

# Wellways Australia Limited

*Incorporating Australian HealthCall Group*

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mental health | disability support | community care  
rehabilitation | NDIS services

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# Wellways Australia 2017

incorporating HealthCall Group

**\$57m**

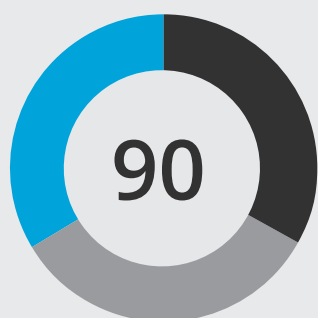
ANNUAL TURNOVER

**7,993**

PROGRAM PARTICIPANTS  
CONSUMERS AND FAMILIES

**979,000**

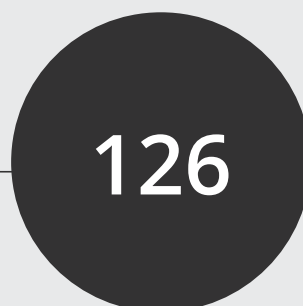
HOURS OF SERVICES  
DELIVERED



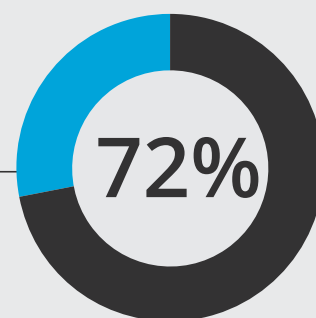
PARTNERSHIPS



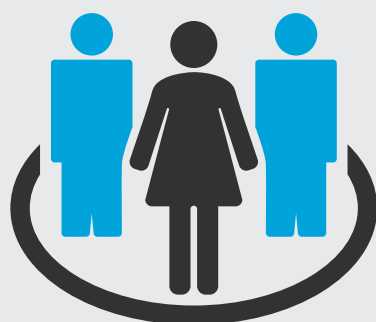
STAFF MEMBERS



LIVED EXPERIENCE-  
MENTAL HEALTH  
WORKERS

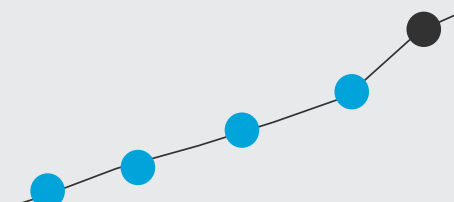


STAFF WITH DEGREE,  
DIPLOMA OR CERTIFICATE  
QUALIFICATION



**518,430**

ENGAGED IN OUR **ADVOCACY,**  
**INFORMATION AND EDUCATION**



HELPLINE CALLS

**6,725**

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# President's Report 2015-2016

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2015-16 was a year of significant development for Wellways Australia Limited. We provided services to over 6,290 people from many diverse backgrounds, and in many places.

With funding from the Commonwealth and State and Territory Governments, Wellways worked with people with complex needs, people with drug and alcohol issues, families and children, youth and adults, and people leaving the prison system. We also extended our services to more people with a disability.

Our organisational capacity is solid, exemplified by our strong financial performance and an annual turnover for the 2015/2016 financial year in excess of \$36m.

The Board continued to oversee the execution of our strategic plan in what has proven to be a year of transformation. In line with this we continued to broaden the scope of our services to derive future benefit from the NDIS and to meet the changes to future Government funding.

We made significant developments with our merger and acquisition program which was undertaken to extend our footprint to include Queensland in addition to catering for further growth in our existing locations of the Australian Capital Territory, New South Wales, Victoria and Tasmania.

The need to be consistent with our name and brand across an expanding footprint saw us change our name from MI Fellowship to Wellways Australia Limited, which presents a more hopeful, modern image. Following a Special General Meeting in February, this change became effective in April, 2016. Resources were allocated to re-brand the organisation and develop a new website.

We progressed the acquisition of the Australian HealthCall Group which was completed on July 1, 2016. This acquisition will give us a strong footing in service

provision to people living with disabilities, the challenges of ageing and general health issues, in Queensland, New South Wales and beyond.

The Board approved a merger with Headway North West Tasmania Inc, which also became effective on July 1 2016. Headway is an Incorporated Association and a respected international brand providing support services to people with an Acquired Brain Injury and their families. Wellways will maintain the Headway brand through NDIS transition to leverage its international and local reputation.

These acquisitions made it appropriate for us to take steps to recruit Directors from other states, particularly NSW and Queensland, and this development will bring specific state knowledge and relationships that benefit Board governance and contribute to strategic growth.

During this period the Consumer and Carer Committee completed their important foundation work. The Board approved the development and recruitment of a new Consumer and Carer Committee with a national focus to assist us with the consideration of issues at a strategic national level. We thank the foundation committee for their contribution.



The Clinical Governance Committee invited external advisors to share their expertise and we also thank the consumers, carers and sector professionals who contributed.

I would also like to thank all Board members for their committed, voluntary contribution this past year. It should be noted that the Board passed a resolution in November 2015 to pay directors without any affect to our DGR/PBI status. This became effective on July 2, 2016.

Our investment and development of a fundraising regular giving program continued this year and I thank our donors for their contribution which directly aids our advocacy work. I acknowledge the generosity of a number of bequestors who have also made it possible for us to do the work we do – in particular the Estates of the late Mr. John McDonell, Mr Terrence Heyward, Mrs Mary Miller and Mr David Fotheringham.

We thank the William Angliss Charitable Fund and the Barwon Heads Golf Club for their continued support.

Our advocacy work continues to be a unique point of difference for Wellways and contributes to the reduction of stigma and the design and development of better and more appropriate services within the government funded system. We also thank our advocacy members for their support and contribution to this important aspect of our organisation.

I also again acknowledge SEW Eurodrive's Rob and Adel Merola for their charity luncheon which raised over \$41,000. Likewise we thank Frank and Patricia Woodcock for their continuing support to deliver the Bruce Woodcock Memorial Lecture.

And finally, I thank CEO Elizabeth Crowther, the executive team and staff for their commitment and dedication to continuing our work under the new name of Wellways. The Board looks forward to working with you in the year ahead to continue to make a difference in the lives of people affected by mental illness and disability, together with their families.

**Paul Montgomery**  
President  
Wellways Australia Limited

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# Chief Executive's Report 2015-2016

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The enormous transformation that has occurred for MI Fellowship in the past year has truly ushered in a new era for our organisation. We have built upon 38 years of history and service to the community, transitioning to a new name and new brand, Wellways Australia.

We maintain our commitment to support people with mental health challenges, their families, friends and carers, to build good lives in their communities and to participate fully without stigma and discrimination. This is the important message of 'community inclusion' which has been addressed so eloquently in *Well Together*, the publication we developed in May with Temple University in Philadelphia.

Our collaboration with Temple University's Dr Mark Salzer and Richard Baron, and their visit to Australia for *Wellways To Mental Health* events in May, gave us the opportunity to present their innovative work on community inclusion at a series of public and mental health sector events. These included the Bruce Woodcock Memorial Lecture with Dr Salzer as guest speaker, Primary Health Network CEOs forum, employment and peer worker forums, staff training, and our participation in the VICSERV conference Toward Recovery, with Dr Salzer as a keynote speaker.

Our focus on recovery was further strengthened by the contributions of Professor Mike Slade and Dr Eleanor Longden, who collaborated with us on the publication *The empirical evidence about mental health and recovery: how likely, how long, what helps?* Professor Slade was our guest during Mental Health Week last year, delivering the Grace

Groom Memorial Oration at Canberra's National Press Club and attending federal government meetings with us on mental health reforms.

Building the evidence base for our work is essential to achieving the mental health outcomes of recovery and community inclusion that are at the heart of what we do. Advocacy bolsters our work, opening the door to community participation. Recognising this, earlier this year we appointed Cassy Nunan and Rachael Lovelock to consumer and carer roles (respectively) to drive advocacy and leadership.

This past year we have worked with over 6,000 people, delivering more than 56 mental health support services across Victoria, ACT, Tasmania and – for the first time – in New South Wales. Our growth along the East Coast, in successfully tendering to deliver youth and adult outreach support services, means we are making good on our ongoing commitment to deliver services where people live and to alleviate barriers to access.

Our partnerships support this commitment as well. We developed and operated in over 90 partnerships with organisations such as the National Disability Insurance Agency, Primary Health Networks, hospitals, universities, colleges and TAFEs, local councils, corporates, and numerous community groups across our network.



In line with the expansion of our services interstate, this past year we have re-structured our corporate leadership and regional management teams, outsourced our IT operations to Brennan IT, introduced new Wellways 1300 phone numbers, and commenced a new digital engagement strategy involving the redevelopment of our website and social media platforms.

Our peer-led Helpline service continued its extraordinary growth and call capacity, launching this year in the ACT. Corporate communications and marketing strategies were aligned to address the changing mental health environment with the introduction of the National Disability Insurance Scheme.

Our decision to acquire Australian HealthCall Group, furthering our skill and capacity to work with people with disabilities as well as people with mental illness, allowed us to plan for the expansion of our NDIS services and reach.

The past year of transformation for our organisation, led by those who have guided, contributed to and used our services, marks a very hopeful era for Wellways Australia and the people and communities we support. We thank our hard-working board, our incomparable staff, the participants and families who make our work so worthwhile and enrich our own understandings, and all of our other supporters who are there for us, year in and year out. You have all been a part of this transformative journey, and we are deeply grateful!

**Elizabeth Crowther**  
Chief Executive  
Wellways Australia Limited

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# Board and Committees 2015-2016

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## Board Members

Paul Montgomery (President & Chair)  
Kevin Abrahamson (Deputy President)  
Julie Babineau (Director)  
Darrel Drieberg (Director)  
Dr. Julian Freidin (Director)  
Rob Hughes (Director)  
Theo Krambias (Director)  
Hon. Reba Meagher (Director)  
Kay Toshach (Director)

## Executive Committee of the Board

Paul Montgomery (Chair)  
Kevin Abrahamson  
Darrel Drieberg  
Julian Freidin

## FARRM Committee

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

## Clinical Governance Committee

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

## Merger & Acquisition Committee

Kevin Abrahamson (Chair)  
Paul Montgomery  
Julian Freidin  
Darrel Drieberg

## Consumer and Carer Committee

Paul Montgomery (Chair)  
Kevin Abrahamson

## External Members: Non director appointees

Rosemary Boote (Co Chair)  
Jackie Crowe  
Glendra Stubbs  
Bradley Foxlewin  
Maggie Toko  
Marie Piu  
Sharon Leigh-Hazell

# A new generation of health supports and services

Wellways Australia Limited, incorporating Australian HealthCall Group, is a leading national mental health and disability support organisation with services in Queensland, Australian Capital Territory, New South Wales, Victoria and Tasmania. Wellways (formerly MI Fellowship) has been delivering services in the community for almost 40 years and HealthCall for over 55 years.

We work with a diverse range of people living with mental health issues or disabilities, together with their families and carers, to bring about positive change and build good lives in their communities. This can include creating a home, getting a job, building meaningful relationships and confidently managing life at home.

We specialise in delivering services to people with multiple and complex needs, working in partnership with clinical services, health support agencies and government. We have developed the capacity to work effectively and sensitively with Aboriginal and Torres Strait Islander people and people from diverse communities and backgrounds.

Our Community Inclusion Model, *Well Together*, informs the development and delivery of all our services. Our mental health, disability and rehabilitation services bring together evidence from research with an understanding of people's lived experience – what works for them.

Our workforce is flexible and mobile and includes clinicians, rehabilitation and recovery specialists, nurses, community and disability support workers and 'peers' – those who have a lived experience of mental illness and recovery.

## **HealthCall**

Wellways HealthCall provides assistance to people living with disabilities, the challenges of ageing and general health issues. Wellways HealthCall provides a range of support including personal care, home help, community access, recreation and respite.

## **National Disability Insurance Scheme**

Wellways Australia is a registered NDIS service provider in Queensland, Australian Capital Territory, New South Wales, Victoria and Tasmania. Our skilled mental health and disability support staff have extensive community connections to ensure NDIS participants can achieve their goals.

## **Partnerships**

Wellways has extensive experience working in partnership with clinicians, hospitals, GPs, community health organisations and government, to ensure our services and programs reach people in the communities in which they live and provide the required outcomes.

## **Advocacy**

Our commitment to advocacy both at government and community levels is central to our work. Our advocacy opens the doors to participation in areas such as employment and housing, and influences the design and provision of an effective service system.

Coupled with our focus on community inclusion, our advocacy work ensures the people we serve have many opportunities to fully participate and live confidently in their community, without stigma or discrimination.





## wellways

### Rehabilitation and Recovery

Assists people who have experienced severe mental illness, and their families and carers, to build good mental health and satisfying and meaningful lives in their communities.

### Specialist Residential Services

Provide intensive residential support to people who have experienced an acute phase of mental illness, are at risk of being hospitalised, or who require medium-term support to rebuild their skills and confidence.

### NDIS Services

Provide specialist mental health support services for people with psychosocial disability who need assistance to live well in the community.

### Peer & Family Education and Support

Offers people experiencing mental health issues, and their families and carers, peer-delivered education programs to assist in understanding mental illness, recovery and wellbeing, as well as providing mutual support.

### Community Engagement

Working with the community to support a better understanding and acceptance of mental health issues, and to break down the stigma and barriers to community participation for people with mental illness and their families.

### Specialist Capability

- Multiple and complex needs
- Dual diagnosis (mental health & drug and alcohol)
- Youth
- Forensic mental health
- Dual disability (mental health & intellectual disability)
- Helpline advice and referral line

## wellways healthcall

### Community Support Services

Assist people living with a disability to participate in the community and to live as independently as possible, with support encompassing personal care, home help, recreation and respite, and community access.

### NDIS Services

Support people living with a disability who have been recognised as NDIS-eligible, to work towards achieving their goals.

### Aged Care Home Support Services

Support older people to remain in their own homes and participate in meaningful activities.

### Nursing Care Services

Offer a range of nursing care services, such as wound care, to people living in the community.

### Attendant Care

Support for people who have experienced traumatic motor vehicle injuries and who are part of a program such as the lifetime care and support scheme – icare.

### Specialist Capability

- Multiple and complex needs
- Respite accommodation
- Clients with challenging behaviours
- Fund and case management
- 24/7 services

# OVERVIEW 2015-16



WELLWAYS AUSTRALIA LIMITED | MENTAL HEALTH SERVICES REPORT 2015-2016

\$36m

ANNUAL TURNOVER

6,290

PROGRAM PARTICIPANTS  
CONSUMERS AND FAMILIES

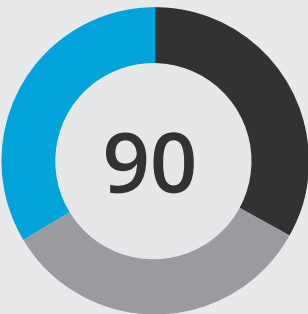
6,725

HELPLINE CALLS



510,315

ENGAGED IN OUR **ADVOCACY,**  
**INFORMATION AND EDUCATION**



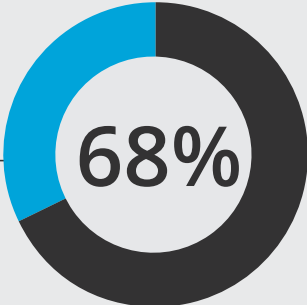
PARTNERSHIPS



STAFF MEMBERS

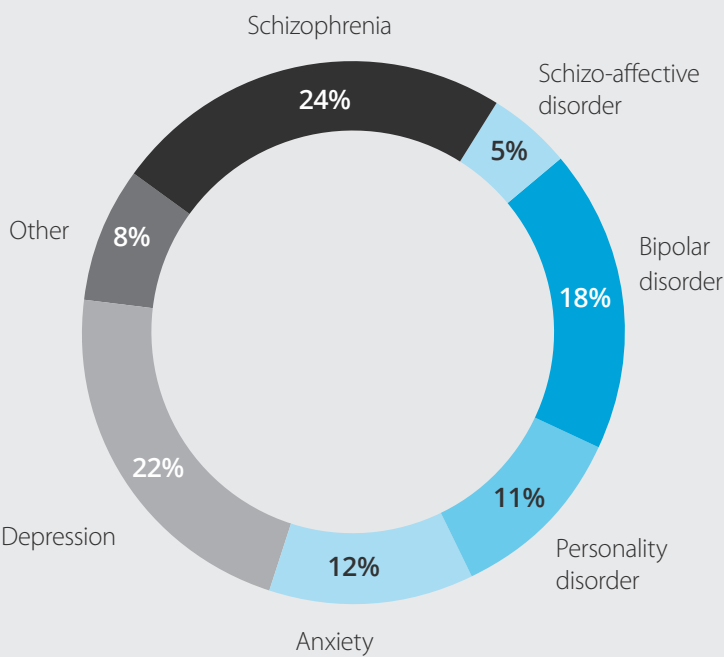


LIVED EXPERIENCE  
WORKERS



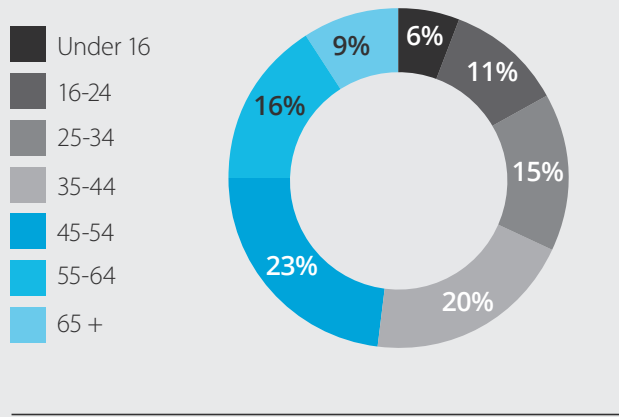
STAFF WITH DEGREE,  
DIPLOMA OR CERTIFICATE  
QUALIFICATION

MENTAL HEALTH CONDITIONS OF THE PEOPLE WE WORKED WITH (PRIMARY DIAGNOSIS)

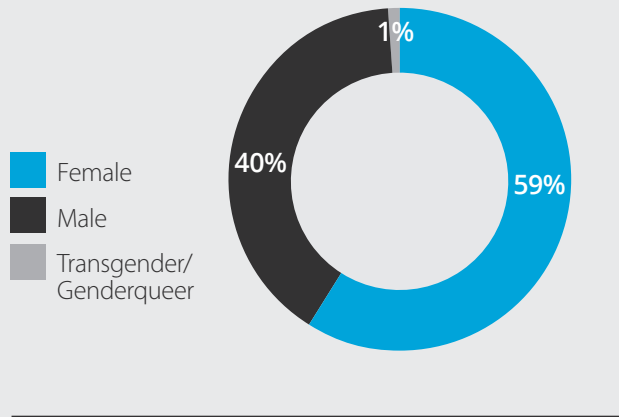


“  
I NOW CAN WALK OUT  
FROM MY HOME, I TALK BETTER,  
I AM OFF DRUGS AND ALCOHOL,  
I FEEL BETTER ABOUT  
MYSELF – AND I AM NOW  
READY FOR WORK.  
”  
PARTNERS IN RECOVERY (PIR)  
PARTICIPANT

AGE OF THE PEOPLE WE WORKED WITH



GENDER OF THE PEOPLE WE WORKED WITH



192 PARTICIPANTS IDENTIFYING AS ABORIGINAL OR TORRES STRAIT ISLANDER

438 PARTICIPANTS FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

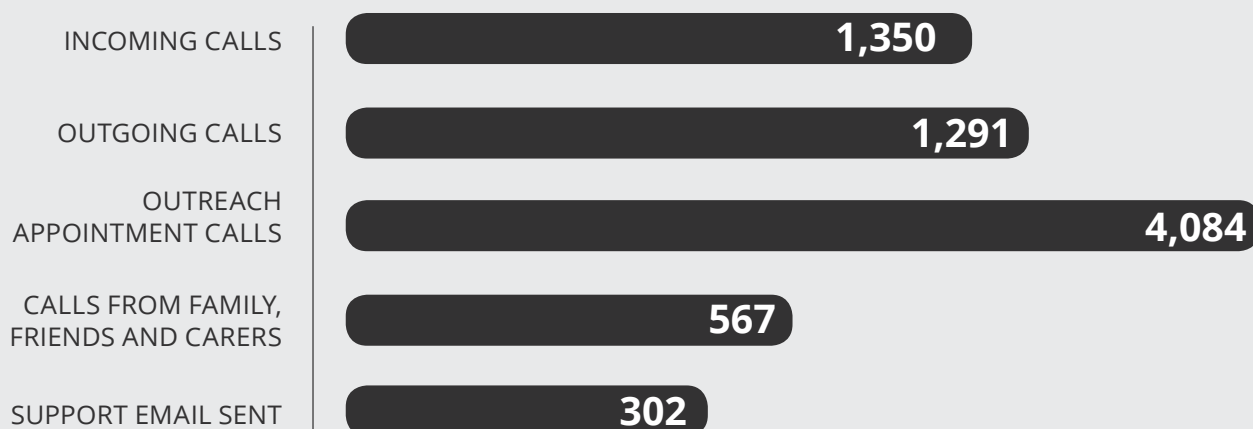


# Helpline

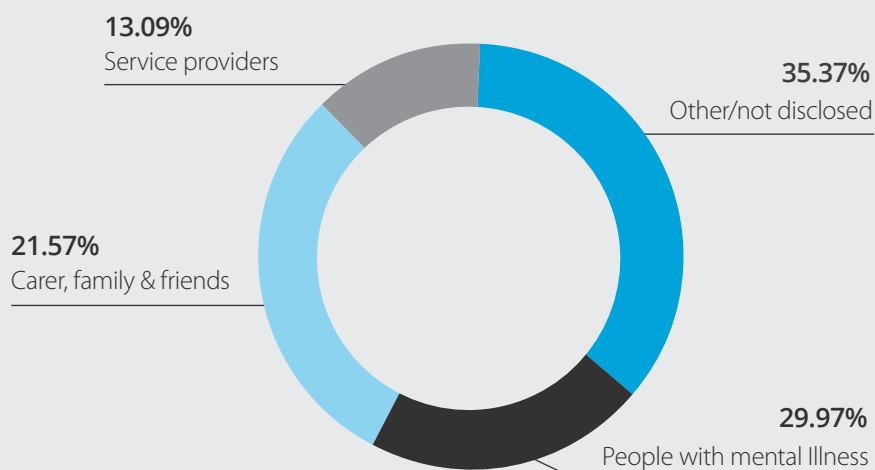
Wellways' Helpline provides phone and email-based support to people affected by mental health issues, their families, carers and friends to the wider community. All members of the Helpline team are volunteers who have lived experience of mental health issues, some as a carer or family member. Callers say it really helps to talk to someone who has been through some of the same things and understands how to get the right support.

Helpline offers outreach calls to people who are getting a mental health service and need some extra support. Weekly calls support people to get through challenging times, to focus on wellbeing and to build connections in their community.

## WHAT HELPLINE DELIVERED IN 2015-16



## HELPLINE CALLER TYPE



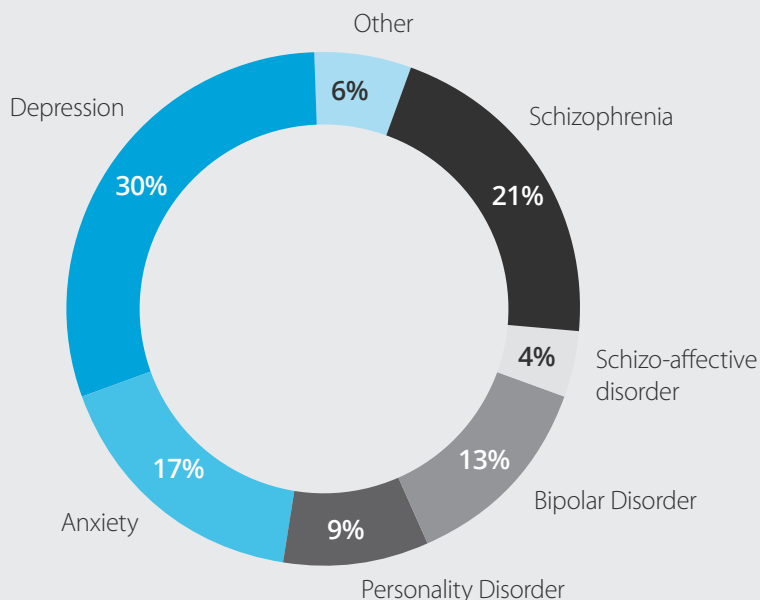
“  
IT HELPS ME FEEL  
LESS OVERWHELMED,  
TALKING (IT) THROUGH  
HELPS ME RELEASE  
INSTEAD OF USING  
SELF-HARM TO DO THAT  
HELPLINE CALLER

”

# HELPLINE OUTCOMES

An internal evaluation of Helpline's outreach call service was undertaken between November 2015 and February 2016. Quantitative and qualitative data from 25 participants were analysed.

## MENTAL HEALTH DIAGNOSIS



## COMPLEX DIAGNOSES

more than  
1 diagnosis

more than  
2 diagnosis

56% 20%

“

IT IS HELPFUL TALKING  
TO SOMEONE WHO  
UNDERSTANDS

HELPLINE CALLER

”

## PARTICIPANT OUTCOMES

Participants reported positive changes in several areas:

20%

Confidence

16%

Improved  
relationships  
with family

24%

Health awareness

16%

Increased social  
connection

13%

Decreased  
anxiety

12%

Increased  
coping skills



# Doorway Housing and support program

Doorway is an innovative and evidence-based housing and recovery program that supports people experiencing mental health issues who are homeless, or at risk of homelessness in securing and sustaining a home within the private rental market. Participants are supported to find an affordable home, build tenancy skills, find employment and improve wellbeing.

## WHO WE WORKED WITH



71

PARTICIPANTS FROM  
CULTURALLY AND  
LINGUISTICALLY  
DIVERSE BACKGROUNDS

7

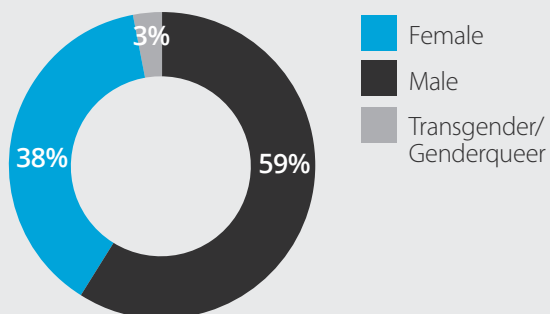
PARTICIPANTS IDENTIFYING  
AS ABORIGINAL OR TORRES  
STRAIT ISLANDER

5

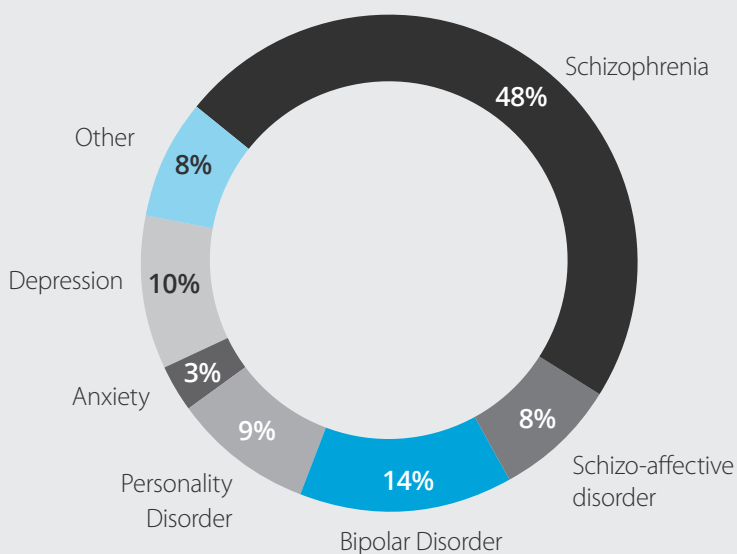
AVERAGE AGE

34

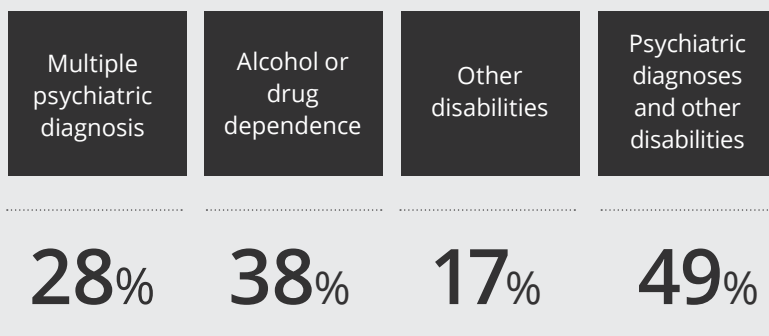
GENDER OF PEOPLE  
WE WORKED WITH



## MENTAL HEALTH DIAGNOSIS



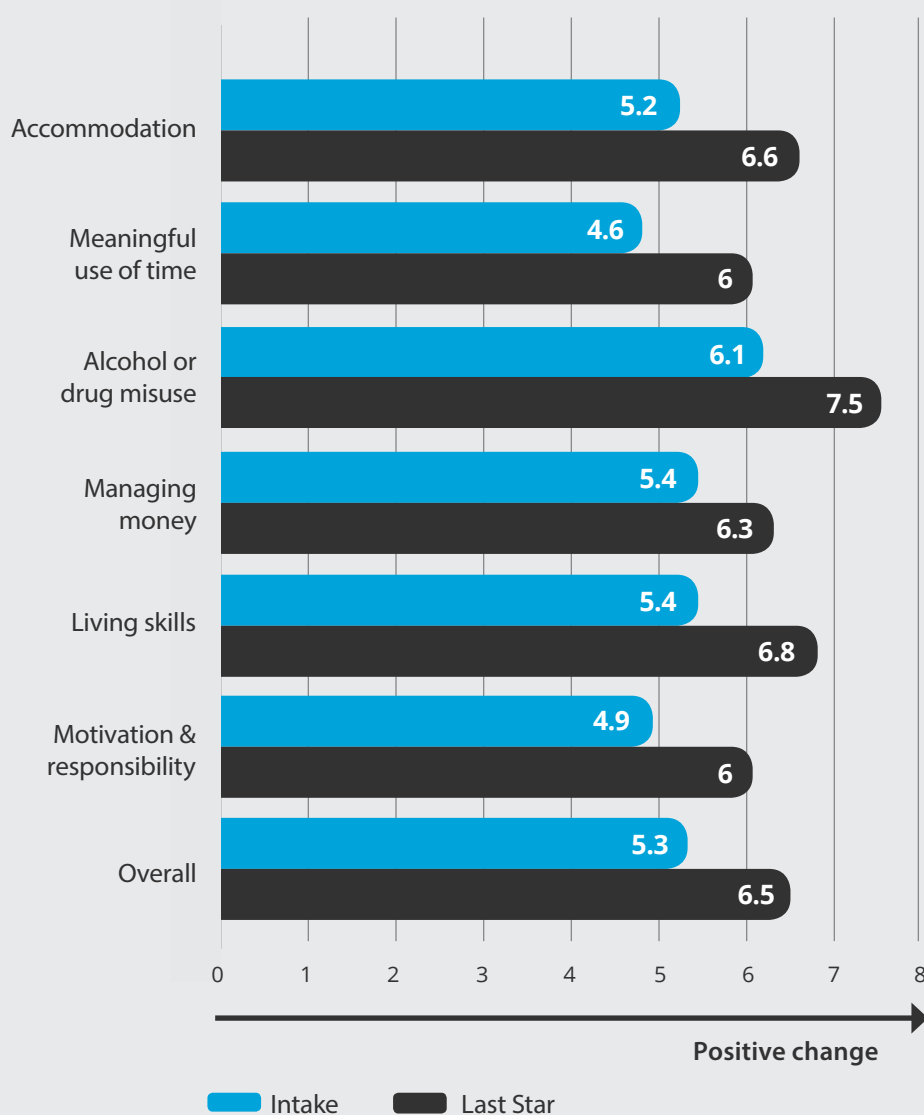
## COMPLEX DIAGNOSES



# DOORWAY OUTCOMES

An internal evaluation of outcomes for the Doorway program was undertaken in November 2016. Data were analysed for 15 participants over a 12 month period using the Homelessness Star, a valid and widely used measure.

**Doorway: Homelessness star increases in average scores (2015-16)**



**SIGNIFICANT PROGRESS WAS FOUND FOR 6 OF THE 10 HOMELESSNESS STAR AREAS ( $P \leq 0.05$ ):**

- MANAGING TENANCY & ACCOMMODATION
- MEANINGFUL USE OF TIME
- ALCOHOL AND DRUG MISUSE
- MANAGING MONEY
- SELF-CARE & LIVING SKILLS
- MOTIVATION & TAKING RESPONSIBILITY

“

SINCE BEING IN THE DOORWAY PROGRAM, I FEEL AS THOUGH THERE'S MORE HOPE . . . IT'S VERY IMPORTANT TO ME TO HAVE MY OWN PLACE. BECAUSE IT JUST GIVES ME A SENSE OF FREEDOM AND PRIVACY.

DOORWAY PARTICIPANT

”

## PARTNERS



## REFERENCE

Internal evaluation of outcomes for Wellways - Homelessness Star data analysis (2016)



# Individual client support packages (ICSP)

Wellways provides an outreach rehabilitation services in Victoria to people living with serious mental health issues. Our specialist staff work with each participant to create an individual package of support that enables them to stay well and build a good life in their community. This includes support with skill development, housing, employment and education, peer support, family support and creating good community networks.

## WHO WE WORKED WITH



619

PARTICIPANTS IDENTIFYING  
AS ABORIGINAL OR TORRES  
STRAIT ISLANDER

26

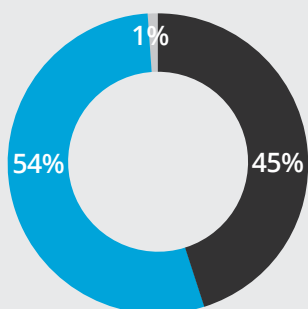
PEOPLE EXPERIENCING  
HOMELESSNESS

86

AVERAGE AGE

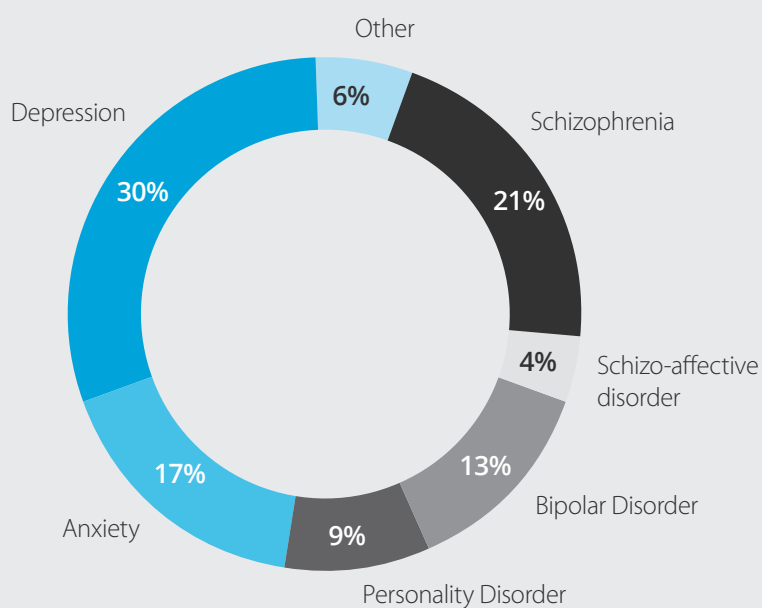
42

GENDER OF PEOPLE  
WE WORKED WITH



Female  
Male  
Transgender/  
Genderqueer

## MENTAL HEALTH DIAGNOSIS



## COMPLEX DIAGNOSES

Multiple  
psychiatric  
diagnosis

41%

Alcohol or  
drug  
dependence

11%

Other  
disabilities

17%

Psychiatric  
diagnoses  
and other  
disabilities

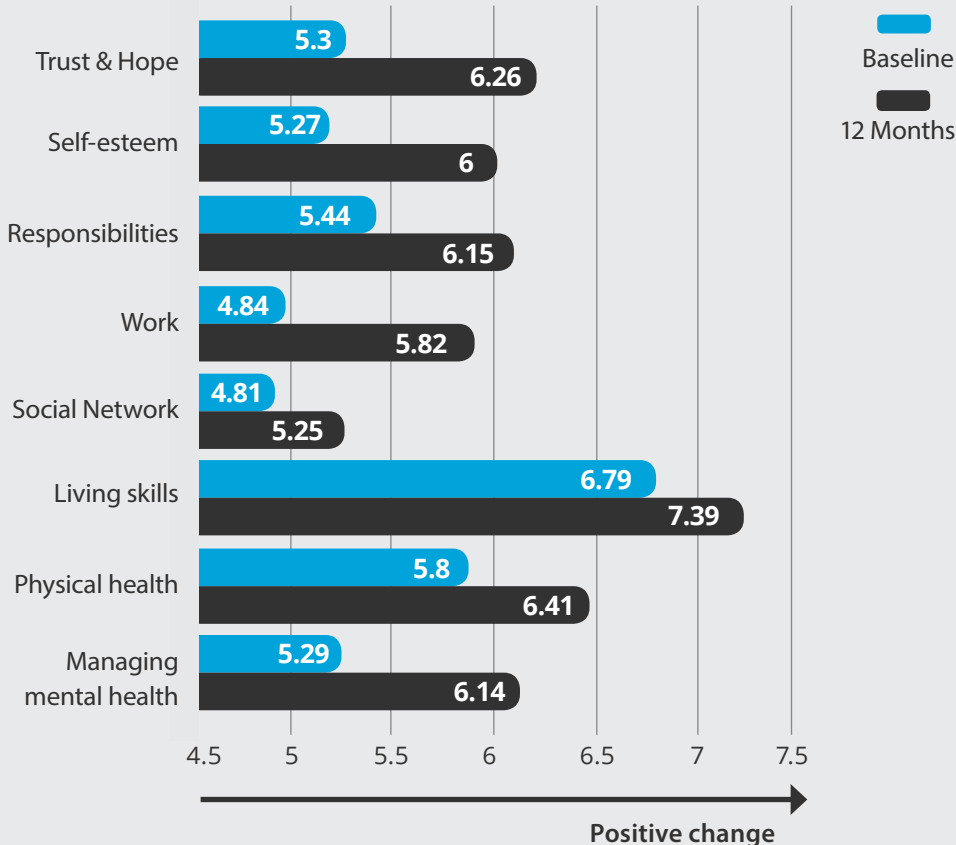
27%



# ICSP OUTCOMES

An external evaluation of Wellways' ICSP service was undertaken in October 2016 by **Swinburne University**. Outcomes were analysed for 524 participants from August 2014 – September 2016 using the Recovery Star, a valid and widely used measure.

Recovery Star increases in average scores



OVERALL, PARTICIPANTS EXPERIENCED STATISTICALLY SIGNIFICANT GAINS IN THEIR RECOVERY. THE GREATEST CHANGES FOR PEOPLE OCCURRED DURING THEIR FIRST 12 MONTHS OF SERVICE USE.

“OUR WORKER IS PROVIDING GREAT SUPPORT AND (OUR SON'S) MENTAL STATE HAS IMPROVED OUT OF SIGHT ...

ICSP, GOULBURN VALLEY

## EXPERIENCE OF SERVICE SURVEY

The 2016 Victorian Department of Health and Human Services “Your Experience of Service Survey” was completed by participants in Wellways' ICSP service. Responses for 53 participants were analysed by external evaluators engaged by DHHS.

94%

Helped me to manage my day to day life

94%

My experience of the service was positive

92%

Developed a plan that addressed all my needs

## REFERENCES

Muir, S., Meyer, D. & Thomas, N. (2016) Evaluation of outcomes for Wellways Australia – Recovery Star and Camberwell Assessment of Needs data analysis. Commissioned from Swinburne University of Technology by Wellways Australia.

Victoria Department of Health and Human Services (2016) Your Experience of Service Survey Report - Community managed organisations (Wellways).





# Sub-acute Residential Programs

Wellways operates seven sub-acute services - 6 adult and 1 youth - for people who need early intervention to prevent admission to a psychiatric inpatient unit or require structured support following discharge from hospital. We partner with metropolitan and regional health services to provide wrap-around clinical and recovery support. Our evidence-based recovery interventions support participants to self-manage mental health issues, prepare for employment or study, engage in their community, reconnect with family and friends and develop day to day living skills. In Victoria, these programs are known as Prevention and Recovery Care services (PARC) and in the ACT as Step Up Step Down services (SUSD).

## WHO WE WORKED WITH



659

PARTICIPANTS FROM  
CULTURALLY AND  
LINGUISTICALLY  
DIVERSE BACKGROUNDS

51

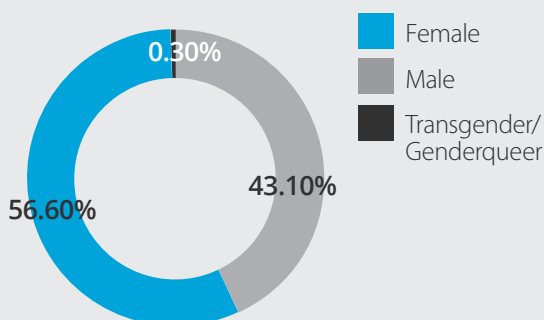
PARTICIPANTS IDENTIFYING  
AS ABORIGINAL OR TORRES  
STRAIT ISLANDER

30

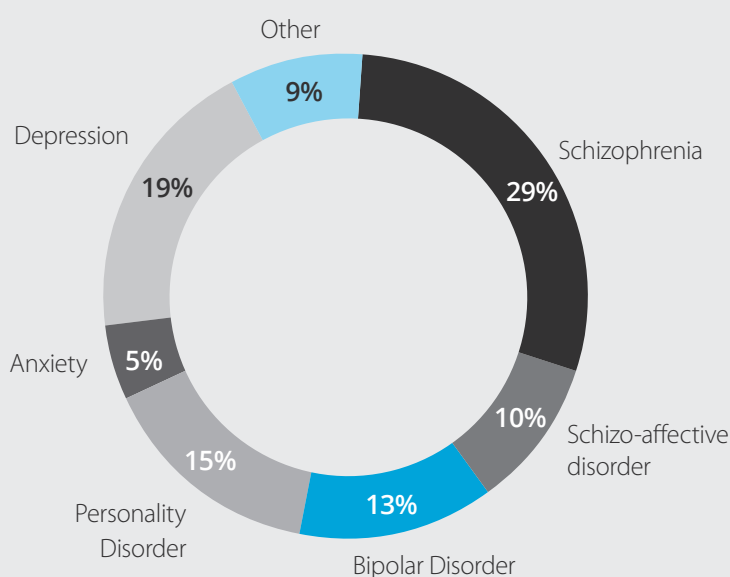
AVERAGE AGE

39

GENDER OF PEOPLE  
WE WORKED WITH



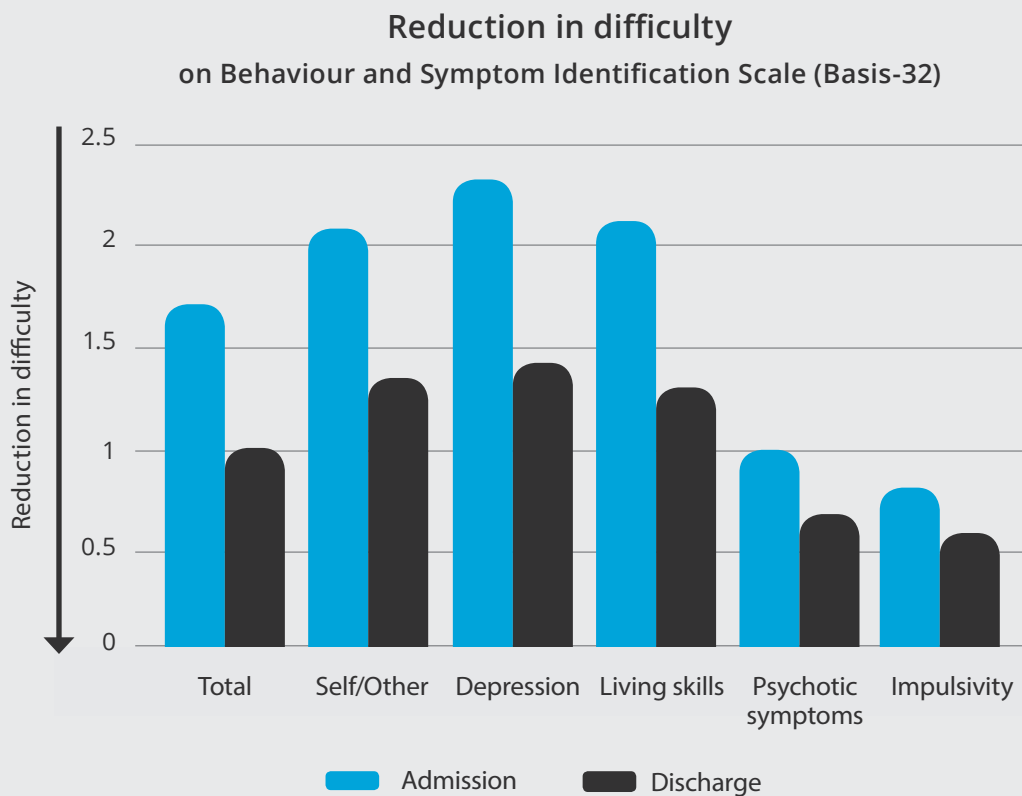
## MENTAL HEALTH DIAGNOSIS



## COMPLEX DIAGNOSES



# SUB-ACUTE RESIDENTIAL OUTCOMES



## BASIS-32

DATA WAS ANALYSED FROM JULY 2015 TO JUNE 2016 FOR 345 PARTICIPANTS USING BASIS-32, A VALID, RELIABLE MEASURE. STATISTICALLY SIGNIFICANT REDUCTIONS WERE FOUND ON ALL SUB-SCALES AS WELL AS A SIGNIFICANT REDUCTION IN OVERALL SCORES.

## REFERENCES

Internal evaluation of outcomes for Wellways - BASIS-32 data analysis (2016)

Published evaluation of our ACT Step Up Step Down Program by Canberra University demonstrated that participants:

- experience improvement in symptoms and functioning
- avoid hospital admission
- increase ability to live independently

Thomas, K. et. al. (2015). Symptoms, functioning and quality of life after treatment in a residential sub-acute mental health service in Australia, *Health and Social Care in the Community*

“

I CAME INTO PARC A VERY BROKEN AND SAD PERSON AND VERY UNSURE ABOUT MY FUTURE. WOW, WHAT A WONDERFUL PLACE. STAFF ARE FABULOUS AND EXTREMELY SUPPORTIVE. THE CLASSES ARE HELPFUL AND HAVE HELPED TO START TO TURN MY LIFE AROUND. I AM NOW LOOKING FORWARD TO MY NEW JOURNEY AND RELEARNING WHO I AM.

PARTICIPANT, FRANKSTON PARC

”



# Personal Helpers and Mentors Program (PHaMs)

Wellways supports people with mental health issues improve wellbeing and build a good life in the community. The Personal Helpers and Mentors Program provides one-to-one mentoring and practical recovery coaching from teams that include workers with lived experience of mental illness and recovery. PHaMs Employment services also offer support to help people find and keep a job.

## WHO WE WORKED WITH



428

PARTICIPANTS FROM  
CULTURALLY AND  
LINGUISTICALLY  
DIVERSE BACKGROUNDS

31

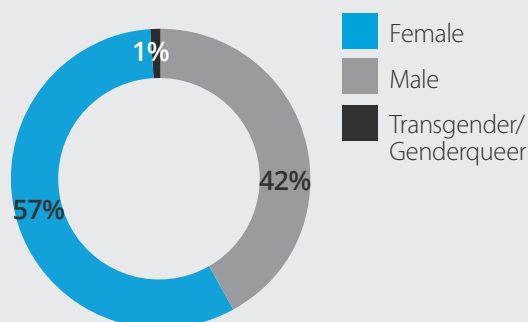
PARTICIPANTS IDENTIFYING  
AS ABORIGINAL OR TORRES  
STRAIT ISLANDER

13

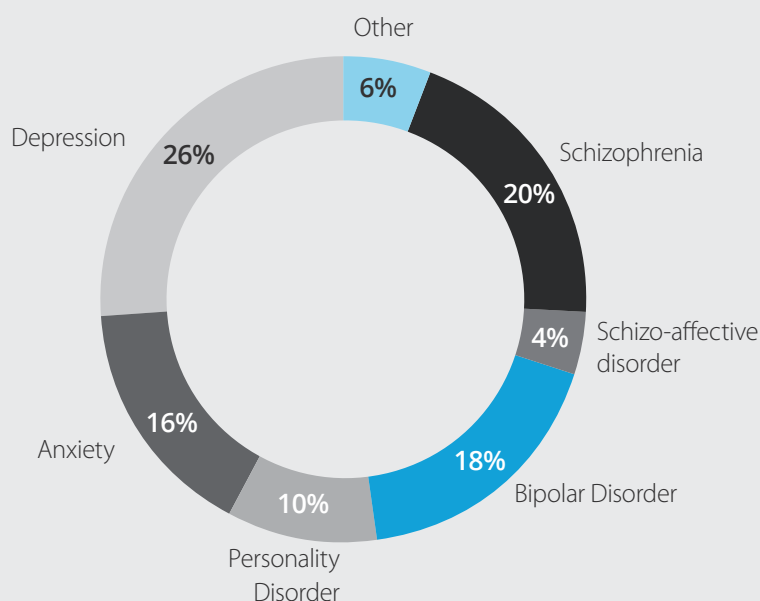
AVERAGE AGE

43

GENDER OF PEOPLE  
WE WORKED WITH



## MENTAL HEALTH DIAGNOSIS

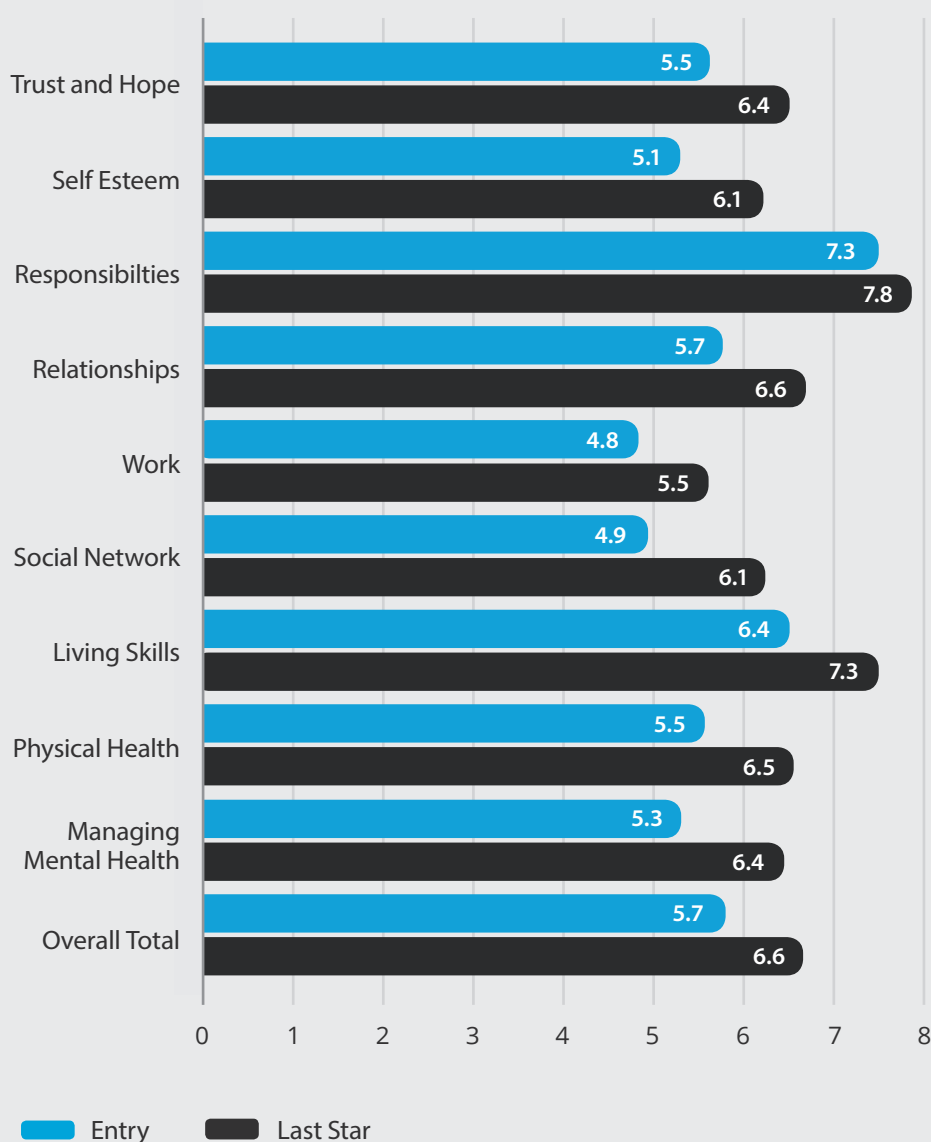


## COMPLEX DIAGNOSES



# PHAMS OUTCOMES

PHaMs recovery star increases in average scores



## OUTCOMES

An internal evaluation of outcomes for PHaMs participants was undertaken in November 2016. Data were analysed for 161 participants over a 12 month period using the Recovery Star, a valid and widely used measure. Participants experienced

- A statistically significant increase in overall recovery
- Statistically significant increases in recovery in 9 areas

## REFERENCE

Internal evaluation of outcomes for Wellways  
- BASIS-32 data analysis (2016)



“  
IT MEANS EVERYTHING TO US TO SEE (OUR SON)  
CONTENT, SUPPORTED AND AN ACTIVE AND  
PURPOSEFUL MEMBER OF THE COMMUNITY

FAMILY MEMBER, PHaMS

”



# Partners in Recovery (PIR)

Wellways works with people with severe and persistent mental health issues who are most at risk of missing out on the services they need. The Partners in Recovery program works with individuals who need to access support from multiple agencies.

## WHO WE WORKED WITH



1,434

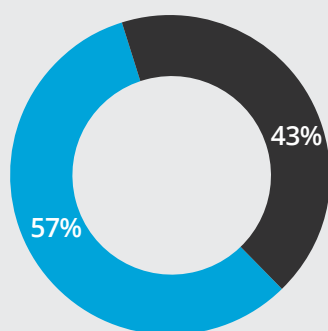
PARTICIPANTS FROM  
CULTURALLY AND  
LINGUISTICALLY  
DIVERSE BACKGROUNDS

80

AVERAGE AGE

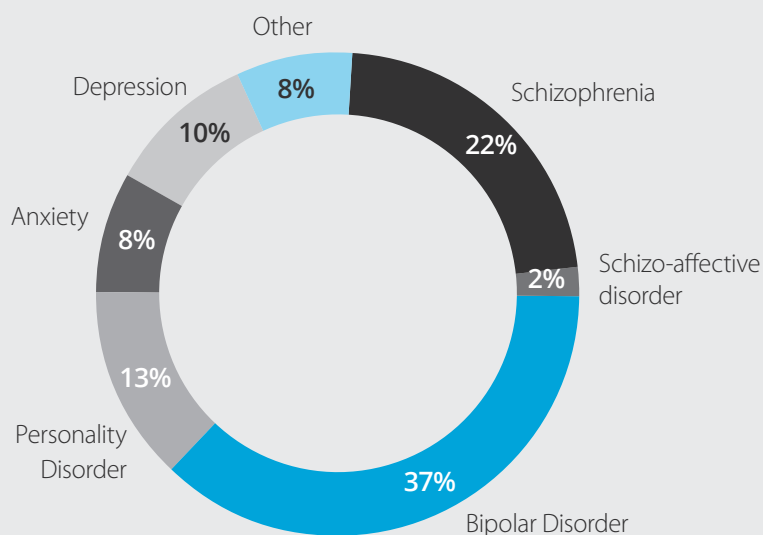
42

GENDER OF PEOPLE  
WE WORKED WITH



Female  
Male

## MENTAL HEALTH DIAGNOSIS



## COMPLEX DIAGNOSES

Multiple  
psychiatric  
diagnosis

26%

Alcohol or  
drug  
dependence

19%

Other  
disabilities

12%

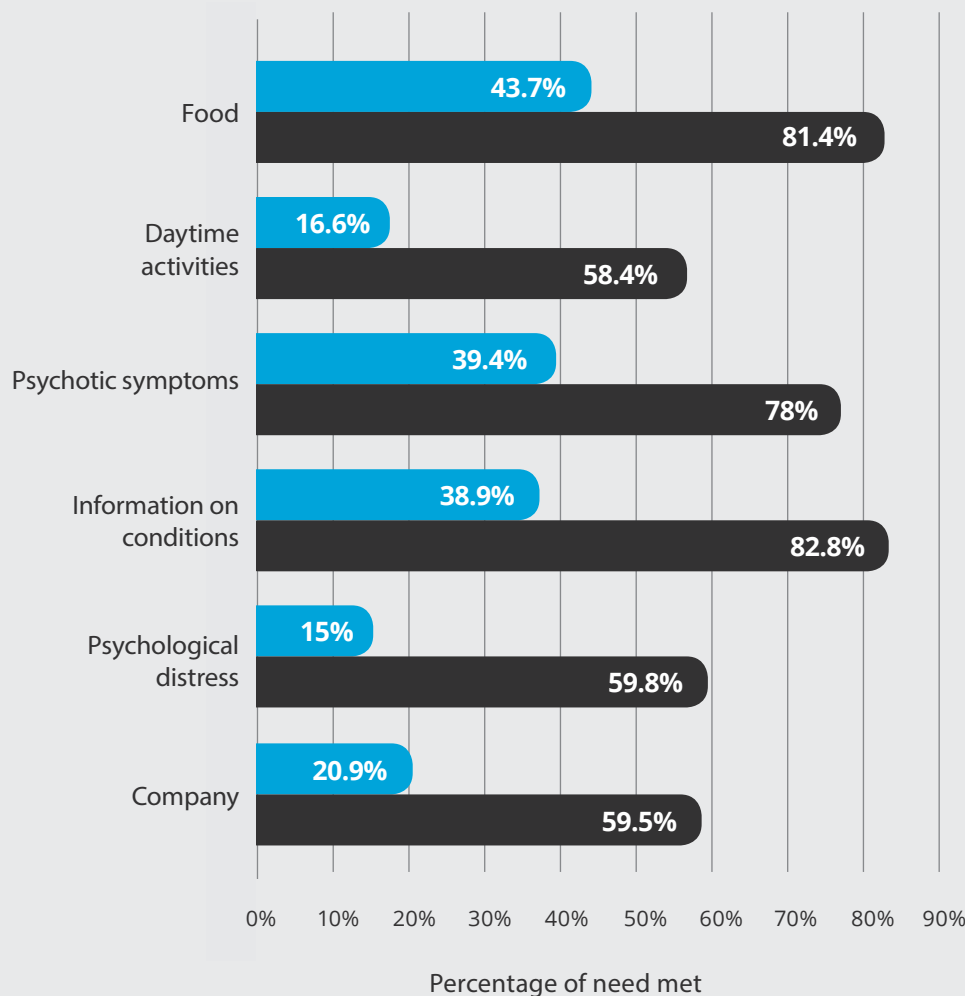
Psychiatric  
diagnoses  
and other  
disabilities

28%

# PIR OUTCOMES

The external evaluation of Wellways' PIR service was undertaken in October 2016 by **Swinburne University**. Outcomes for 514 participants were evaluated using the Camberwell Assessment of Need, a valid and widely used measure.

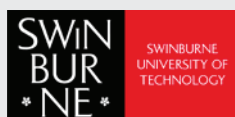
Top 6 Areas of Improvement on Camberwell Assessment of Need



Baseline 12 Months

## REFERENCES

Muir, S., Meyer, D. & Thomas, N. (2016) Evaluation of outcomes for Wellways Australia – Recovery Star and Camberwell Assessment of Needs data analysis. Commissioned from Swinburne University of Technology by Wellways Australia.



OVERALL, PARTICIPANTS EXPERIENCED STATISTICALLY SIGNIFICANT IMPROVEMENT IN 20 DOMAINS OF LIFE. THE LARGEST INCREASES OCCURRED IN THE FIRST 6 MONTHS OF SERVICE, BUT GAINS CONTINUED TO INCREASE THROUGHOUT THE 12-15 MONTHS FOLLOWING THE FIRST ASSESSMENT

“ I NOW CAN WALK OUT FROM MY HOME, I TALK BETTER, I AM OFF DRUGS AND ALCOHOL, I FEEL BETTER ABOUT MYSELF – AND I AM NOW READY FOR WORK.

PIR PARTICIPANT

## PARTNERS

PHN Gippsland  
PHN Murray  
PHN South Eastern Melbourne  
PHN Eastern Melbourne  
Anglicare Tasmania



# Rehabilitation and Recovery

Wellways' Rehabilitation and Recovery program is a recovery-focused, community-based rehabilitation service funded by the Tasmanian Department of Health and Human Services. It provides an evidence-based, all-inclusive approach to working with people experiencing severe mental health issues, as well as their family, friends and community.

## WHO WE WORKED WITH



298

PARTICIPANTS FROM  
CULTURALLY AND  
LINGUISTICALLY  
DIVERSE BACKGROUNDS

7

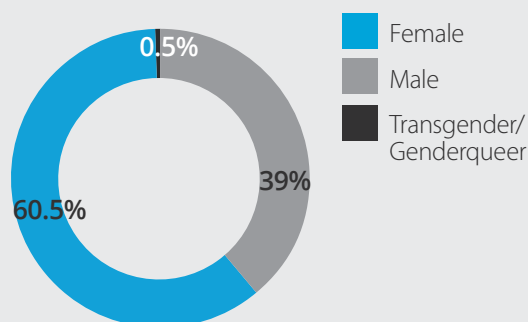
PARTICIPANTS IDENTIFYING  
AS ABORIGINAL OR TORRES  
STRAIT ISLANDER

16

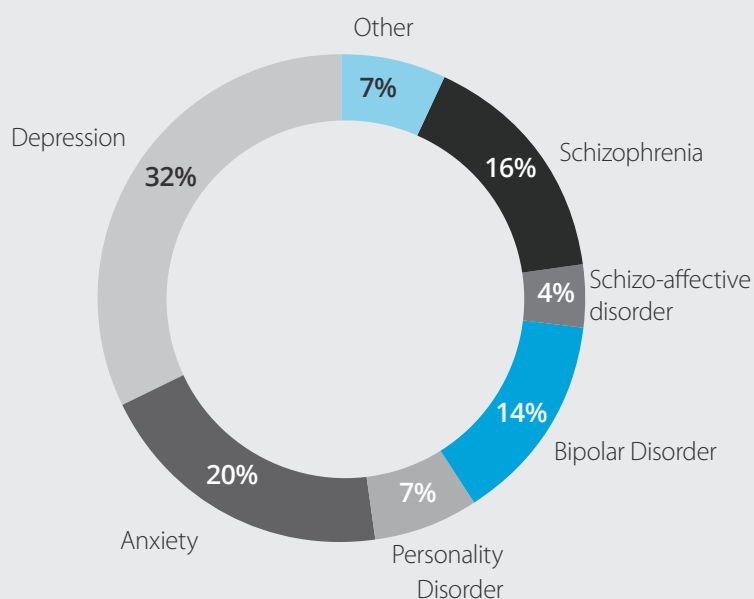
AVERAGE AGE

44

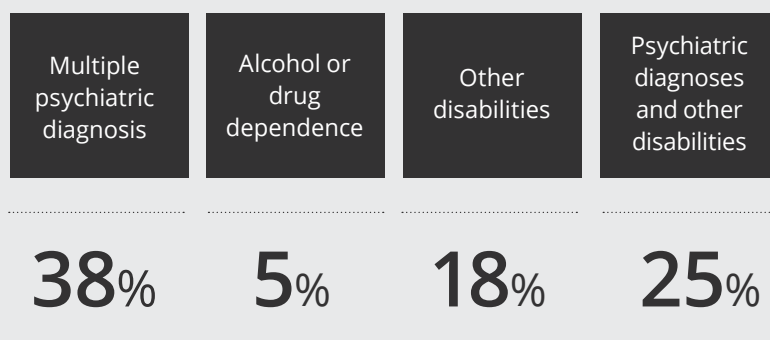
GENDER OF PEOPLE  
WE WORKED WITH



## MENTAL HEALTH DIAGNOSIS



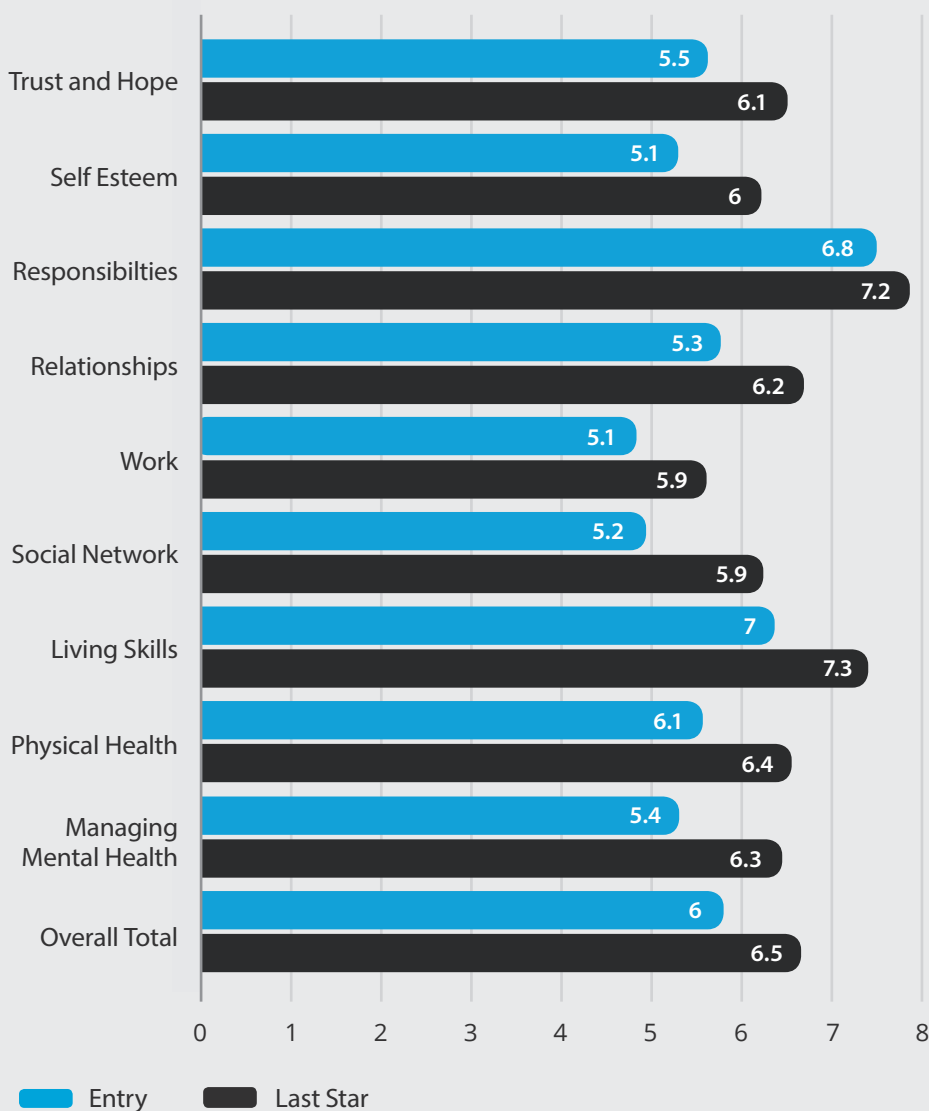
## COMPLEX DIAGNOSES





# REHABILITATION AND RECOVERY OUTCOMES

Rehab and Recovery: Recovery star increases in average scores



## OUTCOMES

An internal evaluation of outcomes for Rehabilitation & Recovery participants was undertaken in November 2016. Data were analysed for 188 participants over a 12 month period using the Recovery Star, a valid and widely used measure. Participants experienced:

- A statistically significant increase in overall recovery
- Statistically significant increases in recovery in 9 areas

## REFERENCE

Internal evaluation of outcomes for Wellways  
- BASIS-32 data analysis (2016)

“

THE REASON RECOVERY IS WORKING FOR ME THIS TIME AROUND IS THAT I AM WILLING TO NOT DIMISS ANYTHING. I HAVE BEEN PUTTING MY FINGER ON A LOT OF PIES AND ADAPTING SKILLS LEARNED FROM LOTS OF AREAS

”



# Specialist Residential Rehabilitation Programs

Wellways supports people with high and complex needs in our two long-term residential recovery programs, delivered in partnership with Alfred Health and Goulburn Valley Health. Our recovery interventions support participants to improve wellbeing, work or study, connect with family and friends and build a good life in the community.

## WHO WE WORKED WITH



46

PARTICIPANTS IDENTIFYING  
AS ABORIGINAL OR TORRES  
STRAIT ISLANDER

4

PARTICIPANTS FROM  
CULTURALLY AND  
LINGUISTICALLY  
DIVERSE BACKGROUNDS

3

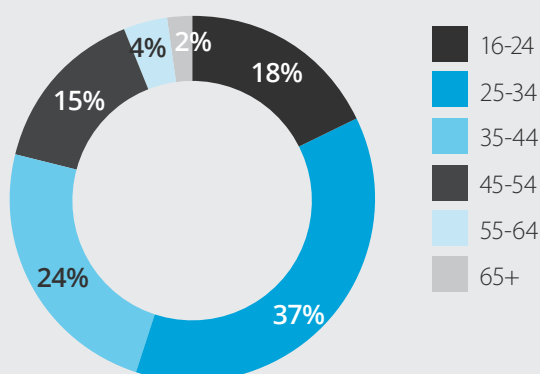


67%

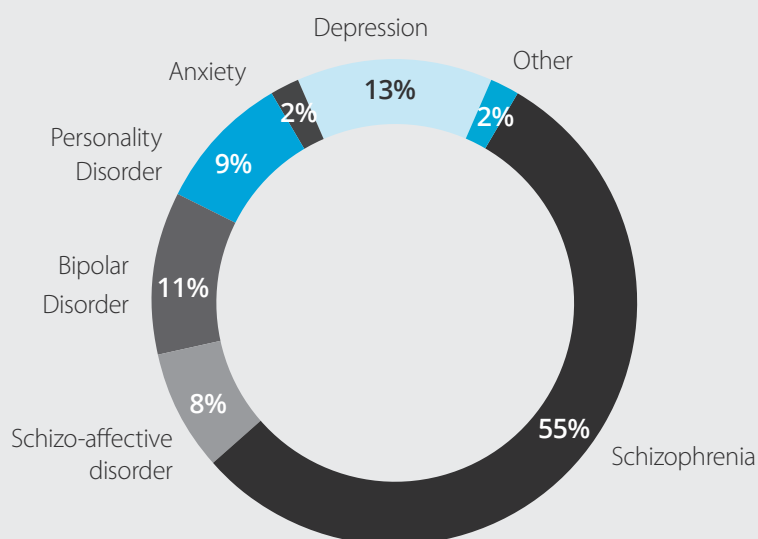


33%

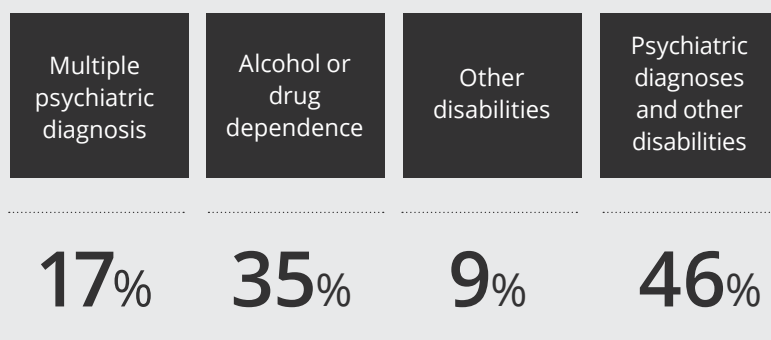
## AGE DISTRIBUTION



## MENTAL HEALTH DIAGNOSIS

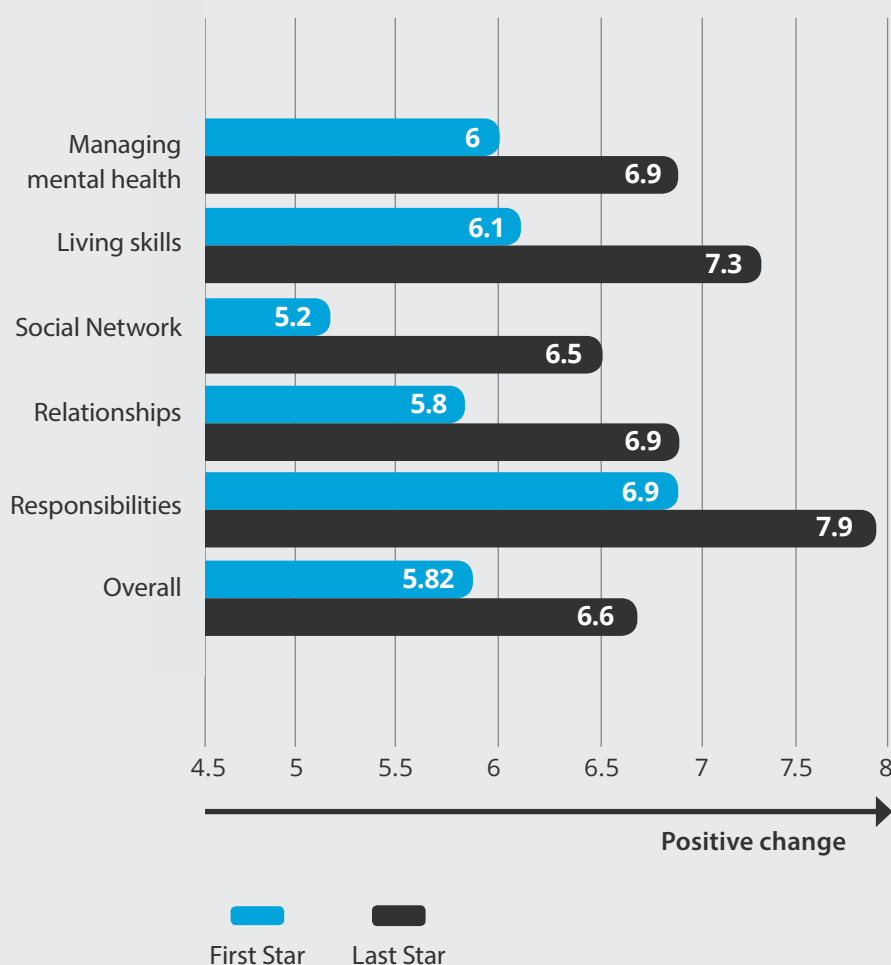


## COMPLEX DIAGNOSES



# SPECIALIST RESIDENTIAL REHABILITATION PROGRAM OUTCOMES

Increase in Mean Scores  
on the Recovery Star 2015-16



## OUTCOMES

An internal evaluation of outcomes for participants in Specialist Residential Rehabilitation programs was undertaken in November 2016. Data were analysed for 27 participants over a 12 month period using the Recovery Star, a valid and widely used measure. Participants experienced:

- A statistically significant increase in overall recovery
- Statistically significant increases in recovery in 5 areas

“

THANKS TO ALL AT  
OPENING DOORS  
FOR BEING WITH ME  
ON MY JOURNEY OF  
RECOVERY AND HAVING  
THE SUPPORT I NEVER  
THOUGHT POSSIBLE IN  
THE WORLD

OPENING DOORS  
PARTICIPANT

”

## REFERENCE

Internal evaluation of outcomes for Wellways  
- BASIS-32 data analysis (2016)

AlfredHealth



# Financial Report 2015-2016

## FINANCIAL PERFORMANCE

	2016 \$	2015 \$
<b>INCOME FROM CONTINUING OPERATIONS</b>		
Contract Services Income	33,495,928	28,049,591
Fundraising	988,691	1,949,916
Other Income	1,520,290	3,076,372
<b>TOTAL REVENUE</b>	<b>36,004,909</b>	<b>33,075,879</b>
<b>EXPENSES</b>		
Employee Expenses	27,348,355	22,915,515
Operating Expenses	8,683,894	8,090,026
<b>TOTAL EXPENSES</b>	<b>36,032,249</b>	<b>31,005,541</b>
<b>SURPLUS / (DEFICIT) BEFORE CAPITAL ITEMS</b>	<b>(27,340)</b>	<b>2,070,338</b>
Building Depreciation	(143,783)	(185,921)
<b>NET SURPLUS / (DEFICIT) FROM CONTINUING OPERATIONS</b>	<b>(171,123)</b>	<b>1,884,417</b>

## FINANCIAL POSITION

### CURRENT ASSETS

Cash at Bank, Deposit and On Hand	6,131,241	4,223,276
Receivables	1,832,913	731,510
Investments - Available for Sale Financial Assets	5,354,907	9,782,957
Assets Classified as Held for Sale	1,424,500	470,333
Prepayments	326,616	243,083
<b>TOTAL CURRENT ASSETS</b>	<b>15,070,177</b>	<b>15,451,159</b>

### NON CURRENT ASSETS

Fixed Assets	6,135,854	6,889,095
Intangible Assets	158,979	237,882
<b>TOTAL NON CURRENT ASSETS</b>	<b>6,294,833</b>	<b>7,126,977</b>
<b>TOTAL ASSETS</b>	<b>21,365,010</b>	<b>22,578,136</b>

### CURRENT LIABILITIES

Creditors & Accruals	1,125,408	2,012,021
Provisions	2,043,136	1,838,539
Grants & Funding in Advance	1,489,308	1,897,836
<b>TOTAL CURRENT LIABILITIES</b>	<b>4,657,852</b>	<b>5,748,396</b>

### NON CURRENT LIABILITIES

Provisions	241,636	229,186
<b>TOTAL NON CURRENT LIABILITIES</b>	<b>241,636</b>	<b>229,186</b>
<b>TOTAL LIABILITIES</b>	<b>4,899,488</b>	<b>5,977,582</b>
<b>NET ASSETS</b>	<b>16,465,522</b>	<b>16,600,554</b>

### EQUITY

Reserves	676,122	640,031
Accumulated Surplus	15,789,400	15,960,523
<b>TOTAL EQUITY</b>	<b>16,465,522</b>	<b>16,600,554</b>

For more details please see our audited Financial Statements at [wellways.org](http://wellways.org)

# wellways

mental health | disability | rehabilitation

Incorporating:

wellways  
**healthcall**

wellways  
**headway**

## Wellways Australia Limited

Incorporating Australian HealthCall Group

ABN 93 093 357 165

QLD | ACT | NSW | VIC | TAS

General information 1300 111 400

# helpline

**1300 111 500**

mental health, information, support and referral advice

9am to 5pm Monday to Friday



Wellways respectfully acknowledges the traditional custodians of the lands and waters of Australia.  
We are committed to inclusive communities.