



Interchange Health Co-operative Ltd

Annual Director's Report 2022 -2023

As a member based, not for profit medical practice, our mission is to provide high quality, affordable medical services to our patients – particularly communities who are marginalized, have complex care needs and are often in need of care involving primary and social support.

We are proud to work with our members, priority populations and the wider community. We aim for patient centered innovative care and continual improvement. The strength and core of the organisation is our committed, tight-knit team who diligently and tirelessly work to support the needs of our communities.

This year, we welcomed Dr Penny Hall, and Dr Adam Wiley through the GP Synergy Registrar training program and focused on expanding our allied health team. We also welcomed Annabel Luks and Katie Meade to the nursing team, Sarah Johnston our new social worker and our Clinical Dietician Nasim Sh-Moghaddam.

Throughout the course of the 2022 2023 Financial year, Interchange Health Co-op (IHCO) delivered 13,930 episodes of care to 2,567 patients and our membership increased by 22% over this period. In addition to providing quality care to our communities, we also worked in collaboration with agencies and funding partners to provide additional services.

These additional services enabled us to provide interdisciplinary and holistic care and support. We are working with the ACT Government and the Capital Health Network to extend funding so that we can continue to provide these important and highly valued services to our communities.

Hepatitis ACT Outreach: Reach Teach Treat Thrive (RTTT) is a collaboration with Hepatitis ACT and IHCO. Our outreach GP Clinic operates every Thursday from 2.30pm to 4.30pm at Hepatitis ACT, the pop-up GP clinic offers a convenient walk-in service, eliminating the need for appointments and reducing wait times.

Interchange Vaccination Clinics

Interchange Health Co-op, through the Capital Health network program for COVID-19, delivered 933 COVID-19 vaccinations via outreach, Retirement Village clinics, Clinics and walk in capacity at our premises in Tuggeranong.

In Conjunction with Canberra Health Services Interchange, in response to the public health crisis, IHCO provided 22 Monkeypox vaccinations and 541 Influenza vaccinations to our patients through various forms of service delivery.

Social Worker in General Practice Pilot Program Capital Health Network commissioned four local general practices to participate in the Social Workers in General Practice trial. As a first in Australia, Social Workers

were integrated as part of the general practice team. During this period, Sarah, our social worker saw 141 patients who participated in the Program which equated to 405 episodes of care.

The important work of Interchange Health Co-op would not be possible without our funders and partners, Capital Health network and ACT Health. We thank them for enabling us to provide extended, impactful services to the wider community.

What our members said about our services

‘Dr Penny Hall is the best, she is extremely helpful, patient, smart and empathetic’ AR

“Doctors and Admin Rock” AN

“High quality healthcare that doesn’t cost me an arm and a leg” RA

Financial Position

The net position of the organisation is a Net Profit of \$30,206 with a revenue turnover of \$1,239,814 and Net Assets of \$425,536

Distributions

Interchange is a non-distributing co-op, and no dividends or distributions have been paid to any person during the financial year.

Directors’ qualifications and roles

The following people served as directors during the year from 1st July 2022 to 30th June 2023

Director	Qualification	Role
Beatrice Christine Phillips	BMEDSC, MBBS, MA, MPH, MD, DIPED, FRACGP	Director
Sandra Cuthbert	Juris Doctor, BVMS, BVS, GAICD	Director
Rodney Little	MAICD	Director
Dr Melanie Dorrington	MBBS. FRACGP	Director
Steven Eddi	BS, B.Accounting CPA	Treasurer
Dee Hopkins	GAICD, MBA	Chair
Carolyn Simmons (Resigned 22/03/2023)	LLB	Secretary
Jeremy Gregson (Resigned 22/03/2023)	BA, MBA	

