



Annual Report

2016 - 2017

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Accoras acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Accoras is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



Dr Ilona Szabo

Dr Ilona Szabo is the Chair of the Accoras Board of Directors. Ilona has a medical career spanning more than 30 years, and is still practicing as a GP in our local community. Ilona has a special interest in Board governance.



Dr Camilla Andrews

Dr Camilla Andrews has acquired more than 30 years' experience as a GP and still practices in our local community. Camilla is passionate about research and evaluation, organisational governance and the not-for-profit sector generally.



Brian Donaldson

Brian Donaldson is the Managing Director of Donaldson Consulting Group, which assists organisations in managing and recovering change. Brian specialises in turning strategies into actions with strong focus on risk management. Brian is also a member of the Accoras Finance, Audit and Risk Management Committee.



Sean McCoola

Sean McCoola is a physiotherapist and the owner of Maximize Health. He has more than 20 years' experience working with a large network of health providers and sports communities. Sean is also the Chair of the Accoras Finance, Audit and Risk Management Committee.



Dr Peter Cassimatis

Dr Peter Cassimatis has been a GP for more than 20 years, and still practices in our local community. He is passionate about early intervention and accessible mental health services. Peter has recently retired from the Accoras Board after five years of service.



Letters from the Board Chair & CEO

As Board Chair, I am immensely proud of the work and results achieved by our committed and dedicated Board and staff this year.

I would like to take this opportunity to recognise and thank Dr Peter Cassimatis, who retired from the Accoras Board this year. Peter has been a dedicated Board Member and supporter of Accoras over many years, and we wish him all the best in his future endeavours.

In our 25th year, Accoras has continued to grow, providing additional services and supports to more children, young people, adults, families and organisations across an expanded geographic region.

This year, the Accoras Board and Executive Team have prioritised the development of our new three year strategic plan, and with the support of the wider team have refreshed our company values.

Our commitment to effective governance and continuous improvement remains strong, and is reflected in our superior evaluation and accreditation results.

I am thankful for the opportunity to be a part of Accoras and to work with our team, partners and stakeholders, and look forward to the next year as we continue our work as leaders in mental health.

Dr Ilona Szabo, Board Chair

In my role as Chief Executive Officer for Accoras, I am delighted to celebrate our successes over the past twelve months.

The past financial year has seen us receive new and additional funding. We have expanded into new geographic regions, broadened our services and developed new and diversified income streams to support our long term sustainability.

We have explored new and innovative ways of working, including through linking our mental health expertise to our new employment and education-focused programs. Our holistic approach allows us to expand the scope of our programs and services, understanding and meeting additional needs and supporting our clients to work towards their wellbeing goals and achieve hugely positive outcomes.

I would like to take this opportunity to acknowledge and recognise the contributions of our **headspace** Inala Consortium, the Inala Elders and Suicide Prevention and Mental Health Program Steering Committee led by Rahm Rallah, Youth Advisory Group, Parents Advisory Group and Clinical Governance Advisory Group. Their invaluable support, feedback and guidance helps to shape our approach to ensure we are truly meeting the needs of our clients and communities in a safe, effective and meaningful way.

Rebecca Culverhouse, Chief Executive Officer

Our Vision and Values



Vision

Good mental health for all.



Purpose

To strengthen the mental health, wellbeing and futures of people and communities.



Values

We are courteous and have **respect** for each individual, particularly considering their beliefs, values, experiences and cultures.

We act with honesty and **integrity**, holding ourselves to the highest ethical and professional standards.

We understand our clients and communities and are flexible, innovative and **responsive** to their needs.

We show empathy and warmth, are open and act with **kindness**.

We build genuine connections and **relationships**, through teamwork, collaboration and consultation.

Our Key Achievements

We are delighted to have achieved these and more:

- ✓ Consulted on, develop and implement our Reconciliation Action Plan;
- ✓ Opened our new branch of *yourtime* Psychology, at Kedron on Brisbane's northside;
- ✓ Established our newly-funded Humanitarian Entrants component of the *you.nique* program across South Brisbane, the CBD and Inner North Brisbane areas and the Gold Coast;
- ✓ Transitioned to the 9001:2015 ISO standards, and continued our excellent accreditation record;
- ✓ Progressed opportunities to roll out our UHELP program in other locations across Australia;
- ✓ We were once again the Charity Partner for the 2016 Brisbane AFL Grand Final Luncheon;
- ✓ Relocated our **headspace** centre at Inala to a brand new, custom built premises. This was a comprehensive project that involved the support from a large group of stakeholders, including **headspace** National, Brisbane South PHN, our Consortium members and in particular PCYC Inala, our staff at **headspace** Inala, our Youth Advisory Group and last, but not least, the young people who visit our centre. We also would like to say a special thanks to a team of professionals from Incite Project Management, Group GSA, BSE and Priority Building who worked with us to make this relocation a smooth success.



Our other key achievements included:

- Celebrated 25 years of providing services across South-East Queensland
- Developed new constitution and strategic plan
- Relocated our head office and our *yourtime* psychology service to Yeerongpilly
- Nominated for Queensland Mental Health Week awards
- Presented at the 12th Biennial Asia Pacific International Mental Health Conference
- 100% of Accoras staff participated in cultural awareness training
- Supported the creation of a clinical governance framework for the Mental Illness Fellowship of Queensland, providing the process and content for development of the framework, as well as the training and implementation plan to support its use across the organisation
- Established the most successful Parent Advisory Group of all ParentsNext sites in Australia, and identified as a service of choice
- Family Mental Health Support Service funding extended for three years across South Brisbane and the Gold Coast
- Completed a formal independent evaluation of our Gold Coast Family Mental Health Support Service, with excellent results
- Work of our **headspace** Inala team mentioned by Hon. Milton Dick MP in speech to federal parliament
- Individual Placement Support service opened at **headspace** Inala
- Built community capacity to support culturally and linguistically diverse people through facilitation of training and professional development for the sector
- Participated in and invited to be the charity partner for the Brook Run event





Our Clients

Individual clients

3,567

Group clients

714

GPs referring

550+

Number of referrals

4,025

One-on-one sessions

20,887

Diversity

35%

of our clients are people who are Culturally and/or Linguistically Diverse

10%

of our clients are people who identify as Aboriginal and/or Torres Strait Islander

Groups Facilitated

- SenseAbility
- Student wellbeing workshops
- Youth Mental Health First Aid
- Community education workshops
- BRiTA Futures
- Transitions Program
- Triple P: Positive Parenting Program
- 1-2-3 Magic!
- UHELP
- Great Girls



Case Study

Jackson is a 19 year old young person who was engaged with **headspace** Inala. He was feeling very anxious generally, and working in a part-time job he was not enjoying, so needed a change to help improve his mental health.

While receiving mental health support at **headspace** Inala, Jackson was also linked in with the YES (Youth Employment Support) team as part of the Individual Placement Support program.

The YES team also worked closely with Jackson's psychologist at **headspace** Inala to provide tailored employment support. They assisted

Jackson with writing his resume, and helped him learn skills to build his confidence and market himself to potential employers.

With the support of the YES team, Jackson was successful in gaining a more rewarding role. He is now feeling a lot happier and less anxious, is exercising more and feels much more confident in his day to day life.

Testimonial

"Accoras have helped me to manage my depression, anxiety, self-esteem and body image issues. I have been doing a lot better lately. Things aren't perfect yet, but I've learned to manage my feelings well. I just want to show my appreciation for everything my support worker has done for me and how much care and effort she put into our sessions.

They really helped. She has been the only mental health worker I felt like I could really trust and talk to comfortably. I've learned so much from her. She is truly incredible and is really making a difference, I don't think I could have improved without the support of Accoras. Thank you for everything."

- Young person, 17 (client of Accoras you.nique South Brisbane)





Our Programs and Services



yourtime Psychology (Yeerongpilly and Kedron)

Our *yourtime* psychology practices provide evidence-based mental health and wellbeing treatment to children, young people and adults across two locations in Brisbane's north and south.

Accoras you.nique (Family Mental Health Support Service)

Accoras you.nique is an Australian Government initiative funded by the Department of Social Services which provides early-intervention mental health support for children and young people aged 0-18, and their families, provided in their homes and schools.

Accoras you.nique for Children, Young People and Families who are Refugees and Humanitarian Entrants

The Department of Social Services provided Accoras with time-limited funding to develop and implement a service specifically designed to address the early-intervention mental health needs of children, young people and families who are refugees and humanitarian entrants.

Accoras ParentsNext

Accoras ParentsNext is an Australian Government initiative funded by the Department of Employment, which provides support and services to help parents prepare for employment by the time their youngest child is at school.

headspace Inala

headspace provides early intervention mental health services to young people aged 12 to 25 years, along with assistance in promoting their wellbeing, across four core areas of mental health, physical health, work and study support and alcohol and other drug services.

'YES' - Youth Employment Support (Individual Placement Services, through headspace Inala)

Employment and vocational support for young people with mental health issues who are seeking to enter or remain in education or employment.

'UHELP' - United Health Education and Learning Program (through headspace Inala)

UHELP is our social and emotional wellbeing group program developed specifically for Aboriginal and Torres Strait Islander young people and delivered by Aboriginal and Torres Strait Islander people.

📍 Office Locations

● Outreach Locations



Our Community, Partners and Funders

We are grateful for the invaluable support of our funders, advisory groups and partners and would like to acknowledge their contributions.



Cultural Governance

Cultural governance is provided by the Inala Elders and the Suicide Prevention and Mental Health Steering Committee led by Rahm Rallah.



Advisory Groups

Our **headspace** Inala and Accoras ParentsNext services are supported by the invaluable guidance and feedback provided by their client advisory groups.



Funders

- Department of Social Services
- Department of Employment
- Brisbane South Primary Health Network
- Brisbane North Primary Health Network
- Gambling Community Benefit Fund



headspace Inala Consortium

- Councillor Charles Strunk (Chair)
- PCYC Inala
- Inala Youth Service
- Youth Housing and Reintegration Services, Wesley Mission
- **headspace** Inala Youth Advisory Group



Community Networks and Case Collaborators

- Local Level Alliance
- Learn and Return Alliance
- Logan Together
- Complex Needs Assessment Panel
- Queensland Alliance for Mental Health



Clinical Governance Advisory Group

- Inala Child and Youth Mental Health Service
- University of Southern Queensland
- Dual Diagnosis, Children's Health, Queensland Hospital and Health Service
- Inala Community Mental Health
- Psychosis Academic Clinical Unit, Metro South Health
- Early Psychosis Team, Rehabilitation ACU, Queensland Health



Research Partners

- Australian Institute for Suicide Research and Prevention
- Four Rivers Consulting



Student Placement Partners

- Griffith University
- Southern Cross University
- University of Southern Queensland



Community and Referral Partners

- Department of Human Services
- Department of Communities, Child Safety and Disability Services
- Department of Education
- Family and Child Connect services
- Intensive Family Support programs
- JobActive
- Benevolent Society
- Mount Gravatt PCYC
- Inala PCYC
- Inala Youth Services
- Wesley Mission
- General Practitioners



Mental Health Partners

- Transcultural Mental Health
- Child and Youth Mental Health Services



Cultural Partners

- Inala Elders
- Hymba Yumba
- Murri School
- Multicultural Development Association
- Access Community Services
- Suicide Prevention and Mental Health Steering Committee led by Rahm Rallah



Our People



Support and Community Team

- Program Managers
- Community Development Specialists
- Practice Managers
- Team Leaders
- Administration staff
- Training staff
- Human Resources staff
- Accounts staff
- Executive Support staff



Clinical and Provider Team

- General Practitioners
- Psychologists
- Social Workers
- Occupational Therapists
- Dieticians
- Alcohol and Other Drugs Counsellors
- Intake Case Coordinators
- Vocational Specialists
- Career Counsellors
- Aboriginal Health Workers
- Human Service Workers
- Employment specialists



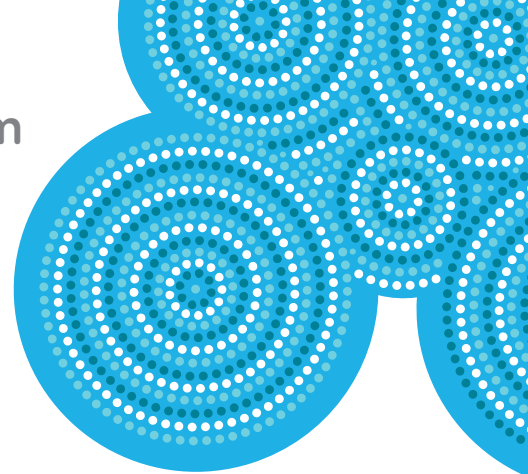
Staff Growth

- Our team has grown by 22% in the last financial year.



Governance and Leadership Team

Dr Ilona Szabo Board Chair
Dr Camilla Andrews Director
Brian Donaldson Director
Sean McCoola Director
Dr Peter Cassimatis Director (retired)
Rebecca Culverhouse Chief Executive Officer
Amy Wong Financial Controller and Company Secretary



Diversity

We have a diverse workforce that reflects contemporary, multicultural Australia, and the areas in which we work, including our local Aboriginal and Torres Strait Islander communities. Our team members come from 14 different countries around the world. We speak English, Vietnamese, Maori, Mandarin, Cantonese, Afrikaans, Spanish, Italian, Dari and French.



Student Placements

13 tertiary students were hosted on placement this year. Accoras has invested 4,500 hours in student placements this year, across our **headspace** and Family Mental Health Support Service teams.



Training

Our team have completed training in the following areas:

- Early psychosis
- Trauma
- Grief and loss
- Domestic, family and sexual violence
- Non-directive child-centred play therapy
- Working with children, young people and families from refugee backgrounds
- BRiTA Futures facilitator training
- Mental Health First Aid

Our greatest successes come from building our dedicated, enthusiastic and passionate team, and working together towards our vision of ‘good mental health for all’.

“I really enjoy coming to work. It’s fantastic to be a part of an organisation that values its people, gets the little things right and encourages such open communication.”

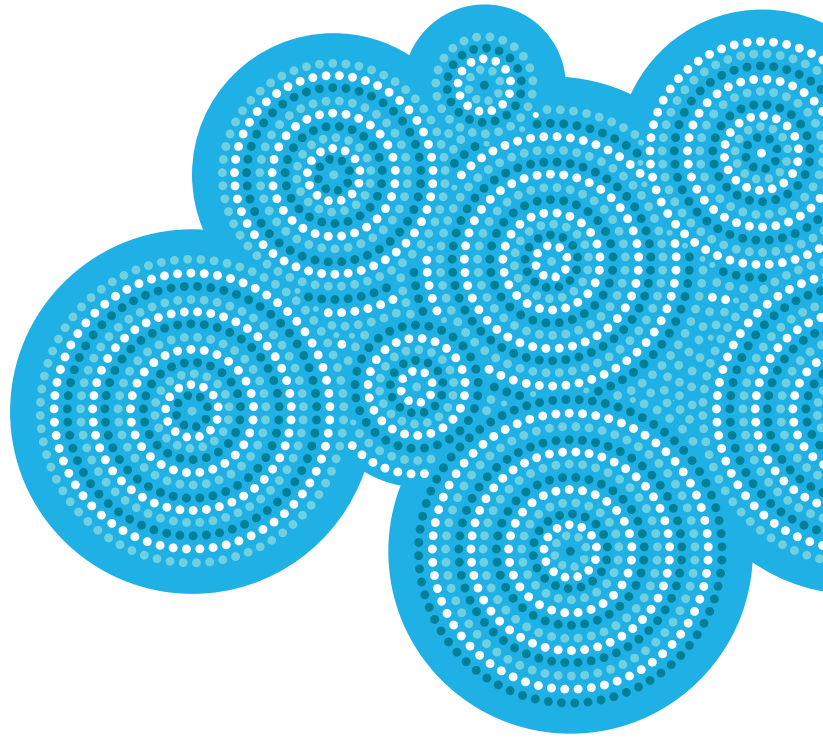
“We really care about what our clients think, expect and experience, and I truly believe this translates to helping them to achieve better outcomes.”

“It’s really empowering to know I’m trusted to innovate, be flexible and think outside the box in my work with clients, and be supported by access to professional development and supervision to extend my knowledge and skills.”



Plans for the Next 12 Months

- Launch our Accoras-wide employee recognition and reward program
- Rebrand our visual identity and program descriptors to better showcase the breadth and depth of Accoras services
- Formally launch our new strategic plan
- Support the expansion of our UHELP program into two new communities, and participate in its second formal evaluation in partnership with the Australian Institute for Suicide Research and Prevention at Griffith University
- Have our Accoras Reconciliation Action Plan approved by Reconciliation Australia
- Undertake a series of Independent IRAP assessments to progressively meet the Australian Government's information security compliance requirements
- Develop our Board succession planning framework
- Continue growth of *yourtime* Psychology at Kedron, expanding our services on the northside of Brisbane
- Continue to build the capacity of our community and the sustainability of our work through providing training and development opportunities



Get Involved and Support Us



Volunteer

We support tertiary students on placements, working as an integral part of our you.nique and **headspace** teams to support children, young people and families.



Donate

We gratefully accept tax-deductible donations to support us in extending the reach of our work.

