



annual report 2014

OUR VISION

A future in which all people can access a world of opportunity to thrive in their community.

OUR PURPOSE

Directly providing and advocating for innovative and responsive mental health and disability services of the highest possible quality.

WHO WE WORK WITH

Ermha works with people of all ages who are living with a mental illness and disability. We work with community members with low through to intensive support requirements, and also with those living with significant disadvantage and/or disability.

OUR VALUES

- Excellence
- Integrity
- Equity
- Respect
- Honesty

ERMHA'S NEW LOOK

During 2014, Ermha undertook a rebranding exercise to revitalise our look.

YOUR LIFE TOGETHER The new corporate logo, with its dynamic and eye-catching colour scheme, illustrates our vision for a "world of opportunity" without losing Ermha's recognisable branding.



The launch of the ermha360 service in Barwon this year included a new logo and website. The logo design illustrates the underlying principles of the ermha360 service model of "360° support".



The MadCap logo has been refreshed with new styling.



"I am proud to dedicate this annual report to the people who are the driving force behind the unique organisation that is Ermha - our Board, our volunteers, our CEO and our staff."
Susan Meyerink, President

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PRESIDENT'S MESSAGE

Ermha is emerging from a challenging year with a bright future. Victoria's Mental Health Community Support Services (MHCSS) have undergone the most comprehensive reform since Ermha's establishment in the early 1980s, resulting in a radical change to the way these services are accessed and provided across the State. Ermha's vision, purposes and strategic direction are fully aligned with the key objectives of the reforms – to ensure that people with mental illness and disability receive the best possible opportunity to live fulfilling lives in the community.

The reform process leaves Ermha as one of three preferred MHCSS providers in the City of Greater Dandenong, the City of Casey and the Shire of Cardinia. Other funding bodies such as the National Disability Insurance Agency and Victoria's Transport Accident Commission (TAC) are also investing in Ermha's future by continuing to draw on our expertise in support provision for people with complex needs. Operating within the Victorian NDIS launch site, our Geelong based Barwon office goes from strength to strength and is just one example of Ermha's growth in this area.

During the year, Ermha has implemented comprehensive structural and strategic change to realign and strengthen our workforce, and to smooth the service access pathways for our clients and their families. Ermha's MadCap program received the organisation's most significant philanthropic recognition to date, with a substantial 50th Anniversary Grant from The Ian Potter Foundation to expand the MadCap vocational program.

The Board continues to evaluate its governance and strategic planning performance. As a result of an internal assessment of the expertise required to support and guide the organisation's future, two new Board members were appointed during 2014. Dean Laurence, Treasurer and Chair of the Finance and Risk Management Committee (FARM) and Ron Lowery, member of the Board and the FARM, bring a wealth of expertise from the commercial sector in financial management and business development. The commitment of each member of Ermha's Board is considerable, and I am very grateful for the time and expertise that they give to the organisation.

I am proud to dedicate this annual report to the people who are the driving force behind the unique organisation that is Ermha – our Board, our volunteers, our CEO and our staff.

SUSAN MEYERINK



CEO'S REPORT

This past year has been a time of significant change in relation to how and where Ermha delivers its services. We were very pleased to have the strength of our work acknowledged when Victoria's Department of Health determined that Ermha would be one of only three Mental Health Community Support Service (MHCSS) providers in South East Melbourne and one of only fourteen across Victoria. Our services in the Barwon National Disability Insurance Scheme (NDIS) trial site have continued to grow in both scale and quality. This new brand of service that we call ermha360 is leading the way in the delivery of support packages that make a genuine difference in the lives of people experiencing mental illness and disability.

This year Ermha commenced a major project to implement what are among the most significant, far-reaching structural and service changes ever to be undertaken by the organisation. These changes will ensure that Ermha achieves the objectives of our 2013 – 2016 Strategic Plan, securing our future as a successful provider of innovative mental health and disability services.

Led by Ermha's Executive and Leadership teams, staff at all levels of the organisation have enthusiastically embraced the challenges of this enormous project, which reaches into every aspect of our operations and programs. Organisation-wide participation has been crucial to achieving project goals, ranging from management and team restructure, to workforce development, to reviewing and refining Ermha's models of support. The outcomes already emerging from this project are testament to the skill, enthusiasm and dedication of the Ermha workforce.

Ermha is often described as "nimble", able to quickly respond to change and opportunity. The very generous support of The Ian Potter Foundation and the Masters Home Improvement chain has provided one such opportunity to "lift the bar" in the MadCap in Masters vocational program. A specialist project team has moved into action to ensure that the 50th Anniversary Grant provided by the Foundation translates to life-changing vocational opportunities for Madcap clients.

Still on the partnership front, Ermha has joined with Monash Health on two new initiatives – Victoria's first women only Prevention and Recovery Care (PARC) Service and the provision of in-reach services at the Dandenong Secure Extended Care Unit (SECU). In early 2014 Ermha also joined a consortium led by South East Melbourne Medicare Local that delivers the Australian Government's Partners in Recovery program, and a number of other future partnerships and ventures are being designed.

Over the past year, Ermha's Board, Executive, Leadership and program teams have built on their expertise to ensure the organisation continues to develop and grow.

Our people are our single greatest strength, now and for the future and I continue to be amazed and delighted by the passion, dedication and hard work of our Board, staff and volunteers. I know they will join me in thanking our clients and carers, who show us what hope and perseverance are all about.

PETER WATERS



BOARD MEMBERS

1. **SUSAN MEYERINK** PRESIDENT. Joined the Board in 2003.
EXPERTISE: recruitment services for disadvantaged job seekers; immigration administration; grief and bereavement counselling and education.
2. **SAM AFRA** VICE PRESIDENT. Joined the Board in 2003.
EXPERTISE: banking and law; local government; state government electoral office management.
3. **DEAN LAURENCE** TREASURER AND CHAIR OF THE FINANCE AND RISK MANAGEMENT COMMITTEE. Joined the Board in 2014.
EXPERTISE: financial management; financial planning; business planning and development; executive search.
4. **PAT DILLON** SECRETARY. Joined the Board in 1994.
EXPERTISE: electoral administration; governance and public office.
5. **RHONDA OKEY** BOARD MEMBER. Joined the Board in 2007.
EXPERTISE: volunteer coordination; small business development.
6. **NORMA SEIP** BOARD MEMBER AND MEMBER FINANCE AND RISK MANAGEMENT COMMITTEE. Joined the Board in 2010.
EXPERTISE: education and training; grief counselling; small business development; author.
7. **KARAN SMITH** BOARD MEMBER. Joined the Board in 2006.
EXPERTISE: adult education; community development; project management; senior management – health and education sector.
8. **PETER MCDONALD** BOARD MEMBER. Joined the Board in 2007.
EXPERTISE: commercial business supply and logistics; client and carer participation.
9. **DAVID BENADY** BOARD MEMBER AND MEMBER FINANCE AND RISK MANAGEMENT COMMITTEE. Joined the Board in 2012.
EXPERTISE: specialist law (youth crime); human rights; research; public policy and management.
10. **RON LOWERY** BOARD MEMBER AND MEMBER FINANCE AND RISK MANAGEMENT COMMITTEE. Joined the Board in 2014.
EXPERTISE: corporate business management; company secretarial; financial management.

VALE

During 2013, the Board was advised that three long standing Association Members had passed away. Ermha extends its deepest condolences to the families and loved ones of:

PETER PEARSON, PHILLIP FARMER and KEVIN D'ARCY.



our board

ERMHA'S SERVICES

Ermha's reputation as a provider of expert support for people experiencing mental illness and disability, and carers, continues to grow. Our tailored support programs and individual support packages assist people who often have complex and multiple needs to live more independently in their communities.

ERMHA360

ermha360 is a new and innovative service based in the Barwon region, providing individualised support to people experiencing mental illness and disability who receive packaged funding through the NDIS, TAC and Victoria's Department of Human Services (DHS).

RECOVERY PACKAGES

Recovery Packages clients are funded by DHS and the TAC. Together with a severe and enduring mental illness, clients of this program are often also facing other complex challenges. Client needs are identified and responded to with a wraparound service of individualised support, case management and crisis response.

MENTAL HEALTH COMMUNITY SUPPORT SERVICES

Newly structured MHCSS programs, funded by the Victorian Department of Health, provide outreach and group support for the people of Melbourne's south east region. MHCSS assists people to manage symptoms of mental illness, improve life skills, access services, coordinate other supports and prepare for study, work or volunteering.

KEYS

Keys, jointly funded by the Victorian Department of Health and the Australian Government Department of Social Services (DSS), was established in 2013 to support people who rely extensively on crisis services and are experiencing homelessness. Ermha support workers, a Monash Health clinical practitioner and Hanover Welfare Services housing specialist co-locate to form a multidisciplinary team providing clinical mental health case management, long-term home based outreach, care coordination, flexible brokerage, targeted housing assistance and peer support.

PATHWAYS

Pathways focuses on improving housing and health outcomes and plays a strong role in ensuring clients can access a range of relevant community support services. Pathways programs are funded by the Victorian Department of Health and Department of Human Services.

CARER SUPPORT SERVICES

Funded by the DSS, Ermha's carer support focuses on respite and carer vocational objectives. Carer Respite provides support to carers to sustain their caring role through the provision of much needed "breaks" and opportunities to focus on other areas of life. Carer Vocational Support assists in addressing the barriers that prevent carers from participating in study, training and/or employment.

PARTNERS IN RECOVERY (PIR)

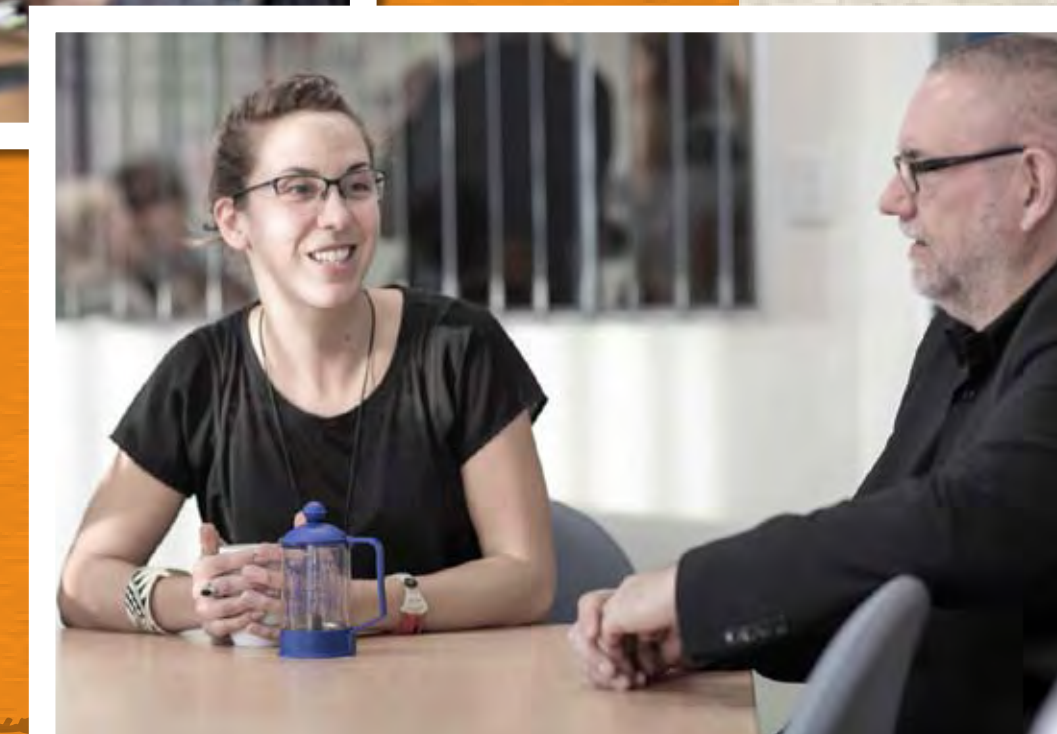
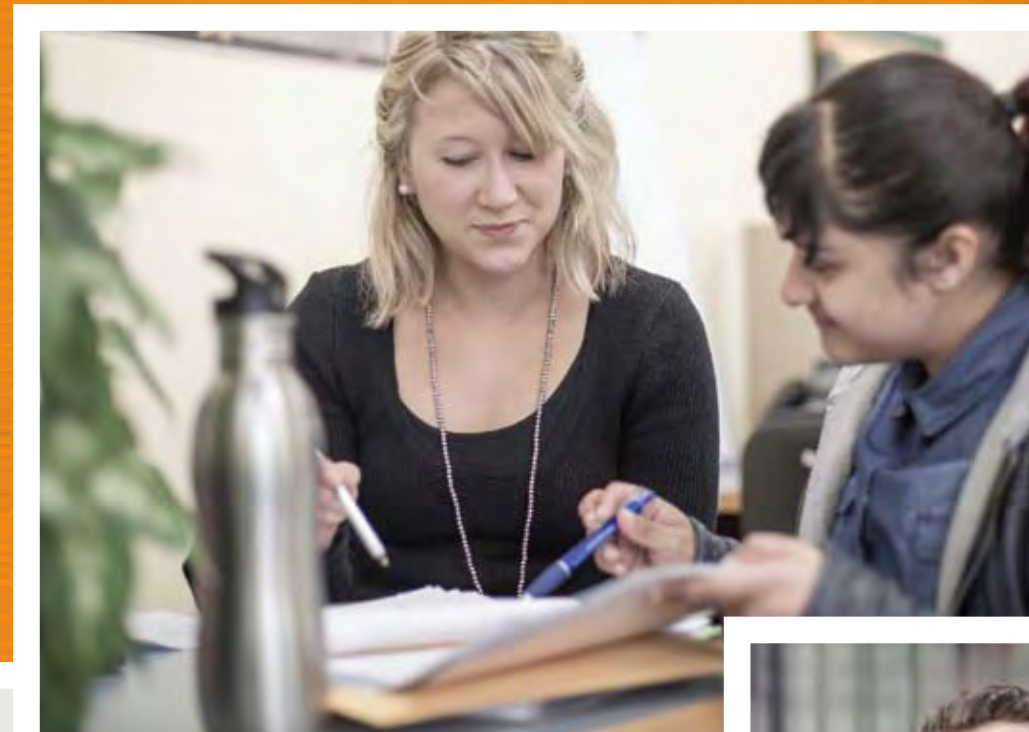
Many people who experience mental illness require the assistance of more than one service. PIR exists to strengthen service networks so clients benefit from a more seamless system of support delivery. PIR is an initiative funded by the Australian Government and delivered in partnership with South Eastern Melbourne Medical Local (SEMML).

ORIGINS

Origins supports the mental health needs of migrants, refugees and asylum seekers in Melbourne's south east. A partnership with St John of God Healthcare, the program uses culturally competent outreach techniques to manage mental health issues, increase self esteem and strengthen independence. Origins uses a strong community development approach.

PREVENTION AND RECOVERY CARE (PARC) SERVICE

Ermha operates two PARC services in partnership with Monash Health, one in Springvale and one in Clayton. Springvale PARC is Victoria's first women only PARC facility. Each PARC provides residential clinical and psychosocial support to people experiencing serious and ongoing mental illness. PARC services provide a bridge between home and hospital.



ERMHA INITIATIVES

MADCAP SOCIAL ENTERPRISE

The MadCap Social Enterprise provides pre-vocational and on-the-job training for people experiencing mental illness or disability. MadCap Cafés are primarily located in Masters Home Improvement Stores. MadCap's partnerships with educational institutions gives trainees the option to study for formal qualifications and link into mainstream employment.

VOLUNTEER SERVICES

Volunteers at Ermha support the organisation in many ways. Ermha's Op Shop is operated by a team of around 30 hard working volunteers. Ermha's Volunteer Services attracts and engages new volunteers, ensuring that they have the training, systems and support they require to perform their roles.



NATASHA PRACTICE LEADER Clayton PARC

KAREN PRACTICE LEADER Springvale W-PARC



KIM MANAGER Residential Services

VICTORIA'S FIRST WOMEN'S PARC SERVICE (W-PARC)

PREVENTION AND RECOVERY CARE FOR PEOPLE EXPERIENCING MENTAL ILLNESS

Adult PARC residential services are located in a community setting and provide an option for people who are becoming unwell, or are in the early stages of recovery from an acute illness, and need additional support prior to transitioning into the community. Ermha and Monash Health have established two PARC services – Springvale in 2005 and Clayton in 2009.

In March 2014, Springvale PARC became Victoria's first women only PARC (W-PARC) service. Launched by The Hon. Mary Wooldridge MP, Minister for Mental Health, the opening of this new service was marked by a ceremony attended by Board members and staff of Ermha and Monash Health, PARC residents and other guests.

The Women's PARC is a significant advancement for innovative, gender sensitive service delivery, and marks a commitment to prevent physical, sexual and emotional harm to women.

The exposure of women to victimisation and abuse in mainstream acute mental health units is well documented. Already, consumer and carer feedback informs us that women who previously declined PARC services are opting to access W-PARC. Feelings of anxiety are reduced and gender related cultural observances can be practised, helping residents to focus on their recovery.

The new W-PARC service will benefit an anticipated 200 women per year. It will cater for women with young children and provide a more culturally appropriate service response to women in Melbourne's south east.

The W-PARC is a significant advancement for innovative service delivery in gender sensitivity and safety.



ERMHA360

Ermha is a leader in the provision of innovative, individually tailored support services for people experiencing the effects of mental illness and disability in the Barwon region. Our highly respected services have evolved into ermha360, a unit providing individualised support to people who receive funding packages from agencies such as NDIA, TAC and Victoria's Department of Human Services.

Ermha360, was officially launched at the opening of Ermha's new Barwon office in Geelong in June 2014.

VIP guests from the NDIA, TAC, the Victorian Government and other organisations in the mental health and disability sectors joined Ermha Board members, staff and clients to celebrate the launch.

The Hon. Andrew Katos, MP, representing The Hon. Mary Wooldridge, Minister for Mental Health, and Laurie Harkin, Disability Services Commissioner Victoria, conducted the formal office opening. One of the highlights of the event was a speech presented by ermha360 program participant, Kevin Helman.

The ermha360 model strongly emphasises approaches that support clients to increase their independence and engagement with the wider community. People who wish to undertake training, achieve employment, or commence study as part of their independence plans are able to select a package of support that targets these goals. ermha360 is leading the ongoing development of Ermha's individualised support packages that focus on clients' personal goals and strengthening linkages within the community.



KEVIN'S SPEECH

Kevin Helman, ermha360 program participant, spoke eloquently to Ministers, CEOs, Commissioners and other guests at the ermha360 launch about what ermha360 and the National Disability Insurance Scheme has meant to him.



PHOTO CAPTIONS

1. **LAURIE HARKIN** Disability Services Commissioner Victoria.
2. **THE HON. ANDREW KATOS MP** Member for South Barwon.
3. **ERMHA360 LAUNCH EVENT SPEAKERS L – R** The Hon. Andrew Katos MP, Member for South Barwon; Kevin Helman, ermha360 program participant; Peter Waters, Ermha CEO; Laurie Harkin, Disability Services Commissioner Victoria.

CARER VOCATIONAL SUPPORT

In Australia, carers represent a massive, unpaid workforce of an estimated 2.7 million people. Together with our community's volunteers, they are the glue that holds much of our society together.

During 2014 Ermha has strengthened the support it offers carers of people experiencing mental illness. In particular we are excited about the addition of our Carer Vocational Support program that is delivered from Ermha's Beaconsfield office.

This program, together with our Carer Respite service, is leading the organisation's formal carer support efforts. With funding provided by the Australian Government Department of Social Services, these programs exist to achieve two separate but related aims:

- Carer Respite recognises that the caring role has challenges and the provision of "breaks" is important in assisting carers to sustain their role, and to focus on and address their individual needs.
- For many carers, their caring commitment has been long-term and full-time. Carers who want to explore their employment or education options can use Ermha's Carer Vocational Support program to address any barriers to these goals and assist them with preparation for a new job or course of study. The Vocational Support team also offers mentoring and peer support and, perhaps most importantly, assistance to balance caring responsibilities with the pursuit of other interests.

While Ermha continues to build its carer support programs, carers are doing a great deal to support Ermha. Carers occupy Board positions, where they contribute to the strategies and policies that guide Ermha in its day-to-day work. Ermha also benefits from the work of carers who participate in a number of working committees and forums designed to help Ermha respond to clients' and carers' needs more effectively.

"Not only are we working to improve connections between services, we are helping people find services that are most appropriate to their needs."
Shamus, Team Leader Partners in Recovery



PARTNERS IN RECOVERY

People often require support from a number of health and human services at the same time, and poor connections between them are a major barrier to recovery. The resulting inefficiencies mean frustration and delays.

Partners In Recovery (PIR) is an initiative of the Australian Government Department of Health and is designed to provide a well connected service system for people with mental illness, their carers and families.

In February 2014, Ermha appointed four staff to Southeast Melbourne Partners In Recovery (SEMPIR) – two located in Ermha's Dandenong office and two in Ermha's Beaconsfield office. Ermha's people work closely with the other 15 members of the SEMPIR consortium that includes police, housing, migrant, clinical and employment services.

In establishing a well connected service network, PIR is building bridges between organisations to link information, ideas and solutions that, when clearly focused on individual needs and circumstances, help people make the best use of the resources available to them.

\$430 million has been committed to fund this program nationwide through 2015 – 2016.

VOCATIONAL SUPPORT AT ERMHA

Ermha's commitment to vocational and employment support grew in 2013 – 2014 with the redesign of the MadCap Social Enterprise, the addition of Carer Vocational Support, a boost to volunteering pathways with the addition of a Volunteer Manager, and new partnerships with educational institutions.

The reason for this is straightforward – employment, study and volunteering provide important opportunities for increased social inclusion and greater independence.

MadCap Social Enterprise, through Ermha's partnership with Masters Home Improvement, is opening a number of new cafés and Ermha clients will begin to directly benefit from the resulting training and employment opportunities in early 2015.

The latest addition to Ermha's carer support services, Carer Vocational Support, exists because barriers to employment, study and volunteering extend to people in caring roles. For example, many carers have had extended periods away from formal employment and our vocational support assists carers to prepare for retraining and search for job opportunities.

Ermha's Volunteer Manager appointed in mid 2013, has enhanced and expanded the policies and systems that support volunteers at Ermha, particularly at our Op Shop. Clients who volunteer use their Op Shop experience to strengthen social skills and, for some, it is a stepping stone to a job in the paid workforce.

Ermha is improving access to education opportunities for clients through its recent partnership with Jesuit Community College (JCC), a division of Jesuit Social Services. As a registered training organisation, JCC is augmenting our efforts initially in the Barwon region, by assisting in the design and implementation of a training program that will see trainees gain formal certification on their way to open employment.



ERMHA'S SECURE EXTENDED CARE UNIT (SECU) SUPPORT

In late 2013 Monash Health invited Ermha to contribute support services to a 50 bed Secure Extended Care Unit (SECU) situated in Dandenong. The purpose of the SECU is to provide secure, in-patient care to people experiencing serious and ongoing mental illness. A partnership was agreed and an experienced Ermha MHCSS worker was contracted for a three year period to assist in the formulation of individual therapeutic rehabilitation plans and pathways for SECU residents.

Residents are encouraged to establish daily routines and develop a range of living skills. Psycho-education programs and social and recreational activities improve social connectedness, stress tolerance, strength development and help to prevent relapse. Opportunities for residents to acquire specific skills and achieve greater independence and self-management provide important support for their transition into the community.

All residents are provided with opportunities to participate in activities that foster greater self-esteem, self-reliance and more confidence in overcoming challenging situations. Participation in community activities gives residents a sense of belonging while helping to break down the stigma surrounding mental illness.

One of the very successful activities for SECU residents has been involvement in the Reclink football competition. Ermha is the lead agency for the "Midway Cobras", one of thirteen clubs in the competition. Residents can join in as a player, supporter, volunteer or go along to watch a match. The many benefits of participation are capped off by the number of premierships the Cobras have won.



RICHARD SNR MHCSS WORKER – SECU



KNIGHTS V COBRAS

RECLINK GRAND FINAL
14 AUGUST 2014

In a tight match against the Collingwood Knights, the Cobras dug deep in an exciting finish to their 5th consecutive grand final win.

"Our people are our single greatest strength, now and for the future."
Peter Waters, CEO.



"All the things I used to know
came back to me.
It's a new road in my life."



GARETH JONES AND WELLWAYS

Gareth discovered Ermha in late 2012. With his physical and mental health compromised, he decided to join a course at Ermha called Wellways – a 12 week, peer-led education program designed to support people to better understand and manage all aspects of their health.

For Gareth, it was a light bulb moment, or in his words, "a revelation". Employing the strategies he learned, his physical and mental health improved dramatically. A natural communicator, and with the enthusiasm of a true convert, Gareth grabbed the chance to become a Wellways facilitator.

Now with three Wellways courses behind him, Gareth is ready to conduct more. In the meantime, he also mentors people who have completed the program and can use a hand to stay on track. Gareth talks with them about their struggles and victories and how to sustain their recovery efforts.

WELLWAYS

Wellways is an initiative of Mental Illness Fellowship Victoria. Ermha arranges Wellways courses regularly.

CLIENT AND CARER PARTICIPATION

In early 2014, a Client and Carer Participation Framework project team was formed as part of a wide range of actions prompted by Ermha's 2013 – 2016 Strategic Plan. Clients and carers are assisting Ermha to design an organisation-wide framework to strengthen client and carer participation in the planning, development and review of Ermha's programs and services.

Clients' and carers' expertise, developed through their lived experience, is essential to improving how services are designed and delivered at Ermha. The framework will ensure that their expertise is sought and utilised at every level of the organisation.

The team is reviewing how clients and carers currently participate and what processes will increase involvement. Ermha staff play a key role in supporting participation.

Led by Ermha Manager Kim Kerr, the team includes Ermha clients, carers and staff.

BOARD MEMBER **PETER MCDONALD** was invited to join the Client and Carer Participation Framework project team as a carer representative and Board liaison.

Peter's association with Ermha goes back around 15 years and, with his personal experiences as a carer, he has a great interest in the work of this team. Peter feels strongly about the importance of raising awareness of the opportunities for carers and clients to be more involved in Ermha in a more "hands on" way.

Peter enjoys the regular, productive discussions and is very pleased to see increasing staff interest in this project. Already emerging from client and carer consultations is a desire for greater levels of group activity and social connection. The team has responded by launching a series of forums that provide greater opportunities for engagement, involvement and consultation.



PULSAR RESEARCH

With Ermha's help a major new research project is underway that will measure the effectiveness of embedding recovery oriented principles into the work of primary and secondary health professionals such as general practitioners (GPs), psychiatrists and mental health practitioners. The four year research project is supported by a \$2.3 million grant from Victoria's Mental Illness Research Fund.

Titled "Principles Unite Local Services Assisting Recovery" (PULSAR), the effort combines Ermha's expertise with that of education and health institutions, and other MHCSS services. These include LaTrobe, Melbourne and Victoria Universities, Southern Synergy, Monash Health and Mind Australia.

PULSAR, based on a model developed by Mike Slade of King's College London, acknowledges that the principles of recovery are well known in many parts of the mental health support sector, but not universally, and are therefore not applied systematically.

Extending the UK based research, PULSAR will train psychiatrists, GPs, Mental Health Clinicians and MHCSS staff in a specific recovery oriented regime that has two main aspects – recovery promoting relationships and pro-recovery working practices. Among many notable components of the PULSAR research is the measurement of the efficacy of this training. If proven to be effective, we can expect recovery oriented treatment and support to become more widely implemented.

Director Service Development, Christine Thornton, is Ermha's PULSAR chief investigator and will coordinate the organisation's contribution to the research. In part, this will include training a cross section of Ermha support staff in the application of the PULSAR model.



COMPASS

A USER GUIDE TO MENTAL HEALTH CARE



COMPASS

Compass, an Ermha publication designed to help people navigate Victoria's mental health service system, was developed in 2014 by Tamara Stillwell with the help of mental health consumers and carers. The booklet offers information about how people can become more active in their treatment and describes useful steps that promote recovery.

Compass was created and produced with charitable support from 8th Lehem. Copies have been distributed to people and organisations in Melbourne's south east and Geelong and the booklet is scheduled to be reprinted for wider distribution in early 2015.

Compass is a comprehensive resource that addresses many topics such as:

- Crisis support, suicide & self-harm prevention
- Recovery strategies
- Sharing information with your healthcare provider
- Taking an active role in treatment
- Who to see
- Treatment costs
- Public and private hospitals
- Support groups
- Information for families and carers
- Mental health care plans
- Laws and legislation

Compass is available from Ermha's head office and can be downloaded from www.ermha.org/compass.

ORIGINS

A UNIQUE COMBINATION OF CULTURAL COMPETENCE AND COMMUNITY MENTAL HEALTH SUPPORT

The Origins program is a collaboration between Ermha and St John of God Healthcare. Designed to support migrants, refugees and asylum seekers, the program gained national recognition in 2014 by winning a Catholic Health Australia Outreach Healthcare Award. The award includes a grant of \$5,000 to support Origins' work.

Dandenong, Origins' base, is home to Victoria's most diverse community. As a result, the city is a magnet for people from across the world who have made it to our shores, including those who initially settle elsewhere.

Since its inception in 2007, Origins has directly supported over 400 people from 20 countries as they gain the strength and independence to build the lives they want. With Origins' support to address their mental health needs, people routinely re-establish ties with family and community, use opportunities to work and study, and develop an array of effective coping strategies.

A formal evaluation of the program found that 82% of Origins' clients experienced improved coping skills, 75% learned to more constructively manage mental health issues and 77% reported improved self-esteem.

Ermha and St John of God Healthcare are exploring ways to expand Origins' work into other regions.



Two of Origins' clients told their stories in a video created to illustrate the Origins model of support to other communities and organisations.

You can find a link to the Origins video at www.ermha.org/origins



ORIGINS CLIENTS COME FROM MANY DIFFERENT COUNTRIES

1 Rwanda, 2 Ethiopia, 3 Sudan, 4 Syria, 5 Iraq, 6 Kuwait, 7 Iran, 8 Oman, 9 Afghanistan, 10 Pakistan, 11 India, 12 Tibet, 13 Burma, 14 China, 15 Vietnam, 16 Cambodia, 17 Sri Lanka.

VOLUNTEERING

Ermha's team of volunteers continues to grow, expanding beyond the traditional base in Ermha's Op Shop. Our Volunteer Manager has brought volunteering to the wider organisation to support a range of programs and activities including: hospitality and catering for MadCap, volunteer training programs, special events, and assistance to workers and clients of Ermha's Origins program. The concept of volunteering has also been introduced to Ermha clients as a way of participating in their local community and as a pre-vocational pathway. A growing number are taking up volunteer roles with external programs and organisations or gaining retail experience at Ermha's Op Shop.



ERMHA PROGRAM PARTICIPANT **WENDY**, volunteers for the Dandenong SAIL program (Sudanese Australian Integrated Learning), which is hosted by the Dandenong Uniting Church. Every Saturday morning, Wendy prepares catering for program participants in the Uniting Church kitchen.



DAVE CANNON VOLUNTEER DRIVER for Ermha Beaconsfield. A quiet yet steadfast supporter of Ermha, Dave has ferried bus loads of Ermha Beaconsfield program participants to and from art classes and other external activities for more than eight years.

OP SHOP VOLUNTEERS

Ermha is very grateful for the support of Rhonda Okey and the team of Ermha Op Shop Volunteers. Around 30 volunteers provided a total of 15,748 hours to the Op Shop during 2013 – 2014. An average 525 hours from each volunteer!



During 2013 - 2014, our Op Shop provided more than 100 Ermha clients with assistance in the form of free household goods and clothing.



RHONDA OP SHOP MANAGER



THE NEW OP SHOP WAREHOUSE



KAREN
OP SHOP VOLUNTEER



KY & KATHERINE
OP SHOP VOLUNTEERS



KEN
OP SHOP VOLUNTEER

PHILANTHROPY AND ERMHA

Ermha has been privileged to receive an unprecedented level of philanthropic support for its programs over the past year. Highlights of this support include:

A 50th Anniversary Grant from The Ian Potter Foundation assisting us to expand our vocational pathway via the MadCap in Masters project.



Funding and specialist pro bono support for MadCap business development, provided by National Australia Bank and the MLC Community Foundation.



Training in customer service techniques for MadCap sales trainees provided by staff from Coca Cola Amatil.



Provision of pro bono legal expertise by Herbert Smith Freehills, assisting our Board to develop a new Constitution to meet the requirements of the new Associations Incorporation Reform Act 2012.



The generous support of Masters Home Improvements for the establishment and ongoing operation of MadCap in Masters cafés.



Gift of funding provided to Ermha by 8th Lehem to produce our Compass publication – a valuable information brochure for people seeking to access mental health services in Victoria.

AWARDS

Significant contributions made by Ermha staff are recognised by several awards. The following staff received awards for their outstanding contribution to the organisation in 2013:

1. **KARSLAKE AWARD** PETER VELTMAN

Awarded to an individual who demonstrates integrity, excellence, dedication, professionalism, advocacy, and a commitment to social justice.

2. **WORKING IN PARTNERSHIP AWARD** RICHARD PRICE

For an individual who demonstrates outstanding commitment to building partnerships and collaborative practices for the benefit of Ermha's clients, families and carers.

3. **EXCELLENCE IN LEADERSHIP AWARD** CASEY DAWES

Awarded to an individual who demonstrates exceptional dedication and professionalism in their leadership role.

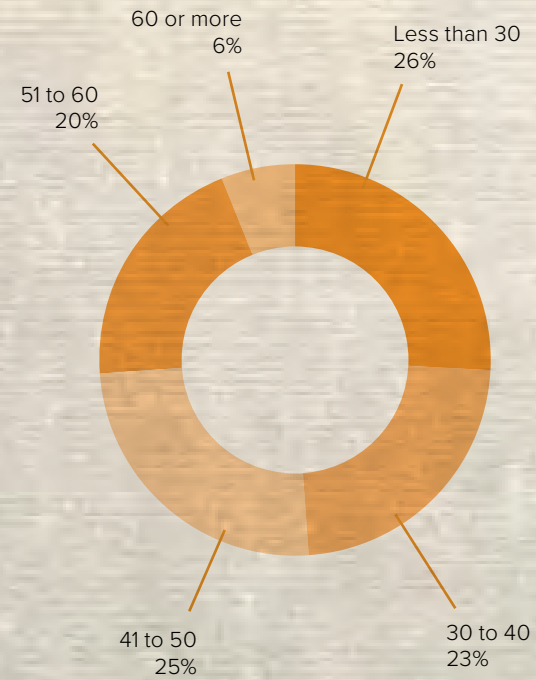
4. **SUPPORT EXCELLENCE AWARD** NICK ANASTOS & TOBY BEST

Awarded to an individual who demonstrates creativity and initiative in their role and who shows a commitment to the principles of Recovery – providing opportunities for empowerment and increased independence.



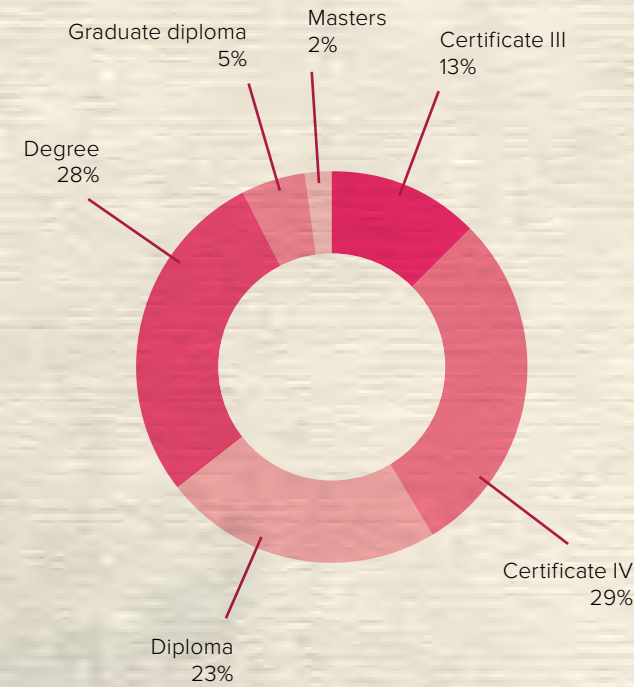
STAFF STATISTICS

AGE



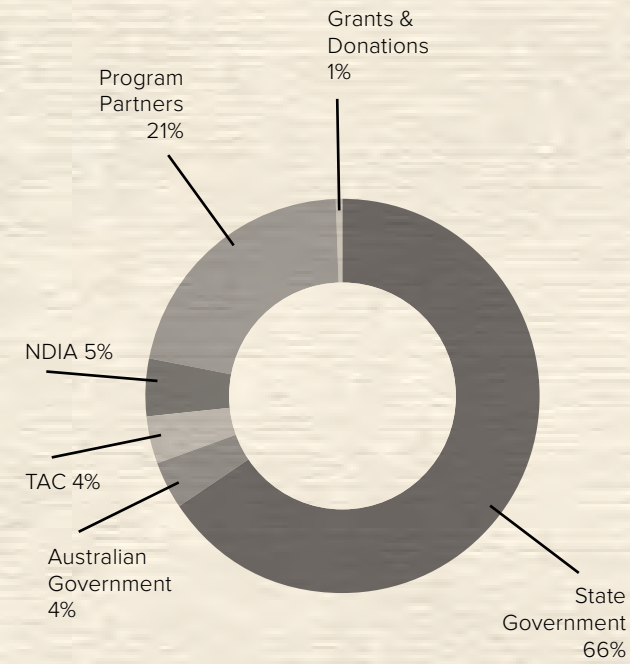
Ermha staff are working hard to build the mental health and disability services of tomorrow. They are bringing stronger educational credentials to their rolls and a wealth of experience to the sector.

EDUCATION LEVEL

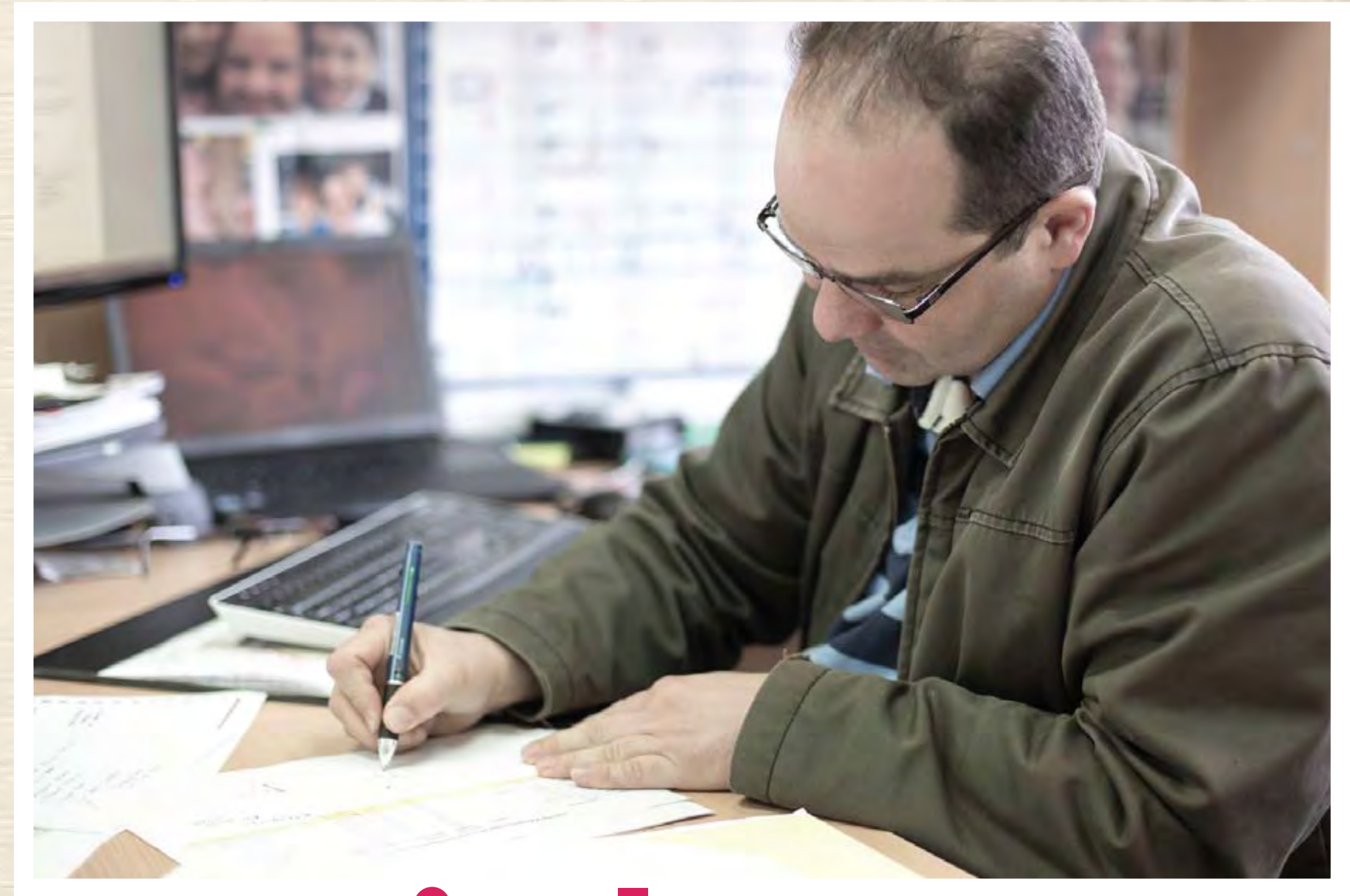


Staff at Ermha, and in the community mental health sector generally, are bringing higher educational qualifications to their roles. Many staff members are also studying part-time to boost their academic credentials.

2013 - 2014 FUNDING SOURCES



OUR FUNDING PARTNERS **Department of Social Services, Australian Government** Keys, Carer Respite, Carer Vocational Support. **Department of Health, Australian Government** Partners in Recovery. **Department of Human Services, Victorian Government** ermha360, Recovery Packages, Pathways. **Department of Health, Victorian Government** MHCSS programs, Keys, Pathways. **Transport Accident Commission** ermha360, Recovery Packages. **National Disability Insurance Agency** ermha360. **Monash Health** PARC, SECU. **St John of God Healthcare** Origins.



financial report

COMMITTEES REPORT

Your committee members submit the financial report of the Association for the financial year ended 30 June 2014.

1. General Information

Committee members

The names of committee members throughout the year and at the date of this report are:

Susan Meyerink (President)	Peter McDonald
Sam Afra (Vice President)	Karan Smith
Pat Dillon (Secretary)	Norma Selp
Dean Laurence (Treasurer) February 2014	Ron Lowery (February 2014)
Rhonda Okey	
David Berady	

Principal activities

The principal activities of the association during the financial year were:

- The provision of community services to assist people in the South East and Barwon Region of Melbourne affected by psychiatric disability to live ordinary lives as ordinary members of the community.

Significant changes

No significant change in the nature of these activities occurred during the year.

2. Operating results and review of operations for the year

Operating result

The surplus of the Association for the financial year after providing for income tax amounted to \$ 193,630(2013: \$ 82,280).

Signed in accordance with a resolution of the Members of the Committee:

Committee Member: 
Susan Meyerink (President)

Committee Member: 
Dean Laurence (Treasurer)

Dated 18 September 2014

STATEMENT OF COMPREHENSIVE INCOME

	2014 \$	2013 \$
REVENUE		
Revenue	17,405,804	13,756,199
Other income	15,242	45,819
Changes in inventories of finished goods and work in progress	(558,637)	(254,468)
Employee benefits expense	(11,037,245)	(8,644,556)
Depreciation and amortisation expense	(331,168)	(422,571)
Operating lease expense	(16,190)	(17,773)
Occupancy expenses	(1,250,625)	(983,700)
Project delivery expenses	(2,180,517)	(2,141,427)
Consultants	(458,991)	(137,855)
Motor vehicle expense	(404,067)	(284,935)
Repairs and maintenance	(216,607)	(167,362)
Stationary and printing	(61,702)	(54,930)
IT expenses	(112,948)	(91,713)
Other expenses	(598,719)	(518,449)
PROFIT BEFORE INCOME TAX	193,630	82,279
Income tax expense	—	—
PROFIT FOR THE YEAR	193,630	82,279
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	193,630	82,279

committees
report

STATEMENT OF FINANCIAL POSITION

	2014 \$	2013 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	2,400,317	2,698,118
Trade and other receivables	1,485,213	1,073,655
Accrued income	309,367	–
Inventory	23,692	8,692
TOTAL CURRENT ASSETS	4,218,589	3,780,465
NONCURRENT ASSETS		
Property, plant and equipment	1,190,636	1,172,663
TOTAL NONCURRENT ASSETS	1,190,636	1,172,663
TOTAL ASSETS	5,409,225	4,953,128
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,382,936	1,115,370
Employee benefits	787,704	750,404
Other liabilities	497,481	591,993
TOTAL CURRENT LIABILITIES	2,668,121	2,457,767
NONCURRENT LIABILITIES		
Employee benefits	88,836	36,723
TOTAL NONCURRENT LIABILITIES	88,836	36,723
TOTAL LIABILITIES	2,756,957	2,494,490
NET ASSETS	2,652,268	2,458,638
EQUITY		
RETAINED EARNINGS	2,652,268	2,458,638
TOTAL EQUITY	2,652,268	2,458,638

STATEMENT OF CASH FLOW

	2014 \$	2013 \$
CASH FLOW		
CASH FROM OPERATING ACTIVITIES		
Receipts from customers	16,591,857	12,937,088
Payments to suppliers and employees	(16,576,239)	(13,200,562)
Interest received	96,981	96,137
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES	112,599	(167,337)
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of plant and equipment	22,499	59,655
Deposits paid	(25,998)	–
Purchase of noncurrent assets	(406,901)	(255,569)
NET CASH USED BY INVESTING ACTIVITIES	(410,400)	(195,914)
CASH FLOWS FROM FINANCING ACTIVITIES		
Net increase (decrease) in cash and cash equivalents held	(297,801)	(363,251)
Cash and cash equivalents at beginning of year	2,698,118	3,061,369
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	2,400,317	2,698,118

STATEMENT OF CHANGES IN EQUITY


	RETAINED EARNINGS \$	TOTAL \$
2014		
BALANCE AT 1 JULY 2013	2,458,638	2,458,638
Profit for the year	193,630	193,630
BALANCE AT 30 JUNE 2014	2,652,268	2,652,268
2013		
BALANCE AT 1 JULY 2012	2,376,358	2,376,358
Profit for the year	82,280	82,280
BALANCE AT 30 JUNE 2013	2,458,638	2,458,638


changes
in equity

In the opinion of the committee the financial report as set out on pages 2 to 14:

1. Presents a true and fair view of the financial position of ERMHA INC as at 30 June 2014 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that ERMHA INC will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

President 
Susan Meyerink (President)

Treasurer 
Dean Laurence (Treasurer)

Dated 18 September 2014

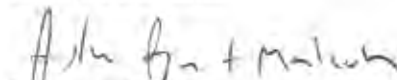
Independent Audit Report to the members of ERMHA INC

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of ERMHA INC as at 30 June 2014, and its financial performance and its cash flows for the year then ended in accordance with the financial reporting requirements of Associations Incorporation Reform Act 2012.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist ERMHA INC to meet the requirements of the Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose.


Aston Ryan and Malcolm


Andrew White

Dandenong

18 September 2014

We wish to thank the following government agencies, organisations, businesses, philanthropic and individual donors and the many others who have generously supported our work over the past year.

OUR PARTNERS AND SUPPORTERS

- 8th Lehem
- Anxiety Recovery Centre Victoria
- Apple
- Arts Access
- Aussie Tunes
- Berwick Opportunity Shop
- Bryant Builders
- Caulfield East Opportunity Shop
- City of Casey
- City of Greater Dandenong
- Coca Cola Amatil
- Common Equity Housing Limited
- Commonwealth Respite and Care Link
- Community Housing Limited
- Cornerstone
- Department of Health, Victoria
- Department of Human Services, Victoria
- Department of Health, Australian Government
- Department of Social Services, Australian Government.
- Donations in memoriam, various
- Excel Automotive (Midway Cobras Sponsors)
- Family of Betty Karlake (in memoriam)
- Gateways
- Going Gourmet
- Gordon Studio
- Griffiths, Geoff and Mary (Respite House)
- Grinders Coffee
- Grow Group
- Hanover Welfare Services
- Headspace
- Herbert Smith Freehills
- Jesuit Community College
- Jesuit Social Services
- Kwik Kopy Dandenong
- Laurence, D
- Logomonsta
- Mental Health Council of Australia
- Masters Home Improvement
- Mental Illness Fellowship Victoria
- Mind Australia
- Monash Health
- Monash University
- NAB and MLC Community Foundation
- National Disability Insurance Agency
- Narre Warren Opportunity Shop
- No Frontiers Media
- Nous Group
- Orygen Youth Health
- Prahran Mission
- RDNS
- Rebecca Powers Graphic Design
- Reclink
- Schnall, T
- SECU Diversion
- Shire of Cardinia
- Social Ventures Australia
- South Eastern Drug and Alcohol Service
- South Eastern Melbourne Medicare Local
- Southern Migrant Resource Centre
- St John of God Healthcare
- St Paul Apostle Catholic Community
- Stu Morley Photography
- Tennis Australia, Paul Rowbottom
- The Body Shop
- The Ian Potter Foundation
- The Queens Fund
- Victorian Transport Accident Commission
- Warren Op Shop
- WAYSS Housing and Support Services
- Workplace Training Strategies



HEAD OFFICE

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ABN 38 834 458 211 Registered Assoc. No. A0002158E

CONTACT US

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WEBSITE www.ermha.org

MEDIA ENQUIRIES Christine Thornton (03) 9706 7388

Ermha is accredited against Quality Improvement Council Standards, Community Common Care Standards, Department of Human Services Standards and Victorian Psychiatric Disability Support Services Standards.



Thank you to our design and photography partners for generously providing us with their expert services.

PHOTOGRAPHY Stu Morley and Ermha staff

DESIGN Rebecca Powers

