



Where mental wellbeing thrives



CONNECTING WITH COMMUNITY

ANNUAL
REPORT
2019



Vision

To enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

Hope, inclusion, partnership, diversity, integrity, respect, trust.



Flourish Australia is committed to providing equitable access to services for people from Culturally and Linguistically Diverse communities and/or people who experience a hearing or communication disability. If you would like support with anything within this annual report, please contact us on 02 9393 9000 and we can arrange an interpreter or translator to assist.

CONNECTING WITH COMMUNITY

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Our Vice Regal Patron

We are delighted and honoured that Her Excellency the Honourable Margaret Beazley AO, QC, the 39th Governor of New South Wales, has agreed to be our Vice Regal Patron. Her Excellency commenced her appointment as Governor on 2 May 2019.



Information and Celebration

The Purpose of this Report

Our annual report is part of our accountability to the Members of the organisation, people who access our services, their families and carers, our funders and to the general community.

Through our annual report we offer insights into Flourish Australia's work. We present the highlights of achievements, developments and growth achieved by people who access our services as they pursue their personal recovery journeys. We also outline developments as an organisation that equip us to deliver the high quality, recovery-oriented supports we are known for.

Connecting with Community

The Theme of this Report

Connecting and contributing to a community plays an important part in a person's mental health recovery.

Community involvement brings people into contact with people they can talk to, relate with and can depend on. These connections open doors to new interests, inspiration and opportunities.

Connecting people with their community and supportive networks underscores everything we do. It also underpins our work to create workplace communities that support good mental health.

We are working to create a future where every person is valued, respected and actively supported to live the life they choose, in the community of their choice.

We hope you are inspired through this annual report to see the positive impact connecting with community can have on people's lives; and to join us in building communities that are welcoming and inclusive of people with lived and living experience of a mental health issue.

CHAPTER 1

YEAR OVERVIEW

7850 PEOPLE ACCESSED OUR SERVICES

12.8% of whom are
Indigenous Australians

15.6% are culturally and
linguistically diverse

Our Major Services Supported*:

4148

people to make friends,
get involved and learn
new things



1835

people to find a home



1132

people with
employment



383

people to have access
to clinical services



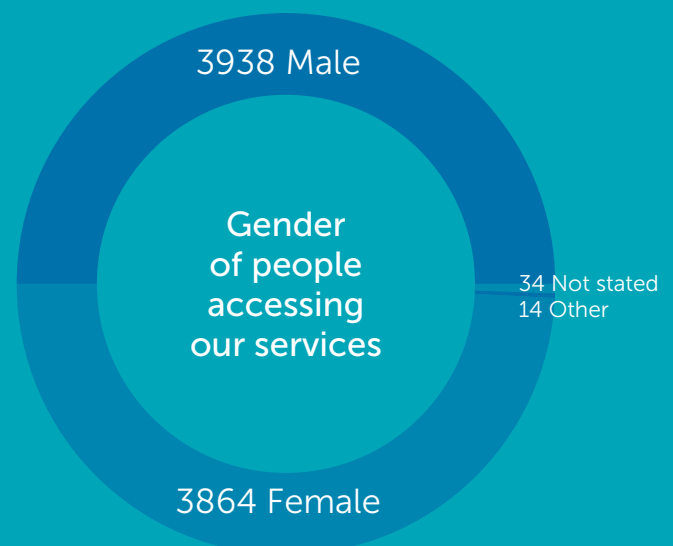
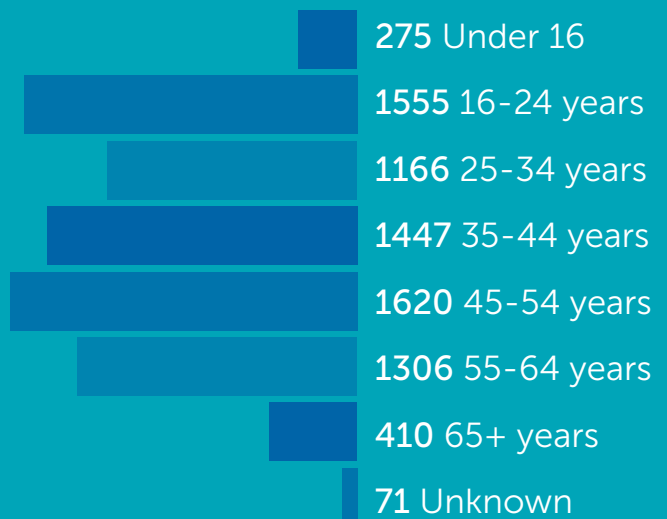
934

people in headspace



Demographics:

Age Groups:



71 LOCATIONS ACROSS EASTERN AUSTRALIA



Acknowledgment of Country

Flourish Australia acknowledges the traditional custodians of the land, sea and waterways upon which we live and work.

We pay our respects to their Elders past and present, and recognise their strong and continuing connection to land, culture and spirit.



**A RESPECTED ELDER
WHO HAS RECONNECTED
TO HIS COMMUNITY**

GARRY, COBAR NSW

Getting out in the scrub gives me the space to think and a sense of freedom. When I'm walking concrete streets I chat to people and get ideas for telling their stories through art which is my way of connecting with my cultural heritage and community.

I'm an open-hearted Aboriginal elder of the Gamillaroi people with a quirky sense of humour and real determination, but there was a time when being too proud to ask for help had a devastating impact on my health and wellbeing. For 25 years I served on the board of directors for the Western Aboriginal Legal Service while at the same time working as an Aboriginal Health Service Transport Officer, taking people to and from their medical appointments. I was given a brand new car when I started and by the time I finished up it had clocked more than 150,000km. Within six months I was burnt out.

I've been in Cobar 10 years. Taking the single step to walk through the door at Flourish Australia changed my life. They're the only organisation that's been willing to support me in practical ways, and not just give verbal advice.

I had been quite isolated, with no family and few friends around me. Getting involved with the art groups at Flourish Australia helped me to reconnect with people and my own artistic side. My Peer Worker, Diego has become like family to me. It meant a lot that he travelled with me to my home town of Brewarrina where I paid my respects at my mother's grave and introduced him to some of our culture.

As a child, I'd been taken away to one of the old Aboriginal mission stations where my life was run by the Aboriginal Protection Board. I had to ask permission for everything, even going to the toilet, and it made a life-long impression on me. Growing up, I was aware that most of the rules that apply for people didn't apply to us. I hated seeing what my parents went through. They were so downtrodden.

Being sent to high school in Sydney was a huge culture shock and I hated it but pushed through to top all of my classes and complete my HSC. By 16, I was appointed chairperson of the Aboriginal Legal Service because no-one else would step up and do it. I kept my mouth shut and listened to what everyone else would say for the first few years, then one day I spoke up after someone said something I didn't like. No-one's been able to keep me quiet since. These days I live by the saying 'say what you mean and mean what you say.'

Helping people is the reason I was drawn to community service roles but the demands created a lot of anxiety for me. I served as one of the first ever Aboriginal Liaison Officers for the NSW Ambulance Service before taking a step back to part time work doing surveys for people applying for cultivation permits. I found being my own boss less stressful.

Now I tell people, 'don't worry, be happy'. Instead of worrying, I walk! I've previously worked for National Parks and Wildlife as a Senior Sites Officer and found that walking in the bush is my happy place. I love the silence, the fresh air and it grounds me. When I walk concrete streets I talk to local people and get ideas for telling their stories through my art. It can take up to 18 months to get a story on canvas but it's good for me to keep my mind engaged and keeps me connected to my cultural heritage and community.



“I had been quite isolated, with no family and few friends around me. Getting involved with the art groups at Flourish Australia helped me to reconnect with people and my own artistic side.”

I hope to one day show my grandkids all the places I've been in my life. When I see young people around town, preoccupied with their phones, I want to say to them 'don't be so self absorbed, think about someone else in your community.' I would like to see local councils being more committed to the people in their communities too. Here in Cobar, I noticed that there was nowhere for people to sit in the shade so together with one of my Peer Worker's Molly, I advocated to have a bench installed under a big fig tree and it's become a bit of a gathering place for locals.

My own lived experience has made me more interested in getting to know other people and sharing our journeys. Although it has had a big impact on me physically and I can't do many of the things I used to, I've found that just being with others can be a great outlet for me.

I've learned so much from the way Flourish Australia connect with people. It's so good. I would say to anyone experiencing anxiety, mental health issues or loneliness, don't be too proud to ask for support. It will change your life!



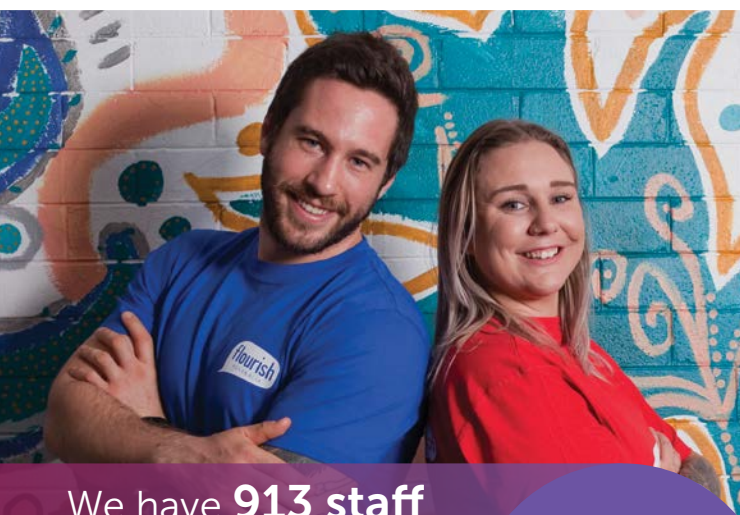
12.8% of people accessing Flourish Australia services identify as Indigenous Australians

OUR BOARD CHAIR'S REPORT

Governance and culture have been large discussion points in all organisations over the last twelve months, spurred on particularly by the findings of the Royal Commission into Banking, Superannuation and Financial Services. At Flourish Australia we too agree that "...culture isn't just one aspect of the game, it is the game. In the end, an organization is nothing more than the collective capacity of its people to create value" (Gerstner, Jr. former CEO of IBM). Consequently, given the value we seek to create and provide to our stakeholders, we have also placed discussion of culture as a standing item on our Board Agendas, further emphasising the board's role in setting the 'tone from the top'.

As an organisation, we have always been proud of the organisational culture that has been developed, the result of an unwavering focus on valuing lived experience and the partnership we have with people with a lived experience in co-developing services that support them to live the contributing lives they seek. This has been reflected in the high scores on our annual organisational feedback surveys.

Throughout the year, the board has reflected deeply on culture and the ways in which it can further fulfil its important role as the guardian of the organisation's culture. Discussion has included how we keep our finger on the pulse of the organisation, through visits to sites, discussions with staff, engagement with our Community Advisory Council, and considering feedback and complaints data. This work has seen an increased focus on the effective management of complaints and better use of feedback in our service development and continuous improvement programs.



We have **913 staff** working across our 71 sites and 276 supported employees within our community businesses



We have also been studious in reviewing the new Not for Profit Governance Standards, published by the Australian Institute of Company Directors in January 2019. These standards provide important guidance to boards, and were an opportunity for us to reflect on and enhance our governance practice, in order to identify opportunities for improvement. This reflection complements our annual board self-assessment, and the development of a new board skills matrix this year.

One of the opportunities for improvement has been reviewing our approach to risk management across a diverse organisation. With continuing growth into new jurisdictions, new community business opportunities and expansion into more clinical work we believed it was time to review our risk management practice to provide more assurance around practice, process, monitoring and reporting.

This work provided support to our commitments as a registered NDIS service provider, to quality and safe services, and was given greater focus with the welcome establishment of the NDIS Quality and Safeguards Commission. We were delighted to have one of the Commission's executive team, Dr Jeff Chan, Senior Practitioner, address our AGM in 2018 to highlight the importance of quality and safeguarding processes.

As with all NDIS service providers, ongoing growth into the NDIS has continued to challenge our systems and processes. It is a credit to the Flourish Australia team that they have continued to deliver great services in a difficult fee for service environment. We have continued to provide individualised, one-to-one supports when others have stepped away from them. We have done so because we know the fundamental importance of these supports to people with lived experience. We welcomed the announcement in March of increases to the NDIS prices which will better cover the fully allocated costs of our NDIS service delivery.

The 2018 AGM saw the retirement of Rachel Slade from the board, due to being appointed to a new senior role in the National Australia Bank Group. Rachel brought to the board an unwavering commitment to, and passion for, our work, as well as strategy, customer service and financial management expertise. I would like to express the board's thanks to Rachel for her three years on the board and for her outstanding contribution to the development and governance of the organisation.

“We have always been proud of the organisational culture that has been developed as the result of an unwavering focus on valuing lived experience and partnering with people who have lived experience, to co-develop services that support them to live the contributing lives they seek.”

Given Rachel's departure, the board invited suggestions to fill the vacancy from Members at the AGM, and subsequently undertook an expression of interest process for a board director. We were delighted to be able to appoint two new directors, Dr Phil Wing and Andrew Pryor, in early 2019. We look forward to the great contribution Phil and Andrew will make over the coming years.

This year has not been an easy one, given the continuing changes required by our participation in the NDIS, and our journey of growth, including our expansion into Victoria. I thank my board colleagues for the great commitment of time and expertise they have made to the organisation this year. Their wisdom and insights have helped the organisation develop and grow, and increase its focus on marketing, philanthropy and development.

We have, of course, entrusted the day-to-day operations of the organisation to our CEO and the Senior Leadership Team. The governance of the organisation is made easier knowing that there is a shared vision, and a consistent belief in the value of lived experience and what people can achieve when given the support they seek. On behalf of the board, I thank Mark and the team for their hard work in producing such sound results in an environment of rapid change, supported, of course, by the amazing Flourish Australia team of over 900 providing support to people across 71 sites.

As we end the 2018-2019 financial year, we begin a process of envisioning the next three years and developing a new strategic plan. In the current funding environment, it is hard to say with any certainty where we might find ourselves in that time frame. The value of the process will be in the many conversations that occur as we explore what the future may hold. In those discussions, we will not only envision the future but play a part in creating it. I invite you to join us in the process and be part of a new future for mental health.

I hope you enjoy reading the many achievements of the organisation, and join us in celebrating our partnership with people who have lived experience and the great things they have achieved this year.

Professor Elizabeth More AM MAICD
Board Chair





OUR CEO'S REPORT

This year I was interviewed by former Australian Cricket Captain Michael Clarke and we talked about mental health and the role of empathy. My view was that empathy is the foundation of what organisations like Flourish Australia do. Empathy opens up opportunities for conversations, to develop a better understanding of what is happening in someone's life.

As an organisation that values lived experience of a mental health issue, and with more than 55% of people who work at Flourish Australia identifying as having a lived experience, those conversations are part of who we are and what we do. Conversations help people feel connected and supported, open up thoughts of possible futures and the ways to get there. They help us work out what we can do to support someone to flourish.

Conversations were the focus of our work this year in the development of the social citizenship framework. This has been a terrific process, exploring how we can improve our practice in order to inspire people to dream bigger, achieve more and push past sometimes limited notions that have been attached, over time, to mental health recovery.

We have also devoted a significant commitment of time and resources to conversations about suicide prevention. We have trained over 400 front line staff in how to have conversations about suicide and supporting people to seeing a better future. It is a credit to Fay Jackson, General Manager, Inclusion and Kara Lyons, NDIS Coordinator, who have been able to train this large number of people in just 8 months. As it is such an important endeavour, we have invested in training three staff as ASIST trainers and will look to roll out the two day ASIST training across the organisation in 2019-2020.

This year we have also had lots of conversations about growth. In December 2017, the board supported a plan to expand into three new jurisdictions, building on our extensive experience in NSW and South East Queensland. Pursuing that agenda, we opened a new service in Melbourne in late 2018 and it has continued to grow through 2019. In addition, success in the tender by Capital PHN for the new National Psychosocial Measure, has seen us set up work sites in Canberra. We have also been considering expansion into South Australia and have had a series of positive conversations with local partner organisations about that.

These steps are part of our growth into the NDIS, a demonstration of our commitment to people with lived experience, and belief in the quality of our recovery-oriented, trauma-informed services.

This year we also opened new mental health sites in Maroubra, Lake Cargellico and Deniliquin and expanded our community businesses to provide new employment opportunities in Tamworth, Goulburn, Cowra and Condobolin.

To ensure our services are of the highest quality we have pursued certification against the NDIS Quality and Safeguards Practice Standards this year and we are confident they will achieve that certification early in the new financial year. In addition, we have achieved recertification against the National Standards for Disability Services and prepared for certification against National Standards for Mental Health Services for the first time. We also became a registered disability service provider in Victoria which required compliance with the Victorian Human Services Standards.

91% of people said they felt supported by Flourish Australia in reaching their recovery goals*



“Conversations help people feel connected and supported, open up thoughts of possible futures and the ways to get there. They help us work out what we can do to support someone to flourish.”



Michael Clarke and Mark Orr AM

These certifications join a raft of others required of us in other programs and contracts including ISO 9001 Quality Management Systems and the new Aged Care Quality Standards. We invest a lot of resources in the area of standards, compliance and certification, with costs of independent certification rising significantly. That figure does not include additional staff time in preparing for, and participating in, audits. The amount of effort that must be put into this area raises the question of whether there is a more streamlined approach that could be undertaken that ensures quality, safe services. That was one of the issues I raised at the hearing of the Joint Parliamentary Committee on the NDIS in February.

Of course, the NDIS has been the subject of many conversations throughout the year as we have supported people to test their NDIS eligibility, enter into service agreements and receive the supports they seek to live contributing lives. We continue to see great things achieved by people due to the personalised support the NDIS facilitates, as highlighted through some of the stories found in this Annual Report. The changes that have been made, and continue to be required, of the Flourish Australia team are not insubstantial, and our relative success and progress in the NDIS is a credit to their commitment to making the supports work.

We continue to seek ways through which we can make the work of Flourish Australia teams delivering supports easier through growing our mobile device fleet, development of our service record database and centralisation of administrative tasks.

The Senior Leadership Team have done great work this year growing the organisation and addressing financial challenges, working closely with Senior Managers, to produce a very positive result. A great support to our efforts has been the

new Technology One Finance and Payroll modules which have been added to this year with the implementation of the Human Resources modules. This new cloud based software enables more transparency, and ready access to information that assists with decision making closer to where services are delivered.

The Flourish Australia team including supported employees this year exceeded the 1000 mark; a very significant increase to the size of the organisation over the past five years. That we have managed to grow so much and continue to deliver consistent person-led recovery-oriented supports, is a tribute to our strong culture and the contribution of all Flourish Australia team members.

I thank the Community Advisory Council led by Mozzie Wilkinson and Scott Gourlay for their guidance and advice this year. Using the wisdom of the Council in our service development and evaluation is an important demonstration of our commitment to valuing lived experience. We are thankful that Council members are prepared to draw on their personal lived experience of a mental health issue and services to help us deliver respectful and supportive services that sees people make the changes in their lives they wish for.

My thanks to Professor Elizabeth More AM and the Board for their continuing support, and for sharing their vast experience and knowledge with us all this year to ensure we are governed well, and continue to deliver high quality services. I am also indebted to the Senior Leadership Team for their support and thank them for their collegial approach to leading the organisation, as well as their strong commitment to having the hard conversations required in a period of rapid change.

This Annual Report outlines the hard work and achievements of many people across the organisation. I hope, as you read it you are as inspired and proud as I am.

Mark Orr AM GAICD FGIA FCIS
Chief Executive



Mark Orr AM with Leticia, Nikola and Michelle during a visit to Griffith & Leeton sites.



We achieved an employee Net Promoter Score (eNPS) of **+35****

**2019 Voice Survey

I BELIEVE EDUCATION IS THE KEY TO MENTAL HEALTH RECOVERY

NANCY, WOLLONGONG NSW

In the days when my kids were growing up we had no idea whatsoever about mental health. Understanding it would have made all the difference to my daughter Raylene's recovery journey.

Raylene was a quiet child who would fade into the background a bit but seemed content to amuse herself. It never occurred to me that this was anything to be concerned about. Confident in everything she did, she amazed me with her independence – like whipping up a cake by herself at age four. She excelled at school but had little to do with other kids. I didn't read much into that at the time.

Once she started working in retail, Raylene's friendly nature made her popular with customers. She quickly progressed to a Council job she loved but experienced some workplace nastiness.

Then, out of nowhere, my remarkable daughter was hospitalised. When asked about family history of mental health we were unaware of her grandfather's experience of schizophrenia which he had dismissed as anxiety. In the 70's no one knew any better. I felt cheated and angry about that. Once Raylene was in the system, it became confusing, being bounced from one hospital to another, with no real answers.

Raylene was first introduced to Flourish Australia through the New Outlook program when one of their outreach Peer Workers asked whether she might be interested in volunteer work. She started out with cleaning but quickly expanded into OH&S after she began taking note of things that needed attending to around the organisation.



“Australia needs to prioritise educating people in matters of mental health. With knowledge, a weight was lifted off my shoulders and we were able to move forward.”

Raylene feels so appreciated at Flourish Australia, she now facilitates both a group newsletter and a hearing voices group.

I feel fortunate to have found my own support group, where I gained some understanding of what my daughter was going through, from the perspective of other parents. This is what Raylene now does for others through her work with Flourish Australia. Becoming involved with them has given her purpose and been a turning point in her recovery. She's focused on learning as much as she can, getting involved with others and making the most of life. Being surrounded by such positive people helped us both find stability and freed me to pursue my many interests – like building a community garden.

The impact of stigma struck me over the years. Many families won't visit someone struggling with mental health because they're not sure how to handle it. I once had a carer for special needs kids tell me not to bother with one child who wouldn't interact, but I've been the kid at the back of the classroom, labelled dumb and I know you just have to find the one thing that captures a person's interest for them to want to open to learning.

Australia needs to prioritise educating people in matters of mental health. With knowledge, a weight was lifted off my shoulders and we were able to move forward.



There are approximately **904,400** carers in NSW*





“Many families won’t visit someone struggling with mental health because they’re not sure how to handle it. I feel fortunate to have found my own support group, where I gained some understanding of what my daughter was going through, from the perspective of other parents.” – Nancy

CHAPTER 2

OUR HIGHLIGHTS

This year we have increased our focus on training facilitated by the development of our Position Capability Framework. The Framework provides everyone with the specific knowledge, skills and experience they require to undertake their unique role. In this way people are better equipped to self-manage their learning and development program, and undertake career planning.

Velpic

As part of our Technology One implementation, a new system called Velpic was introduced to simplify management of learning and development activities and the creation of online training. Combined with an increased calendar of in-house, face-to-face training, this helps to ensure that foundation training is completed across the organisation.

Rainbow Network

The Rainbow Network, for LGBTQI staff and allies continued to grow this year. Membership rose from 30 to 50 by 30 June. It played an important part in Flourish Australia's participation in the Rainbow on the Plains Festival in Hay, NSW and provided advice about ensuring our services are culturally safe and responsive for the LGBTQI community.



Peer Work Training

Peer Worker training and supervision is an important part of growing and sustaining our peer workforce. This year we added a one day "Using your lived experience intentionally in peer work" course to our one week Intentional Peer Support Training and year long Certificate IV in Mental Health Peer Work. A peer work supervision model has been developed to provide better peer led supports to Peer Workers across our large service footprint.

"I have greatly benefited from, learnt and enjoyed using the services of Flourish Australia through the NDIS. I have achieved goals in basic art, basic computers and linking with the community."

Rosada

Suicide Prevention

Suicide Prevention has been a significant focus of our training calendar for more than 400 front line staff, primarily in the Mental Health First Aid half day suicide prevention course. Additionally, we trained three people to deliver ASIST training and developed new resources to support conversations about suicide prevention in all of our sites.

Business Excellence Award

We were excited and very proud when Figtree Conference Centre received recognition for workplace inclusion activities in the Western Sydney Awards for Business Excellence. Our Tamworth team were previously recognised for workplace inclusion in the New England region.

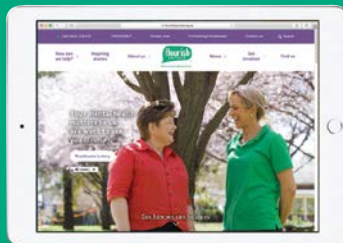


Usage of Figtree Conference Centre increased by **65%**



Women & Children's Program

Our Women and Children's Program celebrated its ten-year anniversary this year. Over that period, it has invested 60,000 hours in supporting more than 400 mothers. An overwhelming majority of mothers have been empowered to turn their lives around, with positive flow-through benefits for their children.



New Website

Knowing that our presence on the web is essential we developed a new website this year to ensure the information we provided about our work is easily accessible and up to date. Take a look: flourishaustralia.org.au

John Brogden AM

In October 2018 we were grateful to have John Brogden AM, Chair of Lifeline Australia and CEO of Landcorp, as keynote speaker for our Mental Health Month breakfast at Figtree Conference Centre. John shared his lived experience of mental health issues.



Youth Formal

In response to suggestions from young people accessing our specialist programs, we organised a Youth Formal at Figtree Conference Centre for those who may have missed out on the experience of a school formal. 80 young people attended. The ABC interviewed two of our young people, Jesse and Jake, and were present on the night. It was an opportunity to speak about the importance of inclusion and belonging to young peoples' mental health.

"I really appreciate life more now since being with Flourish Australia. I'm more confident. There are still problems, but things have got better when it comes to getting out and meeting people."

Joshua

Cyber Security

Cyber security continued to be a focus behind the scenes to keep sensitive personal information secure. We engaged Huon IT to undertake their Cybermaturity program with us and address any gaps in our practice.

Physical Health Resources

As an Equally Well Consensus Statement signatory, we're committed to improving physical health and presented new physical health resources at the annual symposium in March. These include conversation cards, website and an innovative physical health check-in, to ideally be taken every six months.





Social Citizenship

The Social Citizenship Think Tank continued to meet this year to develop our definition of social citizenship and what that means in, and for, our services. Four focus groups were held to ensure we captured perspectives from young people, people from culturally and linguistically diverse communities, Aboriginal and Torres Strait Islander peoples and other First Nation peoples, and people who identify as LGBTQI. This allowed us to engage with some of our service partners to hear their perspectives as well.



Technology

We moved to Office 365 during the year. Expanding our use of its functionality included using Yammer as our online community to provide opportunities for everyone to share what is happening locally, make connections across the organisation and improve communication. We also finalised implementation of Technology One's cloud-based Finance, Payroll and Human Resources Modules, and engaged Huon IT to undertake a cybersecurity review, as the basis for a cyber maturity program.



Peer Work in Australia

We were delighted to complete *Peer Work in Australia*, a joint publication with Mind Australia this year. The book was officially launched by the Minister for Health, the Hon Greg Hunt MP, at Parliament House Canberra on 16 September 2018. Since then we have sold over 1000 copies.



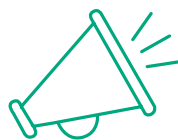
Fundraising and Philanthropy

We continued to develop our program this year and submitted grant applications to major philanthropic trusts. We aim to finalise establishment of the Foundation in late 2019, and recruit a Fundraising Manager early in 2019-2020 to drive the program.



Recognition Awards

We launched Annual Recognition Awards to acknowledge individual people and teams who embodied Flourish Australia's values of hope, inclusion, partnership, diversity, integrity, respect, trust and/or have demonstrated an exceptional commitment to recovery-focused services.



Marketing Campaign

Our new marketing campaign, *Flourishing Is* underwent some further development and was finalised in May. The campaign will be launched in 20 local markets across print and social media platforms in July 2019.



Enhancing Disability Employment Services

The establishment of the new Disability Employment Service Contracts was very successful this year. A new integrated model, embedded in our mental health programs and supported by employment specialists, has delivered to expectation for meeting employment outcomes and income forecasts.

97% of staff believe in the overall purpose of Flourish Australia*

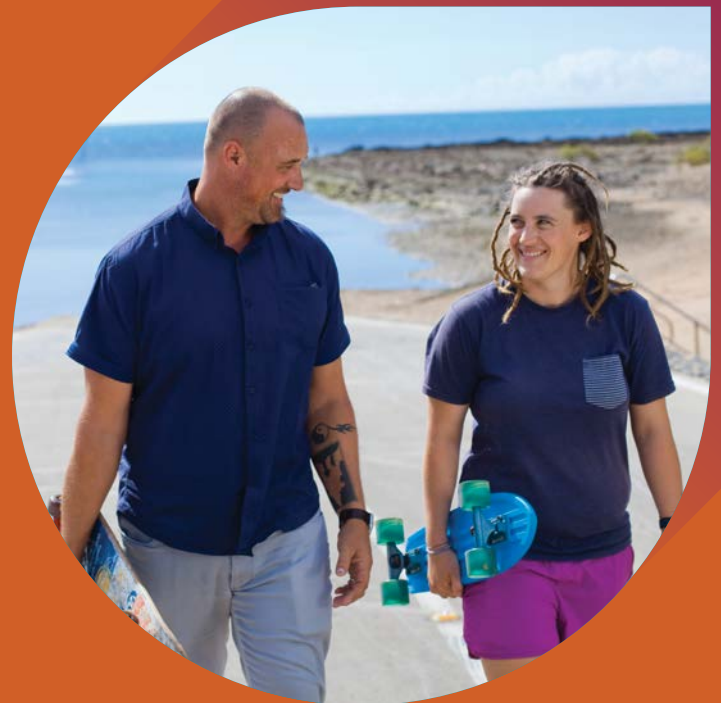


94% of people rated our service very good / excellent**



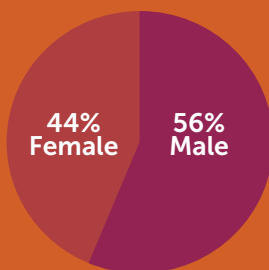
HEALTH CHECK-IN

The Health Check-In was introduced across all services in January 2019. As at June 2019, 1592 people completed an 'Initial Health Check-In' with 364 Flourish Australia staff across 74 workgroups.

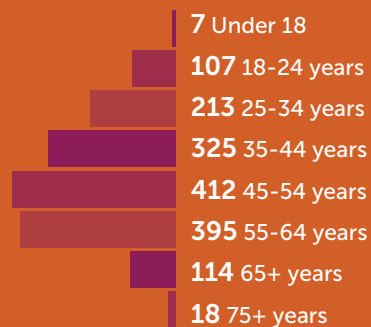


Demographics of Participants

Gender



Ages



The Results



The top three most popular physical activities engaged in overall were: **walking, gardening & swimming**

45% of people reported they currently smoke. **30% of those are attempting to reduce or stop.**

Flourish Australia provided information or support to access **smoking cessation programs to 219 people.**



70 different countries of origin represented



11% of participants identify as **Indigenous Australians**



300 postcodes representing 492 different suburbs/towns



1300 people reported they have a doctor to talk to about their physical health



591 people were assisted to connect with a doctor



615 people reported that they had seen a dentist in the last 12 months

Quarterly Health Promotions

We connected or partnered with over 35 health provider services and community organisations to develop and deliver the promotions.



The most popular promotion was Health Lifestyle including eating well and keeping active.



A focus was on looking after ourselves by having regular skin checks, sleeping well, reducing smoking and preventing cold and flu during winter.



“Participating in the gym walking group programs has helped me to lose 14kgs!! and prepare for the city to surf in August. The exercise clears my head and assists with thinking.”

– Justin



“Flourish Australia supported me to take my life back. They’ve shown me it’s ok to feel the way I feel and speak up about it, now I strive to pass that understanding on to others.”

FINDING COMMUNITY THAT FEELS LIKE FAMILY

ANN, DUBBO NSW

Although I've been through a lot in my own life I know that my lived experience is the reason I'm able to relate to others and encourage them the way my mother did. I love that Flourish Australia value my lived experience and have an empathetic approach, based on their own lived experience, that really works for me. I feel as though they're friends who really get me.



Everyone's journey is different and navigating the system can be confusing. I gathered a lot of information by word of mouth as people shared what had worked for them. When I couldn't find my way out of a hole it was reassuring to call someone on the Flourish Australia Warm Line for encouragement.

My family first moved to NSW from Mount Gambier in 1979 so that my brother could farm. We sold up a few years later when he died of a rare cancer. I picked up a lot from the way Mum was with people during that time. She was a big lady in our small community. As a midwife and a nurse at the cancer clinic, her kindness and compassion made a profound difference to the life experiences of many people.

Mum was a brilliant communicator so when she lost her speech and mobility following a stroke it was devastating for us all. I feel fortunate that I was able to care for her at home because of what I'd learned by watching her over the years.

She also taught me the value of gaining secretarial skills. With those qualifications I was able to find work in childcare and as a dental assistant before studying to become a librarian, which I love. I took a contract in Canberra, then a position at TAFE in Broken Hill before finding a full time role for eight years in archival collections at Bourke.

When Mum developed a heart condition I moved home to Dubbo for 12 years. After she suffered the stroke, my Dad looked to me to step into her shoes. This put so much pressure on me I ended up on medications that made me feel dulled-down and disoriented. Friends shared my concern that I wasn't myself and the dosage needed adjusting but the doctors wouldn't listen to me. I had to fight to have my meds modified but the change made all the difference to the way I feel and function. The experience made me aware of the frustration people feel when their concerns are dismissed. I'm mindful of really listening to someone when I want to support them.

I remember my Mum sitting people down with their whole family when they first came out of hospital to discuss what they felt they needed to care for themselves and involve them in decisions about what they wanted. Then she connected them with the right professionals or services to make it happen. This is my experience of the way Flourish Australia do things.

I don't have relatives close by for support, other than an aunt who is experiencing her own mental health challenges and expects that I should 'just snap out of it'. Flourish Australia don't expect you to know how to sort everything out on your own. They walk through life with you.

I've been full time carer to both my Mum and my Dad since he was hospitalised with his own mental health issues, then sent home for me to monitor. Flourish Australia provide some respite so I'm able to follow in Mum's footsteps in a positive way, by extending the same compassion to others in need.

I wasn't in a good place at all when Flourish Australia's Resolve team first connected with me. I had experienced a long episode of hospitalisation and was moving back and forth to transitional care. As I got involved with some of their group activities I became more grounded.

They check in with me each day to see what support I may want and are always genuinely happy for me when I move forward. The one-to-one visits are wonderful because I used to have Mum to talk to every day.

I like the idea of running my own research business in the future. I majored in history at university and it fascinates me. I once published an article about a local cemetery in Bourke which won an award and assisted an author with producing a book for The National Library by linking him with people to share their stories.

I'm a strong person but there's so much stigma around mental health and medication that it can be daunting to try to make your way through on your own. Having good people alongside me has made my journey more hopeful.

At one point I actually felt safer being in hospital because going it alone seemed scary but I now have my own place where I feel secure. Mum was all for keeping people in their homes and out of hospital and my own experience has made me realise how much that meant to them. It completely changes your whole life experience.



211 people were supported by our Resolve program. **75% remained out of hospital**

THE RESOLVE PROGRAM

The Resolve program is funded by Australia's first social benefit bond (SBB) in the mental health sector, managed by Flourish Australia since it began in October 2017. This innovative program is aimed at reducing time spent in hospital for people who have previously spent significant amounts of time there.

Flourish Australia works in partnership with Western New South Wales Local Health District and Nepean Blue Mountains Local Health District to deliver the objectives of the Resolve program – to improve the mental health and wellbeing of people who live with a persistent and severe mental health condition.

The Resolve program offers tailored, recovery focused support options which provides psycho-social support that complements the clinical treatment each person receives through their Local Health District. People referred to the Resolve program have access to three main services being; a 24 hour warmline (non-crisis line), an outreach service including home visits, support to attend medical and other appointments and assistance with basic living skills.

Some of the outcomes for people on the Resolve program in the last financial year:

158 people have remained out of hospital



156 people have increased their social interaction and engagement within their community



16 people have secured or increased their employment



14 people have engaged in furthering their education



7 people have secured stable housing



“Residential stays help me to reset and get back to routine.” – George

The third component of the Resolve program is having access to residential services which offers overnight stays, group activities and opportunities to increase community participation for people on the program.

The Resolve program is the first of its kind for many reasons including its funding model using a SBB, which raised \$7mil of private investor funding (including Flourish Australia as an investor) to be used over the 7.5 year life of the program.

Another unique aspect of the Resolve program is that it is almost entirely facilitated by Peer Workers with a lived experience of a mental health issue themselves. These Peer Workers use their experience to inspire, support and encourage those on the program to live with hope of further recovery and to contribute to their community in a meaningful way.

The collaborative approach of the Resolve program enables Peer Workers to work together with carers, clinicians, case workers and other key stakeholders to enable that individuals on the program are empowered to not only be involved in the process around their care, but to lead the discussion and to be given choice and control over their treatment options.

The Resolve program is approaching its two year anniversary in October 2019. In the last financial year it has supported 211 people. Of those referred to the Resolve program, there were an even split of males and females with the majority being in the 35-44 year age range. Almost a quarter of those referred to Resolve in Orange are Indigenous Australians, compared with 4% in Cranebrook.

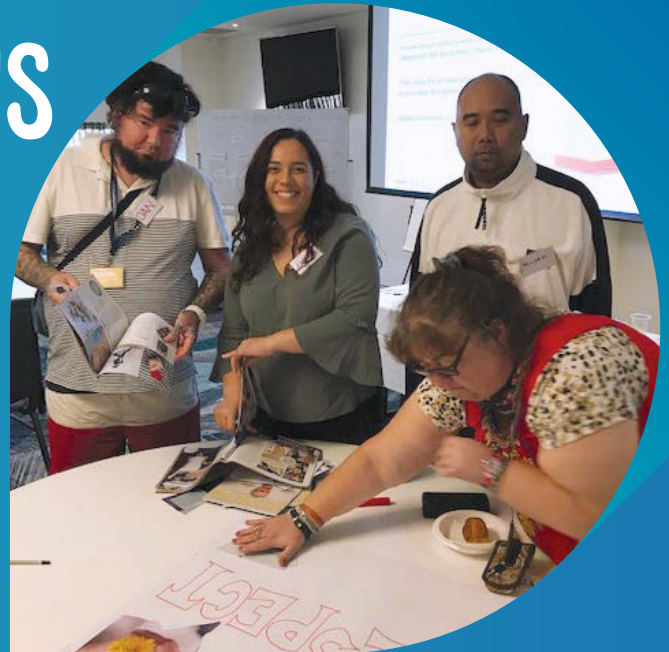
170 people have received outreach services across 14 Western Sydney and Western NSW locations.

There have been over **1000** calls made to the warmline and **73** people have used the residential service for **1512** nights.

“Through Flourish Australia’s Resolve program I’ve gained insight to identifying my triggers and maintaining my wellness.” – Alexis

RECOVERY FORUMS

We have witnessed our annual Recovery Forum going from strength to strength. Each year it gains momentum and popularity, attracting ever increasing numbers of people. In 2018/19, the Recovery Forum visited seventeen locations across New South Wales and South East Queensland. 300 participants included people who access Flourish Australia services, their family and carers, and staff.



“The Recovery Forum inspires hope; it invites sharing; it creates connection and it sparks conversation.”



The one day gathering invites people to think, share, inspire and grow. They are encouraged to embrace recovery-oriented, person-led philosophies in whatever manner feels comfortable for them. In other words, they make the forum what they want it to be in order to benefit personally from their participation. They are encouraged to participate in their own time and at their own pace.

For a few, sitting comfortably in a quiet corner alone in their thoughts is a good place to start, for others it is a chance to catch up with old and new friends.

Throughout the time together, people share small pieces of themselves. “I decided to come today because I want to do something different from my usual routine” or “I was told it was a fun day out and I like to have fun” or “today I want to hear what others are doing in their life”. The Recovery Forum inspires hope; it invites sharing; it creates connection and it sparks conversation.

As we proceed, more people contribute. “What is recovery?” enquires someone from the back of the room. “It’s doing things for yourself” someone retorts. “I just got my drivers license” says someone else. “I’ve been thinking of doing that” adds another. “Flourish Australia helps me figure out what I want in my life” somebody shares. “They helped me through the NDIS” adds someone else.

These might seem like average, everyday exchanges, but for many, these are rich, inspiring and hopeful conversations that remind people they have value and worth within society. People in the Recovery Forum forge connections; rekindle purpose and make valuable contributions that remind them of their belonging.

In mental health support, we often use words and phrases such as “autonomy”, “self-determination”, “trauma-informed”. During the Recovery Forum, these words look and sound different. People learn by sharing experiences. They discover by asking questions and exploring ideas. And for the next few hours, we embraced all the good things that life and recovery has to offer. The parting words from a person in Maitland, the very last session of the 2018/19 Recovery Forum, sums up the year: “I walked away today with a smile on my face.”



“Flourish Australia have been an integral part of my recovery. In the short amount of time they have been assisting me, I’ve made more progress than I’ve made in all the years I’ve been trying to navigate this alone.” – Kay

CHAPTER 3

OUR ORGANISATION

About Us

We are the mental health charity that provides highly individual support for people with a lived experience of mental health issues provided by people who have been there. Our purpose is to create and inspire a world where everyone's mental wellbeing flourishes.

What We Do

We support people with a lived experience of a mental health issue to feel supported and meet their everyday challenges. We want them to live ordinary – even extraordinary – lives.

How We Do It

We do this by valuing lived experience, focusing on recovery, connecting people, families and communities, and challenging stigma and discrimination.

Who We Support

Flourish Australia walk alongside people with a lived experience of a mental health issue as well as their families and carers.



People accessing services gave a net promoter score of **+42.5** when asked if they would **recommend Flourish Australia** to a friend or colleague*

MAKING HIS OWN WAY

LINDA & SON JON BROKEN HILL



For my son Jon, making his way in the community has meant developing life skills that many people take for granted, like cooking himself a meal. He can feel proud of how far he's come with Peer Support.

Just twelve months ago, Jon wouldn't have had a clue where to start to clean his house or cook himself a basic meal. He's so appreciative that he's learning essential life skills and growing so much with the practical, everyday support he's able to access from Flourish Australia.

As a young boy, Jon was given a diagnosis he chose not to identify with. His lived experience has been complex and disruptive but he completed his schooling to the best of his ability. Now in his 30's, the real turning point in Jon's mental health recovery journey came when he connected with a Peer Worker at Flourish Australia.

When he first moved back home to Broken Hill, it was necessary to stay with a local support service. I live out of town which doesn't work for Jon's life, so in order for him to have a place of his own we consulted with a lot of different health professionals and service providers locally to assess what sort of support was available to him. Only Flourish Australia was able to provide the high level of one-to-one, everyday support Jon requires to live independently and move forward in his life.

Our first contact with them was through a Peer Worker who Jon responded to right away because she has walked in his shoes and really understands where he's coming from. It's largely thanks to her encouragement that Jon has thrived. There's a real trust between them.

The people from Flourish Australia visit Jon's home three times daily, around meal times, to assist with very practical needs like remembering to take his medication, keeping appointments, making sure he eats well and getting into a routine of keeping his place in order. Connecting with someone on a regular basis has helped him to settle into a daily routine and keep self-care top-of-mind. Basic chores like laundry and grocery shopping are skills he's had to learn since he's been out on his own.

Throughout the process, Flourish Australia have been sensitive to my needs as well. I was completely in the dark about the mental health system and they've made sure that I'm well informed about the options available to us. I find it reassuring to be able to discuss any concerns with them. The entire team are just wonderful people. I don't know where they find them! It takes a special sort of person with a deeply caring attitude to want to be there for others to the extent that they do.

Jon has become more connected to his community and expanded his support network by getting involved with the group activities that Flourish Australia offer. The other young guys that go along have introduced him to the world of boxing and he's recently got himself a punching bag. Up until his lived experience of mental health issues got on top of him, Jon had always been very active and sporty.

Just by getting out of the house and going for a walk, Jon has learned the benefits of exercise for his state of mind. The team take him to lovely places in nature and wildlife which he tells me is very calming and balancing for him. Having positive people around each day motivates him to get out in the fresh air and work on his fitness whenever he can. Activities like this that bring some structure to his days are beneficial because Jon craves constant stimulation.

A young man like Jon really doesn't want his parents to be very involved in his life. He wants to make his own way and with Flourish Australia being there for him we've been able to find a balance that works for us as a family.

In the short time that he's been involved with Flourish Australia, Jon has become more engaged in his interests like listening to heavy metal music and watching Sci Fi movies. He feels it's a little too soon to pinpoint specific goals he wants to go after and for now is focused on his physical health and cutting back on junk food.

These are all big steps for Jon and he can feel very proud of the progress he's making in his life.

Flourish Australia's
peer workforce
grew from 181 to
266 Peer Workers
this year

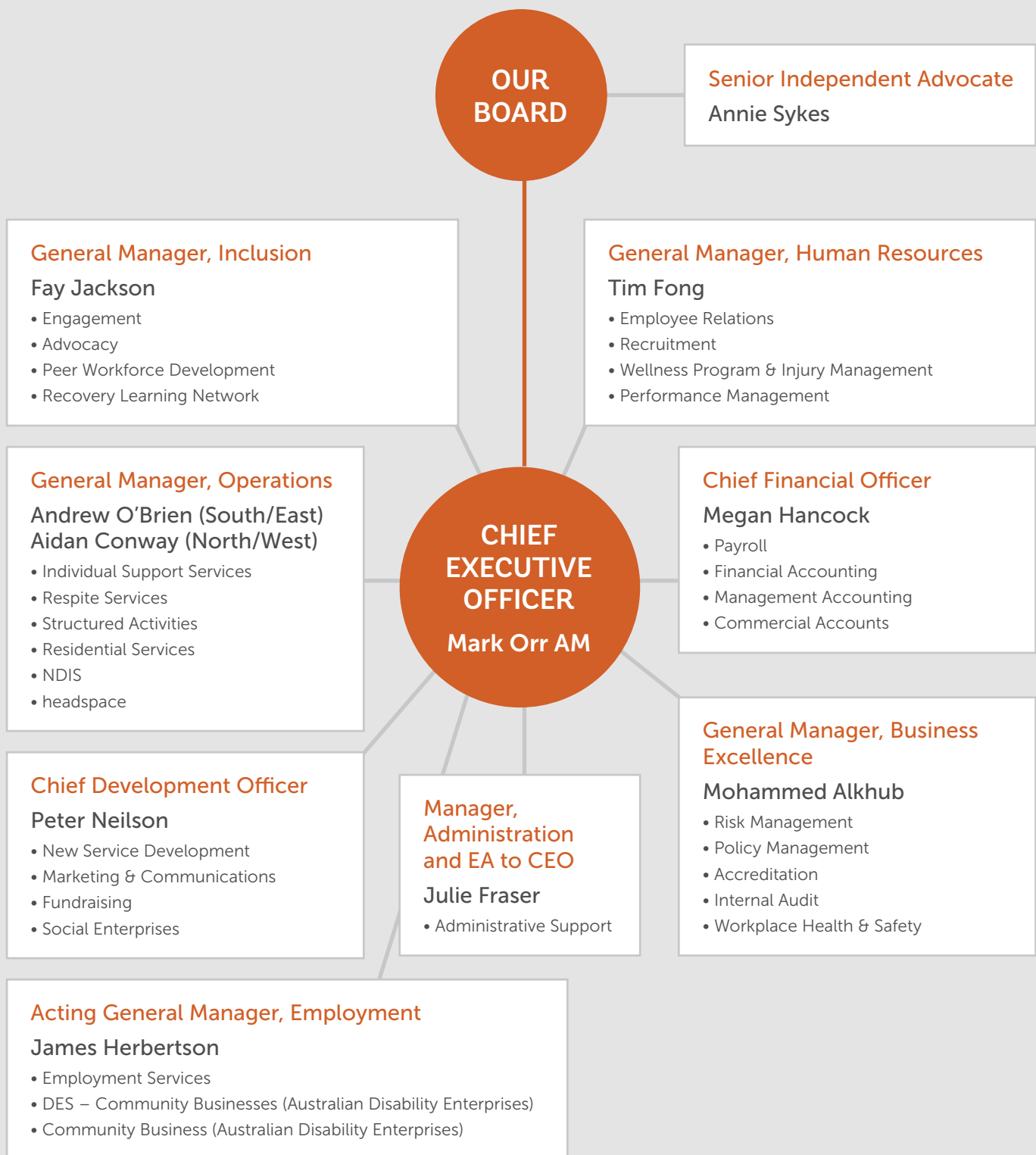




“A young man like Jon really doesn’t want his parents to be very involved in his life. He wants to make his own way and with Flourish Australia being there for him we’ve been able to find a balance that works for us as a family.” – Linda

ORGANISATION STRUCTURE

Senior Leadership Team





SENIOR LEADERSHIP TEAM

The Chief Executive Officer and Senior Leadership Team are responsible for the daily operations and administration of Flourish Australia.

Chief Executive Officer

Mark Orr AM

BSc (Hons), M Hlth Serv Mgt, M e-Hlth (HI), Grad Dip Spec Ed, Grad Dip ACG, Grad Cert App Fin and Invest, GAICD, FGIA, FCIS, Registered Psychologist

General Manager, Business Excellence

Mohammed Alkhub

BSc Eng (Hons), M Eng, MBA, M Law, JP

General Manager, Operations North & West

Aidan Conway

MBA

Manager, Administration and EA to CEO

Julie Fraser

BA in Professional Writing

General Manager, Human Resources

Tim Fong

MAppPsych, BSc(Psych), Registered Psychologist

Chief Financial Officer

Megan Hancock

B Bus, CA, Grad Dip App Fin and Invest, GAICD

Acting General Manager, Employment

James Herbertson

Grad Cert in Business

General Manager, Inclusion

Fay Jackson

B Crea Vis Arts, Dip Ed

Chief Development Officer

Peter Neilson

B Comm, CPA

General Manager, Operations South & East

Andrew O'Brien

B Ed (Econ & Geog), Dip Comm Mgt

Back L-R

Julie Fraser, Peter Neilson, Andrew O'Brien, Tim Fong, James Herbertson, Aidan Conway, Mohammed Alkhub.

Front L-R

Fay Jackson, Mark Orr AM, Megan Hancock.

SLT bios can be found on our website:

flourishaustralia.org.au/about/leadership

GOVERNANCE

Flourish Australia is committed to implementing the highest standards of Corporate Governance, reflecting our belief that only by recognising and implementing these high standards can we fulfil our obligations to a wide range of parties, including the people who use our services, their families, our staff, community business employees, funding bodies and the community at large.

The Board has adopted a formal Charter setting out the functions reserved to the Board and those delegated to the Chief Executive Officer (CEO). The Board's principal role is to govern Flourish Australia by ensuring that there is a proper governance framework in place to promote and maintain the services provided.

Directors oversee and appraise the organisation's strategies, policies and performance, taking into account its role in the community. The CEO is responsible to the Board for the management of Flourish Australia, for the implementation of the strategic direction set by the Board and the effective performance of the organisation.

Flourish Australia's Board currently comprises nine members, all of whom are non-executive Directors. The Board renews its membership in a progressive and orderly manner. Directors are elected or appointed for three-year terms. Staff members of Flourish Australia are not permitted to be a Director.

The Board of Flourish Australia has established four standing committees to assist in its governance and monitoring roles. As committees of the Board, they advise the Board on specific areas and make recommendations for the full Board's approval.

Each committee has a Charter, which includes Terms of Reference, clearly defining their role, procedures and functions, and these are ratified by the full Board.

Committees may co-opt outside members in order to bring additional skills and experience to their deliberations.

From time to time, the Board may establish special purpose committees or working groups to address a particular task.

Finance, Audit & Risk Committee

This committee is tasked with assisting the Board in fulfilling its statutory obligations, implementing sound corporate governance, and overseeing the Board's responsibilities in relation to financial and commercial management and reporting, investment and borrowing policy, management and endorsement of the annual budget and underlying assumptions risk management, external and internal audit, and internal control functions. Major investments and capital purchases are referred to the Finance Committee for review prior to approval by the Board.

Service Quality and Risk Committee

This committee is tasked with assisting the Board in fulfilling its obligations, and overseeing the Board's responsibilities and commitments in relation to service quality and satisfaction, program development and innovation, and evaluation and continuous improvement. Objectives of the committee include providing advice to management on systems and approaches for measuring the quality and effectiveness of the organisation's psychosocial programs and services, overseeing the management of service delivery risks, advising the Board on services, receiving reports from the Independent Advocate, and reporting on these to the Board.

Nominations Committee

The Nominations Committee has been formed to identify, renew and propose to the Board candidates for appointment as a Director of Flourish Australia. The Committee meets as needed.

Marketing & Advancement Committee

The Marketing and Advancement Committee is tasked with providing oversight to the organisation's strategic marketing and fundraising activities, ensuring compliance with charitable fundraising legislation and related requirements.

Performance Review

The Board has processes in place to regularly review its composition, and annually evaluates its collective performance and development needs. This review covers a range of issues including the Board's role and processes, interaction with management, and Director's contribution to the ongoing performance and strategic direction of Flourish Australia.

Annual General Meetings

Flourish Australia respects and values our members. Our Annual General Meeting provides an opportunity for members and other stakeholders to meet with and question the Board and management of Flourish Australia.

Director Remuneration Committee

The members have established a Director Remuneration Committee to independently make decisions about the remuneration and other related benefits of the Directors. This is to ensure strict compliance with our Conflicts of Interest policy and the NSW Charitable Fundraising Authority. No Directors are appointed to this committee.



OUR BOARD

Our Board provides strategic leadership to the organisation and ensures the highest level of corporate governance is maintained.

L-R Back

Jeremy Thorpe, Andrew Pryor, Diane Robinson, Dr Josey Anderson, Paul Clenaghan, Paula Hanlon

L-R Front

Dr Phillip Wing, Professor Elizabeth More AM, Robyn Carmody

Chair

Professor Elizabeth More AM
BA (Hons), Grad Dip Mgt, M Com Law, PhD, MAICD
Appointed December 2015
Marketing & Advancement Committee Chair
Finance, Audit & Risk Committee Member
Nominations Committee

Treasurer

Jeremy Thorpe
BEc, LLB (Hons)
Appointed October 2015
Finance, Audit & Risk Committee Chair
Nominations Committee

Board

Dr Josey Anderson
BA, BMed (Hons), MMed, MHealthLaw, Cert Child Adol Psych, FRANZCP
Appointed August 2015
Service, Quality & Risk Committee Member

Paul Clenaghan
M Nurs, PG Dip Nurs Mgt
Appointed April 2012
Service, Quality & Risk Committee Member

Paula Hanlon
BA
Appointed February 2015
Service, Quality & Risk Committee Member
Nominations Committee

Rachel Slade
BEcon (Hons), GAICD
Appointed August 2015
(Retired November 2018)
Finance, Audit & Risk Committee Member

Robyn Carmody
Appointed July 2012
Service, Quality & Risk Committee Chair
Marketing & Advancement Committee Member

Diane Robinson
LLB(Hons), LLM
Appointed November 2017
Marketing & Advancement Committee Member

Andrew Pryor
CA, B Com, GAICD
Appointed March 2019
Finance, Audit & Risk Committee

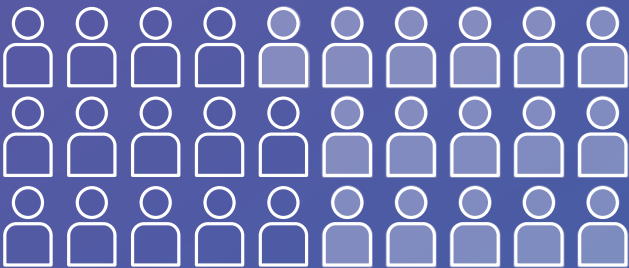
Dr Phillip Wing
CA, B Econ, M Econ, PhD
Appointed March 2019
Marketing and Advancement Committee

Our Board member bios can be found on our website: flourishaustralia.org.au/about/leadership

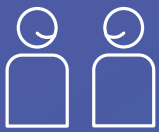
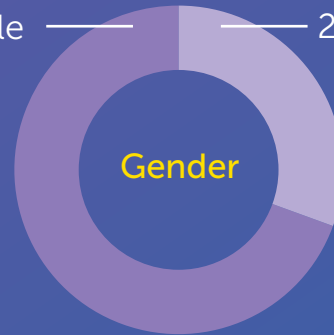
EMPLOYEE DEMOGRAPHICS

913 people were employed by Flourish Australia

55% with a lived experience of a mental health issue



634 Female — 279 Male



266
are employed as Peer Workers



130
extra staff members this year

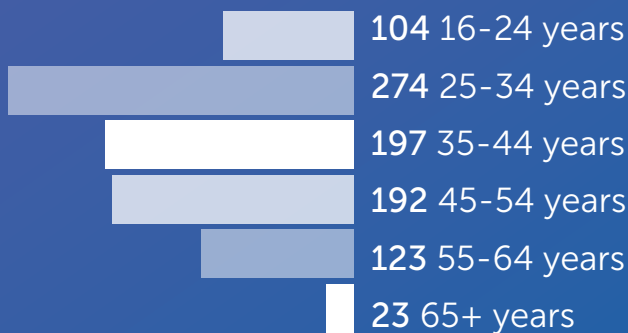


467
staff trained in suicide prevention



28,603
hours of training completed by staff

Employee age groups:



90% of staff say they are proud to tell people they work at Flourish Australia**



91% of staff report that Flourish Australia has a strong focus on achieving positive results**



Vale Sacha Maller

We were saddened to hear of the passing of Sacha Maller this year. Sacha was a social worker by profession and had spent over 40 years at PRA in various roles including Director of Services and Chief Operating Officer. He was an important part of establishing

and growing Buckingham House, probably our most well-known service in Sydney, and leading PRA to be a significant Australian mental health organisation, well known for its breadth, recovery-orientation and person-led services. Sacha's passion for mental health and belief in the possibilities for people with lived experience was endless. Inspired by Fountain House in New York City and their psychosocial philosophy, Sacha was closely involved in developing 22 programs within PRA and organised numerous conferences with a psychosocial philosophy theme. In 2005, Sacha co-wrote and edited *PRA: The Story*, outlining its first 50 years. Sacha retired just before the 2012 merger, but is still fondly remembered by many associated with Flourish Australia.

We extend our sympathies to Sacha's wife, Anya, sons Derek and Marcus, and their families.



Vale Bruce Alcorn

We were also saddened to hear of Bruce Alcorn's passing this year. Bruce was Chair of the Richmond Fellowship of New South Wales Board at the time of the merger and remained on the RichmondPRA Board until the end of 2015. A social worker by

profession, Bruce had worked in health and human services for over 4 decades in government and not for profit organisations. As one of his many career achievements, Bruce was the Foundation Director of the Northern Territory Community Welfare Services. He established Bruce Alcorn and Associates in 1997 and focused on Strategic Consulting for Community Services – aged care, disability services and children's services. In 2014, Bruce was appointed a director of the Laynhapuy Homelands Aboriginal Corporation in Eastern Arnhem Land. We, like many, benefited greatly from Bruce's experience, and his passion for people and supporting them to achieve their best futures.

We extend our sympathies to Bruce's wife, Gracie, sons Brandon, Adam and Cameron, and their families.

SOCIAL CITIZENSHIP

Last year we introduced the concept of Social Citizenship. Our Social Citizenship Think Tank continued its important work this year.

Social Citizenship enables people to live their lives to the full, to reach their optimal potential, to be included in and contribute to all aspects of society. It supports people to lead meaningful, contributing lives and importantly, to be valued in doing so.

Our inspiration for this concept was a paper called *Recovering Citizenship* (Rowe & Davidson, 2016), and the feedback we had been receiving from people accessing our services and our Community Advisory Council. Their call was for a greater focus on supporting people to be engaged in their communities, and improving individual well-being. We also wanted to take the work commenced in the Flourish Australia Recovery Action Framework to the next frontier.

During the past 12 months we continued to invite stakeholders to be part of the conversation and help formulate the Social Citizenship Framework. This has included people accessing the service, carers and family members, staff, and people from communities including:

- Aboriginal and Torres Strait Islander peoples
- First Nations people from other countries
- People from Culturally and Linguistically Diverse communities
- People who identify as LGBTQI
- Young people
- People who have been impacted by their involvement in the Justice system
- Older people.

These conversations have highlighted the importance of a 'whole of community approach' to our work. This work must be inclusive of the wider-community and service providers such as public mental health and physical health services, schools, TAFE, universities, large and small employers, landlords, shop keepers, sporting clubs, community gardens, hobby groups, police and paramedics.

They lead us to educating individuals, the community and other services to understand and honour people who have experienced trauma and have a lived experience of mental health issues or psychosocial disabilities. As part of the required conversations, we are called to challenge and overcome inequitable social, cultural, and political mechanisms and attitudes, which have historically restricted recovery and a person's ability to claim their rightful place in society.

Fundamentally, Social Citizenship honours people's choices. It is about services and communities creating or clearing pathways so that people can have every opportunity to participate in and contribute to the communities in which they live and choose to belong.



**I'M SEEING LIFE WITH
FRESH EYES SAHR, CAMPERDOWN**

As a survivor of a very traumatic Civil War I feel I have something to say. Coming to a first world community where there are systems and organisations designed to support people has shifted the way I think.

At the age of 18 I came to Australia as a refugee from war-torn Sierra Leone in Africa.

As a teenager I didn't have a deep understanding of what was happening in my country but since moving to Australia I'm often asked about the treatment I experienced in a hostile situation. People are curious. This got me thinking that my people have a story to tell. There are things that need to be said for the world to better understand the impact that a 10 year war has on people and communities. So I've written a series of short stories that I hope to have published.

Until recently I lacked the capacity to focus on writing. When I first arrived in Australia I was housed in an institution for refugees. After sitting an exam I was referred to the UNSW Institute of Languages where I completed a Cert 3 in English Studies. I was then directed to a pre-university course at Randwick College but was unable to complete my studies there until I could raise some money.

Finding work proved to be very difficult. As a result of the associated stress, I was diagnosed with mental health issues and sent to hospital. It was during an extended period of hospitalisation that I started writing short stories to fill my days and occupy my mind.

I continually asked the clinicians to allow me to get back to studying and was eventually able to undertake tertiary preparation at Ultimo College then was accepted into Western Sydney University to pursue a BA in International Relations.

For 2 ½ years I was told I could not be discharged from hospital because they had to be certain I would keep up my medications. Thankfully, I was referred to Flourish Australia for support. The place felt good to me and I moved into a transitional situation where I lived on site for 12 months. The staff are so kind. They remind me to take my medications and pop in once in a while to check in with me and ask how things are going.

Having them come alongside me has changed my life in so many positive ways. The hospital had previously put in an NDIS application on my behalf but provided insufficient evidence. Flourish Australia know what is required and assisted me with a successful appeal, so now I have access to the support services I need to live with greater independence. With their support it's been possible to get my drivers' licence and buy a car.

Living in a hospital for so long meant I had little opportunity to maintain personal networks or interact with other people to find new friendships. I've really enjoyed getting involved with Flourish Australia's group activities – like going out on a boat at VIVID and getting together for BBQs. I've made a new friend and we often go to church together. I'm not very religious but church is a welcoming place where I can connect with people.

I am still looking for a way to fund my university studies so that I can have a special skill. Like anyone, I want to be able to manage my own life and build a fulfilling career for myself. Until I qualify for citizenship I'm unable to access HECS, so my days are very busy searching for a job. Being unemployed gets me down but with Flourish Australia's encouragement I keep moving forward.



“I've come from an inhumane, post-war situation where infrastructure was destroyed and living conditions were very poor, to being part of a thriving community”...

I feel fortunate to be in such a beautiful country where the culture is very developed and there are organisations dedicated to helping people. I am so much better here. A person's environment influences the way they think and behave. I've come from an inhumane, post-war situation where infrastructure was destroyed and living conditions were very poor, to being part of a thriving community where there are welfare systems to support me and this has shifted my thinking dramatically. Just going from being in hospital surroundings to being connected to a community has made all the difference in the world to how I feel in myself.

I had never seen online courses before coming here. When I was offered the option of studying online I said no, I wanted to experience being part of a campus. So much of the technology here is all new to me, even everyday appliances like vacuum cleaners. I had to be shown how to use one. Everyday I am amazed to learn new things and Flourish Australia have been there to guide me through life skills like preparing my own meals.

I've come to realise that a very smart person from one part of the world could be considered unintelligent in a new country because of the different systems and living standards. I feel very strongly that young people must not let what they've been through define them. They need to know there are opportunities to transform their lives. I've never allowed things to hold me down or keep me stuck. I like to believe that this country is for people to develop their life and succeed!



4148 people came to us seeking support to **make new friends** and get involved in new things

COMMUNITY ADVISORY COUNCIL (CAC) PAST, PRESENT & FUTURE DIRECTIONS



A word from the Chair Maurice “Mozzy” Wilkinson, Parkes

As I near the end of my term at the Community Advisory Council I reflect back and can see how well the Community Advisory Council has worked. We all work so closely together on different projects and come up with great results. I think the Community Advisory Council is a vital element for Flourish Australia. It gathers the information from the Council members, who bring a representative view from the people accessing their local services directly to the Council and to the Senior Leadership Team and Managers. This is a powerful and efficient way of bringing about positive change to the services and to the people who need Flourish Australia's support.

The best, and possibly the most important project we were engaged in was the writing of the Co-design Policy and Guidelines. These will further bring the people accessing Flourish Australia services to the front and centre of designing programs that assist with their recovery and gaining stronger social citizenship. This co-design process demonstrates that Flourish Australia is sincere about being a 'person led service'.

I have also worked with some of the Flourish Australia Senior Leadership Team who are great people to work with. I really thank both Fay Jackson and Kim Jones for the help and encouragement they offered to get me where I am today. I will leave the Community Advisory Council knowing that we achieved so much together in the hope that it continues to move in such a positive direction and help its future members to thrive as I did.

This year has been a very successful and productive time for the Community Advisory Council! We have had the privilege of getting to know a number of the people accessing our services, who've shared success stories of their achievements. We have also assisted with matters at local services. Together with the Senior Leadership Team, the Community Advisory Council have been able to make valued changes in the way Flourish Australia operates and to ensure that future services will be co-designed and delivered.

“Through my involvement with the Community Advisory Council I've developed self confidence and ambition. This has helped me engage better with people and conduct meetings at my local centre to hear people's concerns about their services, as well as positive feedback. I enjoy being involved in the co-design of services and advocating for my fellow members.”

Matthew, Tamworth NSW

Among highlights this year have been providing feedback for the Flourish Australia website and NDIS marketing campaigns, Culture and Quality policies, the Mental Health Carer Experience Survey, the CANSAS tool and the Preventative Health Care Support Telephone Survey.

The main focus groups include the Social Citizenship Think Tank, LGBTQI, Aboriginal, Torres Strait Islander, CALD, First Nations and Youth communities.

We have also been heavily involved in writing a Members Code of Conduct and Ethics, the Reconciliation Action Plan, and the Local Champions Group Terms of Reference.

In addition to this, a number of Council members say their involvement has contributed to their development of self-belief and the ability to co-write and present at interstate conferences such as TheMHS, be a part of the Senior Leadership Team (SLT) Sub-committees, and of course, become further involved with assisting others in their local communities.



A word from the Deputy Chair Scott Gourlay, Taree

The opportunity to participate in the Community Advisory Council and experience the privilege of being Deputy Chair, for two years has without question been the highlight of my recovery journey so far. The Council has been productive and effective from the point of view of what we have been able to contribute to Flourish Australia as an organisation. Being involved has played an important part in my recovery journey and that of other members.

During the two years, I have experienced much personal growth. I have been encouraged, supported and challenged to push my boundaries and utilise skills and experience that I believed I was no longer capable of. I have seen many experience similar growth. Peers who thought no one would really listen to them were heard while they shared their experiences and contributed their valuable thoughts to whatever we were working on. To see members of the Senior Leadership Team and especially Mark Orr (CEO), keenly listen and genuinely take on board the thoughts, ideas, praise, and especially the criticisms, makes me certain that the Community Advisory Council is both valued and taken seriously by the organisation. I would like to thank Mark Orr, Fay Jackson, Kim Jones, and the entire Senior Leadership Team for their support, encouragement and dedication to making Flourish Australia an organisation that provides a place for those of us experiencing mental health issues.

Reflecting back to November 2018, we saw the remaining fifty percent of the 2016-2018 inaugural Flourish Australia Community Advisory Council members complete their tenure. This year, in March, Flourish Australia held local service elections to source new representatives to take up positions of those exited representatives.

This November will see the 2018 and 2019 representatives complete our two year term on the Council and, though we are sad our time has come to an end, we are proud of what we have achieved for Flourish Australia and positive about what the future holds, for co-design at a local level and mentoring Community Advisory Council representatives from our local areas.

“Attending my first meeting as part of the Community Advisory Council in May this year has been a great experience for building self confidence and feeling that I have a voice in how the service is structured and moves forward. I have made fabulous connections with other peers from difference services.”

Megan, Warana QLD

We have progressed with our own recovery journey, gained increased self-esteem, determination, a willingness to learn. And we know the dedication and positive change we have all contributed has been appreciated.

As Flourish Australia services expand in Queensland, the Australian Capital Territory and Victoria, the Community Advisory Council model and Terms of Reference will need to reflect and accommodate future change. In keeping with Co-design policies, a number of Community Advisory Council representatives, managers and staff have been discussing ideas as to what may be the best way forward for us to represent all services across Australia.

One way forward is that people who access the service sit on a Local Champions Group, this would be a prerequisite for progressing on to the Council. These groups would be run by the members and supported by staff only as needed.

As Flourish Australia expands, we will be utilising technology more to aid in closing the geographical gap between services, make communication easier and connect with other people across Flourish Australia.

We wish to thank each of the past, present and future Community Advisory Council representatives and the Senior Leadership Team for continuing to share their valued lived experience and professional experience as well as the contribution they provide in working towards improving Flourish Australia services.

CO-DESIGN GUIDELINES

This year we facilitated important co-design opportunities to ensure that the people who access our services, staff and other stakeholders had opportunities to fully participate in our services design, delivery, review, research, reporting and continual improvement.

Co-design seeks to create equitable and shared participation, irrespective of any person's position, status, power, knowledge, professional and lived experiences. To realise our commitment we developed co-design principles and supporting policy, using a co-design process.



The Co-design Guidelines reflect our commitment to including, partnering with and actively engaging people who access our services, and other key stakeholders, across the life cycle of the services we offer. Our guidelines state that Co-design seeks to achieve the following:

- Place the collective expertise, wisdom, knowledge, relationships and experience of people who access our services, carers and family members front-and-centre in all that we do.
- Foster shared stakeholder relationships and harness the wisdom, knowledge and experience of staff and the Flourish Australia Board.
- Shared purpose, understanding, vision, direction and decision-making.
- High standards of service delivery in all aspects of our work.
- Creative and innovative design, delivery and review of services.
- Engagement and partnerships between people with lived experience and other stakeholders.
- Understanding of each other's perspectives, desires and goals.

True co-design ensures open and honest sharing of available expertise, knowledge and resources. It enables all co-designers to equitably air their concerns, ideas and possible solutions.

The Co-design Working Group conceived of six principles and 13 accountabilities, to ensure true co-design and achieve outcomes that meet all stakeholders' needs.

The Co-design Principles are:

Co-design Principle 1
Equitable processes and outcomes



Co-design Principle 2
Inclusion



Co-design Principle 3
Purposeful and meaningful engagement



Co-design Principle 4
Shared contribution and ownership



Co-design Principle 5
Enriched capacity



Co-design Principle 6
Valued outcomes



We would like to acknowledge the Co-design Working Group for their important contribution, Scott Gourlay (Community Advisory Council), Fay Jackson (General Manager, Inclusion), Kim Jones (Project Officer, Inclusion), Grant Macphail (Senior Policy and Planning Co-ordinator), Simon Swinson (Accessing Flourish Australia services in Newcastle), Maurice 'Mozzy' Wilkinson (Community Advisory Council). All authors were from the Flourish Australia community and represent a multitude of lived, professional, carer and family experiences.



Our Community Businesses had a very successful year this year. In 2017, the Businesses set out to become more commercially viable over a five year period to 2022. This plan envisaged a return to surplus by 2022 after a number of years of financial losses due to the changing nature of some of our key business markets such as packaging and grounds maintenance. This year the Businesses returned to a viable position, three years early. This was due to the hard work of the staff and supported employees, growth in new contracts and the favourable renewal of others.

COMMUNITY BUSINESSES

Our Harris Park and Marrickville packaging sites recently secured a two year contract with 3M, making our businesses the primary packager for 3M in Australasia. This contract has provided ongoing employment for over 180 supported employees and 14 staff members and is set to increase over the coming years due to the strong partnership built over that time.

Additionally, in February 2019, we began a large new grounds maintenance contract based at the 70 acre Goulburn Police Academy. This contract is in partnership with BGIS, a multi-national property management company and will provide opportunities for up to eight supported employees per year at full rollout. This marked the fourth regional area where we have secured employment opportunities for people with lived experience, following the Riverina, Tamworth and Parkes over the past few years.

Feedback from our commercial customers continues to be very positive. It shows that, not only do we deliver great employment outcomes for people accessing our services, we also deliver high standard commercial services that are competitive in the market. For example, our large cleaning contract at Menangle, working in a bio-secure research facility for the Department of Primary Industry, has received outstanding feedback from the Facility Manager. This contract employs a crew of nine people including staff and supported employees.

We also negotiated a new and expanded partnership with NSW Department of Family and Community Services (FACS) in the delivery of internal mail between all of their Sydney sites. The new contract means we will be expanding services from three dedicated courier runs to five over the coming months. This expansion will create opportunities for more supported employees to move into driver or logistics roles. Our team has also won some significant document scanning and archiving work, with our facilities being expanded to include a new scanning department at Harris Park.

More than 250 people worked in our Businesses over the year, supported by over 30 staff made up of site managers, supervisors, sales staff and peer and mental health workers. The majority of the revenue for the Businesses (\$3 million or 60%) now comes from commercial sales as we continue to improve business practices and win new contracts.

Plans are underway to expand our services further into regional areas including interstate ventures into Victoria, Queensland and possibly South Australia.



Over **250** supported employees were employed in our community businesses over the last year





FIGTREE

Conference Centre



The goal of all Figtree Conference Centre staff is to provide an excellent experience for everyone who visits.

A highlight of the year was Figtree Conference Centre's nomination for the Western Sydney Awards for Business Excellence in the category of *Excellence in Workplace Inclusion*. Eight staff from the Conference Centre attended the awards night and were absolutely thrilled when Figtree Conference Centre was announced as the winner. An excellent accolade for the business and a great validation of the importance of inclusive workplaces which are an important part of Flourish Australia's work and philosophy.

In order for Figtree Conference Centre to fulfill its social purpose of supporting people with lived experience of a mental health issue, the business needs to continue to grow sales revenue. To assist with that a Search Engine Optimisation (SEO) audit was undertaken this year and the Figtree website was updated to improve its rankings in internet searches. The website now has scheduled, monthly uploads of relevant content, including articles and stories about Figtree staff, customers events as well as tips and ideas for conference and event organisers.

A marketing calendar has been created that targets specific marketing strategies at key times of the year to existing and prospective customers. A Google AdWords campaign has also been developed.

As a result of these efforts, the Figtree Conference Centre customer database has grown by 65% and is now at 461 contacts. Sales this year were consistent with the previous year; 20 new customers using Figtree Conference Centre for the first time; and Figtree Conference Centre was booked for 79% of available days this year.

20 new customers used Figtree Conference Centre for the first time.

The Centre was booked **79%** of available days this year.



The provision of peer support and mentoring to new staff by more experienced Figtree Conference Centre employees continues to be one of the cornerstones of the business. An important goal is to encourage and support people into open employment if they have identified this as a recovery goal. The team are given training in all aspects of the role of Conference Centre Assistant, with the pace of the staff training program tailored according to the needs of individual staff members. We know that hospitality is demanding, so all staff are supported to develop the skills and resilience necessary to work effectively in a busy environment.



Figtree staff accepting their Business Excellence Award.

This year Figtree Conference Centre has supported 16 people on their mental health recovery journey by providing employment and training in hospitality. Five people have graduated this year; two people are actively seeking work closer to their homes; one person has left to study a Diploma in Community Services with a goal of becoming a peer worker; and two people have moved into Flourish Australia's community businesses.

The result of this great work is tangible, as seen in the employment opportunities provided for people with lived experience and the great experience consistently achieved for customers. We are very proud of the Figtree Conference Centre team.

SUICIDE PREVENTION TRAINING & RESOURCES

Safety for Now Phone 000:
A person has started to take action to end their life e.g. taken an overdose, has a weapon and intends to use it or when a person is unable to keep themselves safe.
If it is safe to do so: **Stay with the person** until emergency services arrive.
Engage with the person: "Hi my name is... what's your name?" "I noticed I can see that you have... I'm worried about you. Are you ok?" "Are you thinking about/ trying to end your life?"
If the person does not want to engage with you: Tell the person "I'm really worried about them and that you will... I don't want to talk right now. I'm really glad you're safe. I will stay and wait with you."
It is a professional responsibility to disclose if reporting might cause harm to a person.

Staff responsibilities — Ensure the person is physically safe
Immediately following the conversation:
• Inform your Manager of the conversation you have had with the person and the safety plan that has been created.
• Make an entry in the person's electronic record, including: person's expressed thoughts/behaviour, key features of the safety plan, future action plan (if staff).
• Add an alert on the person's profile in CIMS.
• Complete a new safety appraisal in CIMS.
• Complete an incident report.
• Continue to appraise the person's safety on every contact.
• Familiarise yourself with the organisations procedures around suicide prevention.
• You can tell the person what the organisations process is when a person is having thoughts of suicide. Emphasise that these are all in place to support the person to keep safe.
Important reminders:
• Let the person know that you are worried about them and it is important that your Manager and at least one other person know.
• Never agree to keep thoughts or attempts of suicide a secret.
• Identify at least one other person they can contact if they need support. Don't be the only person available to talk to.
• If the person cannot identify someone else refer them to the helpline numbers and encourage them to call or to contact the local mental health service, if they need to speak to someone.
• Connect the person with other professional/social supports.
• Work in collaboration with other support professionals/families/friends.

Staff Wellbeing
Debrief
Reflect on the situation and debrief:
• What happened?
• How did you feel?
• What did you do?
• What was the outcome?
• What have you learnt?
Develop a personal situation plan
Identify who will support you.
Utilise the **Employee Assistance Program (EAP)**.
The Employee Assistance Program (EAP) provides confidential counselling to staff members and their eligible family members for work, personal and family issues.

SUICIDE PREVENTION & SUPPORT
Flourish

Adapted from Applied Suicide Intervention Skills Training 2.0 and Mental Health First Aid.

In response to troubling reports of national suicide rates we decided it was important to focus on developing the skills of our own team to have conversations with people who are in acute distress. We prioritised training for all front line staff, starting with those in teams that had been involved in supporting someone who had died by suicide.

Commencing in November 2018, we delivered suicide prevention training in 23 sites to 467 staff. This training was mostly Mental Health First Aid (MHFA) for People who are Suicidal which was facilitated by Fay Jackson, General Manager, Inclusion and Kara Lyons, NDIS Coordinator, both accredited trainers.

In some rural and remote areas we collaborated with other services, inviting their staff to attend the training. For example in Moree, staff members from the Benevolent Society, Anglicare and Housing NSW attended. Such opportunities are important in strengthening local partnership arrangements and we were delighted our partner organisations could join in.

The overwhelming feedback is that the training is very empowering. People report an increase in knowledge and confidence regarding how to support a person who is expressing thoughts of suicide. The feedback also indicates that staff:

- Appreciate the availability of debriefing support during and after the training.
- Report the training is very comprehensive.
- Believe their learning expectations are met.
- Have learnt valuable techniques in how to prevent suicide, including what to say and the questions to ask.

In addition to this half day training we also ran the two day Applied Suicide Intervention Skills Training (ASIST) for twelve staff. The evaluation of that program was so positive we organised for three staff to undertake the ASIST Train the Trainer course, so that we might provide this more in depth training as part of our regular training calendar.

The learning and development calendar has scheduled regular ASIST training throughout the coming 12 months and the MHFA suicide prevention training will continue in the coming year.

In addition to the training program, we developed a number of suicide prevention resources for staff and people accessing our services, including:

- A Suicide Prevention Flow Chart
- A Post-vention Flow Chart
- A z-card pocket book (a pamphlet that folds to a business card size) for staff that reflects the Suicide Prevention Flow Chart
- A z-card (a template of a *Safety For Now* plan) for staff to enable them to support people with thoughts of suicide to create a *Safety For Now* plan.

These resources have been adapted from MHFA suicide prevention and ASIST training concepts.

This suicide prevention project has been a major commitment this year as part of Flourish Australia's commitment to reducing the loss of life associated with suicide.

SUICIDE PREVENTION FLOWCHART

1. Show you care
• Observe
• Engage
• Ask
Consider what you know about the person.
Notice things that are out of the ordinary.
Listen carefully and non-judgmentally, demonstrating empathy and understanding.
Be prepared - take a copy of the Suicide Prevention Flowchart z-card and a Helping Manual z-card.
Ask the person directly - "Are you thinking of ending your life or hurting yourself?"
Phone 000
If a person has started to take action to end their life or someone has started to take action to end their life, call 000 immediately.

2. Listen
• Understand the Person
Give the person time to talk and avoid problem solving.
If the person says "yes" when asked directly about suicide:
• Listen - all self questions, appropriate
• Encourage the person to express their thoughts and feelings about suicide.
• Listen for anything that suggests uncertainty about suicidal thoughts.
• Ask the person to describe their suicidal thoughts in detail.
• The person says "no" when asked directly about suicide:
• Acknowledge the person's statement.
• Express your concern for the person's safety.
• If the person says "no" but you still directly about suicide and you believe they are not telling you the truth, express your concern.

3. Safety for Now
• Create Safety
• Plan for Safety
• Confirm the Plan
Do not leave the person ensure their physical safety.
Check the person has a suicide plan?
Yes - How, when, where?
No - How, when, where?
Are there any weapons?
Are there any animals?
Are there any pets?
Plan for immediate safety.
Listen for anyone that says "I can't end on the phone from suicide safety plan. Are there any weapons?"
Identify at least one other person that they can call.
Ask the person to connect with someone they trust and who can support them.
What will do when you and how?
Confirm one safety plan.

4. Contact Manager
• Inform
• Debrief
Inform your manager that a person you are supporting has expressed their thoughts of ending or attempting suicide.
If you do not have your manager's contact details, contact your manager's supervisor or someone you trust to contact your manager.
Debrief and reflect on the situation - your reflective thinking process.
Consider completing a personal situation plan and identify who will support you.
Contact EAP.

POSTVENTION FLOWCHART

You find a person you support unresponsive
1. Contact emergency services (000) immediately.
2. Remove the person from any potential harm.
3. Stay with the person until help arrives.
4. If you are alone, call 000 and stay with the person.
5. If you are with someone, ask them to stay with the person.
6. If you are with someone, ask them to call 000.
7. If you are with someone, ask them to stay with the person.
8. If you are with someone, ask them to call 000.
9. If you are with someone, ask them to stay with the person.
10. If you are with someone, ask them to call 000.

You are informed by a reliable source a person you support is deceased
1. Inform your Manager immediately.
2. Contact the person's family or friends.
3. Contact the person's GP or other healthcare provider.
4. Contact the person's employer.
5. Contact the person's insurance provider.
6. Contact the person's bank.
7. Contact the person's utility providers.
8. Contact the person's landlord.
9. Contact the person's neighbours.
10. Contact the person's community group.

Managers Responsibilities
1. Inform your Manager immediately.
2. Contact the person's family or friends.
3. Contact the person's GP or other healthcare provider.
4. Contact the person's employer.
5. Contact the person's insurance provider.
6. Contact the person's bank.
7. Contact the person's utility providers.
8. Contact the person's landlord.
9. Contact the person's neighbours.
10. Contact the person's community group.

Flourish

CHAPTER 4

OUR FINANCIALS



FINANCIAL REPORT 2019

At 30 June 2019 our financial position continues to get stronger.

Our operating result for the year was a surplus of \$19,749.

During 2018-19 we continued to increase the services we provide with our overall revenue from ordinary activities increasing by 14% from \$63.0m in 2017-18 to \$72.3m in 2018-19.

We continued to support people through government service contract programs. As more of our support arrangements transition to the National Disability Insurance Scheme (NDIS) and as the NDIS continues to roll out, our NDIS revenue as a proportion of our overall revenue from ordinary activities continues to grow. NDIS revenue as a proportion of our overall revenue from ordinary activities grew from 25% in 2017-18 to 35% in 2018-19.

We believe that having meaningful work, and the social connections that come with it, are beneficial to mental health and wellbeing. During 2018-19 we continued to increase our support working with people to find a job, with associated expenditure increasing by 31% from \$10.4m in 2017-18 to \$13.6m in 2018-19.

The sluggish Sydney property market negatively impacted our sales program for the Guildford units this year. We were able to sell 3 units during the year, and continue to pay down our bank loan. Current projections suggest the property market will improve in 2019-2020.

During 2018-19 we changed the way we recognise our land and buildings for accounting purposes from historical cost to fair value to more accurately reflect their value. The impact on the 2018-19 financial accounts was an increase of the value of property, plant and equipment assets on the balance sheet of \$9.2m and a corresponding increase in the revaluation reserve.

OUR SOURCES OF REVENUE	2018-19	2017-2018
NSW Government	25,631,681	18,426,505
NDIS	25,539,295	15,610,167
Commonwealth Government	12,059,598	22,354,594
Business Sales	3,660,980	3,352,417
Other income	3,062,697	1,795,218
Queensland Government	2,374,158	1,443,424
Subtotal	72,328,409	62,982,325
Gain on sale of non-current assets	442,369	745,023
Total Revenue	72,770,778	63,727,348

COSTS SUMMARY	2018-19	2017-2018
Supporting people where they live	26,432,528	28,068,800
Helping people make friends, get involved and learn new things	22,746,328	20,362,047
Working with people to find a job	13,642,953	10,426,622
Other expenditure	9,929,220	5,719,985
Total Costs	72,751,029	64,577,454

OUR BALANCE SHEET AT A GLANCE	2018-19	2017-2018
ASSETS		
Cash and cashable investments	14,725,076	11,347,774
Investment properties	11,236,234	12,471,263
Property, plant and equipment	19,655,995	10,294,393
Intangibles	678,599	597,090
Receivables	5,125,580	5,026,342
Other assets	1,857,009	1,996,413
Total Assets	53,278,493	41,733,275
LIABILITIES		
Accounts payable	3,674,766	3,961,306
Other current liabilities	9,678,186	5,616,839
Financial liabilities	2,300,000	4,600,000
Provision for staff LSL and holiday pay	6,818,202	6,289,895
Total Liabilities	22,471,154	20,468,040
EQUITY	30,807,339	21,265,235



“Flourish Australia as an NDIS provider is wonderful. They gave me the opportunity for paid work and let me explore a new adventure by supporting me to move to a new town and live independently.” – Brett

CHAPTER 5

THE NEXT 12 MONTHS

LOOKING AHEAD 2019-2020

Peer Worker Supervision

We will finalise the development of our Peer Worker Supervision Model and provide resources to ensure all Peer Workers can access peer-delivered professional supervision, to maintain performance at the highest levels and stay true to peer work values.

Practice Standards

We will achieve certification against the NDIS Practice Standards, the National Standards for Mental Health Services and new Aged Care Quality Standards.

Reconciliation Action Plan

We will finalise the development of a Reconciliation Action Plan.

Pilot SLESS

Committed to providing employment opportunities for people, and especially young people with lived experience, we will develop and pilot a School Leavers Employment Supports Service in Liverpool.

Employment Opportunities

Building on our growing success in NSW we will pursue opportunities to provide people with lived experience opportunities for employment in Victoria, Queensland and South Australia.

Customer Experience

We will begin to focus more closely on defining the positive experience we want all people accessing our services to have, from the time of first contact through to the time they no longer need our support. This will include reviewing the look and feel of our sites, formalising more of our programs, and improved real time measurement, data analysis and continuous improvement activities.



**A NEW CAREER I LOVE
HAS RE-CONNECTED ME
WITH COMMUNITY**

HEIDI, HARRIS PARK

As I've become more engaged with a job that I love I've come such a long way and Flourish Australia remind me daily of my true worth and full potential.

I'm originally from Hong Kong and came to Australia when I was 10 years old. I became unwell in 2000 and became part of a rehabilitation program at Cumberland Hospital in 2014. Some of my house mates at the cottage there seemed to be very happy in their work so I asked my occupational therapist for support to find a job and she recommended Flourish Australia's packaging business to me.

From day one I found the site manager Mihaela to be so encouraging and she has become a mentor and role model to me. I'm grateful that she trained me in administration work because now that I've progressed to an administration assistant position I just love what I do. I have previously worked in administration, and I also have a degree in Health Science, but I made the decision to step back from other work as it was just too stressful for me to sustain a structured role at the time.

When I started looking for employment I struggled but found Flourish Australia. It's such an inclusive and flexible workplace that I feel fully supported and I'm thriving. I still experience some challenges at work but Flourish Australia have shown me how to believe in myself and have confidence in my work. Since I've taken that on board, I'm becoming more productive.

I love the independence this role gives me. For the first time, I feel I'm on top of my work and moving forward in my life.

In the past I was very withdrawn and didn't talk much at all. I worried about little things and experienced a lot of confusion which would bring me to tears. Although I'm still a little shy, as I've become more engaged with my work, my confidence has grown and that frees me to join in and just have more fun. I'm much more outgoing now, I love experiencing new restaurants and going out to the movies. It was a proud moment for me to represent Flourish Australia in the City to Surf. Despite feeling quite anxious that I may not last the distance I committed to completing the course and was overjoyed that I wasn't the last one across the finish line.



“I look forward to work each day because of the friendships I've found here. I feel good in myself each time I connect with them. Outside of work, socialising with friends has brought me back into the community.”

It feels good to be part of a supportive team. Having empathetic people around me has helped me so much on my recovery journey. I look forward to work each day because of the friendships I've found here and I feel good in myself each time I connect with them. We laugh a lot together, so even demanding days can actually be fun. Outside of work, socialising with them has brought me back into the community.

Working here has also given me the opportunity to attain certificates in Business Administration and Warehousing Operations. Since May 2018, I have been a member of Flourish Australia's Community Advisory Council (CAC) representing my fellow Harris Park Employees. I've learned so much and will be more skilled, qualified and experienced when I choose to take the step to open employment.

Flourish Australia continue to encourage me every day to realise my full potential. I've found a career I love and I think about what I want for my future – like being married one day and more connected to my community.



Flourish Australia's community businesses employed **276 people** in supported employment

OUR FUNDERS

Flourish Australia acknowledges the significant financial support from the following funders that allows us to do our work:

Australian Government

- Department of Health
- Department of Social Services
- National Disability Insurance Agency

NSW Government

- Department of Family and Community Services – Child and Family Services
- Department of Family and Community Services – Housing NSW
- Hunter New England Local Health District
- Illawarra Shoalhaven Local Health District
- Justice Health and Forensic Hospital Network
- Murrumbidgee Local Health District
- Nepean Blue Mountains Local Health District
- NSW Ministry of Health
- South Eastern Sydney Local Health District
- Southern NSW Local Health District
- Sydney Local Health District
- Western NSW Local Health District
- Western Sydney Local Health District

Queensland Government

- Queensland Health

Other Funders

- ACT PHN
- Central and Eastern Sydney PHN
- EACH Social and Community Health
- Grand Pacific Health
- HealthWISE New England North West
- Hunter New England Central Coast PHN
- Hunter Primary Care
- Illawarra Commonwealth Respite & Carelink Centre
- Mission Australia
- Murrumbidgee PHN
- Nepean Blue Mountains PHN
- New Horizons
- One Door Mental Health
- South Eastern NSW PHN
- South Western Sydney PHN
- SVA Nominees Pty Ltd as trustee of the Resolve SBB Trust
- Western NSW PHN
- Western Sydney PHN

CONSORTIA PARTNERS

headspace Bankstown

- Dr Josey Anderson (Chair) Clinical Director – Black Dog Institute
- Aftercare
- Black Dog Institute
- DAMEC At Work
- Mission Australia
- New Horizons
- One Door Mental Health
- Salvation Army
- South West Sydney Local Health District

Supporting Organisations

- ACON
- Arab Council of Australia
- City of Canterbury Bankstown Council
- FYRST – a part of The Salvation Army
- Transcultural Mental Health Centre

headspace Broken Hill

- Councillor Darriea Turley (Chair) Mayor – Broken Hill City Council
- Black Dog Institute
- Far West Local Health District
- JobLink Plus
- Lifeline Broken Hill
- Maari Ma Aboriginal Health Service
- Nachiappan Surgery
- Neami National
- Royal Flying Doctors (RFDS)

Supporting Organisations

- ACON
- Mission Australia
- Police Citizen Youth Club (PCYC)

PIR New England

- Anglicare Northern Inland
- Bevolent Society
- Challenge Community Service
- EACH

Supporting Organisations

- Billabong Clubhouse
- GoCo

Flourish Australia receives funding from the Australian, New South Wales and Queensland Governments. For more information visit flourishaustralia.org.au/funders

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Flourish Australia Services is a Registered Business Name of RichmondPRA Limited (ABN 66 001 280 628), commonly known as Flourish Australia.



We are a quality accredited organisation.



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