

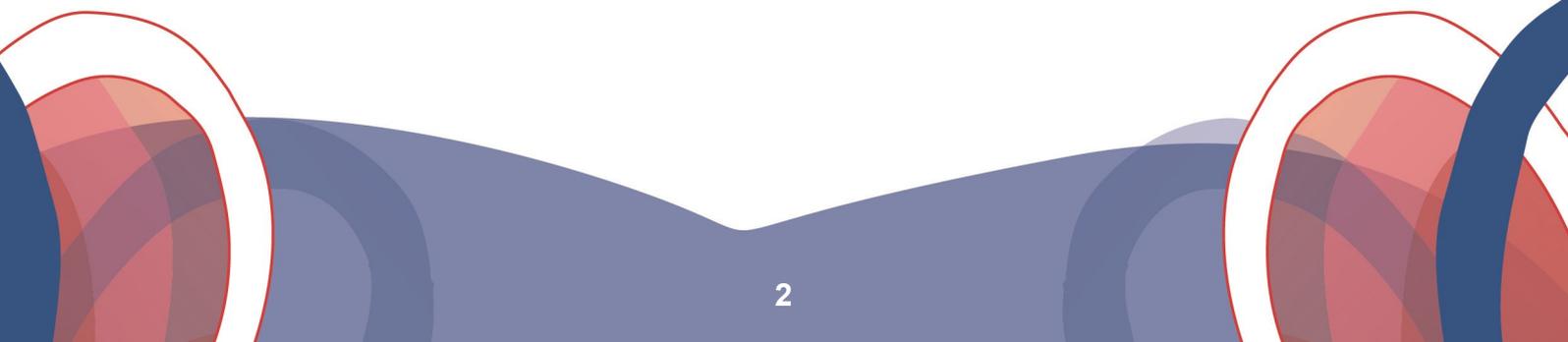


ACT
Mental Health
Consumer Network

Annual Report

2017-2018





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VISION

A community of connected voices achieving positive change.

STATEMENT OF PURPOSE

To advocate all means to improve and enhance services, systems and practices for consumers in the ACT by:

- ◆ Discovering and promoting the collective voice;
- ◆ Facilitating and supporting consumer participation at all levels of decision-making; and
- ◆ Ensuring a commitment to consumer driven recovery.

VALUES

- ◆ Empowerment
- ◆ Respect
- ◆ Courage
- ◆ Social justice
- ◆ Meaningful inclusion

GUIDING PRINCIPLES

Our guiding principles reflect our values of empowerment, respect, courage, social justice and meaningful inclusion. They reflect what our Board, members and staff expect of each other in their work together and how we work with others in our representative, advocacy and collaborative capacities.

Value of lived experience

Open dialogue and advocacy

Increased self-awareness

Consumer-driven recovery

Ensure social justice and human rights are upheld

Sense of community

BOARD 2017-18

Terri Warner	Chair
Chris Corcoran	Deputy Chair
Jacqui Price	Treasurer
Dianna Smith	Secretary
Rose Beard	Ordinary Member
Kerry Fry	Ordinary Member
Nasreen Hafesjee	Ordinary Member
Michael Hausch	Ordinary Member
Graham Jackson	Ordinary Member
Brett Scholz	Ordinary Member
Paul Thompson	Ordinary Member

STAFF

Dalane Drexler	Executive Officer
Purity Goj	Program Manager, acting Executive Officer from 24 May
Jennifer Nixon	Volunteer Coordinator
Petra Kallay	Community Education Coordinator
Terri Warner	Community Education Coordinator (temp)
Jenny Adams	Education Officer (Peer Identified) from Nov 2017
Joanne Hargense	CRP Coordinator (temp)
Valan Phoenix	Administration Officer
Pema Choden	Program Administrator from 14 June 2018
Tilly Wiles-Deane	2017 Student on Placement

TRAINING CO-FACILITATORS

Jenny Adams	Matthew Martin
Chris Corcoran (also lead facilitator)	Bianca Rossetti
Ruth Dunnicliff-Hagan	Evalyn Smith
Peter Dwyer	Thi-Nha Tran
Michael Hausch	Terri Warner (also lead facilitator)
Graham Jackson	

CHAIR'S REPORT

An ongoing agenda of reform in health and social policy over the past year has led to further changes impacting on how mental health services are delivered in the ACT. This in turn has impacted on consumers. Two major events of the last 12 months have been the opening of the University of Canberra Hospital (UCH) with its Adult Mental Health Rehabilitation and Day Service, and the announcement of funding in the Territory budget for a two-year Recovery College trial. These events signify a commitment on the part of government to continuing to invest in recovery focussed services. The significant consumer involvement in both projects indicates that lived experience is being increasingly valued as a mechanism for informing the development of those services.

As ever, the Network's Board has monitored these events in the context of governance of the organisation. While a number of casual vacancies needed to be filled throughout the year, the Board has retained a mix of skills and experience that has enabled us to be effective in managing the Network from both a strategic and financial perspective. I would like to thank all of the members of the Board for their hard work and dedication. The Network has a volunteer Board, which means that members provide their time and expertise because they believe in what the Network does and are committed to making a meaningful contribution to its work. This is reflected in the number of Board members who are also active consumer representatives and co-facilitators, as well as taking on other roles when called upon.

I have once again had the opportunity to train many of our new consumer representatives this year. I would like to welcome them and express my gratitude for their willingness to use their lived experience to bring about positive systemic change for mental health consumers in the ACT.

I would also like to thank Dalane and the Network staff for their excellent work this past year. One of the challenges of a small team is the need for people to operate across multiple areas of the organisation at times, and the Network' team is well equipped to meet that challenge. The work they do is done with skill and dedication. I hope they each understand and appreciate the difference they make to each other and the organisation, not to mention the impact they have on systemic change.

Terri Warner

Chair

FINANCE REPORT

The auditor's report, indicating the Network's financial position for the 2016-2017 financial year, is located at the rear of this report.

The Network finished the year with a small deficit of \$3,440, which was better than expected and was planned in order to support the development of the My Rights, My Decisions Program through drawing upon the small surplus from the previous year.

Members funds at the end of the period totalled \$95,275, which is predominantly funds that are required for the continued operations of the organisation, rather than funding available for projects and other activities we would like to do.

Venue hire costs continue to rise and, as such, we are exploring options to reduce costs moving forward including but not limited to improving the functionality of the Members Area over the next reporting period.

Fairly major expenditure was required during the end of the reporting period to replace our computer server which was very old and crashed. The new server system should last us well into the future.

The Board and Auditor are in accord that the Network retains sufficient funds to meet contingencies.

We thank our primary funding body, ACT Health through the Mental Health Policy Unit, as well as other providers and our community partners for their continued support of our valuable work for consumers and the broader community.

We commend Dalane for successfully managing the Network's business and projects within budget parameters, and for working collaboratively with the Board in financial decision making.

ACT Mental Health Consumer Network Board

EXECUTIVE OFFICER'S REPORT

It has been another busy and eventful year at the Network.

It was great to be able to welcome back Terri Warner and Dianna Smith, reprising their respective roles as Chair and Secretary of the Board following elections at the Annual General Meeting. We were also pleased to welcome returning and new members in the seven ordinary member positions (Rose Beard, Kerry Fry, Nasreen Hafesjee, Michael Hausch, Graham Jackson, Brett Scholz and Paul Thompson) and the continuing Deputy Chair, Chris Corcoran, and Treasurer, Jacqui Price. On behalf of the staffing team, I would like to extend my sincere thanks to all Board members for their service throughout the year.

Yet again, I extend my heartfelt thanks to the Network's staffing team, including our dedicated volunteers without whom the Network wouldn't be the Network! 2018 has been the year of extended leave for three of our long serving staffing team and we thank you all for your patience and understanding as we have been working through the ins and outs of temporary staffing placements. Our permanent staffing team of Purity, Jen, Petra and Val all remain with us and continue to grow their roles and skills.

In addition, we also took on two new temporary roles—one peer identified Education Officer to develop the *My Rights, My Decisions* training program, created by Jenny Adams to educate consumers about their rights in relation to the *Mental Health Act 2015* (2015), particularly in relation to Nominated Persons, Advance Consent Directions and Advance Agreements—a project that was subsequently funded for an additional year through the support of Katrina Bracher, Executive Director of Mental Health, Justice Health and Alcohol and Drug Services; and a short contract for Pema Choden, Program Administrator (Peer Identified), to support the work of the program coordinators starting in June.

The entire team worked tirelessly toward the goals as set out in the Strategic Plan 2016-19, as evidenced throughout this report.

Dalane Drexler
Executive Officer



Australian Service Excellence Standards

ACT Mental Health Consumer Network Inc.

for successfully achieving

Certificate Level

Haydon
Janet Haydon

Director,
Australian Service Excellence Standards

Date: 14/11/2016

Expiry Date: 14 November 2019



MICHAEL FIRESTONE MEMORIAL SCHOLARSHIP

Every year the Network, in tandem with the Mental Health Week Awards, proudly administers and presents the Michael Firestone Memorial Scholarship. This scholarship is awarded in the memory of Michael Firestone who was both a colleague and member of the Network.

Recognising mental health consumers who are furthering their education, the Scholarships are awarded to cover general education expenses such as computers, course-text and course fees.

In 2017, Michael Firestone Memorial Scholarships were awarded to Jacqui Price and Sarah Shepherd. Both Jacqui and Sarah received \$500 to assist in covering general education costs. We would like to congratulate the two 2017 Scholarship Winners and wish them all the best for their future studies and endeavours.



Terri Warner (Network Chair) presenting Sarah Shepherd with her Michael Firestone Memorial Scholarship

COMMUNITY EDUCATION PROGRAM REPORT

The focus of the Community Education Program throughout 2017-2018 was exploring ways to include the lived-experience and knowledge of our members in the development and delivery of training. This includes utilising principles of co-design to improve our existing programs, and developing strategies and systems to support our co-facilitators in their roles.

Petra was away from work for several periods of time throughout the year. A huge thanks to Terri Warner and our co-facilitators who supported the delivery of training over this time.

During some of the time Petra was away, she was able to concentrate on updating and editing the training resources for ease of use and developing administrative procedures for facilitators and co-facilitators so as to clarify their roles and responsibilities, and assist them in effectively working together.

Co-Facilitators

The Network feels that it's important to include lived experience in our training, and to give our members opportunities to develop new skills and be involved in different activities. The second Co-facilitator Training course was delivered by Petra and Terri in November 2017 with seven participants. This course was developed to educate eligible members to use their expertise of lived experience as co-facilitators in the Network's training programs. To date, we have 11 members who have completed the requirements and are qualified co-facilitators. Some of our co-facilitators have also had the opportunity to facilitate training sessions. We look forward to opportunities for our co-facilitators to gain even more experience in co-facilitating training!

On February 8, 2018 we held the first co-facilitator catch up. This is an opportunity for our Co-facilitators share knowledge, develop skills and catch-up with other members of the co-facilitation team. These catch-ups have been held on a quarterly basis. Since the first meeting, the members have developed terms of reference, identified what they hope to achieve through the catch-ups, discussed ways for the Network to support our co-facilitators and identified how they would like to further develop their facilitation skills.

Self-Advocacy and Consumer Representation Training

These courses continue to be a strong source of new membership as well as providing excellent skills and support for consumers who participate.

Some of the training was facilitated by Terri, along with those who had just completed the co-facilitation training. This provided an opportunity to practice the skills learned during the course in their new co-facilitation role.

In February 2018, we had the first of a planned series of discussion groups related to the Self-Advocacy and Consumer Representation training. These were an opportunity for members to contribute to the content of training and give feedback about our training outline and resources. There was good participation and lively discussion ensued. Information from these sessions has been collated and future discussion groups will follow up how this could be implemented in the course outline and training resources.

Understanding the NDIS Training

This year these workshops turned out to be unexpectedly popular, resulting in extra workshops being delivered. These workshops utilised the Network's pool of co-facilitators. While these workshops were aimed at peer workers and people with psychosocial disability applying for the National Disability Insurance Scheme (NDIS), both series of workshops saw service providers in greater numbers. Just in February, we had 42 registered and 37 attending the workshops.

Since there seems to be such a great interest for the NDIS training (with many of the participants being service providers) there may be a need to develop slightly different workshops for consumers and providers to ensure that the number of providers attending the training doesn't mean that there is no room in the workshop for consumers to attend.

Mentoring Training

We are currently working to develop this training with consumers. The training is scheduled for pilot in early in 2019.

Community Education Co-Facilitators

Jenny Adams

Chris Corcoran (also lead facilitator)

Ruth Dunnicliff-Hagan

Peter Dwyer

Michael Hausch

Graham Jackson

Bianca Rossetti

Evalyn Smith

Thi-Nha Tran

Matthew Martin

Terri Warner (also lead facilitator)

Petra Kallay

Community Education Coordinator

POLICY AND PROJECTS PROGRAM REPORT

Policy Reference Group

During the 2017-18 reporting period, the Network formed the Policy Reference Group (PRG), an important avenue for a stronger and richer consumer voice to further guide the Network in its systemic advocacy work. This group was made up of eight passionate and highly skilled consumers, with a diverse mix of skills including tertiary education. The PRG members were:

Peter Dwyer
Kerry Fry
Jane Grace
Matthew Martin
Chris van Reyk
Terri Warner
Dianna Smith
Graham Jackson.

The PRG ensures that our systemic policy efforts are further guided and co-designed by consumers. In this reporting period the group was instrumental in the development of the 2018 consumer survey.

Forums and Consultations

The Network continues to harness the experiences and recommendations of our diverse members to continue to advocate for a better mental health system more broadly. To this end, the Network hosted the following forums and consultations that allowed consumers to provide valuable input, share their experiences and drive positive change in the mental health sector:

- Community Conversation as part of the National Mental Health Commission's Engage and Participate in Mental Health project (July 2017);
- Information Forum: Expansion of their Dental Health Program (July 2017);
- Consultation: Gap analysis regarding access to the justice system for people with a

disability (July 2017);

- Adult Community Mental Health Service Model of Care – Consultation (September 2018);
- Review of the Official Visitors Scheme Forum (27 September);
- Feros Care presentation (27 September);
- Office for Mental Health in the ACT Consultation (December 2017 and February 2018);
- ACT Office for Mental Health Forum (January 2018);
- Standing Committee on Health, Ageing and Community Services (ACT) inquiry into the implementation, performance and governance of the National Disability Insurance Scheme (February 2018);
- Peer Recovery Workers in ACT Health (March 2018);
- Implementation of the Physical Health Steering Committee (March 2018);
- Adult Mental Health Day Service (May 2018); and
- My Health Record (May 2018).

Grants & Submissions

The Network receives recurring funding from ACT Health. To diversify our funding the Network applied for two grants for specific projects, namely: Information, Linkages and Capacity Building for a project entitled *Building Capacity for Self-Determination: Peer Delivered Mental Health Training* (October 2017); and, National Disability Conference Initiative (February 2018). Despite the fact that we were unfortunately unsuccessful in our applications, we learnt a lot through the process and will continue to proactively seek out grant opportunities. During the reporting period, the Network made three submissions in three pertinent and emerging policy areas:

- The implementation, performance and governance of the National Disability Insurance Scheme (NDIS) in the ACT (February 2018);
- Office of Mental Health (February 2018); and
- Peer Recovery Workers Guidelines (March 2018).

Events

During this reporting period the Network hosted and coordinated focus groups exploring consumer perspectives on authority, power, influence and leadership (April 2018). This

particular research topic proved very popular with members and consumers alike. The Network organised and/ or attended the following key events:

- Meeting with the Minister, Shane Rattenbury (July 2017);
- Impacts of Mental Health Reforms and the NDIS on Mental Health Peaks (February 2018);
- Hosted and coordinated focus groups exploring consumer perspectives on authority, power, influence and leadership (April 2018);
- Australia Human Rights Commission Consultation: Violence against people with disability in institutional settings (April 2018);
- Executive Officers & Managers Group Meeting (April 2018); and
- Capital Health Network Needs Assessment (May 2018).

In the previous reporting period, the Network had a strong involvement in the consultations and discussions regarding the ACT Senior Practitioner. The ACT now has a Senior Practitioner; their job is to provide a formal framework for the overall reduction and elimination of restrictive practices in the ACT with regards to education, disability (including psychosocial disability) services, and care and protection of children. This is a welcome opportunity and we anticipate positive changes regarding restrictive practices here in the ACT. Another important change to keep a close eye on is the Office for Mental Health and Wellbeing. Consumers have been vocal throughout the reporting period regarding the need for, and what the Office can, and should do. Throughout the consultations, there was a solid view that the Office must have the capacity to advocate not only in the mental health sector but also across the social determinants of health. The Network will continue to work closely with other stakeholders to ensure that the consumer voice continues to be loud as the office develops.

Lastly, we are grateful to all consumers who turn up to events, forums and consultations. They offer their lived experience to us to use in our systemic advocacy work with the mere hope that positive change can come out of their often painful and traumatic experiences. We thank you and urge all members to continue to fight for a better mental health system.

Purity Goj

Program Manager

CONSUMER REPRESENTATIVE PROGRAM REPORT

The 2017-18 reporting period has seen 16 consumer representatives working hard on a variety of topics to ensure that the consumer voice is heard during policy development, MHJHADS Policy, Procedure and Guidelines Committee, project management, Consumer Handouts Committee, legislation, Mental Health Act Implementation, Evaluation and Monitoring and the monitoring of patient care in the Adult Mental Health Unit and Dhulwa Mental Health Unit. The University of Canberra Hospital Adult Mental Health Rehabilitation Unit (AMHRU) opened, a culmination of great effort by Consumer Representatives from the Network who worked on a range of associated committees such as project management, design of the rooms, policy decision making.

We offer our thanks to all the 2017-18 Consumer Representatives for their tireless systemic advocacy efforts ensuring that the consumer perspective is at the forefront of mental health forums, working groups and committees discussions. Sitting on a staggering 41 committees, the consumer representatives were as follows:

Rose Beard	Chris Corcoran
Peter Dwyer	Jane Grace
Patricia Green	Michael Hausch
Graham Jackson	Adele Lewin
David Lovegrove	Matthew Martin
Deahne Michaels (<i>1st year</i>)	Robert Pedlow
Bianca Rossetti (<i>1st year</i>)	Evalyn Smith
Thi-Nha Tran	Terri Warner

Consumer Representatives and Board members were invited to celebrate Volunteer Week at a morning tea held on 2nd May, with attendees enjoying lunch and cake. Without our volunteers the Network would not be able to do what it does, and so a big shout out to all of our volunteers – consumer representatives, co-facilitators, administration volunteers, students and those who participate in the forums.

The Network honoured Matthew Martin in November 2017 for his tireless efforts working as a Consumer Representative for the Network continuously over the last five years.



Matthew has worked on a variety of committees including many committees looking at the development and design and management of Dhulwa and the ongoing work required to evaluate and implement any changes in the *Mental Health Act 2015* (ACT). Matthew is also the ACT consumer representative on the National Mental Health Consumer and Carer Forum for 2018-2022, a commentary on which is included in this report. Congratulations Matthew – we look forward to continuing to work with you into the future.



*A big thank you to our 2017-18
Consumer Representative team!*

2017-2018 COMMITTEES

AAMHS Clinical Governance Committee

ACACIA (ACT Consumer and Carer Mental Health Research Unit Advisory Group)

Adult Community Model of Care Operational Readiness Working Group

AMHS Collaborative Engagement Forum

Adult Community Mental Health Model of Care Steering Committee

Adult Mental Health Services Adult Physical Health Steering Group

Capital Health Network Community Advisory Council

Cohort Study Reference Group: Support Requirements and Accommodation Options for People with High and Complex Needs

Consumer Handouts Committee

Consumer and Carer Feedback and Quality Committee

Detention Exit Community Mental Health Outreach Program Partnership Committee

Dhulwa Mental Health Unit Seclusion, Restraint and Use of Force Committee

Divisional Risk Management Committee

Divisional Safety and Quality Committee

Executive Strategic Oversight Group Mental Health Services Plan

MAJICeR Advisory Committee

MAJICeR Steering Committee

Management of a Deteriorating Patients Working Group

Mental Health Services Plan Strategic Oversight Group

Mental Health Act Implementation Evaluation and Monitoring Committee

MHJHADS Clinical Governance Committee

MHJHADS Consumer and Carer Participation Action Plan Working Group

MHJHADS Corporate Governance Committee

MHJHADS Divisional Publications Committee

MHJHADS Mental Health Act 2015 Implementation Evaluation and Monitoring Committee

MHJHADS Mortality and Morbidity Committee

MHJHADS Policy, Procedure and Guideline Development and Review Committee

MHJHADS Recovery Planning Steering Group

MHJHADS Workforce Strategy Planning Development and Implementation Group

Mobile Dental Clinic Van User Group

Multicultural Reference Group (ACT Health)

National Mental Health Consumer and Carer Forum

Physical Health for Adult Mental Health Community

Primary Mental Health Strategic Reform Group

Recovery College Steering Committee

Seclusion and Restraint Review Meeting

SMHU Mental Health Legislation Working Group

Smoke Free Environments Working Group: Community Mental Health Services

Standard 2: Partnering with Consumers/Patient Experience Network Group

Suicide Prevention Implementation and Evaluation Working Group

UCPH Executive Reference Group

UCPH MHJHADS Operational Working Group

UCPH Operational Commissioning Steering Committee

UCPH Workforce Development Working Group

NATIONAL MENTAL HEALTH CONSUMER AND CARER FORUM

The NMHCCF meeting of March was the first for me as ACT's Consumer Representative, and it was my first national committee. It was interesting to see how each jurisdiction has its different needs and the way basic support services such as housing, education, support and training for consumers and carers differs in each state/territory. At the March meeting, there were updates from Memorandum of Understanding partners, from the CEO of Mental Health Australia and Director of Projects from the National Mental Health Commission. Mental Health Australia confirmed its commitment to be a partner with NMHCCF in improving mental health for all Australians and develop a powerful and significant collective consumer and carer voice. The National Mental Health Commission confirmed its commitment to engage with and enable meaningful participation of consumers and carers as members of their advisory groups.

The Australian Health Minister, Mr Hunt, has been actively engaged with the Forum, joining the March Forum via teleconference providing an opportunity to discuss the objective of promoting the consumers and carers and the peer workforce. The discussion provided direction for each representative to contact their liaison officers in each state. The Minister would receive a document providing the information that representatives would be raising with their officers. He joined the May meeting in person, taking questions on board and seemingly engaged with the Forum members.

The second meeting included presentation/discussions with CEO Primary Health Network North Western Melbourne and Mental Health Advisor to the National Disability Insurance Agency. The Forum then engaged in a question and answer scenario with members of the Forum asking questions related to the issues at hand in their respective localities.

The CEO of BeyondBlue, Georgie Harman, gave a very interesting presentation regarding her role in BeyondBlue as well as her mental health journey within and outside the role of an Executive Officer of a major organisation.

The third meeting of the year started with some hefty presentations of some very important topics, including the 3rd National Mental Health Information Development Priorities, Mental Health Phases of Care, Measuring Consumer and Carer Experience of Service in the Mental Health Sector and Developing a New Nationally Consistent Consumer Self Rated Measure. Members of the Forum then got to break into two groups to discuss either a five year plan for the NMHCCF or the strategic direction and leadership necessary for raising the NMHCCF profile. These groups will have ongoing discussions to ensure that a plan, tasks and activities of the groups will be aligned with the 2018-2021 NMHCCF work plan.

Matthew Martin
Consumer Representative

PEER EDUCATION REPORT

In November 2017, the Peer Education Program was created, employing a part time Peer Worker to take on the education project for the *Mental Health Act 2015* (ACT), initially for a period of six months. Very early on it was decided to name the program *My Rights, My Decisions*, to better reflect the meaning of the Act for consumers.

The Peer Worker began with familiarisation with the Act, and liaison with a range of organisations, including ACT Health, ACT Disability, Aged and Carer Advocacy Service (ADACAS), Legal Aid ACT, ACT Human Rights Commission and Carers ACT, seeking to gain a broad range of perspectives on the issues that are inhibiting the take-up of elements of the Act, such as Advance Consent Directions and Advance Agreements.

It was suggested to the Network by ACT Health that we develop our own forms for Nominated Person, Advance Consent Direction and Advance Agreements, and the next consultation was to develop these with consumer input. Two consumer consultations to discuss the forms were held, and at the consultations it was agreed to have a single form to cover all three. The consultations reviewed the existing ACT Health forms, critiquing the forms to come up with ideas for the revised form. A draft single form was completed and has been through practitioner and legal review from ACT Health, and review by Legal Aid ACT, the ACT Human Rights Commission, ADACAS and Carer's ACT.

The *My Rights, My Decisions* forms allow consumers to express their views about their own mental health treatment, care and support, while they have decision-making capacity. These views will then be taken into account by their treating team if they have reduced decision-making capacity in the future. The forms are a powerful way for mental health consumers to have their voices heard and we encourage all consumers to put them in place.

A draft Participant and Facilitators Workshop booklets were finalised, and the first trial Workshop was held on Friday 20 April. This was an invitation-only workshop with Board Members and Consumer Representatives invited. All materials were discussed and trialled at the workshop, and the decision was made to run the workshops over two three hour sessions, on consecutive Fridays, to allow the consumers time to think before writing a draft. ADACAS, Legal Aid ACT, and ACT Human Rights Commission are guest speakers at the first day of

training, making it a real collaborative effort. Workshops were scheduled to run monthly between June and the end of the year.

At the workshops mental health consumers will be provided with a *My Rights, My Decisions* fold out card, which they can carry in their wallet. The card contains details about their forms, as well as relevant contact details. This is to help others to know when a consumer has a Nominated Person, Advance Agreement and Advance Consent Direction in place, and who to contact if they become unwell. Consumers will also receive a *My Rights, My Decisions* keyring to allow them to say who to contact in case of an emergency, and a *My Rights, My Decisions* pen.

Tina Bracher has asked for an order of pens to go into the Orientation Kits for staff. Carers ACT have ordered wallet cards. To date, the Peer Worker has conducted workshops with Wellways, Woden Community Service, ACTCOSS and the Mental Health Foundation on *My Rights, My Decisions* for their staff so that they can provide outreach to their clients. There has been such a high level of support for the project, with further organisations, including ACT Health staff, scheduled to receive training in the coming months.

The launch of *My Rights, My Decisions* on 27 June saw a pdf of the Form Kit being placed onto the Network's website for easy access by all. ACT Health has decided that they will be instructing their staff to use the *My Rights, My Decisions* Form Kit rather than their own forms.

Jenny Adams

Education Officer (Peer Identified)

ADMINISTRATION AND INFORMATION REPORT

The theme for the year 2017-18 was 'out with old, in with the new'.

The Network was required to undertake numerous upgrades to our telecommunication services, equipment and software, due to changes in infrastructure, worn down/ malfunctioning equipment and record keeping requirements.

The processes involved in these upgrades began in the previous financial year, with 1024 engaged to develop a new database for our membership, administration and program requirements. While work continued to be undertaken to populate this new database with data from the CiviCRM database the Network uses, development-wise, this project entered a prolonged hiatus and it was decided to continue utilising the CiviCRM database with a new provider.

In March 2018, the Network engaged DevApp, an Adelaide based company, to provide support for our CiviCRM database and website programs. This change over in support provider also required a significant upgrade of CiviCRM that the Network was using, to a current version. Due to the drastic difference between versions, a new CiviCRM database was established on a new web platform, with the majority of main data imported from the previous version in May 2018. Additional work was undertaken in recreating background data, such as events, templates etc., which would have been too time consuming (and costly) to do initially. Our website was expected to be transferred over to this new web platform in due time.

The Network was made aware of a hack attempt on our website in late May 2018. Due to security concerns, the decision was made to take our website offline following this, and re-establish a new website on the new web platform. DevApp produced a basic replica website for us in time for the launch of the My Rights, My Decisions program in June 2018. A significant amount of time in learning how to administer the new web platform software, repopulating content and recreating website items followed this and continued into the following year.

In October 2017, an upgrade to telecommunication services to match current infrastructure within the vicinity was required by our IT provider to be able to continue conducting remote data backups. This upgrade to a VDSL2+ phone and internet bundled

service resulted in a temporary disruptions to services for about 3 days following activation of the service, with only a few occurrences of service disruption since. The change in telecommunication service resulted in the decision to remove the fax line, as this could not be accommodated by the new service.

Additionally, the security system was also requiring an upgrade to a wireless SIM card system, as the previous system would not be supported under a VDSL2+ service.

In the second half of the year, the Network began experiencing numerous malfunctions with some of the main office equipment, with our server eventually being affected. The malfunctioning equipment had been in use for a minimum of 6 years. Some computers began experiencing significant lag when in use and were replaced with laptops. The photocopier/ printer was requiring service on a more regular basis and was upgraded to a new model in June 2018. Around this time, the server's power supply malfunctioned and our IT provider, Blueblood, was engaged to build a new server that would be more suitable to a Windows-based environment.

Mental Health Month

As we try to do something different and unique each year for Mental Health Week (now Mental Health Month), for 2017 the Network organised a teddy bear making workshop. 'A Beary Lovely Morning' was held at the Make-A-Bear workshop at Westfield Belconnen on Thursday 19 October 2017.

'A Beary Lovely Morning' saw a fantastic turn-out of consumers and support people attending. In fact, there was so much interest from eager participants that we even had to begin a waiting list!

The purpose for this event was for participants to create a personal buddy bear to help them through their recovery journey, whilst making new friends or reconnecting with old ones. While the event ran for a very short time compared to previous events, it gave participants (mainly adults) the opportunity to regress to a child-like behaviour and indulge in having a bit of fun. As the venue was also open and visible to the public, 'A Beary Lovely Morning' saw a mix of consumers, support persons and the general public at the workshop. Following this, a makeshift teddy bear picnic was organised at Grill'd.

Of course, everyone that attended indicated that the Network should hold this event every

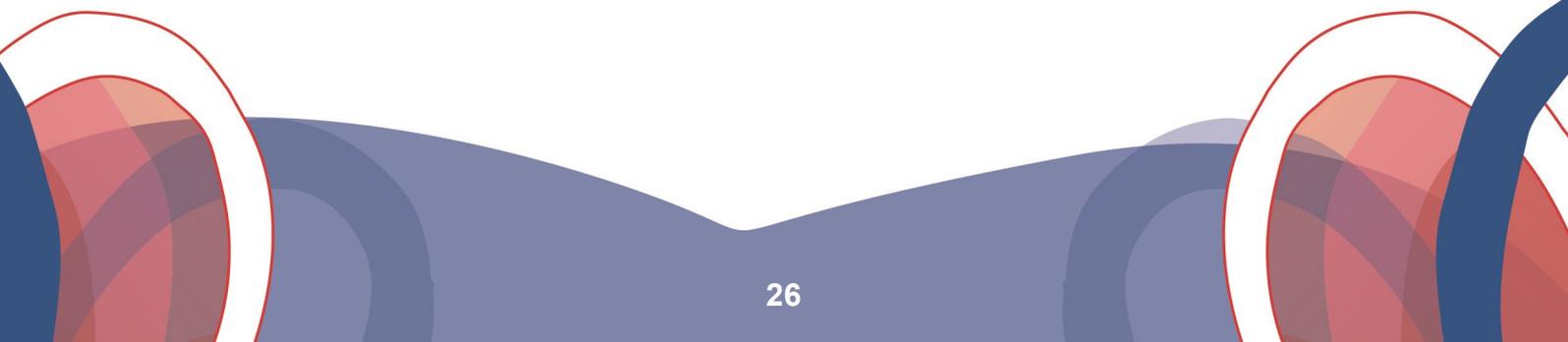
year for Mental Health Month.

And a Beary Lovely Morning was had by all.



Valan Phoenix

Administration Coordinator



**ACT MENTAL HEALTH CONSUMER
NETWORK INCORPORATED**

*Financial Statements
For The Year Ended 30 June 2018*

A.C.T MENTAL HEALTH CONSUMER NETWORK INCORPORATED

Statement by the Committee

Your committee members submit the financial accounts of the A.C.T Mental Health Consumer Network Incorporated for the financial year ended 30 June 2018.

Committee Members

The names of committee members at the date of this report are:

Terri Warner	<i>Chair</i>
Chris Corcoran	<i>Deputy Chair</i>
Dianna Smith	<i>Secretary</i>
Jacqui Price	<i>Treasurer</i>
Graham Jackson	<i>Ordinary Member</i>
Kerry Fry	<i>Ordinary Member</i>
Michael Hausch	<i>Ordinary Member</i>
Brett Scholz	<i>Ordinary Member</i>
Paul Thompson	<i>Ordinary Member</i>

Principal Activities

The principal activities of the Association during the year under review were to facilitate equitable access to, promote the expansion of, and to empower consumers to utilise all means to achieve and maintain better mental health. There has been no significant change in those activities during the year.

Operating Result

The operating surplus/(deficit) for the year ended 30 June 2018 was: \$ (3,440) Deficit

Opinion

In the opinion of the members of the committee, the accompanying financial statements present fairly the financial position of the A.C.T Mental Health Consumer Network Incorporated as at 30 June 2017 and the results and cashflows of the Association for the year ended on that date in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements.

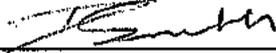
It is also the opinion of the committee that, at this date, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:



Signature

TERRI WARNER
Name



Signature

Dianna Smith
Name

Dated this eleventh day of September 2018.

A.C.T MENTAL HEALTH CONSUMER NETWORK INCORPORATED

STATEMENT OF FINANCIAL POSITION

As at 30 June 2018

<u>2017</u>		<u>2018</u>
	Current Assets	\$
130,803	Cash at Bank	124,255
73	Cash on Hand	168
2,544	Sundry debtors & Accrued Income	8,111
6,370	Prepayments	-
<u>139,790</u>	Total Current Assets	<u>132,533</u>
	Non-Current Assets	
<u>-</u>	Total Non-Current Assets	<u>1,344</u>
	Total Assets	<u>133,877</u>
	Current Liabilities	
11,476	Trade Creditors	11,918
9,623	Sundry Creditors & Accrued Expenses	2,277
19,976	Leave Entitlements	24,407
<u>41,075</u>	Total Current Liabilities	<u>38,602</u>
	Total Liabilities	
<u>98,715</u>	Net Assets	<u>95,275</u>
	Represented By:	
83,102	Member's Funds at Beginning of Year	98,715
15,613	Add Surplus(Loss) for the Year	<u>(3,440)</u>
<u>98,715</u>	Member's Funds at End the Year	<u>95,275</u>

A.C.T MENTAL HEALTH CONSUMER NETWORK INCORPORATED

STATEMENT of COMPREHENSIVE INCOME For the Year Ended 30 June 2018

<u>2017</u>	Income	<u>2018</u>
		\$
361,963	ACT Health - Operational & ERO Grants	381,595
6,929	Sundry/Training	14,960
1,125	Interest	948
<u>370,017</u>	Total Income	<u>397,502</u>
	Expenses	
	Salaries & Related Costs	
233,649	Wages	261,092
22,001	Superannuation Expense	24,412
3,144	Workers Comp. Insurance	2,944
2,574	Staff Recruitment/Health & Wellbeing	1,986
3,570	Staff Development	4,267
2,216	Staff Clinical Supervision	3,057
1,147	Travel costs	1,251
2,392	Long Service Provision & LSL Paid	3,812
(1,662)	Annual Leave Provision Expense	4,431
<u>269,030</u>	Total Salaries & Related Costs	<u>307,254</u>
	Office Support	
15,394	Rent	15,856
1,659	Electricity & Security	3,317
3,105	Telecommunication Support	3,001
4,753	Computer Systems Support	7,286
2,291	Insurances	2,284
7,085	Miscellaneous Office Support	9,148
<u>34,287</u>	Total Office Support	<u>40,891</u>
	Administration	
1,400	Audit	1,500
587	Bank Fees & Charges	566
2,632	Postage	1,947
	Meeting Expenses	
2,696	Venue Hire for Meetings	4,065
4,368	Catering for Meetings	4,477
2,581	Honorarium/Rewards	2,129
4,112	Photocopying/Printing	3,992
3,665	Publicity	5,316
1,932	Stationery & Other Resources	3,135
877	Membership Subscriptions/ donations	689
<u>24,848</u>	Total Administration	<u>27,817</u>
	Program/Consumer Support	
702	Taxi /Parking	2,022
7,809	Consumer Reimbursement	7,705
11,779	Conference Attendance	12,130
3,585	Accreditation/Activities Assistance	1,502
2,364	Mental Health Week	1,622
<u>26,239</u>	Total Program/Consumer Support	<u>24,980</u>
<u>354,404</u>	Total Expenses	<u>400,942</u>
<u>15,613</u>	Operating Surplus (Deficit) for the Year	<u>(3,440)</u>

A.C.T MENTAL HEALTH CONSUMER NETWORK INCORPORATED

STATEMENT OF CASHFLOWS For the Year Ended 30 June 2018

<u>2017</u>		<u>2018</u>
	Cashflows from Operating Activities	\$
361,963	Receipts from Grants	381,595
1,125	Interest Received	948
6,929	Other Receipts	14,960
(363,827)	Payments to Suppliers & Employees	(402,612)
<u>6,190</u>	Total Cashflows from Operating Activities	<u>(5,110)</u>
	Cashflows Used in Investing Activities	
-	Capital Purchases	(1,344)
<u>-</u>	Total Cashflows from Operating & Investing Activities	<u>(1,344)</u>
124,686	Add: Cash at Beginning of Period	130,876
<u>130,876</u>	Cash at End of Period	<u>124,423</u>
	 Represented By:	
73	Cash on Hand	168
130,803	Cash at Bank	124,255
<u>130,876</u>	Total Cash	<u>124,423</u>
	 Reconciliation of Operating Surplus with Net Cashflows from Operating Activities for the Period.	
15,613	Operating Surplus (Loss)	(3,440)
-	Depreciation	-
<u>-</u>	Operating Surplus Adjusted for Non-Cash Items	<u>-</u>
(5,221)	(Increase)/Decrease in Prepayments	6,370
(2,344)	(Increase)/Decrease in Sundry Debtors & Accrued Income	(5,567)
591	Increase/(Decrease) in Trade Creditors	442
537	Increase/(Decrease) in Sundry Creditors & Accrued Expenses	(7,347)
(2,986)	Increase/(Decrease) in Provision for Employee Entitlements	4,431
<u>6,190</u>	Net Cashflows from Operating Activities	<u>(5,110)</u>

A.C.T. MENTAL HEALTH CONSUMER NETWORK INCORPORATED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018**

e. Revenue

Government Grants

Government grants are recognised as income on a systematic and rational basis over the periods necessary to match them with the related costs.

Donations

Donation revenues are recognised when they are received.

Sale of Goods and Disposal of Assets

Revenue from the sale of goods and disposal of other assets is recognised when the association has passed control of the goods or other assets to the buyer.

Interest revenue

Interest is recognised on an accrual basis.

f. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

A.C.T. MENTAL HEALTH CONSUMER NETWORK INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

NOTE 1: Statement of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 1991. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act 1991.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

a. Income tax

No provision has been made for income tax as the Company is exempt from taxation under Section 50-5 of the Income Tax Assessment Act 1997.

b. Fixed assets

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

c. Employee Benefits

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

d. Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the balance sheet.

HOUSTON & HANNA
CHARTERED ACCOUNTANT

K D Hanna FCA (Principal)

Telephone: (02) 6248 0352
0414 526 136

GPO Box 810, Canberra ACT 2601
Suite 15, George Turner Offices
11 McKay Gardens, Turner ACT

email: kim@khanna.com.au

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF THE
ACT MENTAL HEALTH CONSUMER NETWORK INCORPORATED
FOR THE YEAR ENDED 30 JUNE 2018**

Scope.

I have audited the attached financial statements of the ACT Mental Health Consumer Network Incorporated (The Association) for the year ended 30 June 2018. The Committee is responsible for the preparation and presentation of the financial statements and the information they contain. I have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the Association.

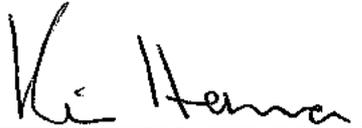
My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. The procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Australian Accounting Standards and Statutory requirements so as to present a view which is consistent with our understanding of the Association's position and the results of its operations.

The audit opinion in this report has been formed on the above basis.

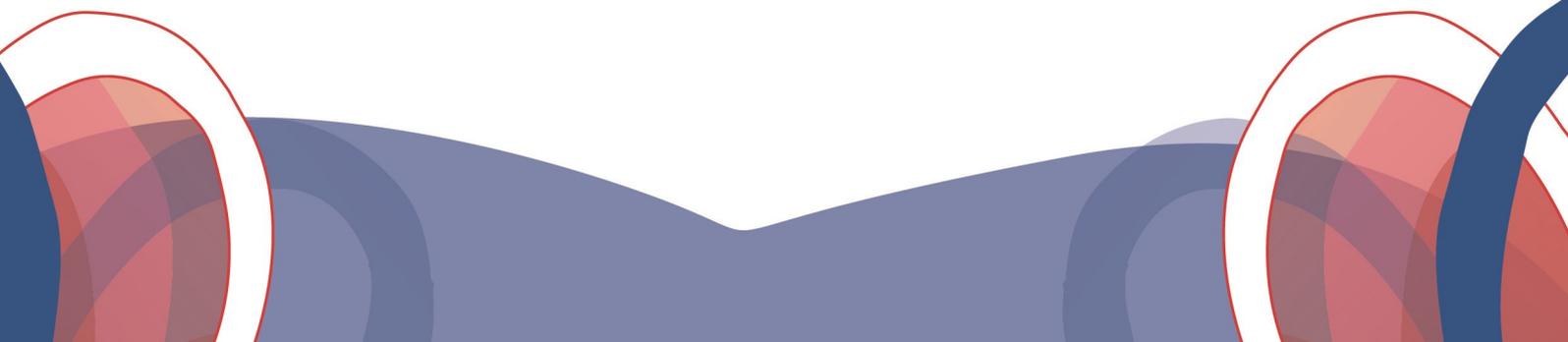
Audit Opinion.

In my opinion,

- (a) the financial statements of the Association are properly drawn up:
 - (i) so as to give a true and fair view of matters required by subsection 72(2) of the Associations Incorporation Act 1991 to be dealt with in the financial statements
 - (ii) in accordance with the provisions of the Associations Incorporation Act 1991; and
 - (iii) in accordance with proper accounting standards, being Applicable Accounting Standards;
- (b) I have obtained all the information and explanations required;
- (c) Proper accounting records have been kept by the Association as required by the Act; and
- (d) The audit was conducted in accordance with the rules of the Association.


.....
Kim Hanna FCA

Date..... 9/10/18





ACT Mental Health Consumer Network
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