

wellways



Making a difference

Annual Review 2017 – 2018

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Governance

Board Members

Paul Montgomery (President) ●●●●●●●●
Kevin Abrahamson (Deputy President) ●●●●●●●●
Julie Babineau ●●
Darrel Drieberg ●●●●
Dr Julian Freidin ●●●●
Theo Krambias ●●
The Hon Reba Meagher ●●
Kay Toshach ●●

Co-opted Independent Committee Members

Rosemary Boote ●●
Bradley Foxlewin ●●
Mark Jackson ●●
June Marks ●●
Marie Piu ●●
Ailsa Rayner (appointed Nov 10, 2017) ●●
Glendra Stubbs ●●
Maggie Toko ●●
Iain Yuile ●●

Committees of the Board

● Executive Committee of the Board ● Consumer and Carer Committee ● Clinical Governance Committee
● Finance, Audit, Risk and Resource Management Committee ● Appointments and Governance Committee

Cover image: Murrumbidgee Suicide Prevention Program team on the inaugural Riverina Roadshow in March.

We are leading the way

Wellways is on a mission to build a more inclusive community from the ground up, where everyone can imagine and achieve their hopes and potential. We connect people, strengthen families and transform communities. We work with individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing.

We are passionate about the rights of people who are affected by mental health issues and disability and we want to make a difference. Over the past year, the number of people accessing our services has increased by 3,000 to over 10,000 participants. We believe building successful partnerships improves the delivery of our services and, more importantly, achieves the best outcomes and better care for the individuals, their families and the communities we support.

Lives can be adversely affected by physical and mental health issues. Mental health issues don't discriminate and can affect people in all walks of life, of all backgrounds and at any age.

Almost half of all Australians experience a lifetime mental health issue or a mental disorder at some point in their lives and one in five have experienced a mental health issue over the past year.

The impact of mental health issues and disability often makes it hard to fulfil work, study and relationship commitments. If that's not hard enough, sadly and unfairly, people who are managing disability, mental health issues, and their families, also face stigma and discrimination most days of their lives. As a result, they are significantly more likely than other Australians to lose their jobs, become homeless, live in poverty and be socially isolated.

At Wellways we understand there is no simple, one size fits all solution to what are often complex, multi-faceted issues. This philosophy underpins all areas of our work with people affected by mental health issues and people living with various types of disability, their families, friends and the wider community.

Wellways is committed to developing and strengthening a respected, valued and skilled workforce across all levels and services of the organisation. This is at the forefront of all we do. We recognise the significance and important role our workforce has in achieving our vision for an inclusive community where every person can safely imagine, set goals, create opportunities and reach their own personal potential.

Our Vision

An inclusive community where everyone can imagine and achieve their hopes and potential.

Our Mission

We connect people, strengthen families and transform communities. We work with individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing.

Vale Frank Woodcock

It was almost on the eve of the 19th annual Frank Woodcock Memorial Lecture that a great visionary and benefactor to Wellways, Francis 'Frank' Woodcock died.



Through their generosity, Frank and Patricia Woodcock helped bring community attention to the concerns of people with mental health issues, their families and carers.

"We have lost a wonderful friend and guiding light," said Chief Executive Officer Elizabeth Crowther.

From the President

This year we completed the strategic planning process that sets the direction of the organisation for the next five years. Broadly, we will continue to grow and diversify.



Our direction is in response to major changes in the public policy and funding environment that are challenging many organisations' capacity, capability and financial viability. Already we have seen some market failure. Our strategy is aimed at future-proofing the organisation through these major changes and further developing our capacity and capabilities.

The changing environment has provided opportunities for Wellways to offer its high-quality services to a broader range of people across the eastern states of Australia. Diversifying our service offer also mitigates risk of reliance on a too narrow range of funding sources.

We achieved significant growth organically through the year and are still pursuing merger and acquisition opportunities to further our mission. Our desire for growth comes with an over-riding caveat: The growth must be in line with our mission and values. This is not to be compromised.

We are delighted with developments in New South Wales and this year commenced delivery of new Housing and Support Initiative services in seven Local Health Districts across NSW. We continue to advocate for better funding for community managed mental health services in Victoria for those ineligible for the National Disability Insurance Scheme.

We continue to strengthen our governance with representation on the Board and Committees from all the jurisdictions in which we work and from a diversity of skills and background.

We implemented new enterprise risk management systems and processes that reflect the complexity of

operating in multiple jurisdictions in an ever more demanding regulatory environment.

We have invested in automated systems that will better support service delivery data and human resource management and will deliver significant efficiencies. These have impacted our bottom line this year but offer longer term return on investment.

During the year, HealthCall's contracts and services have been transitioned to Wellways. Therefore, as the goodwill from the purchase of HealthCall does not have a determinable fair value, it was decided to write this off in total to the value of \$3.85m. You will see this in the accounts.

I would like to thank my fellow Directors and Co-opted Independent Committee members for their support and attention to difficult matters facing the organisation. I would also like to acknowledge the work of the CEO, Executive Directors and all staff at Wellways for their continued commitment to our mission and to achieving our vision of an inclusive community where everyone can imagine and achieve their hopes and potential.

A handwritten signature in black ink that reads "Paul Montgomery". The signature is written in a cursive, flowing style.

Paul Montgomery
President

From the Chief Executive Officer

As the National Disability Insurance Scheme (NDIS) and other government reforms roll out, the community managed mental health and disabilities sectors are transforming. Throughout the past 12 months Wellways has focused on what these changes mean for our practice principles, the opportunities they present for expansion of our programs and how we can address the service gaps.



Wellways has been an NDIS service provider since the Barwon Trial Site was established in 2013. Five years on Wellways now provides NDIS support services across the length and breadth of Australia's eastern seaboard; from Northern Queensland down to southern Tasmania.

While we value our heritage and recognise it forms the foundation of our successes, the changing environment in which we operate has led to opportunities that complement our services and enhance our reputation as a best-practice innovator within the community managed mental health and disabilities sectors.

Expanding our services, offering new and innovative projects, and increasing our participant numbers are all in line with the goals set out in our 2017 – 2022 Strategic Plan.

In 12 months we have delivered an expanded range of mental health, disability and community care services to more Australians than ever. We have seen our mental health participants and hours of services delivered both increase by 6.5 percent. Our volunteer participation has increased by 89 percent and the number of employees with lived experience has risen by 20 percent.

It is no coincidence these increases have occurred at the same time as Wellways has been awarded several significant public sector contracts. I am excited to say that along with our extended service profile, our reputation is growing.

Our expansion has not come without growing pains. Delivering services across a larger geographic footprint has been a challenge for our systems and procedures, as well as requiring us to make significant financial investments to strengthen the organisation's resilience today and well into the future. We have also worked hard to acquire the

right people and tools to meet these challenges. We have restructured our senior management team and placed additional emphasis on working through integration complexities following the merger with Healthcall.

Wellways is not just a service provider. Since our establishment in 1978, we have been advocating to improve the services, information and support available to people with mental health issues, their carers, families and communities. Our commitment to advocacy remains central to our work, because we know that advocacy opens the door to participation in the community, including employment, housing and relationships. Our active community advocacy program supports these goals and the work undertaken in the past year, including hosting 14 one-day forums and has informed our engagement in state and federal public policy discourse across the mental health and disabilities sectors.

I commend our Annual Review to you. You will be able to read about the new programs we are providing, how we expanded our services and community advocacy outreach, and how we are working ever more closely with our First Nations and Australia's LGBTIQ+ communities.

It is an exciting time for Wellways, and it wouldn't be possible without the support of our board, staff, volunteers, participants, carers and our wider stakeholders. Thank you all. You have contributed to supporting Wellways to grow, innovate and develop into a strong, dynamic and resilient organisation.

A handwritten signature in black ink, appearing to read 'Elizabeth Crowther'.

Elizabeth Crowther
Chief Executive Officer

Community advocacy

Everything Wellways does has the voices of people affected by mental health issues and disability at its heart.

Wellways has created a community activation project to connect people and community – to make sure the voices of people affected by mental health issues and disability are heard loud and clear – to improve understanding of mental health and disabilities.

From our foundation in 1978, advocacy has been central to the work of Wellways. Changing community attitudes, breaking down barriers and reducing stigma, are just as important as supporting individuals, their access to services and their rightful place in the community.

Throughout the year our Community Advocacy team supported 14 one-day forums across Queensland, New South Wales, the Australian Capital Territory, Victoria and Tasmania, with the aim of understanding issues of importance to people and communities – no matter where they live. Almost 400 people attended the forums across eastern states.

Reaching out to the grassroots level of the communities in which we work is fundamental to successful advocacy.

The Wellways advocacy philosophy is not about an outside 'expert' presenting a participant, their family or the community with silver bullet solutions. Instead, it's about community members getting excited about communicating their experiences and using that energy to create change in their communities to services, processes and ultimately public policy. In short, our community advocacy is all about empowering people to improve their lives, however that might be best done.

Our advocacy forums engaged people to share the challenges, as well as the positives, that they experienced, while expressing concerns about service provision, channels of communication, ability to understand a new, complex and evolving system and, for some, an emerging feeling of inequity following the roll-out of the NDIS.

The success of this year's community advocacy and consultation processes have informed our ongoing Advocacy Strategic Plan, which was expanded in the new year to include active participation in policy discourse across the mental health and disabilities sectors.



Psychosocial support in the community

The Housing and Accommodation Support Initiative (HASI) and the Resource and Recovery Support Program (RRSP) are two programs delivering community-based psychosocial rehabilitation and supports for people experiencing mental health issues in New South Wales.

In September 2017, Wellways was awarded over \$10 million in new contracts to deliver a significant portion of the New South Wales Government HASI and RRSP programs. This marks an important milestone in our organisation's development and signifies a time of growth for Wellways, including the establishment of 17 new offices and recruitment of more than 80 new employees.

Through these programs Wellways supports individuals to recognise and take responsibility for their own recovery and wellbeing and to define their goals, wishes and aspirations. Wellways also assists in strengthening participants' connections to family and the community, areas identified as vital to building a healthy and productive life.

The Housing and Accommodation Support Initiative provides support services for people with mental health issues and varying levels of disability. Designed to work directly with participants, HASI addresses key areas to support people with mental health issues so they can

maintain successful tenancies while also developing social skills along with decision making and independent living. This also enhances community access, healthy lifestyle, self-identity, self-esteem and resilience.

A key outcome of the initiative is supporting the participant to identify and nurture natural supports that sustain recovery, and to assist in the development of self-management skills.

The Resource and Recovery Support Program provides community-based psychosocial support to people experiencing or recovering from mental health issues. The program helps people participate in their community and supports them in setting goals along with assisting them to access quality mainstream community, social, leisure and recreation opportunities along with vocational and educational services.

Both programs are available to adults with a mental health diagnosis who require support services to maintain a tenancy and live independently in the community.

Wellways has been funded by the NSW Ministry of Health to deliver HASI and RRSP, in partnership with local health districts and housing providers.



Disability services: our heritage is our strength

With over 40 years of experience in mental health Wellways has been well placed to move into the disability support and community care sector. Our philosophy aligns with the goals of the National Disability Insurance Scheme (NDIS) – to achieve participants' goals – including greater independence, community involvement, employment and improved wellbeing.

At Wellways we understand that navigating the NDIS can often be complex and many participants find it difficult to find the right provider. Wellways has the proven experience and knowledge to help participants get the most out of their NDIS plans. In the past 12 months Wellways has been proactively increasing its disability services provision to include options that NDIS participants have specifically sought out from Wellways, because of our uncompromising reputation in providing high quality support services assisting people with complex needs.

A recent survey of 477 participants scored Wellways services extremely positively: 94 percent of participants responded they were feeling more confident in managing their day to day life and feeling more connected with their community. 96 percent of participants responded that Wellways services have had a positive effect on their overall wellbeing.

We don't shy away from seeking better outcomes from

the NDIS and celebrate our work with individuals – of all abilities – in their day-to-day living, their progress and, where appropriate, their recovery.

A key to Wellways success in engaging in the disability support and community care sector, and transitioning to the NDIS has been the employment and utilisation of our peer support workforce. We know peer support within the disability sector is less established than within mental health services. However, our background in utilising this workforce is proving especially valuable particularly in psychosocial disability and when mental health issues are a consequence of disability.

Our experience shows that peer support workers sharing their lived experience intentionally to improve outcomes for disability service participants has profound merit.

The National Disability Insurance Agency (NDIA) and National Disability Services, Australia's peak industry body for non-government disability service organisations, have recognised our strengths in this area and this year awarded Wellways contracts to deliver peer support inspired programs to educate, train and develop an Australia-wide peer workforce. Through two peer-led programs, Well Together and Out Together, Wellways is leading the way in breaking down disability, psychosocial disability and mental health stigma and discrimination.

Well Together

Funding body: National Disability Insurance Agency

More information wellways.org/well-together

Well Together is a community education program developed and delivered by Wellways under an Information, Linkages and Capacity Building grant through the NDIA. Well Together is designed to create connections between people living with mental health issues, or other disabilities, and the communities they live and work in.

Through community workshops, Well Together helps break down stereotypes of mental health and disability to promote greater understanding and improved social participation. Wellways held 368 workshops across 10 regions of eastern Australia under the funding.

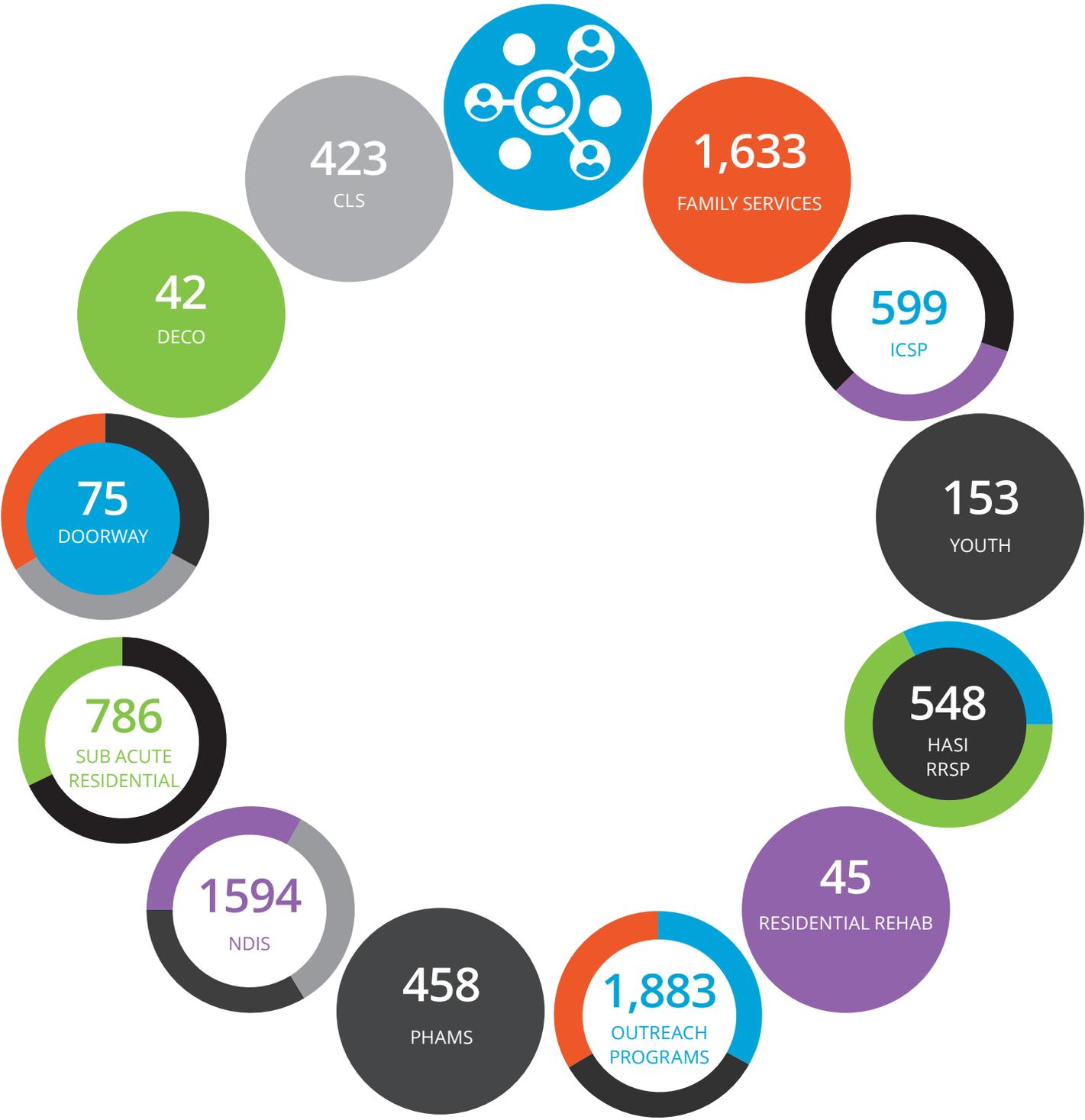
Community and peer education

Wellways delivers training to workplaces, service providers and in the community. The schedule includes Well Together, DUO for dual mental health and drug diagnosis support, Building a Future, My Recovery, Wellways to Work and Wellways to Health. We also provided Your Voice Your Choice, a National Disability Insurance Scheme educational program.

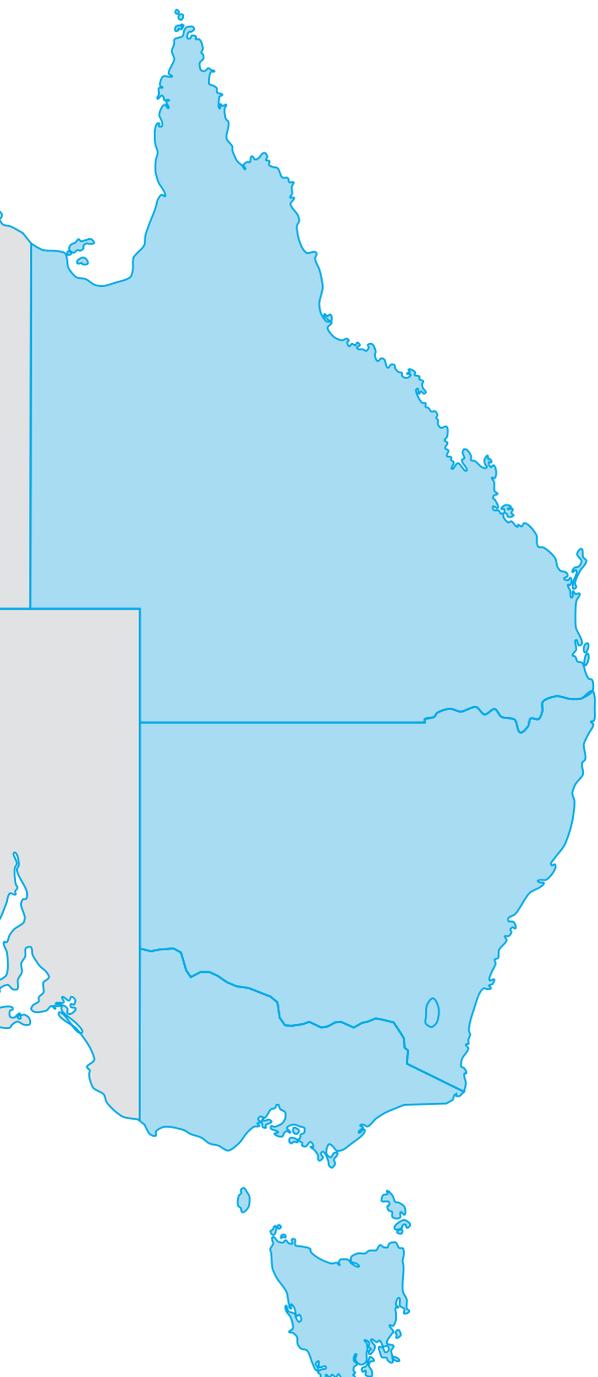


PARTICIPANTS

The number of people accessing our services



Wellways services locations



Queensland

Consumer Directed Services –

- Disability services
- Aged care services (HCP and CHSP)
- Private services
- Brokerage services

Child Safety

Helpline

Australian Capital Territory

Adult step up step down

Youth step up step down

Housing and recovery initiative

Detention Exit Community Outreach

Community education

Helpline

Respite

Consumer Directed Services –

- Disability services
- Aged care services (HCP and CHSP)
- Private services

Brokerage services

Women's Mental Health Service

New South Wales

Youth Community Living Supports

Enhanced Adult Community Living

Support

Housing and Accommodation Support Initiative

Recovery Resources Services Program

Murrumbidgee Suicide Prevention Program

Helpline

Consumer Directed Services –

- Disability services
- Aged care services
- Private services
- Brokerage services
- Attendant care (icare, Dust Diseases)
- In-home respite services

Connect for Wellness

Victoria

Youth Residential Rehabilitation

Family Services

Prevention and Recovery Care

Specialist Residential Rehabilitation program

Partners in Recovery

Mental Health Hospital Admissions

Reduction program

Mental Health Pathways program

Multiple & Complex Needs Initiative

Peer Participation

Consumer Directed Services –

- Disability services
- Aged care services
- Private services
- Attendant care (TAC)
- Brokerage services

Doorway

Homelessness Outreach

Respite

Opening Doors

Suicide Prevention Pilot

Individual Client Support Packages

Personal Helpers & Mentors

Helpline

Tasmania

Family Services

Young carer programs

Child, youth, family engagement

Partners in Recovery

Recovery and Rehabilitation program

Early Intervention & Prevention

Wellways to Health

Helpline

Grassroots

Acquired Brain Injury Outreach Service

Consumer Directed Services –

- Disability services
- Aged care services

Specialist mental health residential programs

Wellways operates six Prevention and Recovery Care (PARC) services across Victoria in Bairnsdale, Mildura and Shepparton along with South Yarra, North Fitzroy and Frankston in Melbourne. We also manage two Step Up Step Down services in the Australian Capital Territory.

These are short-stay residential programs offering a supported and therapeutic living environment to people post-hospital admission to assist their recovery, or to prevent a hospital admission when a person's mental health is deteriorating.

Wellways provides these recovery-focused services in partnership with specialist clinical mental health services.

Youth Residential Rehabilitation (YRR) is aimed at those aged 16 to 24 who are experiencing severe mental health issues and whose recovery can be enhanced by an extended stay in a supported and therapeutic living environment. YRR operates in Shepparton, Warrnambool and Geelong.

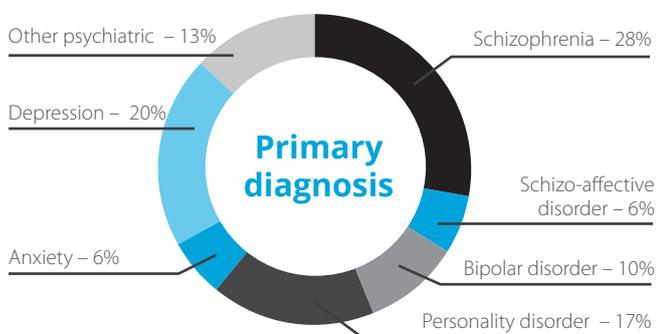
The program offers developmentally appropriate support to assist in developing daily living skills, participating in education and work, building family and natural supports and developing healthy community connections.

The Specialist Residential Rehabilitation Program (SRRP) provides a supported and therapeutic living environment to people experiencing severe and enduring mental health issues.

Delivered in partnership with Goulburn Valley Health in the Murray region and as Opening Doors with The Alfred hospital in St Kilda, the program assists in developing daily living skills, accessing education and vocational opportunities and is focused on working towards independent living.

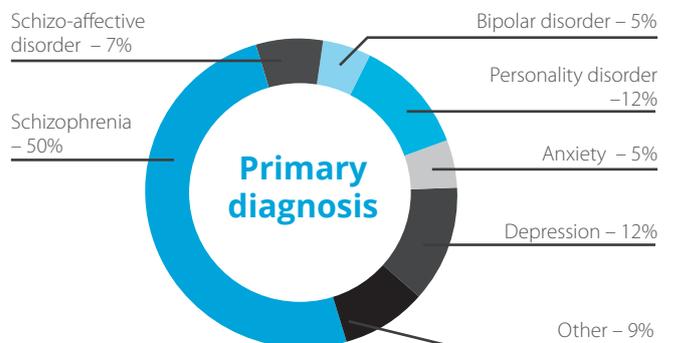
PARC/Step Up Step Down

786



Residential rehabilitation

45



July
17

- Seven contracts won to deliver Housing and Accommodation Support Initiative (HASI) in NSW, along with the Resource and Recovery Support Program (RRSP)
- Way Back Support Service and Suicide Prevention programs contract won in Murrumbidgee, NSW

Aug
17

- Wellways launches the 2017-2022 Strategic Plan which sets direction for next five years
- Primary Health Tasmania contract won to develop and deliver innovative primary health program, Wellways to Health

Sept
17

- Detention Exit Community Outreach (DECO) Team Leader Joanne Smith receives Reciprocity Award in ACT Mental Health Week Awards
- Documentary crew from Korean KBS TV film a documentary on Wellways services

Community outreach - psychosocial rehabilitation services

Wellways provides specialist mental health rehabilitation and recovery-oriented support to people aged 16-65 who are experiencing severe and enduring mental health issues. Using our evidence-based Well Together model, Wellways offers one-to-one and group-based supports.

We assist people to build a good life and reconnect with their family, friends and explore opportunities in education, social events and employment.

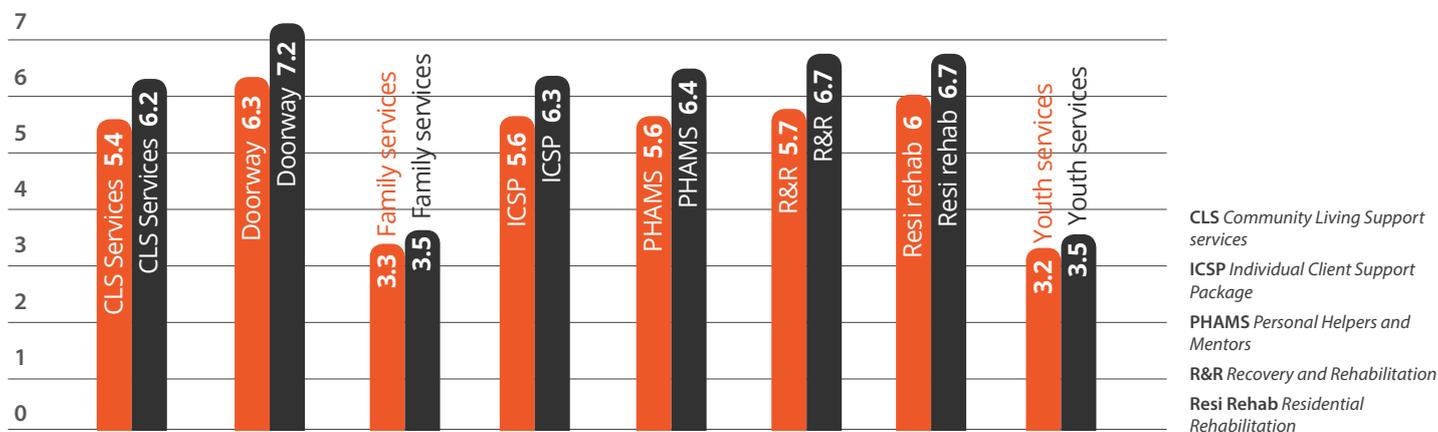
A key to these community outreach services is the use of peer workers both as Recovery Support Workers and as peer educators. We use Intentional Peer Support as our model and have 158 dedicated peer roles across the organisation.

The Detention Exit Community Outreach Program (DECO) is a recovery-focused outreach program supporting people with mental health issues who are leaving prison and moving back into the community. The program provides intensive case-management and psychosocial support. We work with people before they leave prison and provide up to three months support after exit.

The Recovery and Rehabilitation Program (RRP) is a recovery-oriented outreach program offered in Hobart, Launceston and Burnie in Tasmania. We work with people experiencing mental health issues to build a meaningful life in their community and strengthen their skills to manage their own health and wellbeing.

Changes in Recovery Star overall scores

Baseline Exit or most recent Recovery Star



Oct
17

- Housing and Accommodation Support Initiative services transitioned to Wellways
- 19th Annual Woodcock lecture 'Sharing Stories, Changing Lives' held with actor and mentor Uncle Jack Charles delivering the keynote address

Nov
17

- Contract won to deliver attendant care services under icare in NSW
- Laura Collister and Ben Matthews deliver papers at the Community Mental Health Australia NDIS and Mental Health conference in Sydney

Dec
17

- Contract won to operate new Mildura Prevention and Recovery Care (PARC) centre in north western Victoria in partnership with Mildura Base Hospital
- Wellways website update finalised to improve user experience

Disability consumer directed services

Wellways provides a range of services to our participants funded under different programs, including the National Disability Insurance Scheme (NDIS), icare services (Lifetime Care, Dust Diseases and Workers Care), Department of Veterans Affairs support programs and the Community Home Support Programme as well as insurance, privately funded and brokerage services.

Wellways Australia has been involved in the NDIS since its Barwon trial in 2013. The organisation has a proud history of supporting people with a disability to live, work and thrive in their community. As the NDIS has progressively rolled out, so too have Wellways Australia's services.

Wellways has an ever-growing number of NDIS participants and at 30 June 2018, supported 1,594 people across the eastern seaboard.

Out Together

Funding body: National Disability Services*

More information wellways.org/out-together

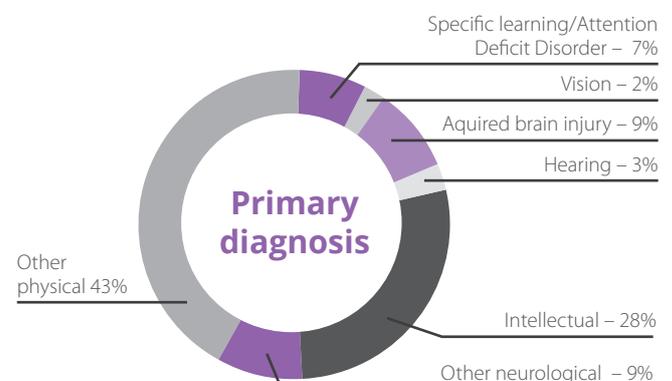
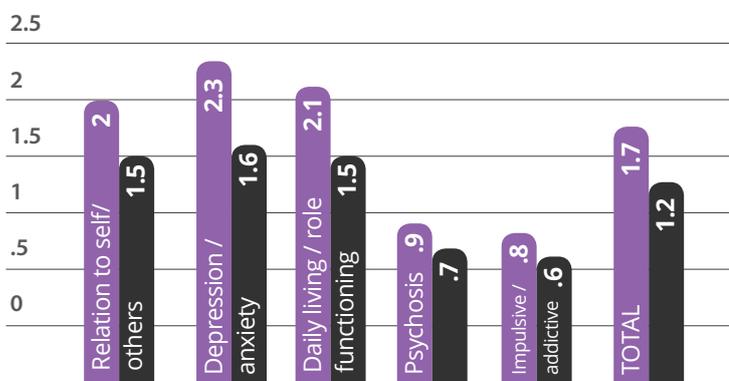
Under a National Disability Workforce Innovation Fund grant, Wellways produced a unique training package and resources supporting NDIS participants and the LGBTIQ+ community.

The project is designed to improve NDIS access for people who have mental health issues and/or physical health issues and who are also members of the LGBTIQ+ community. With a focus on developing a peer workforce, these resources are now available to other community health organisations.

*National Disability Services is Australia's peak body for non-government disability service organisations.

Changes in Recovery Star overall scores

■ Baseline ■ Exit or most recent Recovery Star



Jan
18

- Wellways to Health community education program launched in Tasmania
- Affordable Housing social media campaign launched
- The Way Back Support Service officially launched with the Murrumbidgee Primary Health Network

Feb
18

- New Warragul office opens in Gippsland, Victoria
- Inaugural men's health promotion Riverina Roadtrip in NSW
- Launch of a new 'one stop shop' of services office in Warrnambool

Mar
18

- Renewal of approvals to deliver icare programs in NSW
- NDIS psychosocial advocacy campaign and advertising launched nationally
- Successful completion of Quality Innovation and Performance audit

Family education and support

Feeling connected, having hope, exploring identity, creating meaning and feeling empowered are essential elements of the recovery journey for people experiencing significant mental health issues. At Wellways we have listened to people over many years and we know carers and families are on their own recovery journey. The elements that support recovery for individual participants are also important in the lives of carers and families.

Wellways delivers a range of carer and family education and support programs, including respite, peer support, Young Women Together, Young Carers, and our Child, Youth and Family Engagement programs (Tasmania).

Our evidence-based, peer led programs developed in co-production with carers and family members continue to deliver exceptional carer outcomes:

- Building a Future for families and carers of people experiencing mental health issues
- Duo for families and carers of people experiencing mental health and substance use issues
- My Recovery for family members experiencing mental health issues

Carer coaching and in-person peer support service model development

Wellways leadership, experience and expertise in family services, and co-production has been recognised by the Commonwealth Department of Social Services. We have been awarded the contract to develop a national online carer coaching and in person peer support program for carers of people with disability, mental health issues, chronic illnesses and age related disability.

These programs will be ultimately rolled out by our regional delivery partners across the country.

This development is a key component of the national reform agenda of carer services across Australia.

Changes in Recovery Star overall scores

■ Baseline ■ Exit or most recent Recovery Star



April
18

- Wellways launches its Reconciliation Action Plan (RAP) nationally
- The Doorway team's Beth Fogerty and Rosalie Frankish deliver their highly anticipated report at Housing First conference in Colorado, United States

May
18

- Life in Community (LiNC) program extended in the ACT
- Doorway housing program funding announced
- Wellways to Health program delivered at Risdon Prison, Tasmania

June
18

- Well Together community inclusion program completed with 368 workshops delivered to over 5,000 people with 120 peer workers trained
- Out Together LGBTIQ+ inclusive workforce training program developed and delivered

About Wellways

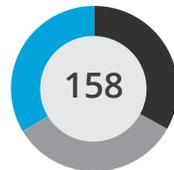
Staff

1,615

STAFF ACROSS

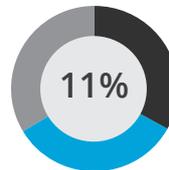
97

OFFICES

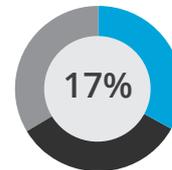


PEER
SUPPORT
ROLES

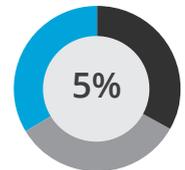
Staff identifying as



LGBTIQ+



CULTURALLY &
LINGUISTICALLY
DIVERSE



ABORIGINAL
& TORRES
STRAIT
ISLANDER

Helpline



+



=

The national Wellways Helpline operates 9am-9pm, five days a week and is the only service where people with lived experience of mental health issues answer people's queries and offer support.

Volunteers

189

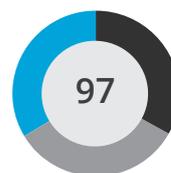
VOLUNTEERS DELIVERED

14,020

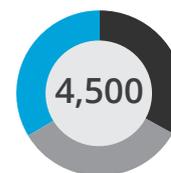
HOURS
TO WELLWAYS
PEER SUPPORT
PROGRAMS

Life in Community

The Life in Community (LinC) program operates across the Australian Capital Territory and in Melbourne, from Prevention and Recovery Care (PARC) services and the Opening Doors residential program. LinC provides volunteer support for up to three months to assist people who experience mental health issues in their recovery journey.



VOLUNTEERS



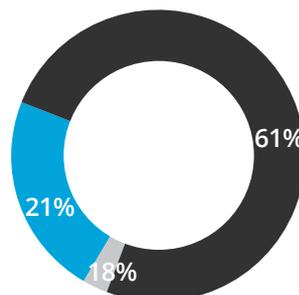
HOURS

Funding and fundraising

Wellways is a not-for-profit organisation that receives funding from Commonwealth, state and local governments. We would also like to thank our other funders, major donors and partners for their largesse and continued support of Wellways and our programs.

Partners

Alara Association
Allianz Insurance
Anglican Retirement Villages
Anglicare Tasmania
Beyond Blue
Black Dog Institute
Calvary Silver Circle
CatholicCare
Cerebral Palsy League
EACH Social and Community Health
Employers Mutual (ELM)
Family Respite Options (Qld)
Feros Care Australia
Goodir Health Services
Griffith Aboriginal Health Service
Hammond Care
Hummingbird House (Qld)
Integra Choice and Control
Intereach Limited
Kyabra Community Association
Life Without Barriers
Mental Illness Fellowship of WA
Mercy Health
Murrumbidgee Mental Health Drug and Alcohol (MHDA) Alliance
National Roads & Motorists' Association (NRMA)
New Horizons
Northcott Disability Services
QBE Insurance Group
Riverina Medical and Dental Aboriginal Corporation (RivMed)
Riverlink Interchange
Spinal Life Australia
St Vincent's Health
Sunnyfield
Toowong Private Hospital (Qld)
Unisson Disability
UnitingCare
Your Side



\$75m ↑

■ State Government
■ Federal Government
■ Private/Community

Public sector

ACT Health
Barwon Health
Capital Health Network
Commonwealth Department of Social Services
Commonwealth Department of Veterans Affairs
Darling Downs Hospital and Health Services
Disability Services Queensland
Diverse Community Care NSW
Eastern Health
Eastern Melbourne Primary Health Network
Gippsland Primary Health Network
Goulburn Valley Health
Griffith City Council
Homecare Services NSW
Illawarra-Shoalhaven Local Health District
Insurance and Care NSW (icare)
Latrobe Regional Hospital
Mildura Base Hospital
Ministry of Health NSW
Motor Accidents Insurance Board (Tas)
Murray Primary Health Network
Murrumbidgee Local Health District
Murrumbidgee Primary Health Network
National Disability Insurance Agency
National Disability Services
NSW Department of Ageing, Disability and Home Care
NSW Department of Education and Communities
NSW Family and Community Services
NSW Health
NSW Trustee and Guardian
Peninsula Health
Primary Health Tasmania
Queensland Department of Child Safety, Youth and Women
Queensland Department of Communities, Disability Services and Seniors
Queensland Health
South Eastern Melbourne Primary Health Network
South Western Sydney Primary Health Network

St Vincent's Hospital (Vic)
Tasmanian Department of Health and Human Services
The Alfred Hospital
Transport Accident Commission (Vic)
Victorian Department of Health and Human Services

Major donors

Adolph and Meaghan Hanich
Anglican Parish of Hamilton
Barwon Heads Golf Club
Beaumont Family Trust
David Slack
Frank Woodcock
Lord Mayor's Charitable Foundation
Professor Daniel O'Connor
SEW-Eurodrive

Research partners

Latrobe University
Monash University
Swinburne University
Temple University, USA
University of Melbourne

Peak bodies

ACT Volunteering
Australian Housing & Urban Research Institute (AHURI)
Carers ACT
Carers Australia
Community Mental Health Australia
Council to Homeless Persons
Mental Health Australia
Mental Health Coordinating Council NSW
Mental Health Council Tasmania
Mental Health Victoria
National Disability Services
National LGBTI Health Alliance
National Mental Health Commission
Real Estate Institute of Victoria (REIV)
Tandem
Tenants Union of NSW
Tenants Victoria
Victorian Mental Illness Awareness Council (VMIAC)
Volunteering Australia
Volunteering Victoria

Community partners

All Souls Anglican Church op shop
Bakers Delight
East End Community Group
Edge Community Services

Frankston & District Basketball Association
Frankston business chambers
Grill'd
Queen Victoria Museum & Art Gallery, Tas
Seaford Basketball Stadium

Corporate partners

Access EAP
ADP
ANZ
Aquion
Blue Bike
Brennan IT
Civica
Client Care Solutions
Corporate Traveller
Dell
eCreators
Erase IT
EWL Ebsworth Lawyers
Fuji Xerox
Generation-e
Hatched Media
IBM
Inlogik
K&L Gates
Learning Seat
Litmos
Maddocks
Magic Group
Marmalade Melbourne
MDB Consulting (Chintaro)
Microsoft
PriceWaterhouseCoopers
Professional Advantage
RTD Communications
Salesforce
SKOOP
Smartfleet
Star21
Talent Propeller
Technology One
Telstra
TimG
TNT Express
Tundra Digital Agency
VMWare
WideBand
WINC (Staples)

Providing a Doorway to a good life: home and community

Having somewhere safe to live is fundamental to our mental health and wellbeing. Yet, according to the Australian Housing and Urban Research Institute (AHURI), people with mental illness are twice as likely to have experienced homelessness. In 2016-17 over one in four people presenting at specialist homelessness services were experiencing a mental health issue. Wellways has been at the forefront in working to help reduce the incidence of cyclical homelessness.

The Wellways Doorway program embeds the Housing First model, pioneered in the US in the early 1990s, which recognised the importance of stable and secure housing for individuals as an essential starting point to improving wellbeing and recovery, where appropriate, for people with mental health issues and psychosocial disabilities.

Central to this program are housing and recovery workers who provide weekly support to participants throughout the entire tenancy process and up to 18 months thereafter. Doorway provides a collaborative approach to supporting people experiencing mental health issues who are homeless, or at risk of homelessness, in choosing a home and developing skills for sustaining residential accommodation in a location of their choice. Participants are also supported to work through their mental health recovery related goals, find employment and become involved in their local community.

First piloted in 2011, Doorway has become the Australian benchmark in providing an evidence-based housing and recovery program that supports people experiencing mental health issues who are homeless, or at risk of homelessness. The scheme assists in securing and sustaining a home within the private rental market.

Participants in the Doorway program experience enhanced housing stability and fewer hospital admissions. Doorway's success in reducing acute care presentations and supporting recovery is underpinned by partnerships established with The Alfred Hospital, Latrobe Regional Hospital, Peninsula Health and St Vincent's Hospital.

For many participants this is the first time they have been supported in securing and sustaining a home within the private rental market while benefitting from community managed mental health recovery programs, tenancy support and opportunities to engage fully within the community. One key to the program is the support provided by the Real Estate Institute of Victoria (REIV) and local community real estate agents.

The Victorian Government continues to be impressed with the outcomes achieved through Doorway and this year provided the program with recurrent funding. Wellways continues to advocate for a further expansion of the program in metropolitan Melbourne, as well as other areas in rural and regional Victoria and beyond.



Reconciliation in action

Wellways has wholeheartedly embraced Reconciliation Australia's Reconciliation Action Plan (RAP) program to advance respectful relationships and create meaningful opportunities with our First Nations, the Aboriginal and Torres Strait Islander peoples.

Designed to outline a formal journey of reconciliation with Aboriginal and Torres Strait Islander people, the Wellways RAP aims to foster respect, build relationships, and identify continuing opportunities for improvements throughout our organisation.

At the core of the Wellways RAP lies our Vision – of an inclusive community where everyone can imagine and achieve their hopes and potential and also how Wellways plans to make our contribution to the national reconciliation movement.

Wellways has entered the RAP program at the Innovate level, formulating actions that work towards achieving our unique vision for reconciliation with our First Nations. Commitments within our RAP are aspirational and innovative, just as Wellways is aspirational and innovative in our Mission and Vision and has been proactively adopted across our organisation to develop and strengthen our relationships with Aboriginal and Torres Strait Islander peoples, engaging staff and stakeholders in

reconciliation, while developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

In committing to the RAP, Wellways supports the Australian Government's refreshed Closing the Gap initiatives, which aim to reduce inequality between Indigenous and non-Indigenous Australians across a range of measures that closely align to our Mission, including good physical and mental health, access to health services, overcoming trauma, social inclusion, strong family relationships and a sense of belonging. Improvements in these areas also heavily rely upon improvements to our First Nations peoples' mental health and wellbeing.

The Wellways Innovate level RAP was officially endorsed by Reconciliation Australia and launched in April 2018. By applying the RAP lens to Wellways, we have broadened our thinking.

We continually monitor all aspects of the organisation from services to delivery, recruitment, staff education, right through to our communications, ensuring we don't miss opportunities to embrace this vision.



Creating suicide safe communities

The Murrumbidgee Suicide Prevention Program, delivered by Wellways, is working to build resilient and supported individuals, families and communities which help prevent suicide in the Murrumbidgee region of New South Wales.

A key to the program's framework is that all of its strategies include the involvement of Murrumbidgee communities and using place-based approaches that enable the program to flexibly tailor local response to suicide in their communities. The program utilises the concept of collective impact, an approach that brings together the skills, expertise and resources needed to build resilient and supportive families and their communities. The program literally gives local people the tools to help respond to and prevent suicide.

Wellways is working hard to promote the message throughout Murrumbidgee that suicides can be prevented if there is effective local action to reduce risk factors and support people who are contemplating suicide.

The program includes The Way Back Support Service (The Way Back), an innovative suicide prevention service developed by *Beyond Blue* to support people for the first three months after they've attempted suicide, as this is when they are most at risk of a further attempt.

Murrumbidgee PHN provided Wellways with funding to deliver The Way Back throughout Wagga Wagga, Griffith, Young and Deniliquin. The service is focused on supporting

people following their discharge from hospital after trying to take their own lives. It includes face-to-face, non-clinical practical support that participants find they can relate to and helps them build rapport with the program and making sure they get the support they need.

Through a number of localised initiatives, including Striking out Stigma, Stay on Track and Thought. Talk. Tackle. Wellways has brought together the friends, family and support people of those with suicidal thoughts. These initiatives have sought to use pre-existing networks and peer groups already established with the sporting clubs of the Murrumbidgee region, to build knowledge and skills among their members and the wider community.

Tackling the issues of mental health and suicide head on, encouraging people to reach out and seek support is especially important for those who have been in recent contact with health services and experienced suicidal thoughts. Murrumbidgee locals have been taught how to have safe conversations about wellbeing and mental health, while understanding how to link people with appropriate support services.

The approach employed by Wellways in Murrumbidgee emphasises the relevancy of community organisations and mental health services working together in an integrated way, simultaneously and at a local level to help prevent suicide... and respond to trauma.



DECO program an award winner

The Detention Exit Community Outreach (DECO) program, funded by ACT Health, supports people with diagnosed mental health issues to transition back into the community after a period in detention. Guided by the Wellways Well Together model, community outreach workers provide participants with intensive case management and psychosocial support, helping them manage their mental health, build or rebuild relationships with friends and family, and find employment.

In October 2017, Joanne Smith, the Wellways DECO Coordinator was named as the recipient of 2017 Reciprocity Award at the annual ACT Mental Health Week Awards. Joanne was awarded for her excellence in person-centred service delivery, for her longstanding and exceptional contribution to supporting mental health service participants. The award also reflected the very nature of the work undertaken by Joanne and the ACT DECO team, especially as the program has expanded to double its size in just over three years and has significantly reduced recidivism rates among program participants.

The majority of DECO participants have been men with severe mental health issues. Many have a history of substance abuse, did not finish school and/or have spent more than half their adult life in detention.

Since 2015, of those who have participated in the voluntary program, 93 percent have not reoffended.

The program's success rate stands in stark contrast to broader recidivism rates. Data from a comparative study undertaken by the Productivity Commission highlighted almost 40 percent of ACT adults released from prison returned to jail with a new sentence within two years.

The DECO program further encourages and promotes social inclusion, along with increasing participant access to meaningful employment and/or education and training opportunities. It also links them with third party support services to ensure they are receiving the support and assistance they require to achieve their individual goals and plans.

The Detention Exit Community Outreach program is presently in great demand. It has illustrated that ex-prisoners can be successfully rehabilitated while living in the community.

This in turn leads to long-term cost saving and social benefits for authorities, the community and of course, the individual concerned.



Consolidated Statement of Financial Position

For the year ended 30 June 2018

	2018 \$	2017 \$
ASSETS		
Current assets		
Cash at Bank, deposit and on hand	8,811,420	3,501,402
Receivables	3,945,112	3,593,947
Investments - available for sale financial assets	-	5,030,213
Prepayments	1,416,985	447,202
Total Current Assets	14,173,517	2,572,764
Non current assets		
Fixed assets	6,755,601	6,964,576
Intangible assets	41,798	4,016,213
Total Non Current Assets	6,797,399	10,980,789
TOTAL ASSETS	20,970,916	23,553,553
LIABILITIES		
Current liabilities		
Creditors & Accruals	4,364,990	2,781,231
Provisions	2,983,713	2,415,749
Grants and funding in advance	3,743,990	2,846,272
Total Current Liabilities	11,092,693	8,043,252
Non current liabilities		
Provisions	240,351	290,991
Total Non Current Liabilities	240,351	290,991
TOTAL LIABILITIES	11,333,044	8,334,243
NET ASSETS	9,637,872	15,219,310
Equity		
Reserves	-	376,645
Accumulated surplus	9,637,872	14,842,665
TOTAL EQUITY	9,637,872	15,219,310

Consolidated Statement of Profit or Loss

For the year ended 30 June 2018

	2018 \$	2017 \$
Revenue		
Contract Services Income	77,746,975	54,491,503
Fundraising	573,206	468,294
Other Income	1,616,175	1,998,406
Expenses		
Employee expenses	(66,775,997)	(45,911,746)
Impairment expenses	(3,848,883)	(328,000)
Occupancy expenses	(2,151,546)	(1,470,235)
Office expenses	(3,975,310)	(2,226,036)
Other operating expenses	(6,947,063)	(6,696,464)
Depreciation & amortisation expenses	(1,442,350)	(1,272,457)
(DEFICIT) FROM CONTINUING OPERATIONS	(5,204,793)	(946,735)

Understanding our financial outcomes

Wellways has materially grown its service offering through a number of successful tenders and the acquisition of HealthCall.

The deficit for the year is the result of a number factors, including one-off factors, most significantly the following:

- Significant investment in infrastructure (automated systems) to further develop and support diversification and growth of the organisation's services, particularly to support a growing mobile workforce. These automated systems support Wellways particularly in giving equitable access to participants in rural and remote areas and in developing innovative digital capability in delivering services.
- The writing off of the investment value attributed to HealthCall (\$3.85m) when Wellways purchased the business in 2016. HealthCall has now been fully integrated into Wellways' operations.

Support Wellways today

Wellways Australia's advocacy mission is to identify and address the key issues relating to mental health recovery and social inclusion. Your support is crucial for Wellways to continue to be an effective advocate for change.

You can support our work in the following ways:

Become an Advocacy Member – individuals can become a Member and join our network of people who have lived experiences of disability and mental health challenges. We also welcome families, carers and interested community members. Members receive a range of benefits including media and policy updates, access to face to face advocacy opportunities and invitations to networking events. Find out how to become a member on our website.

To support our advocacy work visit www.wellways.org

Become an Advocacy Supporter – as an individual you too can add your voice to our work. Becoming an Advocacy Supporter will keep you in the loop with important policy updates and opportunities to take action. Visit our website to find out how you can sign up today.

Make a donation – all donations to Wellways are tax deductible and your funds go directly to our policy and advocacy work. Make a donation on our website.

Follow us online – follow Wellways on Twitter and Facebook and join the conversation.

 @wellwaysau

 /wellwaysau

wellways

Wellways acknowledges Aboriginal and Torres Strait Islander People as the traditional owners and custodians of the land on which we live, work and play and pays respect to their Elders past, present and future.

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