

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

VICSERV

ANNUAL REPORT

2010 – 2011



Psychiatric Disability Services
of Victoria (VICSERV)

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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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 for 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



ELIZABETH CROWTHER,
PRESIDENT

PRESIDENT REPORT

It is my pleasure to present the 2011 VICSERV annual report.

It has been another big year for the Committee and the staff of VICSERV. The scope and volume of activities undertaken seems at times disproportionate to the size of the organisation. The mystery of this extra capacity is answered when you factor in the active involvement of members on a range of committees, advisory groups and consultations. Members also build the organisation by supporting the VICSERV training unit and this year record numbers of workers and managers participated in training.

There was a big focus on mental health at both a state and national level during the year and we have continued our leadership role in both arenas.

We continue to work on the National level through Community Mental Health Australia (an alliance of the state and territory peaks) and have established regular meetings between the sector, the Commonwealth Departments and the Minister for Mental Health, The Hon. Mark Butler MP. The planned incorporation of Community Mental Health Australia in the year ahead provides an opportunity to further develop this work.

In Victoria, VICSERV staff and Committee are now in the final stages of producing a position paper outlining an agenda for the development of Community Managed Mental Health Services. Early conversations with the Minister for Mental Health, The Hon. Mary Wooldridge MP and the Secretary of the Department of Health, Ms Fran Thorn, have been very encouraging and we are delighted to hear them express support for strengthening the sector.

The biennial VICSERV conference has become a popular and important event for members and other stakeholders. Planning begins well ahead of the event and involves a wide range of people on steering committees and working groups. We are very pleased to have received two significant grants, via Mental Health Council of Australia (MHCA) and the Department of Health, to enable the delivery of the 2012 conference.

We continue to be encouraged by the commitment from Minister Wooldridge to the sector however, like everyone else in Health VICSERV has been affected by the funding review process of the government. In that process, projects we had hoped to see funded have not gone ahead. However we continue to actively advocate for the development and reform of services.

This situation has seen us reviewing our financial and structural arrangements. Looking back it has been quite a challenging year for VICSERV. In this process we've looked at a number of our systems, including member relations. We have reviewed fees and the membership structure, which has lead to some very fruitful and clarifying discussions. Discussion about the role and value of VICSERV and further engagement of members will continue in the year ahead and will be a vital component of the Service Development work.

The rise in training registrations, which is a positive trend, has also stretched the office space to its capacity. We had hoped to relocate to more suitable premises at the end of our current lease term, however this was not possible. We will continue to monitor the situation and work toward relocating to a more suitable facility at the earliest opportunity.

In conclusion I would like to acknowledge the contribution of my fellow Committee members and to express my sincere thanks to them and the staff of VICSERV.



KIM KOOP,
CEO

CEO REPORT

The 2010 – 2011 year was characterised by the significant amount of media attention focussed on mental health at the national level. This focus ultimately led to the Gillard government backing up their promise 'that mental health would be a priority of their second term' with multi-billion dollar budget announcements.

It was also a year of change as we settled into a new Victorian Government with a fresh approach to mental health. The Hon. Minister Wooldridge MP has consistently expressed her support of the community managed mental health sector.

Throughout the year VICSERV staff maintained a consistent focus on our service development and worker development activities. In particular we focused on systems and mechanisms to engage our membership and stakeholders more meaningfully into the work of the organisation. The establishment of new advisory and consultation mechanisms was a key focus in the policy area. Training focussed on regional training, building capacity across the sector. Our ongoing schedule of visits to member agencies, publications and speaking engagements complemented our new structures.

It was also a year of transition within VICSERV. As discretionary and project funding came to an end we farewelled several staff who had been with the organisation for an extended period of time. Most, if not all, of our members will have experienced this kind of organisational change at some time.

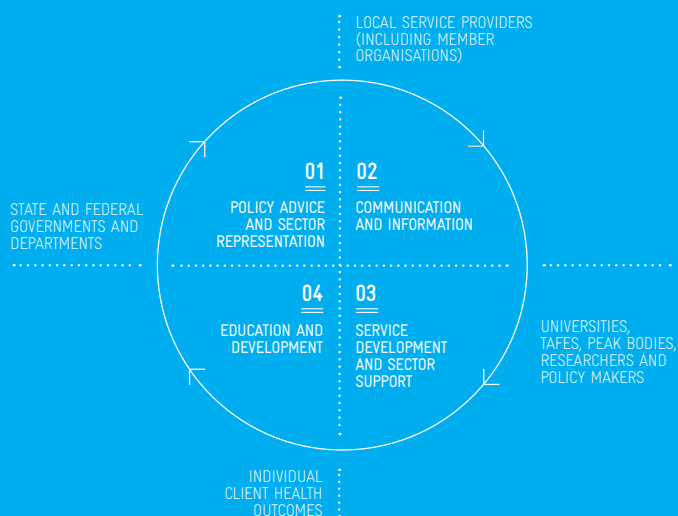
For a small staff group like VICSERV it meant stepping up and out of our existing roles and embodying our organisational values every day.

I'd like to acknowledge the extra effort that the staff contributed during the change period. As with all change it has provided a unique opportunity to review a range of practices and introduce system improvements. While we may not have chosen the change we have indeed made the most of it. And with the introduction of new technology and systems we are now well placed to start work on a '2012 and beyond' VICSERV plan.

The following report shows the wide variety of activities that we engage in on behalf of our members. Thank you to our member agencies and their staff who contribute to such a stimulating and supportive working environment.

A SPECIAL THANKS TO THE COMMITTEE OF MANAGEMENT WHO OFFER THEIR TIME SO FREELY AND PROVIDE SUCH WISE AND CONSIDERED LEADERSHIP.

ORGANISATIONAL REPORT



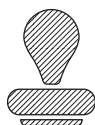
As the peak body for community managed mental health services our mission is the development and reform of mental health services. Our vision is, broadly speaking, better health outcomes for individuals and local communities. VICSERV operates as an 'open organisation' interacting with a range of stakeholders including governments, service providers, peak bodies, individual workers and consumers to achieve our organisational vision and mission.

VICSERV operates in four key areas:

- 01 Providing policy advice and representing the community managed mental health sector
- 02 Information sharing and communication
- 03 Service development and sector support
- 04 Education and development of the community mental health and community sector workforce

WE ARE PLEASED TO REPORT
KEY ACTIVITIES AND OUTCOMES
IN THESE FOUR AREAS





ORGANISATIONAL REPORT

SUMMARY OF KEY
ACTIVITIES AND OUTCOMES

01

PROVIDING POLICY ADVICE & REPRESENTING THE COMMUNITY MANAGED MENTAL HEALTH SECTOR

Establishment of quarterly Department of Health, Mental Health Drugs and Regions Division (DH, MHDRD) PDRS liaison meetings.

Regular FaHCSIA liaison meetings are planned to commence late 2011.

Participation by VICSERV staff and Committee of Management (COM) in DH, MHDRD partnership groups:

- / Psychosocial rehabilitation and recovery services reform and development partnership group
- / Specialist mental health workforce partnership group
- / Justice mental health partnership group

Regular meetings with The Hon. Mark Butler MP, Federal Minister for Mental Health and Ageing as part of Community Mental Health Australia (CMHA) delegation

As part of CMHA's quarterly meetings VICSERV participated in briefings with a range of Ministerial Advisors and Commonwealth Department officials.

Consulted with members and made written submissions on the following:

- / Breaking the cycle of disadvantage – Social Inclusion Board
- / Daily bread, income and living with a mental illness – National Advisory Council on Mental Health
- / (Two submissions) Inquiry into Disability Care and Support – Productivity Commission
- / Mental Health Act Exposure Draft – Victorian Government
- / Submission to the Scrutiny of Acts and Regulations Committee's review of the *Charter of Human Rights and Responsibilities Act 2006*
- / Medicare Locals (Governance and Membership)
- / Discussion paper – Flexible Care Packages for people with Severe Mental Illness

Staff and COM participate in quarterly Mental Health Council of Australia (MHCA) policy forums

VICSERV participated in and represented sector issues on the following advisory groups, Boards and steering committees:

- / Mental Health Review Board advisory panel
- / The Mental Health Task Force
- / Mental Health Advisory Committee – WorkSafe TAC
- / Advisory Group for the Recovery Orientated Practice Framework
- / Victorian Dual Diagnosis Initiative (VDDI) Evaluation
- / Centrelink Victoria Mental Health Reference Group
- / Human Service Implementation Committee (HSPIC) steering committee
- / Quality Improvement Council (QIC) Board
- / Community Services Health Industry Training Services Board (CSHITSB)
- / Social Firms Australia (SOFA) Local Employment Access Partnership (LEAP) advisory group... *this project currently has more than a 60 per cent success rate in establishing employment for people.*



ORGANISATIONAL REPORT

SUMMARY OF KEY ACTIVITIES AND OUTCOMES

02

INFORMATION SHARING & COMMUNICATION

Quarterly interactive member policy forums – human rights, sector reform
Because mental health matters update, the justice system and mental health, State and Federal Budget outcomes

Networks for providers of Mutual Support and Self Help and Prevention and Recovery Care services and support for the Victorian Women's Mental Health Network

Fortnightly e-newsletter *factsline* sent to over 800 subscribers

Targeted member bulletins, such as election and budget analysis, sector sustainability

VICSERV website developed as a resource for the sector and members

FaHCSIA conference presentations



ORGANISATIONAL REPORT

SUMMARY OF KEY ACTIVITIES AND OUTCOMES

03

SERVICE DEVELOPMENT & SECTOR SUPPORT

Targeted consultations with members and other stakeholders in relation to sector reform and development. The ConNetica report and *The Case for Investment* were released late 2010. Phase Two, 2011 is currently underway.

Four editions of *newparadigm* – the Australian Journal on Psychosocial Rehabilitation – with 61 articles, 19 on service provision and policy directions
/ Youth Mental Health
/ Social Model of Health
/ Mental Health and the Justice System
/ Physical and Mental Health

Free OHS workplace consultations provided via the WorkSafe project across Victoria

VICSERV active in the Day-to-Day Living project in collaboration with Community Mental Health Australia (CMHA)

Establishment of the Policy Advisory Group and policy process documented

Student Placement Project

National Mental Health Standards consultations in eight locations across Victoria in partnership with the Office of the Chief Psychiatrist



ORGANISATIONAL REPORT

SUMMARY OF KEY
ACTIVITIES AND OUTCOMES



EDUCATION & DEVELOPMENT

OF THE COMMUNITY MENTAL HEALTH
AND COMMUNITY SECTOR WORKFORCE

Delivery of accredited courses in the reporting period (students)

- / University of Melbourne Masters of Social Work Community Managed Mental Health Unit (34 students)
- / Certificate IV in Alcohol & Other Drugs (CHC41702) (19 students)
- / Certificate IV in Training & Assessment (TAA40104) (18 students)
- / Certificate IV in Mental Health (CHC40508) (14 students - Wodonga and 24 - Melbourne)
- / Diploma of Management (BSB51107) (12 students)

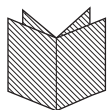
Dual diagnosis training in collaboration with VDDI – trained over 500 workers in over 20 locations. Trainers are now available in each location.

- / Refresh of Certificate IV curriculum
- / Commencement of 38 students against the new material
- / Introduction of online education and assessment tools for all students using 'Moodle'

Sector advisory group meets alternate months to provide advice on training and workforce issues.

Mental Illness Awareness training commenced for Community Information VIC (CIVIC) staff and volunteers across the state.

**IN 2010-11 VICSERV HELPED
TRAIN 659 VICTORIANS, ENABLING
THEM TO INCREASE THEIR
QUALIFICATIONS AND ADVANCE
THEIR CAREERS.**

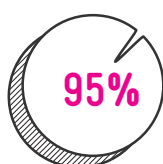


DEPARTMENT REPORTS POLICY

THE POLICY AND RESEARCH TEAM'S VISION IS TO:

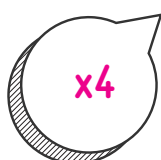
DRIVE THE DEVELOPMENT
AND COMMUNICATION OF
STRATEGIC POLICY AND PRACTICE ISSUES
RELEVANT TO THE COMMUNITY MANAGED

MENTAL HEALTH SECTOR



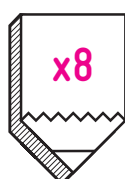
NINETY-FIVE PER CENT OF ATTENDEES

agreed that the Winter Members' Forum had enhanced their knowledge about the effects of individualised approaches to support within the disability sector.

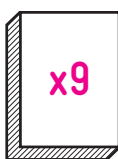


FOUR INTERACTIVE MEMBER POLICY FORUMS

1. Human rights
2. Sector reform *Because mental health matters* update
3. The justice system and mental health
4. State and Federal Budget outcomes



EIGHT NATIONAL STANDARDS CONSULTATIONS
across Victoria (in partnership with the DH)



NINE SUBMISSIONS TO GOVERNMENT
on key service reform issues

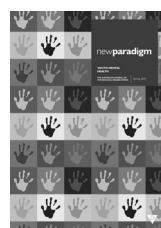
We had a very productive 12 months publishing *newparadigm* - the Australian Journal on Psychosocial Rehabilitation, issuing member bulletins, writing press releases, making numerous submissions to government inquiries and organising member forums.

The change of government at a state level and increased Commonwealth funding for mental health means a new wave of issues and opportunities for the team to act upon. A Policy and Research Advisory Group has been established to provide strategic advice and help us in this endeavour. The Group has begun regular meetings and is consolidating its role and membership.



FOUR EDITIONS OF *newparadigm*:

61 articles, 19 articles on
service provision + policy direction



Youth
Mental Health



Social Model
of Health



Mental Health and
the Justice System



Physical and
Mental Health

HIGH- LIGHTS

VICSERV received funding from the DH to undertake a Student Placement Project. The aim of the project was to establish some baseline data on current activity and to identify the barriers and enablers to increasing the number of placements in the sector. The research found that the sector considered student placements very valuable but difficult at times to resource.

A Policy Consultation Framework was developed to guide the manner in which VICSERV seeks input to submissions by its members. Different consultation approaches apply depending on the submission period, the nature of the submission or whether previous consultations can be used. This is supported by a Policy Advisory Group comprised of member agencies with consumer leaders and regular interactive policy forums.

VICSERV is proud to have signed an MOU with the Dax Centre to feature artwork by people with a mental illness in *newparadigm* and other publications.

The Policy and Research Unit partnered with fellow peaks VCOSS, National Disability Services (Victoria), Centre for Excellence in Child and Family Welfare, and Kindergarten Parents Victoria to hold an Executive OHS forum for CEOs and senior managers. We also worked with the national alliance Community Mental Health Australia to run a workshop for Day-to-Day Living program providers at CERES Environmental Centre.

2011 & BEYOND

The future promises to be exciting and challenging for the team. Work has begun on a sector improvement project that will position VICSERV and its members to operate in a changing environment. We will be developing and communicating the strategic ideas that arise from this project informed by our heartfelt desire to contribute to a better world for people affected by serious mental illness.



Member policy forum



**DEPARTMENT
REPORTS**
EDUCATION
AND TRAINING

EDUCATION & TRAINING: THE YEAR IN REVIEW

The past year has been an exciting and challenging period for the training team. We saw a growth in our training delivery in Victoria by 25 per cent and a strengthening in our partnerships with key sector specialists that ensured consistently high quality training design and delivery.

VICSERV also increased its commitment to delivering training in regional Victoria, in locations such as Morwell, Bendigo, Stawell, Bairnsdale, Warrnambool, Wodonga, Geelong, Mildura, Shepparton, Sale, Ballarat and Ararat. The Training Advisory Group (TAG) continued to help the VICSERV training team focus the key priority areas such as Dual Diagnosis, Certificate IV in Mental Health, Working with Families and Young People and Peer Work. The Certificate IV in Mental Health redevelopment continued and the launch of this new qualification commenced in April 2011 with two groups in Melbourne and one in Wodonga. These groups include 39 per cent attending from a regional location; 29 per cent identifying that they have a lived experience of a mental illness, 18 per cent identifying as carers and 26 per cent are from a CALD background. This diversity within the groups leads to rich discussions and a valuable learning experience.



Training has been a cornerstone of the VICSERV operation. In recent years there has been significant growth (200 per cent in three years) in attendance to all types of training as we focus on ensuring the training is meeting our members' needs, is of high quality and results in improved work performance and consumer outcomes.

Consultation with the TAG and the use of high quality trainers and specialist training partners will ensure that training remains a high standard and meets the needs of our members. Feedback from those who

attended our training reflects the quality of the training and its impact on the sector:

'The training was excellent: [it's] the type of training that shifts your thinking as well as raises your compassion levels. It is most important that we embrace all community members and that those with mental illness feel safe enough to approach us for assistance. I think the information was extremely valuable for this reason. Wayne's personal experience in the field was great and his compassion was inspiring.'

HIGH- LIGHTS

The Victorian Dual Diagnosis Initiative and VICSERV worked together to develop and deliver Dual Diagnosis training for the PDRS sector. This was a two-day program that was delivered in partnership with the local dual diagnosis clinicians, representatives of the PDRS sector and VICSERV. Over 500 participants attended 20 programs statewide between July 2010 and December 2010; 86 per cent stated that they would recommend the training to others, 82 per cent felt they learned something or a lot and 87 per cent felt the workshops were well conducted.

VICSERV would like to thank all the facilitators and local PDRS staff and organisations that helped organise and facilitate these programs.

The upgraded Certificate IV in Mental Health commenced delivery in April 2011. This qualification was redeveloped in line with consultation and feedback from the redevelopment steering committee. The program now focuses on developing contemporary recovery practice, dual diagnosis competence and is the first in Australia to integrate the Applied Suicide Intervention Skills Training into this qualification. Managers of the staff attending have commented on early

changes in behavior and practice of those attending in line with them focusing on recovery, consumer orientated outcomes and reflecting on individual learning so as to improve organisational practice.

VICSERV delivered the elective PDRS Unit for The University of Melbourne Masters of Social Work from July to December 2010. There were 32 students who attended the Unit and were trained by the VICSERV training team and key individuals of the PDRS and mental health sector. They had the opportunity to learn contemporary recovery practice, effective consumer and carer involvement so as to benefit their future work choices and practice.

2011 & BEYOND

In the coming year VICSERV will complete the redevelopment of the Certificate IV in Mental Health. We will strengthen our partnerships to ensure targeted high quality training delivery, seek support to commence the development of the proposed Peer Worker Qualification and continue to be involved in shaping and developing the PDRS workforce.



Certificate IV in Mental Health students



FINANCIALS

INCOME & EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE, 2011

A full audited statement for the year ended 30th June 2011 is available for viewing or downloading from the VICSERV website: www.vicserv.org.au

	2011	2010
INCOME		
Funding	1,016,350	1,295,515
Funding from Reichstein Foundation	31,161	-
Publications	13,949	40,169
Reimbursements	8,459	11,632
Membership Fees	49,887	30,699
Training	214,645	315,245
Conference	-	209,829
Interest received	30,393	31,261
Proceeds on Sale of Plant	33,454	-
Sponsorship	-	25,000
Total income	1,398,298	1,959,350

	2011	2010
EXPENSES		
Salaries & Related Costs	824,046	858,508
Premises & Equipment	142,659	137,238
Conference & Training Costs	190,900	419,575
Other Costs	233,216	535,605
Total expenses	1,390,821	1,950,926
PROFIT FROM ORDINARY ACTIVITIES BEFORE INCOME TAX	7,477	8,424
Income tax revenue relating to ordinary activities	-	-
NET PROFIT ATTRIBUTABLE TO THE ASSOCIATION	7,477	8,424
TOTAL CHANGES IN EQUITY OF THE ASSOCIATION	7,477	8,424
Opening retained profits	220,215	211,791
Net profit attributable to the association	7,477	8,424
CLOSING RETAINED PROFITS	227,692	220,215

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE, 2011

	NOTE	2011	2010
CURRENT ASSETS			
Cash assets		425,984	909,404
Receivables	2	42,359	133,341
Sundry Debtors & Prepayments		39,246	19,020
Inventories	3	28,189	33,436
TOTAL CURRENT ASSETS		535,778	1,095,201
NON-CURRENT ASSETS			
Investment		5	5
Property, plant and equipment	4	72,392	46,812
Security Deposit		11,333	11,333
TOTAL NON-CURRENT ASSETS		83,730	58,150
TOTAL ASSETS		619,508	1,153,351

	NOTE	2011	2010
CURRENT LIABILITIES			
Payables	5, 9	315,035	799,556
Current tax liabilities		-	31,244
Provisions	6	57,059	80,315
TOTAL CURRENT LIABILITIES		372,094	911,115
NON-CURRENT LIABILITIES			
Provisions	6	15,287	6,940
Equipment Reserve	7	4,435	15,081
TOTAL NON-CURRENT LIABILITIES		19,722	22,021
TOTAL LIABILITIES		391,816	933,136
NET ASSETS		227,692	220,215
MEMBERS' FUNDS			
Retained profits		227,692	220,215
TOTAL MEMBERS' FUNDS		227,692	220,215



GOVERNANCE

COMMITTEE OF MANAGEMENT

2010-2011

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*

Margaret Brooks,
St Luke's Anglicare**

Ian Hardisty, IEMHSA
(to February 2011)*

Chris McNamara,
SNAP Gippsland Inc.**

Mark Smith, Prahran
Mission UnitingCare**

Glen Tobias, NEAMI Ltd**

Stephen Ward, EACH*

Kelvin Wilson,
Centacare Ballarat*

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

* Member of Finance sub-committee

** Member of Appointments and Governance sub-committee

*** Granted leave of absence for part year



STEPHEN WARD



IAN HARDISTY

FAREWELL TO STEPHEN WARD AND IAN HARDISTY

The committee and staff, on behalf of all members, would like to pay special tribute to Committee members Ian Hardisty and Stephan Ward.

Ian Hardisty resigned from the Committee in February of 2011 as a result of the merger of IEMHSA and Neami Limited. Ian contributed to VICSERV and the sector over many years serving several terms on the Committee of Management and various sub-committees.

Stephen's retirement from EACH in August 2011 also triggered his retirement from the VICSERV Committee. Stephen Ward was possibly the longest serving individual on the VICSERV Committee. He served for many years as Secretary and also Public Officer and provided generous and wise council to several CEOs and various Presidents.

Ian and Stephen both leave big shoes to be filled by those who come after them.



STAFF

2010-2011

Chief Executive Officer

Kim Koop

Policy and Research Manager

Wendy Smith

Policy Officer

Anthea Tsismetsi

Resources Coordinator

Kristie Pate

Student Placement Project Coordinator

Ann Holland

Training Manager

Sue Durham (to January 2011)

Development Manager (Training)

John Katsourakis

Senior Trainer

Sue Harrison (from September 2010)

Administrator (Training)

Lisa Heard (to February 2011)

Samuel Brown (from February 2011)

Accountant

Noris Zarth

Corporate Services Manager

Bill Wallace (to March 2011)

Receptionist and PA

Samuel Brown (to February 2011)

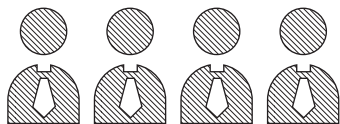
Assistant to CEO

Naida Alic (from June 2011)

Casual Administrative support

Jen Forbes (to February 2011)

Siobhan Clarke (February to June 2011)



MEMBERS

ORDINARY, ASSOCIATE & INDIVIDUAL

ORDINARY

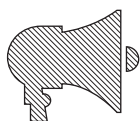
- / ADEC
- / Anxiety Recovery Centre Victoria (ARCVic)
- / ARAFEMI
- / Aspire
- / Australian Community Support Organisation (ACSO)
- / Ballarat Community Health Centre
- / Barwon Disability Resource Council
- / Bethlehem Community Inc.
- / Centacare
- / Compassionate Friends Victoria Inc. (The)
- / Dianella Community Health Inc.
- / Dousta Galla Community Health Service
- / EACH
- / Eating Disorders Foundation Victoria
- / ERMHA
- / Fintry Community Inc.
- / Forensicare
- / Francis Foundation Inc.
- / Gateway Community Health
- / Geelong Mental Health Consumers Union Inc.
- / Geelong Mood Support Group
- / Golden City Support Services
- / Grampians Community Health (Balgartnie)
- / GROW Victoria
- / Healthcare Chaplaincy Council of Victoria Inc.
- / HomeGround Services
- / Hopesprings
- / IMPACT Support Services
- / IEMHSA
- / Inner South Community Health Service (ISCHS)
- / Jewish Care
- / Karingal
- / Lantern
- / Latrobe Community Health Service (Creative House)
- / Mallee Family Care
- / McAuley Community Services for Women (Regina Coeli)
- / Mental Health Legal Centre
- / Mental Illness Fellowship Victoria
- / Mind Australia
- / Neami Ltd
- / North Richmond Community Health Centre
- / North Yarra Community Health Service
- / Norwood Association Inc.
- / Out Doors Inc.
- / PANDA
- / Pathways Rehabilitation and Support Services Ltd
- / Peninsula Support Services
- / Prahran Mission
- / Salvation Army (The)
- / SNAP Gippsland Inc
- / St Kilda Drop-in Centre
- / St Lukes Anglicare
- / St Marys House of Welcome
- / Western Region Health Centre
- / Wimmera Uniting Care
- / Wise Employment
- / Yarram & District Health Service

ASSOCIATE

- / BRIT - Human and Business Services
- / Buoyancy Foundation of Victoria (The)
- / Carers Victoria
- / E W Tipping Foundation
- / Hanover East St Kilda
- / Hanover Welfare Services
- / Helping Hand Aged Care
- / Housing Choices Australia
- / JobCo Employment Service
- / Kew Neighbourhood Learning Centre
- / Link In Association Sunshine Coast Inc.
- / Momentum Personnel
- / Northern Division of General Practice
- / Northern Metropolitan Institute of Technology
- / Northwestern Mental Health Training & Development Unit
- / Personnel Employment
- / Richmond Fellowship of Queensland
- / SANE Australia
- / Southern Citizen Advocacy
- / St Vincent's Mental Health Service
- / Victorian Association for the Care and Resettlement of Offenders (VACRO)
- / Victorian Mental Health Carers Network
- / Victorian Mental Illness Awareness Council
- / Victorian Women's Mental Health Network
- / YMCA Victoria
- / Youth Services - Shire of Yarra Ranges
- / Youth Substance Abuse Service (YSAS)
- / The Haven Foundation

INDIVIDUAL

- / Ian Bell
- / Tracy Colbert
- / Susan Collett
- / Valerie Gerrand
- / Dorothy James
- / Warren Jenkins
- / Tania Lewis



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VICSERV values the wide range of collaborations and partnerships that enable the organisation to achieve its goals during the year. The ongoing collaboration with Wodonga TAFE is a key example. This partnership has endured through various staff changes at VICSERV and Wodonga. The result of the partnership is a range of high quality, cost effective and accredited training which produces a well equipped sector workforce.

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- / the various contributors to *newparadigm*
- / the sector staff and managers involved in our Advisory Groups, Steering Committees and who attend consultations. These people ensure VICSERV provides high quality and relevant services to and on behalf of our members.
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- / Victorian Healthcare Association (VHA)
- / Victorian Mental Illness Awareness Council (VMIAC)
- / Victorian Mental Health Carers Network (VMHCN)
- / Community Mental Health Australia (CMHA)
- / Mental Health Council of Australia (MHCA)

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- / University of Ballarat
- / SANE Australia
- / Victorian Dual Diagnosis Education Unit
- / Living Works
- / Lifeline Australia Inc.
- / Spectrum
- / Sheree McDonald
- / Mental Healthcare Chaplaincy
- / Western Region Health Centre
- / Fundamental Training and Development
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- / Victorian Managed Insurance Agency
- / Norwood Association

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VICSERV

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