



Psychiatric Disability Services
of Victoria (VICSERV)

2011 → 2012

VICSERV annual report

➤ VICSERV Members

forum

➤ Reframing Mental Health

conference

➤ CEO's Report

achievements

THE
YEAR IN
REVIEW

➤ President's Report

strength of
collaborations

➤ Policy Consultation

framework

➤ Delivery of accredited programs

training



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Vision, Mission & Values

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

Values

Collaboration (Teamwork)

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

Inclusiveness

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

Flexibility

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

Courage

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

Integrity

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

PRESIDENT / ELIZABETH CROWTHER

President's Report



ELIZABETH CROWTHER

As another year draws to a close, it is an opportunity to reflect on the breadth of changes facing community managed mental health services in Victoria.

What is clear is that change for the better is only possible through the strength of collaborations, the courage and integrity to ask the difficult questions and pushing through in the face of adversity. At the beginning of this financial year the VICSERV board looked to the future and instigated a piece of strategic work which was to become the paper, *An Agenda for the Future*. For some, the paper was refreshingly honest in its appraisal and synopsis of the community managed mental health service system. For others it contained some potentially uncomfortable possibilities.

The collaborations which made *An Agenda for the Future* possible epitomise the phrase "The whole is greater than the sum of its parts." I thank all those involved in this piece of work for the knowledge, expertise and capacity brought to the table so willingly.

As a result of this significant work, VICSERV was well positioned to respond to the Victorian Government's *PDRSS Reform Framework Consultation Paper* released in May this year.

It also enabled VICSERV to meaningfully engage in discussions around reforms such as the National Disability Insurance Scheme and Partners in Recovery and influence the policy agenda.

The process of change is often uncomfortable as it challenges us to review our organisational vision, mission and values and the extent we have kept true to these. VICSERV continues its mission to pursue the development and reform of mental health services. A major focus for VICSERV and the board this year has been capacity building and sustainability of the service system. This was reflected in the 2012 VICSERV conference *Reframing Mental Health: A new state of mind*. The themes of the conference deliberately challenged delegates in conceptualising the elements required in a service system of the future. The capacity of VICSERV to deliver this monumental event is a testament to its strong partnerships and collaborations.

Reflecting on the organisation itself, 2012 marks the final year of the current strategic plan. In 2013, the board together with the

management team will be reviewing the VICSERV strategic plan with the view of capitalising on previous gains and cementing its leadership in this era of change.

I take this opportunity to thank and acknowledge my fellow board members for their efforts and steadfastness in this time of change. This year also marked a renewal of membership at board with the departure of longstanding member Kelvin Wilson and Margaret Brooks taking a leave of absence. I thank them both for their investment of time and effort. As we bade them farewell, we welcomed Cath Murphy, Peter Ruzyla and Phil Eddy to the board. Each brings unique perspectives which have further enriched the make-up of the board.

Finally I would like to acknowledge our Chief Executive Officer Kim Koop for her tireless work and tenacity. It has been my pleasure to lead the VICSERV board throughout this significant time of change.

Elizabeth Crowther
President

CHIEF EXECUTIVE OFFICER / KIM KOOP

CEO's Report



KIM KOOP

It is my pleasure to report on the activities and achievements of the 2011–12 financial year; a year full of stories, connections and possibilities.

A highlight of alternate years is the VICSERV conference; the office is busy and the energy builds as new people are employed or co-opted to work on conference. This financial year the conference was in May 2012 and it would have been easy to dominate the year. While it at times felt that way, in reality our small but dedicated group of staff produced several significant pieces of policy work, commenced new federally funded training contracts in Victoria and Western Australia and ran a highly successful conference.

The chance to promote and reinforce VICSERV's key reform, service development and advocacy messages was fully utilised at the 2012 conference *Reframing Mental Health: A new state of mind*. Keynote speakers, service leaders and frontline workers pulled out all stops to show the potential of community managed mental health services in a modern context.

Throughout the year our policy and advocacy work has focussed on the long expected service system reform. This resulted in the release of a consultation paper in January 2012 and of the final document, *An Agenda for the Future* at the conference in May.

Preparing and publishing such a technical

document required significant effort and we would like to thank everyone who contributed during this time; in particular our members who made staff available to write, read and provide robust feedback on the document. The effort to complete this piece of work was far outweighed by the benefits. It is essential that VICSERV and the community managed mental health services (in Victoria and around Australia) continue to step forward and to shape the reform process.

It is also important to acknowledge the growing relationship between VICSERV and staff of the Victorian Department of Health, Mental Health, Drugs and Regions Division, and the Office of the Minister for Mental Health, the Honourable Mary Wooldridge MP. This relationship has been strengthened during the ongoing reform consultation and process. Acknowledging our common vision of improving service delivery outcomes for individuals has enabled our ongoing collaboration and commitment to the process; beyond that of a simple contracting arrangement.

VICSERV's policy work is of course not contained to Victoria, but extends to the federal sphere via our membership of Community Mental Health Australia (CMHA). The Day 2 Day Living capacity building project, delivered

by CMHA, has demonstrated the value of working together across the country using online and face to face meetings to build and share practice. Our systemic advocacy work as part of CMHA is demonstrated via our representation on a wide range of federal working groups, regular meetings with senior departmental officers and publications such as *Taking Our Place: Community Mental Health Australia* which was launched in October 2012 after a long gestation period.

In this financial year the VICSERV training unit has been firmly in the development space expanding its repertoire of new training materials and modules, securing new federal contracts and partnerships. The co-creation of a range of training products with partner organisations has been very rewarding and there remains significant potential for new products in 2013.

This level of activity is not possible without a dedicated group of staff or a skilled and engaged board. VICSERV has both. I would like to express my deep appreciation and offer my thanks to staff and board for their considerable contribution to the organisation and the service sector we represent.

Kim Koop
Chief Executive Officer

2012 / REFRAMING MENTAL HEALTH: A NEW STATE OF MIND

VICSERV Conference

Delegates stated they attended the conference to network, gain knowledge, change/discuss policy and to become inspired, 91% were satisfied or very satisfied in meeting these objectives. Feedback from the delegates included:



ON 24 AND 25 MAY 2012

over 900 delegates attended the biennial VICSERV conference – *Reframing Mental Health: A New State of Mind*, at the Melbourne Convention and Exhibition Centre.

People came from all over Australia and New Zealand to see and hear key thought leaders offering fresh perspectives on mental health service delivery and mental health leadership.

The program featured over seventy presentations, workshops and roundtable discussions from staff, managers, CEOs and a number of joint presentations that challenged the delegates' current thinking around the key themes of partnerships, dual diagnosis, service improvement, consumer leadership and creativity and wellbeing. The major sponsors of the event were the Victorian State Government Department of Health and the Australian Government Department of Health and Ageing.

Shaun Clee, keynote speaker on the first day, helped us understand how to provide individual service in an environment of collaboration and competition. Ian Dixon, keynote speaker on the second day, challenged delegates' views on true cross sectoral partnerships so as to maximise outcomes in the current changing environment. Drs Kenneth Minkoff and Christine Cline challenged our views on engaging and working with complex clients.

We would like to thank the VICSERV staff, board members and others who were part of the Organising and Program committees for organising and running such a successful event. VICSERV plans to build on this achievement and ensure the next conference exceeds expectations.

"OPENING KEYNOTE, SHAUN – DEMONSTRATED THE CHALLENGES FOR THE SECTOR & PROVIDED GOOD GUIDANCE ON STRATEGIES TO ADDRESS KEY CHALLENGES

*STIGMA BUSTING,
*COLLABORATION,
*MORE FUTURE
FOCUSSED
MANAGEMENT."

"I FOUND THE CONFERENCE
REFRESHING
AND ENERGISING.

BEING FROM CLINICAL MH,
I FOUND IT MORE OPTIMISTIC
AND SOLUTION-FOCUSED."

"THANK YOU"

A HUGE EVENT TO ORGANIZE
I IMAGINE! MUCH APPRECIATED
& GREAT OPPORTUNITY TO
NETWORK, LISTEN AND REFLECT.



01



02



03



04



- 01. Guest speaker: The Hon. Mary Wooldridge MP, Minister for Mental Health, Women's Affairs and Community Services
- 02. Keynote speaker Sean Clee, CEO of 2gether National Health Service (NHS) Foundation Trust and elected Chair of the NHS Confederations National Mental Health Network in the United Kingdom
- 03. (L-R): Indigo Daya, Project Manager, Voices Vic, Prahran Mission's consumer-led program for people who hear voices • Neil Turton-Lane, Western Region Community Health • Ian Dixon, founder and principal of Dixon Partnering Solutions • Chris McNamara, CEO of SNAP Gippsland and VICSERV board member
- 04. (L-R): Janet Meagher AM, National Mental Health Commissioner & Bill McDonald, A/Director Service Improvement, Mental Health Drugs and Regions Division, Victorian Department of Health



THE YEAR IN REVIEW / DELIVERY OF ACCREDITED PROGRAMS

Education & Training

PARTNERING TO
DELIVER CERTIFICATE
IV IN TRAINING AND
ASSESSMENT TO

14 COMMUNITY
MANAGED MENTAL
HEALTH WORKERS

851

PARTICIPANTS
ATTENDED OUR
ACCREDITED AND
SHORT COURSE
PROGRAMS

116 STUDENTS
AUSTRALIA-WIDE

UNDERTAKING CERTIFICATE IV
IN MENTAL HEALTH CHC40508

THE VICSERV TRAINING TEAM HAS BEEN PRODUCTIVE IN

a year that has been challenging for the service system with 851 participants attending training across our accredited and short course programs.

The Year in Review

The VICSERV training team ensures quality, currency and relevance through strategic partnerships with key specialist individuals and organisations. These include quarterly consultations with the VICSERV Training Advisory Group, contracting key sector specialists and partnering with organisations such as Wodonga Institute of TAFE, Western Australian Association for Mental Health, Spectrum and the Victorian Dual Diagnosis Education and Training Unit.

Through these partnerships VICSERV has been able to deliver high quality mental health training throughout Victoria and into Western Australia. The regional training in Victoria included the locations of Swan Hill, Bendigo, Wodonga and Ballarat and in Western Australia, Perth and Busselton.

Highlights for this year have been:

- the completion of the redevelopment and updating of the Certificate IV in Mental Health,
- delivery of this qualification into regional Victoria and Western Australia,
- working with Community Information & Support Victoria to deliver Mental Illness Awareness training to community volunteers throughout Victoria, and
- partnering with Wodonga Institute of TAFE to deliver the Certificate IV in Training and Assessment to 14 community managed mental health workers, ensuring current qualified trainers to deliver our accredited training to the sector and contributing to the development of this training capability in the workforce.

The quality of the training delivered by our expert training team is highlighted by the feedback received:

"So far being a part of the Mental Health Cert IV has been a very rewarding and validating experience. I have seen it challenge individuals in the room and empower change around their current work practice. Very grateful for being a part of this learning experience."

"I have found the course content so far to be directly applicable to the work I do. Some content I have taken back to my workplace with the intent to revise policies and documents in line with what I have learned so far. I am thoroughly enjoying the classes, the facilitators are great. I look forward to the rest of the course."

Delivery of accredited programs

Certificate IV in Mental Health CHC40508

(41 students in Melbourne, 13 students in Wodonga, 16 students in Swan Hill, 29 students in Perth, WA and 17 students in Busselton, WA)

Diploma of Management BSB51107

(10 students in Melbourne)

Certificate IV in Training and Assessment (TAA40104)

(14 students in Melbourne)

THE YEAR IN REVIEW / PUBLICATIONS

Policy & Sector Development

17

VICSERV
POLICY
E-BULLETINS

2012
Publications:

21 editions

OF THE VICSERV
NEWSLETTER,
FACTSLINE4 editions of
newparadigm

- » Physical and Mental Health (Winter 2011)
- » Around Australia (Spring 2011)
- » Carers and Care Work (Summer 2011-12)
- » Reframing Mental Health: A New State of Mind (Autumn 2012)

Community
Managed
Mental Health:
An Agenda
for the Future

CONSULTATION
& FINAL PAPERS

WITH MULTIPLE REFORMS OCCURRING CONCURRENTLY AND ALL HAVING DEEP IMPLICATIONS FOR COMMUNITY MANAGED MENTAL HEALTH SERVICES,

a constant challenge this year has been pre-empting and making sense of many of the changes occurring both at federal and state level.

The Year in Review

That is why, at the beginning of the financial year, VICSERV with the assistance of member agencies embarked on a piece of proactive policy development which was to be *Community Managed Mental Health: An Agenda for the Future*.

This piece of policy dominated much of the work of the unit for most of the year which included consultations and discussions with members as well as key stakeholders such as government and departmental staff. These efforts yielded a document which proved to be influential. Further, it was seen by many as a catalyst for the release of the State government's own vision in the form of the *PDRSS Reform Framework: Consultation Paper*. VICSERV was keen to hear from members what they thought of the proposed reforms. As a result, VICSERV attended all of the regional consultations hosted by the Department of Health as one way to engage with key stakeholders in developing a submission to the consultation paper and hearing about the issues on the ground.

In total, five submissions were produced in the 2011-12 financial year:

- Inquiry into Commonwealth Funding and Administration of Mental Health Services
- Inquiry into Employment Opportunities for People with a Mental Illness (public hearing)
- Mental Health Workforce Development Strategy
- Review of the National Mental Health Statement of Rights and Responsibilities
- Whole of Government Alcohol and Drug Strategy – Community Consultation

Whilst submissions are an example of exerting influence publically, we have found more and more that energies put towards relationship building and the expanding of networks has proven to be just as fruitful. This is further enriched by our relationships and networks

with other peaks such as VAADA and VCOSS, government departments and participation in advisory groups, boards and committees such as:

- Adult Mental Health Initiatives
- Australian Society for Simulations in Healthcare
- Centrelink Mental Health Network
- Community Mental Health Australia
- Community Mental Health Australia Workforce Development Working Group
- Community Services and Health Industry Training Board (CSHITSB)
- Dual Diagnosis Secondary Consultation Reference Group
- Human Services Partnership Implementation Committee (HSPIC)
- Inner North West Primary Care Partnership
- Mutual Support and Self-help Network
- Peaks & Statewide Networks Forum
- Primary and Community Health Network
- Quality Improvement Council Board
- State and Territory CMMH Peaks Policy Network
- State-wide Dual Diagnosis Advisory Group
- Victorian Women's Mental Health Network

Our membership of both Community Mental Health Australia (CMHA) and Mental Health Council of Australia (MHCA) has allowed us to influence and engage at the national level. Through CMHA with our state and territory sister peaks, we have worked on the following projects and initiatives over the last year:

- Day to Day Living (D2DL) Capacity Building Project
- Mental Health Non-Government Organisation National Minimum Data Set Project
- Outcomes Measurement Project
- *Taking Our Place: Community Mental Health Australia* publication

Earlier this year, in collaboration with MHCA, VICSERV hosted a joint member forum examining the implications of the 2012-13 federal budget and ways in which we can influence the agenda. The inaugural joint forum was a success and feedback indicated that members are keen for it to be an annual fixture on the policy calendar.

The VICSERV policy unit has continued to host forums and to collaborate with other bodies to engage members around key themes. Examples for the reporting period include:

- Mind Australia Colloquia
- VICSERV Members' Forums (Individualised approaches to support, PDRSS Workforce Development, PDRSS Reform)
- VICSERV & MHCA 2012-13 Federal Budget Forum

The 2011-12 financial year saw a number of changes not only in the policy landscape but also the internal capacity of the VICSERV policy unit with the resignation of Wendy Smith, who held the dual role of Policy and Research Manager and Editor of *newparadigm*. We wish Wendy well with her future endeavours and thank her for her work in shaping the policy unit. Kristie Pate, the editorial assistant and resources coordinator at VICSERV also took maternity leave during this time.

With the shift in capacity, the unit will be reassessing some of its key priorities and directions so that maximum value can be delivered. Particularly, the journal, *newparadigm* will be redeveloped to ensure its sustainability and relevance. The current print format not only has proven to be expensive to produce but has restricted dissemination. We hope that the new and improved *newparadigm* will better achieve the purpose of communicating policy and practice developments to a wider range of audiences. We thank the *newparadigm* Editorial Advisory Group for their advice on themes and contributions during this financial year as well as the Policy Advisory Group in their work in supporting the VICSERV policy unit.



2011-2012

Committee of Management

President

Elizabeth Crowther,
Mental Illness
Fellowship of Victoria**

Secretary

Gerry Naughtin,
Mind Australia

Vice President

Caz Healy,
Doutta Galla Community
Health (granted leave
of absence)*

Treasurer

Terry Palioportas,
Peninsula Support Services*

Committee of Management – continued

Alys Boase, Ermha Inc.*

Marg Brooks, St Luke's Anglicare **
(granted leave of absence commencing March 2012)

Phil Eddy, St Luke's Anglicare
(replaced Marg Brooks as of May 2012)

Chris McNamara, SNAP Gippsland Inc.**

Cath Murphy, Mallee Family Care

Mark Smith, Prahran Mission**

Glen Tobias, Neami Ltd**

Peter Ruzyla, EACH

Kelvin Wilson, Centacare Ballarat*
(resigned August 2012)

* Member of Finance sub-committee

** Member of Appointments
and Governance sub-committee

Board member	Appointments & Governance	Finance Audit & Risk Management	Full board meetings
Elizabeth Crowther	2/2	-	5/5
Caz Healy	-	2/2 Joined FARM in March 2012	4/5
Terry Paliaportas	-	4/5	5/5
Gerry Naughtin	-	-	4/5
Mark Smith	2/2	-	4/5
Chris McNamarra	2/2	-	5/5
Glen Tobias	2/2	-	5/5
Alys Boase	-	5/5	4/5
Peter Ruzyla	-	-	5/5
Cath Murphy	-	-	3/3
Marg Brooks	1/2	-	3/3
Phil Eddy	-	-	1/2
Kelvin Wilson	-	5/5	5/5
Gerard Reed*	-	-	1/1

NB: An executive meeting composed of office bearers is held bi-monthly or as required.
Several board members also contributed to a strategic directions committee, providing advice to management, during this financial year.

*Replaced Caz Healy during her leave period

2011-2012

Staff & Members

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STAFF
MEMBERSstrong
and
vibrantVICSERV
MEMBERS

2011-2012

Staff

Chief Executive Officer

Kim Koop

Policy and Research Manager

Wendy Smith (to June 2012)

Policy Officer

Anthea Tsismetsi

Policy and Editorial Assistant

Claire La Greca

Resources Coordinator

Kristie Pate (on leave from March 2012)

**Student Placement Project
Coordinator**

Ann Holland (to July 2011)

Manager, Education & Training

John Katsourakis

Senior Trainer

Sue Harrison

Administrator (Training)
Samuel Brown (to July 2011)
& Stephanie George (from July 2011)
Accountant

Noris Zarth

Conference Coordinator

Naida Alic (from July 2011)

Project Officer

Naida Alic (from June 2012)

MHPOD Trial Manager

Wendy Katsourakis (from June 2012)

Intern

Edward Gregor (June-July 2012)

Members

Ordinary

Action on Disability in Ethnic Communities (ADEC)	Grampians Community Health Centre	Peninsula Support Services
Anxiety Recovery Centre Victoria	GROW Victoria	Post and Antenatal Depression Association Inc. (PANDA)
ARAFEMI	Healthcare Chaplaincy Council of Vic	Prahran Mission
ASPIRE, A Pathway to Mental Health Inc.	Inner South Community Health Service	Sacred Heart Mission
Ballarat Community Health Centre	Impact Support Services	The Salvation Army – Gippscare
Bethlehem Community Inc.	Karingal Inc.	The Salvation Army – Kardinia Network
Centacare Ballarat	Latrobe Community Health Service Inc.	SNAP Gippsland Inc.
The Compassionate Friends Victoria Inc.	Mallee Family Care – Mental Health Support Services	St Kilda Uniting Care Drop-In Centre
Dianella Community Health	McAuley Community Services for Women	St Luke's Anglicare
Doutta Galla Community Health	Mental Illness Fellowship of Victoria	St Mary's House of Welcome Ltd.
EACH	Mind Australia	Western Region Health Centre
Ermha Inc.	Neami Ltd	Wimmera Uniting Care
Fintry Community Inc.	North Yarra Community Health	Women's Information, Support and Housing in the North (W.I.S.H.N)
Gateway Community Health	Norwood Association Inc.	Yarra Ranges Council Youth Services
Geelong Mood Support Group	Out Doors Inc.	Yarram and District Health Service (YDHS)
Golden City Support Services	Pathways Rehabilitation and Support Services Ltd.	

Associate

Buoyancy Foundation	Personnel Employment	Tracy Colbert
Care Connect	Richmond Fellowship of Queensland	Susan Collett
E W Tipping Foundation	RMIT University	Dr Valerie Gerrand
Hanover Welfare Service	The Salvation Army – Victorian Social Programme and Policy Unit (VSPPU)	Dorothy James
The Haven Foundation	St Vincent De Paul Society (Compeer Program)	Warren Jenkins
Helping Hand Aged Care	St Vincent's Hospital Melbourne	Raelene Stockton
Hopesprings	Taskforce Community Agency Inc.	
Housing Choices Australia	Victorian Association for the Care and Resettlement of Offenders (VACRO)	
Jewish Care Victoria	Victorian Mental Health Carers Network	
JobCo Employment Service	Victorian Mental Illness Awareness Council	
Kew Neighbourhood Learning Centre	Victorian Women's Mental Health Network Inc.	
North Western Mental Health	WISE Employment	
Northern Division of General Practice	Youth Support and Advocacy Service (YSAS)	
Northern Metro Institute of Technology (NMIT) Training & Development Unit		
Outlook Employment (formerly Momentum)		

Individual



2011-2012

Financials

A full
audited
statement

FOR THE YEAR
ENDED 30 JUNE
2012 IS AVAILABLE
FROM THE VICSERV
WEBSITE:

www.vicserv.org.au

2011-2012

Income & Expenditure Statement

FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
Income		
Funding	806,663	1,016,350
Funding from Reichstein Foundation	28,839	31,161
Publications	23,611	13,949
Reimbursements	-	8,459
Membership Fees	79,048	49,887
Training	248,084	214,645
Conference	212,960	-
Interest received	15,150	30,393
Proceeds on Sale of Plant	-	33,454
Sponsorship	35,540	-
Total income	1,452,895	1,398,298
Expenses		
Salaries & Related Costs	719,496	824,046
Premises & Equipment	144,701	142,659
Conference & Training Costs	452,530	190,900
Other Costs	132,662	233,216
Total expenses	1,449,390	1,390,821
Profit from ordinary activities before income tax	3,505	7,477
Income tax revenue relating to ordinary activities	-	-
Net profit attributable to the association	3,505	7,477
Total changes in equity of the association	3,505	7,477
Opening retained profits	227,692	220,215
Net profit attributable to the association	3,505	7,477
Closing retained profits	231,197	227,692

2011-2012

Statement of financial position

AS AT 30 JUNE 2012

	Note	2012 \$	2011 \$
Current Assets			
Cash assets		360,741	425,984
Receivables	2	134,974	42,359
Sundry Debtors & Prepayments		17,285	39,246
Inventories	3	-	28,189
Total Current Assets		513,000	535,778
Non-Current Assets			
Investment		5	5
Property, plant and equipment	4	42,723	72,392
Security Deposit		11,333	11,333
Total Non-Current Assets		54,061	83,730
Total Assets		567,061	619,508
Current Liabilities			
Payables	5,9	226,968	315,035
Current tax liabilities		21,046	-
Provisions	6	66,281	57,059
Total Current Liabilities		314,295	372,094
Non-Current Liabilities			
Provisions	6	21,569	15,287
Equipment Reverse	7	-	4,435
Total Non-Current Liabilities		21,569	19,722
Total Liabilities		335,864	391,816
Net Assets		231,197	227,692
Members' Funds			
Retained profits		231,197	227,692
Total Members' Funds		231,197	227,692

VICSERV

Acknowledgements

VICSERV values the wide range of collaborations and partnerships that enable the organisation to achieve its goals during the year.

We would like to acknowledge the generous contribution that the following individuals and organisations have made during 2011/12.

- The members of the Conference Organising and Program committees, and the many volunteers who ensured the smooth running of the event
- The various contributors to the *An Agenda for the Future* project and publications
- 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 service to and on behalf of our members
- The Victorian and national peak bodies with whom we collaborate on policy and sector leadership issues.
- Victorian Council of Social Services (VCOSS)
- Victorian Alcohol and Drug Association (VAADA)
- 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)

And importantly our trainers, writers and assessors who helped us develop and deliver the Certificate IV in Mental Health and our calendar training to the sector and the wider community:

- Alexandra Babaras
- Lisa Chaffey
- Kerry Dawson
- Indigo Daya
- Loretta Foster
- Nadine Hantke
- Wayne Harrington
- Shannyn Harrison
- Daniel Hayes
- Alice Henderson
- Wendy Katsourakis
- Kaz Mitchell
- Cath Norris
- Vivian Pisani
- Janet Rayner
- Elly Zierke

And our training partners who offer specialist programs on our behalf:

- Bouverie Centre
- Fundamental Training and Development
- Hootville
- Lifeline Australia Inc.
- Living Works
- Sheree McDonald
- Mental Healthcare Chaplaincy
- Norwood Association
- Mary O'Hagan
- SANE Australia
- Spectrum
- State-wide Problem Gambling and Mental Health Partnership
- Victorian Dual Diagnosis Education Unit
- Victorian Women's Mental Health Network
- WD Stubbs and Associates
- Western Australian Association for Mental Health
- Western Region Health Centre
- Wodonga Institute of TAFE

2011 – 2012

VICSERV Annual Report

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Psychiatric Disability Services
of Victoria (VICSERV)