, and I'm especially grateful for how it has helped me gain clarity around my career direction and passions.

Brenda Dimanto, Bachelor of Health Science

Public Health and Health Services Management and Western Sydney University



Indigenous Community Services Traineeship

In June 2025, Gippsland PHN proudly celebrated a significant milestone with the successful completion of the inaugural Indigenous Community Services Traineeship by Carly Weatherby.

As part of the Indigenous Community Services Traineeship, Carly successfully completed a Certificate IV in Community Services with an external training provider while simultaneously gaining hands-on experience within the PHN's Program Delivery Team.

A key component of her studies was a work placement, which Carly completed with a Gippsland Aboriginal Community Controlled Organisation (ACCO). This experience deepened her understanding of local community needs and provided valuable workforce support to the host organisation.

Throughout her two years at Gippsland PHN, Carly demonstrated exceptional dedication, curiosity, and a strong willingness to learn. She made meaningful contributions to a wide range of activities, including scheduled practice and commissioned services visits, monthly and quarterly reporting, and contract reviews. Carly consistently went above and beyond, most notably stepping in to lead a commissioned services visit when a team member was unexpectedly unavailable.

The Indigenous Community Services Traineeship is an important initiative that supports individual growth while strengthening our commitment to workforce development across the Gippsland region. By partnering with local ACCOs for work placements, the program delivers mutual benefits by providing trainees with real-world experience and organisations with additional support.

These partnerships reflect Gippsland PHN's values and ongoing commitment to reconciliation and cultural safety. They strengthen relationships, increase local capacity, and promote meaningful employment pathways for Aboriginal and Torres Strait Islander people across the region.

" I'm eager to explore the alcohol and other drugs sector more. To learn and understand the challenges, and to better understand community members who are impacted by alcohol and other drugs.

- Carly Weatherby, Indigenous Community Services Trainee

Staff reflections:

" Carly was a valued member of the Bairnsdale team. She has always been a joy with her cheeky little humour and being a quiet achiever.

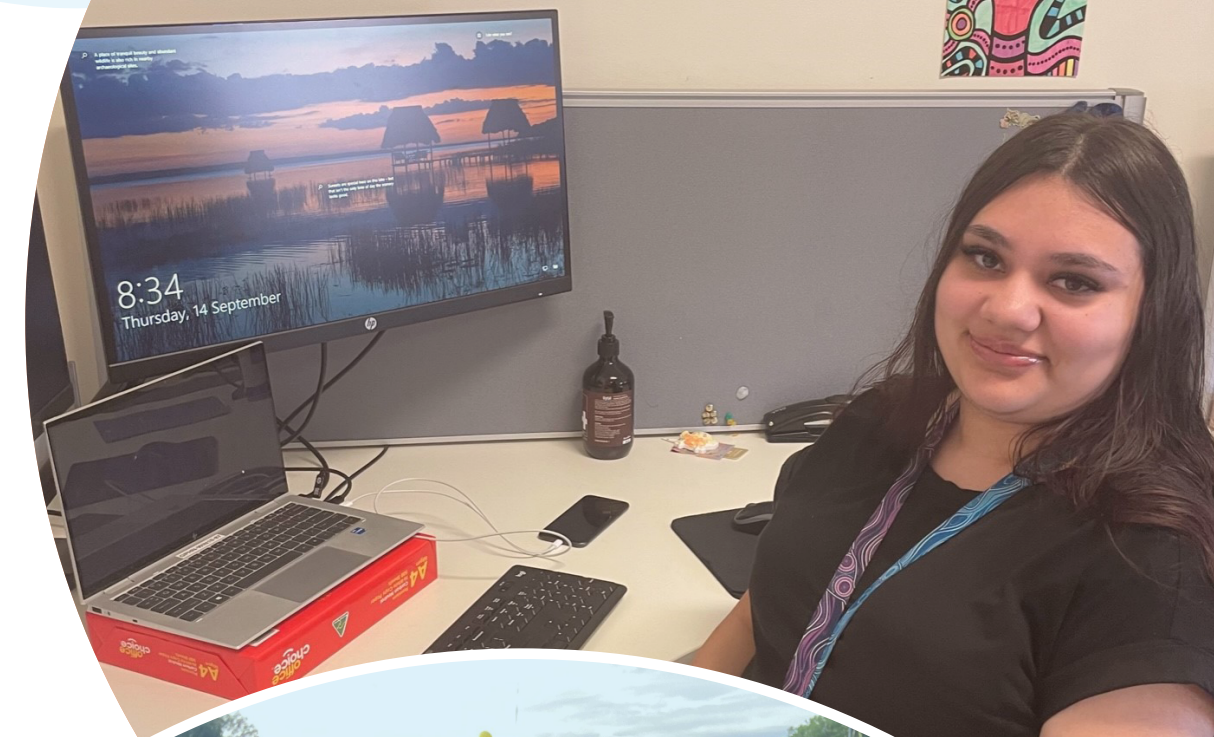
- Cass Morrell, Manager Program Delivery

" I've absolutely loved being able to support Carly since commencing as her Coordinator a little over a year ago. While Carly will be missed, her commitment to her community and expanding her learning opportunities will be her key to launching a long and rewarding career in health and community services.

- Teresa Ferreira, Coordinator Program Delivery



Gippsland PHN congratulates Carly on this outstanding achievement and thanks her for the valuable contributions. We wish her every success in what will no doubt be a rewarding career supporting Gippsland communities.



COMMISSION FOR SERVICE ACCESS

Quintuple Aim:
Improved Health Equity



Intended Outcomes

Service delivery commissioned to address priority populations and health needs

New models of care and service delivery demonstrate Value Based Health Care principles

Integrated care service models are commissioned

Commissioned services address service gaps using technology and innovation

Medicare Mental Health is the new name for what was previously known nationally as Head to Health. This rebrand was rolled out across Australia by the Australian Government in March 2025.

While the name has changed, the service itself remains the same. Medicare Mental Health continues to provide the same free, expert, and targeted mental health and wellbeing support that was available under Head to Health. This service includes a national telephone advice line, a comprehensive interactive website, and physical service hubs throughout Australia.

What Medicare Mental Health offers:

A national telephone intake service for a convenient first point of access

Telehealth and in-person services are available through Gippsland's two Head to Health sites, located in Sale and Warragul. Up to six free consultations with a qualified mental health clinician

Services are accessible to all, with no need for a Medicare card or GP referral



Having received **over 11,000 inbound calls since its inception**, the Gippsland region Medicare Mental Health phone and intake service, provided by Australian Community Support Organisation (ACSO), is a fantastic first point of contact for those who feel hesitant to reach out for support.



The phone and intake team guide callers through available options to help identify the most appropriate services for their needs. They also maintain one of the most comprehensive and up-to-date directories of mental health support services across our region, covering all levels of care.

Analysis of national data identified that callers from Sale and Warragul postcodes feature consistently in the top 10 for call volume per capita nationally.



This highlights a high demand for mental health services in these areas, and on a positive note, reflects that Gippsland residents are proactively seeking support when they need it.

Community Led Integrated Health Care



Gippsland PHN's Community Led Integrated Health Care service model has entered its second year of service delivery. The model enables the delivery of holistic, locally tailored primary health care designed by the very people who use it.

A key component of the model is consumer participation in evaluation and continuous improvement. This approach enables service providers to continually refine and enhance their service delivery.

Latrobe Valley: Care hub for disadvantaged children and families



In 2024–25, the integrated clinic supporting children from disadvantaged backgrounds continued to provide care coordination, transport assistance, and a multidisciplinary approach to improving access to primary health care and social services within the Latrobe Valley.

In response to consumer feedback, the program expanded its outreach services alongside the existing hub. The expansion enabled more children and families to access services, particularly where transport was previously a barrier.

The service has also broadened its referral pathways and partnerships, now offering dedicated support to Aboriginal and Torres Strait Islander children and families through a partnership with Ramahyuck District Aboriginal Corporation in Morwell.

299
Children supported by the Latrobe Valley Care Hub

The model continues to demonstrate the value of community-led, flexible health care that adapts to local needs. By placing consumers at the centre of service design and improvement, Gippsland PHN is helping to create stronger, healthier, and more resilient communities.

East Gippsland: Taking first rate care to remote communities



Residents of the remote Deddick Valley, including towns such as Bendoc, Tubbut, and Goongerah, continue to access primary health care within their own communities. This localised approach saves individuals up to four hours or more in travel time to receive care.

Informed by consumer feedback and strengthened partnerships, services in the region have grown. Alongside a Nurse Care Coordinator, residents now have regular access to a General Practitioner, both in person and via telehealth between visits. The program has also introduced a series of allied health and preventative health assessment days, including optometry and heart health clinics. Planning is underway for additional specialised clinic days with other allied health professionals.

161
People supported by Orbst Regional Health

Evaluation Findings:

A recent evaluation, led by Larter Consulting, showed that both trials have expanded access to healthcare—particularly for vulnerable and at-risk groups. In East Gippsland, a nurse-led model delivered services to one-third of the local population—a major achievement in such a remote setting. In the Latrobe Valley, families and children experiencing disadvantage are benefiting from comprehensive care, early intervention, and improved care coordination.

Multidisciplinary teams and care coordination roles were identified as key enablers of success. The evaluation also highlighted strengthened collaboration across the health and social care sectors and early evidence of improved access for priority populations.



Urgent Care Clinics

Formerly known as Priority Primary Care Centres, Gippsland’s two Urgent Care Clinics (UCCs) in Warragul (Baw Baw) and Moe (Latrobe) continued to ease pressure on hospital emergency departments by treating patients with urgent but non-life-threatening conditions.

The UCCs provide free, immediate care for people experiencing illnesses or injuries that do not require emergency treatment. Open from 8am to 10pm daily, including weekends and after-hours, UCCs provide accessible care when regular general practice services are unavailable.

In the past year, the UCCs recorded **26,418 patient visits**, bringing the total to **64,978** since the project commenced in 2023.



This has helped reduce unnecessary presentations to local emergency departments, including Latrobe Regional Health and West Gippsland Healthcare Group.

Common conditions treated include upper respiratory tract infections, urinary tract infections, cough, asthma, and hypertensive disorders.

“ The good quality of the experience with the nurse and doctor, and was very prompt and helpful and showed his expertise through the care he offered my daughter. ”
- UCC Patient

“ The doctor and nurse were friendly, approachable, professional and took our concerns seriously, responding with care and facilitating a pathway to ongoing care. ”
- UCC Patient

“ Staff were prompt, knowledgeable and caring. Didn’t feel rushed at all. Took time to make sure assessed and treated correctly. ”
- UCC Patient

These services are proving essential in improving access to timely healthcare across Gippsland, particularly during after-hours periods when other options are limited, and reducing pressures on hospital services.



After-Hours Program

The Gippsland PHN After-Hours Program supports after-hours medical services for Gippsland residents when it’s not an emergency nor a need to go to hospital but still requires time-sensitive medical advice. The After-Hours Program provides Gippslanders access to medical services when they can’t see their regular general practitioner and also helps relieve pressure on local emergency departments.



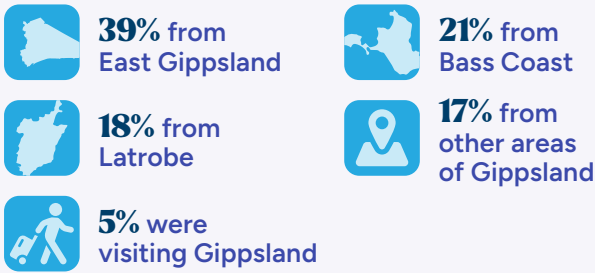
In 2024-2025, the After Hours Program was serviced by two providers:

- HealthAccess provided a Gippsland-wide telehealth service
- Sale Medical Centre, in collaboration with Clocktower Medical and Inglis Medical Centre, provided a face-to-face after-hours service in Sale

The Program recorded **2,486 presentations during the 2024-25 period.**

- Sale Medical Centre recorded 1,100 presentations, primarily from Sale and the broader Wellington LGA area.
- HealthAccess telehealth recorded 1,386 presentations.

HealthAccess telehealth presentations included:



Feedback on the after-hours service received included:

- Great resource for non-emergency concerns. Very grateful.
- Excellent service – so glad we have it!
- Expectations were clear. Service brilliant!
- I thought it was a great service. I was on holiday, needed a doctor and script and it was a great service.

Doctors in Secondary Schools (DiSS) Program

Since its introduction in Gippsland in 2018, the Victorian Government’s Doctors in Secondary Schools (DiSS) program has been breaking down barriers to primary care for young people, ensuring students have access to timely, confidential, and comprehensive health support, regardless of their background or location.

Funded by the Victorian Department of Education, the program places a General Practitioner and Practice Nurse into secondary schools, offering regular on-site clinics where students can access care without needing to leave school or rely on after-hours appointments. In Gippsland, the DiSS program is currently running in eight secondary schools, supported by six local general practices.

In the 2024–2025 financial year, the program recorded:

 **849**
GP appointments across the region

bringing the total to

 **6,388**
Appointments since the program began in Gippsland.

These figures reflect the growing trust and uptake of the service by students, who are increasingly turning to school-based clinics for preventative health care, mental health support, and management of ongoing health issues.

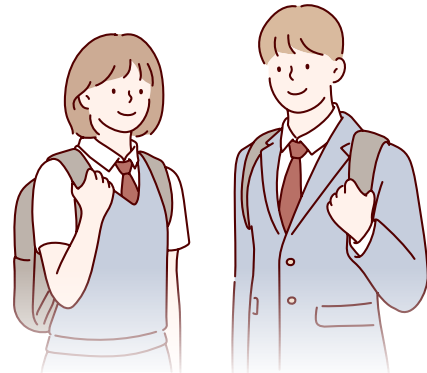
More broadly, the statewide impact of DiSS has been recognised in the Victorian Department of Education’s 2024 evaluation, which found the program had:

 **Provided care to over 24,000 high school students between 2017 and 2023.**

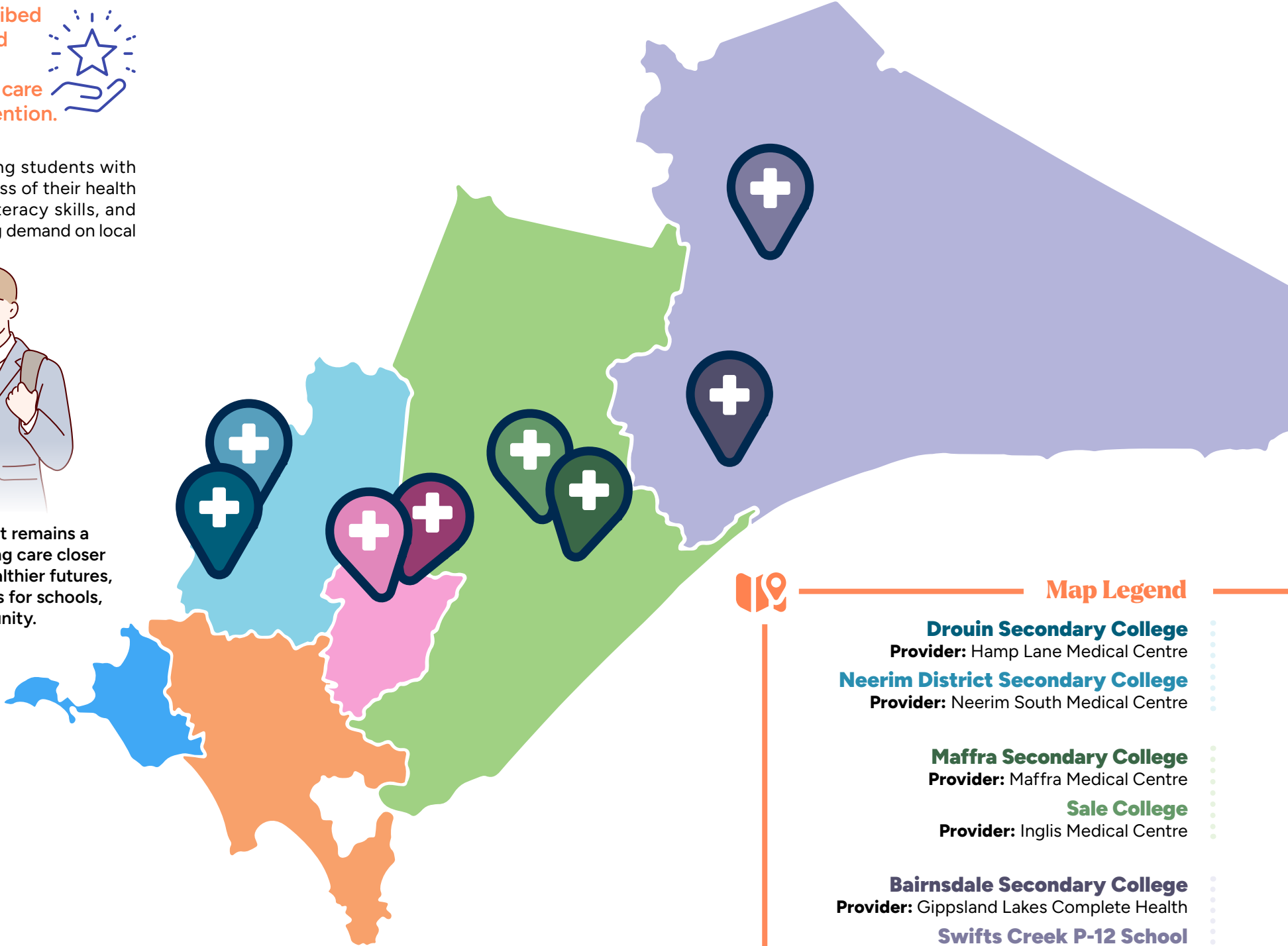
The evaluation report described DiSS as **“highly valued”** and **praised its effectiveness in improving access to primary care and promoting early intervention.**




The DiSS program is empowering students with greater confidence and awareness of their health and wellbeing, builds system literacy skills, and also plays a crucial role in relieving demand on local health services.



As the program moves forward, it remains a powerful example of how bringing care closer to young people can support healthier futures, while building long-term benefits for schools, families, and the broader community.



Map Legend	
	
Drouin Secondary College	Provider: Hamp Lane Medical Centre
Neerim District Secondary College	Provider: Neerim South Medical Centre
Maffra Secondary College	Provider: Maffra Medical Centre
Sale College	Provider: Inglis Medical Centre
Bairnsdale Secondary College	Provider: Gippsland Lakes Complete Health
Swifts Creek P-12 School	Provider: Gippsland Lakes Complete Health
Traralgon Secondary College	Provider: Latrobe Community Health Service
Kurnai College	Provider: Latrobe Community Health Service

FACILITATE SEAMLESS CARE

Quintuple Aim:
Consumer Experience



Intended Outcomes

✓
Consumers own and use their health information

✓
Commissioning strategies facilitate partnerships between providers and sectors

✓
Partnerships with the Local Health Service Networks result in joint plans and regional solutions that improve the delivery of patient-centred care

✓
Primary Care providers connect to each other, with diagnostics providers, with community health, specialists and hospitals

✓
Providers and Health Services use collaborative processes which enable connected care and improved efficiency

Integrated Team Care (ITC) Roadshow

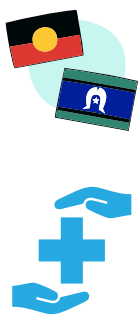
In September 2024, Naomi Kenny, Program Delivery Officer at Gippsland PHN presented to rural health professionals, researchers, and policymakers from across the country at the 17th **National Rural Health Conference** in Perth.

The event, hosted by the **National Rural Health Alliance**, focused on the theme: *Imagine, Inspire, Innovate*

Naomi delivered a presentation about Gippsland PHN's three-day Integrated Team Care roadshow that took place across South Gippsland, Baw Baw, and Bass Coast in October 2023.

The Integrated Team Care Program is designed to support Aboriginal and Torres Strait Islander people, including children, who are living with complex chronic conditions.

The program provides one-on-one assistance through Care Coordinators, with the goal of improving health outcomes by ensuring better access to coordinated, multidisciplinary care.



Gippsland PHN's three-day Integrated Team Care roadshow covered more than 800 kilometres to raise awareness and provide education about the Integrated Team Care Program in areas with low funding uptake, particularly in sub-regions without access to Aboriginal Community Controlled Organisation (ACCO) health services.

The presentation highlighted efforts to strengthen connections between Gippsland PHN, ACCOs, mainstream health services, and hospitals. These partnerships are vital in supporting local Aboriginal and Torres Strait Islander communities, particularly by improving access to 715 Health Checks, which facilitates a smoother hospital discharge process, and enhances the management of chronic conditions.



Integrated Team Care Spotlight:

Through Gippsland PHN's Integrated Team Care and Caring on Country program, a community member was supported to manage a chronic health condition in a way that respected their cultural needs and priorities.

After receiving a diagnosis, they were connected with an Aboriginal Health Worker who acted as a trusted point of contact and advocate.



The Health Worker helped coordinate specialist appointments, liaised with their GP, and arranged transport to ensure access to care. Just as importantly, they linked the person to services that strengthened cultural connection, supported emotional wellbeing, and encouraged engagement in community.

This holistic, person-centred approach reflects Gippsland PHN's commitment to delivering care that is both clinically effective and culturally safe, recognising that good health is about physical, emotional, and cultural wellbeing.



Cassie Mayman, Manager Primary Health Initiatives and Response and Naomi Kenny, Program Delivery Officer, at the National Rural Health Conference in Perth, 2024.

Digital Health Initiatives

Empowering primary care through innovation

Over the past year, Gippsland PHN’s Digital Health team has made significant progress in supporting general practices across the region, driving innovation and strengthening the digital capability of the healthcare system. Through a series of strategic initiatives, Gippsland PHN helped general practices embrace technology with confidence, resulting in improved access to care, greater patient engagement, and more effective use of practice data.

Boosting digital health literacy across the region

A highlight of our digital health strategy was the rollout of the Digital Health Literacy Grant Program. With 7 general practices engaged across our six Local Government Areas (LGAs), this initiative has been a catalyst for change. General practices reported measurable increases in digital health literacy, empowering both staff and patients to confidently access and use digital health tools.

The program not only facilitated the uptake of digital systems but also laid a strong foundation for broader adoption of digital health innovations across the region.

Feedback from general practices:

-  The overall capacity and efficiency of our general practice clinic have been significantly enhanced through the receipt of a grant.
-  Funding has provided our dedicated clinical team with the essential tools, resources and training required to more effectively implement, manage and oversee remote patient monitoring systems within our daily healthcare operations.
-  The training and introduction to Active Script Lists was greatly appreciated as we had very limited knowledge of this within the clinic.

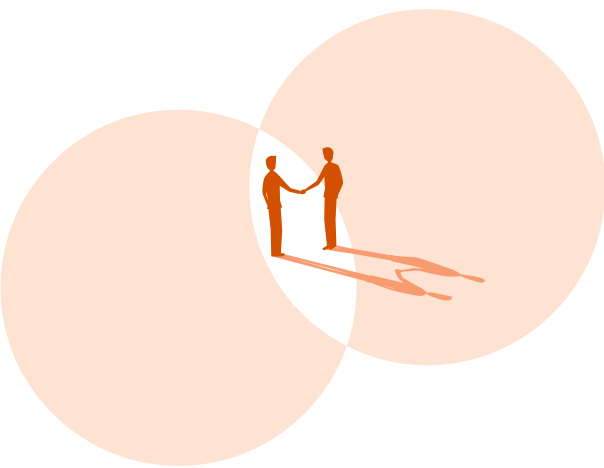
Empowering practices through data

Another cornerstone of our digital health efforts has been strengthening general practices’ ability to engage meaningfully with their own practice data. Through the application and ongoing support for data analysis general practices are gaining valuable insights into their patient populations and service delivery trends.

These tools will continue to evolve to support more effective clinical and billing practices, helping clinics enhance service delivery sustainably while continuing to improve the quality of patient care, particularly as MyMedicare and other reforms continue roll out.

Fostering collaboration across the PHN Network

Increased collaboration across Gippsland PHN has also been a highlight this year. By fostering relationships with other Victorian and Tasmanian PHN Alliance PHNs, we’ve seen a dynamic exchange of ideas and shared experiences that has led to improved workflows, new partnership opportunities, and a stronger, more unified approach to primary care innovation. These cross-network collaborations are streamlining the way we work, creating efficiencies, and reinforcing a culture of continuous improvement.



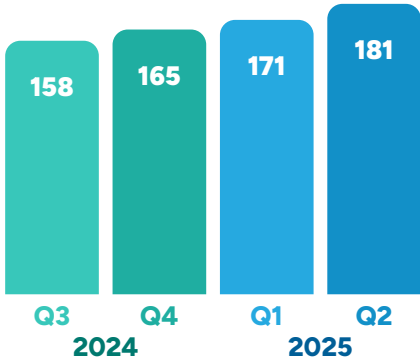
Expanding remote patient monitoring

A key focus this year was promoting Remote Patient Monitoring (RPM) using Care at Home from Lifeguard. By introducing Remote Patient Monitoring to both Digital Health Literacy grant recipients and additional general practices, we have expanded its use as a practical and efficient tool for chronic condition management and ongoing patient care.

This innovative approach helps general practices extend care beyond the clinic, enabling more proactive and responsive management of patient health.

Care at Home

Registrations over time:





There are **181 patients across Gippsland** engaged in the program, submitting **39,465 measures**, with **1,233 charts viewed by clinicians**.

The most common conditions being monitored using this platform include hypertension, COPD, Type 2 diabetes, depression and asthma. This is a phenomenal effort highlighting the program’s growing impact.



Feedback from general practices:

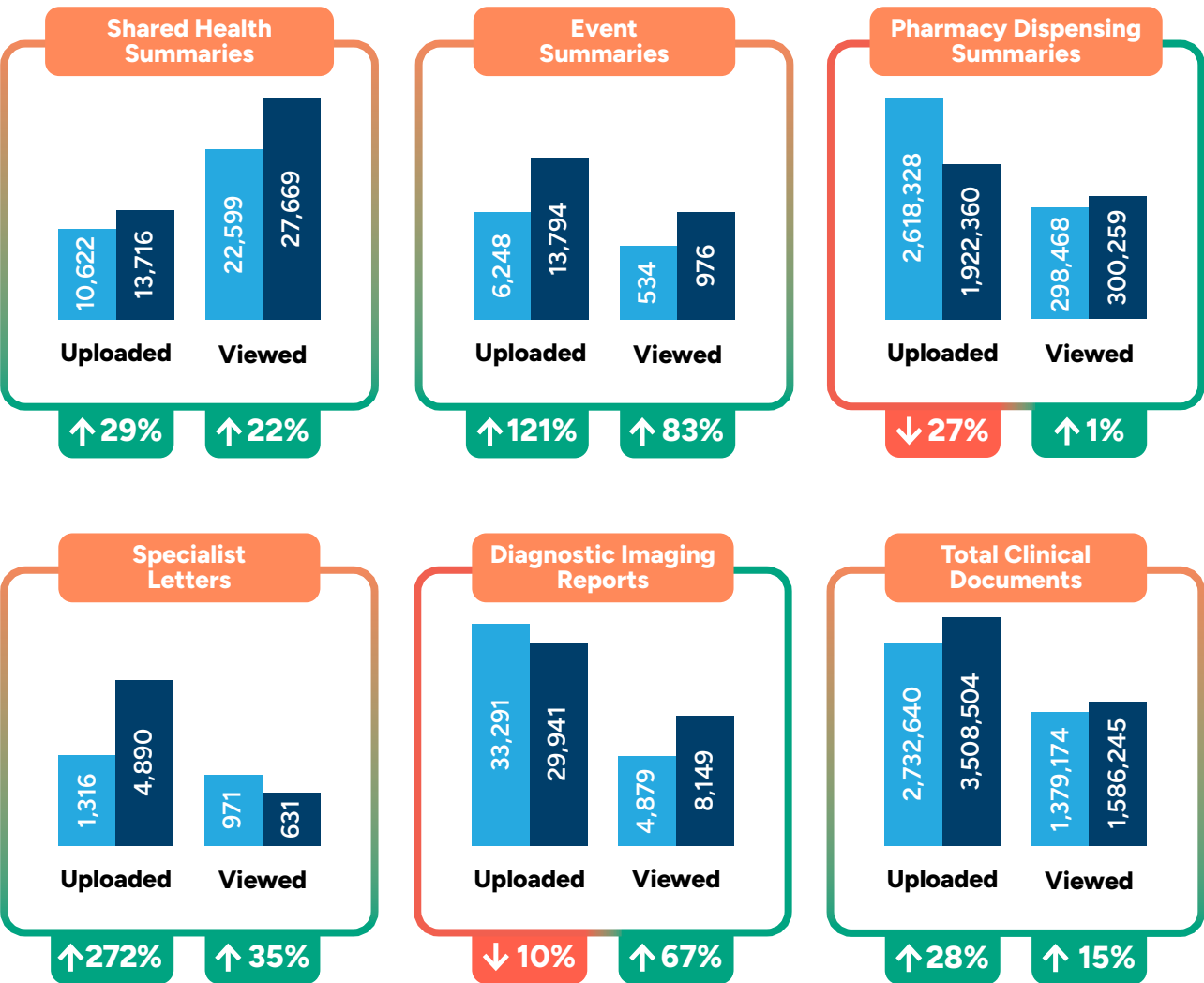
-  Tangible improvements in the management of chronic diseases, enabled more timely medical interventions and allowed for earlier identification of atypical patient readings or developing complications. The benefits have been particularly pronounced for individuals residing in rural or remote communities, as well as for patients with limited mobility or transport challenges. For these groups, access to high-quality healthcare has historically been constrained by geographic and logistical barriers. Thanks to the introduction of remote monitoring, these patients can now receive consistent, comprehensive care from the comfort of their homes, significantly reducing the need for frequent in-person visits to the clinic.
- Gippsland general practice
-  Overall, this has been a positive experience and made some significant improvement and advancement of services to patient care and access to care for those in remote locations or unable to travel.
- Gippsland general practice



My Health Record

My Health Record is a secure online summary of a patient's key health information, accessible by authorised healthcare providers to support clinical care and decision-making.

A recent improvement to My Health Record has been the change that ensures mandatory sharing of both pathology and diagnostic imaging reports, which will further enhance care coordination and ensuring timely access to vital health data.



June 2024

June 2025

Vaccinations

Strengthening immunisation collaboration across Gippsland

Vaccination efforts across the Gippsland region have been strengthened through our active participation in the Gippsland Immunisation Reference Group. This vital group brings together healthcare provider representatives from local councils, and public health representatives to enhance immunisation outcomes across the region.

Gippsland PHN's Digital, Data and Insights team attends multiple meetings each year, working closely with key stakeholders to align strategies and share updates. The team also engages regularly with local councils and benefits from the expertise of guest speakers from the local Public Health Unit and the Department of Health.

These sessions provide valuable insights into emerging trends, policy developments, and community needs.



Our involvement in these forums plays a critical role in identifying and addressing barriers to immunisation. By facilitating communication between local councils and general practice immunisers, we help ensure that local efforts are well coordinated and responsive to community challenges.

These connections are essential in fostering a region-wide approach to improving vaccination coverage and strengthening public health outcomes.



Gippsland Pathways

Gippsland Pathways is a digital clinical referral pathway tool developed to support primary care health professionals across the Gippsland region.

The platform serves as a central hub, providing up-to-date clinical referral pathways and resources to ensure health professionals have access to the latest information and guidelines.

In April 2025, Gippsland PHN relaunched the Gippsland Pathways website with a fresh, modern design. The redevelopment focused on enhancing user experience and strengthening security, making the platform more reliable, accessible, and easy to navigate.



156
Registered Users



14,376
Page Views

Top 5 Most Used Pathways

- Antenatal Care – First Consult
- Non-Urgent Mental Health Referrals
- Iron Deficiency Anaemia
- Abnormal Liver Function Tests
- Colorectal Symptoms – Suspected Colorectal Cancer

Gippsland Pathways

Strengthening Medicare and GPACI

MyMedicare

MyMedicare is a voluntary patient registration model. It aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

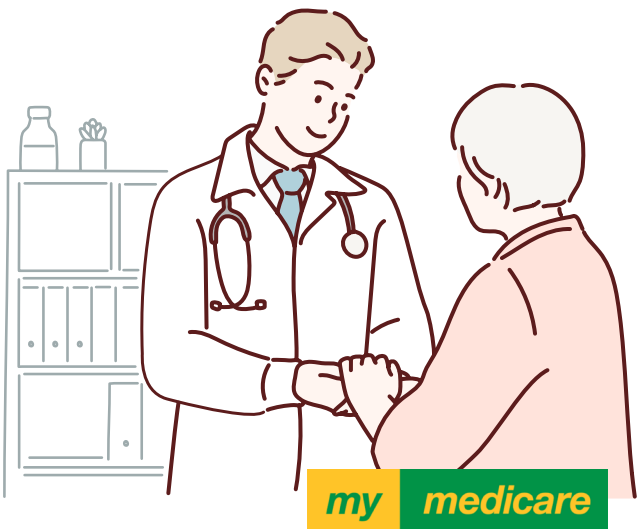
The Commonwealth have introduced MyMedicare as part of an ongoing commitment to strengthening Medicare for all Australians.

Evidence shows that seeing the same GP and healthcare team regularly leads to better health outcomes.

Registering with MyMedicare provides benefits to patients, general practices, and healthcare providers.

At Gippsland PHN we have been supporting general practices with MyMedicare registration and with information and education to register their patients.

82% of general practices in Gippsland had signed up for MyMedicare (as of 30 June 2025).



General Practice in Aged Care Incentive (GPACI)

The General Practice in Aged Care Incentive (GPACI) supports older people living in residential aged care with receiving quality, regular primary care services from their regular provider and practice through regular visits and care planning.

To date, Gippsland PHN has supported all 100 General Practices in Gippsland with extensive information and education to support the uptake of GPACI.



100% of Gippsland Residential Aged Care Homes (RACH) have been informed about GPACI.



100% of Gippsland RACH have been offered assistance with coordination of care.

Gippsland PHN will continue to support General Practice and Residential Aged Care Homes with the uptake of the incentive thus promoting regular access to quality primary care services for residents living in aged care homes.



For more information, please visit our dedicated webpage.

Cancer Shared Care

The Cancer Shared Care project was funded by the Victorian Department of Health to improve access and coordination of cancer shared care in regional Victoria. Led by Gippsland PHN in collaboration with Western Victoria PHN and Murray PHN, the project commenced in July 2021, with the final report submitted in January 2025.



Each PHN co-designed a localised model of care in partnership with consumers, primary and acute care providers, and relevant peak bodies. While tailored to regional needs, the models shared several core components:



A defined set of tumour streams considered most appropriate for shared care: prostate, breast, bowel, lung, and melanoma



Designated nursing roles in both acute and primary care to act as key contacts for coordination



Clearly defined roles and responsibilities for all individuals involved in the care model



A rapid referral pathway from primary to acute care to ensure timely oncology input when required



Established communication pathways to support seamless information flow between all stakeholders, including patients

Toolkit

A comprehensive Toolkit was developed to support each region's model of care, containing clinical guidelines, patient resources, care plan templates, communication tools, and provider checklists to ensure a cohesive, patient-centred shared care pathway.



Project Outcomes:

Across the three PHN catchments, the pilot involved:



Providers reported greater confidence in cross-sector collaboration, stronger teamwork, and improved shared decision-making. The Toolkit was credited with enhancing communication between primary and acute care—particularly for patients with co-morbidities.

Patients reported feeling better informed, more involved in their care, and experienced reduced distress.

An external cost-benefit analysis found the project improved health outcomes, strengthened integration between primary and acute systems, and reduced overall health system costs.

Most participating general practices continued offering supportive cancer care beyond the pilot, having seen its clear benefits firsthand. **PHNs have supported this ongoing work by providing:**



Training and education



Practical resources
(e.g. Shared Care Toolkit)



Guidance on MBS funding
for cancer-related chronic care

These supports have laid a strong foundation for the future expansion of shared care models, especially across rural and regional areas.

“ The nurse brought her follow up Oncology Support Care Screening Tool for a patient to me today. I was blown away with the results. I have always thought this to be a beneficial program, that’s why we signed up to be a part of it. To see the difference it has made to this patient is outstanding. Thank you for giving us the opportunity to make this difference to someone’s life. ”

- Participating Practice Manager

EXCEPTIONAL ORGANISATION

Quintuple Aim:
Cost Efficiency



Intended Outcomes

Commissioned service performance and value for money is demonstrated

Organisational information and data are well managed and secure

Gippsland PHN staff are capable, engaged, and empowered to produce excellent outcomes

Environmental, Social and Governance responsibilities are understood and addressed

Innovation is business as usual

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Sustainability Framework

In 2024–25, Gippsland PHN established a Sustainability Working Group to drive delivery of the Climate Change Adaptation Strategy and other organisational sustainability initiatives. To guide this work, we surveyed staff and stakeholders on the Environmental, Social and Governance (ESG) issues most important to them. Respondents rated a range of issues from “not important” to “very important,” with results showing strong alignment between staff and external stakeholders on the priorities that matter most.



Environmental



Social

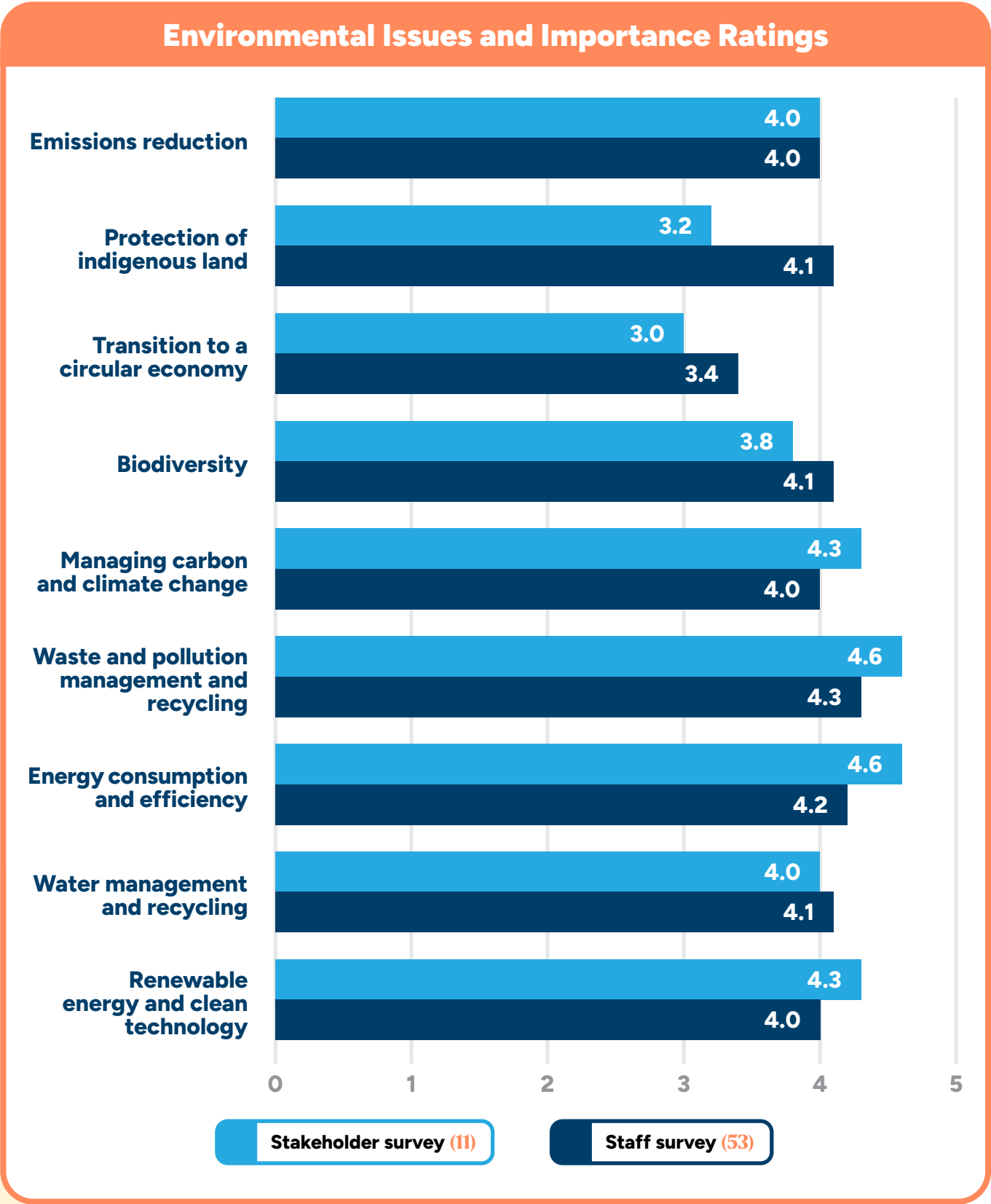


Governance

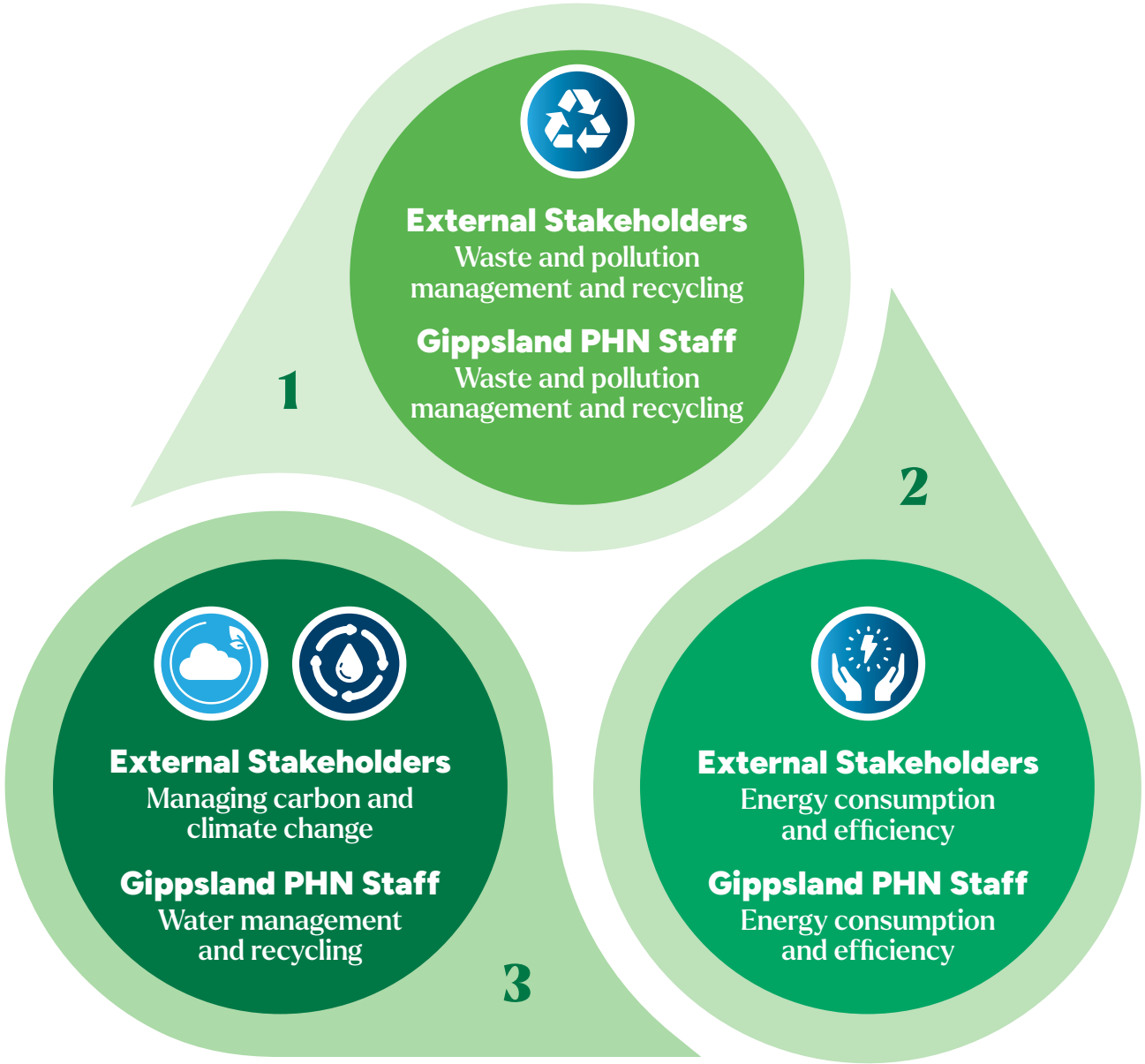


ENVIRONMENTAL

What we heard:

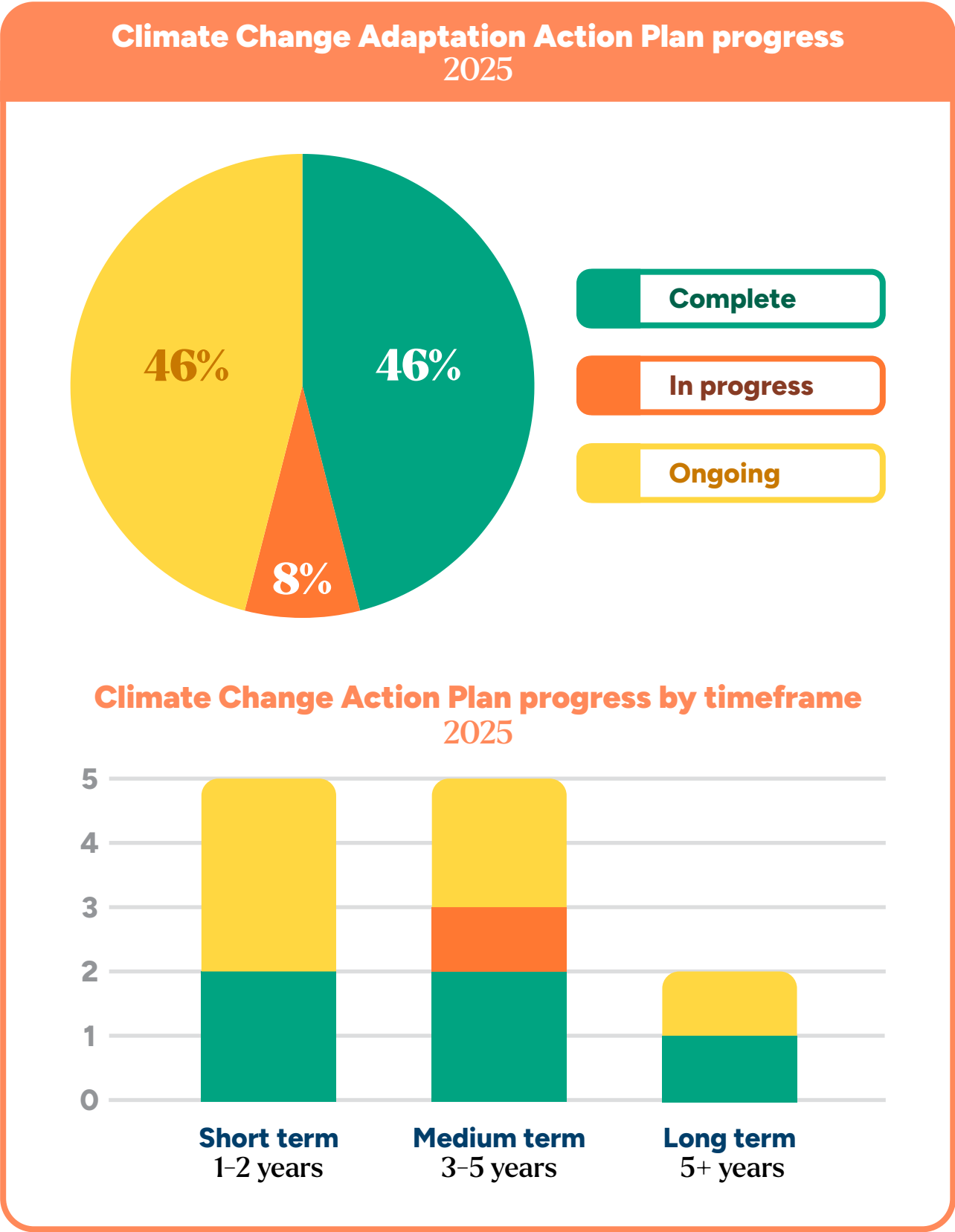


Top three issues:





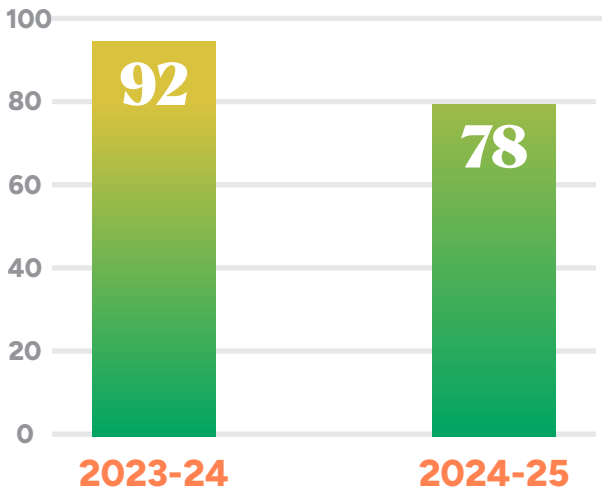
Progress Against Climate Change Adaptation Strategy



Gippsland PHN electricity usage*

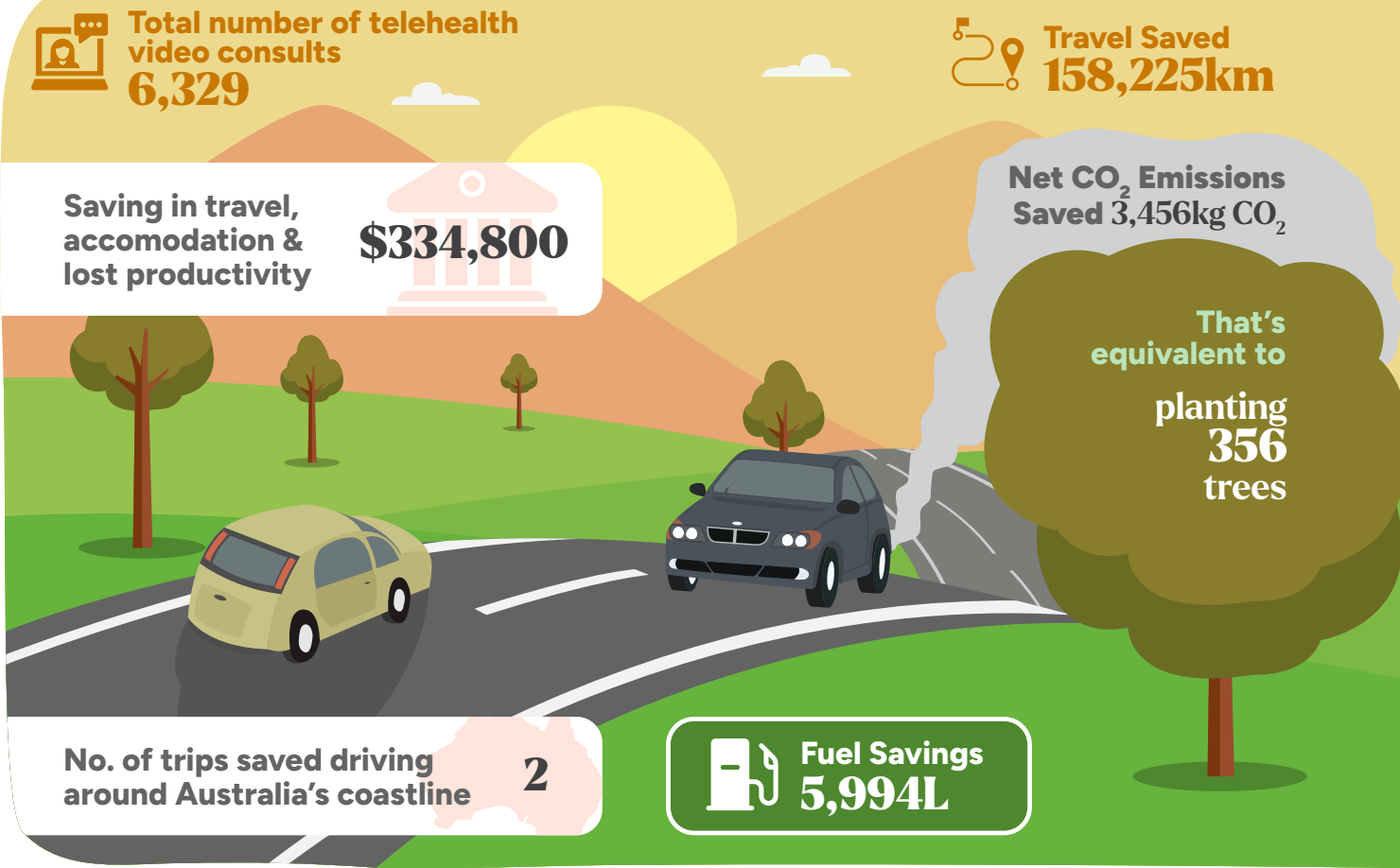
Total Greenhouse Emissions (Tonnes)

Initiatives to reduce electricity consumption- timers on air purifiers, sensor lights in staff amenity areas in Traralgon; energy efficient lights installed



*Data from Wonthaggi and Traralgon offices only as shared office utility costs in Bairnsdale does not allow data collection

Video Call Savings for General Practice





Preparing Gippsland Communities Project

Gippsland PHN launched a first-of-its-kind interactive map that identifies the region’s most climate-vulnerable communities—marking a major milestone in local efforts to strengthen emergency planning and climate resilience in Gippsland communities.

The **Gippsland Geospatial Climate Vulnerability and Risk Map** is a key output of the Preparing Gippsland Communities Project, a regional initiative established in response to increasing health risks associated with climate change—particularly the growing frequency and severity of bushfires, floods, and heatwaves across the Gippsland region.

The Gippsland Geospatial Climate Vulnerability and Risk Map was developed in partnership with strategic consultancy Mosaic Insights. The map draws on publicly available data—including ABS census data and socio-economic, health, and environmental indicators—to help identify and support communities most at risk during climate-related emergencies.

Minister for Emergency Management, Kristy McBain, said the map will increase the capabilities of hard-to-reach Gippsland communities and better prepare them to respond to and recover from bushfires.

Through the support provided by our Government, Gippsland PHN has been able to develop this risk map which clearly outlines vulnerable communities and defines the roles and responsibilities of responders. This information will be critical for emergency planning and prioritisation, and I'd like to congratulate everyone involved with this project for their work to support communities impacted by Black Summer to improve community resilience.

- Kristy McBain, Minister for Emergency Management

Gippsland PHN CEO **Amanda Proposch**, said the project represents a critical step forward in climate-responsive health planning.

The Geospatial Risk Map is a strategic breakthrough for enhancing preparedness and protecting vulnerable communities. We're incredibly proud to be leading the way in climate-responsive health planning – taking action to address the growing health risks posed by climate change.

By geographically pinpointing vulnerabilities, this tool allows health services, emergency planners and local organisations to prioritise resources and improve coordination. We hope it also serves as a model for other regions across Australia.

In addition to the interactive map, two additional resources have been developed to support climate-resilient healthcare planning across Gippsland:

Primary Care Emergency Pathways Document
Developed with input from local clinical and community councils, this guide outlines how primary healthcare providers can prepare for, and respond to, climate-related emergencies to support vulnerable populations.

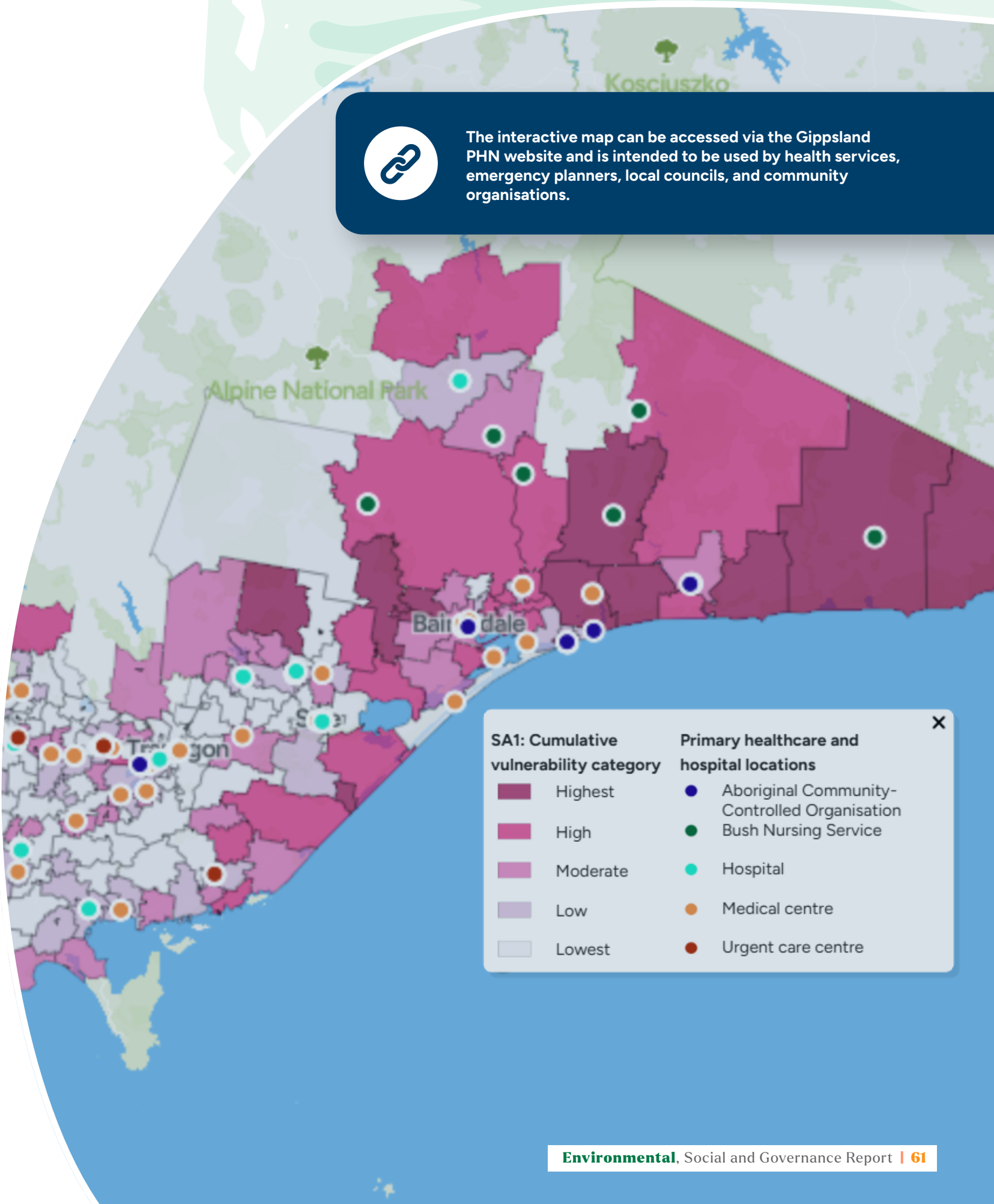
Priority Populations Contact Guide
A practical directory of key organisations supporting vulnerable communities across Gippsland. Designed to help health services build partnerships and improve care coordination during emergencies.

Together, these resources provide a strong foundation to help Gippsland communities prepare for, and respond to, the impacts of climate-related emergencies—enabling greater health equity and system-wide collaboration.

Acknowledgement: This project received funding from the Australian Government’s Preparing Australian Communities Grant, through the Department of Industry, Science, Energy and Resources.



The interactive map can be accessed via the Gippsland PHN website and is intended to be used by health services, emergency planners, local councils, and community organisations.



SA1: Cumulative vulnerability category		Primary healthcare and hospital locations	
	Highest		Aboriginal Community-Controlled Organisation
	High		Bush Nursing Service
	Moderate		Hospital
	Low		Medical centre
	Lowest		Urgent care centre



Emergency Response

Throughout 2024-25 Gippsland PHN continued to support emergency management and preparedness activities across the region, working collaboratively with local primary healthcare providers and key stakeholders to ensure coordinated responses to emerging health threats. This included several significant storm events that caused widespread damage and prolonged power outages, particularly in South Gippsland.

To strengthen our role in regional planning, Gippsland PHN is now a non-voting member of the Gippsland Regional Emergency Management Planning Committee (REMPC), ensuring the primary care perspective is represented in this important regional collaboration going forward.

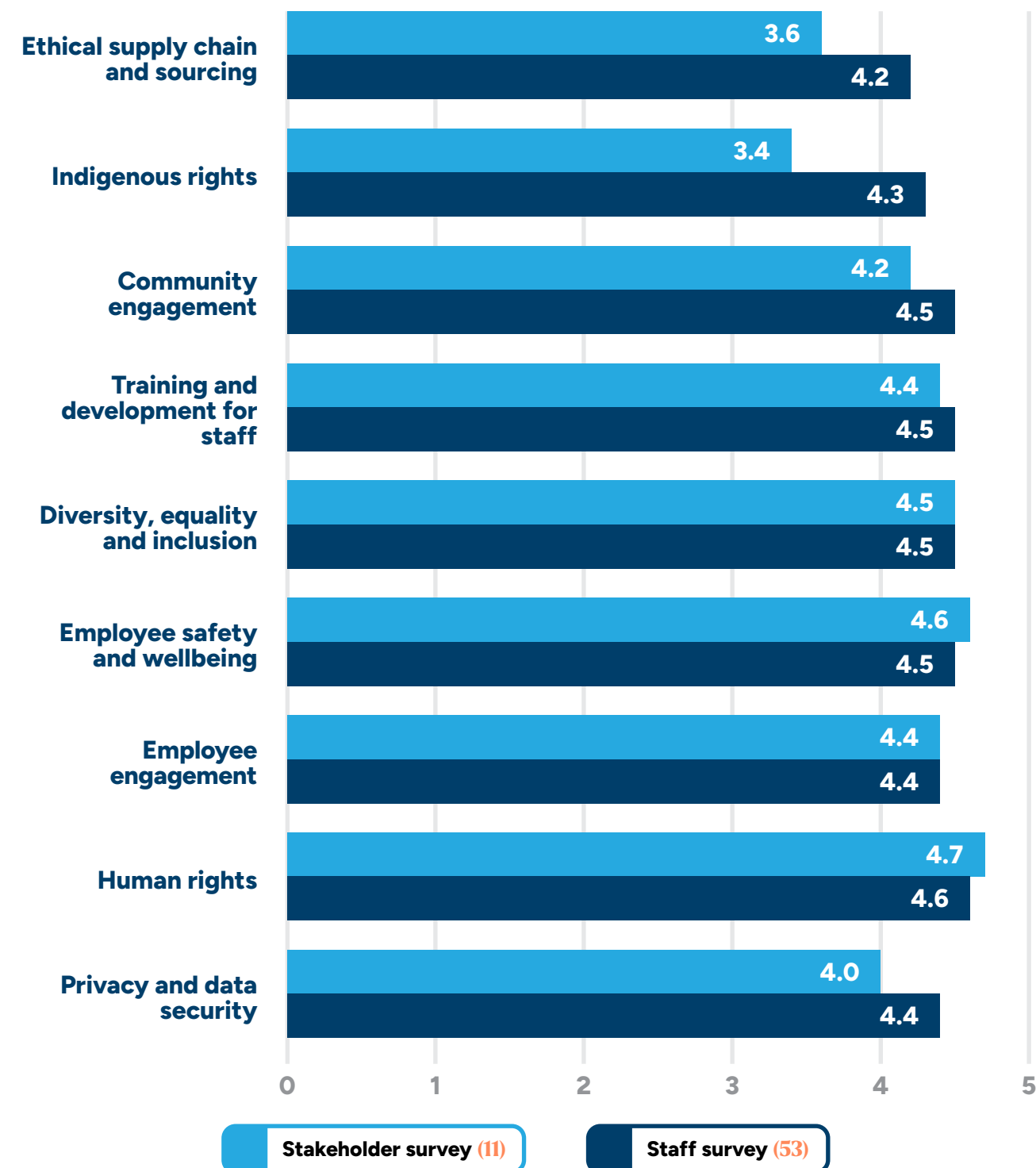
Gippsland PHN remains committed to building stronger, more resilient healthcare systems in the face of emergencies. By embedding primary care into regional emergency planning and maintaining strong relationships with local providers, Gippsland PHN continues to support communities before, during, and after critical events - ensuring access to essential care when it's needed most.



SOCIAL

What we heard:

Social Issues and Importance Ratings



Top three issues:



Supporting our staff and the Gippsland Community

Flexible Working Hours Initiative



100% of staff have access to Flexible Working Arrangements including working from home.

Lunch and Learn Sessions



Staff presented **9** Lunch and Learn Sessions which all staff were invited to attend.

OH&S Training



OH&S Training sessions included:

- Bullying and Harassment Training for **(all staff)**
- Demystifying Psychological Health and Safety Training for **(all staff)**
- Mental Health First Aid Training for **(all staff)**
- Warden Training for Warden Staff **(19 staff members)**
- First Aid Training for First Aid Staff **(13 staff members)**

Employee Assistance Program



22% EAP utilisation rate.

Paid Volunteer Leave



11 staff members.

Community Services Leave



3 staff members.



Mobile Phone Donation to Quantum/Orange Door



Family violence is one of our key regional health priorities, and something we are actively addressing through commissioning, advocacy and research. Gippsland PHN recently donated 12 mobile phones to The Orange Door in Morwell, an essential service supporting individuals, children and young people impacted by family violence. These phones provide a lifeline to those experiencing crisis and help them stay safe. One mobile phone was also donated to the Rotary Club at Hazelwood.

Sponsorships

Baw Baw Latrobe Local Learning and Employment Network



Inspiring Health Camp- an opportunity for local secondary students to be immersed in local career opportunities in the health sector.

Australasian College of Health Service Management Regional Professional Development



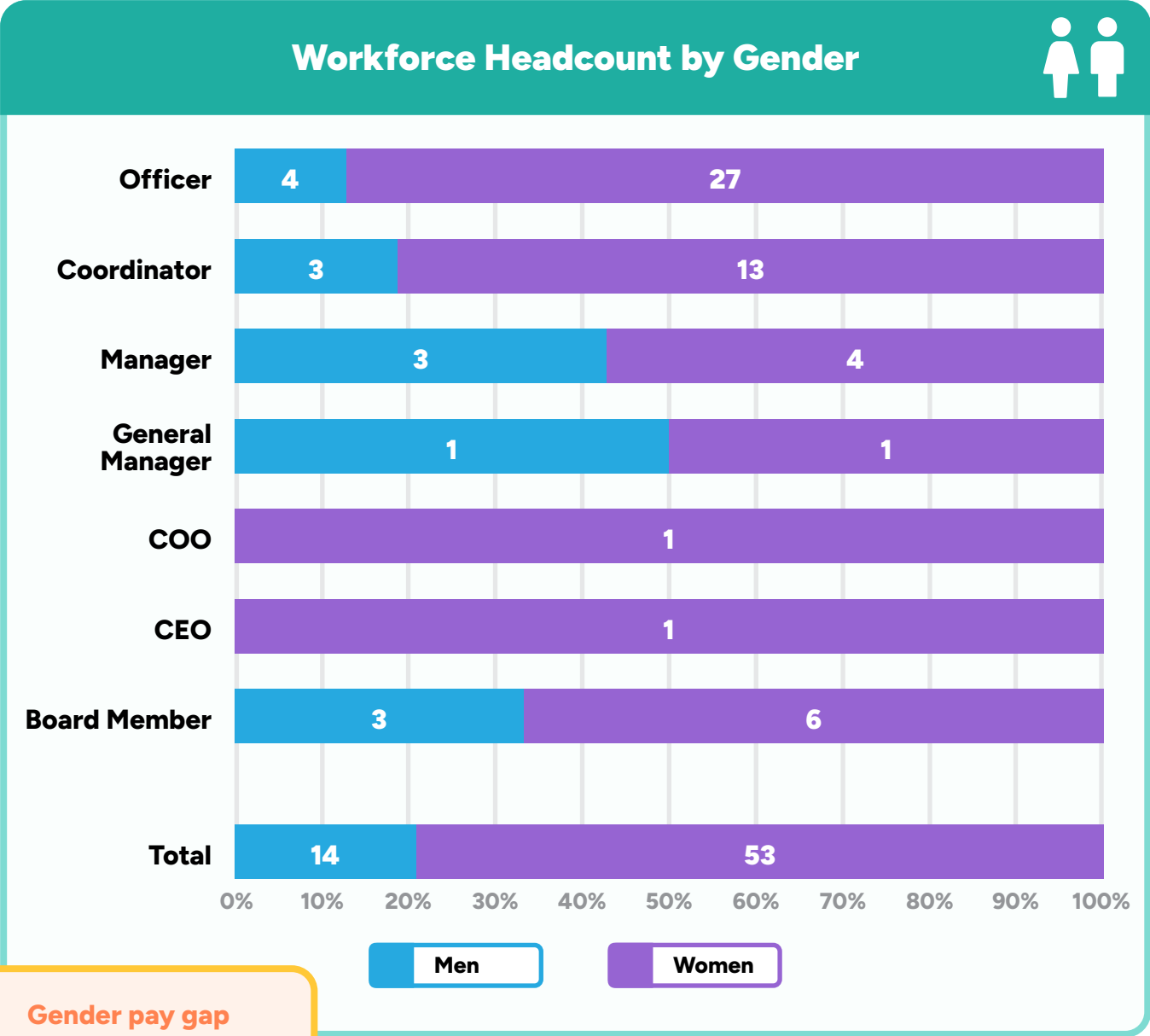
Will AI solve the rural and regional health workforce crisis? An opportunity for health leaders in Gippsland to hear about and discuss this emerging technology.

Pride Gala



Gippsland PHN proudly supported the 2025 Pride Gala, helping bring this meaningful celebration to life. Held on 28 June 2025 at Lardner Park, Warragul, and hosted by the Gippsland Pride Initiative, the gala welcomed 80 guests from across Gippsland's diverse communities. The evening was a vibrant celebration of connection, inclusion, and empowerment for the region's LGBTQIA+ communities. Improving healthcare access and inclusion for marginalised populations, including LGBTQIA+ people, is a key priority for Gippsland PHN. Supporting events like the Pride Gala is one way we continue to foster safer, more inclusive spaces where everyone feels seen, valued and supported.

Our workforce



Reconciliation Week – Truth Telling

Reflecting on Reconciliation: Cultural Workshop with Brando Hood

During National Reconciliation Week (27 May – 3 June 2025), Gippsland PHN was honoured to host Brandon Hood (Brando) for a powerful and thought-provoking cultural workshop centred on reconciliation, connection, and truth-telling with First Nations peoples.

Brando, a proud Kurnai man and the newly appointed CEO of Lake Tyers Aboriginal Trust, led staff through a deeply engaging session that explored the rich cultural heritage, history, and lived experiences of Aboriginal and Torres Strait Islander peoples. His generosity in sharing personal stories, historical truths, and cultural knowledge invited meaningful dialogue and reflection.

Together, we unpacked the impact of colonisation, the trauma of the Stolen Generations, and the continued significance of truth-telling as part of Australia's journey toward reconciliation. Brando also highlighted the importance of Acknowledgement of Country - not just as a formal gesture, but as an opportunity to show genuine respect and understanding for the Traditional Custodians of the land we live and work on. Brando's warmth and honesty created an atmosphere of respect and learning, reminding us that reconciliation is not a destination, but a shared and ongoing process.

As part of the session, participants took part in a hands-on activity painting boomerangs and a shield using traditional Aboriginal symbols and storytelling techniques. These artworks represent Gippsland PHN's commitment to cultural safety, inclusivity, and its ongoing role in supporting the health and wellbeing of all communities across the region.

We extend our deepest thanks to Brando for sharing his time and personal stories with us. His courage and leadership continue to inspire meaningful change.



Gippsland PHN stands in solidarity with Aboriginal and Torres Strait Islander peoples and reaffirm our commitment to reconciliation, equity, and culturally safe care.



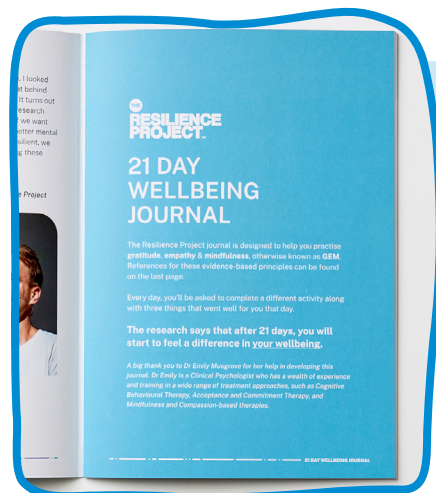


THE RESILIENCE PROJECT™

In March 2025, Gippsland PHN launched *The Resilience Project* (TRP), a wellbeing initiative designed to foster positive emotion and strengthen personal and workplace resilience.

The Resilience Project (TRP) focuses on six key pillars: **Gratitude**, **Empathy** and **Mindfulness** (G.E.M.), Emotional Literacy, Connection and Physical Health. Through powerful storytelling, humour, and practical tools, the program encourages open conversations about mental wellbeing and teaches simple, evidence-based strategies to build resilience and happiness.

The initiative began with a 50-minute live virtual session led by TRP founder, Hugh van Cuylenburg. This engaging session introduced staff to the core principles of resilience and marked the beginning of the *Discovering Resilience Digital Wellbeing Series*—our wellbeing journey this year.



To support learning in action, each staff member received a 21-Day Wellbeing Journal, designed to encourage daily reflection and the development of positive habits aligned with the gratitude, empathy and mindfulness principles.

The program was incredibly well received, with staff actively engaging in sessions and sharing their experiences. It sparked deep conversations, prompted reflection, and encouraged consideration of different perspectives—shifting mindsets and creating ongoing dialogue about wellbeing in both personal and professional contexts





Giving Back to Gippsland

Digital, Data and Insights Team Day at Foodbank

On 19 September 2024, the Digital, Data and Insights Team (DDI) took part in a rewarding team volunteer day with the Longwarry and District Lions Club. The organisation had previously supported Gippsland PHN in developing the current Health Needs Assessment, making it a wonderful opportunity to give back and provide hands-on support for their important work.

The DDI team helped with various food relief activities, including:

- Packing hampers
- Unloading pallets
- Stacking shelves
- Preparing food
- Packaging fruit and vegetable relief bags

The visit coincided with an especially busy day for the Longwarry volunteers as they prepared for a community lunch scheduled for the following day. The club planned a delicious three-course meal, creating an opportunity for community connection and meaningful conversations with their dedicated volunteers and local residents.

The commitment and hard work of the Longwarry and District Lions Club make a significant impact in the area. Organisations like this are vital pillars of support across Gippsland, strengthening communities and delivering essential services where they are needed most.

The day was filled with teamwork and camaraderie, and it was a great way to make use of the volunteer leave benefit available to Gippsland PHN staff.

Christmas Wrapping Fundraiser

On Friday 13 December 2024, Michelle Radford, Reception and Administration Support Officer, used her day of Paid Volunteer Leave to support the Rotary Club of Hazelwood North's Christmas Wrapping fundraiser at Mid Valley Shopping Centre, Morwell.

As a proud member of the Rotary Centenary House Fundraising Committee, Michelle helped raise vital funds for Gippsland Rotary Centenary House – a not-for-profit accommodation facility for people undergoing cancer treatment or specialist care at Latrobe Regional Health. The 30-room facility offers affordable and supportive accommodation, easing the burden of travel and stress for patients and their families.

Donating Blood

Leanne Moore, Executive Assistant Operations, and Cherie Macklin, Executive Assistant, utilised Community Service Leave earlier this year to donate blood - an incredible way to support others and help save lives! Blood donations are always needed and most healthy individuals aged 18 to 75 years can donate.

Lifeline Donation Bins

In August 2024, Gippsland PHN launched an initiative to provide practical support to Lifeline by installing a donation bin at the Traralgon office. Since launching, staff have donated an impressive 3,080 litres (14 bins) of quality, clean clothing and goods. Proceeds from the sale of these items help fund Lifeline's vital mental health and suicide prevention services across the Gippsland region.



3,080 litres
of clothes and goods donated
to Lifeline



The Digital, Data and Insights team in 2024, volunteering for Longwarry and District Lions Relief program.



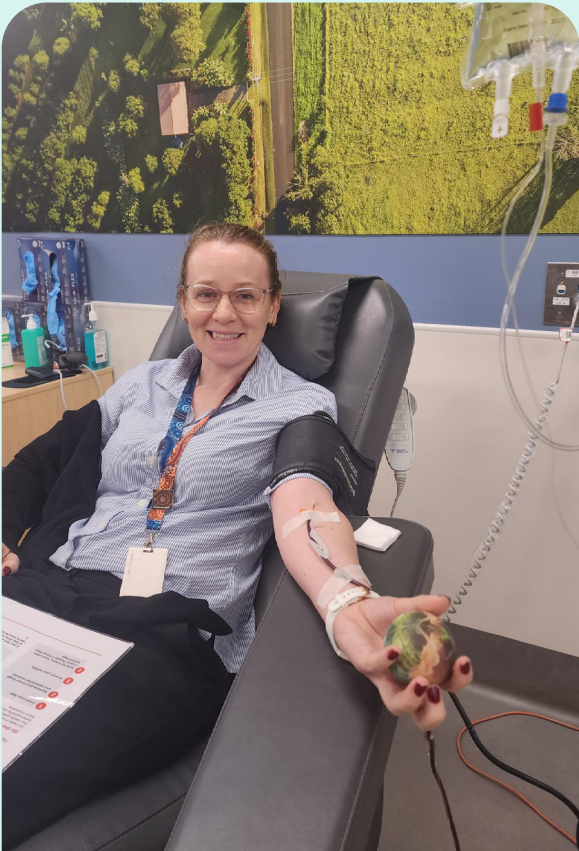
Suden Thillainathan, Business Intelligence Officer and Angela Aitken, Health Planning Officer, packing relief bags.



Michelle Radford, Reception and Administration Support Officer, volunteering for the Rotary Club of Hazelwood North at Morwell Mid Valley Shopping Centre.



Leanne Moore, Executive Assistant Operations, donating blood.



Cherie Macklin, Executive Assistant, donating blood.

Program Delivery Team Building Day

On Monday 17 February 2025, the Program Delivery team gathered at the historic Old Gippstown in Moe for a team building day focused on strengthening connections, reflecting on workplace culture, and deepening alignment with Gippsland PHN's organisational values.

The day created space for meaningful engagement and collaboration, with activities designed to explore how individual strengths and shared values contribute to a positive, inclusive, and high-performing work environment.

The team building day provided an opportunity to pause, connect, and collaborate across program areas. It reinforced our shared commitment to continuous improvement and highlighted how, when aligned with Gippsland PHN's values, our collective strengths drive the impactful work of the Program Delivery team across the region.

Activities included:

A team discussion on psychological safety and what it means to feel safe at work, which prompted thoughtful reflections on how we demonstrate the values of Ethical and Respectful and Accountable in our everyday interactions

A True Colours personality quiz that highlighted different communication and working styles. This encouraged self-awareness and collaboration, reinforcing our commitment to being Quality Focused and Innovative

A values-based group activity that explored how we actively demonstrate the Gippsland PHN values in our work, particularly in supporting key stakeholders including commissioned services, general practices, and residential aged care homes across Gippsland

A light-hearted regional trivia challenge, which celebrated our shared identity and strengthened our Community Centred value



The Program Delivery Team pictured during their team building day.





GOVERNANCE

What we heard:

Governance Issues and Importance Ratings



Top three issues:



Reconciliation Action Plan Progress

Gippsland PHN's Innovate Reconciliation Action Plan 2023–2025 continues to guide our commitment to respectful relationships, cultural learning, and improved health outcomes for Aboriginal and Torres Strait Islander peoples in our region.

Gippsland PHN's vision for reconciliation is to address Aboriginal and Torres Strait Islander people's rights to equity of access to culturally safe and inclusive primary health care in Gippsland.

Over the past year, the RAP has helped strengthen partnerships with Aboriginal Community Controlled Organisations, embed cultural safety practices, and integrate reconciliation principles into procurement, governance, and workforce initiatives. Our progress reflects a shared commitment, from the Board, Executive, staff, and partners, to walking alongside community, listening and learning, and ensuring Aboriginal and Torres Strait Islander voices remain central in shaping our work.

As at 30 June 2025:

75 deliverables have been completed, including 37 now embedded into ongoing operations, ensuring reconciliation principles are sustained across our programs, policies, and everyday work. Three deliverables are yet to commence and will be progressed in the next reporting period.

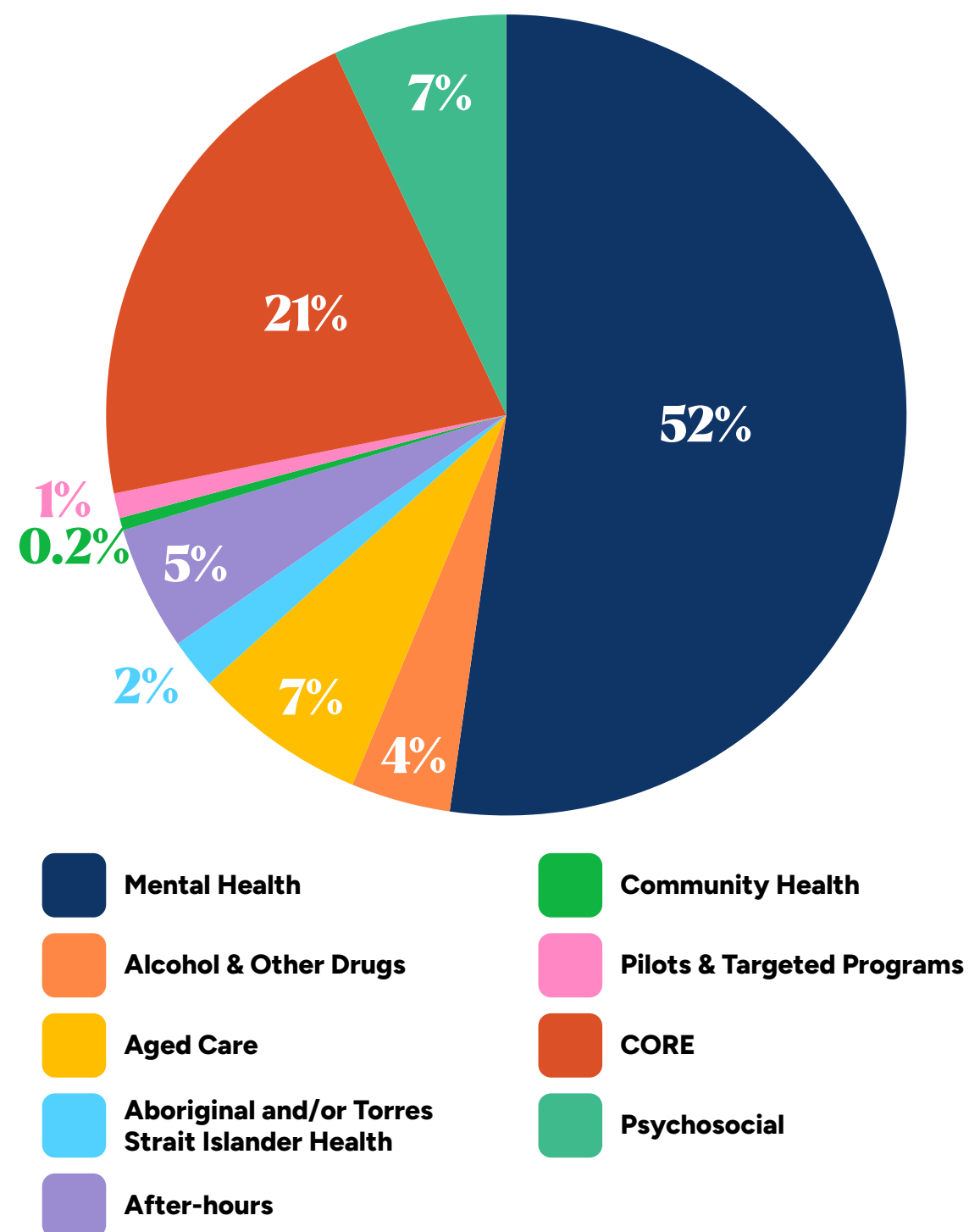
Reconciliation Action Plan Deliverables Overview at 30 June 2025





Commonwealth PHN Program Funding

Percentage of Total as of June 2025
2024-25



Staff Survey Results

In March 2025, Gippsland PHN participated in the annual staff survey, administered by Best Practice Australia (BPA). This year's theme, Soaring to New Heights, explored the main trends influencing organisational culture in 2025. All staff were invited to complete the confidential online survey.

Gippsland PHN exceeded benchmarking norms across all questions relating to forward momentum, and in trusting and respecting one another — reflecting a strong, positive workplace culture and a shared sense of purpose.

Results showed that:

74% of staff believe Gippsland PHN is truly a Great Place to Work, well above the benchmark norm of 66%. The top three reasons cited were: our colleagues and friends; flexibility; and secure employment.



This year's results included:

93% of staff participation



61% engagement score



Obtaining a Culture of Succeeding which captures a strong sense of achievement, performance, hitting targets, and reaching goals.





ISO 9001 Certification

Quality Management System Surveillance Audit May 2025

Gippsland PHN's commitment to robust quality systems and continuous improvement underpins our ability to commission safe, effective, and high-performing programs and services. Our ISO 9001 Quality Management System provides the framework to ensure our processes are well-governed, customer-focused, and consistently meeting the highest standards.

In May 2025, Gippsland PHN participated in an annual ISO 9001 surveillance audit through Sustainable Certification.

Overall, the surveillance audit found that Gippsland PHN's quality management system is appropriately documented, implemented, maintained and improved upon in accordance with the requirements of the standard ISO9001-2015.

In a strong assessment, the auditors identified:

 **0 opportunities for improvement and 0 non-conformances.**

Auditors observed the following strengths at Gippsland PHN:

-  Comprehensive and well-documented quality management system
-  Staff exhibited an excellent understanding of the quality management system requirements, particularly within their areas of responsibility
-  Emphasis on strategic planning, goal setting, and risk management
-  Commitment to achieving customer and stakeholder satisfaction
-  Excellent teamwork and interpersonal dynamics
-  Dedication to continuous improvement programs
-  Development and use of the comprehensive Tender Checklists and Consolidated Timeline

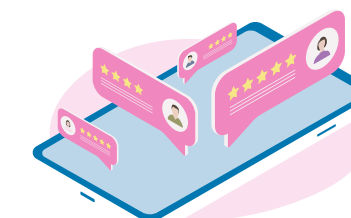


Net Promoter Score

Gippsland PHN undertakes a survey each year to gather feedback from stakeholders about doing business with the organisation and to measure the Net Promoter Score.

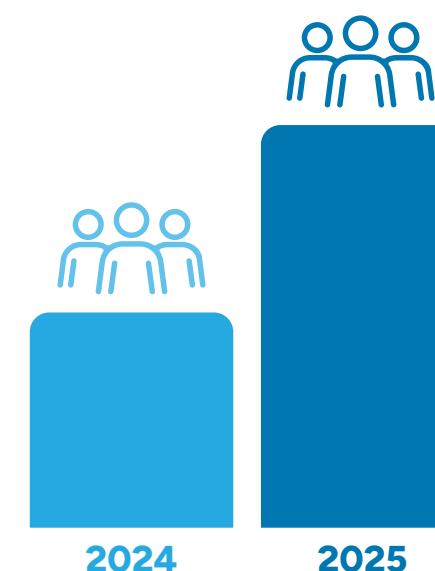
Net Promoter Score is a simple and effective way to measure how well we are serving our stakeholders. In our case, it measures how likely our stakeholders would be to recommend doing business with us.

This year, **a total of 71 stakeholders responded to the survey, an increase of 42% from last year.** This included responses from commissioned service providers, general practices, pharmacy, allied health providers and residential aged care homes.



NPS is calculated from a single question:

On a scale of 0 to 10, how likely are you to recommend doing business with Gippsland PHN?



The results showed:

Our Net Promoter Score for 2025 was

15.5

an increase from 8.2 in 2024

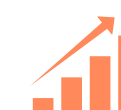
The most common themes identified for improvement related to improving reporting methods (for commissioned service providers), with feedback highlighting the need for:



Continuing to strive to reduce reporting burden and duplication, with clear communication on expectations



Recognising flexibility required across differing providers in the market and across the region






Reporting process improvements that support evolving service delivery expectations.



Data Governance, Ethics and Research Group: Fostering Partnerships and Advancing Primary Care Research

Over the past year, the Gippsland PHN Data Governance, Ethics and Research Group has played an important role in strengthening the research ecosystem through strategic collaboration. The group has successfully cultivated new research partnerships, with a notable increase in health sector stakeholders proactively seeking:

-  Collaboration on competitive grant applications
-  Access to Gippsland PHN data and knowledge
-  Promotion of their research opportunities

Key highlights include:

Active participation in regional research collaboration meetings, where the group has contributed to shaping shared research agendas in the region and identifying priority areas.



Progress building partnerships with experts in rural health research, enhancing the group's capacity to address the unique challenges faced by regional and remote communities.



Valuable connections established with peak bodies such as the Leukaemia Foundation, facilitating joint initiatives that promote research participation and engagement among primary care providers.



These efforts have significantly expanded opportunities for primary care providers to engage in meaningful research, ensuring that frontline insights inform broader health system improvements. By advancing evidence-based care and research that is grounded in the region's health priorities, the group is helping to support improved health outcomes for the community.





Rainbow Tick Working Group

In October 2024, Gippsland PHN undertook the Rainbow Tick Accreditation process with Quality Innovation Performance (QIP), reaffirming our commitment to creating inclusive, safe, and supportive environments for LGBTQIA+ communities.

The submission required only nine corrective actions across all six standards, which the Rainbow Tick Working Group (RTWG) has been addressing with input from two LGBTQIA+ community representatives.

Over the past year the RTWG's initiatives included:



Updating policies to reflect inclusive practice



Staff training needs survey



Making La Trobe University's True Colours training mandatory for all new staff



Creating a dedicated Rainbow Tick webpage

Celebrated days of significance for the LGBTQIA+ community:



Wear It Purple Day
30 August 2024



Transgender Day of Visibility
31 March 2025



IDAHOBIT
15 May 2025

International Day Against Homophobia, Biphobia, Transphobia and Intersexism

Gippsland PHN continues to embed awareness and education across its work to ensure the needs of LGBTQIA+ people are actively considered. By fostering inclusive practice, we remain committed to supporting equitable and respectful care that responds to the diverse experiences of LGBTQIA+ communities.



Gippsland Primary Health Awards

The Gippsland Primary Health Awards celebrate excellence in primary healthcare across Gippsland, recognising outstanding contributions by health professionals and organisations.

The 2024 award categories were:

- Transforming practice through multidisciplinary care
- Transforming workplace culture
- Transforming care through digital solutions
- Transforming access to care through inclusive practice



Ms Briana Baass, Victorian Chief Allied Health Officer, announced the four winners from 34 award finalists, who were celebrated at the Primary Health Awards on Wednesday 20 November 2024.

Gippsland PHN CEO Amanda Proposch congratulated the winners, who received a \$2,000 voucher for professional development or wellbeing activities.

"We had an outstanding calibre of applicants in this year's awards."

This year, we focused on "transformation" as our theme. As a community, we are navigating rapid and significant growth and change within primary care.

At the heart of these changes are people and organisations who are leading with resilience, creativity and commitment to a healthier future for Gippsland.

Congratulations to all our winners and nominees.

- Ms Proposch



2024 Gippsland Primary Health Award winners



Transforming practice through multidisciplinary care

Latrobe Community Health Service

Latrobe Community Health Service's Autism Assessment Clinic offers free support to children under seven years of age from vulnerable backgrounds. Working with Latrobe Regional Health, the clinic provides assessments, diagnosis, and family support with a team of specialists, including paediatricians, speech pathologists, and occupational therapists.

Transforming care through digital solutions

Federation University Virtual Care Clinic

Federation University Virtual Care Clinic (FPVCC) supports people living with chronic health conditions, at a no or low-cost service. The clinic is designed to use telehealth while educating physiotherapy students as a digitally capable future workforce.



Transforming workplace culture

Atticus Health Jindivick

The team describe themselves as “a small practice with a big heart”. Guided by the motto “driven by soul”, Atticus Health is fuelled by passion and purpose, treating every interaction with the utmost respect and care.

Transforming access to care through inclusive practice

Bairnsdale Regional Health Service

Culture at the Heart is a community-driven program that enhances Aboriginal Community members' understanding of cardiac care, supports safe, culturally centred care, and improves self-management and health outcomes for Community.





Advisory Group 2024/25

Clinical Council 2024/25		
Title	Chair	Occupation
Dr	Mitchell Kraan	General Practitioner
Title	Members	Occupation
Ms	Carlene Hurst	Mental Health Nurse Practitioner
Ms	Denise Escreet	Respiratory Nurse/Chronic Disease Nurse
Mrs	Sharyn Latham	Registered Nurse
Ms	Elizabeth Plunkett	Pharmacist
Ms	Helen Spicer	Senior Clinician
Dr	Sophie Lindstedt	General Practitioner
Ms	Joelene Gathercole	Physiotherapist
Dr	Kathryn Brotchie	General Practitioner
Mr	John Nicolson	Practice Manager
Dr	Lloyd Waters	General Practitioner
Ms	Lindy Thunder	Community Nurse Manager
Ms	Kylie Lancaster	Centre Manager

Community Advisory Committee 2024/25		
Title	Chair	Region
Dr	Elisabeth Wearne, Board Director	Wellington
Title	Member	Region
Ms	Dianne Goeman	Bass Coast
Mr	Mathias Wood	Latrobe
Mrs	Jeanette Vannaprasedh	Latrobe
Ms	Jackie Brown	Latrobe
Ms	Sue Kearney	Latrobe
Ms	Sue Kennedy	East Gippsland
Ms	Kerri Easton	East Gippsland
Mr	Bradley Hogan	Baw Baw
Ms	Julie Watson	Bass Coast
Ms	Nicole Creaser	South Gippsland
Mr	Geoff Duffell	Latrobe
Miss	Angela Wiebenga	Wellington



Summary of Advisory Group advice

The Gippsland PHN Clinical Council and the Community Advisory Committee both meet on a quarterly basis to provide insights and feedback regarding planned activities and models of care, and to discuss emerging issues which they have identified through their networks. Advisory groups also provide Advice to the Board and are updated regularly on the actions Gippsland PHN has taken in response.

Some examples of the advice and feedback provided to the Gippsland PHN Board during 2024-25 include:



Mental Health supports will need to be considered for power workers throughout the energy transition



Cost and availability are impacting the ability for consumers to access non-GP specialist services



My Health Record is increasingly becoming useful for clinicians. Promotion to community about the benefits, and how to unlock the record would help support further uptake and success



Health misinformation may be contributing to the decline in immunisation statistics, risks of AI noted e.g. Deepfakes



Free ASIST (suicide prevention training) may enable clinicians to better support those recently bereaved by suicide- can the PHN consider providing funding



The LGBTIQ+ community are being negatively impacted by the public discourse in the media and on social media platforms



The community is engaging with the Victorian Department of Health *Health Services Plan* and is interested in what it means for them



Poor communication between primary care, specialists and acute care causes inefficiency and safety risks, impacting on both the patient and provider experience



Innovative models of care such as Allied Health Assistants could be beneficial for addressing workforce challenges



Homelessness is becoming more visible in the community



Access to care is challenging for patients with intersectional vulnerabilities



There are examples of services which are well delivered and have positive outcomes – BreastScreen, Maternal and Child Health Services, groups that support refugees; and the Wonthaggi community is mobilising for homelessness

Each quarter, Gippsland PHN publishes a summary of feedback and issues raised through consultation with health professionals and community, and the insights provided by the Advisory Groups, called Tell Gippsland PHN.

Gippsland PHN greatly appreciates the input, expertise, and valuable insights that the advisory groups contribute to our work towards a measurably healthier Gippsland.





Board of Directors

NATHAN VOLL CHAIR

Nathan has more than 25 years' experience in the private and public sector in executive positions, management, consulting and finance and accounting. He is currently the Regional Finance Manager for South Eastern Victoria with the Department of Education and Training. Nathan holds a Commerce degree from Monash University and a Master of Business Administration with Deakin University.



MS VICKI DOHERTY

Vicki has over 20 years of experience across the public, not-for-profit, and government sectors, with a strong background in health policy and program delivery. She has held executive roles within government, leading the development and implementation of health initiatives, including the rollout of the Victorian Government's Palliative Care Policy in Gippsland across primary, acute, and community health services.



DR LETITIA CLARK DEPUTY CHAIR

Letitia is a GP Anaesthetist, the Chief Medical Officer at West Gippsland Healthcare Group, and a fellow of the RACGP. Her clinical work is a combination of hospital anaesthetics and general practice with a focus on providing quality acute care within rural communities.



MS ANNA HALL

Anna is an IT Executive and Strategy Consultant offering over 20 years of expertise leading teams through significant industry change. She is highly accomplished in corporate governance, strategy, innovation, design and deployment of new products and technologies.



MR RYAN BROWN

Ryan has served as a director, non-executive director and in general management positions within not-for-profit, public health and local government sectors for over 20 years. He has a passion for driving change and innovation.



MR ANDREW HOBBY

Andrew Hobby brings over 30 years of technology and healthcare experience to Gippsland PHN. He began as an IT engineer at Royal Melbourne Hospital, advancing clinical technology, and later held leadership roles at Cisco and Google in Singapore. His expertise spans networking, cybersecurity, AI, cloud, and analytics, with a focus on healthcare. Andrew is also a graduate and active member of the Australian Institute of Company Directors.





MS MARY SAYERS

Mary is an experienced executive and board member with a vast array of governance and leadership skills. She is the CEO of the National Disability Research Partnership, and is a senior leader in the health, human services and disability spheres. She has worked across policy and research, advocacy and service delivery to progress positive outcomes for children and young people, and the broader determinants of social wellbeing and health.



DR ELISABETH WEARNE

Dr Elisabeth Wearne is a General Practitioner at the Gippsland and East Gippsland Aboriginal Cooperative (GEGAC), where she also supervises GP trainees. Previously, Elisabeth has worked in a number of East Gippsland towns including Aboriginal health services, Omeo District Health and in youth healthcare provision roles including Headspace. She has a passion for education, having obtained a Masters in Clinical Education from the University of Melbourne in 2023



MS THERESE TIERNEY

Therese is a highly experienced board director and Chair with over 45 years in the health sector, including CEO roles in both public and private health across metro Melbourne and regional Victoria. She has held numerous government and board positions over the past two decades and has also contributed significantly to local government as a Councillor and General Manager.



Executive Team

AMANDA PROPOSCH CHIEF EXECUTIVE OFFICER

Amanda is a healthcare management professional with over 20 years' experience in general practice management and more than 10 years' experience in private and public hospital nursing roles, including senior management and healthcare redesign. Amanda has a track record of substantial contribution in the application of improvement methodology in healthcare, coaching and developing high performing teams, and elevating operational efficiency, productivity and consumer experience.



ANGELA JACOB CHIEF OPERATING OFFICER

Angela has 30 years' experience in healthcare, initially as a physiotherapist with an interest in women's health and later in health leadership and governance roles where she has a strong focus on excellence and innovation. Her qualifications include Master of Health Service Management. She is a Certified Health Executive and Fellow of the Australasian College of Health Service Management. Angela is also a Graduate of the Australian Institute of Company Directors.





Financial Report 2024/25

SUMMARY STATEMENT OF PROFIT/LOSS		
	2024-2025	2023-24
	\$	\$
Total Income from all sources	43,878,245	39,710,647
Total Expenditure for all programs	43,607,704	39,479,858
Surplus/(Deficit)	270,541	230,789
Total income comprised:		
Government grants	35,252,813	30,857,049
Other grants	5,723,321	6,729,594
Other income	2,902,111	2,124,004
STATEMENT OF FINANCIAL POSITION		
	2024-2025	2023-24
	\$	\$
Assets		
Current	22,605,761	19,791,317
Non-Current	1,110,393	1,188,055
Total Assets	23,716,154	20,979,372
Liabilities		
Current	19,607,524	17,057,734
Non-Current	782,267	865,816
Total Liabilities	20,389,791	17,923,550
Net Assets	3,326,363	3,055,822
Equity		
Retained Earnings	3,326,363	3,055,822

The detailed 2024-25 audited financial statements for Gippsland Health Network Limited can be found on the Gippsland PHN website at www.gphn.org.au





OUR LOCATIONS

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