

wellways

Annual Review



2016 – 2017

2016-17 Annual Review



\$57m

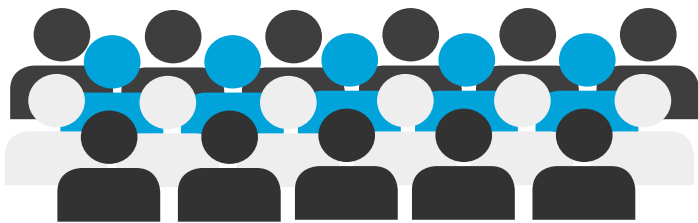
ANNUAL TURNOVER

104

PARTNERSHIPS

5,362

HELPLINE CALLS



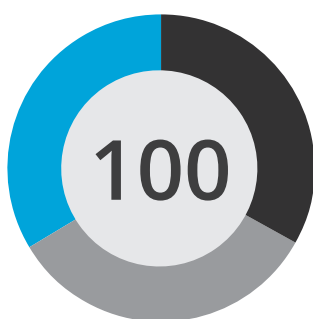
8,614

MENTAL HEALTH PARTICIPANTS



484,356

HOURS OF SERVICES DELIVERED



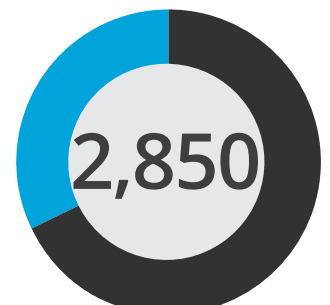
VOLUNTEERS



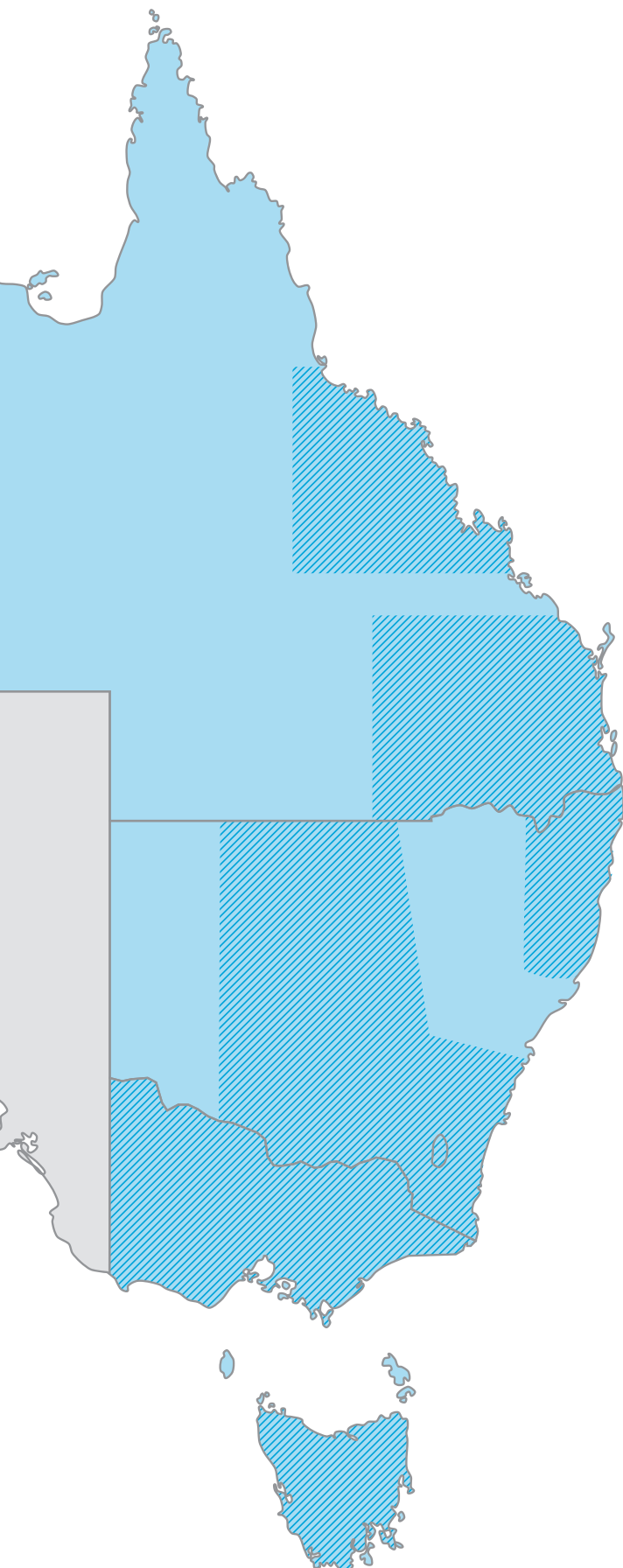
STAFF MEMBERS



LIVED EXPERIENCE WORKERS



DISABILITY SERVICE USERS



Results

This year Wellways Australia delivered on its 2012-2016 Imagine Better in Action strategic goals, which was last year extended to 2017. Because of this we are in a strong position to capitalise on this evolution in the community services sector.

The National Disability Insurance Scheme roll out has to a large extent inspired the geographic growth of Wellways Australia. As the scheme has moved ahead, so the Wellways footprint expanded in:

- Cairns and Mackay, Toowoomba and west to the borders in Queensland;
- Central Highlands in Victoria;
- Adults aged 25-28 years in Tasmania.

The roll-out has also affected services in parts of New South Wales, Queensland, Tasmania and Victoria.

Wellways significantly advanced work on an NDIS Mental Health Operational Model. We refined our Model of Care and Workforce structure to ensure business processes were efficient and quality-controlled. We appointed an NDIS Business Systems Manager for mental health services and developed a centralised process.

Our work around the strategic goals this year are included in this Annual Review.

Welcome to Wellways



The landscape of community service delivery in Australia has changed dramatically since the genesis of Wellways Australia as the Schizophrenia Fellowship 39 years ago. The arrival of the National Disability Insurance Scheme has seen a seismic shift in how we operate as a sector and I am pleased to advise Wellways has mapped out a clear path to the future.

In the five years since our last strategic plan was launched, much has changed but I'm pleased to advise we have achieved many of the goals we set ourselves. We have grown exponentially, expanded our services and met our challenges head on.

We have taken steps to get ahead in an increasingly competitive environment and it's no accident we are swiftly gaining ground. We have a refreshed vision, clear mission and built on our foundational core values.

Our new strategic direction is informed by the very people we work with - our participants, their carers, friends and the community. This model of mental healthcare works and this year we confirmed and acted on our ambition to expand throughout the east coast of Australia and offer our services more widely.

There is still more to achieve as we spread the Wellways philosophy to deliver people-led programs and services. We have now set our goals for the next three years and intend to consolidate and build from here. Our goals for the next five years are:

- To develop and deliver specialist, best practice, people-led programs and services.
- To increase the number and diversity of the participants with whom we work.
- To be a key thought leader and influencer nationally and locally.

These goals will in turn enable Wellways to work towards our mission - to "connect people, strengthen families and transform communities for individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing."

This amazing achievement could not be reached without considerable foresight and planning from my fellow board members and I thank them for their hard work this year. I would especially like to make note of past board members - Jennifer King for her considerable contribution to our financial standing across 12 years, along with Dr Neil Cowan and Rob Hughes for their stellar efforts and commitment.

We welcomed Julie Babineau, Reba Meagher and Kay Toshach to add further to the board's diversity and geographical representation.

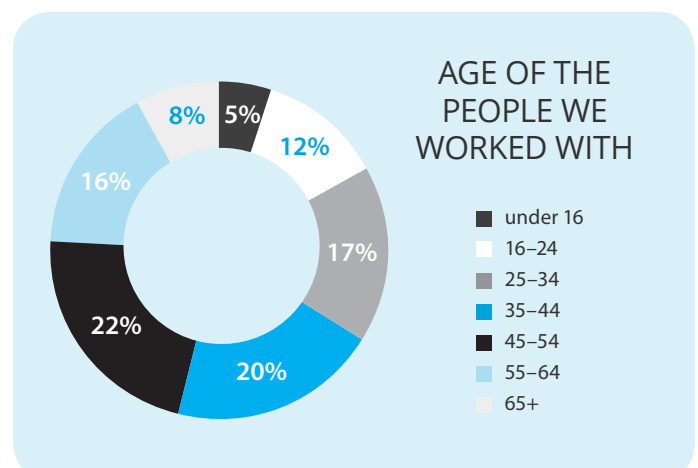
Thanks also to our committee members who have helped us stay in touch and informed.

Appreciation must also go to the management team, and the tireless leadership of our CEO Elizabeth Crowther, for their hard work in setting Wellways on course for a sound future.

Paul Montgomery



President



Welcome to Wellways

This year we have expanded our horizons in more ways than one, most significantly providing all our programs under a new name. We began as the Schizophrenia Fellowship in 1978, were the MI Fellowship for a time and this year rebranded as Wellways Australia.



This new name reflects the next stage in our corporate life with our many – and increasingly wide-ranging – services under the one banner.

We want to share our programs more widely and ensure they are readily accessible – no matter where people live.

Our expansion – in line with our Strategic Plan 2017-2022 - also fits in with the roll-out of a National Disability Insurance Scheme. Our response to this life-changing system is to offer our proven services throughout eastern Australia and seek service merger prospects, as we push our services out further.

At the time of writing these efforts are bearing fruit. We have just secured \$11 million in new business, winning tenders for Low Intensity Interventions in Tasmania and Way Back services in New South Wales. We will also deliver the NSW Government's Housing and Accommodation Support Initiative in several regions, supporting people living with mental health issues to live in the community.

We also welcomed mental health, aged care and disability service provider, HealthCall into the Wellways family in a mutually beneficial arrangement. This has extended our footprint further into New South Wales and Queensland.

This requires investment behind the scenes, in our communications, software and technology to cater for a growing workforce and wider geography. While much of this is hidden from the outside world, you would have noticed our new consumer-focused website with its improved navigation and search tools.

This is all about helping people find our services more easily in both the virtual world and the real one.

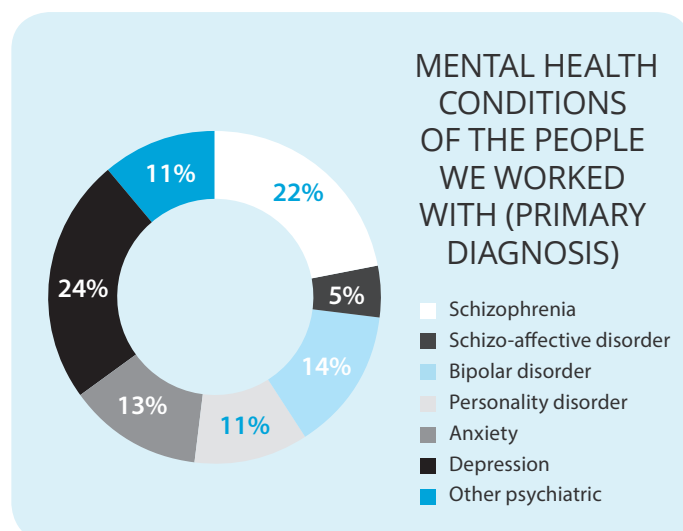
Our vision is to create an inclusive and welcoming community, where everyone can fulfil their potential. This is at the heart of everything we do, even as we grow into other regions - and expand our areas of mental health care and support, into aged care, suicide prevention, housing and youth support.

We end the financial year on solid footing, ready to tackle our next stage of growth with gusto.

Thanks to the Board, the executive leadership team and our staff who have worked so very hard to make all of this happen. And especially, thanks to all our service users, you're the reason we exist today.

Elizabeth Crowther

Chief Executive Officer



Create systems to deliver social inclusion

Goal 1

Improve public knowledge of Wellways work so that its services and programs are fully utilised by people with mental illness, their families and friends.

Wellways Australia is committed to building consumer and carer participation at every level and in quality improvement processes. Our work this year included continuous consultation with the Wellways National Consumer and Carer Advisory Group, which has 14 representatives.

That committee is a robust element of Wellways and our decision-making processes. Members have strong voices and are widely acknowledged for speaking on behalf of consumers and carers and recognised at state and national levels. Members include National Mental Health Commissioner Jackie Crowe* and Glendra Stubbs, adviser at the National Centre of Indigenous Excellence.

Critical issues for consumers and carers were identified as development of the peer workforce; mental health in Aboriginal and Torres Strait Island families; and building the influence of consumer and carer peak organisations in state and national funding and policy decisions.

Grow wider participation strategies – with peers, members and volunteers – in order to increase support for the organisation.

A focus on the evidence-based Well Together framework (developed in partnership with Temple University in the United States in 2016) informs our policies, recruitment and a community inclusion focus by:

- Expanding our membership and increasing our engagement with them, through advocacy to direct volunteering opportunities;
- Targeting recruitment of participants, staff and volunteers.

Wellways staff also participated in research projects, seminars, conferences and meetings to advance the evidence-based recovery model.

*It was with sadness that we marked the passing of Jackie Crowe in late 2017. Jackie was a valued and trusted member of the Wellways National Consumer and Carer Advisory Group. She was a Mental Health Commissioner and an influential figure in the mental health community across Australia. Jackie brought the consumer and carer voice to the task at hand and represented those with lived experience of mental health issues with insight and compassion.

There has been clear alignment of membership activities with the framework, including a community inclusion focus.

Consumer and carer leadership and participation is central to our advocacy strategy. This is achieved through Advocacy Forums held in regional locations led by our Consumer Advocacy and Leadership staff.

Advocacy Forums were held in regional areas to:

- Encourage grass-roots input from consumers and carers into Wellways regional and organisational advocacy campaigns;
- Establish the Wellways brand as a consumer- and carer-driven organisation;
- Promote Advocacy Membership as an effective pathway into systemic advocacy; and
- Work in line with the NDIS roll-out schedule and form part of regional engagement activities to attract new clients.

Advocacy team members have been trained in the latest evidence-based approach in effective community advocacy. We are using this approach to inform the development of our Advocacy Forums and Kits for consumers, carers, staff and Advocacy Members. The “Words That Work” approach includes:

- Our advocacy work was expanding across our geography with workshops and activities, in keeping with our commitment to grass-roots advocacy.
- Consumer and carer leadership and participation being central to our advocacy strategy. This was achieved through Advocacy Forums held in regional locations led by our Consumer Advocacy and Leadership staff.

An advertising and social media campaign to promote the new Wellways brand was conducted this year and the website was upgraded to improve navigation, add resources and improve site accessibility.

Goal 2

Build and deliver integrated services through evidence-based practice and innovation to deliver social inclusion

Create integrated and seamless experiences of mental health services; and consolidate and build recovery programs to support people with mental illness and their families to achieve meaningful relationships and social connections.

Our Community Recovery Model informed efforts this year in:

- Development of the peer workforce and continued expansion of programs;
- Training consumer and carer peers and clinicians in Hong Kong and throughout Australia;
- Training Partners in Recovery staff in Queensland, in partnership with Lifeline.

Wellways collaboration with Temple University to articulate and promote a model of community inclusion intends to provide clear evidence for best practice within our mental health and disability services.

Create opportunities for people with mental illness to work and study. Create opportunities for people with mental illness to have a home.

Wellways programs assisted hundreds of people to find somewhere to live, to work, and participate in their community.

Through evaluation, research and innovation, develop services which reflect leading practice.

Wellways is collaborating with Swinburne University in Melbourne on the SMART research project, an online resource designed to assist people with experience of psychosis.

Wellways is also developing online resources, peer worker training and consumer education material. These will provide important resources for staff and consumers, particularly those living in rural and remote locations.

Wellways also participated in research and evaluation programs with all levels of government and leading universities.



Build organisational capacity to facilitate social inclusion

Goal 3

Build organisational competence which reflects recovery and governance principles. Increase financial viability and grow income streams through partnerships and amalgamations.

The Australian HealthCall Group, a support service offering outreach in New South Wales, the ACT and Queensland joined Wellways in July 2016. This expanded the group's geographic and service areas to include aged care, disability support, home care and nursing services.

We also merged services with Headway in north-west Tasmania and deliver the Enhanced Adult Community Living Support Services in Murrumbidgee and Illawarra Shoalhaven districts of New South Wales, and several support programs in Gippsland and southern Victoria.

Wellways Australia also became a registered Attendant Care provider with Transport Accident Commission and WorkSafe in Victoria, bringing all services in line with the work HealthCall does in New South Wales.

In late 2017, Wellways built on this infrastructure and expansion with the win to deliver the New South Wales Housing and Support Initiative (HASI) program in 23 areas across six Local Health Districts.

Enhance organisational performance quality across all areas, particularly in consumer carer and Culturally and Linguistically Diverse (CALD) participation.

Wellways continued to expand programs into targeted cohorts, including CALD communities and with young people. We worked with Eastern Health in Melbourne to deliver peer education programs to young people in their Child and Youth program.

We had formal endorsement of our Reconciliation Action Plan and continue to build our capacity to work with Aboriginal and Torres Strait Islander people and communities, especially in NSW.



Thanks to our supporters

There are many people who support the work of Wellways Australia but in particular we wish to thank the following major donors for their largesse and continued support of Wellways and our programs.

Estate of Mrs Lorraine Beaumont

Estate of Mrs Loris Grote

Adolph and Meaghan Hanich

Woodcock Family

SEW-EURODRIVE

Barwon Heads Golf Club Inc

Rotary Club of Preston

Run4Mind



“ I am enduringly grateful to the Doorway team and Wellways staff. Thank you for coordinating the highly effective program, as participating in it was an unforgettable and game-changing experience for me. ”

'Peter', Doorway housing program participant

List of Board and Committee members 2016-17

Board Members

Paul Montgomery (President)
Kevin Abrahamson (Deputy President)
Julie Babineau (appointed 27-02-17)
Dr Neil Cowan (resigned 12-12-16)
Darrel Drieberg
Dr Julian Freidin
Rob Hughes (resigned 26-06-17)
Jennifer King (resigned 28-11-17)
Theo Krambias
Reba Meagher (appointed 27-02-17)
Kay Toshach (appointed 27-02-17)

Executive Committee of the Board

Paul Montgomery (Chair)
Kevin Abrahamson
Darrel Drieberg
Julian Freidin

Finance, Audit, Risk and Resource Management Committee

Darrel Drieberg (Chair)
Julie Babineau
Theo Krambias
Paul Montgomery (ex-officio chair)
Iain Yule (non director appointee)

Clinical Governance Committee

Julian Freidin (Chair)
Rob Hughes (resigned 26-06-17)
Mark Jackson (non director appointee)
June Marks (non director appointee)
Reba Meagher
Paul Montgomery (ex-officio chair)

Consumer and Carer Committee

Paul Montgomery (Co Chair)
Kevin Abrahamson
External Members: Non director appointees
Rosemary Boote (Co Chair)
Jackie Crowe
Glendra Stubbs
Bradley Foxlewin
Maggie Toko
Marie Piu
Sharon Leigh-Hazell

To find out more about the board visit wellways.org

Financial report 2016-2017

FINANCIAL PERFORMANCE

	2016 \$	2017 \$
Income from continuing operations		
Contract services income	33,495,928	54,491,503
Fundraising	988,691	468,294
Other income	1,520,290	1,998,406
TOTAL REVENUE	36,004,909	56,958,203
Expenses		
Employee expenses	27,348,355	45,911,746
Operating expenses	8,683,894	11,868,244
Total expenses	36,032,249	57,779,990
Surplus / (deficit) before capital items	(27,340)	(821,787)
Building depreciation	(143,783)	(124,948)
Net surplus / (deficit) from continuing operations	(171,123)	(946,735)

FINANCIAL POSITION

Current assets

Cash at bank, deposit and on hand	6,131,241	3,501,402
Receivables	1,832,913	3,593,947
Investments - available for sale financial assets	5,354,907	5,030,213
Assets classified as held for sale	1,424,500	1,424,500
Prepayments	326,616	447,202
TOTAL CURRENT ASSETS	15,070,177	12,572,764

Non current assets

Fixed assets	6,135,854	6,964,576
Intangible assets	158,979	4,016,213
TOTAL NON CURRENT ASSETS	6,294,833	10,980,789
TOTAL ASSETS	21,365,010	23,553,553

Current liabilities

Creditors and accruals	1,125,408	2,781,231
Provisions	2,043,136	2,415,749
Grants and funding in advance	1,489,308	2,846,272
TOTAL CURRENT LIABILITIES	4,657,852	8,043,252

Non current liabilities

Provisions	241,636	290,991
TOTAL NON CURRENT LIABILITIES	241,636	290,991
TOTAL LIABILITIES	4,899,488	8,334,243
NET ASSETS	16,465,522	15,219,310

Equity

Reserves	676,122	376,645
Accumulated surplus	15,789,400	14,842,665
TOTAL EQUITY	16,465,522	15,219,310

View our full audited financial report online at wellways.org

wellways

WELLWAYS AUSTRALIA LIMITED

Incorporating the Australian HealthCall Group

ABN 93 093 357 165

276 Heidelberg Road Fairfield Victoria 3078

PO Box 359 Clifton Hill Victoria 3068

+61 3 8486 4200

wellways.org | 1300 111 400

