

# Within Australia **ANNUAL REPORT** 2019 - 2020







## 2019 / 2020 CHAIRPERSON / CEO REPORT

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It has been a year of significant change and many challenges as our organisation continues to find new ways to deliver on our core purpose of excellence, equity and quality in mental health and wellbeing. We have continued to evolve and adapt to a very challenging and ever changing service environment. Throughout these changes we have remained focused on ensuring we continue to have a deep and positive impact on individuals and communities throughout Gippsland.

Whether it is through one on one individual support, psychosocial coaching, group-based resilience training, assistance to access the NDIS, support coordination or counselling we remain committed to our vision of working together for better mental health and wellbeing.

We have continued to engage and collaborate with our key partners and stakeholders, including the NDIA, Gippsland PHN, DHHS and Headspace to ensure we strengthen our presence and impact throughout the quite different communities in which we work.

This year has seen the organisation benefit from the leadership of three (3) CEO's who have shaped and influenced the direction of the organisation, from Daniel Becker to Kirstie Pearce through to the commencement of Haydn Robins in November 2019. The Executive Management team and organisational structure has been re-shaped to ensure we are fit for purpose and have resources to support and develop our key business drivers and facilitate the achievement of our Vision.

**This year's highlights include;**

- The introduction of Counselling as a new service offering across all locations
- Re-negotiated partnership with the Gippsland

PHN for the continued provision of the Psychosocial Support Program (PSP)

- The successful implementation of our new client management systems
- The successful transition to our new financial management systems, and
- A continued refinement and focus on our quality NDIS based products and services.

The COVID-19 global pandemic forced us to be more innovative and re-imagine how we could continue to support our clients and deliver our services through this difficult period while ensuring their safety and wellbeing along with that of our staff. To the great credit of our staff and executive management team we quickly adapted and accepted these challenges by embracing technology and alternate forms of communication.

Our committed and talented Board has continued to develop with the inclusion of new Directors Sheila Deane and Gary Malyon. Sadly, we accepted the resignations of Eric Sjerp, Rita Sanderson, and Vanessa Ebsworth during this period. We thank and acknowledge the enormous effort and commitment made by all our Board Directors, both past and present. Their leadership, individual skills and collaboration with the CEO's has ensured the effective Governance of Within Australia.

Like many organisations in our sector, we continue to face challenges in ensuring we can provide quality services, remain financially sustainable and continue to positively impact on the mental health and wellbeing of our communities. With our Board, CEO and leadership teams, our people and our continuing shared commitment we will succeed in ensuring Within Australia is providing quality services for the foreseeable future.



# OUR VISION, BELIEFS AND VALUES

## VISION

Working together for better mental health and wellbeing.

## KEY RESULT AREAS

Within Australia's Key Result Areas (KRA's) are the areas in which we intend to achieve results in, and the areas for which goals are developed and achieved as part of our Strategic Plan.

- Mental Health and Wellbeing
- Social Impact
- Brand Recognition
- Capacity Building

## OUR BELIEFS

Within Australia's beliefs are the things that we assume to be true about the world in which we work and our Strategic Plan. Our beliefs provide the reasons and confidence our staff need to achieve the Strategic Plan.

- Community - we make a positive difference to the clients and participants we work with
- Our People - we value our staff and volunteers and their contribution to our organisation
- Focus - we think globally and act locally
- Sustainability - we work to build a strong and vibrant organisation for future generations
- Equality - we value equality of opportunity for all people

## OUR ATTITUDES

Within Australia's attitudes are the thoughts that we expect our staff and volunteers to hold and express in relation to the world in which we work and the work that we do.

- Impact - how can I make a positive impact on my community today?
- Investment - who have I invested in today?
- Learning - what have I learnt today?
- Conversations - what conversations do I need to have today?
- Sharing - what can I share today?

## GUIDING PRINCIPLES

- Clients and Participants - we work with a person centered approach
- Research and Experience – we underpin our work with best practise and evidence based research
- Diversity - we encourage diversity of thought and unity of action
- Accountability – we accept responsibility for our decisions and actions
- Brave - we are brave, courageous and transparent
- People - we value our staff and volunteers and their contribution

## OUR VALUES

Within Australia's values are the things that are most important to us in terms of the world in which we work and our Strategic Plan. Our Values guide decisions that are made in relation to the achievement of our Strategic Plan.



### EQUITY

we strive to treat all people in a fair and impartial manner



### HONESTY

we are truthful and sincere in all our relationships



### RESPECT

we recognise, admire and value the ability, knowledge and input of others



### INTEGRITY

we are always guided by strong moral principles and honesty



### EXCELLENCE

we strive to achieve greatness and outstanding service



### TRANSPARENCY

we will operate in a way that creates openness, trust and clarity



### SUCCESS

we will always strive to achieve our goals of working with others to lead a better, happier and healthier life

## KEY HIGHLIGHTS



**250** SUPPORT COORDINATION CLIENTS



**250** SUPPORT WORK CLIENTS



**600** SUPPORT COORDINATION HOURS PROVIDED

**18,000** SUPPORT WORK HOURS DELIVERED

**1700** GROUP ACTIVITIES DELIVERED

# THE BOARD

## OUR CORE PURPOSE

*“Within Australia is committed to excellence, equity and quality in mental health and wellbeing. It achieves this by forming partnerships that generate hope, meaning, self-identity, resilience, recovery and responsibility.”*



**Janice Chesters**  
CHAIRPERSON



**Gary Malyon**  
TREASURER



**Suzanne Spink**  
DIRECTOR



**Susan Glease**  
DIRECTOR



**John Turner**  
DIRECTOR



**Sheila Deane**  
DIRECTOR



## PROGRAM SNAP SHOTS

### NPSM

2019 / 2020 saw the continuation of the delivery of the National Psychosocial Support Measure (NPSM) Program across Gippsland, which incorporates short-term one on one individual support and capacity building groups.

This program has a recovery orientated focus supporting those with a severe and persistent mental illness work towards their goals and build their capacity.

With the development of COVID-19 and the associated restrictions the program was forced to be delivered a little differently. The program was able to continue and brought to the individuals' homes via video link and contactless delivery of activity packs. This proved extremely popular amongst participants and interestingly seen an increase in participation.

Slowly coming out of restrictions has seen a spike in attendance in our ECO Therapy group where individuals are able to emerge themselves in nature with a focus on connectedness, mindfulness, and physical activity.

We have seen an increase in female participants with the introduction of a Women focused group 'Peace and Pamper'. Programs delivered across our four sites include the Optimal Health Program, Growing Resilience Internally (GRIT), Action over Inertia, Creative Expression, SMART Behavioral Change, ECO Therapy, Walking Groups, Peace and Pamper and Cooking.

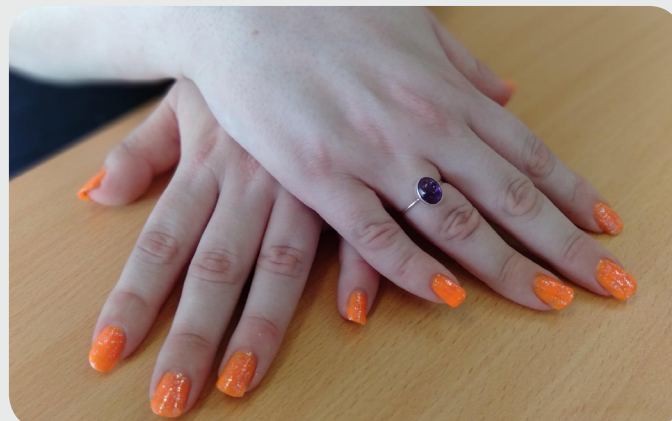
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### LIMHS Program

The LIMHS Program was developed from relative infancy in 2019, into an effective and well-run program through the difficult first half of 2020. The program has been funded by the PHN (Primary Health Network)

The LIMHS Program had a focus on establishing relationships with medical clinics throughout the Wellington area and building a client base that sought out support for low-intensity mental health issues. Support was carried out in these clinics primarily on the back of GP referrals, or self-referrals to the program.

Due to COVID-19 restrictions the service evolved from one on one support in a clinic setting, to primarily providing support over the phone. This change in program delivery provided some challenges initially, however, the service has maintained a high standard of mental health support through this period by adapting to the challenge presented.



Client engagement throughout the COVID-19 period has been exceptional, and the program has filled a genuine need for individuals struggling to maintain good mental health.

### PSP

The Psychosocial Support Program (PSP) is a federally funded program that offers mental health supports to clients with complex needs along with supporting clients to test their eligibility for accessing the NDIS. This program commenced in July 2019 and was implemented following the completion of the Partners in Recovery program.

With the program focused on providing transitional support for clients entering the NDIS success was achieved through over 30 clients assisted to receive NDIS packages.

The NDIS evidence gathering process has at times been a challenging process for many professionals in the sector. The PSP program has provided us with the opportunity to guide, assist and facilitate our clients in entering the NDIS while continuing to provide support to clients with complex mental health needs.

### NDIS

We continued to develop and refine our services and programs offered within the NDIS system, including one on one support work, support coordination

and occupational therapy. With the introduction of a new client management system we improved and streamlined the client journey while improving the efficiency of our administrative systems that integrate with the NDIA.

Our newly implemented and centralised program administration team aim to improve the client experience, streamline our interaction with the NDIA and resource our people to achieve outstanding results for our clients.



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## FINANCE

YEAR	2020	2019
Total Revenue	3,310,859	3,233,708
Total Expenses	(3,659,427)	(3,508,943)
<b>TOTAL COMPREHENSIVE (DEFICIT) / SURPLUS FOR THE YEAR</b>	<b>(348,568)</b>	<b>(275,235)</b>
Current Assets	824,115	1,072,247
Non-Current Assets	1,170,641	541,449
Total Assets	1,994,756	1,613,696
Current Liabilities	654,259	325,381
Non-Current Liabilities	406,344	5,594
Total Liabilities	1,060,603	330,975
Net Assets	934,153	1,282,721
<b>TOTAL EQUITY</b>	<b>934,153</b>	<b>1,282,721</b>



END