

within Australia
2018 Annual Report

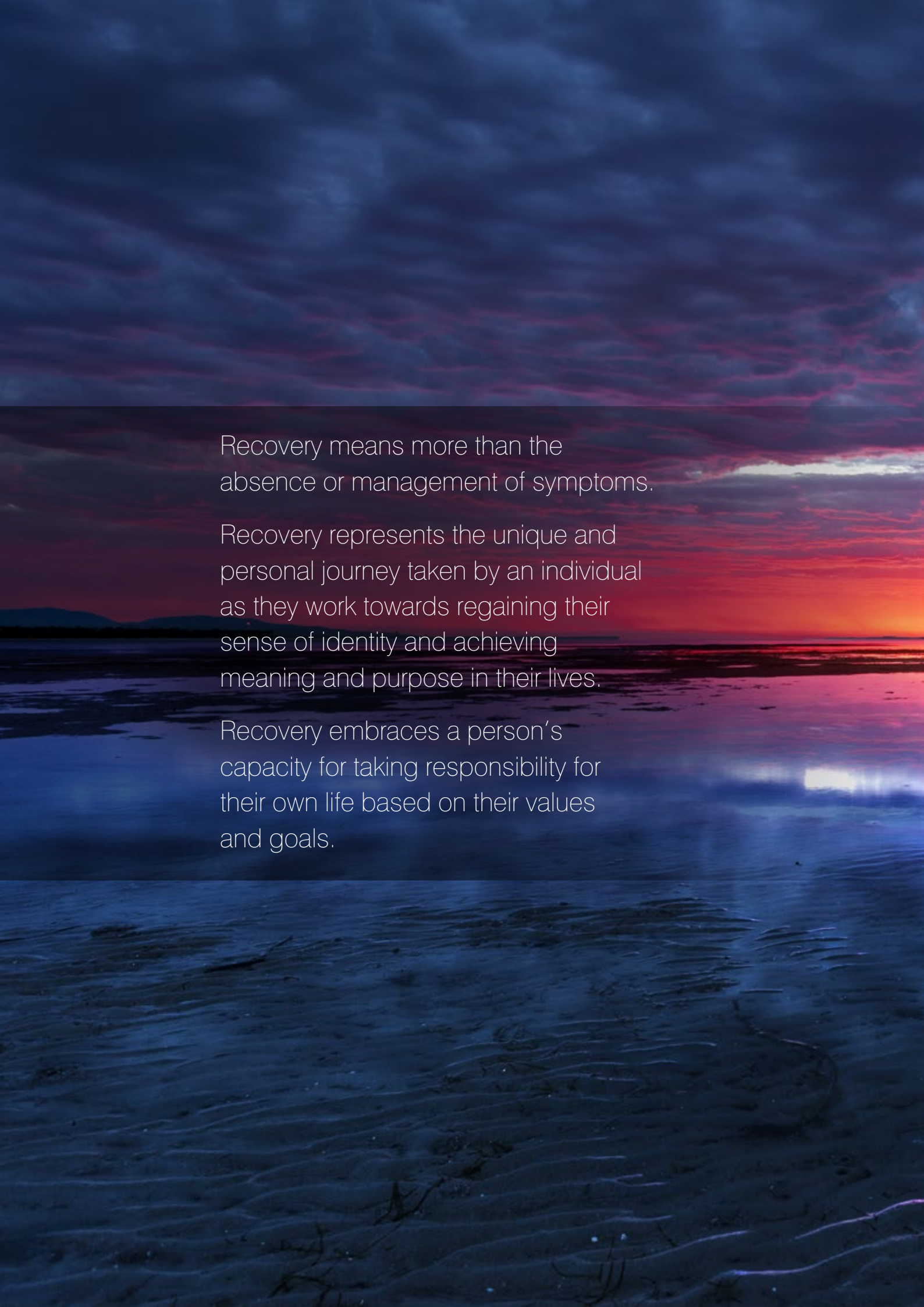
working together for
better mental health
and wellbeing



‘Living with a mental illness shapes, but does not define me’

Living with a mental illness should not preclude a person from leading a meaningful and fulfilling life based on their individual values and goals. Recovery involves regaining hope, re-connecting to the community, taking responsibility for one’s own life and being able to participate in education, employment, recreational, social and other meaningful activities. **within** Australia partners with individuals in their recovery journeys.

Living with a mental illness should not preclude a person from leading a meaningful and fulfilling life based on their individual values and goals. Recovery involves regaining hope, re-connecting to the community, taking responsibility for one's own life and being able to participate in education, employment, recreational, social and other meaningful activities. **within** Australia partners with individuals in their recovery journeys.



Recovery means more than the
absence or management of symptoms.

Recovery represents the unique and
personal journey taken by an individual
as they work towards regaining their
sense of identity and achieving
meaning and purpose in their lives.

Recovery embraces a person's
capacity for taking responsibility for
their own life based on their values
and goals.



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Our Vision, Purpose and Values

Vision

Working together for better mental health and health and wellbeing.

Core Purpose

within Australia is committed to excellence, equity and quality in mental health. It achieves this by forming partnerships that generate hope, meaning, self-identity and responsibility.

Values

Innovation, Equity, Honesty, Respect, Integrity, Quality, Excellence, Transparency, Leadership, People centred, Positive anticipation, Success

About Us

within Australia is a Community Managed Mental Health Service delivering psychosocial rehabilitation, recovery services and educative programs to adults with a severe and persistent mental illness, their families and carers.

Established in 1992, **within** Australia delivers services throughout East Gippsland, Wellington, South Gippsland and Bass Coast, offering a range of services that are recovery and resilience oriented and meet the individual needs of clients, their families and carers.

In addition to service outlets located in Bairnsdale, Sale, Orbost and Leongatha, **within** Australia works in collaboration with other community based organisations and health services

to ensure its programs and services are accessible to remote rural and other hard to reach groups and communities.

Research validated and evidenced-based practices together with a well-developed service model are the core strengths that have enabled **within** Australia to take a lead role in policy and service development in the Gippsland region and beyond. The organisation is highly regarded for its service delivery framework that responds to the individual's stage of recovery.

within Australia has established strong partnerships with universities and research organisations to validate and further 'practice develop' its models of service.

within Australia works with people with a mental illness and their families to overcome barriers, regain hope, reconnect with their communities and realise their goals, providing services which are based around collaboration, inclusion and self-management.

Acknowledgments

within Australia acknowledges the traditional custodians and Elders past and present of the land where we deliver our services.

We wish to thank and gratefully acknowledge our funders for their continued support.

Chairperson's Report

A year of change

Our 26th year of operations has been marked by significant change – I am pleased to say almost entirely for the better. Our new CEO Daniel Becker started work in early February. Daniel is dynamic and very team orientated. He is realistic about the challenge faced by our sector but confident that with the right team and culture in place we can continue to succeed in providing high quality, evidence based mental health and well-being services.

I said in my report last year that while we focus on our existing work and new opportunities we must maintain, keep to and improve our values and services. This work will require everyone in the organisation to contribute to strategic planning, policy development, taking advantage of new and diverse funding opportunities and creating new ways to build resilience in the community and aid people's recovery. We will need high quality strategic options papers. All proposed work must be fully costed and funds found to support the work before it starts. Our focus will need to be on the NDIS but it must also be elsewhere and everywhere at the same time. Our organisation wide operating systems will need to remain nimble and be further streamlined. Most importantly we must retain our hope for a bright future and become more confident in our abilities to make a positive difference in our field.

Daniel and the staff are working hard to deliver on these goals. Daniel's report will clearly outline the detail of his significant organisational changes and **within's** success in 2018.

In late October the Board and team leaders will meet together to work on the long overdue update and redevelopment to the strategic plan. While our key goals in mental health and wellbeing will remain, new directions and perhaps a new name will be discussed.

Farewell, welcome and thankyou

In 2018 our Board membership has changed significantly. We have farewelled Michelle Dowsett and Geoff Willett, both central to the financial wellbeing of **within**. Geoff held the organisation together as we changed CEOs. He was constantly on call for much of 2017 and early 2018 working with Monique Cunningham until the new CEO and financial team were in place. Michelle our Treasurer was central to the work of the Board and the audit sub-committee along with the Deputy Chair Eric Sjerp.

We now welcome our new Board members Susan Glease, John Turner and Vanessa Ebsworth. All three have jumped right in and are contributing to governance and change management. We also welcome Kirstie Pearce our Corporate Services Manager.

Thanks also need to go to our key contractors Andrew Cunningham (IT) and Diane Wilkinson (NDIS and Standards Compliance Contractor) for their hard work and creative leadership. They are both central to the effective operation of the organisation.

To all current and past members of staff, contractors and the Board of **within** thank you for your hard work and commitment in 2018. We look forward to an exciting 2019.



Dr. Janice Chesters
Chair

Chief Executive Officer's Report

Commencing as **within**'s new CEO in February, I was quickly welcomed into this fantastic organisation by the management committee and staff who all helped make my transition seamless.

As reported by Chairperson Janice Chesters, it has been a year of change for **within**, with 2018 in particular seeing the most unprecedented transformation in our organisation's 26-year history as we continue to transition toward client directed funding under the National Disability Insurance Scheme.

As an organisation, like many others in the sector, we were a little slow out of the gates with our preparation for the NDIS, however with targeted recruitment and an increased focus on team building and best practice training, we are now making giant strides.

We totally re-structured the organisation to better fit within the tight financial constraints of the NDIS funding model, and recruited a new Corporate Services Manager in Kirstie Pearce, who has brought a wealth of knowledge to the newly formed corporate services team. We unfortunately said goodbye to a number of faithful and talented team members during 2018 who deserve special mention, including Carol Mosele, Monique Cunningham and Geoffrey Willett, whose contribution to the organisation over many years will be long remembered.

Our funded programs continued to achieve key performance outcomes despite the challenges faced by a changing industry sector, with the focus of our service delivery shifting from being solely recovery and support service orientated, to incorporating pre-planning, access and implementation for the impending NDIS scheme. Changes imposed by the NDIS also saw a greater emphasis on group program development as opposed to one to one support, resulting in the purchase of three mini-buses and the development of a team of dedicated core support workers, and technology began to play a far greater role in our service delivery, with staff all now equipped with tablets to create a more mobile workforce.

Income diversification became more important to our long term sustainability, and we were successful in a number of small tenders, including a Worksafe Work Well consortium which will see **within**'s resilience based GRiT program, delivered to health service shift workers in Wellington during 2019.

As an incoming CEO, I witnessed a significant amount of progress in just four months to 30 June 2018, which I directly attribute to the extremely talented and highly dedicated group of team leaders I am surrounded by, including Melanie Carlson (South Gippsland/Bass Coast), Jessica Priest (Wellington), Donna Hall (East Gippsland) and Kerry Bailey (Partners in Recovery), who along with Kirstie Pearce in Corporate Services, have each done an outstanding job to engage and lead their respective staff in the organisations new direction.

within's staff all performed exceptionally well, during a period which at times has seemed uncertain for them, and for this I congratulate and thank them. We have an outstanding team of dedicated professionals, who provide me with great confidence in the organisations long term future.

Lastly, our management committee also saw significant change as they recruited new members, a new CEO and navigated an ever changing strategic landscape. In particular, I want to thank Janice Chesters (Chairperson) and Eric Sjerp (Vice Chairperson) for their steady stewardship of the organisation over the past twelve months, and the support they have provided me as CEO.



Daniel Becker
Chief Executive Officer

Strategic Plan 2015-2018

Values that underpin the development of the Strategic Plan

within Australia is underpinned by shared values and strengths that not only inform work with clients, carers and families but also support the ongoing staff and Board commitment to **within** Australia.

Enablers

A number of elements enable our stability and productivity including:

- governance (board and senior management)
- workforce
- training models
- research experience and capabilities
- IT systems capital.

Opportunities

within Australia has developed a framework of service that is evidence based and best practice.

within Australia is experienced in delivering self-management programs that build resilience through coaching. Coaching is highly congruent with contemporary practice in self-management for a range of health and wellbeing issues such as chronic disease management. This provides **within** Australia with an opportunity to engage in the broader field of self-management and resilience. It also provides **within** Australia with an opportunity to develop new business in teaching these models to other people/ organisations.

Strategic Directions 2015-2018

Our Vision: Working together for better mental health and wellbeing

within Australia will grow its business through:

- identifying opportunities for new business and diversification
- development of new business models and systems for new service environments
- research and market our services to new areas of service delivery and business
- establishment of a new public and internal profile for **within** Australia.

within Australia will strengthen its:

- workforce
- leadership
- organisational capabilities.

within Australia will deliver quality, evidence based services across the age range to people with mental health problems, their carers and families and to people with chronic conditions through:

- meeting the needs of existing client groups
- meeting the needs of young people living with mental illness
- meeting the needs of potential new customers.

Our values

Innovation, Equity, Honesty, Respect, Integrity, Quality, Excellence, Transparency, Leadership, People centred, Positive anticipation, Success.

Our Services and Models of Care

within Australia delivers a set of services which are easy for our clients, their carers and families to navigate.

As a recovery and resilience oriented service, our focus is on outcomes in relation to physical and emotional health, social participation, housing, education and employment.

We work with people with a mental illness and their families to overcome barriers, regain hope, reconnect with their communities and realise their goals.

Our services are based on collaboration, inclusion, self-management and a commitment to delivering the most up-to-date, recovery oriented, evidence based and research validated models of service and care available.



Individualised Client Support Packages (ICSP)

Individualised Client Support Packages, which were introduced as part of the Victorian Government's Mental Health reforms, are intended to make it easier for adults with a mental illness to get the help and support they require. Following a comprehensive assessment, a tailored support package is developed collaboratively to:

- develop the life skills needed to live well in the community
- manage mental illness
- find and maintain stable housing
- develop relationships and engage in community activities
- improve health and wellbeing

- find employment
- identify and connect with other relevant health and community based services.

Support packages are based around services that can be delivered in a one-on-one or group environment with an emphasis on an individual's recovery goals.

within Australia's primary intervention method is the Collaborative Recovery Model, developed by the University of Wollongong, Illawarra Institute for Mental Health, which focuses on achieving positive outcomes and takes a value based approach to setting life goals and managing illness experience.

Team Leader Report



Donna Hall

Team Leader, East Gippsland

It has been a highly productive year for the Individualised Client Support Packages program. We currently service Sale, Yarram, Bairnsdale, Orbost, Leongatha and surrounding areas delivering support to over 250 clients, their carers and families.

The rollout of the National Disability Insurance Scheme across the region has shifted a lot of our focus onto pre-planning work in order to obtain the best recovery support outcomes for our clients as we transition into the scheme.

This shift in focus has also resulted in us developing new group programs to help prepare clients for the NDIS ranging from nature walks, colouring groups, gym programs and much more. These have been received with lots of enthusiasm and it's great to see our clients try new things.

We would like to acknowledge the efforts made by our incredible ICSP team in the last year.

Our team have embraced the coming changes that the NDIS has brought; their flexibility and knowledge has helped our clients navigate the planning process and empowered them to make informed decisions on the future supports they receive.

We would also like to thank our funders and collaborating services for their continued support of the ICSP program.

With new challenges comes new opportunities, and we are looking forward to seeing what the next few years will bring.



Jessica Priest

Team Leader, Wellington

Christine's Story



Initially when I started with **within** Australia it appeared to me that they actually cared about me. It occurred to me that they were genuine, helpful and trustworthy. They utilised every resource they felt I could benefit from. They did for me what I could not do for myself in my time of crisis.

They helped me to simplify my life and work on one task at a time. Together we eliminated or dealt with all underlining issues that had been suffocating me. I could breathe again!

After a few months of having regular contact with **within** Australia, I become motivated!

A flame inside of me had been lit. I rediscovered my creative side and started developing, which is now, a headbands/hair accessories market business! I have never done anything like this for myself, ever!

Through their programs (Optimal Health and Action Over Inertia), I was able to discover or rediscover my values, my goals and ultimately myself. I could identify my strengths and weaknesses, priorities and capabilities, re-evaluate my life, set goals and learned techniques to achieve them.

I learned to care for me! I learned how to live and now (12 months later) I want to.

within Australia, held my hand as I walked myself out of the darkest place I've ever been.

Partners in Recovery

Partners in Recovery is a federally funded program for people with severe and persistent mental illness with multi-service needs. The aim is to provide a 'wrap around' service tailored to the person's individual needs and for services to be co-ordinated and work collaboratively.

Clients of Partners in Recovery are often reported to have 'fallen through the gaps' and require more intensive support to effectively address the complexity of their needs.

within Australia employs 5 support facilitators to provide Care Co-ordination in South Gippsland,

East Gippsland and the Sale area, this includes one position dedicated to the Aboriginal Community in East Gippsland and Wellington based in Sale.

The ultimate aim of the program is to improve the system response and outcomes by facilitating better co-ordination of clinical and community support services; strengthening partnerships and service linkages; improving referral pathways and promoting recovery oriented services.

Team Leader Report



Kerry Bailey
Team Leader,
Partners in Recovery

Our Partners in Recovery Support Facilitators identify the needs of their clients by the use of the Camberwell Assessment of Need Short Appraisal Schedule (CANSAS). For all clients of the PIR Consortium the CANSAS revealed the greatest level of unmet need in the domains of Employment and Volunteerism, Daytime Activities, Education, Physical Health and Company (Social Connectedness).

within Australia completed 6 key capacity building projects at the beginning of the year to address identified needs with positive outcomes and feedback.

Support Facilitators have been building rapport and working through usual assessments, action planning, linking and supporting participants to navigate services. There has been a shift in priority to educate and prepare for the transition to the NDIS for staff, clients, carers and their families.

Ongoing training and workshops are currently being delivered to support staff to become well informed to deliver an excellent service moving into the NDIS. The PHN have provided ongoing excellent support and updates as we move forward into the NDIS space. The Leongatha site will roll out 30 June 2018, and the team at this site is at the forefront

of the NDIS for our organisation and bravely go where the organisation has not been before as we look forward to sharing their experiences and learning.

I would also like to acknowledge the fantastic Cultural Awareness and Applied Suicide Intervention Training delivered by Kellie Kerin (Central Arrernte woman) our Indigenous Recovery Support Facilitator, Kellie has moved back to her home country in the central dessert to follow her passions of working with her much loved indigenous people and will be greatly missed by the organisation.

The Partners in Recovery Team work hard to empower their clients and build strong relationships in their communities. I am very proud to be the Team Leader of such passionate and caring staff.

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) is a new way of providing individualised support for eligible people with permanent and significant disability, including psychosocial disabilities associated with a mental illness, their families and carers.

The NDIS provides disability support; it is not means tested and has no impact on income support such as the disability support pension and carers allowance. The NDIS delivers a flexible, whole-of-life approach which aims to assist eligible people to pursue their goals and aspirations and participate in daily life by:

- providing information and referrals, links to services and activities, individualised plans and where necessary, supports over a lifetime.
- raising community awareness and encouraging greater inclusion and access to mainstream services, community activities and other government initiatives
- supporting service providers to build capacity and be part of the scheme.

Team Leader Report



Melanie Carlson
Team Leader, Leongatha

It has been a period of immense change as the Leongatha team commenced the organisation's NDIS journey across South Gippsland and the Bass Coast region.

Staff and clients have both had to grapple with multiple programs running concurrently, as both the ICSP and PIR programs continued whilst clients began pre planning for the NDIS and receiving new plans.

Our service delivery and staffing models changed also, with new roles being created and a program shift away from

predominately one to one support in favour of exciting new group programs.

The NDIS journey has been challenging, and there is still have a long way to go, however we are starting to see the difference that client 'choice and control' is making.

within Australia has now helped over 60 clients in South Gippsland and the Bass Coast to gain an NDIS package, with the rollout for Wellington and East Gippsland commencing in the latter half of 2018.

Ian's Story

Ian stated that since **within** Australia have been supporting him to prepare for the NDIS, he and his partner feel a lot more relaxed. Prior to receiving his NDIS plan, Ian was extremely and was not sleeping.

Now with his new plan and associated supports, Ian is now sleeping well, feeling more independent and is

happy that his partner is now free to get out more and do the things she would like to do like go to the cinema.

Ian said he feels he has built good rapport with the workers from **within** who have listened to him and let him have a voice, and thanks to his growing independence doesn't always need his partner around at appointments anymore.

Ian has now joined our NDIS fishing group and said it makes him feel good that David (Core Support Worker) gives him and the other participants choice in where they go fishing and that he is asked for his advice with fishing skills.

Ian said he feels like he has things to do each day now and a purpose to get up!

Quick Steps to Recovery (Low Intensity Mental Health Service)

The Quick Steps to Recovery program is a Low Intensity Mental Health Service (LiMHS) funded by the Gippsland Primary Health Network.

Quick Steps to Recovery is an early intervention mental health service that aims to work with people who are feeling unwell, uneasy about their work situation or are starting to struggle with day to day activities, who may not be eligible for a mental health plan.

The program is intended to provide a brief intervention, allowing people to move on in their lives. If someone requires further support, a referral will be made to a more appropriate service.

The Recovery Facilitator will assist people to identify their needs in relation to their mental health, and help form a plan utilising the strengths and resources for the person to action desired goals.

The service is provided in three sites within the Wellington local government area; Maffra Medical Group, Sale Medical Centre and the Heyfield Medical Centre. People accessing the service have mostly been referred by their General Practitioners with some people self – referring and a small number being referred by other services.

The service began at the start of August 2017 and at 30 June 2018, there had been 83 clients referred to the program and 69 people had attended for service. People have attended the service for assistance with anxiety, stress, and traumatic workplace incidents, grief and bereavement and difficulty making decisions at time of stress.

Darren Robinson

Quick Steps to Recovery Facilitator

Group Programs

Optimal Health Program

The Optimal Health Program (OHP) is a gateway to service and is designed to help individuals achieve optimal health outcomes (a balance of physical, psychological and social health and wellbeing). OHP has three core components: Education (factors that influence your mental health), Coping Strategies (actions and strategies to manage and reduce stress) and Skills Development (tools and techniques to help you achieve and maintain long term optimal health).

The program is delivered weekly for 8 weeks and is designed to teach self-management skills.

Action Over Inertia Program

The Action Over Inertia Program supports individuals in overcoming the barriers preventing them from deriving meaning and enjoyment from the wide range of activities that make up daily life. The program utilises Cognitive Behavioural therapy techniques and helps participants realise the health and wellbeing benefits associated with taking part in meaningful activities.

The program is delivered weekly for 10 weeks and is designed to restore balance back into the activities of daily life.

Flourish

Developed by the University of Wollongong Illawarra Institute for Mental Health, Flourish is a peer facilitated recovery based self-development program that focuses on personal growth and responsibility. The program helps participants identify their goals and provides them with the tools they need to achieve them. Flourish is not an illness management program but is designed to help individuals take responsibility for making positive changes in their life.

Our People

As at 30 June 2018



Number of staff:	33	Female	25	Oldest employee	70
Full time	14	Male	8	Number of student placements:	10
Part time	11	Average age	45	Recognition of service	
Casual	8	Age of our youngest employee	21	Over 5 years: Kim Gurney	

Supporting Services and Staff

All of our direct service teams are provided with invaluable support from the following specialist operational roles:

Peer facilitators, Scott Rees and Bob Tuit worked alongside our clients from orientation through to exit. They provide orientation to service to new clients, co-facilitate the Optimal Health Program, Action Over Inertia and facilitate the Flourish Program.

Our former Business Services Leader Monique Cunningham and new Corporate Services Manager Kirstie Pearce oversaw the implementation and attainment of all staff competencies as per our internal training program. Student placements are also well supported through these roles.

Clinical Supervision was provided by Kellie Kerin to Peer workers, Recovery Support workers and Recovery Support assistants. Kerry Bailey provided Clinical Supervision for PIR Support Facilitators.

Coaching: Former Senior Practitioner, Carol Mosele provided staff with coaching based on the GROW model; Goal, Reality, Options, Wrap-up and utilise the Life Journey Enhancement Tools (LifeJET) Camera, Compass and Maps for goal setting and achievement.

Former Access and Equity Leader, Stuart Kilpatrick worked closely with ACSO, the regions Central Intake service and is responsible for service co-ordination; referral, assessment

and intake processes. Stuart had a critical role in ensuring that our data was captured, of good quality and exported to our relevant funders in a timely manner. This involved close collaboration with our Client Information Systems designer, Wild Bamboo NZ. Stuart's analysis of data provides insight into how and where our staff time is utilised and trends in relation to referral patterns which in turn inform staffing, training, costings etc. Stuart is ably assisted by Emma Hubbard.

Information Communication and Technology, Data Central ensures that we have the necessary equipment and quality systems in place and provides timely response to requests for service support.

Client Data 2017-2018

Individualised Client Support Packages

Average days in referral

Team name	Total
Bass Coast/South Gippsland ICSP	487
East Gippsland ICSP	396
Orbost ICSP	432
Wellington ICSP	480
Grand Total	451

Gender

Team name	Female	Male	Total
Bass Coast/South Gippsland ICSP	46	38	487
East Gippsland ICSP	72	43	396
Orbost ICSP	10	3	432
Wellington ICSP	58	30	480
Grand Total	186	114	451

Age breakdown

Team name	16-24	25-34	35-44	45-54	55-64	65+	Total
Bass Coast/South Gippsland ICSP	4	12	19	36	13		84
East Gippsland ICSP	10	28	25	27	24	1	115
Orbost ICSP		2	4	4	3		13
Wellington ICSP	8	22	17	24	15	2	88
Grand Total	22	64	65	91	55	3	300

Client Data 2017-2018

Gender

Team name	Female	Male	Total
Quick Step to Recovery	32	34	66
Grand Total	32	34	66

Age breakdown

Team name	16-24	25-34	35-44	45-54	55-64	65+	Total
Quick Step to Recovery	8	7	10	16	11	14	66
Grand Total	8	7	10	16	11	14	66

Board of Governance 2017-2018



Dr Janice Chesters
(Chair)

Academic, mental health researcher and medical educator, Janice has worked at the interface between the university, clinic and hospital in both Australia and New Zealand for over 20 years. Janice has extensive leadership and governance experience within the mental health, rural community health, general practice training and research investment management fields. She was the founding Director of Awhina, Waitemata Health Campus in Auckland and is a life member of **within** Australia.



Cathy Johnson
(Vice Chair)

Cathy has a business and nursing background. She is a Coach and trainer in the Collaborative Recovery Model and brings considerable 'practice knowledge' to the Board.

John Turner

John has a Masters in International & Community Development (Deakin University), a B Social Welfare (Monash University) and is a recent graduate of the Australian Institute of Company Directors. After fifteen years as Business Manager of Wonthaggi Medical Group, John recently retired but retains a keen interest in health matters and continues to write for a local newspaper and magazine on issues in health and science.

He has previously held management positions in Community Health at Sale and has undertaken projects for the MI Fellowship Victoria. Before entering the health sector John had a long and successful history in business both internationally and locally.



Geoff Willett
(Secretary)

Geoff is a Certified Practicing Accountant (CPA) and Associate of the Governance Institute of Australia. He has a Diploma of Business Studies in Accounting from Monash University and a Graduate Diploma of Accounting from Swinburne University of Technology. Currently he holds the position of Financial Controller and Company Secretary at **within** Australia. Previously he spent thirteen years as the Manager Corporate Services at Quantum Support Services, a Gippsland based homelessness agency. Before that Geoff had a diversity of corporate services experience, including working in hospitals and rural ambulance, after many years in the power industry. Over the years Geoff has served on many boards and committees. He is a devoted family man who loves his football, cricket and fishing.



Michelle Dowsett
(Treasurer)

As Principal of CFO ASSIST, Michelle has worked in several SME's in Business Manager, Company Secretary and Chief Accounting Officer roles. Michelle's financial management, strategy application and governance experience is exemplified in being a Certified Practising Accountant (CPA), having achieved a Master of Business Administration (MBA) and also through being a Certified Member of the Governance Institute of Australia (Cert GIA). Michelle's Project Management skills have been acquired within the property development, valuation and consulting field. Michelle's membership as a Graduate of the Australian Institute of Company Directors (GAICD) is well utilised in her Governance roles as an independent Chair on the Audit & Risk Committee of the Municipal Association of Victoria; a Board Director and Audit & Risk Chair of East Gippsland Water, and Board Director of Federation Training. Michelle works part time as the Corporate Services Manager of Sale Elderly Citizens Village Inc. which is a seventy five bed aged care hostel with eighty eight independent living units. Under the CFO Assist banner Michelle provides consulting Company Secretary services to Paintback Ltd. Michelle joined the **within** Australia board in 2015 and is currently studying a Diploma in Aboriginal and Torres Strait Islander Knowledges.



Eric Sjerp

Eric Sjerp is an Environmental Scientist with a Bachelor of Science Degree and over 25 years' experience in the environmental management and geological professions. Eric has worked throughout Australia and in Malaysia, and is currently Managing Director and Principal Consultant of Ethos NRM Pty Ltd, Environmental Assessment and Natural Resource Management Consultants, and a Non-Executive Director of Yarra Valley Water Corporation.

Eric is a past Executive Officer of the Gippsland Lakes Management Council and has previously served on the Boards of East Gippsland Water, Southern Rural Water, the East Gippsland Environmental Sustainability Advisory Board, and the East Gippsland Catchment Management Authority's Land Program Committee. He is a member of the Australian Institute of Company Directors, the Environment Institute of Australia & New Zealand, and the Victorian Planning & Environmental Law Association.



Maryanne Malouf

Maryanne has a Human Resources Coaching and Consulting background. She has extensive experience in both the water and health industries, including a considerable amount of time working in Aboriginal Health. She is a coach and mentor who brings her HR, business, governance and risk management experience to the Board.

Susan Glease

Susan has a background in Occupational Health and Safety with extensive experience in managing safety for small, medium and large businesses at a local, regional and national level.

Susan has worked across a variety of industries including medical and dental, mining, construction, civil construction and disabilities and not for profit. She has spent many years working in the community with domestic violence, youth, young offenders, victims of crime and served the community as a volunteer firefighter.

Susan has an interest in mental health and brings her safety and risk management experience to the Board.

Board of Governance meetings are convened on alternate months.

There are 3 standing committees:

- the Governance Committee ensures that the Board fulfils its legal, ethical and functional responsibilities through governance policy development, Board recruitment strategies and training programs, monitoring of Board activities and the review of the Board's performance.
- the Finance and Audit Committee monitors the financial sustainability of the organisation and compliance with its financial legal and contractual obligations.
- the Risk and Clinical Audit Committee identifies, assesses, manages and monitors risk. It oversees, reports and makes recommendations to the Board in respect of financial and non-financial risks, quality and safety.

Board member meeting attendance 2017-2018

Board Member	Board of Governance (6 meetings)	Governance Committee (4 meetings)	Finance and Audit Committee (3 meetings)	Risk and Clinical Audit Committee (1 meeting)
Janice Chesters Chairperson	6/6	2/2		
Cathy Johnson Shared Vice Chairperson Resigned December 2017	1/3			1/1
Michelle Dowsett Treasurer Resigned February	2/4		3/3	
Maryanne Malouf <i>Resigned February 2018</i>	2/4	1/1		1/1
Eric Sjern Vice Chairperson	6/6	1/2	3/3	
Geoffrey Willett Secretary	6/6	2/2	3/3	
Susan Glease <i>Appointed April 2018</i>	2/2			
John Turner <i>Appointed April 2018</i>	2/2			

Financials

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REPORT BY THE COMMITTEE

Your committee present this report on the Association for the year ended 30 June 2018.

Committee Members

The names of each person who has been a committee member during the period and to the date of this report are maintained in a register at the principal place of business of the Association and can be reviewed upon written request to the committee.

The committee members have been in office since the start of the financial period to the date of this report unless otherwise stated.

Principal Activities

The principal activity of the Association during the financial year was a Community Managed Mental Health Service. No significant change in the nature of these activities occurred during the year.

Objectives

The short-term objective of the Association is to provide quality, person-centred, evidence-based psychosocial rehabilitation and recovery services to provide with a serious and enduring mental illness.

The long-term objective of the Association is to improve the quality of life of people with a serious and enduring mental illness to enable them to participate as full citizens in our community.

Strategies for achieving the objectives

To achieve its stated mental health objectives, the Association has adopted the following strategies:

- Have an appropriately skilled workforce founded on a "learning organisation" culture and the Principles for Recovery Oriented Practice.
- Further develop and strengthen our operational and strategic relationships.
- A well-qualified and informed Board of Governance.

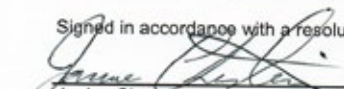
Performance measures

The Association measures its performance through the use of both quantitative and qualitative benchmarks. The benchmarks will be used by the Committee to assess the financial sustainability of the Association and whether the Association's short-term and long-term objectives are being achieved.

Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under subdivision 60.40 of the *Australian Charities and Not-for-profits Commission Act 2012* is attached to this financial statement.

Signed in accordance with a resolution of the Committee.



Janice Chesters
Chairperson



Eric Sierp
Vice Chairperson

Dated this 24th day of October 2018.



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Auditor's Independence Declaration to the Board of within Australia Inc

I declare that, in relation to our audit of the financial report of within Australia Inc for the financial year ended 30 June 2018, to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in respect of the audit.

Crowe Horwath Vic

CROWE HORWATH VIC

G. Robertson

GORDON ROBERTSON
Partner
Date: 24th October 2018

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Statement of Profit or Loss and other Comprehensive Income for the Year Ended 30 June 2018

	Note	2018 (\$)	2017 (\$)
Revenue			
Revenue	2	3,009,053	3,948,462
Expenses			
Employee benefits expenses	3(b)	(2,143,842)	(2,370,119)
Depreciation and amortisation expense		(38,092)	(77,561)
Advertising and marketing		(40,948)	(48,523)
Consulting		-	(33,054)
Employee development and training		(55,736)	(34,993)
Occupancy		(121,894)	(120,207)
Client expenses		(96,075)	(164,871)
Motor vehicles leases and expenses		(218,570)	(229,266)
Telephone and fax		(69,547)	(52,234)
Corporate services		(144,673)	(123,985)
Loss on sale of non current assets	3(a)	-	(717)
Other expenses		(231,666)	(239,303)
Net (deficit)/surplus for the year before income tax		(151,990)	453,629
Income tax expense	1(a)	-	-
Net (deficit)/surplus for the year		(151,990)	453,629
Other comprehensive income, net of income tax			
Other comprehensive income for the year, net of income tax		-	-
Total comprehensive (deficit)/surplus for the year		(151,990)	453,629

Statement of Financial Position for the Year Ended 30 June 2018

	Note	2018 (\$)	2017 (\$)
Assets			
Current Assets			
Cash and cash equivalents	4	1,174,354	1,817,839
Trade and other receivables	5	124,735	111,067
Other current assets	6	38,927	48,680
Total Current Assets		1,338,016	1,977,586
Non-Current Assets			
Property, Plant and Equipment	7	427,140	402,375
Total Non-Current Assets		427,140	402,375
Total Assets		1,765,156	2,379,961
Liabilities			
Current Liabilities			
Trade and other payables	8	115,482	379,909
Provisions	9	68,312	203,495
Other liabilities	10	6,667	86,611
Total Current Liabilities		190,461	670,015
Non-Current Liabilities			
Provisions	9	16,739	-
Total Non-Current Liabilities		16,739	-
Total Liabilities		207,200	670,015
Net Assets		1,557,956	1,709,946
Equity			
Retained Surplus		1,557,956	1,709,946
Total Equity		1,557,956	1,709,946

Statement of Cash Flows for the Year Ended 30 June 2018

	Note	2018 (\$)	2017 (\$)
Cash flows from operating activities			
Receipts from operating grants		2,782,977	3,336,730
Receipts from service delivery		2,487	-
Receipts from interest		29,519	49,149
Receipts from other revenue		14,061	18,391
Payments to suppliers		(1,147,386)	(1,089,858)
Payments to employees		(2,262,286)	(2,383,115)
Net cash used in by operating activities	11(b)	(580,628)	(68,703)
Cash flows from investing activities			
Proceeds from the sale of property, plant and equipment		-	20,999
Payments for plant and equipment		(62,857)	(35,128)
Net cash used in investing activities		(62,857)	(14,129)
		(643,485)	(82,832)
Net decrease in cash and cash equivalents		1,817,839	1,900,671
Cash and cash equivalents at beginning of year		1,174,354	1,817,839
Cash and cash equivalents at end of year	11(a)	1,817,839	1,900,671

Statement of Changes in Equity for the Year Ended 30 June 2018

	Retained surplus (\$)	Total (\$)
Balance at 1 July 2016	1,256,317	1,256,317
Surplus for the year	453,629	453,629
Other comprehensive income for the year	-	-
Total comprehensive income for the year	453,629	453,629
Balance at 30 June 2017	1,709,946	(151,990)
Deficit for the year	(151,990)	(151,990)
Other comprehensive income for the year	-	-
Total comprehensive loss for the year	(151,990)	(151,990)
Balance at 30 June 2018	1,557,956	1,557,956

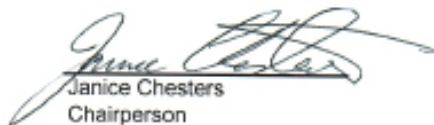
STATEMENT BY THE MEMBERS OF THE COMMITTEE

The members of the Committee have determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

In the opinion of the members of the committee the financial statements set out on pages 5 to 19, are in accordance with the *Associations Incorporation Reform Act 2012* and:

1. Present a true and fair view of the financial position of within Australia Inc as at 30 June 2018 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the within Australia Inc. will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*:


Janice Chesters
Chairperson


Eric Stupp
Vice Chairperson

Dated this 24th day of October 2018.

Independent Auditor's Report to the Members of within Australia Inc

Opinion

We have audited the financial report of within Australia Inc (the Association), which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the committee of management.

In our opinion, the accompanying financial report of the within Australia Inc has been prepared in accordance with the *Associations Incorporation Reform Act 2012* and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2018 and of its financial performance and cash flows for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, the *Associations Incorporation Reform Act 2012* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities of the committee of management under the *Associations Incorporation Reform Act 2012* and the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other Information

The committee of management is responsible for the other information. The other information comprises the information included in the Association's annual report for the year ended 30 June 2018, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

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In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Committee of Management for the Financial Report

The committee of management of the Association is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Associations Incorporation Reform Act 2012*, the ACNC Act and the needs of the members. The responsibility of the committee of management also includes such internal control as the committee of management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee of management is responsible for assessing the ability of the Association to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee of management either intends to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

The committee of management is responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the within Australia Inc's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee of management.
- Conclude on the appropriateness of the committee of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the within Australia Inc's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However,



future events or conditions may cause the within Australia Inc to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee of management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

Crowe Horwath Vic

CROWE HORWATH VIC

G. Robertson

GORDON ROBERTSON

Partner

Dated at Warragul this 25th day of October 2018

within Australia

2018 **Annual Report**

working together for
better mental health
and wellbeing

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