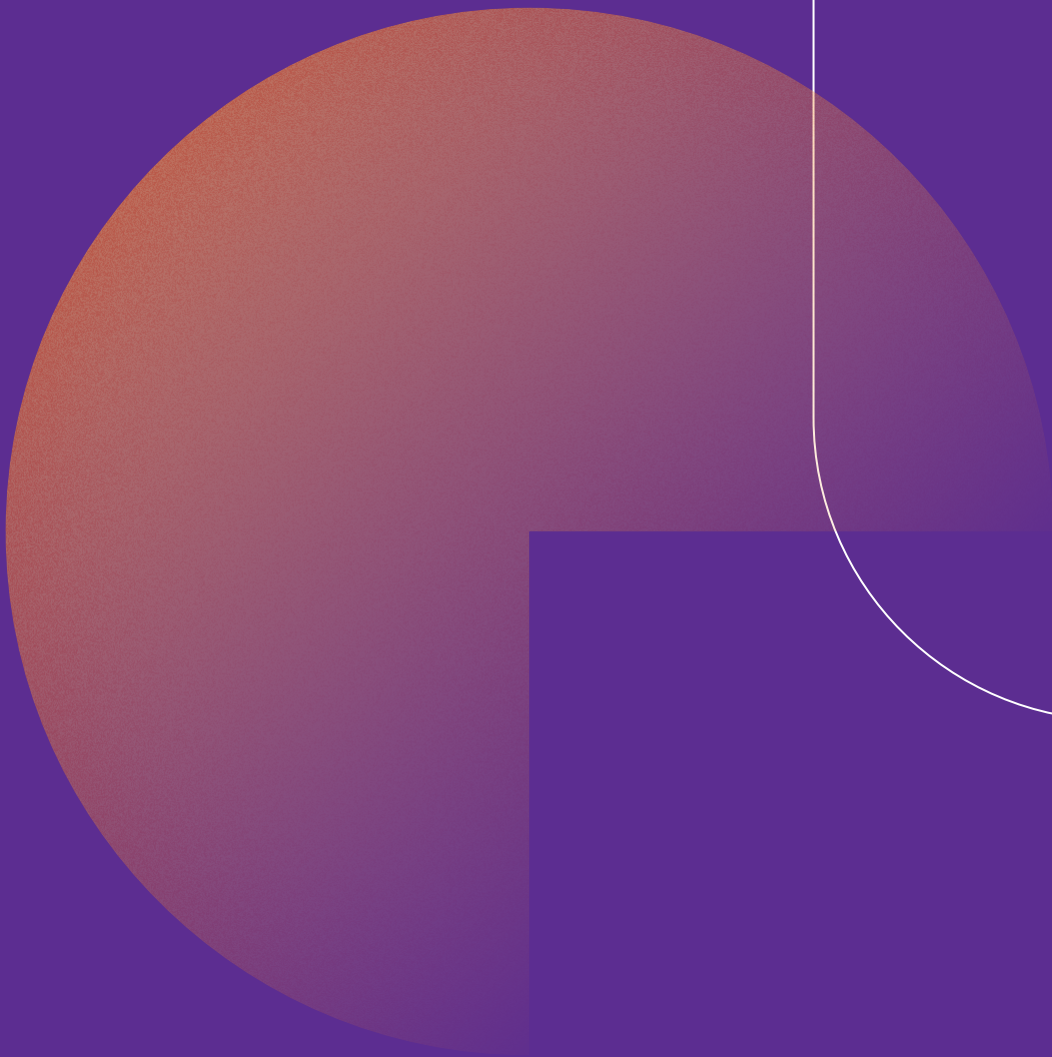


ANNUAL REPORT

2023–24



each.com.au

 50 years of
each
1974–2024

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Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands, skies and waterways and pay our respects to Elders past, present and emerging.

We acknowledge all Aboriginal and Torres Strait Islander people and acknowledge their culture, heritage and right to self-determination.

We recognise that sovereignty was never ceded, and acknowledge the continuing impact of colonisation.

We are indebted to the Aboriginal and Torres Strait Islander staff, past and present, who have contributed their knowledge and skills to this organisation and the communities we serve.

CEO and Chair message

This year marks 50 years of EACH supporting people to improve their wellbeing in the community and away from hospital. We've grown significantly since we were founded in 1974 as the Maroondah Social Health Centre, and we continue to change and evolve, but our aspiration for a world in which everyone has the power to live well grows only stronger.

EACH provides care and support to some of the most disadvantaged Australians. For them and many others across our communities, rising living costs were an added and intolerable strain in 2023-24. The impacts have been revealed in many, often shocking ways – such as long wait lists for EACH family violence services.

To achieve our vision we need to reach more Australians, and to do this we have invested in our capability and capacity across operations, strategy and corporate support functions. We were particularly excited in 2023-24 to win major tenders for important new mental health services in Queensland and Tasmania, as well as expand operations in Victoria.

In 2023 EACH was vocal that Aboriginal and Torres Strait Islander people should be recognised in the Australian Constitution through a Voice to Parliament as a crucial step

in the path to Reconciliation and Closing the Gap. The result of the referendum was disappointing, but this setback won't deter our commitment to Reconciliation, including our commitment to providing culturally safe services right across our organisation.

Advocating for better health and wellbeing is something we have stepped up this year. We have used our voice to advocate for people experiencing adversity in the form of prescription medication dependence and financial abuse, bringing the attention of media, policymakers and politicians to these significant issues.

As life continues to become more complex, and disparity more pronounced, how should our role in the communities we support also change? This was what we asked ourselves as through the year, we ran a comprehensive program of consultation with

consumers, staff, managers and our Board to develop the EACH Strategy 2024-2028. Consultation helped us identify many ways in which we could better support more Australians, resulting in an 'unapologetically ambitious' strategy ready for launch as the financial year closed.

After a competitive tender process, we selected Monash University as our preferred research partner. Partnering with Monash will help us develop a clear, targeted research agenda and ultimately produce the data and evidence we'll need to elevate our impact and advocate for change.

In 2023-24 we also began a comprehensive research program to better understand the needs of health care and social service customers, and identify those elements and strengths that are 'uniquely

EACH'. This foundational work will inform the design of a new brand and website in 2024-25, as we position ourselves for our next 50 years as a critical contributor to the wellbeing of those Australians who need us.

We welcomed three new appointments to the EACH Board this year. Kirsten Sayers, Troy Walsh, and Peter Welling are exceptionally qualified and experienced professionals and we are thrilled to have them join as Directors.

Through the 2023-24 financial year we were deep in planning for a unique celebration of our 50-year anniversary – decking out a bus in the EACH purple brand colour so our staff could take it on the road, visiting EACH sites along the eastern seaboard of Australia from Ipswich to Ringwood. What a great way to connect our people from diverse places, background and expertise!

The bus trip was planned to conclude as we came together online and at 'in real life' parties across our many sites, to celebrate our proud history and announce the winners of our new Staff Awards program. These recognise the incredible work our people do, going above and beyond to change lives and strengthen communities.

To those we support, our partners, and our incredible staff: Thank you for being part of our story so far. We look forward to continuing the journey with you.



Natalie Sullivan
CEO



Andrew Gosbell
Chair

About EACH

We are a for-purpose organisation delivering health and support services that improve lives and strengthen communities. Across Australia's eastern seaboard, we deliver services in six programs:



**MENTAL HEALTH
AND ALCOHOL &
OTHER DRUGS**



**CHILD, YOUTH
AND FAMILY
WELLBEING**



**PRIMARY
CARE**



**OLDER
ADULTS**



**EARLY
CHILDHOOD
APPROACH**



NDIS

Our vision

Everyone has the power to live well.

We have **more than 1,500 staff** and **200 volunteers** across the eastern seaboard of Australia.

We recognise that health and wellbeing are significantly and negatively affected by factors such as unemployment, homelessness, financial difficulties, social and cultural exclusion and addiction, so we offer a wide range of supports to assist members of our community to lead happier, healthier lives.

Originally established as Maroondah Social Health Centre in 1974, the organisation was founded on the principle that all people are entitled to good health regardless of socioeconomic factors.

Our values



We care

We believe making change is possible for everyone.



We listen

We work with you and the people important to you, to build the right support.



We learn

We evaluate our actions and always seek to improve.



We deliver

We do what we say we're going to do.

Our reach

In the 2023-2024 financial year:

More than
70,000
customers were supported across more than 120 services via over 50 locations

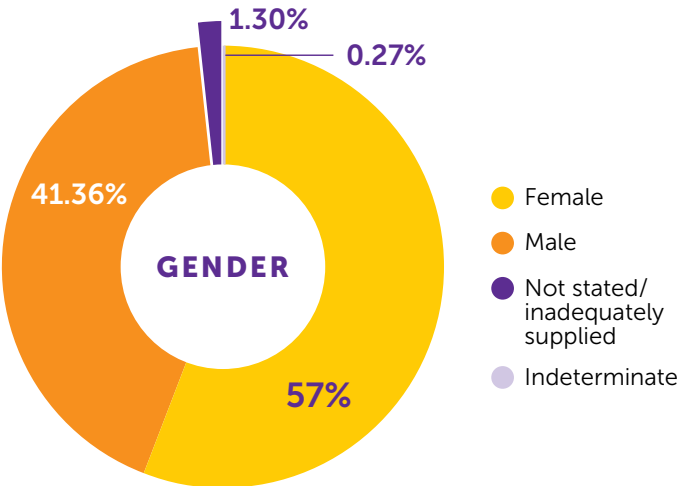
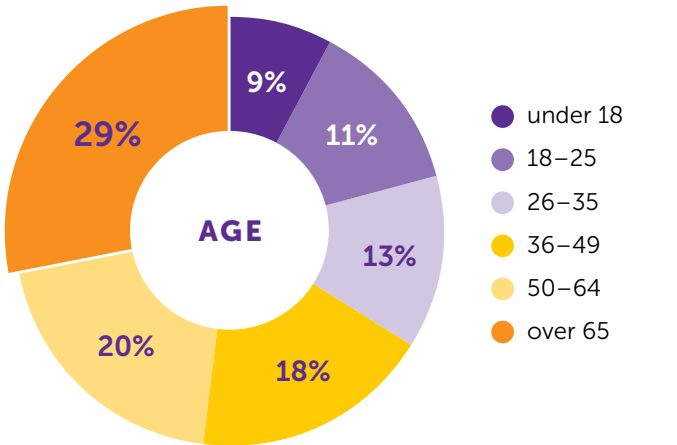
More than
47,000
enquiries were taken by our National Access and Intake Service

173,705
people visited our website

207,728
people saw our news and stories on EACH social media channels (Facebook, Instagram and LinkedIn)

Our customers

At EACH, we support people at all ages of life and from diverse backgrounds.



TOP FIVE LANGUAGES SPOKEN OTHER THAN ENGLISH

- Myanmar languages
- Chinese Mandarin
- Persian (excluding Dari)
- Italian
- Dari

3% of our customers identify as being an **Aboriginal and/or Torres Strait Islander**.



Our impact

Supporting Elida to do what she loves

After 85-year-old Elida (pictured below) suffered a stroke, she needed support to maintain her independence and keep doing what she loves. Elida came to EACH with clear goals: to watch her beloved Mooroolbark soccer team play and be able to meet her friends at the local shops.

Through a Home Care Package provided by EACH, occupational therapists played a crucial role in increasing Elida's mobility and improving her quality of life, providing her with an electric wheelchair and installing ramps with handrails at her home. Elida is delighted to be back to doing the activities she enjoys again, with her wheelchair allowing her to be independent and socialise.

"EACH believed I could become better," says Elida. "They never gave up."



Helping Henry thrive

Three-year-old Henry started with EACH's Childhood Intervention team when he was six-months old. His mother, Neah, works with our team of specialists to support Henry to reach – and exceed – his goals.

With the assistance of the Childhood Intervention team, Neah has seen dramatic improvements in Henry's life. He has the tools he needs to be an active member of playgroups, the confidence to try new things and make friends.

Neah says continuity of care has been the most important part of the service. Having the same team of therapists who speak to each other, and plan Henry's treatment together has been key to the success.

"The support he receives has helped him successfully attend kinder and form so many special friendships with his peers," says Neah. "His team and the support they provide is beyond amazing, we love EACH."



Henry with his mother, Neah, working with EACH's Childhood Intervention team.



Residential mental health support for young people: Integrated Therapeutic Community

When daily life became overwhelming for Ethan (pictured above), his struggles with mental health made it difficult to get out of bed and manage things alone. He sought support from EACH's Integrated Therapeutic Community - Youth Residential Recovery Service seeking to build resilience, self-management, and reflection to guide his path forward.

EACH's Integrated Therapeutic Community is a Youth Residential Recovery Service that provides a 12-month residentially based mental health support service for young people aged 16-25 years old recovering from significant mental health conditions. Participants work on their individual recovery goals whilst actively engaging in a youth focused therapeutic community environment.

Ethan is now a youth leader within the program, using his own experiences to support residents facing significant mental health challenges in their recovery journey, while also honing his leadership skills.

"The ITC has inspired me to pursue a career in this field," says Ethan. "I want to leverage my lived experiences to contribute and give back as much as I can."

Supporting victims of financial abuse

EACH's financial and family violence counsellors are increasingly supporting clients – mostly women – who are experiencing financial abuse, including in small business. In Australia, people using financial abuse exploit existing financial regulations, laws, and policies to exert control and cause harm.

Julie Dal Pra, Small Business Financial Counsellor at EACH (pictured below), saw the prevalence of financial abuse but when she looked for more information to help her clients, nothing existed. She sought funding through Commonwealth Bank's Next Chapter Innovation, which supports the development of innovative approaches to financial recovery for the victim-survivors of domestic and family violence. Through the partnership, Julie and the team are designing a national response to financial abuse in Australian small businesses. It will be the first of its kind.

Julie says financial abuse is more common than people think, stressing its profound impact on victims' lives and the critical need for acknowledgement and action

within consumer protection, tax, and corporate legislation. "The consequences for people being controlled in this way are considerable – every aspect of their life is impacted," says Julie.

In 2024 EACH made a submission to the Federal Parliamentary Inquiry – *Financial Services Regulatory Framework in Relation to Financial Abuse*. In our submission, we outlined key financial abuse issues and financial service weaknesses that the Federal Government could seek to address, enablers of financial abuse, scope to improve regulatory processes, and our recommendations. Read our submission in full on our website: www.each.com.au/submissions



Julie Dal Pra, Small Business Financial Counsellor at EACH.

Wantima – Murri Court Care Coordination

Two years ago, EACH set up a self-funded Queensland service, Wantima, to identify service gaps and blueprint solutions in partnership with First Nations Community.

For the past year, in response to the findings of Community consultation, Wantima lead and Yuggera woman Murryann (Annie) Reeves has been providing a care coordination service at the Ipswich Murri Court to help keep First Nations people and their families well, together and out of the justice system.

Through listening, and understanding defendants' challenges and circumstances, Annie then connects defendants with the culturally safe services they need to stay out of prison – things

like suicide first aid, mental health support, family violence counselling, anger management, counselling.

Of the 25 people Annie has supported, 24 have remained out of prison.

This work is changing lives, breaking cycles of inter-generational trauma, and keeping First Nations people out of prison. It's also saved the Queensland Government a conservatively estimated \$3.4 million in just one year and is helping make progress towards Closing the Gap.

Financial summary

Our financial outcome this year is a deficit of \$1.746m. For full details please see our 2023/24 Financial Statements on the publications page at each.com.au.

	2022/23	2023/24
Revenue from Operations	154,816,577	157,464,855
Non Operating Income	3,795,615	4,656,010
Capital Grants	2,772,000	3,109,020
Total Revenue	161,384,192	165,229,885
Total Expenses	(160,774,411)	(166,975,861)
Surplus / (Deficit)	609,781	(1,745,976)
Other Comprehensive Income	(567,650)	293,652
Total Comprehensive (Loss) attributable to Members of the Entity	42,131	(1,452,324)

ASSETS

Cash and Liquid Investments	56,536,433	33,257,153
Property, Plant & Equipment	58,560,185	59,382,898
Other Assets	15,968,575	25,344,554
Total Assets	131,065,193	117,984,605

LIABILITIES

Trade and Payables	7,680,958	8,209,672
Provisions	19,603,861	20,998,492
Other Liabilities	34,740,786	21,189,177
Total Liabilities	62,025,605	50,397,341
Net Assets	69,039,588	67,587,264

Acknowledgment of funding and support

We acknowledge the Federal, State and Local Governments and partner organisations who fund the services we deliver across Australia, including:



We acknowledge and thank the partnering health, community and advocacy organisations who collaborate with us to build healthy communities.

Contact EACH:

 1300 00 3224

 each.com.au

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