



ermha
VOICE AND CHOICE TO THRIVE

Impact Report 2018

OUR PURPOSE

Our purpose is to be a unifying voice for those living with significant mental disorders, giving them the voice, choice and support to thrive in a vibrant supportive community.

OUR VISION

At **ermha** we believe in the potential of everyone. Our vision is for progressive reform, advocating for all people living with significant mental disorders to be able to reach their personal potential.

OUR MISSION

Our mission is to work side by side with our clients, providing them with the compassion, care, advocacy and support they need to live the lives they want within a supportive community.

“ There is no comparison. In terms of complex clients, there is **ermha** and then there is the rest. **ermha's** specialist care is in justice, forensic, mental health and sex offending – they'd be our first port of call for really complex stuff. ”

DHHS stakeholder interview
ermha 360 evaluation report



OUR CHAIR



This 12 months has been a remarkable year for **ermha**. Under the stewardship of interim CEO Alys Boase and her team, a great platform for success has been built enabling the Board to go to market to seek and appoint our new CEO Karenza Louis-Smith who commenced in November 2017.

Given the challenges of change and move of many programs and services into the NDIS, the Board has sharpened our vision for the organisation. Within 10 years we plan to deliver our programs for people with mental disorders across the country. Within a generation we want to shape the conversation about how we accept people living with mental disorders in the community, rather than an approach that sees some people incarcerated or in hospital for long stays because of “having nowhere to go”.

ermha's strategy and plan focuses on ensuring **ermha** is a provider of choice in the mental health and disability sectors, and the services our people deliver give consumers the voice and choice to thrive. We are also focusing our strategy on building our internal capacity to support growth, both in Victoria and Interstate, with our first complex client in the Northern Territory commencing in late 2018.

Finally, I would like to thank **ermha's** fellow Directors for their stewardship of the organisation and their visionary leadership which is helping shape **ermha's** future. I would like to thank the **ermha** staff team whose passion to make a difference shines through in everything they do.

Agata Jarbin

OUR CEO



I was delighted to be appointed as **ermha** CEO in November 2017 and having the exciting opportunity to lead this organisation, building on the fantastic work of acting CEO Alys Boase and the executive team who led the organisation following the departure of CEO, Peter Waters for many months.

ermha is an organisation that is passionate about its work and the difference it makes to the lives of consumers in our services. Our talented staff provide a wide range of services that support people with complex mental disorders, from neurodevelopment disorders to psychotic disorders to mood and anxiety disorders.

Over the 12 months the **ermha** team have supported more than 1,200 Victorians working side by side with our clients, providing them with the compassion, care, advocacy and support they need to live the lives they want within a supportive community. Client satisfaction with the services we offer increased with a net promoter score of 95% which reflects the work our people do. Our people literally save lives, help people rebuild lives and reach their potential. They are amazing, and I thank each and every one for their contribution to **ermha**.

Finally, I would like to thank our Board, and their leadership helping shape **ermha's** exciting new future, and our executive team for all of their hard work over this 12 months. The next 2 years will be very exciting for **ermha** as we build a robust and sustainable organisation fit for the national growth agenda our Board has identified.

Karenza Louis-Smith

EVALUATION

A 2016 evaluation of our work with consumers conducted by Federation University found that 80% of clients interviewed reported that since being with **ermha** their life had improved.

Quality of life 'improvements' included:

- Improvement in mental health and wellbeing
- Stable housing
- Financial independence
- Social connection and belonging
- Positive personal identity and sense of self-worth
- Positive behavioural change and self-management
- Participation in physical activity
- Development of living skills

"(At the previous service) I couldn't go anywhere or have friends over but now I have freedom."

Client interview

"I never used to be able to choose my own food or cook my own food but I can now."

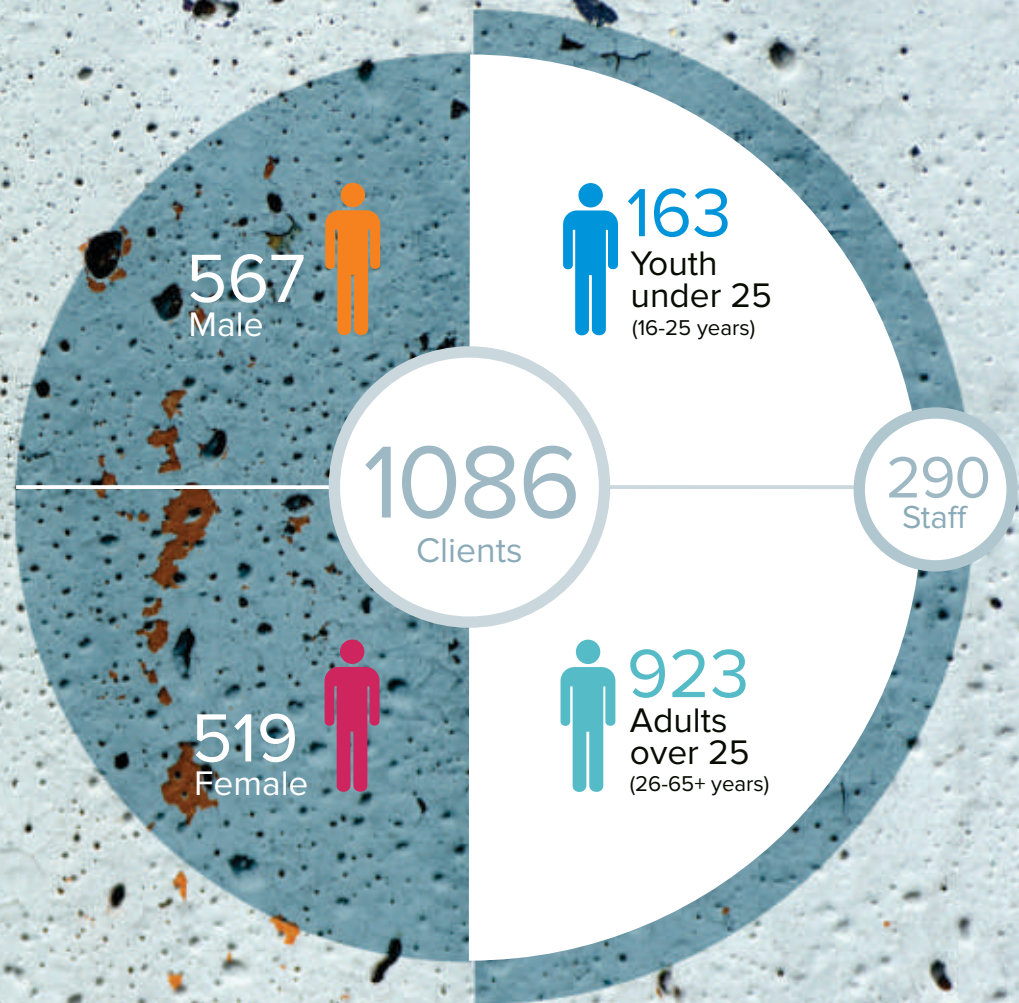
Client interview

"There has been a clear change in his demeanour and well-being. As a result, relationship has improved; we never had a disconnect, we have always stayed connected with [Client], but it is better now and our interaction is far healthier because he has his independence"

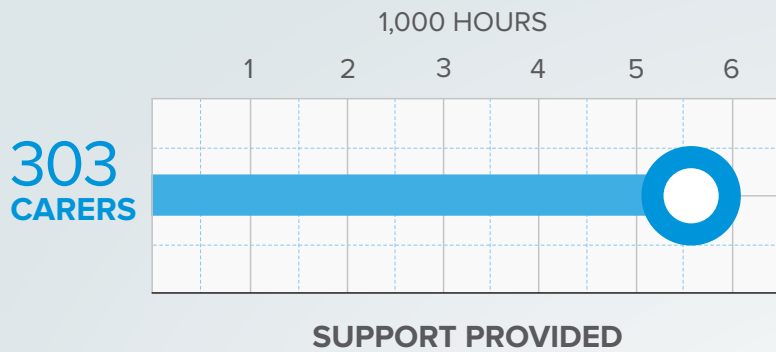
Family member interview

RESULTS

ermha employed **290** staff who provided intensive support for more than 1,000 people living with significant mental disorders in Victoria.



Total number of clients in 2017/18 serviced by **ermha**





volunteers ran the ermha op shop providing material aid to ermha clients and others other suffering financial distress in the community

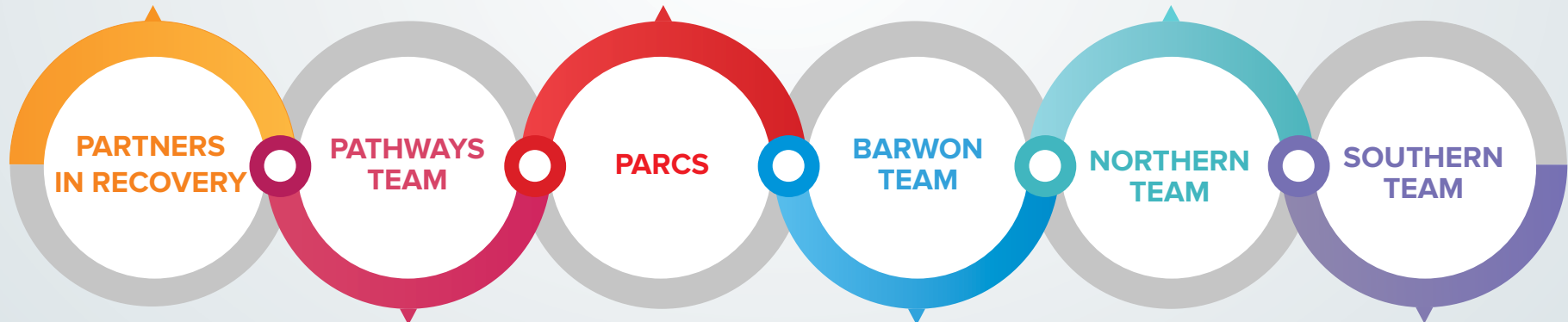


27 students from Monash and Deakin University completed placements with ermha as part of their degree programs


85  People living with a mental disorder who were supported in the South East.


124  People with a significant mental disorder who stayed at PARCS. Bed utilisation rate: 85%

3  Super complex NDIS clients who have been supported within a specialist residential 24/7 care program.



304  Rough sleepers supported into housing

65  NDIS clients with a mental disorder who were provided with programs and supports

18  Super complex NDIS clients who have been supported with numerous residential 24/7 care programs



“Going to PARCS was a really great experience – while it meant that I was not home I was in a place that felt like home. PARCS provided me with a place where I could get my own routine back. I didn't feel like I was locked away (like in hospital) but I felt that I was in a place where people who really cared about me. The PARCS daily routine really settles me and gets me back into helpful behaviours and good sleep patterns. The PARCS environment is a healing one and the **ermha** staff really care about you. It is not just a job to them – they are genuinely interested in the people.”

– Jennifer, PARC consumer, 2018

“I like that the program has a goals focus. I really like having a goal to focus on. I understand what it is that I need to do to stay well and with the support structures that I need – in place.”

– Sandy, **ermha** Consumer

“Because of my mental health cycles – which go up and down – I tend to need PARCS support about once a year. Sometimes I am down and sometimes I am really elevated. I never know which part of the cycle I am going to be in. The **ermha** staff deal well with whatever part of this cycle that I am in. They understand where I am at and what's going wrong for me – which is awesome. They really help me to get focused on what's important in the 'here and now' and what I need to do to get through each day, and then – each week.”

– Betty, PARC Consumer 2018

OUR IMPACT

Ashley

Ashley, a 26 year old woman, has an intellectual disability, low executive function and suspected brain damage as a result of falls that occurred when suffering epileptic seizures.

Her diagnosis also includes borderline personality disorder, triple-x syndrome and excessive weight.

Ashley was treatment-resistant to the usual epilepsy medications. However, at the age of 18 an experimental implant proved successful in reducing the frequency and severity of her seizures.

Ashley had limited insight into the consequences of her actions. She often came to the attention of the authorities following episodes of property destruction and physical assault, and police were regularly summoned up to three times a day. Ashley's actions have halted operations at emergency departments in four major metropolitan hospitals. Her mother, whom she loves, was one of Ashley's regular victims.

After 12 months of **ermha's** support, Ashley's staffing levels were reduced by 25%. Ashley lost over 40 kilograms in weight, and records show that she instigated less than one incident a month. All restrictive interventions have been removed, including medical constraints. Ashley now has a good relationship with her mother and discussions are underway about a further reduction in support hours.

"**ermha** is the only service that has allowed me to be actively involved in my daughter's support. They actually listened to what I had to say."

– Ashley's mother

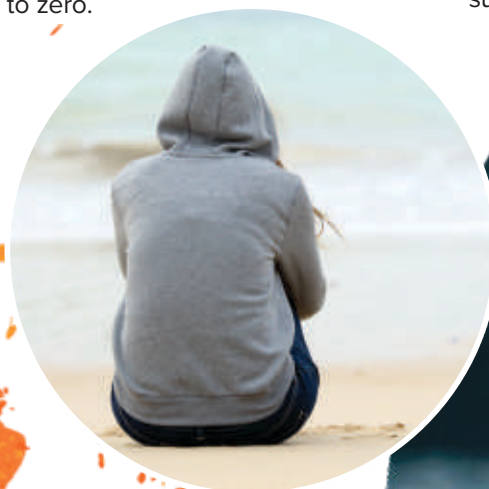


Zofia

Zofia was in her mid 40s when she was referred to **ermha**. She described herself as a monster, a failure and hopeless. She was diagnosed with a severe personality disorder and cognitive difficulties, both of which were compounded by poor medication compliance and poor general health.

Just some of her 950 recorded offences included assaults on members of the general public, police and medical staff. She was known to break into houses and defecate, urinate and masturbate while inside. Zofia also butted out cigarettes on herself and others. She was incarcerated where her behaviour worsened.

On release from prison, Zofia entered **ermha's** care. Behavioural improvements began to occur after the second week of support. Her disinhibition ceased, and later, at the one-year mark and her support hours were halved from 16 hours to eight hours per day. Following 18 months of **ermha's** support psychiatric hospital presentations and charges for behavioural offences declined to zero.



Michael

Michael suffers from tubular sclerosis (brain lesions), autism, intellectual disability and schizophrenia.

He assaulted his father frequently and severely, and put one of his workers in hospital for three months.

Between 20 and 25 years of age he assaulted every support worker assigned to him. One psychologist said, "Michael will always assault."

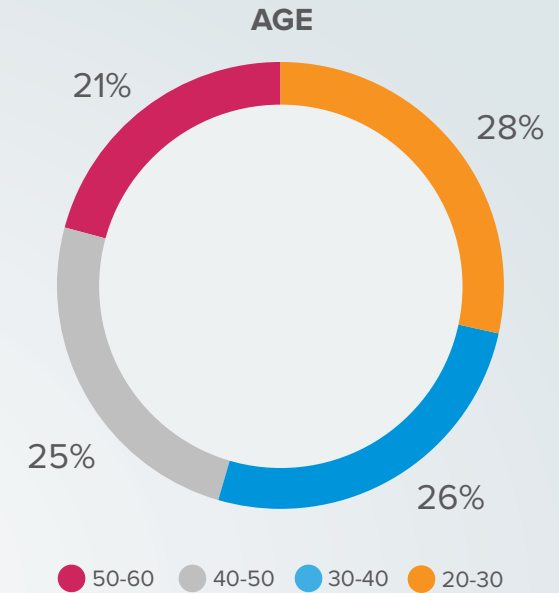
After 12 months of **ermha's** support, no assaults were recorded and his support was reduced to a single worker per shift. Michael had suffered psychotic episodes which would last up to six hours but they also declined in both length and frequency.

After 18 months Michael had stabilised further. His mother and father learned **ermha's** strategies and techniques, and Michael now lives at home with his parents' support.

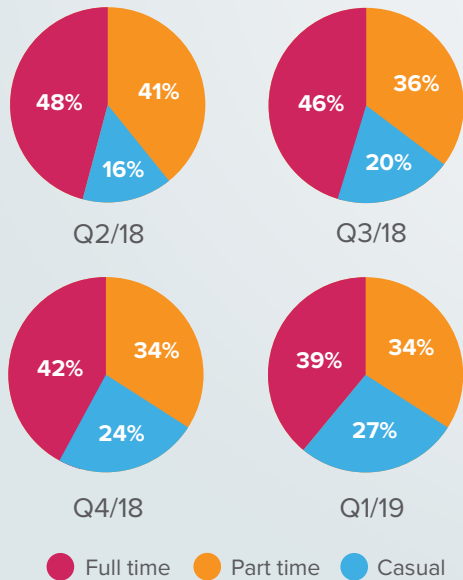


OUR PEOPLE: A SNAPSHOT

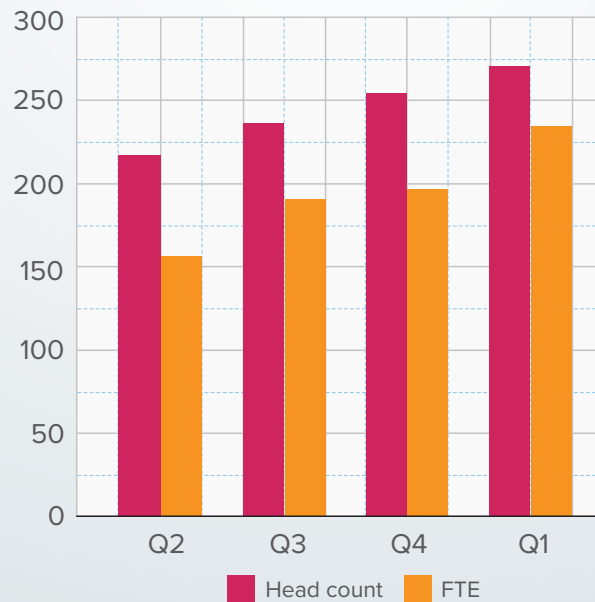
“ Working as a Support Worker allows me to actively contribute to the lives of our clients. No two days are the same; one day you could be assisting clients with basic living skills, including helping with meal preparation, and another day you could be supporting them by taking them to appointments. As you are working with an individual, some days you will feel like progress has been made and other days it might not, but when you look back over time, you will often see how far clients have come and how different their lives are now. ”



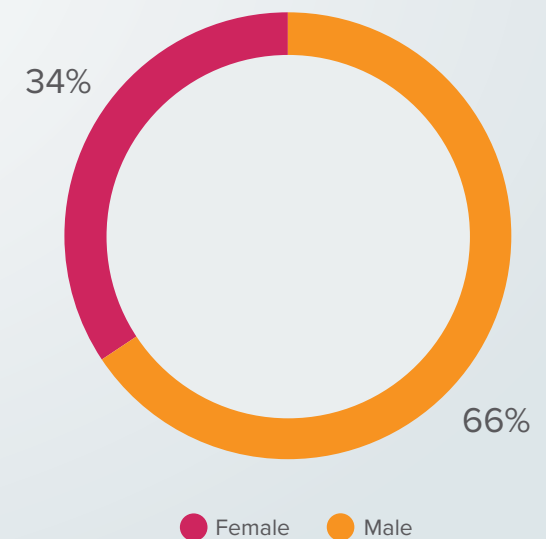
EMPLOYMENT STATUS



ORGANISATIONAL SIZE



GENDER



STAFF AWARDS

Celebrating talent: our people who demonstrate the ermha values and who go above and beyond in their work

Excellence in Leadership Award

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

Michelle Cottam

Highly commended: Bree Taylor

Support Excellence Award

For an individual and a team 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.

Lelei Manu (individual)

Werribee Team (team)

Working in Partnership Award

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

Megan Powell

Highly commended: Laura Vecchio

Karslake Award

For those who demonstrate exceptional integrity, excellence, dedication, teamwork, professionalism, advocacy, and a commitment to recovery, independence and inclusion for clients, families and carers.

Andrea Brookes

Highly commended: Dennise Rossetti

CEO Award

For an individual who shows an outstanding work ethic in all that they do.

Irene Tuoro



TOTAL INCOME by funding sources

FUNDING SOURCE	\$,000
State Government	9,141
Commonwealth	651
NDIA	5,576
Other	5,604
TOTAL	20,972

EXPENSES

Employment costs	16,270
Client services	714
Motor vehicles	848
Administration	527
Other	1,685
TOTAL	20,044

PROFIT	929
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BALANCE SHEET

Total assets	6,105
Total liabilities	4,412
Net equity	1,693





For telephone enquiries please call ermha's head office on **1300 376 421**

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