



ANNUAL REPORT 2019-20

enliven

CONNECTED RESILIENT INNOVATIVE



ENHANCING SOCIAL HEALTH

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OUR GOALS

<p>ENHANCE OPPORTUNITIES FOR CHANGE THROUGH ADVOCACY:</p>	<p>by engaging and mobilising key stakeholders within the community who will champion the development and implementation of collaborative initiatives to enhance social health outcomes.</p>
<p>DEVELOP AND UTILISE CONTEMPORARY SERVICE SYSTEM DESIGN:</p>	<p>to strengthen enliven's planning and delivery processes, ensuring co-design and collective impact principals are embedded in practice.</p>
<p>POSITIVELY IMPACT ON THE HEALTH OF THE POPULATION:</p>	<p>by improving the capacity of our members and stakeholders to collaboratively engage with local communities to address current and emerging health needs.</p>
<p>REDUCE INEQUITIES AND DISPARITIES AMONG VULNERABLE GROUPS:</p>	<p>by facilitating networks involving organisational and community stakeholders in the south-east to develop tailored interventions to improve health and social outcomes for these communities.</p>
<p>DELIVER ON THE COMMITMENT TO PLACE-BASED APPROACHES:</p>	<p>by ensuring that members and stakeholders are supported in the planning and delivery of services in defined socio-geographic areas.</p>
<p>IMPROVE SERVICE CO-ORDINATION:</p>	<p>by promoting and leading the collaborative development of common processes and systems for consumers to better navigate local health community services.</p>
<p>BUILD STRONG AND EFFECTIVE PARTNERSHIPS:</p>	<p>and foster key stakeholder relationships to maximise service integration and collaboration opportunities.</p>

WORKING WITH OUR COMMUNITY

GOAL AREAS	FOCUS AREAS
ADVOCACY	Climate change resilience / adaptation
SERVICE SYSTEM DESIGN	Service & product development
POPULATION HEALTH	Prevention of family violence
	Low intensity mental health & youth resilience
VULNERABLE GROUPS	Tackling obesity in the South East
	Vulnerable and/or diverse communities*
PLACE BASED	Healthy workplaces
SERVICE CO-ORDINATION	Early intervention & integrated care alliance
PARTNERSHIPS	Neutral partnership broker opportunities

*Includes vulnerable children/youth, refugee and asylum seekers, aged, LGBTI, Aboriginal, cultural and linguistically diverse groups.



OUR FUNDING

enliven RECEIVES FUNDING FROM A VARIETY OF SOURCES. Approximately half of **enliven's** focus is currently on core Primary Care Partnership (PCP) priorities and activities. The **enliven** Board recognises the need for effective outcomes to be gained via collective impact, recognising that a whole of government approach is required as well as the pursuit of private sector and philanthropic opportunities.

Improving the organisational capacity of our member agencies and stakeholders to incorporate health literacy principles in their work is fundamental and underpins each of **enliven's** strategic priorities. **enliven** is committed to, and will continue to, utilise frameworks that support collective impact and community co-design principals.

OUR PURPOSE

TO PROMOTE THE PREVENTION AND CONTROL OF DISEASES IN HUMAN BEINGS BY:

- a. enabling partnerships of health and social service organisations to be more effective in preventing and controlling diseases in human beings.
- b. improving the social determinants of health on a population-wide basis. in order to prevent and control diseases in human beings.
- c. increasing the ability of carers, families and communities to prevent and control diseases in human beings.
- d. identifying, preventing and controlling newly arising issues in our community that contribute to diseases in human beings.



GREGG NICHOLLS
CHAIR

CHAIR'S REPORT

COVID 19 HAS BEEN THE MAJOR DISRUPTIVE INFLUENCE for everybody this year and Victoria, and in particular metropolitan Melbourne, has seen the full effects of this new virus. While our lives have changed dramatically, and many people have lost their livelihoods it has also given us the space and time to reflect on our society and its aims and what we hold dear. **enliven** like many organisations, has had to adjust to working from home and virtually. We have built confidence in digital technology and the use of online videoconferencing tools to engage with our stakeholders and our community.

enliven has achieved much this year and has played a major role in resourcing our members and the community generally on managing COVID 19. The following pages provide a showcase of great work undertaken by **enliven**'s staff and partners this year. We are moving into the final year of our current Strategic Plan and are preparing for the next plan through a series of internal and external consultations. **enliven**'s reach has extended and our work on health literacy amongst many important initiatives is well regarded, with enquiries about it from both here and overseas. In an environment where demands on the health and community sector is increasing, **enliven** plays a lead role facilitating innovative responses to social health issues and upstream strategies to reduce future chronic conditions. As a neutral broker, coordinator and partnership convenor we believe our role is more valuable than ever, and we look forward to building this capacity into the future.

As I write this report, the future of the Victorian Primary Care Partnership (PCP) program is in question. The Department of Health and Human Services (DHHS) has released a review of the program, undertaken by KPMG earlier this year, recommending substantial change to the structure and functional outcomes of the PCP program. The impacts on **enliven** are currently unknown however, the Board are determined to continue evolving and delivering our priorities regardless of the challenges that lie ahead.

I would like to thank my fellow Directors, particularly our two new Directors, Grant Russell and Dalal Smiley, for their commitment and wisdom this year in navigating new ground for us all. I would also congratulate Rob Macindoe and all **enliven** staff and volunteers for their ongoing commitment to our mission and their hard work in trying circumstances. As you will see in the following pages, **enliven** is well placed to excel in coming years!!

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ROB MACINDOE
EXECUTIVE DIRECTOR

EXECUTIVE DIRECTOR'S REPORT

ONE OF THE CHALLENGES OF WORKING IN A SMALL ORGANISATION is measuring impact. There is a phrase, "punching above your weight", which we believe applies to **enliven** on many measures. Our core business is underpinned by our responsibilities as a Primary Care Partnership (PCP) however, as a health promoting charity, **enliven** has a broader mandate enabling response to identified issues in line with our purpose and goals. The impact of COVID-19 in the second part of this reporting year has brought this to the fore.

The skill mix and dexterity of the team has enabled a particular focus on supporting effective messaging, especially to the more vulnerable community members of the south east and we are proud that this messaging has been taken up and used further afield. It has been challenging at times to keep up with the many updates and gaining the necessary endorsements of DHHS Emergency Comms Unit and others as required. Our easy English and translated guides have extended beyond just the formal social distancing and behavioural requirements to a range of mental health supports including staying connected and food security. The reinforcement of the importance of clear and culturally sensitive messaging has resulted in us allocating additional capacity to our Health Literacy work and this will be extended as we explore on-line, capacity building initiatives, moving forward.

Planning for 'recovery' and recognising the importance of building positive community mental health has resulted in our SE Prevention Leadership Group identifying a range of hands-on initiatives which will unfold in the 20/21 year including a focus on social prescribing, Getactive SE physical activity campaign and the promotion of back yard harvesting from a food security and climate change perspective.

Much of our work is project based and we recruit staff accordingly. This year has seen the completion of the Suicide Frontline Worker training initiative funded by SE Melbourne PHN. **enliven** led this work with a significant number of gatekeeper staff trained across the south east with built-in co-design elements.

enliven's facilitation of the SE Alcohol and Drug Catchment Plan implementation continues and we have been contracted to oversee the third-year action plan delivery.

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Despite the challenges of the second 6 months of the 20/21 reporting year, we are proud to summarise some of the many key achievements in this report. We commend our strong membership and stakeholder base and the many partners who contribute to the work we do and look forward to continuing to add value to our mutual and collective outcomes moving forward.

THE YEAR IN REVIEW

COVID-19

RESOURCE DEVELOPMENT

Keeping our diverse community informed during the pandemic was a key goal for **enliven**. Our well-established Health Literacy Services have responded and adapted to the needs of our most vulnerable community members. **enliven** received multiple requests for easy English resources to target culturally diverse community members with low literacy levels. In response to these requests, **enliven** produced 13 easy English resources during 2019-20 and continues to produce further resources, many of which were endorsed by the DHHS COVID-19 Emergency Communications Response Team.

PREVENTION OF FAMILY VIOLENCE

The COVID-19 pandemic placed unprecedented pressures on families, which has led to an increase in domestic violence. In order to supplement the Women's Health in the South East (WHISE) COVID-19 messaging strategy, **enliven** created a number of easy English resources to spread key prevention of family violence messages.

These include:

What is family violence?

Family violence can affect anyone. It can involve anyone that:

- you are related to
- you have a romantic relationship with
- you live with
- is your ex-partner

It can take many forms:

- Emotional abuse**
 - When someone scares you or makes you feel unsafe. They might
 - be cruel to you
 - threaten you
 - threaten your children
 - say things that make you feel bad about yourself.
- Sexual abuse**
 - When someone touches you or forces you to do sexual things that you do not want to do.
 - It can also be when someone forces you to have sex. This is called rape.
- Financial abuse**
 - When someone controls your money, or decisions about your money.
 - They might not let you work or force you to work.
- Physical abuse**
 - When someone hurts you or your children.
 - They might hurt your pets or destroy things.
- Spiritual or cultural abuse**
 - When someone stops you from practicing your religion or makes fun of it.
 - They might use your religion to control you.
 - They might force you to act against your religion.
- Social abuse**
 - When someone stops you from seeing or talking to your friends and family.
- Technological abuse**
 - When someone uses technology to follow, shame or harass you.
 - This could also be on social media.

It is also when children hear, see, or know about the violence

You are not alone

If you, or someone you know, feels unsafe or is impacted by family violence, these services are open all day, every day.

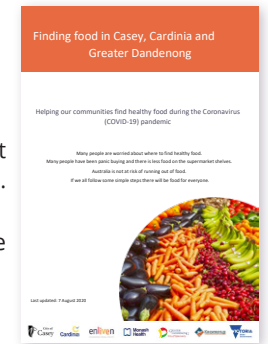
safe steps 1800 015 188
1800RESPECT 1800 737 732
 Call 000 if you, or someone you know, is in danger.

You Are Not Alone

Solving problems together

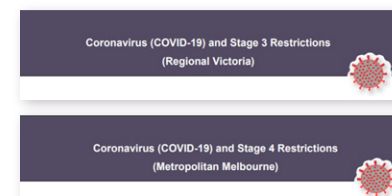
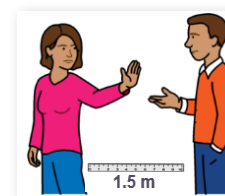
FOOD SECURITY

The COVID-19 pandemic impacted individuals, families and communities in ways that were unexpected. One of those was the inability to access food. Many members of our communities are experiencing financial hardship and with fresh food supply limited at supermarkets, food insecurity has been highlighted as a key concern. **enliven** collaborated with the South East Prevention Leadership Group to bring together resources and information across the three local government areas (City of Casey, Cardinia Shire and City of Greater Dandenong) to support communities and services, find alternative food sources and emergency food relief locations. <https://enliven.org.au/finding-food-in-casey-cardinia-and-greater-dandenong/>



GENERAL COVID RESOURCES

Throughout the ever changing COVID-19 period and changes in restrictions, **enliven** created and updated several easy English general resources to help our communities to understand the complex requirements for compliance. These included social distancing, self-isolation, the COVID-19 testing regime, stage 3 and stage 4 restrictions and how to safely wear a mask. DHHS Emergency Communications Team approved each of these resources and they have been used across Victoria and beyond with very positive feedback received and ongoing requests for further resources. <https://enliven.org.au/covid-19-resources/>



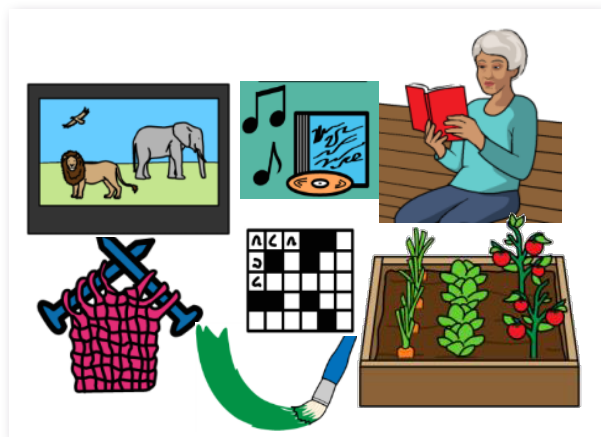
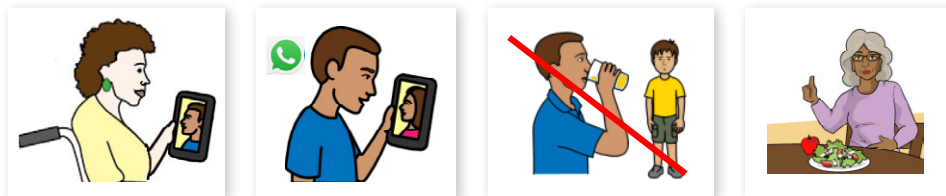
THE YEAR IN REVIEW

COVID-19

RESOURCE DEVELOPMENT (CONT.)

STAYING WELL AND STAYING CONNECTED

The importance of staying well and staying connected to family and friends, in order to maintain positive mental health and wellbeing has been highlighted as vitally important given the challenges of social distancing and self-isolation. Resources developed by **enliven** to respond to this included a focus on mental health and wellbeing for people with disabilities, older people and carers. Others included "Alcohol and staying healthy" and how to use social media to stay connected. <https://enliven.org.au/staying-connected/>



TELEHEALTH

The Australian Government added temporary Medicare items to help health care practitioners deliver telehealth services via phone or video conferencing during the pandemic. While many clients embraced telehealth, a need for simple and clear instructions was identified and enliven has assisted Monash Health in the production of an easy English guide to assist their clients to use the HealthDirect platform. <https://enliven.org.au/telehealth/>



What is Telehealth?

Telehealth is a way you can have an appointment with your clinician from your home. A 'clinician' is a doctor, nurse, counsellor, or other person helping you to look after your health. You have your appointment over the phone or by video.

You can speak to your clinician. You can see them on a screen if you are using video.

- You do not need to sit in a waiting room.
- You do not have to travel.
- If your appointment is with your doctor, they can write a prescription if you need one. Your doctor will send it to you or your pharmacy.
- Your interpreter can join the appointment. Other people who are caring for you can also join.
- What you say to your clinician is private. No one can join the appointment unless they ask them to.

What you need

- Find a place at home that is quiet and away from other people.
- For a video call you will need a laptop, computer, tablet or 'smart phone'. A 'smart phone' is a mobile phone with internet. You will need a good internet connection.
- For a voice call you will just need a phone or mobile phone.

THE YEAR IN REVIEW

COVID-19

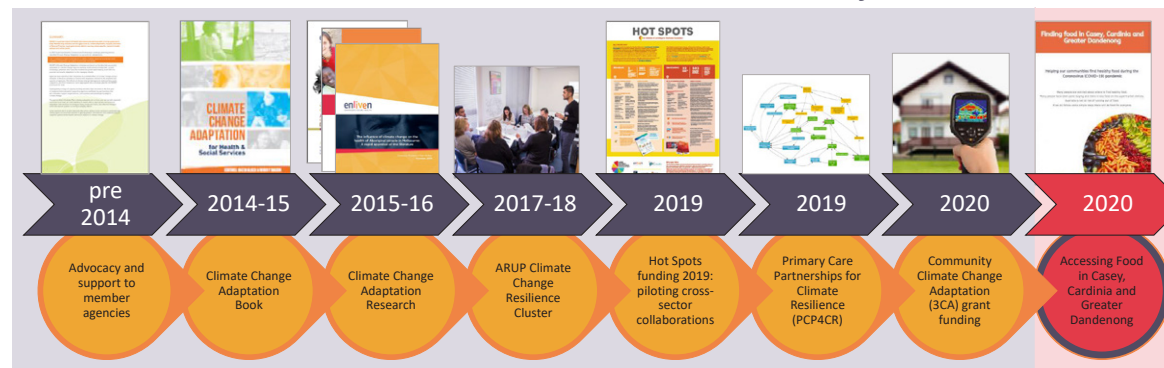
CASE STUDIES

enliven's history and extensive expertise in health promotion, prevention, partnerships, climate change and health literacy served as a valuable foundation to enable a quick and effective response to community needs during the COVID-19 pandemic, and to plan for the recovery phase. The following three case studies provide examples of this and further information can be found on our website:

<https://enliven.org.au/case-studies/>

IDENTIFYING OPPORTUNITY AND SUPPORTING OUR COMMUNITY IN THE COVID-19 RECOVERY PHASE

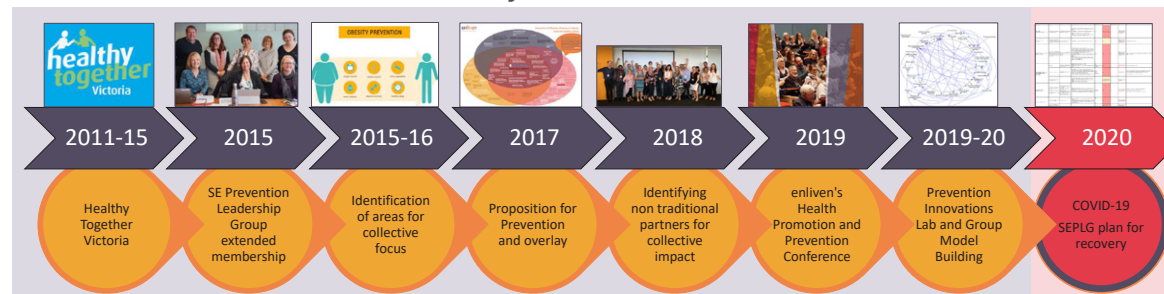
CASE STUDY 1: enliven's CLIMATE CHANGE ADAPTATION AND RESILIENCE JOURNEY



CASE STUDY 2: enliven's HEALTH PROMOTION AND PREVENTION JOURNEY



CASE STUDY 3: enliven's HEALTH LITERACY JOURNEY



THE YEAR IN REVIEW

COVID-19

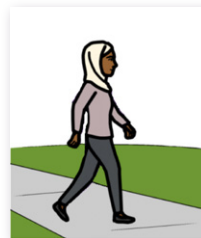
COVID RECOVERY PLAN

THE SOUTH EAST PREVENTION LEADERSHIP GROUP

enliven facilitates the South East Prevention Leadership Group (SEPLG) with representation from local councils, health service providers and key agencies in Melbourne's south east. This group applies systems thinking and collective impact approaches to identified health promotion and prevention priorities. During the pandemic, the SEPLG formed targeted working groups to focus on priority areas for action, many of which will continue during the recovery phase.

Physical Activity

This working group focussed on promoting physical activity during lockdown restrictions to improve overall health and mental wellbeing during this challenging time. Physical activity while confined predominantly to the home proves challenging for many. The group is working on key messaging via social media, and on the development of a physical activity challenge for residents of the south east to spread novel and achievable ideas for how to stay physically active at home. This campaign, titled "Healthy at Home South East" will be launched in October 2020.



Kindness Pandemic

This partnership project is leveraging the successes of #GetSunflowered, a project by Reactivate, to deliver strengths-based messages and engagement at an individual household level across Cardinia, Casey, and Greater Dandenong. The project aims to temporarily transform vacant land into fields of sunflowers. Given current lock down restrictions as a result of COVID-19, a phased approach to this project will be implemented and residents invited to plant sunflowers in their front gardens to create community connectedness and promote walking around their neighbourhood during COVID-19 disruptions.



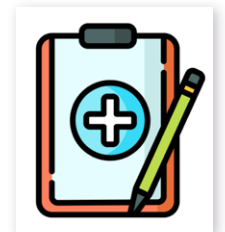
Food Security – Backyard Harvesting

enliven and stakeholders have identified the emergence and increasing participation of backyard harvesting, during COVID-19, as positive health behaviour to be enhanced and further promoted. Through a community-based social marketing approach, **enliven** and partners are seeking to drive and influence positive changes in food systems to achieve both climate and health co-benefits. Significant project planning activities are underway, with a consumer insights phase commencing in July 2020.



Social Prescribing

This working group focusses initiatives to strengthen the relationship between the Primary Health providers and community based social connection opportunities, including neighbourhood houses. The project aims to connect and build on existing initiatives within the City of Greater Dandenong to establish a reciprocal referral pathway for General Practitioners, Practice Nurses, Care Coordinators and Housing Officers. Referrals for socially isolated and lonely people to their local Neighbourhood House will safely link to relevant community support and activities.



THE YEAR IN REVIEW

PROJECTS

BICULTURAL WORKER NETWORK

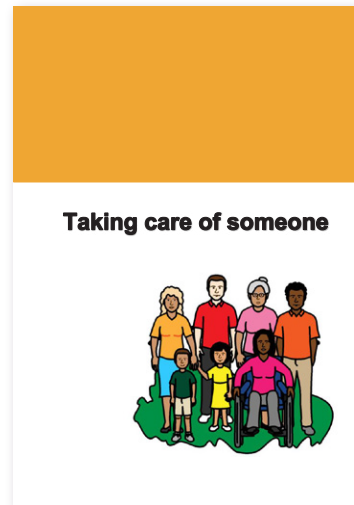
In September 2019, **enliven** established the Bicultural Workers Network to provide a structured and supportive professional platform for bicultural workers across the South East. The network offers ongoing professional development, peer support, mentoring, joint problem solving and networking opportunities. Members are bicultural workers or those with bicultural worker type responsibilities who seek to build on their skills, capacity, and networks to enhance outcomes within diverse communities in which they work. The Network has been engaged and consulted with on a range of projects focused on multicultural communities including supporting DHHS with local strategy re COVID-19 messaging to multi-cultural communities.

SUICIDE PREVENTION

enliven recently completed their 12-month suicide prevention project, which began in April 2019. This project worked closely with the South Sudanese community and a diverse range of stakeholders. **enliven** achieved many outcomes during the project including the development of a community co-designed local and state-wide resource booklet in easy English. **enliven** has printed and distributed approximately 500 booklets and wallet cards for the Greater Dandenong region with requests for customised booklets from other areas continuing.

<https://enliven.org.au/suicide-prevention/>

Two safeTALK workshops facilitated by **enliven** for the great Dandenong community promoted an online suicide prevention training, "LivingWorks Start" to over 20 organisations, networks, and members. Over 100 licenses were issued to approved community and staff within organisations based in Greater Dandenong. **enliven** chaired the bimonthly Refugee and People Seeking Asylum Suicide Prevention Taskforce during the project with growing membership.



LGBTQI+ REFERENCE GROUP

Joint funding was received in July 2019 by Southern Melbourne PCP (SM PCP) and Frankston Mornington Peninsula CP (FMP PCP) to join **enliven** in the expansion of its previous LGBTI Reference Group to form a regional group across the three PCP catchments. The first year has focused on the formation and remit of the group and identification of key focus areas moving forward.

Work of the reference group has included: a discussion paper drafted in response to the Victorian Government LGBTQI Strategy submission, providing input to service design and resources, responding to a request for LGBTQI representative on the Suicide Prevention Place Based Trials in the south east, and work towards a toolkit for health practitioners to improve inclusive practice.



THE YEAR IN REVIEW

PROJECTS

OBESITY PREVENTION

The SEPLG has continued to meet bimonthly (and more regularly during COVID-19). A collaborative workshop was undertaken at SE Water in November 2019 to ensure collective ownership and commitment to working collaboratively in this space. Over 25 attendees with key leaders from 13 organisations were present including **enliven**, Health Futures Australia, South East Water, SJD Homes, Monash Health, Department of Health and Human Services, Casey Council, Greater Dandenong Council, Cardinia Council, Women's Health in the South East, Southern Migrant Refugee Centre, Kooweerup Regional Health Service and SE Melbourne Manufacturing Alliance.

The Tackling Obesity in the SE initiative is now focussed on collectively identifying areas for particular focus which will position us for social impact funding in future. To assist in the identification of potential social enterprise initiatives, **enliven** has coordinated three Group Model Building exercises. These were planned for early 2020 however needed to be postponed twice due to COVID restrictions and will now commence in September via online technology.



BOUNCEBACK

enliven continued to lend their expertise and support to an early career peer worker, as part of a continued partnership with BounceBack. **enliven** staff have provided ongoing support in identifying professional development opportunities and training, linking the peer worker with relevant stakeholders and networks, and informal catch ups to discuss opportunities, learnings and challenges.

Additional synergies and opportunities in the partnership between **enliven** and EACH have been identified, and a plan to extend and expand the scope of the partnership has been set for the 20/21 financial year including a two-phase project aiming to understand and address educational disengagement among youth from migrant and refugee backgrounds.

CLIMATE CHANGE

SOUTH EAST HOTSPOTS (2019/2021)

Funding from the Department of Environment, Land, Water and Planning (DELWP) in late 2019 enabled expansion of the work across Casey, Cardinia and Greater Dandenong to raise awareness of the health risks of heatwaves. Partners include the three local governments, Southern Migrant and Refugee Centre (SMRC) and Kooweerup Regional Health Service. Work with vulnerable communities across the South East aims to improve their understanding of the health impacts of heatwaves and support them better respond to climate change/heat wave both from the perspective of early impact and personal/family preparedness and management.

Thermal imaging cameras purchased by the project will be used by and with community members and groups to demonstrate the impact of vegetation and built environment on temperature.

THE YEAR IN REVIEW

PROJECTS

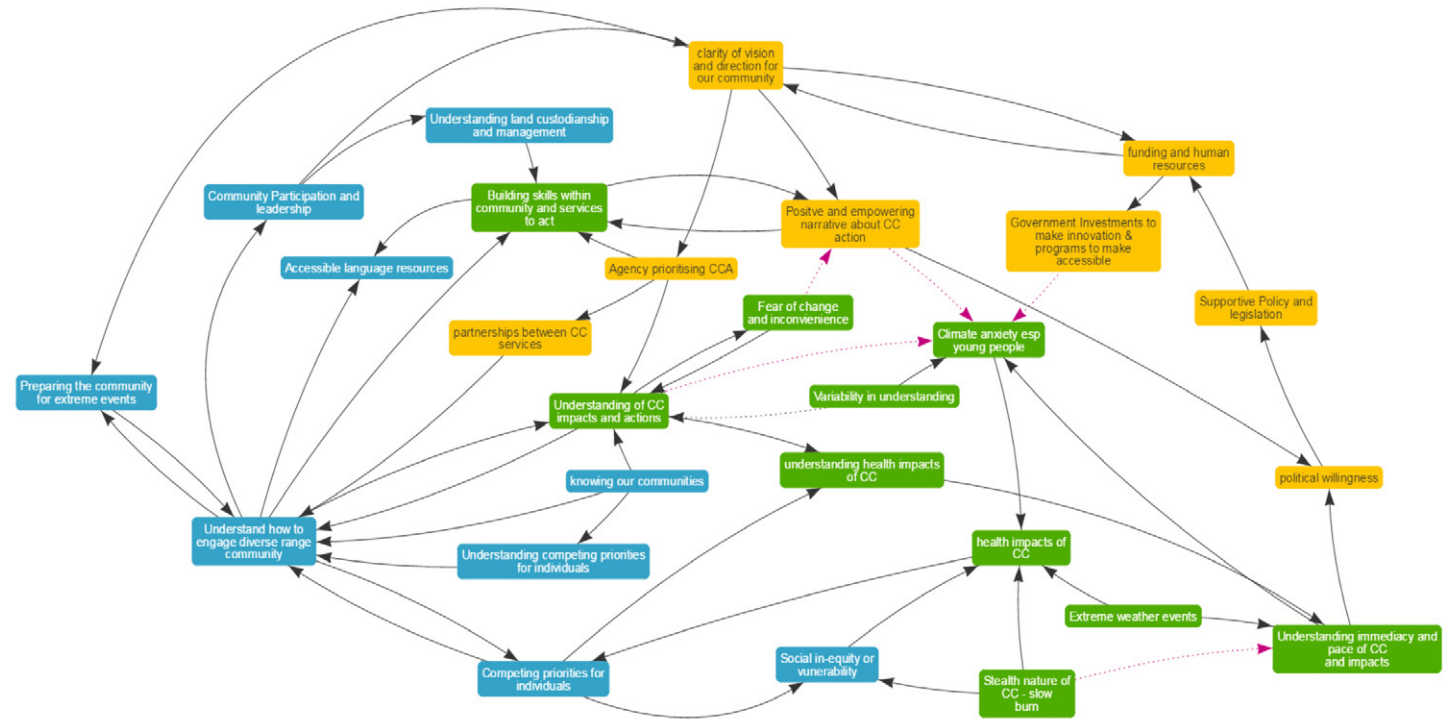
CLIMATE CHANGE (CONT.)

PCP4CR

enliven participated in the initial stages of Primary Care Partnerships for Community Resilience (PCP4CR) led by Southern Grampians Glenelg PCP (SGGPCP) and funded by the Lord Mayors Charitable Foundation (LMCF). The aim being to build the capability and capacity of PCPs in addressing the impacts of Climate Change with enliven taking a leadership role to raise this work with other PCPs.

enliven and partners wanted to understand the enablers and barriers that affect them meeting their diverse communities' cultural and communication needs when addressing the impacts of climate change. Using Group Model Building a map was created that represented the connections between the factors identified. From this work the following activities were prioritised and endorsed by the group:

1. Agencies prioritising Climate Change
2. Creating positive messages, shaped by the community



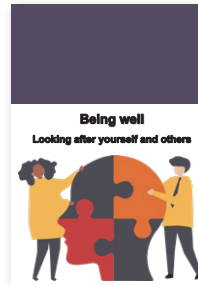
THE YEAR IN REVIEW

PROJECTS

MENTAL HEALTH - SUPPORTING OUR CULTURALLY DIVERSE COMMUNITIES IN GENERAL PRACTICE

enliven received grant funding to produce a resource for use in General Practice to aid discussions about mental health with their culturally diverse clients. The resource was developed and community tested. It has been distributed to practices across the south east catchment and has been included in Health Pathways for mental health across the state.

https://enliven.org.au/wp-content/uploads/2020/06/GP-Practice-Booklet_mental_health_FINAL.pdf



CHILD PROTECTION, CHILD FIRST AND THE LAW WORKSHOPS

This year saw the successful continuation of our 'Child Protection, Child FIRST and the Law' training, with over 90 professionals engaging in three workshops jointly delivered by enliven, Uniting, Victoria Legal Aid and Department of Health and Human Services. This training aims to build the knowledge, skills, and confidence of professionals across a range of sectors to effectively understand, engage and navigate the child welfare system. Delivery of this workshop has extended to both the Frankston Mornington Peninsula, and Southern Melbourne catchments.

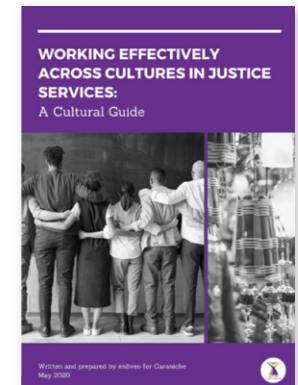
RESEARCH AND UNIVERSITY PARTNERSHIPS

enliven is committed to evidence based practice and partners with a number of University teams to both research/pilot initiatives and evaluate and publish outcomes. Over the past year we have worked with:

- Deakin University - "VicHealth Alcohol Partnerships proposal"; "Group Model Building focussing on Tackling Obesity"
- Monash University - "Primary Care Executive of NHMRC accredited Monash Partners"; MRF project, "Keeping Australians Out of Hospitals"; "Change Program - a partnership approach to obesity management in general practices serving socially disadvantaged communities"; PRACTIS team examining "Aged Care Residents with Limited English Proficiency"

WORKING EFFECTIVELY ACROSS CULTURES IN JUSTICE SERVICES

enliven were engaged by Caraniche to develop a 'Cultural Guide' and series of tip sheets designed to enhance the cultural proficiency and capacity of clinicians delivering psychosocial programs within the justice and youth justice system. Extensive consultation with clinicians and community members from priority backgrounds, resulted in a highly tailored suite of evidence-based resources focussing on effective and culturally responsive communication and program engagement between clinicians and individuals from migrant and refugee backgrounds. Initial feedback has been very positive with formal evaluation to be conducted post COVID-19 restrictions.



THE REACH PROJECT

The REACH Project supports GPs and nurses to talk to their patients about alcohol use. Monash University, in partnership with enliven, have developed a package of practical, evidence-based and informative resources with input from GPs, nurses and community members. These resources are being distributed to general practices across Australia and were developed using enliven's Health Literacy easy English Services.

<https://www.monash.edu/medicine/spahc/general-practice/research-projects/reach>



THE YEAR IN REVIEW

PROJECTS

AOD CATCHMENT BASED PLAN

The second year of implementation of our AOD Catchment Based Plan is now complete and it has been a significant collective effort across multiple organisations.

Areas of focus during 2019/20 include:

- **Clients and Community** has engaged with South Sudanese communities to raise awareness amongst the communities and improve engagement with services. This has included:
 - POP UP event with services across the catchments including AOD, mental health, housing, education, etc to Daughters of Jerusalem
 - Resource development
 - Community Radio broadcasts
 - Planning for social media campaign and links to Cardinia's Cluster Group
- **Data integrity** has ensured that data collected by services and available across the catchment is disseminated to all working groups and informs planning. The development of a comprehensive data platform including Local Government, AOD services, Monash Health and VicPol is currently being scoped.
- **Role of Local Government and Health promotion and prevention** has focused on resource development and in positioning itself for ongoing ADF Local Drug Action Team (LDAT) funding.
- **Service Geography** has focussed on extending services into the Casey/Cardinia catchment. Currently a telehealth initiative has been proposed by enliven for consideration, including the implementation of Telehealth hubs in the interface councils.
- **Cross Sector Collaboration** has included the delivery of a cross sector deliberative forum for frontline workers to network and learn about the service system and its navigation. This has also resulted in the implementation of Communities of Practice across Mental Health, Housing, AOD, Family Services and Child Protection. It has also resulted in an online service navigator being developed and launched across the SE:

<https://enliven.org.au/enliven-south-east-service-navigator/>



Cross sector collaboration

Data accuracy, integrity and application

Service geography

The role of local government

Clients and community

Health promotion, prevention and community development

THE YEAR IN REVIEW

PROJECTS

HEALTH LITERACY SERVICES

The **enliven** Health Literacy Service has successfully delivered 5 general workshops during the year. The Health Literacy 101 workshop training has been updated and delivered to a range of organisations. Two new workshops, "Creating Readable Resources" and "Interpersonal Communication" have also been designed to build on the 101 training. Unfortunately, a number of booked courses have been put on hold because of the COVID-19 limitations.

Additionally, a number of individual organisation consultations, document reviews and conversions were undertaken on a fee for service basis. Early stages of developing an online training module is currently under preparation.

POP-UP

enliven participated as a key partner with Monash University (SAPCRU) in trialling a new "Pop-up" model to help vulnerable community members better access primary care and support services. Twenty service provider agencies engaged directly with Daughters of Jerusalem, an organisation of South Sudanese women, who are often the first responders to community members in need. Evaluation indicated this model provided an effective method for relationships to be established and fast tracking of referral and support resulted.



HEALTH AND WELLBEING HUB

The Health and Wellbeing Hub is an online resource hub designed to inform, inspire, and support those who are undertaking or want to implement health and wellbeing initiatives across South East Melbourne. Local organisations, community groups and settings are encouraged to create their own visual resources to celebrate and share the learnings of their health promotion activities. The website has undergone structural, design and content refreshes and was launched in July 2020 alongside social media channels.



CROSS SECTOR DELIBERATIVE FORUM

In November 2019, **enliven** partnered with Monash Health, EACH and other health and human services organisations to deliver a deliberative forum for front line Alcohol & Drug, Mental Health, Child Protection, Housing and Family Services staff. The purpose of this forum was to bring workers together for some networking opportunities, to hear guest and keynote speakers discuss family violence and the importance of a coordinated and responsive service system, and to workshop improvements across sectors.

Amongst many positive outcomes, this forum led to the establishment of ongoing Communities of Practice and the development of an online cross sector service navigator tool: <https://enliven.org.au/enliven-south-east-service-navigator/>



THE YEAR IN REVIEW

PROJECTS

EARLY INTERVENTION AND INTEGRATED CARE

enliven Practice Group

Quarterly meetings of aged and community service providers are coordinated by **enliven** to enable joint problem solving and sharing of ideas to improve service provision for communities in the South East. As working with Interpreters was a frequent discussion topic a joint forum was facilitated with Southern Melbourne PCP where presenters from both Translating and Interpreter Service (TIS) and Victorian Interpreting and Translating Service (VITS) provided information and resources on how to access and use the services.

Victorian Integrated Care – Communities of Practice

Partnering with the Australian Disease Management Association (ADMA), Monash Health and South East Melbourne PHN, **enliven** has developed and promoted five Communities of Practice (CoP) across the south east catchment. The CoP on Oral Health and Social Isolation and Social Prescribing were held face to face in both Dandenong and Casey/Cardinia with the recent CoP on Managing Difficult Conversations combined for both the catchments and held via Zoom.

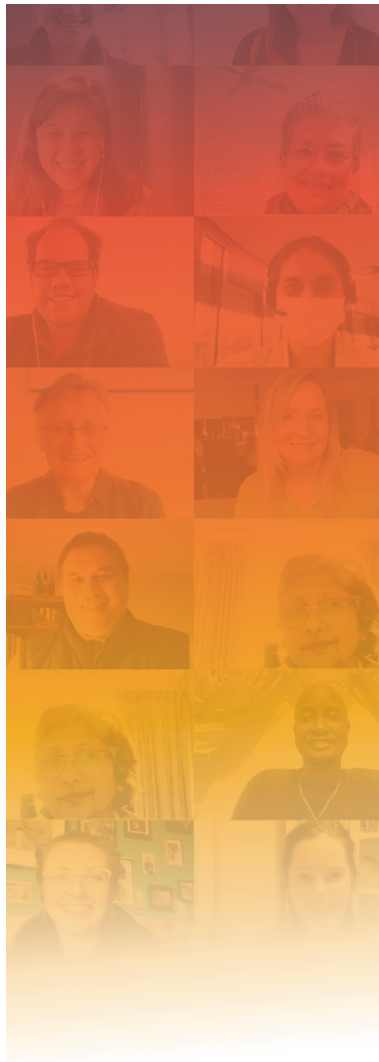
Aged Care Navigator - Dandenong

enliven has been actively involved on the Working Group for the Aged Care Navigator program for Dandenong which supports people -from culturally diverse backgrounds - who have difficulty engaging with Aged Care services and need additional support to understand, choose and access aged care services.

HEALTH PROMOTION STUDENT AND VOLUNTEER PROGRAM

Building upon the success of this program in 2019, **enliven** have continued to provide a range of opportunities for health promotion students and volunteers wishing to build their professional experience in the not-for-profit sector. Students and volunteers have been engaged in a range of projects such as resource development, literature reviews, research, survey design, evaluation and event coordination. Seven **enliven** students and volunteers have contributed over 500 hours of support to our projects team this year. We are incredibly grateful for the support and commitment of our students and volunteers and the value they add to our work. We look forward to continuing our Student and Volunteer program over the next year, while continuing to refine and explore the delivery of effective and engaging remote placements and volunteering opportunities.





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SUPPORT

LOUISE SUTTON BOOKKEEPER (ACCOUNTABLE BUSINESS SERVICES)

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ORGANISATIONAL MEMBERS

Adult Multicultural Education Service
 Australian Croatian Community Services
 Australian Multicultural Community Services Inc.
 Bapcare Ltd
 Bayside City Council
 Better Place Australia
 Bolton Clarke
 Campbell Page
 Cardinia Shire Council
 City of Casey
 Connect Health & Community
 Connections UnitingCare
 Dandenong & District Aborigines Cooperative Ltd
 Doveton Neighbourhood Learning Centre Inc
 EACH
 Emerge (ME/CFS) Australia (Vic,Tas,NT)
 GEKA Inc.
 Greater Dandenong Council
 Independence Australia
 Kooweerup Regional Health Service
 Latrobe Community Health Service
 (merged with Link Health Community)
 mecwacare
 MiCare Ltd
 MIND Australia
 Monash Health
 Palliative Care South East Ltd

Queen Elizabeth Centre
 Robyn Smith trading as Move4Health
 Scope (Vic) Ltd
 SECCCA
 Southern Academic Primary Care Research Unit
 Southern Migrant and Refugee Centre
 Task Force Community Agency
 The Bridge Inc.
 The Uniting Church in Australia Property Trust
 (Victoria)
 39 Plus
 Uniting Aged Care Victoria Tasmania (East
 Communities)
 Vision Australia
 WAYSS
 Wellsprings for Women Inc.
 Windermere Child and Family Services
 Women's Health in the South East
 YSAS
 Casey Race - YMCA

ASSOCIATE/INDIVIDUAL MEMBERS:

Gregg Nicholls
 Dr Rovel Shackelford
 Mary Rydberg
 Diane Bakon
 Heather Lawson
 Rachael Smith

PARTNERSHIPS

THE ACHIEVEMENTS OF **enliven** ARE ONLY POSSIBLE because of the hard work, support and commitment of many organisations and individuals. **enliven** partners with many public and private sector organisations (in health, social services and beyond), universities and researchers, community groups, government bodies, peak bodies and corporates. The Board and staff of **enliven** would like to formally acknowledge and thank everyone who has contributed, shared their knowledge and worked with us.

**enliven is supported by funding from the Victorian Government under the Department of Health and Human Services (DHHS) Primary Care Partnership Program. During 2018-19, enliven also received grant funding from a number of sources.*

FINANCIALS

SEHCP INCORPORATED TRADING AS ENLIVEN ABN: 56 183 844 961

STATEMENT OF INCOME AND EXPENDITURE AND OTHER COMPREHENSIVE INCOME AS AT 30 JUNE 2020

	2020 \$	2019 \$
INCOME	958,975	554,455
EXPENDITURE		
Accounting fees	18,590	13,045
Depreciation and amortisation expense	1,093	3,131
Advertising	5,714	4,268
Employee benefits expense	487,350	366,508
Computer expenses	3,885	6,883
Motor Vehicle Expenses	62	262
Project costs	103,013	99,337
Rental expense	41,181	40,243
Admin expenses	8,046	6,723
Bank Fees	458	502
Conference costs	26,691	413
Office expenses	14,750	8,490
Vic PCP expenses	181,596	-
TOTAL EXPENDITURE	892,429	549,805
SURPLUS/(DEFICIT) FOR THE YEAR	66,546	4,650
OTHER COMPREHENSIVE INCOME FOR THE YEAR	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	66,546	4,650

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020 \$	2019 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	781,509	595,895
Trade and other receivables	27,930	22,319
Prepayments	909	19,763
TOTAL CURRENT ASSETS	810,348	637,977
NON-CURRENT ASSETS		
Plant and equipment	1,031	1,761
TOTAL ASSETS	811,379	639,738
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	52,336	31,891
Employee benefits	38,141	24,253
Other liabilities	139,504	79,430
TOTAL CURRENT LIABILITIES	229,981	135,574
NON-CURRENT LIABILITIES		
Employee benefits	18,195	7,507
TOTAL LIABILITIES	248,176	143,081
NET ASSETS	563,203	496,657
EQUITY		
Retained surplus	494,859	428,313
Reserves	68,344	68,344
TOTAL EQUITY	563,203	496,657