

ANNUAL REPORT 2022



Registered
NDIS Provider

CONTENTS

CHAIR/CEO REPORT	03
DIRECTOR OF SERVICES REPORT	05
FINANCIAL REVIEW	08

Vision

Optimum personal recovery and wellbeing.

Our Purpose

To provide opportunity for people living with mental illness and/or complex needs to enjoy a meaningful life by strengthening self-identity, personal responsibility and hope.

Our Guiding Principles

Recovery-orientated practice is a partnership where the person with the lived experience is the expert in their recovery and our staff bring their understanding and expertise to support this journey.

- Person centred
- Respect and dignity
- Acceptance of diversity
- Reflective practice
- Strengths based approach
- Flexibility and innovation
- Collaborative partnerships
- Community connection and participation
- Skilled, supported and informed workforce
- Evaluation, planning and continuous improvement



CHAIR/CEO REPORT

Many people share the perception that the pace of change in modern society is accelerating. The shortening of technology adoption cycles creates an increased need for more frequent reviews and presents us with more opportunities to redesign how we do things. It is in this environment that the momentum of mental health reform in Victoria is, in our opinion, proceeding at a pace not previously experienced in this sector. The planned reforms are indeed far-reaching in their potential and it is reasonable to say that progress towards these overall goals has already altered some long-standing tenets of 'traditional' service provision.

Many of these long-awaited reforms have resulted from the community mental health sector's persistence and expertise in terms of identifying deficiencies in the existing system and suggesting more effective ways to deliver community based, person centred services. For example, in previous years, the 'push' by the sector for very basic concepts such as "lived experience" and "co-production" to not merely be words used by service providers, but rather to have them embedded as inherent engagement frameworks within government departments and local funding authorities.

In recent times, every passing year seems to have been characterised by significant challenges for organisations such as Mentis Assist. This is particularly so in terms of maintaining a sustainable and financially viable organisation when government funding levels are simply not keeping pace with the actual costs of service provision. Over the past year, we have regrettably witnessed the complete demise of a number of organisations in the sector whilst others have found the need to make significant changes to the range of services that they are able to provide. These financial challenges have unfortunately continued to coexist along with

the unique challenges posed by the extended restrictions and inherent complications created by the Covid19 pandemic. We commented comprehensively on this situation in our 2021 Report however we are now pleased to report this year that, in our view, the organisation has managed our Covid related obligations and responsibilities in a manner that has been as cost-effective as possible given the difficulties imposed by external circumstances over which we had no control whatsoever.

Throughout this reporting period, the organisation has continued to perform at a level that has resulted in support services being provided to over 1,600 people. Our core business has continued to be the provision of specialised clinical and non-clinical mental health services through the following programs: Early Intervention Psychosocial Support, Stepped Care, Wellbeing Hub and Social Support. In addition, our NDIS programs continue to mature and grow in terms of the number and level of service hours provided. There is however a constant need to closely monitor the ongoing financial viability of this very significant part of our operations.

In relation to our NDIS work, a very positive development has been the implementation of new 'high-tech' information technology systems which now provide us with much needed 'real-time' data to assist with more accurate monitoring of program activity enabling optimal cost-effective resource utilisation. This significant leap forward has the potential to deliver service efficiencies for both clients and staff at a level that we once thought to be unachievable and idealistic. As a result, our leadership vision is to further develop these service and management tools to even higher levels of efficiency as we move further towards meeting future needs and demands. The investment of both time and funds into these systems will ensure that we continue to pursue best practice options for clients and staff.

During the reporting period, we were pleased to be able to establish a business partnership with two major service provider organisations. This partnership with Peninsula Health and Wellways Australia Ltd has been creatively called Partners of Peninsula and is the result of a successful joint tender to the Victorian Government for the establishment of one of the initial groups of Adult and Older Adult Mental Health and Wellbeing Locals which form an early component of the mental health reforms. This particular 'Local' will be located in Frankston and will be the first of two or possibly three such entities expected to ultimately be located around the Mornington Peninsula. The new service will employ a staff of between 45 to 50 specialised mental health workers who will provide free support to, and be the front door for, eligible people in the Frankston community who are over the age of 26. The remaining peninsula 'Locals' will be the subject of separate tenders to be announced at a future time.

With our history of over 35 years of service provision in the Frankston area, our new partnership means that we can be justifiably excited that our strong links to, and understanding of, our community will continue to grow as we move towards a new way of providing services in which the values of "lived experience" and "co-production" are at the front and centre of service provision.

Whilst on the matter of partnerships, it is very appropriate here to acknowledge our corporate sponsor who continues to amaze us with the level of support offered. The team at Peninsula Hot Springs has not only shown a remarkable understanding of the complexity of mental health issues, but has also continued to display a genuine commitment to supporting mental health awareness and service provision in our community. The generosity of Peninsula Hot Springs not only provides monthly free ticket entry for our clients and the introduction of a winter warmers program, but also contributes countless hours in initiating and coordinating the annual mental health awareness fundraising event Ride for Relief. This year's was the fourth such event and, once again, the sponsorship and fund raising generated by the riders was incredible. This has enabled us to develop our Braking Barriers program which employs two staff and will provide mental health support specifically to clients who reside in the Southern Mornington Peninsula area.



Now looking forward, we are aware that there is still a great deal of work to be done. Our organisational commitment in assisting people to truly improve their lives remains, as it has always been at the core of our existence. We will continue to actively work towards better mental health outcomes for clients while we co-design new and more effective ways of making a difference in their lives.

In conclusion, as in previous years, we would like to acknowledge and thank all associated individuals, companies, government departments and other entities for their contributions to our achievements over the past twelve months.

We would also like to particularly thank all of our staff, our leadership teams and our Board of Directors for being key contributors to our successes and also for simply being a part of our organisation and 'holding the vision' through the difficult times we have experienced together.

Terry Palioportas
Chief Executive Officer

Peter Brookhouse
Board Chairman



Peter Brookhouse
Chair, Mentis Assist
Board of Governance



Terry Palioportas
Chief Executive Officer



DIRECTOR OF SERVICES REPORT

After another year dealing with the complications of the COVID pandemic, Mentis Assist has, in spite of the challenges, evolved into an organisation ready to launch into further growth in order to provide more coverage to serve clients in the mental health system.

Our working theory of change through recovery establishes our focus on providing relational support as a way to meet the needs of people with a psychiatric disability as a result of a mental health diagnosis. It is thanks to the generous support of our various funders through both State and Commonwealth Health departments that we are able to work alongside our clients to create the change in people's lives that leads to recovery.

Community Intervention - Specialist Mental Health and Wellbeing Provider

We have worked with over 1,600 people this year across our programs. While community organisations removed their walk in options and closed on site offices we are pleased to say that we remained operational both in all our office sites (Frankston, Mornington, Narre Warren, Cranbourne, Hastings, Rosebud) and via remote means. Our “**Stepped Care**” programs, both “**Accessible Psychological Interventions**” and “**Mental health Integrated Complex Care**”, are continuing to provide much needed co-ordinated clinical care across the Peninsula to over 200 people.

As the only specialist Mental Health and Wellbeing “**NDIS**” provider of both “**Core Support**” and “**Support Co-ordination**” on the Peninsula, we have managed to work alongside over 450 people.

Social Support Programs

The past year has seen a surge in demand for our **Social Support** program as the restrictions across the Peninsula gradually were reduced and activities opened up. **Access and Support** and our **Linkages** program have provided much needed assistance to over 100 people wishing to maintain their capacity and live independently. In partnership with Peninsula Health, our “**Early Intervention Psychosocial Support Program**” has continued to provide recovery oriented outreach support to over 130 people. This successful and crucial program saw its contract extended this year until June 2023.

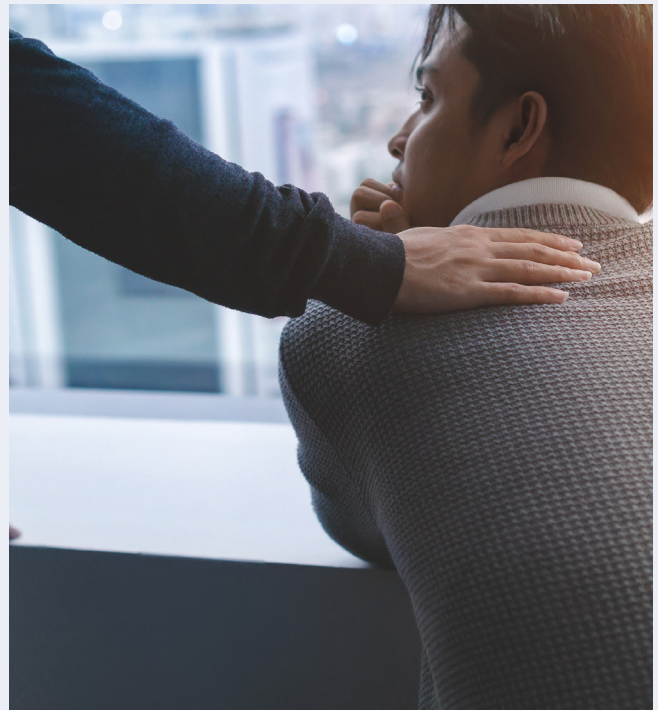
“ We have worked with over 1,600 people this year across our programs. ”

Our New Programs

For the year 2021 to 2022, we were heavily involved in sourcing, applying, developing and creating new programs. These initiatives have come about through need, opportunity and other local agencies asking us to be part of growth.

Our year began with the funding of the **“Mental Health and Wellbeing Hub”** to work alongside over 130 people new to the Mental health system struggling with the effects of the COVID restrictions. Our corporate partners at Peninsula Hot Springs have been extraordinarily generous in their fundraising efforts, which in May this year resulted in the employment of two staff in the **“Breaking Barriers”** program based in Rosebud.

After a three month co-production period from November to February working alongside Peninsula Health and Wellways as partners in developing a successful tender that resulted in the awarding in May of the new **“Frankston Mental Health and Wellbeing Local”**. This is the first of 60 “Locals” to be delivered across the state as part of the recommendations of the 2019 Mental Health Royal Commission. This exciting innovation will result in the employment of over 50 new staff in Frankston across the three organisations working to a model of care that will be conducive to improved results for service users of the mental health system.



Starting with a focus on co-production alongside people with lived experience we are hopeful of some exciting results from this service which is expected to be fully operational in early 2023.

Our workforce

We have worked hard during the past year to build our internal capacity and sustainability. Our quality and system committee actively dedicated themselves to establishing and improving procedures and policies. The priorities included our new client management database and HR systems. This has enabled us to further tighten and improve NDIS systems as well as strengthen the foundations of all our programs. Many staff have and continue to work from home due to office COVID restrictions on government advice. I commend all the staff at their diligence through trying times and are pleased to report that no transmissions of COVID to staff or clients have occurred through our offices and staff visits.

The effect of COVID was seen in the increased complexity of many of our clients as well as an increase in critical incidents and this has tested the staff and our systems. Nonetheless we have been able to maintain the standards we established in earlier years and were recently audited which once again maintained our full accreditation against the disability standards.

As we look beyond this year, we do so with the knowledge that we have not only survived, but thrived in the most difficult of times. I would like to thank all the Program Managers, team leaders, back office staff and client support staff on a tremendous years' work that sets us up for a period of sustained growth.

Over the next year we will be increasing our workforce with lived experience via the employment of both consumers and carers. We will have peers running more support groups as well as one on one work. We will continue to provide up to date, accessible and evidence based information and build sustainability for people in the South East of Melbourne and the Peninsula who require assistance with their Mental Health and Wellbeing.

Mark Smith

Director of Services

STAFF INFORMATION AT THE END OF JUNE 2022



99

Employees



51

New employees
over the last 12
months



7%

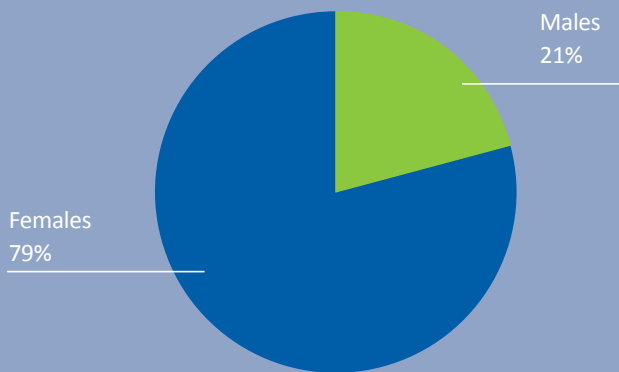
Have been with us
for over 10 years



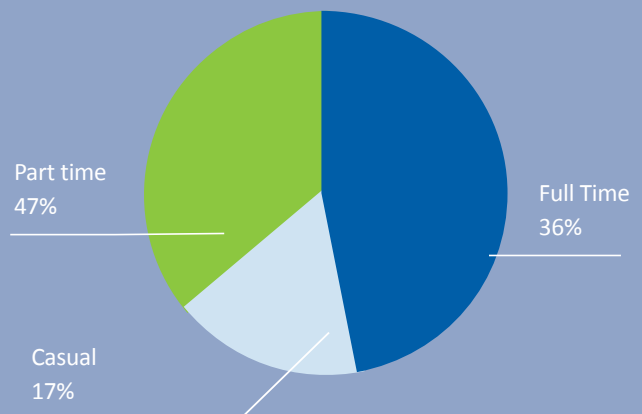
44

Average age

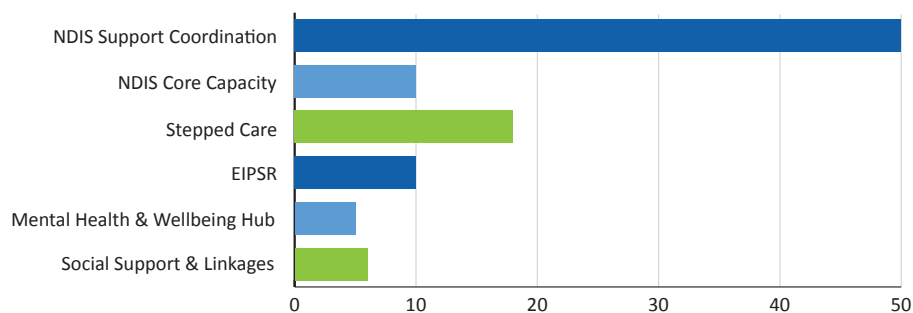
Staff is made up of



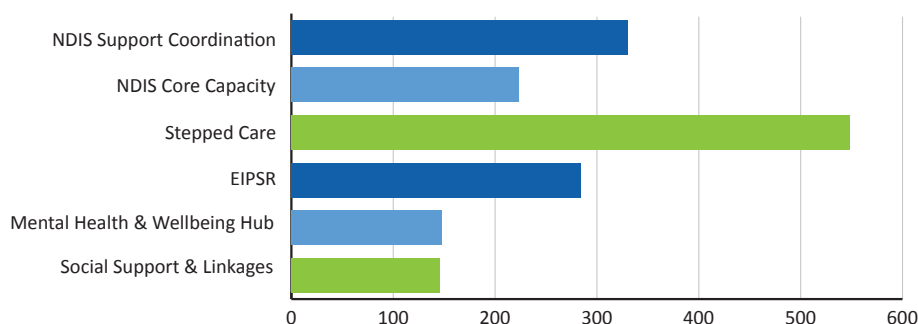
Number of Staff by Employment Type



Number of Staff Members by Program/Department



Total number of clients supported during the year by programs



699

New Clients to
Mentis Assist

NDIS SUPPORT COORDINATION DATA



330

Clients Supported
during the year



108

New clients
supported during
the year



242

New clients as of
June 30, 2022



13,002hrs

Have been with us
for over 10 years

NDIS CORE SUPPORTS DATA



223

Clients Supported
during the year



57

New clients
supported during
the year



145

New clients as of
June 30, 2022



7,834

Client Visits



2.05hrs

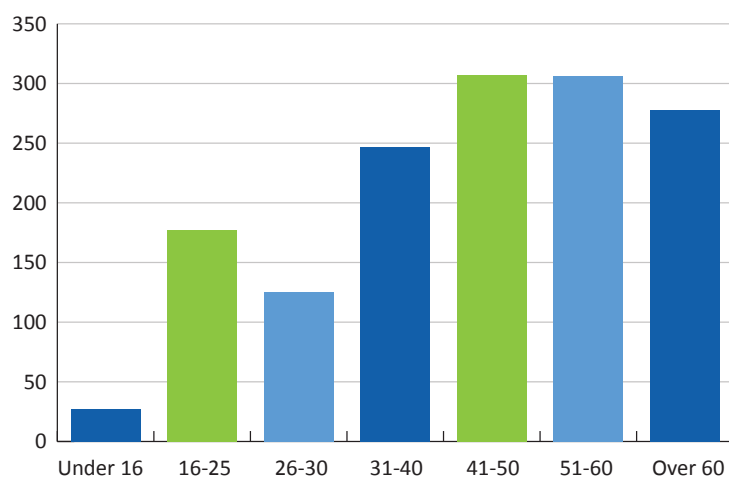
Average time spent
per client visit



16,079hrs

Client direct
support hours

Clients by age group



SUMMARY PROGRAM INFORMATION YEAR ENDING 30 JUNE 2022



1,679

Clients supported during the year. 5% increase from the prior year.



659

Total number of client visits

Clients that have never received a services from us previously).



29,000+ hrs

of service to our NDIS clients over the year

FINANCIAL REVIEW

As expected, COVID-19 pandemic impacts continued during the 2021-22 financial year. Whilst the end of year result was a deficit of \$252,595, a strong and continued level of service across our programs and a sustained focus on budgetary management meant the result was better than budget.

Total service delivery Income increased primarily due to a sustained focus on the NDIS program. Prudent financial decision making helped to navigate the continued uncertainty, whilst still being able to invest in key organisational infrastructure, leading to greater efficiencies and outcomes. The organisation was able to continue its operations across all programs and provide an excellent level of client service.

There was an increase in Total Expenditure throughout the financial year, primarily due to the investment placed in system enhancement across the organisation. Payroll expenses were lower than budgeted due to continued staff shortages in several programs, which was once again experienced across the mental health sector as a consequence of the pandemic.

The organisation's Balance Sheet position saw a reduction in its asset base due to a number of vehicle sales as the organisation moved to a wholly leased fleet, with liabilities decreasing marginally year-on-year. Total Equity has reduced to \$1,797,747 throughout 2021-22.

With a focus on key new programs into the next financial year, and with uncertainty further behind us, the organisation looks ahead with great optimism in its delivery of mental health services to the community.

Summary Statement of Profit or Loss		
	2022	2021
Commonwealth Govt. Grant Income	\$2,401,081	\$2,416,620
State Govt. Grant Income	\$3,066,083	\$2,659,009
NDIS Income	\$2,722,317	\$2,075,215
Client Program Income	\$355	\$20
Interest Received	\$2,793	\$7,894
Gain on Disposal of Assets	\$173,175	-
Sundry Income	\$74,482	\$1,135,287
Total Income	\$8,440,286	\$8,294,045
Total Expenses	\$8,692,881	\$7,821,188
Profit/(Loss)	(\$252,595)	\$472,857

Extract of Balance Sheet		
	2022	2021
Total Assets	\$3,621,856	\$4,014,848
Total Liabilities	\$1,824,109	\$1,964,506
Net Assets	\$1,797,747	\$2,050,342

your MENTAL HEALTH matters

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