

flourish[®]
AUSTRALIA

Where mental wellbeing thrives

KIND NESS

ANNUAL
REPORT
2023



Acknowledgement of Country

We acknowledge 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.



Her Excellency The Honourable Margaret Beazley AC KC

We are very honoured that Her Excellency The Honourable Margaret Beazley AC KC, Governor of New South Wales is our Patron.

Recognition of Lived Experience

Flourish Australia deeply values lived experience.

We recognise the many people with lived experience of a mental health issue who have broken new ground, often suffering through marginalisation, discrimination, abuse and the denial of human rights, to emerge with the courage to speak out for positive change.

True champions of change, who despite having no power or status, challenged deeply entrenched beliefs and limitations to create new pathways that give those who have followed, a voice, and the hope of a better future.

We stand with them, in recognition of their strength, resilience and determination to advocate for the rights of people with mental health issues to live a purposeful, rewarding and contributing life. And we recognise the important contribution of families, carers and a person's support network, to the recovery journey.



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 1300 779 270 and we can arrange an interpreter or translator to assist.

Kindness

and flourishing go hand-in-hand

A culture of kindness is the foundation of everything Flourish Australia has achieved this year.

Kindness is defined as showing care, consideration and compassion, motivated by a genuine desire to make a positive difference.

We know that experiencing kindness connects deeply with our sense of wellbeing and for our recovery journey, kindness can be transformative. We see it everyday!

The stories of lived experience shared in this report show the myriad of different ways in which kindness has contributed to restoring hope in so many lives, through involvement with our various groups and programs. Just like the many families who have transitioned so well to flourishing in their communities via our Women & Children's Program, where we launched a healing, sensory garden this year, thanks to the kindness and generosity of our donors.

Our team members tell us that doing good for others plays a big part in their job satisfaction. Showing kindness deepens bonds, strengthens social connections and fosters feelings of self-confidence. The science shows it lights up the reward centre of the brain. We've cultivated a work culture rooted in kindness throughout this year by inspiring peer-recognition and praise through our Flourishing Well initiative and Flourishing Awards.

Our capacity for showing kindness in practical ways to the thousands of people who turned to us for support this year, was increased by the support of our Flourish Foundation Committee Members and Ambassadors.

Throughout this report you will see the potential of kindness, demonstrated by coming alongside one another, giving what we can and sharing what we know, for building mentally healthy communities, one connection at a time.



About Us

For almost seven decades we have served Australian communities by providing support for people with a lived experience of a complex mental health issue, as well as their families and carers.

At the core of Flourish Australia, is a single and powerful vision: To actively create and inspire a world where everyone's mental wellbeing can flourish.





Our Purpose

is supporting people to flourish, believing in their future and their place in the community.

Our Vision

is creating communities where everyone's mental health and wellbeing flourishes.

Our Values

uphold trust, respect, hope, inclusion, integrity, diversity and partnership.

Ebony & Dorothy
Gubbi Gubbi Country

Contents

CHAPTER 1

Chair & CEO Report 4

GOAL 1: Focusing on personal outcomes and positively changing lives

Who We Support	10
Social Citizenship Framework	12
Preventative Health Check-in	13
Community Business	14
Gail's Story	16

CHAPTER 2

GOAL 2: Growing access to person-led mental health services

Who We Are	20
Where We Are	22
Our Regional Managers	23
Rohan's Story	24

CHAPTER 3

GOAL 3: Creating change by giving a voice to what works

Community Advisory Council	28
Ebony's Story	30
Flourish Foundation	32

CHAPTER 4

GOAL 4: Investing in digital capabilities that transform our work

Research, Outcomes and Improvements	36
Operations Update	37
Gabriel's Story	38

CHAPTER 5

GOAL 5: Supporting our staff to grow and celebrate their achievements

People and Culture	42
Corporate Governance	44
Flourish Australia Board	45
Strategy on a Page	46
Senior Leadership Team	47
Brad's Story	48

CHAPTER 6

Financial Summary

Financial Summary	52
Taylor's Story	54
Our Funders & Consortia Partners	56



CHAIR & CEO REPORT

In thinking about the theme of this Annual Report, Kindness, we were reminded of a very old quote by Aesop on a fridge magnet on Elizabeth's fridge that says *"No act of kindness, no matter how small, is ever wasted"*, and a more recent one by Harold S. Kushner, an American Rabbi, who said, *"when you are kind to others, it not only changes you, it changes the world."*

These quotes emphasise a number of things, the importance of kindness, of course, but importantly, how we are all interconnected, with a change in one place stimulating a change in another, both at the individual and collective level. Indeed, research last year by Kumar and Epley showed that we tend to underestimate just how far the positive impact of kindness can go. It also reminds us of how change is such an ever-present part of our lives in a rapidly evolving and uncertain world, and, perhaps, how kindness can help soften the experience of many of those changes, especially when coupled with compassion and empathy. That is also a good reflection for us, given that often our work is about supporting people with lived experience, sometimes their families and carers, and perhaps even partner organisations and systems, to change and grow.

Experiencing kindness, understanding, compassion and acceptance can make a huge difference to someone's experience when they are feeling distressed and overwhelmed. Indeed, this is the focus of Flourish Australia, creating environments and opportunities for people with lived experience to feel safe to (re-)discover and to (re-)define their lives, to the extent they wish, and to be part of welcoming, kind and inclusive communities free from stigma, discrimination, and judgement. It is a real source of wellbeing for both the giver and receiver, and a symbol of the best prosocial behaviour.



Mark & Professor More with Chief Financial Officer, Megan Hancock and Flourish Foundation Committee member, Dr Marianne Broadbent

At the end of the first year of our new Foundation's operations we want to particularly acknowledge the great contributions of the Foundation Committee and Flourish Australia's ambassadors in selflessly helping create a kinder world (see page 32). These leading community members help us get the message about mental health into the community, so that people with lived experience and their families and carers do not feel alone on their journey, and they understand that there are services where people comprehend what they are experiencing and who wish to accompany and support them on their journey.

Knowing someone cares about you can mean a great deal when you are feeling distressed and hopeless. And, we know the importance of kindness, particularly in those times. This care and kindness is exemplified by providing access to peer support from others who have been there. Peer workers are a tangible expression of kindness and hope, that change is possible, and that there can be a different tomorrow. That is why we are so passionate about the contribution of lived experience (peer) workers to mental health services.

This year, we have spent a lot of time considering what lies in the future for the organisation.

We commenced the development of our new strategic plan in December, which has been informed by interviews with our funders and other stakeholders, conversations with our Community Advisory Council and the Flourish Australia team. The board explored and developed the pillars that would best serve the organisation over the next four years: Lived experience, Expanding quality services, Advocacy and leadership, Workforce and culture, and Sustainability and resilience. A robust kindness lies at the heart of these pillars. We also note the recent call by researchers Aranega et al, for "an entrepreneurial leadership based on kindness in a digital age" which speaks to our approach and the development of our digital capacity to further enhance our services.

Together, these five strategic pillars summarise the focus areas for the organisation, so we can fulfil our purpose and deliver on our promise to people with lived experience, and their families and carers.

Importantly, lived experience remains a prime driver of all that Flourish Australia does. We continue to develop our approach to training and supporting our peer workforce, including through specialist peer worker supervision and career development opportunities.

Flourish Australia's lived experience workforce is larger than what we may have traditionally called the peer workforce; people with lived experience have been occupying other roles throughout the organisation for many years, including our General Manager, Inclusion, a position we have had on our executive team for over 15 years. Lived experience leadership and governance are the new frontiers in mental health services and we are committed to continuing to develop our approach to governance mechanisms that reflect that focus. It's the conversations and the decisions that are made each day which honour and amplify the voice of lived experience across the organisation and embed it in organisational culture in order to make a real difference.

As noted in the last Annual Report, at the 2022 Annual General Meeting (AGM) we farewelled three directors Robin Carmody, Paul Clenaghan, and Dr Phil Wing, and we thank them for their collegial and supportive approach during their time on the board and their many kindnesses. We also welcomed three new directors Megan Still, Theresa Effeney and Tom Brideson, who exemplify the knowledge, skill and experience requirements set out in our board skills matrix. The board was also conscious of the need to have available to it expertise in the area of digital technology, digital transformation and cyber security, and a director with specific expert skills in this area, aligned with the Flourish Australia's values, Kareem Tawansi, was appointed in January.

Over the last twelve months we've continued to deliver high quality, recovery-oriented, trauma informed supports to over 10,000 people across New South Wales, Queensland, Victoria and the ACT. An exciting development during the year was the decision of the board to open a new site in the northern suburbs of Adelaide, South Australia. This was the result of many years of planning, and getting to know the needs of the local community. We are excited for what that opportunity holds.



The board also approved an organisational culture statement to communicate who we are, what we value and how we do things (see page 21). By defining our organisational culture statement, we sought to describe our point of difference, and to help us measure the things that bring our culture to life. As a result of this work, the Board adopted an organisational culture metrics report which provides the Board and Senior Leadership Team with a tool to monitor organisational culture, which supplements the directors' own visits to sites where they get the opportunity to speak with people accessing supports and staff on the ground, and therefore see our culture in action.

We also completed our biannual staff engagement survey. We were pleased to see our results remain very positive, and a little improved on the last survey conducted in 2021. More detail about that can be found on page 43.

The board welcomed the announcement of the NDIS Independent Review in October 2022. The NDIS continues to be one of the most significant challenges for the organisation both in terms of financial performance, as well as in maintaining a recovery-oriented

culture. We see every day the positive outcomes that NDIS participants achieve, due to the level of funding and associated opportunities to support them on their recovery journeys. However, like others, we do not believe the NDIS is well designed to provide recovery-oriented supports for people living with psychosocial disability. To that end, we were pleased to join the other members of the Australian Psychosocial Alliance, to work with people with lived experience and families and carers to develop a proposal for a new approach for the NDIS for people with a psychosocial disability.

We are also conscious that the NDIS supports approximately 62,000 Australians with a primary psychosocial disability and that it is estimated that around 800,000 Australians experience a complex mental health issue, with an estimated 150,000 of that number not accessing any specialist funded supports. Flourish Australia is a member of the National

Psychosocial Support Advocacy Alliance which is highlighting this to Governments nationally. We join with other organisations in calling on Governments to respond effectively to the support needs of all people with lived experience and their families and carers.

Once more, as we reflect on a busy and challenging year, we want to acknowledge the great work of the Flourish Australia team, from everyone delivering supports on the ground to those who provide support in offices and in our Support Hub, to our team coordinators, senior managers and the Senior Leadership Team. Their focus, dedication and passion for growing people's skills and confidence is unmatched. We thank them for their ongoing commitment and for choosing to be part of Flourish Australia.

A very big thank you also to Luke, Penny and the Community Advisory Council this year. As always, the Board and Senior Leadership Team have valued the Council's sense of partnership and commitment to making the organisation the best it can be, and delivering what people with lived experience need in programs and supports. Now in its seventh year of operation, the Council continues to be a real example of lived experience leadership in action.

The leadership and governance of and by the Board sets the cultural tone and expectations of the organisation. We thank the directors for bringing their many skills and experience to the benefit of the organisation, and our work together. Their commitment to kindness, collegiality, respectful debates, and supportive questioning helps the organisation to be the best it can be, and to continue the legacy of those who founded our organisation close to seven decades ago.

We thank our many funders for working in such close partnership with us to deliver the supports people with lived experience need in order to live good lives in the community. We also thank our donors and supporters who believe in our work, and who want to make a positive difference to the lives of people with lived experience and their families and carers.

Importantly, we want to thank the many people with lived experience, and families and carers, who come to us seeking support and kindness, asking for guidance and information, and for being open to us walking alongside them on their journey. We are privileged each day to be invited into people's lives to share their joys and their struggles, but always working together with a belief that things can change for the better with the right supports at the right time. That happens through belief in each person, and protecting and promoting their human rights, something that they tell us they do not always experience in other places.

The pages of this annual report showcase many recovery stories, and the efforts of the organisation to continually develop and provide the best possible supports and experience we can for each person, drawing on and being led by lived experience.

We look forward to continuing to work with you all, drawing on our individual and collective kindness, to positively change the world together.

Professor Elizabeth More AM MAICD
Board Chair

Mark Orr AM GAICD FGIA FGC (CS)
Chief Executive

90%
of people rated their overall experience with Flourish Australia as Excellent or Very Good*



Mark with Women & Children's team members at the Flourishing Awards 2022



Highlights 2022-2023



HWEI Award

We were delighted to receive a Bronze Award in the Health and Wellbeing Equality Index (HWEI) presented by the Pride in Health and Wellbeing organisation. This recognises our commitment to culturally safe LGBTIQ+ health and support services across the organisation. Flourish Australia was a founding member of Pride in Health and Wellbeing in 2016.



Service Practice Framework and Manual

We reviewed and documented a new Service Practice Framework this year to make explicit our service philosophy, and to provide clear guidance about how we do things. This was accompanied by a Service Manual to provide even more practical guidance for staff.



Evidence-based Practice Systematic Reviews

We engaged the Flinders University Institute for Mental Health and Wellbeing to undertake systematic reviews of the evidence for psychosocial supports to ensure our practice remains evidence-based.

CHAPTER 1 | GOAL 1

Focusing on personal outcomes and positively changing lives

“The best thing about Flourish Australia is, I never feel alone.”

- Person accessing Inverell service*



Social Citizenship Framework

The Social Citizenship Framework was designed and released. This framework provides additional guidance to staff about how we can support people’s recovery in their local communities utilising local resources as important recovery resources. It highlights the importance of Professor Michael Rowe’s Five Rs of citizenship – Rights, Roles, Responsibilities, Resources, and Relationships. Our codesign process added a sixth R, Roots, recognising people’s familial and cultural histories.



Internal Audit Safeguarding

We engaged Standards Wise to undertake an internal audit of our safeguarding practice this year. This is part of our ongoing internal audit program. The audit result was very positive, but, as expected, has provided some areas for improvement. Standards Wise will next move onto reviews of Work Health and Safety and then Complaints Management.



ROMA Report

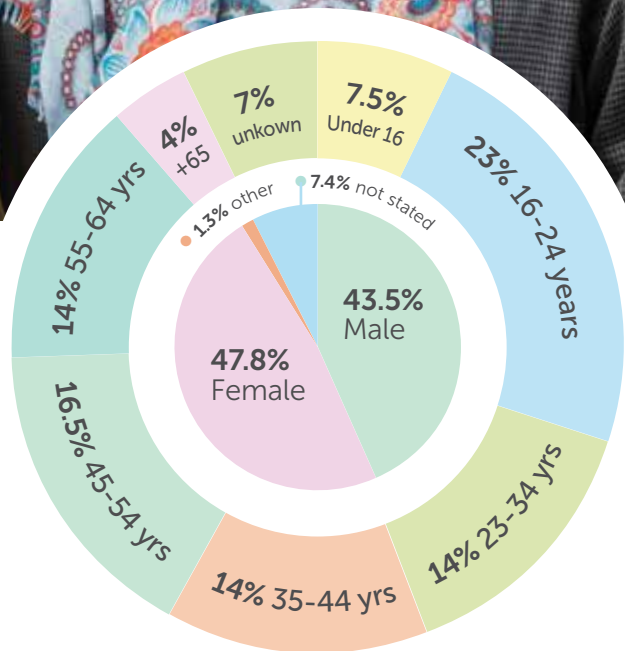
We finalised the Routine Outcome Monitoring Assessment (ROMA) report. This report summarises the results of routine outcome measurement across the organisation at the whole-of-organisation and regional level.

Flourish Australia's
Net Promoter
Score was
+47.9*



Who We Support

At Flourish Australia we celebrate diversity. This data is an overview of the people we supported in the 2022/23 financial year.



8%

of people we support identify as LGBTIQ+



12%

are Aboriginal or Torres Strait Islander



18%

are Culturally & Linguistically Diverse

10660 people¹

accessed Flourish Australia services in the 2022/23 financial year. During this time our services supported...

72

locations across NSW, QLD, VIC, ACT & SA



1181

people to find a home of their own



1725

people to test their eligibility for the NDIS



1172

people to find employment that suits them



headspace

2323

people to access headspace centres across NSW



158

people to access clinical services

4233

people to make friends, get involved and learn new things



1. Some people may access more than one service

Social Citizenship Framework

A co-designed
framework for kindness
in communities

As reported last year, our Social Citizenship Framework was completed through a comprehensive co-design process involving multiple stakeholders and community representatives.

We decided that a strategic framework was needed, for supporting people with lived experience of mental health challenges on their journey of recovery, to cultivate and claim their social citizenship.

Investing in this work is part of our commitment to building diverse, welcoming communities.

Feeling connected, and a sense of belonging, is so important to mental wellbeing, and our strategic framework was created to address issues of stigma and discrimination. We believe social citizenship to be a vital component of cultivating greater meaning and purpose in people's lives, and building inclusive communities.

Kindness is the quality of being friendly, generous and considerate. It's the nature of inclusive communities that celebrate difference and invite all people to participate and contribute, which is when Social Citizenship is realised.

Our framework took shape as we listened deeply to a diverse range of people, through focus groups, social citizenship think-tanks and forums. We devoted considerable time to robust conversations with participants representative of many different communities, including

First Nations peoples of Australia and other countries, the culturally and linguistically diverse, LGBTIQ+ people, those who had experienced the justice system, and young people.

The conversation was focused on how we might empower people to claim their social citizenship and right to belong as a contributing member of their community. Their thoughts on what social citizenship means for them and how this might translate into a service relationship, have formed the foundation of our framework.



Vital Behaviours were identified including holding social citizenship conversations, exploring limiting beliefs and supporting people to access their chosen communities. At the framework's core are the guiding principles of listening, partnering and engaging with the people we support, their families and carers, and other health and human services and communities.

Refugees and asylum seekers we spoke with expressed their desire to be able to work, volunteer, engage in education, join clubs and sporting teams, and experience safety, inclusion and feeling supported to raise their families.

People from the LGBTIQ+ community sought genuine inclusion as an individual in shared experiences and told us that belonging to varied communities not only supports different areas of a person's life, it is essential to their sense of identity.

Young people told us they long to be listened to, feel respected

and have freedom to create safe spaces for connecting and pursuing interests that excite them.

Those who have had involvement with the justice system were looking for 'less pace, more grace', touching on the need to feel safe physically, emotionally and financially, and to have a second or even third chance to be accepted into their community and lead a meaningful life.

Taking into consideration the wide range of deep insights gathered, we developed strategies for Flourish Australia to successfully integrate

Social Citizenship, in our policies, words and actions, in ways that are meaningful to the people we support and employ. In doing so, we aim to bring about the growth in kindness we want to see in our communities and culture.


The framework will guide every aspect of the work we do and define our every interaction, by clearly spelling out accountabilities and vital behaviours for our workforce to use. Implementing it across our organisation and service delivery will break down barriers and build bridges to the community for people with lived experience.

A new performance matrix is in place to measure our results against our Results Statement, supported by monthly reflective practice.


We look forward to reporting on the outcomes of this framework for better supporting people with lived experience to lead their best life, in the communities of their choice, by advocating for their right to Social Citizenship.

Preventative Health Check-In


A Health Check-In was completed by 2819 people




86%
of people have a regular GP for physical health




33%
of participants were provided with information or support to connect with a GP by Flourish Australia



74%
of people had an Annual Health Check-In over the last 12 months



48%
of people have been supported by Flourish Australia to seek a medication review in the last 3 months



76%
of the people who used PhysiCards reported that it helped them identify a health concern

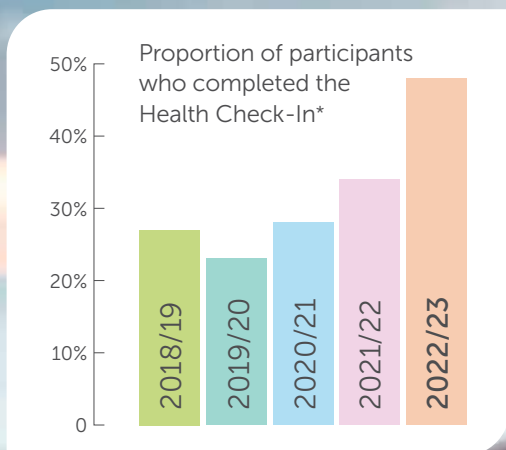


An increase of **150** people reported seeing a dentist within the last 3 months

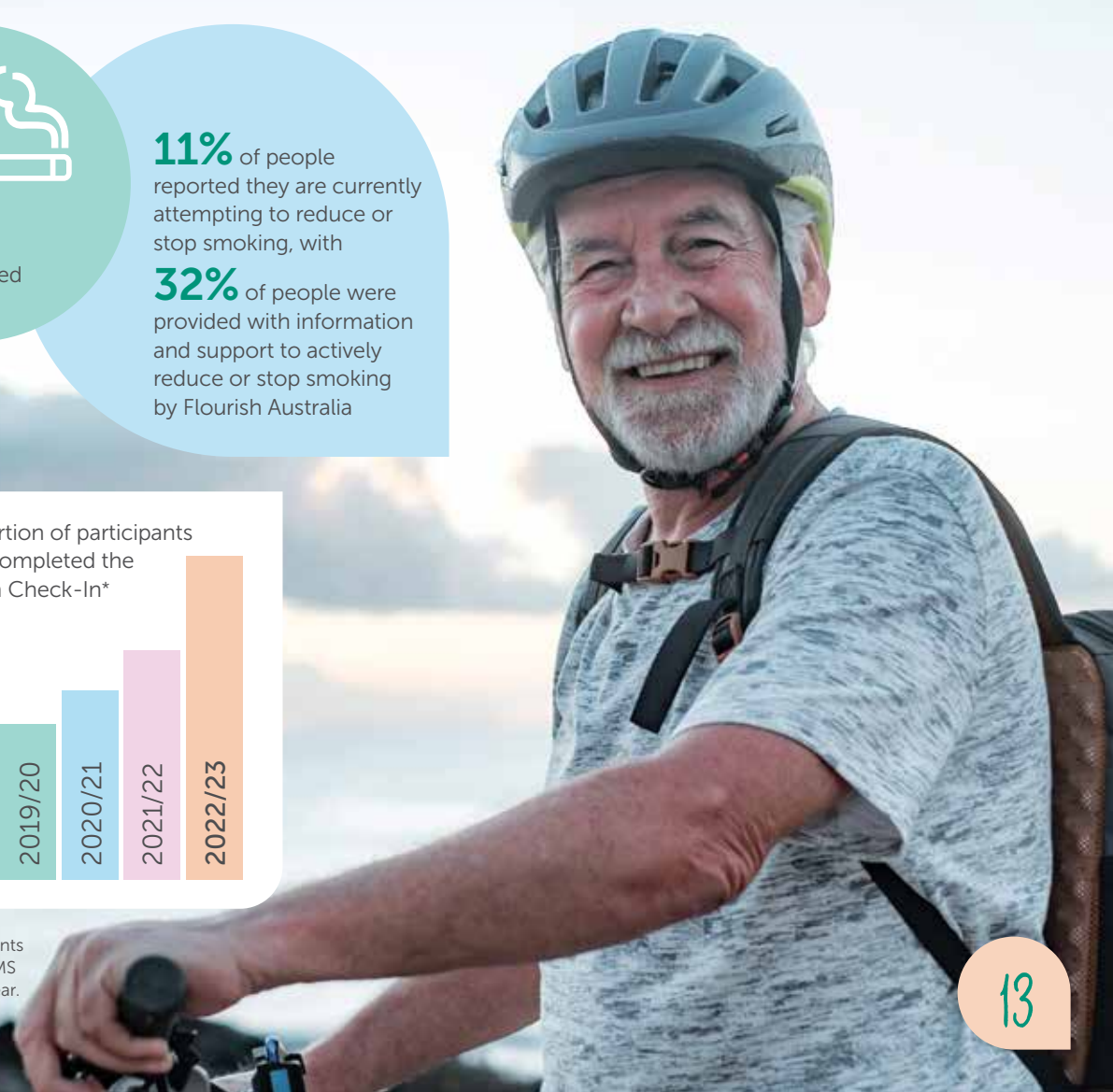


35%
of people reported they smoke

11% of people reported they are currently attempting to reduce or stop smoking, with **32%** of people were provided with information and support to actively reduce or stop smoking by Flourish Australia



*Proportion of participants who were active in CIMS during that financial year.





Kindness defines the workplace culture of our Community Businesses

Our diverse portfolio of Community Businesses is all about providing opportunities for people to gain employment that interests them, the training and skills development they need, and the pathways to open employment opportunities they want, within an inclusive and nurturing work environment. That, and exceptional service for our customers!

Expansion of our Community Businesses, to create even more opportunity for people on their recovery journey, is a big part of Flourish Australia's Strategic Plan.

Every day, we see the difference meaningful work, and a kind and inclusive work culture, makes to people's self confidence, capacity for independence, and hope for the future.

Through the dedication of our supported workers, supervisors and other team members, Flourish Australia's Community Businesses continue to enjoy a reputation for excellence – for our courier services, cleaning, grounds maintenance, packaging and scanning businesses. We frequently receive very positive feedback on how much our customers appreciate the efficiency, accuracy and attention to detail of our workers.

Growth this year has strengthened our presence in New South Wales, especially in regional areas. A new Community Business site was established in the Hunter Region, providing supported employment for five people accessing services. Our car washing services in the Murrumbidgee and Tamworth continue to deliver great service to our fleet customers and drop-in business.

As a result of their team work and commitment to quality, Community Businesses generated \$5.4 million in sales this year.



FIND OUT MORE
ABOUT COMMUNITY
BUSINESSES

“It’s good to have that feeling that you are working hard to do the jobs better and be helpful with the people around me. It makes me feel that I’m worth something. I’m putting into the community, and that’s an important thing.”

KEVIN, MARRICKVILLE

Supporting Workers to Flourish

A key focus this financial year has been highlighting opportunities for employees in the areas of vocational training and skills development, and we have seen some great outcomes:

One of our Blacktown employees obtained his **Forklift Licence** from the Australian Forklift Co.

Three people gained Attainment in **Computing Pathways**.

One person achieved Attainment in Computing Pathways and Beginners in **Reading and Writing**.

Two people are seeking **future study opportunities** including a Certificate III in Education Support, and Attainment in Food Handling Skillset.

One person is receiving training in **writing skills** and has created workbooks.

Another person gained Attainment in **Accounting and Admin**.

Where necessary, for someone to achieve their employment goals, we have worked in collaboration with our Disability Employment Services and other agencies.

Business Development

To build the capacity of our Community Businesses to offer more employment and training options, a Business Development Manager joined the team this year.

This position is tasked with actively pursuing development opportunities and developing on-going working relationships with government, corporations and organisations.

By maintaining a high standard of service delivery and customer relations, we are committed to continually growing our established business customer relationships.

We are keen to branch further into regional areas and other states, and currently are looking at new opportunities in the Newcastle and Hunter region, in Tamworth, the Illawarra, Murrumbidgee, and across Queensland and Victoria.



At 30 June 2023, we had **201 Supported employees** in our community businesses

Strengthening Processes

This year we have developed our approach to employment conversations and helping people to identify their own recovery goals around career and vocation. By doing this, we have started to see more employees engaging in vocational training and external training opportunities, especially around transferable skills relevant to open employment.

Regardless of whether a person is a recipient of the NDIS or other funding, our goal is to make sure they have equal opportunity to tap into, and participate in, our employment programs and support services.

Our Community Businesses work closely with our Disability Employment Services to also provide new pathways for people who are already in the open employment market and identify as having lived experience of mental health issues. In close partnership with these services, we ensure that all supports are in place for people to succeed in their chosen employment path.

Productivity and performance of employees has increased significantly compared to five years ago. By reviewing our operations through a strategic lens this year, Flourish Australia’s diverse portfolio of Community Businesses is working more efficiently, not just in terms of revenue and capacity growth, but in the positive outcomes we are seeing for their intended purpose of creating pathways to meaningful employment for people with lived experience of a mental health issue.

"I just kept having kids because I didn't know what else to do. When times got tough I poured everything into my kids. They have all turned out successful and healthy as a result but it was really hard.

GAIL, MAITLAND



Gail's Story

Employment with a background in motherhood and homemaking!

By the time Gail started accessing Flourish Australia's Disability Employment service, she had spent virtually her entire life as a mother and homemaker for six children. With those children now grown up, it was time for her to try paid employment. To do this, Gail had to overcome not only an apparent lack of experience, but her lack of confidence, incomplete education and mental health issues made it seem insurmountable. With Flourish Australia's help, Gail found that paid employment has given her renewed purpose!

Living with mental health issues can undermine our confidence. Paid employment can seem so unreachable that a person might give up hope. "I really didn't want to work at all," Gail admitted.

Gail says she has always struggled with self-worth and self-confidence, maybe because she wasn't good at school. Gail does not think she did well at school and she left without completing the School Certificate around about the time her parents split up.

She didn't really know why she felt so bad, nor did she know how to fix it. Twice she tried talking to counsellors, but it did not achieve much apart from allowing her to vent her frustrations.

In 2021 Gail connected with Flourish Australia in Maitland, and Jess Burke, Flourish Australia's employment coordinator set about increasing Gail's self confidence and motivation. She did this by shining a light on Gail's skills and abilities. At first it did not seem very promising. Indeed, it was very challenging and at times Gail and Jess did not completely see eye to eye. However, they persisted and Gail started working with her current employer in May 2022.

Gail has been with her current partner for five years now. They positively motivate and support each other to do better. Today, they are both successfully working in open employment.

Gail's physical health has improved also, with greater fitness and less aches and pains, it has improved her overall sense of happiness.

Gail is a mother of six children, with those children now aged 13, 23, 24, 26, 32, 34. However, she first noticed increasing mental unwellness after the birth of her first child having experienced family and domestic violence.

Her kids were the positive thing in her life and so she tried to fully focus on them, but she started to self medicate which "made me feel alive, happy, confident", and when she tried to do without it she experienced anxiety and depression, "I didn't know anything other than being a mum." Gail had been a full-time mother and homemaker throughout her adult life until 2018.

Her first time in paid employment came in 2018 with a two-month stint at a Dry Cleaners, then another two months with a cleaning company in 2019. After starting with her current employer in May 2022, she is still employed today working between 15 and 30 hours per week.

Gail had been a shy kid, quiet, reserved, awkward. She has two brothers and two sisters with whom she keeps in contact mainly on special occasions, though one of the brothers has passed away.

For Gail, work is more than just 'having something to do' with her time. She reports that it has helped improve her mental health. Through highlighting her abilities and skills, it has given her a purpose. 'My kids are proud of me and I get my own sense of pride in working really hard to clean something, then looking back at the finished product.'

*Written in collaboration with
Panorama and Jessica Burke*

About Panorama

Founded in 1996 Panorama has grown to become a lifestyle magazine dedicated to informing and encouraging the recovery journey of readers.

Panorama is written, designed and produced almost entirely by people with a lived experience of mental health issues.

Subscribe for your own FREE copy using this QR code:





Highlights 2022-2023



Adelaide Site

The Board approved the Business Case and we started our operations in South Australia this year. We appointed Amie Verrall as our new Regional Manager, South Australia and found a location in Salisbury, in the Northern suburbs of Adelaide.



Victoria Business Plan

We developed a business plan for our operations in Victoria with a view to growing our presence and pursuing new service delivery opportunities.



NDIS Registration

This year we underwent and passed our NDIS re-registration audit with our Regulator, the NDIS Quality and Safeguards Commission.

CHAPTER 2 | GOAL 2

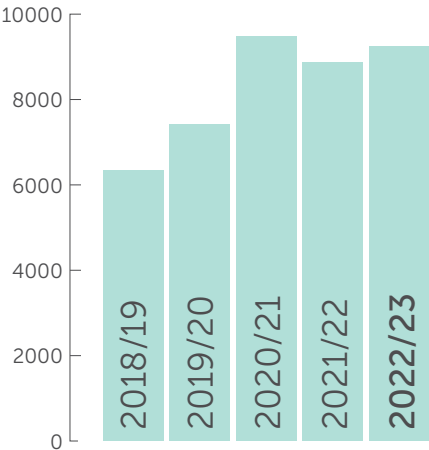
Growing access to person-led mental health services

90%

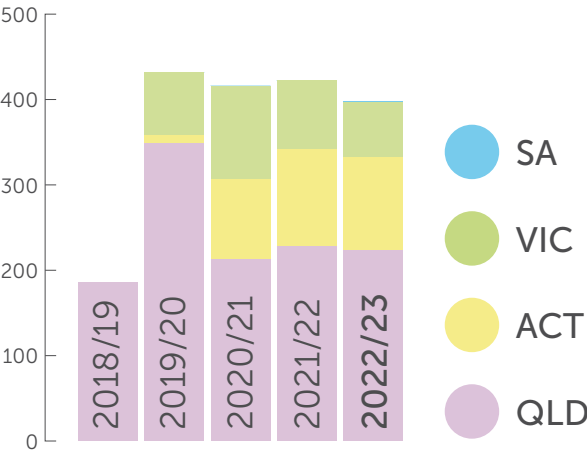
of people felt recognised, valued and treated with dignity whilst receiving support from Flourish Australia*

People supported by region

Number of people supported in **NSW**

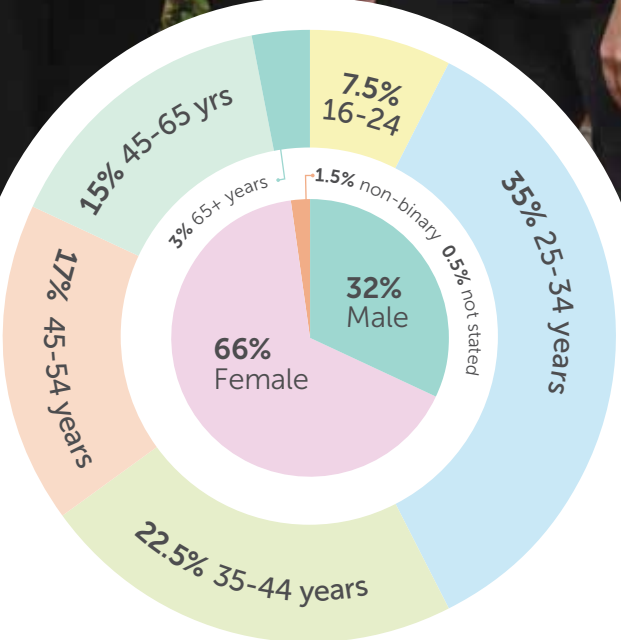


Number of people supported in **QLD, ACT, VIC & SA**





Flourish Australia received an Employee Net Promoter Score of **+24[#]**




Who We Are

Flourish Australia is proud of the diversity amongst our **894** team members.



15% of our team identify as LGBTIQA+



5% are Aboriginal or Torres Strait Islander



21% are Culturally & Linguistically Diverse

“Peer Workers are so valuable to people on their recovery journey because they have been there too. They bring an empathy, no education can teach. I can’t even put into words how much I get from my experiences with my Peer Workers.”

PERSON ACCESSING BATHURST SERVICE



“Having staff with a lived experience helped especially with my first step in getting support.”

PERSON ACCESSING DUBBO SERVICE

57%
of the Flourish Australia team have lived experience

93%
of staff reported that they like the kind of work they do*



Organisational Culture statement:

“Flourish Australia’s organisational culture can be described as a culture that values people with lived experience, and everyone who cares about and for them. With a commitment to good practice and a focus on outcomes, innovation and compassion, we support each person who accesses our services, their families and carers, and the communities in which we live and work to flourish.”

Be Well is Flourish Australia’s newest personal development initiative. Based on mindfulness, this evidence-based, values-driven course, guides staff through various aspects of wellbeing, coping and resilience.

To date, **40** staff have completed the course. Participants reported:

Overall
15%
improvement to high wellbeing

11%
increase in staff doing well (no problems with anxiety) post training

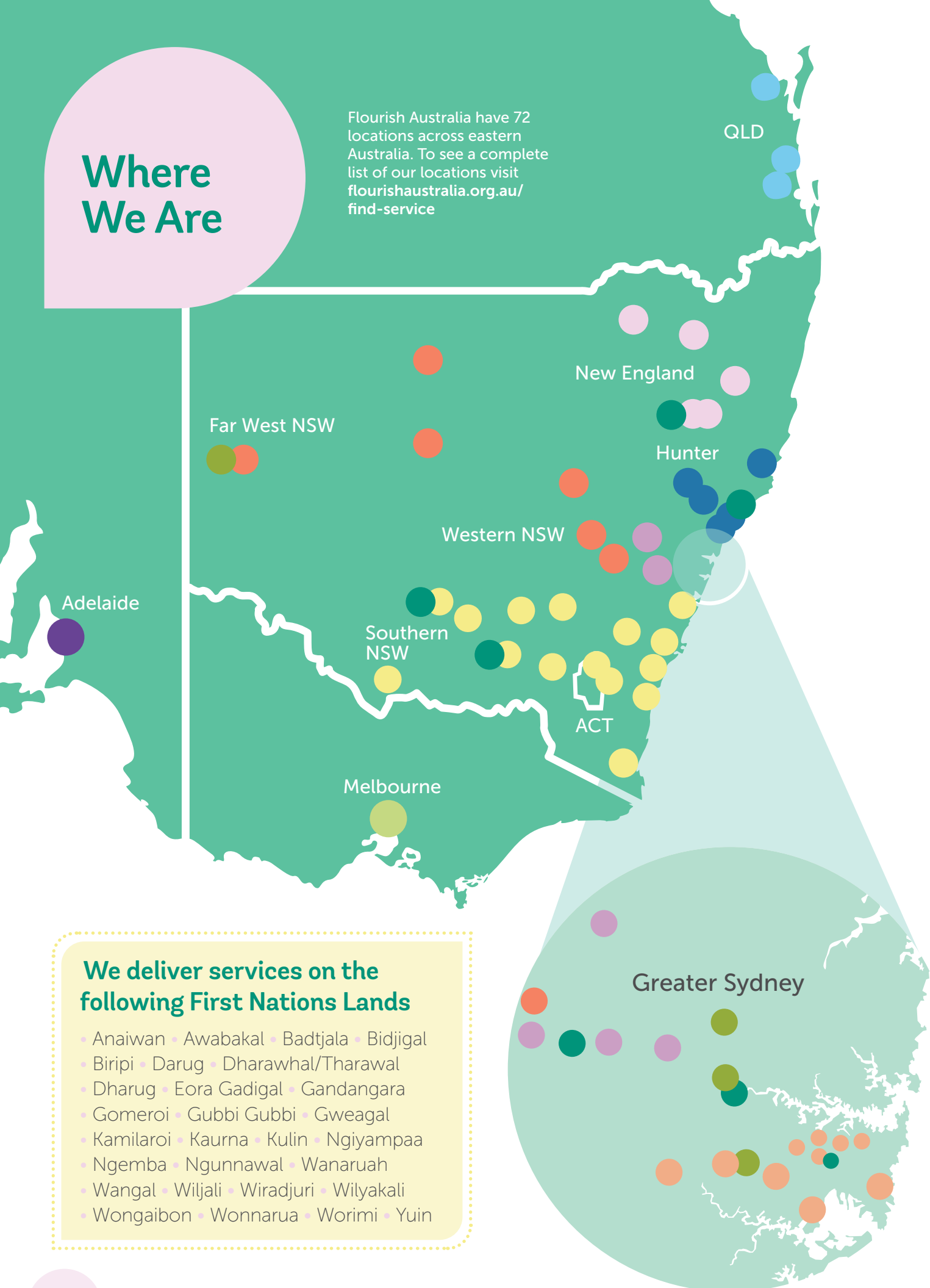
Feedback from staff:

“I thoroughly enjoyed every session, very engaging and informative, I highly recommend to those who haven’t attended.”

“Be Well is the best and works if you work at it.”

Where We Are

Flourish Australia have 72 locations across eastern Australia. To see a complete list of our locations visit flourishaustralia.org.au/find-service



We deliver services on the following First Nations Lands

- Anaiwan • Awabakal • Badtjala • Bidjigal
- Biripi • Darug • Dharawhal/Tharawal
- Dharug • Eora Gadigal • Gandangara
- Gomeroi • Gubbi Gubbi • Gweagal
- Kamilaroi • Kaurna • Kulin • Ngiyampaa
- Ngemba • Ngunnawal • Wanaruah
- Wangal • Wiljali • Wiradjuri • Wilyakali
- Wongaibon • Wonnarua • Worimi • Yuin

Our Regional Managers

Our Regional Managers serve a vital role in achieving our vision, by overseeing the day-to-day leadership and management of operations within their region and motivating their teams, while seeking out sustainable partnerships, driving development, growth and continuous improvement of the services we provide across their region.



Amanda Baxter
Bachelor of Nursing, Graduate Certificate in Midwifery, Master of Midwifery, Master of Nursing Management, Graduate Certificate in Medical and Forensic Management of Adult Sexual Assault, Master of Forensic Medicine, Master of Counselling (in progress)

headspace
Bankstown, Broken Hill, Castle Hill, Paramatta



Laurence Gagnon
Master of Business Administration in Strategic Project management (in progress), Grad Dip in Business Administration, Bachelor of Psychology (Sciences)

Sydney
Ashbury, Bankstown, Camperdown, Kogarah, Leichhardt, Liverpool, Maroubra, Marrickville, Surry Hills



Belinda Jenkins
Bachelor of Social Science Adv Dip Community Sector Mgt, Dip Community Services

Greater Western Sydney
Blacktown, Katoomba, Lithgow, Penrith, Western Sydney, Windsor



Mat Kerr
Grad Cert Program in Client Assessment and Case Mgt (Men's Behaviour Change), Cert IV in Government Investigations, Cert IV in Training and Assessment, Cert IV in Frontline Management, Bachelor of Arts (Majors: Psychology and Sociology)

Victoria
Melbourne Metro



Sheree Masling
Bachelor Social Science, Diploma Community Service, Diploma MH AOD

Western/Far West NSW
Bathurst, Bourke, Cobar, Broken Hill, Dubbo, Orange, Parkes, Cranebrook



Trevor Matthews
Bachelor of Social Science
Queensland
Caboolture, Hervey Bay, Warana



Tina McGlenn
Bachelor in Social Science, Diploma in Leadership and Management, Diploma in Community Services

Greater Southern NSW
Batemans Bay, Bega, Canberra, Deniliquin, Goulburn, Griffith, Leeton, Nowra, Queanbeyan, Temora, Tumut, Ulladulla, Wagga Wagga, Wollongong, Young



Oliver Olds
Bachelor of Behavioural Science
New England
Armidale, Inverell, Moree, Tamworth



Sue O'Rourke
Diploma of Leadership and Management, Cert IV Business Sales, Cert IV Community Services
Community Businesses
Harris Park, Marrickville, St Marys, Tamworth, Newcastle, Wagga Wagga, Griffith



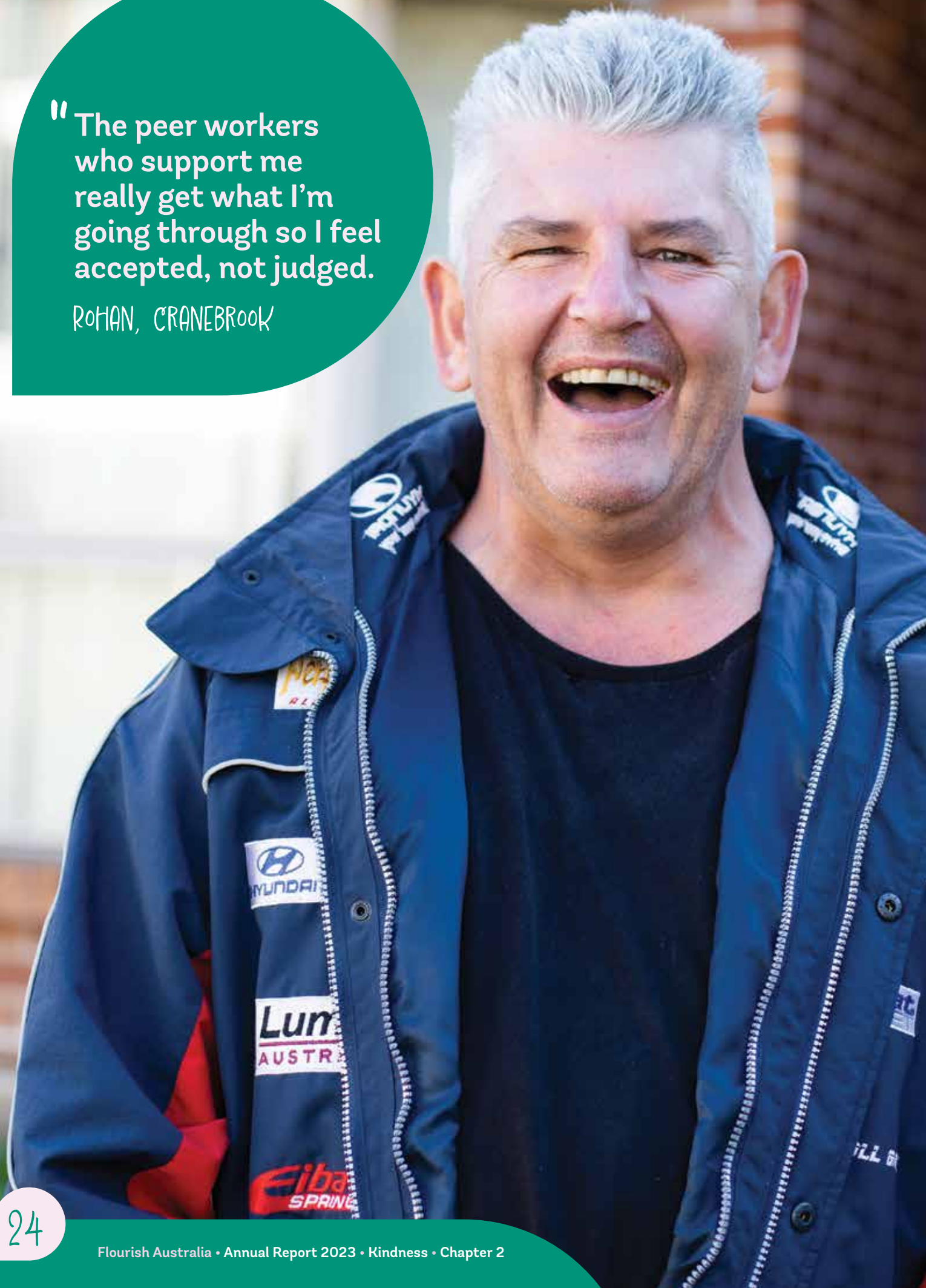
Amie Verrall
Bachelor of Education, Cert IV in Disability, United Nations Diploma and Master of Business Administration
South Australia
Salisbury



Tim Whyte
Bachelor of Nursing, Master of Business Administration
Hunter
Maitland, Newcastle, Taree, Muswellbrook, Lake Macquarie

"The peer workers who support me really get what I'm going through so I feel accepted, not judged.

ROHAN, CRANEBROOK



Rohan's Story

Kindness and generosity lifted my spirits and gave me a fresh start

At a point in my life when I felt unsupported and found myself without a place to call home, experiencing kindness and generosity helped me to start over.

From my very first point of contact with the people at Flourish Australia, they were warm and welcoming. I had recently been distressed by an experience of confiding in a clinician who dismissed me as delusional and called the police on me, which left me feeling I had nowhere to turn.

Now, when I'm triggered and becoming unwell, I have the support of the Resolve Program Flourish Australia runs. I contact the staff when I feel I need some support, and they invite me to come and stay for the night in the Resolve House. I am provided with a hot meal and it's such a safe and accepting place to be that I find I can quickly get back to feeling balanced. It's so much better for me than ending up back in hospital.

During the winter, when I had been for a stay at Resolve, the staff asked me if I was warm enough at home, which I wasn't. I was open to their suggestion of a weighted blanket, and they were just so fantastic. Before I knew it, they showed me how to become the owner of a new weighted blanket. I really wasn't set up well at my place, so they supported me to get a few things organised to make life easier at home.

When I moved to a new place, they offered to support me to get what I needed to set myself up and make my new place a home. I returned home with a sandwich press, a pressure cooker, an electric frypan, glassware and even a BBQ!

Experiencing such thoughtfulness is helping me to trust in people again.

Because some of the people who support me are Peer Workers, on their own recovery journey, they

can relate to me easily. They really get what I'm going through so I feel accepted, not judged. And they care enough to work out with me what's going to be in my best interest.

I've enjoyed getting involved in some of the group activities and look forward to enjoying the lunch they cook for us, in good company. Seeing how much better my life can be when I take good care of myself and have uplifting people around me, inspires me to want to seek out healthier connections and stay out of hospital!

It makes such a difference to my week to have someone understanding meet me to go shopping. I access other supports through the NDIS and everyone works together to make sure all of my needs are met.

Kindness costs nothing but it's probably been the most powerful part of everything that's been done for me, to help me turn my life around.



91%

of people said Flourish Australia provided support based on their individual needs, values and beliefs*



Highlights 2022-2023



RCT PhysiCards

We progressed the Randomised Controlled Trial (RCT) of the PhysiCards, part of our Back on Track Health physical health program. This RCT is occurring in partnership with Professor Jenny Bowman and her team at the University of Newcastle, and is funded by the Heart Foundation.



TheMHS Conference

10 Abstracts were accepted for presentation at the TheMHS conference this year. Papers for this conference require involvement by people accessing our services in their development and presentation at the conference. We were pleased to be able to be the Platinum Sponsor for the conference once more this year.



Foundation Launch

The NSW Governor, the Honourable Margaret Beazley AC KC, our Patron, launched the Flourish Foundation Australia at an event at NSW Government House. It was a great way to highlight the importance of supporting people's mental health.

CHAPTER 3 | GOAL 3

Creating change by giving a voice to what works



Strategic Plan

We engaged Spark Consulting to assist us with the development of a new Strategic Plan. The plan was informed by interviews with funders, key stakeholders, staff and our Community Advisory Council.



New Ambassadors

We were delighted that we could appoint two new Ambassadors this year – Luc Longley AM, international Basketball legend, and Sam Lane, award winning journalist, author and public speaker. Thanks for joining us, Luc and Sam.



Research Success

We were members of two teams that were successful in Medical Research Futures Fund (MRFF) submissions. One with the University Sydney developing an App to support the Recovery Assessment Scale – Domains and Stages, led by Associate Professor Nicola Hancock. The other about physical health care for people with complex mental health issues in primary care settings led by Professor Jenny Bowman at the University of Newcastle.



Benchmarking

As part of our commitment to continual improvement, we participated in the StewartBrown Disability Provider benchmarking program. This is in addition to our participation in the Ability Roundtable benchmarking program.



Feel Good Fete

We held a fete at Buckingham House in Surry Hills, Sydney. This was a terrific opportunity to raise the profile of Buckingham House in the local community, re-engage some people who have not been back to Buckingham House for support since COVID-19 started, and helped raise our profile locally and nationally.



REPORT FROM THE CHAIR OF THE

Community Advisory Council

The Community Advisory Council has had another extremely productive year. We have led on, or been intrinsically involved in, the co-design of multiple aspects of Flourish Australia's services. These include design of services, reviewing and developing Flourish Australia's policies, procedures, research and reporting, official documents, marketing, education, and training.

Council members have been presenting at conferences, such as The Mental Health Services Conference, (TheMHS) and participating in the recording of videos utilised in training both undergraduate and postgraduate students in clinical and non-clinical disciplines in universities. Some of us participated in recording videos for training purposes through Mental Health Professional Online Development (MHPOD). This is an evidence-based online learning resource for staff working in public mental health services in NSW.

Council members have been involved in focus groups and workshops including the design of frameworks and surveys. Members have helped to further develop the Flourish Australia Warmline and Escalation Pathways procedures, the Back On Track Health (BOTH) PhysiCards and the Digital Transformation Survey.

To help inform the assessment of organisational culture, Council Members were asked what are the most important cultural qualities an organisation should possess, how staff can create a positive, inclusive, person-led culture, and questions that should be included in the survey that would gain the most effective and measurable outcomes for cultural improvement.

“Being on the Council has been the best experience in being respected and valued. Having the opportunity to hold meaningful recovery conversations, is all so important. The Council has boosted my confidence, developed my skills, and helped me be more tactful in the way I manage situations.”

Penny Bartholomew, Council Co-Chair

The Council were proud to take part in the 2022 National Mental Health Commission's National Stigma and Discrimination Reduction Strategy Consultation. This is an important body of work as it is a part of the nation's mental health reform agenda. The reform is to assist people with lived experience of mental health issues to no longer experience barriers in living long and contributing lives. Our Flourish Australia Social Citizenship Framework certainly falls in line with this important National agenda.

The Council also worked with the Outcome and Improvements team, to partner with the University of Sydney and Enlightened Consulting, in co-designing a Recovery-focused App built around the Recovery Assessment Scale – Domains and Stages (RAS-DS). This feedback will go toward guiding people who use the App for people accessing similar services across Australia.

Members have worked closely with the Operations Team, providing feedback to the Flourish Australia Service Practice Framework and Service Manual. The purpose of these documents is to harmonise our service delivery processes, to make our service more consistent for people accessing the service across all Flourish Australia locations.

One feedback session centred on outcome measures and planning stages of services, with a specific focus on Individual Recovery Planning. We were asked if we had access to and use the Camberwell Assessment of Need Short



Appraisal Schedule (CANSAS) and the Recovery Assessment Scale (RAS) assessment tools. Members were able to provide insight into their experiences in using these assessment tools and make suggestions where improvements could be made.

“I have found doing the CANSAS and RAS assessment tools such a positive experience. I can look back on my previous plan and goals and tick off things I have achieved.”

Luke Wrightson, Council Chair

As Council Chair, I was invited to attend the Board Strategic Planning Day, and all Council members were invited to attend a Spark Strategy Consultant focus group providing input to the 2023 – 2027 Flourish Australia Strategic Plan.

During our time on the Council, Co-Chair, Penny Bartholomew, and I have had the pleasure of witnessing Council members grow and develop new skills. Our level of recovery has increased as evidenced by our increased self-confidence, self-worth, feeling valued and new abilities. Our skills in team building, communicating, building relationships, and making social connections has increased and our advocacy skills and abilities have strengthened as we have been advocating for local and service wide improvements.

“Being on the Council is the best thing I’ve ever done. At first, I didn’t think I’d be able to be a Council member as I wasn’t sure I’d be able to have the confidence or the skill to speak up and voice my opinion. However, I’ve grown to have a voice and an opinion, and now I’m helping people evolve in the local community.”

Dylan Cotter-Bradley, Newcastle Member

We have achieved and increased these skills through mentorship within the Council, through training and practice, and by undertaking our work with the support, guidance, respect, and kindness shown toward members through the Flourish Australia Board, the Senior Leadership and Inclusion teams, other staff, external collaborators and of course our peers. Everyone has worked together to consistently co-design and deliver an effective service focussed on recovery and social citizenship. All this has served to positively change our lives, and, we hope, the lives of the people accessing Flourish Australia services, their family, kin, carers, and staff.

The Council is looking forward to 2024, which will be the 8th year the Council has been in operation. Penny and I have thoroughly enjoyed our time as Chair and Co-Chair and would like to take this opportunity to wish the newly elected Chair and Co-Chair and members all the best for their two-year term on the Council.

Luke Wrightson, Council Chair, Leeton NSW



Chair, Luke Wrightson and Co-chair, Penny Bartholomew

"I've re-connected with my family and enjoy a much healthier and rewarding relationship with them.

EBONY, CABOOLTURE



Ebony's Story

In my experience, kindness sums up the entire atmosphere of Flourish Australia.

Along with my family, who I am so grateful to have, Flourish Australia kept the door open to me during my journey, their open-minded approach and kindness showed me what it means to feel accepted, instead of alienated, due to stigma surrounding my mental health.

During my 20's and 30's, I felt trapped in a cycle of homelessness. Triggered by substance abuse, I experienced complex mental health issues, including hearing voices, and my refusal to stick to prescribed medications continually landed me in high risk environments.

Following a series of relapses, which led to six months with a psychiatric rehabilitation facility in Caboolture, I had nowhere to go home to. My Social Worker suggested that Flourish Australia's Transitional Recovery Program could be of assistance.

Run in conjunction with a local housing provider, the support to secure housing was life changing for me and was the key to

fast-tracking my discharge. A first important step toward living more independently in the community.

The kindness and generosity extended to me by the Flourish Australia team helped me to overcome the social stigma surrounding my mental health that I had allowed to hold me back.

When someone is kind to you it's motivating.

Just eight months ago, when I first started attending their program, I was living very isolated. With their encouragement, I made lasting connections through a women's group they ran, and their assurance motivated me to challenge beliefs that were holding me back.

Taking the time to understand my situation is such an important part of the way Flourish Australia approach what they do.

Experiencing it restored my hope that I could find meaning and belonging in my life and I'm happy

to say I've re-connected with my family and enjoy a much healthier and rewarding relationship with them.

I consider this to be one of my most significant milestones of my recovery journey. It means the world to me to be surrounded by positive and life affirming relationships.

Through my involvement with this program, I am beginning to live my dreams. Journaling was a way of gaining clarity on what I wanted for my life during my recovery, and I once wrote that I would love to live in the Hinterland one day. This became possible through my participation in this program and I now have permanent housing in the Hinterland.

I also found the stories of lived experience shared in Flourish Australia's Panorama Magazine so inspiring that I said out loud, "My story could be in there one day!" and here I am sharing it!

My goal now is to complete a Tertiary Pathways Preparation Course with a view to taking on University level studies in sociology, activism and advocacy, possibly paired with a degree in mental health. I continue to access NDIS supports for day-to-day needs with Flourish Australia. They assist with getting around to my appointments and doing my shopping, and the conversations we have, make a massive difference to my day. Whenever I express self doubt or insecurities, they invest faith in me and keep me focused on my strengths and potential.

Having people who can relate with me in a very personal way because of their own lived experience reinforces in my mind that I have the skills and support network now to deal with what life brings.



Reflecting on Progress and Impact

flourish
foundation
A U S T R A L I A

As we look back on the past year, it's with great pride and gratitude that we present the Flourish Australia Foundation's Annual Report for the fiscal year 2022-2023. Guided by our values and mission, we have continued to make significant strides in our efforts to support mental health and holistic wellbeing in our communities. The following report highlights our accomplishments, partnerships, and ongoing initiatives which are compliant with Flourish Australia's fundraising policy and fundraising regulations.

Inauguration and Progress

It has been a year since the Flourish Australia Foundation was officially inaugurated by Her Excellency the Honourable Margaret Beazley AC KC, Governor of New South Wales. This milestone allowed us to set our sights on the future while honouring our commitment to mental health.

One of our key achievements during this period has been the dedication of the Foundation Committee and Ambassadors. The Committee and Ambassadors have worked tirelessly to refine our vision and develop a comprehensive understanding of the pressing needs in our three major projects: Women and Children, Back on Track Health (BOTH), and First Nations Social and Emotional Wellbeing.

Elevating the Profile and Reach

Throughout the year, many people from various fields have contributed significantly to our endeavours as Ambassadors. We express our deep gratitude to John Brogden AM, Herb Elliot AC MBE, Pippa Hallas, Sam Lane, Luc Longley AM, Janet Meagher AM, Peter Robinson, and Dr Jonathon Welch AM for their invaluable time, influence, and guidance. Their support is instrumental as we navigate a competitive philanthropic landscape.

The Ambassadors have played an instrumental role in elevating our organisation's profile, credibility, and philanthropic support. We're particularly delighted to welcome International Basketball legend, Luc Longley AM and Sam Lane, award winning journalist and author, as our newest Foundation Ambassadors. Luc and Sam's involvement has extended our reach and impact, allowing us to connect with a broader audience and further our cause.

We are licensed to raise charitable funds in NSW and Queensland, and are an ACNC Registered Charity.†

Focus Areas and Developments

Our commitment to our focus areas— Mother's with mental health issues and their children, our physical health focused Back on Track Health program, and First Nations Social and Emotional Wellbeing programs led by First Nations Elders —remains unwavering.

During our March 2023 Flourish Australia Foundation Committee meeting at Buckingham House in Sydney, Associate Professor Simon Rosenbaum shed light on the importance of physical wellness programs. He emphasised the role of physical activity in improving the overall health and wellbeing of individuals facing mental health challenges.

Additionally, during the June meeting, Jade Ryall, Manager of Flourish Australia's Back on Track Health program and member of the Flourish Australia Yarn Up group, emphasised the significance of indigenous recognition and inclusion. Her insights underscored the importance of involving First Nations communities in the design and implementation of social and emotional wellbeing programs.

Impactful Initiatives

In May, we celebrated the opening of the Women & Children's Program's (WCP) new sensory garden. This achievement was made possible through the generosity of various contributors, including Foundation Ambassador Peter Robinson, Susan and Stuart Lloyd-Hurwitz, Perpetual Foundation, NJ Ashton, and Cirilo Civic. This garden symbolises our commitment to creating safe and nurturing spaces for individuals and families to flourish.

Projects briefs are in development for the expansion of the Women & Children's Program and for program enhancement. Our Outcomes and Improvement team is working on evidence and literature reviews, as well as data gathering to support these projects. This involves extensive research and data collection to better understand the needs of children and families within the community.

Our newest Foundation Ambassadors Sam Lane and Luc Longley AM.



Thank You to...

Our Corporate Volunteers

- Amex: 252 hours donated
- Mastercard: 40 hours donated
- NJ Ashton and Cirillo Civic: 120 hours donated

Our 8 Foundation Ambassadors

- Herb Elliot AC MBE
- John Brogden AM
- Janet Meagher AM
- Dr Jonathon Welch AM
- Peter Robinson
- Pippa Hallas
- Sam Lane
- Luc Longley AM

Our Foundation Committee Members

- Professor Elizabeth More AM, MAICD, Chair
- Dr Marianne Broadbent
- Hugh De Kretser
- Peter Leunig
- Mark Orr AM
- Alison Ray
- Scientia Associate Professor Simon Rosenbaum
- Rachel Slade
- Dr Philip Wing

We thank the Committee and Ambassadors for volunteering their time and expertise.

203
Gifts Received

199 from individuals,
2 from businesses,
2 from trusts and foundations



\$82,000
Raised

Workplace Giving
14 Donors

Strengthening Partnerships

The support we have received from Foundation Ambassador John Brogden AM and Lucinda Brogden AM has been important in advancing planning for the future of the Women & Children's Program.

Associate Professor Simon Rosenbaum has been helpful in developing a proposal for a PhD candidate to support the Back-on-Track Health program's expansion and evaluation.

Community Engagement and Fundraising

Our journey has been significantly supported by community engagement and fundraising initiatives. With a direct marketing and advertising expense of approximately \$38,000 over the year leading up to 30 June, 2023 we raised approximately \$82,000. These funds were contributed by generous donations from supporters and includes in-kind support.

Our inaugural digital fundraising appeal, conducted from May to June 2023, marked a significant milestone. While challenges were

encountered in tracking and reporting results, the campaign successfully generated substantial traffic to our website, showcasing the effectiveness of our creative content and targeting strategies. Engagement data reinforced the demand for our work and its positive impact on lives.

Building a Legacy of Support

The Flourish Australia Foundation continues to grow and strengthen its relationships with major donors and supporters. We are grateful to Foundation Ambassador Luc Longley AM who chose us as the charity partner for his national tour.

Additionally, the establishment of the Bequest Society, spearheaded by Foundation Committee Member, Peter Leunig, has kick started a new phase of the Foundation's development with a focus on securing legacy gifts in Wills.

Looking Ahead

We extend our heartfelt appreciation to everyone who has been a part of the Foundation's journey to date. To learn more about our initiatives and the impact of the work we're doing, please visit our website via the QR code.



During the year we were also delighted to open the new sensory Garden funded by the Perpetual Foundation, donors Peter Robinson, and Susan and Stewart Lloyd-Hurwitz, and supported by Cirillo Civic and NJ Ashton, two businesses in western Sydney.

The Women & Children's Program featured in an ABC 730 segment talking about its great work supporting mums with mental health issues and their children.



FIND OUT MORE
ABOUT FLOURISH
AUSTRALIA
FOUNDATION

We do not engage volunteers to undertake our work.



CHAPTER 4 | GOAL 4

Investing in digital capabilities that transform our work

96%

of Flourish Australia respondents believe in our Values and Ethics[#]

Highlights 2022-2023



Digital Transformation

The Board approved a new Digital Transformation Strategy this year, including a development roadmap. We then moved quickly into developing specifications for a tender to choose a new database to support our work. The Business Case for the new system has been developed and is awaiting consideration by the Board early in the new year.



Inbound Enquires

During 2022/23 our connections team supported over 2500 new service/support related enquires and over 6000 other forms of enquires. This process has successfully linked people to Flourish Australia services as well as supporting our no wrong door approach, supporting people with accessing other services more relevant to their needs.



Outbound Supports

Our connections team have been reaching out to people who haven't had recent support, making sure they are ok and engaging with people who live alone. This allows people an opportunity to discuss how their supports are going and if there was anything we could do to improve their experience with Flourish Australia. Commencing in 2022, to date we have spoken with over 500 people who live alone with a 90% participation rate.



\$1.6 million
will fund
two research
projects

Research, Outcomes and Improvements

Meaningful research partnerships that position Flourish Australia to implement innovative strategies to improve lives of people living with complex mental health issues.

This financial year, Flourish Australia collaborated with University of Sydney and University of Newcastle respectively to apply for research project funding through the Medical Research Future Fund (MRFF). Both the projects were successful in being funded, with a total of \$1.6 million committed.

A person-led App to affirm choice and control in mental health recovery journey

The project with University of Sydney, led by Associate Professor Nicola Hancock, and focused on consumer-led research, leverages on a well-established recovery tool the Recovery Assessment Scale – Domains & Stages (RAS-DS). The RAS-DS is used widely in the mental health sector, in Australia and Internationally, to inform the development of a person's recovery goals and to help them to check in with how they are doing in achieving them.

However, most of this information is stored within organisational databases that are not always accessible to people due to technological and accessibility issues.

The research project focuses on the DRIV-R App which will be co-designed with people with lived experience to address these challenges. It will create a way for people to participate more effectively in their recovery planning and review, placing the information captured by the RAS-DS back into their control, and as a result accelerating the choices they make to support their mental health recovery journey.

This work follows on from the co-development of resources to support the use of the RAS-DS which Flourish Australia and the University of Sydney worked on earlier in the year.

An evidence informed model to help improve quality of lives

The Project with the University of Newcastle, led by Professor Jenny Bowman, focused on cardiovascular health. It will look at the effectiveness of practice change strategies designed to increase preventive care provision for cardiovascular disease related behaviours for people with a lived experience, within Community Managed Organisation settings.

This research will support people with a mental health issue to make positive changes to their cardiovascular disease related behaviours, with the potential to reduce the physical health inequity experienced by them.

The research will trial an innovative model to implement evidence informed strategies that support people to make lasting positive lifestyle changes. It will craft interventions and develop resources that will assist people to improve their physical health and the quality of their lives – supported by mental health workers and peer workers.

The findings will inform the development of our Back on Track Health Program further embedding evidence-based approaches to improving physical health.

Operations Update

Flourish Australia's Strategic Plan highlights the organisation's commitment to better technology, systems, and processes to support the organisation's Strategic Goals and, in particular, identifying and implementing digital capabilities that will progress our practice and improve the experiences of people we support.

We recognise the ever-changing technology landscape, with technology being used more and more in service delivery. There is also increasing need to become more efficient and effective in how we use technology to better support our team members in service delivery. To address these challenges, this year we have developed a Digital Roadmap

to support and improve Flourish Australia's processes and systems to deliver more digital automation in corporate services, better integrated systems, and to provide digital engagement platforms that ensure supports can be delivered in a more efficient and effective manner.

Before completing the Digital Roadmap, we engaged an external IT consulting firm to review our IT structure, systems and operations. The report provided a number of recommendations which we have pursued this year. One of the resourcing changes was to appoint a new General Manager, Digital and Technology to lead and support our IT and digital project team. In addition, knowing how important data analytics and insights are to a contemporary organisation, we established a new Data Engineer position to enhance and support all of our data requirements. These changes will commence in the new year.

The Digital Roadmap focuses on key areas including IT governance and the procurement of a new client information management system (CIMS) and a customer relationship management (CRM) system.

This new system will increase our digital capability by leveraging data and contemporary technology solutions to enhance the digital experience for our staff and the people we support. This year we completed a detailed procurement process and, following the Board's approval of a Business Case, expect to start the implementation of this new system in the new year.

We are pleased to report that over 80 staff members and people we support have been involved in the procurement process, demonstrating our commitment to co-design and ensuring the system captures all of our needs. This includes the needs of people accessing supports who wish to engage digitally, providing a dedicated digital portal for people accessing supports and their families and carers so that they can interact with the organisation and view information online.

96%

of Flourish Australia staff believe in the overall purpose of Flourish Australia[#]



" I started believing
in myself and was
motivated to quit
bad habits.

GABRIEL, SEVEN HILLS

Gabriel's Story

How Gabriel came to believe again with the support and guidance that he needed!

Now that Gabriel is settling into his new job, he is starting to think about the future again. He is thinking about what skills he can develop to further his career. This is such a big change from his last rather negative work experience, which had left him disillusioned. Gabriel's determination to seek help from Flourish Australia has seen him come a long way.

In fact, Gabriel, 21, describes himself as 'blessed to be employed again.'

Gabriel's previous job was as a concierge in the central business district of Sydney. A concierge is someone who meets and greets and directs people around in a large organisation, for example, a department store or an office building. Concierges provide support or guidance to the public, so it is important that a concierge be knowledgeable about the workplace, however Gabriel reported that 'I did not get any support or guidance from my new employer!'

'I have been diagnosed with a number of mental health issues, including severe depression and social anxiety.' It was therefore rather challenging for Gabriel to take on this new role without back up.

'I was there only two weeks but with the first slip I got fired without any second chances,' says Gabriel. 'I spent the next few months after that short experience in employment trying to figure out what I want in life.'

To help me find employment, I was linked with a disability employment services provider for the first time. But I had no motivation, I had a low mood and difficulty with concentration.

'Then I started to have regular (fortnightly) face to face chats with Ahmed, my employment coordinator at Flourish Australia. He and the team, have been so supportive and encouraging for me in this journey to my new career.'

'I developed a strong bond with Ahmed and we would sit for at least one hour during every appointment talking about professional and general things. I started believing in myself and was motivated to quit bad habits'.

'I developed good habits. I started going to sleep early and waking up early and after I had kept that up for over a month, I knew things were improving. I also quit other unhealthy habits.'

'It has been a journey of faith. Faith that life CAN be good and that I do have the courage to embrace change. This has helped me through. I hope to further develop my skills and qualifications in my new job as a general hand/cleaner.'

Written in collaboration with
Panorama and Ahmed Abdalla



Published monthly online and printed quarterly, Panorama Magazine has an estimated readership of around **30,000** readers per annum[†]

Read Panorama online or subscribe for a free printed copy using the QR code





Highlights 2022-2023



Staff Engagement Survey

We undertook our bi-annual staff engagement survey via X-Ref Engage (previously known as Voice Project). Results were very positive overall, with 84% favourable engagement and a Net Promoter Score of +24. Some areas for improvement were identified, including career pathways, learning and development, processes and communication.



Four new Board Directors

We had some Board turnover this year and sadly farewelled Robyn Carmody, Paul Clenaghan and Dr Phil Wing. However, we also welcomed four new directors, Tom Brideson, Megan Still, Theresa Effeney and Kareem Tawansi. It is great to have their many talents and experience helping govern the organisation.



Leadership Program

This year we focussed on developing the skills of our organisational leaders. 20 Managers and Team Co-ordinators commenced a Flourish Australia leadership course run by CCWT based on their well-established 12-month long Community Leadership Program. We hope to run more of these courses over the next twelve months. We also provided access to shorter leadership courses run by AIM which were provided in-house.

CHAPTER 5 | GOAL 5

Supporting our staff to grow and celebrate their achievements



Organisational Culture Statement

Following extensive consultation across the organisation, the Board approved an organisational culture statement providing a quick summary of how we describe our organisational culture.



Uluru Statement from the Heart

The Board endorsed the organisations support of the Uluru Statement from the Heart and a statement in support of the Voice Referendum co-developed with our YarnUp Group, made up of staff from First Nations Communities.



Memorial Gathering

Once more, we held a Memorial Gathering where we remember people we have lost this year, and the contributions they made to our lives. It was moving to see people share reflections, music and poetry that were important to them and those who we had lost.



Nourish to Flourish

We continued our Nourish to Flourish program, commenced during the height of COVID-19. It was great to see over 25 teams enrol for the Step-up Wellbeing Challenge which saw teams count the steps they took using any reasonable method of exercise – dancing, skipping rope, running, walking. Great fun was had by everyone.



Pride Month Webinar

As part of our Pride Month celebrations, we organised a Webinar to talk about the history of the Pride Movement in Australia, reflections on what it means to be an LGBTIQ+ person in a culturally and linguistically diverse community and living in other countries, and how young people's theatre can be a powerful platform for change.



Senior Leadership Team Visits

The SLT got back to its program of visiting sites this year. Whilst we visit sites individually, we usually choose two sites a year to spend some extended time with as a group. We travelled to Tamworth and had the chance to meet with the team there, as well as discussing a range of strategic topics.

Fostering Kindness in People and Culture

Something team members across Flourish Australia tell us, is that they greatly appreciate our nurturing, supportive and inclusive work culture. We aim to show everyone how valued their unique contribution is and we continually strive to come up with new and innovative ways to foster kindness through our organisational culture. Our People and Culture initiatives are very important for strengthening connection across our organisation, encouraging camaraderie, and inspiring excellence.

We introduced a new Reward & Recognition Platform

In October 2022 we launched Flourishing Well, a customised reward and recognition program that helps to foster a culture of continuous appreciation across our organisation.

The platform provides everyone employed by Flourish Australia with a wide range of rewards that align with our vision and values, to celebrate their contribution to the vital work we do. Through it, staff have access to discounts from more than 400 popular retailers. They can tap into a Wellbeing Centre and find support to take



86% of Flourish Australia staff report that their work gives them a feeling of personal accomplishment#

care of their health and wellbeing, from HelloFresh recipes and exercise videos, to tips and tools for managing money and mindfulness audios.

Free e-Cards are available to encourage staff-driven recognition and encouragement. Staff members can acknowledge one another at any time by sending an e-card direct to the recipient's inbox and it will also appear on the social recognition wall within Flourishing Well for the rest of the organisation to see and add their own kind comment if they wish.

Positive engagement with the platform continues to grow, strengthening connection and camaraderie within teams and across our organisation.

Reconnecting at our annual Flourishing Awards

Each year, we recognise excellence and innovation with our Flourishing Awards, seeking nominees from sites all over Australia, who have earned the praise of their workplace peers and people accessing supports.

This year's awards were a particularly special occasion that reconnected people from across the organisation after the challenges of recent years involved working in isolation for many of us.

At the Waterview centre in Sydney Olympic Park, we celebrated outstanding team work and tenure together. A dedicated selection committee that included our Community Advisory Council, gave the Individual Award to Kylie Lantry, Team Coordinator. The Team Award was won by the Team Coordinators, CHAS in the Hunter region. Also highly commended were Moree, Caboolture and the Blacktown teams.

Flourishing Awards,
Individual Award
winner went to
Kylie Lantry,
Team Coordinator,
Newcastle

Kind words put peers forward for Reward and Recognition

To keep the momentum of inspiring excellence throughout the year, our Reward and Recognition program also fosters kindness by providing the opportunity for team members to nominate a peer they feel has gone the extra mile, or who in some way exemplified excellence in their work.

Each quarter, nominations are received across five categories including Excellence in Peer Work, Excellence in Mental Health Work, Leadership Management and Supervision, and Administration, Coordination and Stewardship, as well as Significant Contribution to Project Work.

Not limited to our amazing frontline workers, the program acknowledges stand-out contributions across the entire organisation, and a call-out via our intranet ensures broad reach.

Relevant senior managers decide the stand-out nominee in each category for that quarter and that person receives a \$300 gift voucher reward in recognition of their commitment and unique contribution to our workplace culture and quality service delivery.

Among the many nominations for each category, each quarter, team members were acknowledged for tirelessly uplifting team mates and program participants, going above and beyond the requirements of their role, modelling a healthy work-life balance, showing incredible generosity, fostering collaboration and effective communication, and being willing to listen.

The kindness of a Peer Worker can be pivotal to recovery

We know the power of peer support for mental health recovery. Peer support is a cornerstone of our proven, strengths-based approach to service delivery and we are proud to continue to build Australia's largest workforce of Peer Workers with personal lived experience.

Supporting our Peer Workers with Professional Peer Supervision provides them with a valuable opportunity to grow their knowledge in Peer-specific values, practices and skills.

This year, we offered regular sessions which also explored self-care practices and opened the door to discussion about future career growth in the Peer space.

Since commencing our latest peer work supervision program in September 2022, an increasing number of Peer Workers have engaged in supervision with trained Professional Peer Supervisors who have extensive industry experience.

The outcomes of these sessions have been so encouraging, we are expanding the program's capacity. Following additional training in April, the program has grown to 22 Team Coordinator-Peer Specialists trained to provide Professional Peer Supervision.

Giving employees a voice

Consistent with our commitment to continuous improvement across our organisation, every two years, Flourish Australia works with Xref Engage to survey staff on the quality of our work practices. The outcomes are weighed against various benchmarks to reveal both excellence and also where there is room for improvement.

This year's survey results indicate a strong improvement on the 2021 survey and most scores are above previous benchmarks.

Three main outcomes include a measurement of overall job satisfaction and commitment to the organisation, secondly, staff emotional wellbeing and their ability to effectively manage work stress, and thirdly, perceptions of current organisational performance and optimism about the future.

Our overall Engagement score remained steady at 84%, as did the Wellbeing score at 71%, and both scores are on par with disability sector benchmarks.



Where to from here?

We will investigate how we can communicate and influence change across the organisation. We will also see how we can make some of our systems and processes more efficient and streamlined. This will be no easy feat given the ever changing environment in which we operate.

We will continue to grow our strong focus on ongoing training and development for staff, empowering managers to engage team members around career planning and professional development. And we will invest in further training and development opportunities, and pathways for career progression.

To better connect our many units, we will take steps to facilitate knowledge and information sharing and create more opportunities for staff members and teams to interact, network and collaborate across sites.

Corporate 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 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 ten 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 six 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. These are ratified by the full Board.

The six standing committees are:

Finance, Audit & Risk Management 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 this Committee for review prior to approval by the Board.

Digital Capability Committee

This Committee is responsible for supporting the development of the organisation's digital capabilities focused on both corporate functions and service delivery. This includes developing a digital culture, digital skills, cyber security and resilience, and access to the right technology by staff and people accessing supports.

Service Quality & Safety 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 safeguarding, 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 Senior Independent Advocate, and reporting on these to the Board.

Nominations Committee

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

Flourish Foundation Australia Committee

This Committee is responsible for providing guidance and oversight to Flourish Australia's philanthropic and charitable fundraising, ensuring compliance with charitable fundraising legislation and requirements, raising our National profile, together with enabling us to undertake research and undertake innovative service development. The majority of Committee members are from the community.

Remuneration Committee

The Remuneration Committee is tasked with the oversight of the organisation's employment, rewards and recognition arrangements to ensure Flourish Australia is an attractive place to work, and that we continue to support the Flourish Australia team to feel valued and to deliver high quality, recovery-oriented, trauma informed supports.

Performance Review

The Board has processes in place to regularly review its composition, and annually evaluates its collective and individual Director's performance and development needs. This review covers a range of issues including the Board's role and processes, interaction with management, and Directors' 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 ask questions of the Board regarding the leadership and management of Flourish Australia.

Director Remuneration Committee

The Members have established a Director Remuneration Committee to independently make decisions about 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. This committee consists of three Members who volunteer their time.

Flourish Australia's Board



Professor Elizabeth More AM Board Chair

BA(Hons), Grad Dip Mgt, M Comm Law, PhD, MAICD
Appointed December 2015
 Flourish Foundation Australia Committee *Chair*
 Remuneration Committee
 Finance, Audit & Risk Management Committee
 Service Quality & Safety Committee



Andrew Pryor Treasurer

B Comm, FCA, GAICD
Appointed February 2019
 Finance, Audit & Risk Management Committee *Chair*
 Remuneration Committee
 Digital Capability Committee



Dr Josey Anderson

BA, BMed(Hons), M Med, M Health Law, Cert Child Adol Psych, FRANZCP
Appointed August 2015
 Service Quality & Safety Committee



Tom Brideson

Dip Hlth Sci (Mental Health), BA (Welfare Studies) (Part), M App Epi (Indigenous Health)
Appointed November 2022
 Service Quality & Safety Committee



Hugh de Kretser

LIB, BA, Admitted as a Barrister and Solicitor (Victoria)
Appointed April 2022
 Flourish Foundation Australia Committee



Theresa Effeney

BA (HR Mgt and Policy Studies)
Appointed November 2022
 Remuneration Committee *Chair*
 Finance, Audit & Risk Management Committee



Paula Hanlon

BA
Appointed August 2015
 Service Quality & Safety Committee *Chair*



Megan Still

B App Sci, M App Sci (Research)
Appointed November 2022
 Service Quality & Safety Committee



Kareem Tawansi

BA (Psych, Comp Sci), GAICD
Appointed January 2023
 Digital Capability Committee *Chair*



Jeremy Thorpe

BEC, LLB (Hons)
Appointed August 2015
 Finance, Audit & Risk Management Committee



Fiona Justin

B.App.Sci, LLB, Grad Dip Int. Relations, GAICD
Appointed April 2023
 Legal Counsel & Company Secretary

FIND OUT MORE ABOUT OUR BOARD

Strategy on a Page

We believe all people deserve to live a fulfilling life

Our purpose is to support people with lived experience, and their families and carers, to grow in their social citizenship through our innovative services and mental health sector leadership.

This means that by 2027 we will have:

Embedded lived experience:

Ensured that people with lived experience contribute to the leadership and governance of the organisation, and that each individual's wellbeing and personal growth is prioritised.

Expanded quality services:

Delivered our expanded suite of co-designed, evidence-based mental health services that provide safe and empowering supports for people with lived experience of a mental health issue who require a complex network of supports across our locations.

Improved performance:

Created tangible impact through evidence-based practice, and efficient and robust systems, processes and digital infrastructure.

Developed one team:

Drawn on our organisational values to develop a workforce that is united, diverse and inspired.

Provided thought leadership:

In partnership with people with lived experience, their families and carers, championed positive system change that has helped transform the mental health system and sector.

Delivered financial sustainability:

Effectively utilised our resources from various sources to secure the future of the organisation.

Our strategy will focus on...

Lived Experience

Expanding Quality Services

Advocacy & Leadership

Workforce & Culture

Sustainability & Resilience

With our work supported by...

Performance

Partnership & Collaboration

Digital Safety, Literacy & Transformation

Effective Governance & Impact Measurement

Community Awareness

FLOURISH AUSTRALIA'S Senior Leadership Team

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



Mark Orr AM
Chief Executive Officer
BSc (Hons), MHlth Serv Mgt, Me-Hlth (HI), Grad Dip Spec Ed, Grad Dip ACG, Grad Cert App Fin and Invest, GAICD, FGIA, FCG(CS), MAAPi, Registered Psychologist



Mohammed Alkhub
General Manager, Business Excellence
BSc, Eng (Hons), MEng, Master of Business Administration, MLaw, JP



Aidan Conway
General Manager, Services
Master of Business Administration



Tim Fong
General Manager, People and Culture
BSc(Psych), MAppPsych, Registered Psychologist



Megan Hancock
Chief Financial Officer
CA, BBus, Grad Dip App Fin and Invest, GAICD



James Herbertson
General Manager, Services
Master of Business Administration



Fay Jackson
General Manager, Inclusion
BCrea Vis Arts, Dip Ed



Susan McCarthy
Chief Operations Officer
BSc (Nutrition and Physiology), MPH, GAICD



Peter Neilson
Chief Development Officer
BComm, CPA, Master of Business Administration and MAICD




Andrew O'Brien
General Manager, Services
BEd (Econ & Geog), Dip Comm Mgt, MAICD



Julie Fraser
Manager, Administration and EA to CEO
BA in Professional Writing

FIND OUT MORE ABOUT OUR SLT



" Working in such an accepting environment has nurtured my openness about my lived experience.

BRAD, SEVEN HILLS

Brad's Story

Being drawn to kindness in my work brought me full circle

I came to work at Flourish Australia with experience in the mental health system. The organisation is really different in the way they approach support delivery, as well as their work culture. Kindness plays a big part and I was immediately drawn to that. I've since seen it transform lives every day.

At the age of 26, my banking career was disrupted by a diagnosis of Bipolar and a couple of short term hospital admissions that led to time off work. Lack of awareness about what was happening to me, and the social stigma I experienced, hindered my career progression and kept me in a holding pattern for much of the next decade at the lending centre of the bank.

Now in my 40's, I'm pleased to say I've finally found my place as a Peer Worker with Flourish Australia. It's a first for me to find a professional role where my lived experience is valued and not something to be glossed over. That frees me to be fully myself and feel more comfortable and connected in my work.

Here, I'm surrounded by people who are accepting and respectful of differences.

The fact that there is such a high concentration of Peer Workers on board is a reflection of a culture that earns people's trust.

I've experienced work environments where people in need of support tended to distance themselves at first, because they felt the staff were only there to get paid. Working with Flourish Australia has shown me how powerful genuine empathy and care is for making a connection with someone.

I love that our approach to supporting people is focused on recovery and doesn't pathologise everything. The support we provide is tailored to each individual's wants, needs and dreams, which humanises the process.

Working in such an accepting environment has nurtured my openness about my lived experience, supported me to live my truth, and promote awareness as a way of being. I see the hope it inspires in someone who's struggling with their own challenges when I share enough of my story for them to feel understood.

Every day I see lives transformed by simple acts of kindness in my work. I've taken on board the necessity of being kind to myself too, and building nurturing networks that support my wellbeing.

When my eyes were opened to the impact kindness can have on healing, I found my calling. The funny thing is, it has brought me full-circle, literally! The building I work in now used to be a bank, the very bank I was pursuing a very different career path with, when I first became unwell.

Thankfully I've returned to far more positive times and a healthier career environment, and hold even brighter hopes for my future.



At 30 June 2023,

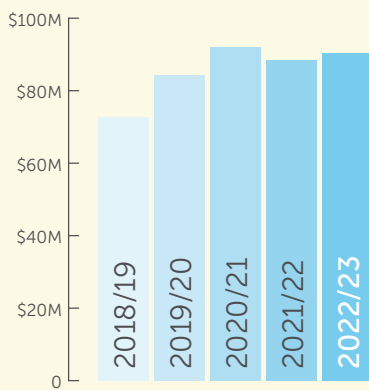
37%

of our service delivery staff are peer workers

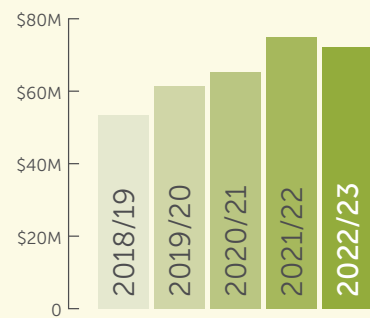


Flourish Australia financial trends over the last 5 financial years:

Our total **REVENUE** over the last 5 financial years



Our total **ASSETS** over the last 5 financial years



CHAPTER 6

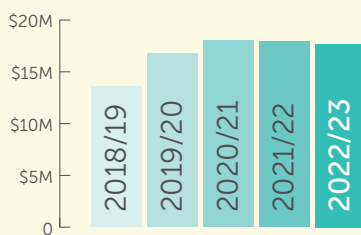
2022/23 Financial Summary

“The best things about this service were how considerate, empathetic, understanding and knowledgeable my support workers are.”

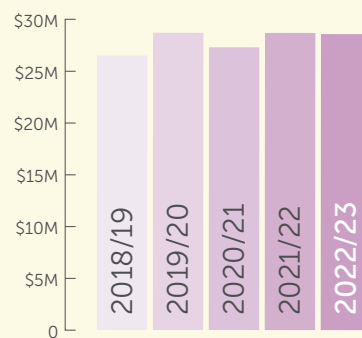
– Person accessing Wagga Wagga services*



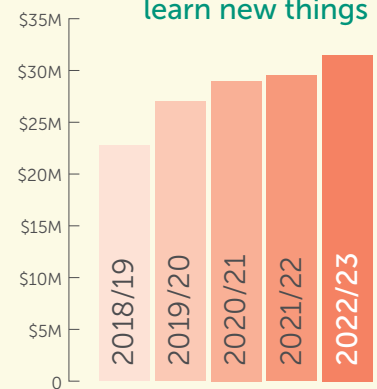
Working with people to find a job



Supporting people where they live



Helping people make friends, get involved and learn new things



At 30 June 2023 our Balance Sheet position remains strong despite another challenging year

Our operating result for the year was a deficit of \$2.4 million.

This deficit was primarily due to continuing to provide quality support via the National Disability Insurance Scheme at a cost exceeding the income able to be recovered.

We continued to support people through government service contract programs, and these programs remain a very important part of what we do representing 50% of our overall revenue from ordinary activities in 2022-23.

Providing support to people through the NDIS continues to also be a key way in which we provide support, representing 39% of our overall revenue from ordinary activities in 2022-23.

We believe that helping people to maintain stable housing, make friends, get involved and learn new things are beneficial to mental health and wellbeing. During 2022-23 we increased our overall support in these areas, with associated costs representing 65% (2021-2022: 65%) of our total costs. We also know that having meaningful work, and the social connections that come with it, are beneficial to mental health and wellbeing. During 2022-23 we continued our support working with people to find a job, with associated costs representing 19% (2021-2022: 20%).



VIEW FLOURISH
AUSTRALIA
FINANCIAL
REPORTS ONLINE

Gail & Jaya
Wonnarua Country

2023 Financial Summary

OUR SOURCES OF REVENUE	2022/23 \$'000	2021/22 \$'000
NDIS	34,691	34,823
NSW Government	28,514	28,224
Commonwealth Government	13,779	10,443
Business Sales	5,403	6,224
Other revenue from ordinary activities	4,738	5,723
Queensland Government	2,101	2,029
Subtotal – Operations	89,226	87,466
Other income	1,166	824
Total Revenue	90,392	88,290

COSTS SUMMARY	2022/23 \$'000	2021/22 \$'000
Helping people make friends, get involved and learn new things	31,484	29,393
Supporting people where they live	28,584	28,693
Working with people to find a job	17,700	17,886
Other expenditure	15,000	13,436
Total Costs	92,768	89,408

OUR BALANCE SHEET AT A GLANCE	2022/23 \$'000	2021/22 \$'000
Assets		
Cash and cashable investments	19,034	23,008
Investment properties	9,564	9,791
Property, plant and equipment	23,824	23,974
Intangibles	38	109
Receivables	4,671	5,125
Right of use assets	7,087	5,883
Other assets	8,010	6,988
Total Assets	72,228	74,878
Liabilities		
Accounts payable	4,537	3,693
Other current liabilities	9,156	14,064
Financial liabilities	1,700	1,683
Provision for staff LSL and holiday pay	8,919	9,061
Lease liabilities	7,793	5,920
Total Liabilities	32,105	34,421
EQUITY	40,123	40,457

" I'm living proof that the opportunity to be part of a program like this can completely turn life around for survivors and their children.

TAYLOR, BLACKTOWN



Taylor's Story

Kindness validated my feelings about what happened to me. Now I advocate for change

As a teenage mum I was subject to so much stigma in my home town. Experiencing kindness and respect with Flourish Australia's Women & Children's Program has validated my feelings that what happened to me and my son was not ok, and motivated me to speak-out against domestic violence.

All my life I've been told to just get over the deeply traumatising things that happened to me. I grew up without a mum and home life was chaotic, so the idea of parenting my son alone was daunting. With no family or peer support to turn to, I reached out to Flourish Australia.

It's a nurturing environment, where the staff have a motherly vibe and listen with genuine care. I've warmed to one of the other mums called Larissa, and finally feel safe to share my pain and let it all out. It became real to me that I had been living with domestic violence once I found myself surrounded by trustworthy people who show up for me when I need them. This is what family should feel like!

After just three months of throwing myself into everything this program offers, my self esteem has soared.

I'm a completely different person, no longer just surviving, but advocating for something to be done about DV.

Finding the freedom to be myself was life changing and kindness was the key

I once found myself talking wildly about it with Flourish Australia's CEO Mark Orr AM, not realising who he was. He engaged with the conversation like we'd known one another for years. That's what's so unique and wonderful about Flourish Australia's whole approach, every person is equally respected and valued for what they bring to the table.

Being shown patience and kindness has helped me to realise how much we all need the guidance of a caring mum. It was challenging to connect

with what a mother's love looks like when I'd never felt it myself. In my struggle with post-natal depression and becoming a mum in my teens, I felt I'd lost my whole sense of identity. The team reassure me it's ok to feel the way I feel, and show me ways to manage so that things can be ok for me as well as my bub.

Having Larissa alongside assures me I'm not the only one who feels overwhelmed at times. Talking it out together helps us to move past self doubt. Just hearing someone say 'you're a great mum' is a huge deal.

Without the support we've found here, it would be very easy for my baby and I to fall through the cracks.

So many single mums are doing their best to cope, with nothing like this available to support them, so I'm speaking up for more of this sort of support to be made accessible for more women.

I'm living proof that the opportunity to be part of a program like this can completely turn life around for survivors and their children. It's so much more than a band-aid. I want better things for my life and my children now. I hold stronger values and have learned healthier ways of doing life and relationships.

They've saved us with their kindness. It's changed the course of my family's future and I like to believe we'll be the ones to break the cycle of DV. God knows where we'd have ended up had Flourish Australia not taken us under their wing and modelled such a caring support system.



FIND OUT HOW YOU CAN HELP MOTHERS LIKE TAYLOR

Our Funders & Consortia Partners

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

Australian Government

- Department of Health and Aged Care
- Department of Social Services
- National Disability Insurance Agency

NSW Government

- Hunter New England Local Health District
- Illawarra Shoalhaven Local Health District
- Murrumbidgee Local Health District
- Nepean Blue Mountains Local Health District
- NSW Health – Justice Health and Forensic Hospital Network
- 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
- HealthWISE New England North West
- Hunter New England and Central Coast PHN
- Hunter Primary Care
- Neami National
- Nepean Blue Mountains PHN
- One Door Mental Health
- South Eastern NSW PHN
- South Western Sydney PHN
- Western NSW PHN
- Western Sydney PHN
- SVA Nominees Pty Ltd as trustee of the Resolve SBB Trust

Flourish Australia receives funding from the Australian, New South Wales and Queensland Governments.

Flourish Australia Consortia Partners include:

headspace Bankstown

- Dr Josey Anderson (Chair) Black Dog Institute
- Black Dog Institute
- Canterbury Bankstown City Council
- DAMEC At Work
- One Door Mental Health
- Salvation Army – YouthLink
- 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
- Lifeline Macarthur
- Transcultural Mental Health Centre

headspace Broken Hill

- Broken Hill City Council
- Black Dog Institute
- Far West Local Health District
- JobLink Plus
- Lifeline Broken Hill
- Maari Ma Aboriginal Health Service
- Mission Australia
- Nachiappan Surgery
- Neami National
- Royal Flying Doctor Service (RFDS)

Supporting Organisations

- ACON
- Police Citizen Youth Club (PCYC)

headspace Castle Hill & Parramatta

- Interrelate
- Northmead Uniting Church
- Ability Options
- Salvation Army – YouthLink
- TAFE NSW
- Wise Employment

Supporting Organisations:

- Twenty10
- ACON
- Western Sydney Local Health District
- Parramatta Mission
- CanTeen

* 2022 Flourish Australia YES Survey (n=686)

2022 Flourish Australia X-Ref Engage Survey (n=416)

† Flourish Foundation Australia is an operating division of Flourish Australia ®Registered Trademark. Flourish Foundation Australia is a Registered Business Name of RichmondPRA Limited (ABN 66 001 280 628). RichmondPRA Limited is registered with the Australian Charities and Not-for-profits Commission (ACNC) and has the authority to fundraise in NSW (CFN 12259), ACT, VIC, QLD (CH3088), and SA.

‡ Adapted from CVC Audit (https://cvcaudit.com/corporate/e_news_article.aspx?rid=11) using an average household size of 3 using the methodology from rba.gov.au (<https://www.rba.gov.au/publications/bulletin/2023/mar/pdf/a-new-measure-of-average-household-size.pdf>)

Copyright © 2023 RichmondPRA Ltd

Apart from any use as permitted under the Copyright Act 1968, no part of this Annual Report may be reproduced by any process without prior written permission from RichmondPRA Ltd (Flourish Australia).

Requests and inquiries concerning reproduction and rights should be addressed to the Chief Executive Officer at our Registered Office, the details of which are given below.

Registered Office of RichmondPRA Ltd

Wangal Country

Head Office & Postal Address:

Quad 3, Level 3, Suite 3.01
102 Bennelong Parkway,
Sydney Olympic Park NSW 2127

Phone 1300 779 270

Fax 02 8756 5050

Email hello@flourishaustralia.org.au

www.flourishaustralia.org.au

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.

Flourish Australia is accredited against the Aged Care Quality Standards and The Australian Service Excellence Standards.



Where mental wellbeing thrives

Want more information?

Call 1300 779 270

Email hello@flourishaustralia.org.au

www.flourishaustralia.org.au



FlourishAus



View the
Flourish Australia
Annual Report
online