

# ANNUAL REPORT

2015-2016



accoras®

HEALTH. ACCESS. PARTNERSHIPS

YOU. ready



YOU. ready

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## THE OBJECTIVES OF ACCORAS ARE TO



Promote good mental health, social and emotional wellbeing in our communities



Support underprivileged and at-risk sectors of the community



Place our clients at the centre of our design and delivery of our service



Evaluate our social impact to drive continuous improvement of our service



Recruit and retain a high-quality team



Develop meaningful, collaborative partnerships with other service providers



Be recognised and acknowledged as leaders in our field



Conduct our business ethically and maintain effective corporate governance



Build capacity to achieve long term sustainability

## KEY ACHIEVEMENTS IN 2015/2016



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Our headspace Inala centre was honoured to be chosen as the charity partner for the inaugural AFL Brisbane Grand Final Luncheon, held at Brisbane City Hall in September 2015. The event raised \$2,500 in much needed funds to help us provide additional services to young people in our community.

Our UHELP suicide prevention and intervention program, delivered by headspace Inala in partnership with the Inala Elders, was recognised as the 2016 winner of the headspace National Award for Excellence in Service Innovation.

All Accoras program and service staff participated in Aboriginal and Torres Strait Islander Cultural Capacity Training, focusing on enhancing our ability to provide culturally appropriate and safe support to our Indigenous clients.

Accoras was awarded an extension and expansion of Government funding for our you.nique program, enabling us to continue to service our Gold Coast families, and recruit and develop a new team focused on supporting families who are culturally diverse or recently arrived humanitarian entrants.

Accoras was awarded new Government funding, to establish one of the ParentsNext services in Logan. ParentsNext provides employment-related assistance to parents of children under school age, helping them set and work towards goals which will prepare them for employment once their youngest child starts school.



## OUR BOARD AND LEADERSHIP TEAM



**Rebecca Culverhouse**  
CEO

**Dr Ilona Szabo**  
BOARD CHAIR

## BOARD MEMBERS

**Dr Camilla Andrews**

**Dr Peter Cassimatis**

**Brian Donaldson**

**Sean McCoola**



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## Letter from the Board Chair

This last financial year has seen Accoras continue to grow and achieve great successes, while meeting the challenges of a changing funding environment head on.

Firstly, I would like to extend a sincere thank you to our Chief Executive Officer, Rebecca Culverhouse, who stepped into the role of CEO this year with energy and enthusiasm. Rebecca's first year as CEO has been an incredible success, with her professionalism, drive and sheer hard work contributing to the ability of Accoras to move rapidly and confidently in a new strategic direction.

This year has seen our Board and team mobilise and draw from existing strengths to implement and establish a number of new programs and initiatives, continuing to establish the Accoras reputation as leaders in best-practice mental health service delivery. I am proud of the cohesive and collaborative way in which the work is undertaken, and of the success of our frontline employees in helping their clients to achieve wellbeing outcomes which support them to lead happier, healthier lives.

A particular passion of mine is effective corporate governance and I am proud to be part of an organisation that has this same passion, having yet again achieved excellent results through our accreditation and with expanded clinical and cultural governance practices which ensure the work we do is ethical and in the best interests of our clients and stakeholders.

I look forward to the next financial year with continued enthusiasm, as we continue to grow as an organisation and succeed in our core objective of promoting good mental health and social and emotional wellbeing in our community.

*Dr Ilona Szabo, Board Chair*

## Letter from the Chief Executive Officer

This year, Accoras is celebrating 21 years of supporting children, young people, families, workplaces and the wider community and I am proud to share our accomplishments with you.

It was an honour to be appointed as the CEO of Accoras this year, having previously held the role of Operations Manager for five years. I am proud to lead an organisation with such a strong commitment to positively impacting people in our community, and privileged to work alongside such a talented team. The commitment, skill and expertise of our people is key to our success in helping our clients to live happier, healthier lives, while also delivering value for money services to our funders.

In spite of continued health reform challenges, Accoras remains focused on our long-term plans for growth. After several years of consolidation, we are now executing our plan for sustainable, long-term expansion of services, with a focus on sustainability and the creation of independent income streams.

Our goals for this coming year are ambitious, yet achievable, with our team united, dedicated and determined to deliver for our clients, stakeholders and wider community.

I am deeply thankful for the opportunity to lead this wonderful organisation and am inspired by those around me – our team, clients and stakeholders. I look forward to another successful year, and thank you for your continued interest in Accoras.

*Rebecca Culverhouse, Chief Executive Officer*



yourtime is our specialist psychology clinic at Salisbury, created by Accoras in order to provide much-needed accessible mental health care to our community.

We provide clinical treatment and counselling, delivered by our team of experienced psychologists, in consultation with referring General Practitioners and Specialists.

### People we help:

- ✓ Children
- ✓ Young people
- ✓ Adults
- ✓ Professionals
- ✓ Families



We provide support for a range of presenting issues, including:

- Anxiety
- Depression
- Relationship difficulties, including separation and divorce
- Stress and injury
- Post-traumatic stress
- Substance abuse and dependence
- Eating disorders
- Chronic illness
- Childhood emotional and behavioural issues
- Pregnancy and parenting
- Asperger's and autism
- Self-esteem issues
- Work-related difficulties

We are one of the most accessible psychology practices in Brisbane, offering bulk-billed sessions through Medicare, as well as low cost private sessions.

### By The Numbers

**6539**  
sessions of accessible, flexible mental health care provided to 1607 clients

**21**  
general, clinical and counselling psychologists on staff

**21%**  
increase in referrals this financial year

**355**  
referrers

### Client Testimonial

“

You guys have a hard job and I thank you for everything that you do. I come in here and you are always lovely and say hello and smile. I have been to other places where they are very businesslike and it feels sterile. Thank you for the great job you guys do here – it makes it all worth it.

”



Accoras you.nique is our early-intervention Family Mental Health Support Service for children and young people aged 0 to 18 who live in the South Brisbane and Gold Coast regions, funded by the Department of Social Services.

Our team help children and young people to have positive mental health, by building their resilience, self-confidence, self-worth and coping skills.

*We provide support which is:*

- ✓ Free
- ✓ Flexible
- ✓ Fun
- ✓ Youth-friendly



**We help by providing:**

- Information
- Advice
- Counselling
- Skill-building
- Referrals
- Advocacy

**We partner with:**

- Schools and childcare centres
- General Practitioners
- Allied Health Providers
- Child mental health clinics and providers
- Housing services
- Flexible education providers



In addition to our individual work with children and young people, the you.nique team has a community-focused approach to education, awareness, capacity-building and the reduction of stigma surrounding mental health. We deliver groups and seminars throughout the region, to parents, school staff and community workers.

*By The Numbers*



*Client Testimonial*

“

you.nique is just that - unique. It has helped me focus on my child's needs. As a busy mum, it's been important to treat my children in a holistic and unique way. Addressing their emotional needs and working together with you.nique has empowered me as a mother to support my child during difficult times. My son loved his you.nique worker as she listened, was kind, patient and gentle. She encouraged him to be his best and helped build his self-esteem. The time they spent together was empowering for him, and helped him gain some tools to be more emotionally responsible and aware. I highly recommend you.nique to every family to empower you to work together and make life more balanced.

”



headspace Inala is our mental, physical and social support service for young people aged 12 to 25 years, funded by headspace National Office, through the Department of Health.

At headspace Inala, we help young people going through a tough time by giving them someone else to talk to. We provide information, support and advocacy, and different types of therapy to help young people manage unhelpful thinking and difficult emotions. Our centre is youth friendly and gives young people a welcoming place to spend time, participate in personal development and community engagement activities while linking in with services they need.

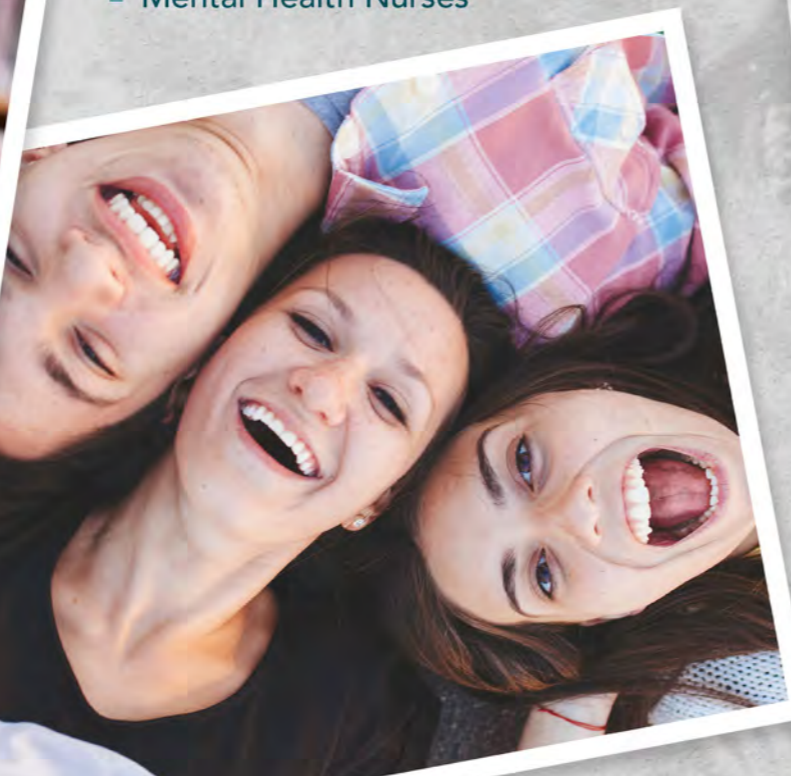


### We help young people who are:

- Feeling low or sad
- Nervous or anxious a lot
- Experiencing trouble with their sleep
- Worrying they're not good enough
- Self-medicating with alcohol or drugs
- Needing help or advice about their physical health
- Not sure what their study or employment future looks like

### Our team includes:

- Psychologists
- General Practitioners
- Social Workers
- Counsellors
- Aboriginal and Torres Strait Islander Health Workers
- Art Therapists
- Alcohol and Other Drugs Counsellors
- Youth Workers
- Occupational Therapists
- Mental Health Nurses



## By The Numbers



### Client Testimonial

“

This is the second time I've had a number of sessions at headspace – the first time was in 2013 and the second time was this year. Both times, I was struggling to adjust to new environments and had been through some pretty tough situations. The staff at headspace, especially my psychologist, have been amazing. Thank you to everyone else at headspace for helping me to get back towards my best.

”





Accoras ParentsNext is an Australian Government initiative, funded by the Department of Employment, which commenced operation in April 2016, as one of seven ParentsNext providers in the Logan region.

ParentsNext works with parents of young children living in Logan, helping them identify their education and employment goals, develop a plan to achieve these goals and access activities and services in their local community which can support them along the way.

### We help parents to:

- Complete a qualification
- Work towards overcoming issues which make it difficult for them to find employment
- Develop their practical and parenting skills
- Find out about child care fee assistance
- Help with enrolling in study, skill development training or other activities

### We help our clients to access:

- Education and employment skill development programs
- Health maintenance information and support
- Library activities (e.g. story time or toddler time)
- Training programs, including Certificate III
- Social supports (e.g. Mums and Bubs groups)
- Counselling
- Parenting workshops

### We partner and link with:

- RTOs, tertiary education institutes and other training providers
- Aboriginal and Torres Strait Islander groups and organisations
- Benevolent Society - Communities for Children
- Personal Helpers and Mentors
- Family and Child Connect
- Intensive Family Support Program
- Department of Human Services and Department of Child Safety
- JobActive providers
- Playgroups and childcare centres
- Libraries

## Timeline

Notification of funding  
**March 2016**

First client appointments across four outreach sites  
**4 April 2016**

Accoras ParentsNext office opened with full case management team  
**8 May 2016**





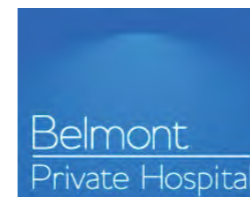
# OUR PARTNERS AND FUNDERS

Australian Government  
Department of Social Services

Australian Government  
Department of Health



Australian Government  
Department of Employment



## OUR PRIORITIES FOR 2016/2017 ARE TO:

Consult on, develop and implement our Reconciliation Action Plan

Open our new branch of yourtime Psychology, at Kedron on Brisbane's northside

Transition to the 9001:2015 ISO standards, and continue our excellent accreditation record

Once again be the Charity Partner for the 2016 Brisbane AFL Grand Final Luncheon

Relocate our headspace centre at Inala to brand new, custom built premises

Progress opportunities to roll out our UHELP program in other locations across Australia

Establish 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



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## SUPPORT ACCORAS

### VOLUNTEER

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

### DONATE

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



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