Wellways Australia Limited
Incorporating Australian HealthCall Group

mental health | disability support | community care
rehabilitation | NDIS services
Wellways Australia 2017
incorporating HealthCall Group

$57m
ANNUAL TURNOVER

7,993
PROGRAM PARTICIPANTS
CONSUMERS AND FAMILIES

979,000
HOURS OF SERVICES DELIVERED

90
PARTNERSHIPS

800
STAFF MEMBERS

126
LIVED EXPERIENCE-
MENTAL HEALTH WORKERS

72%
STAFF WITH DEGREE,
DIPLOMA OR CERTIFICATE QUALIFICATION

518,430
ENGAGED IN OUR ADVOCACY,
INFORMATION AND EDUCATION

6,725
HELPLINE CALLS
2015-16 was a year of significant development for Wellways Australia Limited. We provided services to over 6,290 people from many diverse backgrounds, and in many places.

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

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

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

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

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

We progressed the acquisition of the Australian HealthCall Group which was completed on July 1, 2016. This acquisition will give us a strong footing in service provision to people living with disabilities, the challenges of ageing and general health issues, in Queensland, New South Wales and beyond.

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

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

During this period the Consumer and Carer Committee completed their important foundation work. The Board approved the development and recruitment of a new Consumer and Carer Committee with a national focus to assist us with the consideration of issues at a strategic national level. We thank the foundation committee for their contribution.
The Clinical Governance Committee invited external advisors to share their expertise and we also thank the consumers, carers and sector professionals who contributed.

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

Our investment and development of a fundraising regular giving program continued this year and I thank our donors for their contribution which directly aids our advocacy work.

I acknowledge the generosity of a number of bequestors who have also made it possible for us to do the work we do – in particular the Estates of the late Mr. John McDonell, Mr Terrence Heyward, Mrs Mary Miller and Mr David Fotheringham.

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

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

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

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

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

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

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

Our focus on recovery was further strengthened by the contributions of Professor Mike Slade and Dr Eleanor Longden, who collaborated with us on the publication The empirical evidence about mental health and recovery: how likely, how long, what helps? Professor Slade was our guest during Mental Health Week last year, delivering the Grace Groom Memorial Oration at Canberra’s National Press Club and attending federal government meetings with us on mental health reforms.

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

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

Our partnerships support this commitment as well. We developed and operated in over 90 partnerships with organisations such as the National Disability Insurance Agency, Primary Health Networks, hospitals, universities, colleges and TAFEs, local councils, corporates, and numerous community groups across our network.
In line with the expansion of our services interstate, this past year we have re-structured our corporate leadership and regional management teams, outsourced our IT operations to Brennan IT, introduced new Wellways 1300 phone numbers, and commenced a new digital engagement strategy involving the redevelopment of our website and social media platforms.

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

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

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

Elizabeth Crowther
Chief Executive
Wellways Australia Limited
Board and Committees 2015-2016

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

Executive Committee of the Board
Paul Montgomery (Chair)
Kevin Abrahamson
Darrel Drieberg
Julian Freidin

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

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

Merger & Acquisition Committee
Kevin Abrahamson (Chair)
Paul Montgomery
Julian Freidin
Darrel Drieberg

Consumer and Carer Committee
Paul Montgomery (Chair)
Kevin Abrahamson

External Members: Non director appointees
Rosemary Boote (Co Chair)
Jackie Crowe
Glenda Stubbs
Bradley Foxlewin
Maggie Toko
Marie Piu
Sharon Leigh-Hazell
A new generation of health supports and services

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

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

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

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

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

HealthCall

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

National Disability Insurance Scheme

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

Partnerships

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

Advocacy

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

Coupled with our focus on community inclusion, our advocacy work ensures the people we serve have many opportunities to fully participate and live confidently in their community, without stigma or discrimination.
<table>
<thead>
<tr>
<th>Wellways Australia Limited</th>
<th>wellways.org</th>
<th>1300 111 400</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rehabilitation and Recovery</strong></td>
<td>Assists people who have experienced severe mental illness, and their families and carers, to build good mental health and satisfying and meaningful lives in their communities.</td>
<td></td>
</tr>
<tr>
<td><strong>Specialist Residential Services</strong></td>
<td>Provide intensive residential support to people who have experienced an acute phase of mental illness, are at risk of being hospitalised, or who require medium-term support to rebuild their skills and confidence.</td>
<td></td>
</tr>
<tr>
<td><strong>NDIS Services</strong></td>
<td>Provide specialist mental health support services for people with psychosocial disability who need assistance to live well in the community.</td>
<td></td>
</tr>
<tr>
<td><strong>Peer &amp; Family Education and Support</strong></td>
<td>Offers people experiencing mental health issues, and their families and carers, peer-delivered education programs to assist in understanding mental illness, recovery and wellbeing, as well as providing mutual support.</td>
<td></td>
</tr>
<tr>
<td><strong>Community Engagement</strong></td>
<td>Working with the community to support a better understanding and acceptance of mental health issues, and to break down the stigma and barriers to community participation for people with mental illness and their families.</td>
<td></td>
</tr>
</tbody>
</table>
| **Specialist Capability** | - Multiple and complex needs  
- Dual diagnosis (mental health & drug and alcohol)  
- Youth  
- Forensic mental health  
- Dual disability (mental health & intellectual disability)  
- Helpline advice and referral line |
| **Community Support Services** | Assist people living with a disability to participate in the community and to live as independently as possible, with support encompassing personal care, home help, recreation and respite, and community access. |
| **NDIS Services** | Support people living with a disability who have been recognised as NDIS-eligible, to work towards achieving their goals. |
| **Aged Care Home Support Services** | Support older people to remain in their own homes and participate in meaningful activities. |
| **Nursing Care Services** | Offer a range of nursing care services, such as wound care, to people living in the community. |
| **Attendant Care** | Support for people who have experienced traumatic motor vehicle injuries and who are part of a program such as the lifetime care and support scheme – icare. |
| **Specialist Capability** | - Multiple and complex needs  
- Respite accommodation  
- Clients with challenging behaviours  
- Fund and case management  
- 24/7 services |
OVERVIEW 2015-16

$36m
ANNUAL TURNOVER

6,290
PROGRAM PARTICIPANTS
CONSUMERS AND FAMILIES

6,725
HELPLINE CALLS

510,315
ENGAGED IN OUR ADVOCACY,
INFORMATION AND EDUCATION

90
PARTNERSHIPS

474
STAFF MEMBERS

126
LIVED EXPERIENCE
WORKERS

68%
STAFF WITH DEGREE,
DIPLOMA OR CERTIFICATE
QUALIFICATION
MENTAL HEALTH CONDITIONS OF THE PEOPLE WE WORKED WITH (PRIMARY DIAGNOSIS)

- Schizophrenia: 24%
- Bipolar disorder: 18%
- Depression: 22%
- Anxiety: 12%
- Personality disorder: 11%
- Schizoaffective disorder: 5%
- Other: 8%

AGE OF THE PEOPLE WE WORKED WITH

- Under 16: 9%
- 16-24: 6%
- 25-34: 11%
- 35-44: 15%
- 45-54: 20%
- 55-64: 23%
- 65+: 16%

GENDER OF THE PEOPLE WE WORKED WITH

- Female: 59%
- Male: 40%
- Transgender/Genderqueer: 1%

PARTICIPANTS IDENTIFYING AS ABORIGINAL OR TORRES STRAIT ISLANDER

- 192

PARTICIPANTS FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

- 438

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

PARTNERS IN RECOVERY (PIR) PARTICIPANT
Helpline

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

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

WHAT HELPLINE DELIVERED IN 2015-16

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>INCOMING CALLS</td>
<td>1,350</td>
</tr>
<tr>
<td>OUTGOING CALLS</td>
<td>1,291</td>
</tr>
<tr>
<td>OUTREACH APPOINTMENT CALLS</td>
<td>4,084</td>
</tr>
<tr>
<td>CALLS FROM FAMILY, FRIENDS AND CARERS</td>
<td>567</td>
</tr>
<tr>
<td>SUPPORT EMAIL SENT</td>
<td>302</td>
</tr>
</tbody>
</table>

HELPLINE CALLER TYPE

- **People with mental illness**: 29.97%
- **Carer, family & friends**: 21.57%
- **Service providers**: 13.09%
- **Other/not disclosed**: 35.37%

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

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

MENTAL HEALTH DIAGNOSIS

- Depression: 30%
- Schizophrenia: 21%
- Schizo-affective disorder: 4%
- Bipolar Disorder: 13%
- Anxiety: 17%
- Personality Disorder: 9%
- Other: 6%

COMPLEX DIAGNOSES

- more than 1 diagnosis: 56%
- more than 2 diagnosis: 20%

“IT IS HELPFUL TALKING TO SOMEONE WHO UNDERSTANDS HELPLINE CALLER”

PARTICIPANT OUTCOMES

Participants reported positive changes in several areas:

- Confidence: 20%
- Improved relationships with family: 16%
- Health awareness: 24%
- Increased social connection: 16%
- Decreased anxiety: 13%
- Increased coping skills: 12%
Doorway Housing and support program

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

WHO WE WORKED WITH

71

PARTICIPANTS FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

7

PARTICIPANTS IDENTIFYING AS ABORIGINAL OR TORRES STRAIT ISLANDER

5

AVERAGE AGE

34

MENTAL HEALTH DIAGNOSIS

Schizophrenia 48%
Depression 10%
Anxiety 9%
Personality Disorder 14%
Bipolar Disorder 8%
Other 8%

COMPLEX DIAGNOSES

Multiple psychiatric diagnosis 28%
Alcohol or drug dependence 38%
Other disabilities 17%
Psychiatric diagnoses and other disabilities 49%
DOORWAY OUTCOMES

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

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

- Managing Tenancy & Accommodation
- Meaningful Use of Time
- Alcohol and Drug Misuse
- Managing Money
- Self-Care & Living Skills
- Motivation & Taking Responsibility

“Since being in the Doorway program, I feel as though there’s more hope . . . It’s very important to me to have my own place. Because it just gives me a sense of freedom and privacy.”

DOORWAY PARTICIPANT

REFERENCE

Internal evaluation of outcomes for Wellways - Homelessness Star data analysis (2016)
Individual client support packages (ICSP)

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

**WHO WE WORKED WITH**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants identifying as Aboriginal or Torres Strait Islander</td>
<td>26</td>
</tr>
<tr>
<td>People experiencing homelessness</td>
<td>86</td>
</tr>
<tr>
<td>Average age</td>
<td>42</td>
</tr>
</tbody>
</table>

**MENTAL HEALTH DIAGNOSIS**

- Depression: 30%
- Schizophrenia: 21%
- Schizoaffective disorder: 4%
- Bipolar Disorder: 13%
- Anxiety: 17%
- Personality Disorder: 9%
- Other: 6%

**COMPLEX DIAGNOSES**

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple psychiatric diagnosis</td>
<td>41%</td>
</tr>
<tr>
<td>Alcohol or drug dependence</td>
<td>11%</td>
</tr>
<tr>
<td>Other disabilities</td>
<td>17%</td>
</tr>
<tr>
<td>Psychiatric diagnoses and other disabilities</td>
<td>27%</td>
</tr>
</tbody>
</table>
ICSP OUTCOMES

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

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

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

ICSP, GOULBURN VALLEY

REFERENCES


EXPERIENCE OF SERVICE SURVEY

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

94% Helped me to manage my day to day life
94% My experience of the service was positive
92% Developed a plan that addressed all my needs

<table>
<thead>
<tr>
<th></th>
<th>Baseline</th>
<th>12 Months</th>
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<tbody>
<tr>
<td>Trust &amp; Hope</td>
<td>5.3</td>
<td>6.26</td>
</tr>
<tr>
<td>Self-esteem</td>
<td>5.27</td>
<td>6</td>
</tr>
<tr>
<td>Responsibilities</td>
<td>5.44</td>
<td>6.15</td>
</tr>
<tr>
<td>Work</td>
<td>4.84</td>
<td>5.82</td>
</tr>
<tr>
<td>Social Network</td>
<td>4.81</td>
<td>5.25</td>
</tr>
<tr>
<td>Living skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.29</td>
<td>6.14</td>
</tr>
<tr>
<td>Physical health</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managing mental health</td>
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</tbody>
</table>

The greatest changes for people occurred during their first 12 months of service use.

Recovery Star increases in average scores

Positive change
Sub-acute Residential Programs

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

WHO WE WORKED WITH

- 659 Participants from culturally and linguistically diverse backgrounds
- 51 Participants identifying as Aboriginal or Torres Strait Islander
- 30 Average age: 39
- Gender of people we worked with:
  - Female: 56.60%
  - Male: 43.10%
  - Transgender/Genderqueer: 0.30%

MENTAL HEALTH DIAGNOSIS

- Schizophrenia: 29%
- Schizo-affective disorder: 10%
- Bipolar Disorder: 13%
- Personality Disorder: 15%
- Anxiety: 5%
- Depression: 19%
- Other: 9%
- Multiple psychiatric diagnoses
- Alcohol or drug dependence: 19%
- Other disabilities: 12%
- Psychiatric diagnoses and other disabilities: 29%

OUTCOMES REPORT 2015-2016
SUB-ACUTE RESIDENTIAL OUTCOMES

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

PARTICIPANT, FRANKSTON PARC

BASIS-32

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

REFERENCES

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

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

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

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

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

### WHO WE WORKED WITH

- **Participants from culturally and linguistically diverse backgrounds**: 31
- **Participants identifying as Aboriginal or Torres Strait Islander**: 13
- **Average age**: 43

### MENTAL HEALTH DIAGNOSIS

- **Depression**: 26%
- **Schizophrenia**: 20%
- **Schizo-affective disorder**: 4%
- **Bipolar Disorder**: 18%
- **Personality Disorder**: 10%
- **Anxiety**: 16%
- **Other psychiatric diagnoses**: 6%

### COMPLEX DIAGNOSES

- **Multiple psychiatric diagnosis**: 35%
- **Alcohol or drug dependence**: 13%
- **Other disabilities**: 12%
- **Psychiatric diagnoses and other disabilities**: 25%

Gender of people we worked with:

- Female: 57%
- Male: 42%
- Transgender/Genderqueer: 1%
An internal evaluation of outcomes for PHaMs participants was undertaken in November 2016. Data were analysed for 161 participants over a 12 month period using the Recovery Star, a valid and widely used measure. Participants experienced:

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

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

**It means everything to us to see (our son) content, supported and an active and purposeful member of the community**

**Family member, PHaMs**
Partners in Recovery (PIR)

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

WHO WE WORKED WITH

1,434

PARTICIPANTS FROM CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS 80

AVERAGE AGE 42

GENDER OF PEOPLE WE WORKED WITH

43% Female

57% Male

MENTAL HEALTH DIAGNOSIS

- Schizophrenia: 22%
- Bipolar Disorder: 37%
- Personality Disorder: 13%
- Anxiety: 8%
- Depression: 10%
- Other: 8%

COMPLEX DIAGNOSES

- Multiple psychiatric diagnosis: 26%
- Alcohol or drug dependence: 19%
- Other disabilities: 12%
- Psychiatric diagnoses and other disabilities: 28%
PIR OUTCOMES
The external evaluation of Wellways’ PIR service was undertaken in October 2016 by Swinburne University. Outcomes for 514 participants were evaluated using the Camberwell Assessment of Need, a valid and widely used measure.

Overall, participants experienced statistically significant improvement in 20 domains of life. The largest increases occurred in the first 6 months of service, but gains continued to increase throughout the 12-15 months following the first assessment.

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

PIR PARTICIPANT

REFERENCES

PARTNERS
PHN Gippsland
PHN Murray
PHN South Eastern Melbourne
PHN Eastern Melbourne
Anglicare Tasmania
Rehabilitation and Recovery

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

**WHO WE WORKED WITH**

- **298** participants from culturally and linguistically diverse backgrounds
- **7** participants identifying as Aboriginal or Torres Strait Islander
- **44** average age

**MENTAL HEALTH DIAGNOSIS**

- Depression: 32%
- Schizophrenia: 16%
- Schizo-affective disorder: 4%
- Bipolar Disorder: 14%
- Anxiety: 20%
- Personality Disorder: 7%
- Other: 7%

**COMPLEX DIAGNOSES**

- Multiple psychiatric diagnosis: 38%
- Alcohol or drug dependence: 5%
- Other disabilities: 18%
- Psychiatric diagnoses and other disabilities: 25%
An internal evaluation of outcomes for Rehabilitation & Recovery participants was undertaken in November 2016. Data were analysed for 188 participants over a 12 month period using the Recovery Star, a valid and widely used measure. Participants experienced:

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

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

REFERENCE
Internal evaluation of outcomes for Wellways - BASIS-32 data analysis (2016)
Specialist Residential Rehabilitation Programs

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

WHO WE WORKED WITH

- Participants identifying as Aboriginal or Torres Strait Islander: 4
- Participants from culturally and linguistically diverse backgrounds: 3
- Male: 67%
- Female: 33%

MENTAL HEALTH DIAGNOSIS

- Schizophrenia: 55%
- Depresion: 13%
- Anxiety: 9%
- Bipolar Disorder: 8%
- Schizo-affective disorder: 11%
- Personality Disorder: 9%
- Other: 2%
- Multiple psychiatric diagnosis: 2%
- Alcohol or drug dependence: 2%
- Other disabilities: 2%
- Psychiatric diagnoses and other disabilities: 9%

AGE DISTRIBUTION

- 16-24: 18%
- 25-34: 37%
- 35-44: 24%
- 45-54: 15%
- 55-64: 4%
- 65+: 2%

OUTCOMES REPORT 2015-2016
SPECIALIST RESIDENTIAL REHABILITATION PROGRAM OUTCOMES

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

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

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

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

OPENING DOORS PARTICIPANT”
## FINANCIAL PERFORMANCE

### INCOME FROM CONTINUING OPERATIONS

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Services Income</td>
<td>$33,495,928</td>
<td>$28,049,591</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$988,691</td>
<td>$1,949,916</td>
</tr>
<tr>
<td>Other Income</td>
<td>$1,520,290</td>
<td>$3,076,372</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td>$36,004,909</td>
<td>$33,075,879</td>
</tr>
</tbody>
</table>

### EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Expenses</td>
<td>$27,348,355</td>
<td>$22,915,515</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>$8,683,894</td>
<td>$8,090,026</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>$36,032,249</td>
<td>$31,005,541</td>
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</table>

### SURPLUS / (DEFICIT) BEFORE CAPITAL ITEMS

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Depreciation</td>
<td>$(143,783)</td>
<td>$(185,921)</td>
</tr>
<tr>
<td><strong>NET SURPLUS / (DEFICIT) FROM CONTINUING OPERATIONS</strong></td>
<td>$(171,123)</td>
<td>$1,884,417</td>
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</tbody>
</table>

## FINANCIAL POSITION

### CURRENT ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash at Bank, Deposit and On Hand</td>
<td>$6,131,241</td>
<td>$4,223,276</td>
</tr>
<tr>
<td>Receivables</td>
<td>$1,832,913</td>
<td>$731,510</td>
</tr>
<tr>
<td>Investments - Available for Sale Financial Assets</td>
<td>$5,354,907</td>
<td>$9,782,957</td>
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<tr>
<td>Assets Classified as Held for Sale</td>
<td>$1,424,500</td>
<td>$470,333</td>
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<tr>
<td>Prepayments</td>
<td>$326,616</td>
<td>$243,083</td>
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<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>$15,070,177</td>
<td>$15,451,159</td>
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</table>

### NON CURRENT ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Assets</td>
<td>$6,135,854</td>
<td>$6,889,095</td>
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<tr>
<td>Intangible Assets</td>
<td>$158,979</td>
<td>$237,882</td>
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<tr>
<td><strong>TOTAL NON CURRENT ASSETS</strong></td>
<td>$6,294,833</td>
<td>$7,126,977</td>
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</table>

### CURRENT LIABILITIES

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creditors &amp; Accruals</td>
<td>$1,125,408</td>
<td>$2,012,021</td>
</tr>
<tr>
<td>Provisions</td>
<td>$2,043,136</td>
<td>$1,838,539</td>
</tr>
<tr>
<td>Grants &amp; Funding in Advance</td>
<td>$1,489,308</td>
<td>$1,897,836</td>
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<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>$4,657,852</td>
<td>$5,748,396</td>
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</table>

### NON CURRENT LIABILITIES

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisions</td>
<td>$241,636</td>
<td>$229,186</td>
</tr>
<tr>
<td><strong>TOTAL NON CURRENT LIABILITIES</strong></td>
<td>$241,636</td>
<td>$229,186</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>$4,899,488</td>
<td>$5,977,582</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>$16,465,522</td>
<td>$16,600,554</td>
</tr>
</tbody>
</table>

### EQUITY

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reserves</td>
<td>$676,122</td>
<td>$640,031</td>
</tr>
<tr>
<td>Accumulated Surplus</td>
<td>$15,789,400</td>
<td>$15,960,523</td>
</tr>
<tr>
<td><strong>TOTAL EQUITY</strong></td>
<td>$16,465,522</td>
<td>$16,600,554</td>
</tr>
</tbody>
</table>

For more details please see our audited Financial Statements at wellways.org
Wellways Australia Limited
Incorporating Australian HealthCall Group
ABN 93 093 357 165
QLD | ACT | NSW | VIC | TAS
General information 1300 111 400

helpline

1300 111 500
mental health, information, support and referral advice
9am to 5pm Monday to Friday

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