



ANNUAL REPORT

2009/2010



Psychiatric Disability Services
of Victoria (VICSERV)



VISION

VICSERV envisages a society where mental health and social wellbeing are a national priority and:

- Everyone has access to timely mental health treatment and support
- Mental health services are recovery oriented
- People participate in decision making about their own lives and their community
- People affected by mental illness have access to, and a fair share of, community resources and services
- All people are involved as equals, without discrimination

MISSION

As the peak body of the community managed mental health sector in Victoria we pursue the development and reform of mental health services.

We support members by:

- Promoting recovery oriented practice
- Building and disseminating knowledge
- Providing leadership
- Building partnerships and networks
- Undertaking workforce development, training and capacity building
- Promoting quality in service delivery
- Undertaking advocacy and community education





VALUES

Collaboration (Teamwork)

- Working together to achieve shared objectives
- Respecting the knowledge and skills of others
- Putting the needs of the organisation above individual interests

Inclusiveness

- Listening to a range of views
- Representing and embracing the diversity of the sector
- Honouring the consumer and carer experience

Flexibility

- Proactively embracing change and new opportunities
- Stepping up and out from our roles and perspectives when required

Courage

- Taking leadership by speaking up on important issues
- Encouraging and supporting innovation
- Persistence in the face of obstacles and delays

Integrity

- Doing what we say we will do on time and to the best of our ability
- Listening and responding to members
- Having a respected voice and visibility in the sector, broader system and in government
- Being an honest broker of information and resources





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COMMITTEE OF MANAGEMENT 2009/2010

President

Elizabeth Crowther
Mental Illness Fellowship
Victoria

Vice President

Caz Healy
Doutta Galla Community
Health Service

Secretary

Gerry Naughtin
Mind Australia

Treasurer

Terry Palioportas
Peninsula Support
Services

Alys Boase
ERMHA

Mark Smith
Pahran Mission
UnitingCare

Margaret Brooks
St Luke's Anglicare
Bendigo

Kelvin Wilson
Centacare Ballarat

Chris McNamara
SNAP Gippsland Inc.

Glen Tobias
Neami Ltd

Stephen Ward
EACH

Ian Hardisty
Inner East Mental Health
Services Association Inc.

Staff

Chief Executive Officer
Kim Koop

Policy and Research Manager
Wendy Smith

**Policy and
Research Officer**
Anthea Tsismetsi
(from April 2010)

Resources Coordinator
Kristie Pate

**Communications and
Membership Manager**
Omega Howell
(to December 2009)

Training Manager
Sue Durham

**Development
Manager, Training**
John Katsourakis

Courseware Developer
Calvin Milroy
(from March 2010)

**Family Support and
Carer Respite National
Project Manager**
Christine Barry
(to October 2009)

**Family Support and
Carer Respite Victorian
Project Officer**
Donal McGoldrick
(to October 2009)

**Family Support and
Carer Respite Project
Administrative Assistant**
Yasmin Kovacs
(to September 2009)

**Corporate
Services Manager**
Bill Wallace

Accountant
Noris Zarth

Administration Officer
Lisa Heard

Special Projects
Jennifer Forbes

**Receptionist/Personal
Assistant to the CEO**
Samuel Brown
(from March 2010)

Students / Internships

Stephanie Majano
(Deakin University)

Siobhan Clarke
(RMIT University)

Sessional Trainers

SallyRose Carbines

Julia Douglas
(to October 2009)

Xenia Girdler
(to February 2010)

Juliette Goodall

Wayne Harrington

Tania Koblar

Richard Price

Anthony Stratford

Elly Zierke



ELIZABETH
CROWTHER



CAZ
HEALY



TERRY
PALIOPORTAS



MARK
SMITH



MARGARET
BROOKS



KELVIN
WILSON



CHRIS
MCNAMARA



GLEN
TOBIAS



STEPHEN
WARD



IAN
HARDISTY



PRESIDENT'S REPORT

We would all like a simpler life but the reality is, we live and work in a complex environment. Finding new and better ways to support people who experience mental illness will always require us to face these complexities of the human condition and to collaborate with a wide range of people and organisations. This is the essence of VICSERV: members collaborating and working together to improve the service system, with the greater goal of achieving better outcomes for service users.



Over the course of a typical year, many groups come together under the VICSERV banner where the conversation is always enriching and challenging. The extensive training program, which brings together workers from across the state, is supplemented by events such as the biennial VICSERV conference and member forums. I think you will agree that the 2010 conference was, as always, a unique showcase of the work of member agencies, academics and policy makers. Of course, events such as this are not possible without a great deal of collaborative effort. I would like to acknowledge the various contributors including the Organising Committee, presenters, delegates and also those agencies who stepped forward to sponsor workshop events and other activities.

During this reporting period, VICSERV continued to promote the *Pathways to Social Inclusion Proposition Papers*. Two years on, this work still resonates and will continue to inform our service improvement efforts for many years to come.

In response to the Victorian Reform agenda, the Committee of Management commissioned work to identify key strategic

issues for member services. Consultations with members and other key stakeholders have confirmed the growing maturity of community managed mental health services. A steady growth in the sector, the increase in commonwealth-funded services and a genuine role in the Department of Health Reform Partnership groups has resulted in a more vocal and confident service system. A final report is expected in the second half of 2010.

I would like to acknowledge the ongoing support of the Department of Health, Mental Health Drugs and Regions Division, in particular, Mr Paul Smith for his work chairing the Recovery and Psychosocial Rehabilitation Partnership group. I would also like to acknowledge The Hon. Lisa Neville MP, Minister for Mental Health for her continued interest in and commitment to the community managed mental health sector and to VICSERV.

Thank you also to my fellow Committee of Management members, the CEO, Kim Koop, and to the dedicated and hard working staff of VICSERV.

Elizabeth Crowther



CEO'S REPORT



Looking back over the year I am, once again, struck by the number and variety of activities that VICSERV has organised and participated in. This year was even busier than most with unprecedented reform activity at both the state and national levels, not to mention the interest generated by the appointment of Professor Patrick McGorry as Australian of The Year.



At VICSERV, we refer to alternate years as conference years. The biennial conference provides us with many opportunities to showcase the work of member agencies and the sector. This year, the conference theme 'Unfinished Business: pathways to social inclusion' certainly struck a chord, with over 800 delegates sharing ideas, learning and celebrating together over the two-day event. The media did not overlook the importance of the conference and many presenters found themselves speaking to television, radio and print media in addition to making their conference presentations.

The conference also marked the progress of the *Because mental health matters, Victorian Mental Health Reform Strategy, 2009 – 2019*, with the green paper having been launched at the 2008 VICSERV conference. VICSERV and members have had a busy year thinking, planning and participating in a wide range of surveys and reviews. The Strategy offers a unique and exciting opportunity to re-evaluate our service responses and participate in genuine systemic reform.

On the national front, VICSERV continued to work with Community Mental Health Australia – advocating for a greater recognition of community managed mental health services. In our national capacity, we watched Australia turn to the service gaps for people with a mental illness, with the resignation of Senior Government Advisor, John Mendoza. Extensive media coverage around John's resignation resulted in mental health becoming a serious election issue. The financial year ended in a flurry when on 24th June, Julia Gillard became Australia's first female Prime Minister. We all know the story that follows; a Federal Minister for Mental Health and potential for mental health reform around Australia.

I am pleased to report that within VICSERV, we had a year of consolidation, focusing on new approaches to how we do business. We have received very warm feedback from members about our openness and consultative approach, and our training calendar has never been busier! We look forward to further improvements next year and strengthening our relationship with members and our valued partners.

Finally, I would like to mention my visit to Ireland as a delegate to the International Initiative for Mental Health Leadership (IIMHL) conference. What a privilege it was to be able to travel and represent our sector and services! While in Ireland, I had the opportunity to meet with Irish parliamentarians and staff of Amnesty International. I found the visit both confronting and extremely valuable. The visit impressed on me the importance of the continuous development of services; we cannot take our foot off the pedal. In particular, I came back convinced of the importance of the current *Review of the Mental Health Act 1986* and the potential for legislation to drive improvements in treatment and support. None of us should take for granted the role we can individually play in improving the lives of people with a mental illness. Collectively, community managed mental health services should strive to remain at the forefront of service development.

I would like to acknowledge the continued hard work of the VICSERV staff and the wise and considered leadership of the Committee of Management – all of whom make a significant ongoing contribution to improving the wellbeing of people affected by mental illness.

Kim Koop





BUILDING BETTER SERVICE SYSTEM RESPONSES

VICSERV works with, and on behalf of, members and the sector to identify, promote and support leading practice.

Conference

On the last two days of April this year around 800 delegates came to Melbourne's iconic MCG to attend the biennial VICSERV conference – Unfinished Business: pathways to social inclusion. People had come from far and wide across Australia, a New Zealand contingent from across 'the ditch' and keynote speakers from Scotland, England and the United States. On offer was an impressive range of presentations around the theme of what needs to be done, and what is being done, to create a truly inclusive society for people affected by mental illness and those who care for them.

Major sponsors of the event were the Victorian State Government Department of Health (DoH) and the Australian Government Department of Health and Ageing.

I hope the team is now fully recovered from your efforts for what was a truly wonderful VICSERV conference. I have been to very few events that have managed to combine such good content intellectually and emotionally with such a wonderfully warm and friendly atmosphere. Let's keep in touch and I hope we can get the chance to work together again.

Gregor Henderson, keynote speaker from the UK

There was a good representation of people at the conference, who use, or have used, mental health services, as well as carers. This group accounted for almost a quarter of all delegates and more than a dozen presentations. The program featured staff from across PDRS services – from CEOs to support workers to managers. There were a number of joint presentations, which highlighted partnerships around the country between the various parts of the mental health system.



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It [the conference] ticked all the boxes for me. Interesting inputs and discussions (wonderful keynotes too), met lots of interesting people, caught up with others I hadn't seen for a while, an opportunity to put our work out there, good food (very important), terrific venue and it had a lovely feel. I know this takes an enormous effort from many and great leadership too.

Anne Smyth, Organisational Consulting

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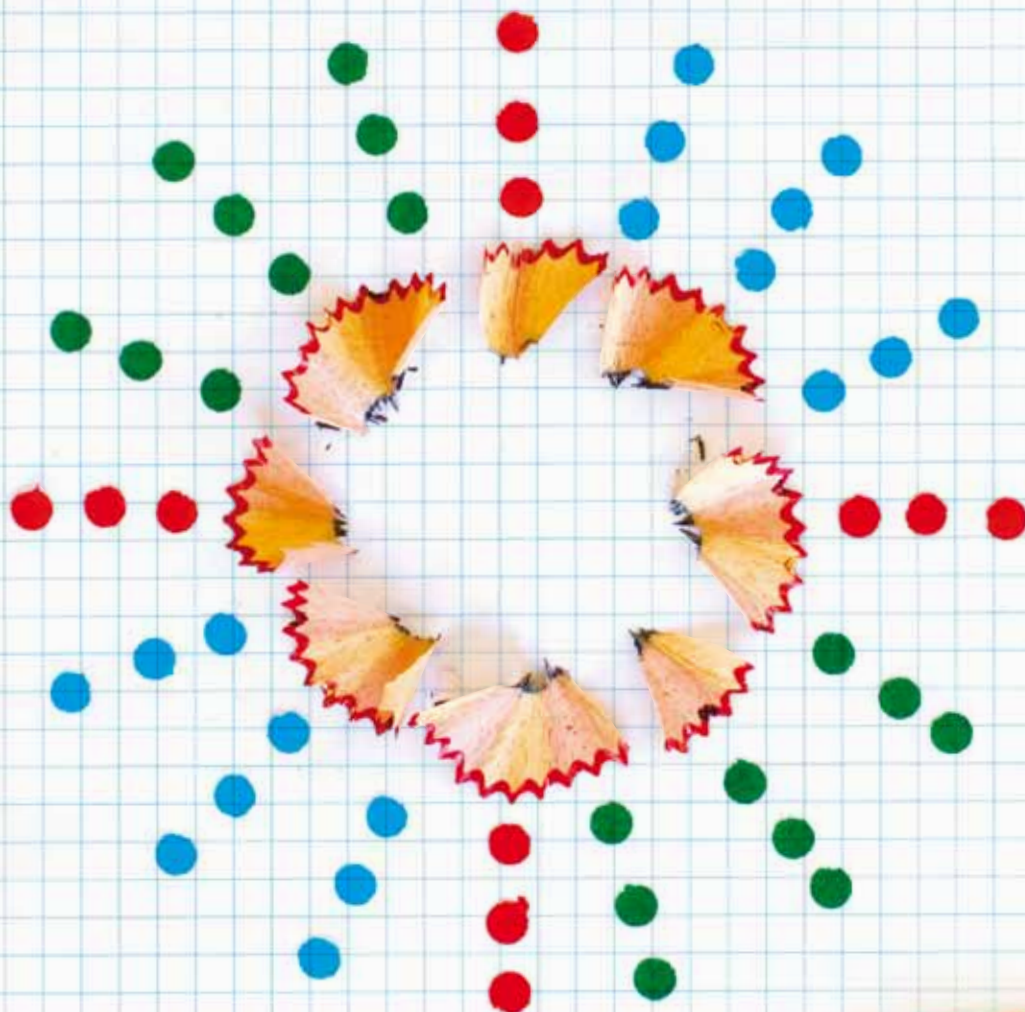


With ample time for networking, new connections, ideas and innovative approaches were shared. In some cases, this led to people getting together to plan new actions and allowed for debate and discussion.

That the conference went without any real hitches was a credit to VICSERV staff, Committee members and others

who were part of the Organising and Program Committees and provided assistance at the event. The conference has more than once been referred to by people who were there as the 'best ever'. VICSERV will build on this proud achievement to ensure that the 2012 conference exceeds expectations.





UNFINISHED BUSINESS

PATHWAYS TO
SOCIAL INCLUSION

INTERNATIONAL
MENTAL HEALTH
CONFERENCE

29-30 APRIL 2010
MELBOURNE CRICKET GROUND
AUSTRALIA - VICSERV.ORG.AU



Training

The last financial year (2009/2010) has been both a busy and exciting time for the VICSERV Training Unit. Major achievements include the establishment and consolidation of a Training Advisory Group, (TAG) the commencement of the Training Needs Analysis and the beginning of the curriculum redevelopment for the Certificate IV in Mental Health.

Training Advisory Group

The VICSERV TAG was established in September 2009 to provide advice to the VICSERV Training Unit on the direction of training in the PDRS sector.

The TAG welcomes representatives from member services who are interested in advising regarding training issues. Membership over the last 12 months included representation from the following member organisations: Neami Ltd., Inner East Mental Health Services Association Inc. (IEMHSA), Lantern, ASPIRE, Mental Illness Fellowship, Mind Australia, ARAFEMI and SNAP Gippsland Inc.

Training Curriculum Redevelopment Steering Committee

VICSERV commenced a significant project redeveloping the Keyworker and Certificate IV in Mental Health training in line with the new Community Services and Health (08) Training Package and current recovery orientated best practice. In October 2009, the TAG formed a Training Curriculum Redevelopment Steering Committee to ensure the redevelopment is in line with PDRS policy, practice and innovation.

Calvin Milroy was subsequently employed as curriculum redevelopment project worker in March 2010 and commenced work on the redevelopment of the Certificate IV in Mental Health.

Training activity

VICSERV's Training Unit successfully delivered 146 days of training over the 2009/2010 financial year, 60 per cent was delivered at VICSERV's training room in Elsternwick, 30 per cent was delivered in metropolitan Melbourne and 10 per cent was delivered in regional and rural Victoria.

Two very busy training calendars in 2009 and 2010 have resulted in a bumper training year! This clearly indicates that training is sought after and meets the needs of our members.

A feature of this year's calendar is a collaboration with Wodonga Institute of TAFE, that has allowed us to offer a heavily subsidised Certificate IV in Training and Assessment (TAA) to member organisations. During the 2010 calendar year we will train 18 workers from rural / metropolitan services: carer and consumer representatives. Participants will be in a strengthened position to carry training expertise to their own organisations, regions and also within VICSERV.

A scholarship and partnership with the University of Ballarat, provided approximately 40 workers with the opportunity to receive a joint qualification: Certificate IV in Mental Health and Certificate IV in Alcohol and Other Drugs. This scholarship arrangement was made possible by a Co-morbidity Scholarship via the National Centre for Education and Training on Addiction (NCETA), Flinders University, South Australia.

Top left: Cert IV Mental Health Graduation, Bendigo

Top right: Diploma of Management 2010 Graduation

Bottom: Certificate IV Mental Health Graduation 2009



New training is always being developed and this year, a collaboration with Western Training Cluster, The Victorian Mental Health Carers Network and VICSERV, resulted in a presentation skills training package delivered to a group of carer consultants working in Area Mental Health Services.

Mental Health First Aid and Mental Illness Awareness training allows interested community and corporate services to increase their understanding of the needs of people living with a mental illness. This year we provided training to:

- Aged and Community Care Victoria
- The Big Issue
- Broadmeadows Family Relationship Centre
- AGL
- Community Connections
- Warrnambool and Whitehorse City Councils

Interstate training

VICSERV continues to provide its training material and resources to develop staff in community mental health organisations in South Australia and Queensland. The Mental Health Coalition of South Australia uses VICSERV's Keyworker material to deliver the Certificate IV in Mental Health to community mental health staff. The Health and Community Services Workforce Council contracts VICSERV to deliver its Keyworker (One to Four) programs to all community mental health staff. Over the last four years, over 900 staff have attended this training. This has resulted in VICSERV being able to influence and shape the language and culture over the last four years, in line with Psychosocial Rehabilitation Recovery Principles within the Queensland Community Mental Health Workforce.

Sessional trainers

VICSERV contracts skilled individuals with significant sector experience to deliver our training. The training team consists of a number of trainers with a broad range of skills, qualifications, perspectives and expertise to assist in the transfer of knowledge, best service practice and attitudes to the range of workers within the sector.

In this reporting period, VICSERV welcomes three skilled trainers, Wayne Harrington, Juliette Goodall and Elly Zierke, whilst saying farewell to sessional trainers Xenia Girdler and Julia Douglas.

Our sessional trainers make a significant contribution to VICSERV and the wider service system. The value of our inspirational and dedicated 'teachers' cannot be fully measured.

Training Needs Analysis

In mid 2009, VICSERV commenced a Training Needs Analysis to identify the training needs of the PDRS sector at the Practitioner / Keyworker and Manager / Program Manager levels.

The final report provides information about, and strategic directions for, the learning and development needs of staff in community-managed mental health services.

2010 and beyond

In the coming year, we will complete the process of the Certificate IV in Mental Health redevelopment and in 2011, commence delivery of the refreshed course.

Free Dual Diagnosis training will be available to the PDRS workforce across the state in the second half of 2010. VICSERV will also be delivering the Social Work – Psychiatric Disability elective unit for the University of Melbourne Masters of Social Work in the second semester of 2010.

VICSERV would like to acknowledge the following agencies and individuals who partnered with us during this year to ensure a diverse and stimulating training calendar:

- Victorian Dual Diagnosis Education Service, St Vincent's
- Spectrum Personality Disorder Service for Victoria
- Kerry Dawson and Alexandra Babaras – Livingworks
- Sheree McDonald
- Adam Le Good, Fundamental Training and Development
- Bill Stubbs, WD Stubbs & Associates
- Victorian Transcultural Psychiatry Unit, St Vincent's
- SANE Australia
- The Centre for Excellence in Child and Family Welfare
- University of Ballarat
- Wodonga Institute of TAFE

VICSERV would also like to acknowledge Greg Evans of Hypatia Consulting for his assistance with setting the strategic direction for the unit.

THE *PATHWAYS TO SOCIAL INCLUSION PROPOSITION PAPERS* CONTINUE TO BE A USEFUL RESOURCE FOR VICSERV AND ITS MEMBERS FOR SUBMISSION WRITING AND EDUCATION ABOUT THE ISSUES THAT THEY COVER. STAFF REGULARLY MAKE PRESENTATIONS BASED ON THE PAPERS.



Policy, research and resources

Pathways to Social Inclusion Proposition Papers

In September 2009, a well received presentation on the papers was made at the TheMHS conference in Perth to a national and international audience of mental health professionals and other stakeholders. The *Pathways to Social Inclusion Proposition Papers* will continue to be updated and promoted.

The Housing Working Group continued to meet during the latter half of 2009 and then a smaller group began work to develop a specific housing campaign. The Health Inequalities and Economic Participation Working Groups were put on hold as Ministerial Advisory Committee sub-committees had been established on these two themes and it was decided to wait until they reported in late 2010.



Psychosocial Rehabilitation and Recovery Partnership Group

Established by the DoH, Mental Health Drugs and Regions Division (MHDRD) in late 2009, this group has been actively collecting and reviewing data to assist in the production of a green paper to be released later in 2010. Kim Koop and several VICSERV Committee of Management members participate in this group, which is a key activity in the Victorian Mental Health Reform Strategy.

In May 2010, VICSERV was commissioned by the DoH to undertake a survey of PDRSS funded agencies. The aim of the survey was to collect data on service delivery processes and practice models. The survey had an excellent response rate and the data has been provided to the DoH to inform the work of the Psychosocial Rehabilitation and Recovery Partnership Group.

Workforce Partnership Group

The DoH, MHDRD continued the Workforce Partnership Group during 2010, where Kim Koop represented VICSERV

and community managed mental health services. This group has been busy considering and shaping the future role of the planned institute of mental health workforce and innovation. This group is also linked to, and driven by, the Victorian Mental Health Reform Strategy.

At a national level, VICSERV's Training Manager, Sue Durham, has been active on the Expert Reference Group of the National Health Workforce study of the Non-Government Mental Health Workforce sector; a collaboration of the National Health Workforce taskforce, The Australian Health Workforce Institute and Price Waterhouse Coopers.

VICSERV coordinated and facilitated a Workforce Symposium at the 2010 VICSERV conference, which engaged a number of key agencies involved in workforce development in Victoria, and nationally.

Consultations earlier in the year in relation to the Portable Long Service Leave Scheme and the national wage case have also contributed to a busy year.

VICSERV Sector Development Project

In February 2010, VICSERV engaged ConNetica to undertake a strategic Sector Development Project. The project has four key objectives, namely to:

- Create a framework for the ongoing development of mental health services, which creatively builds upon the policy base established by governments and existing providers
- Identify the implications for the VICSERV members of this analysis and detail issues, options and opportunities requiring consideration
- Assess opportunities for the community managed mental health sector in the broader community sector
- Provide interested member organisations with opportunities to assess the implications of the emerging directions for their future development.

A Project Reference Group was established and four workshops were held throughout the Melbourne metro area, which were attended by approximately 70 people. A further 24 interviews were undertaken with key stakeholders. Feedback from the consultations, together with findings from a review of the literature, formed the basis of a discussion paper, which will be released in the latter part of 2010 and made available on the VICSERV website.

As an adjunct to the project, ConNetica produced three short papers on the COAG reforms and one arguing the case for further investment in the community managed mental health sector.

PDRSS Survey

In May 2010, VICSERV was commissioned by the DoH to undertake a survey of PDRSS funded agencies. The aim of the survey was to collect data on service delivery processes and practice models. The survey had an excellent response rate. The data has been provided to the DoH to inform the work of the Psychosocial Rehabilitation and Recovery Partnership Group.

Submissions

During this reporting period, VICSERV made submissions to the Victorian Law Reform Commission in relation to its Information Paper on reforms to the *Guardianship and Administration Act 1986* (Vic). The Policy and Research Unit also began targeted consultations, research and drafting of submissions to the Productivity Commission's public inquiry into disability care and support as well as to the National Social Inclusion Board regarding breaking the cycle of disadvantage.

Further submissions were made to:

- The Victorian Parliamentary Family and Community Development Committee's inquiry into the adequacy and future directions of public housing in Victoria
- The DoH new segmented waiting list proposal
- Towards a National Primary Health Strategy discussion paper
- National Social Inclusion Board on the broad topic of breaking the cycle of disadvantage

In the coming year, VICSERV is looking to formalise a consultation strategy to better engage members in the development of submissions with the view of being truly representative of VICSERV's member base. During this period, the Policy and Research team began to scope suitable models of consultation processes on which the strategy will be based. There will be opportunities for members to view and comment on the proposed consultation process before it is formalised.

Member forums

During the last 12 months, VICSERV held regular CEO and Coordinators' Network meetings before combining the bimonthly meetings and re-branding them as member forums. The first of these was on recovery models and featured presentations by Neami Ltd and the Mental Illness Fellowship. CEO of the Queensland Alliance, Jeff Cheverton, presented on anti-stigma campaigns around the world at the second forum. Health inequalities was the topic of the third forum, which aimed to collect feedback to input into the Ministerial Advisory Committee sub-committee on physical health and mental illness. Each forum had an attendance of around 50 members and included a networking lunch.

The Mutual Support and Self Help Network met regularly and worked on the development of a Charter of Peer Support, which is due for completion at the end of 2010.

Quality and OH&S

VICSERV recognises that continuous improvement of quality management systems and service delivery is what makes community managed mental health services viable and responsive. In that vein, VICSERV attended (Quality Improvement Community Services Accreditation) QICSA's Annual General Meeting and has continued to keep abreast of developments in quality with two staff members undertaking a Diploma in Quality Auditing. The reporting period saw the release of the *6th Edition Quality Improvement Council Standards* and associated tools, which are valuable to members seeking accreditation with QICSA.

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*We Canadians find that you Australians have such a lot of valuable experience in the realm of mental health recovery. This [edition of new**paradigm**] will be a great help to us as our hospital changes to a recovery-based model.*

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E.P., Ontario, Canada

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In June, VICSERV launched its Quality and OH&S web page listing useful resources and updates for its members. VICSERV trusts that this web page will be an invaluable reference and resource for members.

VICSERV is also excited to be working in collaboration with National Disability Services Victoria, Centre for Excellence in Child and Family Welfare Inc., Victorian Council of Social Services (VCOSS) and Kindergarten Parents of Victoria in organising a forum on the harmonisation of OH&S laws across Australia and the duties of officers. This collaboration arises from the OH&S Champions group, which consists of representatives of each organisation. The OH&S Champions meet monthly to discuss developments and share information on issues to do with OH&S and community services.

During this reporting period, VICSERV, in partnership with WorkSafe Victoria, has been able to offer free three-hour Work Health and Safety Assessments to small-sized member organisations. There has been a good uptake of this offer amongst VICSERV membership. Further, VICSERV has secured funding for expansion of this program to medium-sized organisations with six hours of free Health and Safety as well as Return to Work Consultation services.

*new***paradigm**

The editorship and production of *new**paradigm*** shifted to the Policy and Research Unit during 2009. The reason for this was to more closely align the journal contents with VICSERV's own research priorities and emerging issues from both the state and federal government reform processes. A further aim was to include more views and opinions from key stakeholders in government, academia, peak bodies and other organisations in mental health and related fields. Readers can look forward to some big name contributors and the latest thinking in practice and policy.

VICSERV thanks everyone who took the time to write articles over the past 12 months. Deadlines were particularly tight around the pre and post conference editions so contributions to these two bumper editions were particularly welcome.

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*Thank you for the [*new**paradigm***] issue. The articles were an excellent read and useful for my study on social inclusion and mental health policies.*

Toni Clarke, Masters student, Public Policy and Management – University of Melbourne

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Dear VICSERV, thank you for allowing us to participate with your great Worksafe assessment program. The arrangement of a free professional OH&S consultant who undertook a comprehensive workplace assessment of our facility was terrific.

The report we received was a fantastic resource for enhancing our existing OH&S strategy and securing supported funding in improving some of the identified workplace improvements. Keep up the good work.

Terry Palioportas, CEO – Peninsula Support Services

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NEWPARADIGM
SPRING 2009



NEWPARADIGM
SUMMER 2009/10



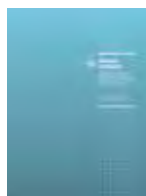
NEWPARADIGM
AUTUMN 2010



NEWPARADIGM
WINTER 2010



TRAINING
NEEDS ANALYSIS



PARTNERS
IN RESPITE



FROM DISCRIMINATION
TO SOCIAL INCLUSION

Spring 2009 – Partnerships

With a wide range of contributions from the DoH, workers, consumers and managers of services on the theme of 'partnerships', the Spring edition of *newparadigm* highlights the benefits of working and thinking collaboratively towards better outcomes for people with mental illness.

Summer 2009/10 – Unfinished Business: pathways to social inclusion

This edition was timed to lead into the VICSERV 2010 conference. The theme of both the conference and this edition of *newparadigm* refers to the fact that 25 years after deinstitutionalisation, people with a mental illness still tend to fare badly on a range of social inclusion measures.

Autumn 2010 – The 'business' of mental health and social inclusion

This special post-conference edition draws on highlights of the conference and helps to fill the gaps on social inclusion and 'Unfinished Business'. It contains articles from five of the presentations, and has a particularly strong consumer/carer voice.

Winter 2010 – Learning and earning

Learning and employment pathways for people with a mental illness, was the theme for the Winter edition. It features articles that draw on the relevant statistics about low educational attainment and low workforce participation amongst those with a mental illness.

Resources

Working with, and on behalf of our members and the sector, over the last year, VICSERV published and promoted a number of resources relating to mental health, psychosocial rehabilitation and recovery, in response to resourcing and supporting the work of mental health services as the sector grows.

Training Needs Analysis

With funding and assistance from the Sector Quality and Workforce Development Unit, Mental Health and Drugs Operations Branch, the DoH and the Mental Health Council of Australia, VICSERV recently conducted a Training Needs Analysis of the community mental health sector.

The *Training Needs Analysis* is available for downloading via the VICSERV website.

Partners in Respite

Arising from the Building Capacity in Community Mental Health, Family Support and Carer Respite Project, was the

publication *Partners in Respite: building capacity in community mental health family support and carer respite*, funded by the Australian Government under the Mental Health Respite Program. Partners in Respite provides a snapshot about family support and carer respite to add to the public discourse in the community and the sector.

Partners in Respite building capacity in community mental health family support and carer respite and a bibliography are available for downloading at the VICSERV website.

From Discrimination to Social Inclusion

VICSERV collaborated with the Queensland Alliance and other Community Mental Health Australia partners to produce and distribute *From Discrimination to Social Inclusion: a review of the literature on anti stigma initiatives in mental health*. This document summarises the international evidence on how best to tackle the stigma of mental illness.

The review can be found on the Queensland Alliance website: www.qldalliance.org.au



BUILDING COLLABORATIVE AND STRATEGIC RELATIONSHIPS

We engage key stakeholders in the Vision and Mission of VICSERV by building collaborative relationships and strategic partnerships.

Working nationally

Community Mental Health Australia

During 2009/2010 VICSERV has maintained its active involvement in Community Mental Health Australia (CMHA), a coalition of the eight state and territory peak community mental health organisations, established to provide leadership and direction promoting the benefits of community mental health and recovery services across Australia. CMHA has a governing body made up of the chairs of the various state and territory peak bodies.

The prime roles and purpose of CMHA are to:

- Provide a voice and represent the community managed mental health sector in national initiatives related to mental health, and social inclusion initiatives
- Enhance the capacity of coalition members to represent, support and strengthen the non-government community mental health sector; and
- Collaborate to develop joint policy and advocacy papers that promote community mental health at national and state/territory levels.

In this reporting period, CMHA has commissioned a report describing the community managed mental health sector. This report is due later in 2010 and will be available on the VICSERV website.

Through its participation in CMHA, VICSERV is invited to participate in a number of national working groups. CMHA was successful in lobbying for a service development project to build the capacity of day-to-day living services around Australia – this will be auspiced by the Queensland Alliance on behalf of CMHA and overseen by the CMHA management group. Go to the 'Get Involved' column on VICSERV's website for more information on CMHA.

Mental Health Council of Australia

VICSERV actively participates in the work of the Mental Health Council of Australia (MHCA) by attending the regular member forums, contributing to policy development and participating in advocacy events. This year MHCA released a position paper on the role of community mental health services.

Mental Health time to end the neglect

Dear Julia and Tony,

We call on both of you to show true **leadership** to bring to an end the decades of neglect of Australians with mental ill health. The community will no longer tolerate having only a one in three chance of getting access to mental health care.

Julia, we welcome your modest \$277m over four years commitment to suicide prevention, but we are still waiting for a **meaningful** investment in modern mental health services. Your commitment to making mental health a second term priority will be an empty promise without large scale and sustained investment. You know what measures are needed – invest in them.

Tony, we commend your \$1.5bn over four years commitment to youth mental health and early intervention services. This would transform the experience of young Australians with mental ill-health and relieve huge pressure on the mainstream health system. However, this investment must be stage one of a **long-term** reform plan and more needs to be done now for younger children and older adults.

We ask both of you to commit to end the unequal **access** to quality care for mental and physical health that is undermining families, communities and our national economy.

We ask both of you to **commit** to an annual independent mental health report card to ensure new investments deliver better services to all Australians.

This election we are relying on you both to do the **right** thing for Australia by ensuring all our communities have ready access to quality mental health care.



Endorsed by Committee of Government Ministers and by the Australian Council of Social Service (ACOSS)

VICSERV HAS, OVER ITS 24 YEARS OF OPERATION, BUILT A VAST AND COMMITTED BAND OF SUPPORTERS AND CONTRIBUTORS. AN EVENT SUCH AS THE ANNUAL CONFERENCE HIGHLIGHTS THE WIDE REACH OF THE VICSERV MEMBERSHIP.



Working locally

VICSERV has maintained a wide range of strategic partnerships over the course of the year:

VICSERV was represented on the Community Services and Health Industry Training Board, and on the Board of the Quality Improvement Council.

VICSERV is also a member of the VCOSS Statewide Peaks and Network meeting.

The VICSERV partnership with the Victorian Mental Health Carers Network continues. An example of the practical involvement between the organisations is VICSERV's participation on the Victorian Mental Health Carers Network Inc. Family Involvement in Mental Health Care: Training Reference Committee, which began in March 2010. This training will, in turn, be incorporated into VICSERV's new Certificate IV in Mental Health.

VICSERV would like to acknowledge the ongoing support and advice provided by the Victorian Mental Illness Awareness Council (VMIAC) through a number of forums and advisory groups.

It is important to VICSERV that we maintain our existing relationships with individual supporters and members and continue to build on our networks to the future.

VICSERV has also represented members at the following forums:

- Centrelink Victoria Mental Health Working Group
- Improving Access to Primary Health Care for People with Serious Mental Illness Project Advisory Group
- Human Services Partnership Implementation Committee
- North West Alliance Meeting
- Multicultural Mental Health Australia/Victorian Transcultural Psychiatric Unit CALD Homelessness Project Steering Committee
- The Other Film Festival Panel
- Peninsula Psychiatric Support Services Regional Network Meeting – presentation on housing
- Department of Justice – Courts and Tribunal Unit
- FaHCSIA – Consultation on Day-to-Day Living Skills Evaluation
- Worksafe/TAC – Mental Health Strategy Reference Group







BUILDING ORGANISATIONAL CAPACITY

VICSERV is a sustainable, developing organisation where the individual and team contribution is valued.

New staff

The pace of review and consultations arising from the Victorian Reform agenda has been steady and will continue to be for some time to come. VICSERV has been very busy as a result. Our contribution was acknowledged with a grant to employ two new workers for a 12-month period. A full-time receptionist/PA and a full-time policy officer have been very welcome additions and have strengthened our capacity to respond to member enquires and participate in DoH working groups and committees.

Samuel Brown commenced in his role as receptionist and PA to the CEO at VICSERV in March 2010. Samuel comes from a position at Goulburn Murray Local Learning and Employment Network in Shepparton, where he was coordinating and facilitating local learning networks and programs to assist regional youth. He has brought a noticeable warmth and enthusiasm to his front-of-house role.

Anthea Tsismetsi has taken up the position of policy and research officer commencing in April 2010. Anthea brings to VICSERV a rich skill-set and a wealth of experience from previous roles, including Legal Officer for the Mental Health Review Board. Anthea hit the ground running and has been instrumental in the writing of several submissions and organising of member events.

Website and e-news

Website

June 2010 saw the launch of the new VICSERV website. The redesign of the website introduced some subtle design elements, which reflect VICSERV's vision for growth and forward-thinking and its fresh and vibrant new look and feel now welcomes browsers to find out more about our work.

Aside from aesthetic improvements, the new website is a valuable and inviting information service for members and other visitors. The website features significant redevelopment that enhance the user experience. Information is more accessible, and interaction and partnerships are encouraged via the active 'Get Involved' column. All content including recent submissions, developments in policy and a comprehensive publications and resources section, now accurately reflects our specialist approach to the development and reform of mental health services: an important aspect of our core business.

VICSERV's website is still in its early stages and we want it to be everything you want it to be. We would love to know your thoughts about the site: www.vicserv.org.au. Please feel free to contact our office to give your feedback.

Factsline e-news

VICSERV's fortnightly e-newsletter, *factsline*, remains an important resource for an increasing number of subscribers connected to the community managed mental health sector. With contributions from a wide range of sources, *factsline*'s main aim is to keep subscribers up-to-date and in-touch with VICSERV news, sector news, events, and training and employment opportunities. Past editions are archived on the website.

BUILDING TRANSPARENT AND ACCOUNTABLE GOVERNANCE SYSTEMS



Transparent and accountable governance is the foundation that enables the continuing development of VICSERV.

Strategic Plan

The finalisation and distribution of the *Strategic Plan 2009 – 2012* during the reporting period marks a fresh vision for the organisation. In addition to setting out the current context and the key domains of interest, the plan has refreshed the organisational vision, mission and values.

The summary of the Strategic Plan is available on the VICSERV website.



STRATEGIC PLAN
SUMMARY 2009 – 2012

Appointments and Governance

- Elizabeth Crowther (chair)
- Chris McNamara
- Gerry Naughtin
- Glen Tobias
- Margaret Brooks
- Mark Smith

Finance, Audit, and Risk Management

- Terry Palioportas (chair)
- Alys Boase
- Kelvin Wilson
- Stephen Ward

COMMITTEE MEMBER	COMMITTEE MEETINGS	APPOINTMENTS & GOVERNANCE	FINANCE, AUDIT & RISK MANAGEMENT	EXECUTIVE
ELIZABETH CROWTHER (PRESIDENT)	5 OF 5	1 OF 3		2 OF 3
CAZ HEALY	4 OF 5			3 OF 3
TERRY PALIOPORTAS	5 OF 5		4 OF 4	3 OF 3
GERRY NAUGHTIN	4 OF 5			2 OF 3
MARK SMITH	4 OF 5	2 OF 3		
KELVIN WILSON	5 OF 5		3 OF 4	
IAN HARDISTY	5 OF 5			
STEPHEN WARD	5 OF 5			
ALYS BOASE	2 OF 5		2 OF 2	
CHRIS MCNAMARA	5 OF 5	3 OF 3		
MARGARET BROOKS	2 OF 5	2 OF 2		
GLEN TOBIAS	5 OF 5	2 OF 3		

Sub-committees

The Strategic Plan has laid out an active program of works for the Committee of Management over the coming three to four years. The two Sub-committees have been charged with making recommendations to the full Committee of Management regarding the review and refreshing of the constitution as well as a thorough review of all governance policies and procedures. The Sub-committees are:

Continuous improvement

The effective and efficient running of the Committee of Management is, as always, a priority. The Committee of Management has reinstated a self-evaluation process that will drive continued improvement in this area.



MEMBERSHIP LISTS

Ordinary Members

Australian Community
Support Organisation
(ACSO)

ADEC – Action on Disability
within Ethnic Communities

Anglicare Family Support

Anxiety Recovery Centre

ARAFEMI Victoria

ASPIRE: A Pathway to
Mental Health Inc

Ballarat Community
Health Centre

Best of Care

Bethlehem Community

Centacare Ballarat

Commonwealth Respite
and Carelink Centre
Southern Region

Latrobe Community Health
Service: Creative House

Doutta Galla Community
Health Service

Diannella Community
Health Service

EACH

Eating Disorders
Foundation of Victoria

ERMHA

Fintry Community

Francis Foundation

Gateway Community
Health Service

Geelong Mental Health
Consumers Union

Geelong Mood
Support Group

Golden City
Support Services

Grampians Community
Health Service

GROW Victoria

Homeground Services

Hopesprings

Inner East Mental Health
Services Association Inc

Impact Support Services

Inner South Community
Health Service

JewishCare

Karingal

Lantern

Loddon Mallee
Housing Group

Mallee Family Care

Mental Health Legal Centre

Mental Illness
Fellowship Victoria

Merri Community
Health Services

Mind Australia

Murray Mallee Community
Health Service

Neami Ltd

North Richmond
Community Health Service

North Yarra
Community Health

Norwood Association

Outdoors Inc

Post and Antenatal
Depression Association Inc

Pathways Geelong

Prahran Mission UnitingCare

Peninsula Support Services

Ramahyuck Aboriginal
District Corporation

Regina Coeli Community

The Salvation
Army Gippscare

St Mary's House
of Welcome

SNAP Gippsland Inc

St Kilda UnitingCare

St Luke's Anglicare

The Compassionate
Friends Victoria

The Salvation
Army Eastcare

Wimmera UnitingCare

Wise Employment

Women's Information,
Support and Housing in
the North (WISHIN)

Western Region
Health Centre

Yarram and District
Community Health Centre



Associate Members

Organisation

Access Sunraysia Inc.

Association of Mental
Heath Social Workers

Breakthru People Solutions

BRIT – Health &
Community Services

Buoyancy Foundation

Carers Victoria

City of Boroondara, CROP

City of Moonee Valley –
Community Services

E W Tipping Foundation

Hanover East St Kilda

Hanover Welfare Services

Helping Hand Aged Care

Housing Choices Australia

Interact Australia

JobCo Employment Service

Kew Neighbourhood
Learning Centre

Link In Association
Sunshine Coast Inc

Mental Health
Co-ordinating Council

Mental Health Foundation
of Australia

Momentum Personnel

Neami Illawarra

Neami Murray Bridge

Neami North East Adelaide

Neami Northern Adelaide

Neami Port Adelaide

Northern Division of
General Practice

Northern Metropolitan
Institute of Technology

Northwestern Mental Health
Training & Development Unit

Personnel Employment

Richmond Fellowship
of Queensland

SANE Australia

SkillsPlus Recruitment

South Gippsland F.O.C.A.S.

Southern Citizen Advocacy

St John of God Hospital
Warranambool

St Vincent's Mental
Health Service

The Salvation Army –
Community Outreach Service

The Salvation Army –
Crossroads Adult Services

The Salvation Army
Brunswick Community
Program

UnitingCare Wesley
Port Adelaide Inc

Victoria University Aged
Disability & Community
Care Department

Victorian Association for the
Care and Resettlement of
Offenders (VACRO)

Victorian Mental Health
Carers Network

Victorian Mental Illness
Awareness Council (VMIAC)

Victorian Women's Mental
Health Network

Villa Maria

WCIG-DEN

Westate Federation –
Bendigo

Wise Employment

Wise Management
Services Ltd

YMCA Victoria

Youth Substance
Abuse Service (YSAS)

Youthworks –
Shire of Yarra Ranges

Individual Members

Susan Collett

Valerie Gerrard

Elizabeth Horner

Tracy Colbert

Dorothy James

Tania Lewis

Kate Skilbeck

Ian Bell



FINANCIALS

FOR THE YEAR ENDED 30 JUNE, 2010

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COMMITTEE REPORT

FOR THE YEAR ENDED 30 JUNE, 2010

Your committee members submit the financial accounts of the Psychiatric Disability Services Of Victoria (Vicserv) Inc for the financial year ended 30 June, 2010.

Committee Members

The names of committee members at the date of this report are:

Elizabeth Crowther	Caz Healy
Terry Palioportas	Stephen Ward
Margaret Brooks	Glen Tobias
Chris MacNamara	Ian Hardisty
Gerry Naughtin	Alys Boase
Mark Smith	Kelvin Wilson

Principal Activities

The principal activities of the association during the financial year were: Peak Body For Psychiatric Services In Victoria.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The profit from ordinary activities after providing for income tax amounted to

Year ended	Year ended
30 June, 2010	30 June, 2009
\$	\$
8,424	22,409

Signed in accordance with a resolution of the Members of the Committee on 8 October, 2010:



Elizabeth Crowther – President



Terry Palioportas – Treasurer



STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE, 2010

	Note	2010	2009
Current Assets			
Cash assets		909,404	986,582
Receivables	2	133,341	746,184
Sundry Debtors & Prepayments		19,020	7,235
Inventories	3	33,436	–
Total Current Assets		1,095,201	1,740,001

Non-Current Assets

Investment		5	5
Property, plant and equipment	4	46,812	79,738
Security Deposit		11,333	11,333
Total Non-Current Assets		58,150	91,076
Total Assets		1,153,351	1,831,077

Current Liabilities

Payables	5, 9	799,556	1,503,560
Current tax liabilities		31,244	12,283
Provisions	6	80,315	75,699
Total Current Liabilities		911,115	1,591,542

	Note	2010	2009
Non-Current Liabilities			
Provisions	6	6,940	–
Equipment Reserve	7	15,081	27,744
Total Non-Current Liabilities		22,021	27,744
Total Liabilities		933,136	1,619,286
Net Assets		220,215	211,791

Members' Funds

Retained profits		220,215	211,791
Total Members' Funds		220,215	211,791



INCOME & EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE, 2010

	2010	2009
Income		
Funding	1,295,515	1,065,331
Funding for Redistribution	—	1,060,000
Publications	40,169	16,780
Reimbursements	11,632	10,698
Membership Fees	30,699	28,486
Training	315,245	292,981
Conference	209,829	—
Interest received	31,261	49,062
Proceeds on Sale of Plant	—	25,999
Sponsorship	25,000	—
Total income	1,959,350	2,549,337

	2010	2009
Expenses		
Salaries & Wages	858,508	764,224
Premises & Equipment	137,238	144,670
Conference & Training Costs	419,575	164,498
Funding Redistribution	—	1,060,000
Other Costs	535,605	393,536
Total expenses	1,950,926	2,526,928

Profit from ordinary activities before income tax	8,424	22,409
Income tax revenue relating to ordinary activities	—	—

Net profit attributable to the association	8,424	22,409
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Total changes in equity of the association	8,424	22,409
Opening retained profits	211,791	189,382
Net profit attributable to the association	8,424	22,409
Closing retained profits	220,215	211,791



CASHFLOW STATEMENT

FOR THE YEAR ENDED 30 JUNE, 2010

	2010	2009
Cash Flow From Operating Activities		
Receipts	1,749,657	2,704,429
Payments to suppliers and employees	(1,851,682)	(2,755,750)
Interest received	31,261	49,062
Net cash provided by (used in) operating activities (note 2)	(70,764)	(2,259)

	2010	2009
Cash Flow From Investing Activities		
Purchase of assets	(6,414)	(29,810)
Proceeds on disposal of assets	—	25,999
Net cash provided by (used in) investing activities (note 2)	(6,414)	(3,811)
Net increase (decrease) in cash held	(77,178)	(6,070)
Cash at the beginning of the year	986,582	992,562
Cash at the end of the year (note 1)	909,404	986,582



2010 2009

Note 1. Reconciliation Of Cash

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:

Cash At Bank	909,332	986, 263
Cash On Hand	72	319
	909,404	986,582

2010 2009

Note 2. Reconciliation Of Net Cash Provided By/Used In Operating activities To Net Profit

Operating profit (loss) after tax	8,424	22,409
Loss/(Profit) on disposal of plant	—	(18,014)
Depreciation & Amortisation	39,338	50,914

Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:

(Increase) decrease in trade and term debtors	589,759	94,502
(Increase) decrease in prepayments	11,300	(415)
(Increase) decrease in inventories	(33,436)	8,283
Increase (decrease) in trade creditors and accruals	(685,049)	(156,706)
Increase (decrease) in employee entitlements	6,555	20,433
Increase (decrease) in asset replacement	5,000	6,000
Increase (decrease) in specific purpose funding	(12,655)	(29,665)

Net cash provided by operating activities	(70,764)	(2,259)
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE, 2010

Note 1: Statement of Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act and the following Australian Accounting Standards:

AASB 112: Income Taxes

AASB 1031: Materiality

AASB 110: Post Balance Sheet Events

AASB 117: Leases

AASB 119: Employee Benefits

AASB 107: Statement of Cashflows

AASB 116: Property, Plant & Equipment

No other Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied. The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

(a) Income tax

The association is exempt from income tax.

(b) Inventories

Inventories consist of high volume publications and are measured at the lower of cost and net realisable value. Costs are assigned on a specific identification basis and include direct costs and overheads, if any.

(c) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation.

The depreciable amount of all property, plant and equipment are depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.



(d) Cash

Cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

(e) Specific Purpose Funding

Capital funding is credited to the equipment reserve account when the assets are purchased. Capital funding is amortised, by write back to income, to match the depreciation charged on funded assets during the year.

(f) Revenue Funding

Recurring revenue funding is taken to the profit and loss account in the year for which they were provided in order to match income with service expenditure. Revenue funding received where services have not yet been provided, are carried forward in current liabilities and brought to account to match service expenditure in future years.

(g) Other Revenue

Other income, including interest received, is brought to account on an accruals basis.

(h) Employee Entitlements

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to

balance date. Employee benefits expected to be settled within one year are included in current liabilities. Other benefits are included in non current liabilities. Provision is made for long service leave after three years of service.

(i) Impairment of Assets

At the end of each reporting period, the entity reviews the carrying value of its tangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

(j) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.



NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE, 2010



2010 2009

Note 2: Receivables

Current

Trade debtors	133,341	57,576
Unspent funding	—	688,608
	133,341	746,184

Note 3: Inventories

Publications	33,436	—
	33,436	—

Note 4: Property, Plant and Equipment

Plant and equipment:

» At cost	57,652	60,297
» Less: Accumulated depreciation	(51,439)	(46,123)
	6,213	14,174

Motor vehicles:

» At cost	49,205	49,205
» Less: Accumulated depreciation	(23,687)	(11,385)
	25,518	37,820

Plant and Leasehold Improvements (Funded – See Note 7):

» At cost	114,003	111,510
» Less: Accumulated depreciation	(98,922)	(83,766)
	15,081	27,744
	46,812	79,738

2010 2009

Note 5: Payables

Unsecured:

» Trade creditors	207,166	121,085
» Funding in advance and unspent funding	592,390	1,382,475
	799,556	1,503,560

Note 6: Provisions

Current

Annual Leave*	42,697	46,154
Long Service Leave*	22,066	18,993
Asset Replacement	15,552	10,552
	80,315	75,699

Non current

Long Service Leave*	6,940	—
*Aggregate employee entitlements liability There were 13 employees at the end of the year	71,703	65,147

Note 7: Equipment Reserve

Capital Funding	114,003	111,510
Accumulated Amortisation	(98,922)	(83,766)
	15,081	27,744



	2010	2009
Note 8: Operating Lease Commitments		
Being for rent of office and photocopier		
Not Later Than 12 Months	79,038	78,554
Between 12 Months and 5 years	32,779	111,817
	111,187	190,371

The property lease is a non-cancellable lease with a 5 year term, with rent payable in advance.

Note 9: Funding

Funding includes the following income and associated expenditure for the Department of Families, Housing, Community Services and Indigenous Affairs NRDF Project:

	National	Victoria
Funding unspent from prior years	262,466	108,671
Funding received this year	—	—
Interest received this year	3,331	—
Funding spent this year	(265,797)	(108,671)

Funding unspent and included in funding in advance (Note 5) — —

	2010	2009
The Australia – wide Department of Families, Housing, Community Services and Indigenous Affairs NRDF funding is:		
Funding unspent from prior years	1,066,892	1,249,360
Funding received this year	—	1,487,200
Interest and other received this year	5,716	36,509
Funding spent this year	(1,055,180)	(1,706,177)
Funding unspent and included in funding in advance (Note 5)	—	(1,066,892)
Funding unspent and included in accounts payable and returned to funding body	(17,428)	—
	—	—

Note 10: Funding in Advance

Funding in advance and unspent funding in Note 5 to the Financial Statements includes the following funding from the Reichstein Foundation:

	2010	2009
Victorian Women and Mental Health Network project "Listening to the Voices of Women Mental Health Consumers"	30,000	31,000
	30,000	31,000



MEMBERS OF THE COMMITTEE

FOR THE YEAR ENDED 30 JUNE, 2010

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

01. Presents fairly the financial position of Psychiatric Disability Services Of Victoria (Vicserv) Inc as at 30 June, 2010 and its performance for the year ended on that date.
02. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Elizabeth Crowther – President

Terry Palioportas – Treasurer

Date: 7 October 2010



INDEPENDENT AUDIT REPORT

22 OCTOBER 2010



Ahead For Business Pty Ltd
Level 10, 420 St Kilda Road
Melbourne Victoria 3004
Phone 03 . 9867 7711

Fax 03 . 9867 7226
email admin@aheadforbusiness.com.au
Liability limited by a scheme approved under
Professional Standards Legislation

Report of the Financial Report

I have audited the accompanying financial report, being a special purpose financial report of Psychiatric Disability Services of Victoria (Vicserve) Inc. (the association), which comprises the Statement of Financial Position as at 30 June 2010, the Income and Expenditure Statement, Statement of Changes in Equity and the Cashflow Statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act of Victoria and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report this is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.



The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Association's Incorporation Act of Victoria. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting our audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In my opinion, the financial report of Psychiatric Disability Services of Victoria (Vicserv) Inc. presents fairly in all material respects the financial position of Psychiatric Disability Services of Victoria (Vicserv) Inc. as of 30 June 2010 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Incorporation Act of Victoria.

Name of firm : Ahead For Business Pty Ltd

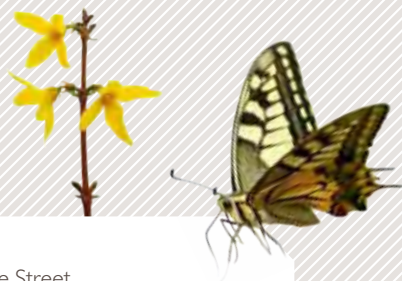
Name of Director : Wendy Hancox

Address : 10/420 St Kilda Rd, Melbourne, Vic 3004

Date : 22 October, 2010



Psychiatric Disability Services
of Victoria (VICSERV)



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Psychiatric Disability Services
of Victoria (VICSERV)