



Healthy locals, strong community



Annual Report
2021/22

Welcome.

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Acknowledgments

We acknowledge that our service is delivered on the traditional lands and waterways of the Wurundjeri people and offer respect to their Elders past, present and emerging. We also acknowledge all other Aboriginal and Torres Strait Islander community members who have chosen to call this place their home.



Inspiro's services are supported by funding from the Commonwealth and Victorian governments.



Inspiro: A Year in Review



20,254
Appointments
attended



2,041
Emergency Dental
Appointments



6,301
Clients accessed
our services



6,219
Telehealth
appointments



23,280
Calls to reception

The Big Picture.



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A message from our CEO & Chair

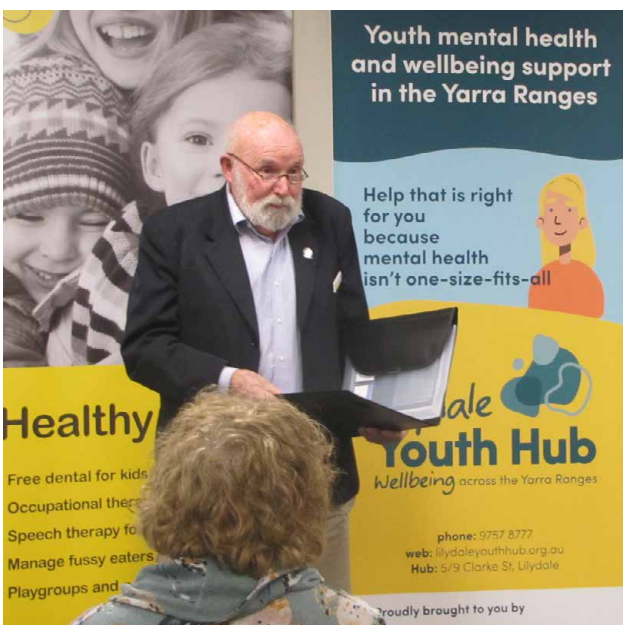
Welcome to our 2021-22 Annual Report. We hope the stories provide an insight into Inspiro's achievements, values and passion for meeting the needs of our community.

The pandemic continued to challenge us on many levels with the reality of the physical risk and so too the emotional, psychological

and economic impacts. Despite the challenges, we continued to provide services to support our community and deliver a range of projects. After another year of COVID-19 disruptions, we were pleased to finally increase face to face services in the latter part of the financial year.

Returning to business as usual hasn't been without problems. We experienced significant workforce shortages in our dental and allied health teams, which set us back slightly. However, we bounced back, with data showing our vacancy rate has decreased considerably. Notwithstanding the setbacks, we still delivered 26,473 appointments. It was also reassuring that the results of the Staff Pulse Survey conducted in 2021 indicated our staff continued to feel supported during these disruptive times.

As we had anticipated, sadly the repercussions of the pandemic were felt mostly for clients in our mental health services. For this reason, we were proud to fully operationalise services from the Lilydale Youth Hub, which focuses on supporting the mental health and wellbeing of young people across the Yarra Ranges. Unfortunately, this program is at risk of ceasing in December 2022, so an extraordinary advocacy campaign has been launched with the support of consortium partners, stakeholders, community and, most importantly, our young people. We also continued to provide much needed adult mental health services through the Steps Program and Head to Health initiative.



The information and communication technologies (ICT) improvement plan was implemented after a comprehensive review of IT infrastructure in the previous year. It places Inspiro in a stronger position to expand its services and improve how they are delivered to our community.



With a focus on the future, we developed a Strategic Service Plan which provided insight into opportunities for enhancing our service delivery. It was followed up with more detailed service modelling with the Board, staff, Community Advisory Group (CAG) and consumers which will add the detail we need to drive the 2022 - 2025 Strategic Plan.

Inspiro has a strong commitment to the voice and engagement of our community. As a result, the CAG reviewed their role and purpose, with the objective of improving consumer participation in the planning and decision making. The result was revised Terms of Reference which provide the first step in implementing a more systematic approach to consumer involvement in planning and delivery of service provision at Inspiro.

Section 1

As a Not-for-Profit organisation, Inspiro relies on the commitment of experienced and knowledgeable Board Directors. Two of our long-standing Board Directors resigned their positions this past financial year. Diana Borgmeyer resigned 1 July 2021 after 10 years of service with a background in risk and compliance. Alana Killen joined the Board in 2011, with her resignation taking effect at the 2021 AGM. We would like to thank Diana and Alana for their stewardship, commitment and insight during their long tenure. Their support of the organisation has been invaluable. In May 22, we welcomed two new Board Directors, Gordon Botwright and Timothy Griffiths.



Inspiro's commitment to strengthening relationships with partners and stakeholders continues, especially as we expand our mental health service offering and determine our strategic direction. We sincerely thank all our partners, stakeholders and funding bodies.

We are resolute in our commitment to delivering and responding to our community's needs. To that end we wish to thank our Board of Directors and Managers for their willingness to make the tough decisions and for staying true to our vision, mission and values. Finally, we acknowledge our dedicated staff who continue to support their clients and community to live healthier lives.



Stephen Potter
Chair Inspiro Board

Sue Sestan
CEO



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2022 Inspiro Tertiary Health Scholarships

This year we were thrilled to present four incredible health students with our Inspiro Tertiary Health Scholarships, totalling \$22,500!

Local Yarra Ranges students Amy, Zoe, Danielle and Olivia, were recognised for their academic achievements and outstanding contributions in the community. The scholarships will help fund their health science studies and open new opportunities as they pursue their chosen careers.

This year we also introduced the inaugural Inspiro Ambassadorship Program.

Scholarship recipient and postgraduate physiotherapy student, Zoe, will become our Inspiro Scholarship Ambassador for 2022/23. Having received a scholarship in 2018 and 2022, she hopes to inspire more


young people to apply for the scholarships in years to come.

We look forward to sharing updates from Zoe over the next 12 months as she connects with the local community to promote our wonderful scholarship program.


Since the scholarships began in 2000, we've given away more than \$170,000 to deserving health students from the Yarra Ranges!



Highlights: Covid-19, lockdown and preparing for our future.



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Our People

Wellbeing has been front of mind for Inspiro, particularly over the last 12 months.

Navigating the 'COVID unknown', going in and out of lockdowns and supporting our

community through the significant storms in the Yarra Ranges meant it was more important than ever, as an organisation, to keep our finger on the pulse in relation to our workforce's wellbeing. As such, a number of initiatives were

rolled out to support staff wellbeing, create an environment for creativity and maintain connection with Inspiro.

In collaboration with our partnering organisations, Inspiro introduced a **Wellbeing Connector** pilot program, in which staff who are trained in mental health first-aid can provide a supportive, non-judgemental, empathetic and empowering ear for co-workers to talk to when they are struggling.

These voluntary positions are an initial point of contact for home or work-related matters and are in place to connect staff with services and additional supports as required.

In March we rolled out **Personal Resilience Plans (PRP)**. As part of the initiative, all Inspiro leaders were trained in mental health first aid and a tool ('the PRP') was developed and implemented to enable staff to proactively prepare for stressful events, rather than react to them.

Providing the opportunity to reflect on mental health and wellbeing in the workplace, putting in place agreed strategies for supporting self-care and having a shared understanding of individual needs is the primary purpose of this wellbeing initiative being embedded at Inspiro.

The framework for these wellbeing initiatives is based on the **trauma informed care** model which Inspiro rolled out across the organisation last year, providing staff with a foundational understanding of the approach. The organisation is continuing to build internal capability in this space with further work being undertaken to embed this in all aspects of our service delivery and how we work at Inspiro.

In addition to 'how' we work, Inspiro's leadership team have been revisiting **Inspiro's**

WHY (our purpose). Inspired by Simon Sinek and with the help from an experienced facilitator, leaders commenced the co-design process for Inspiro's WHY by developing a statement of purpose, which captures the essence of why we do what we do.

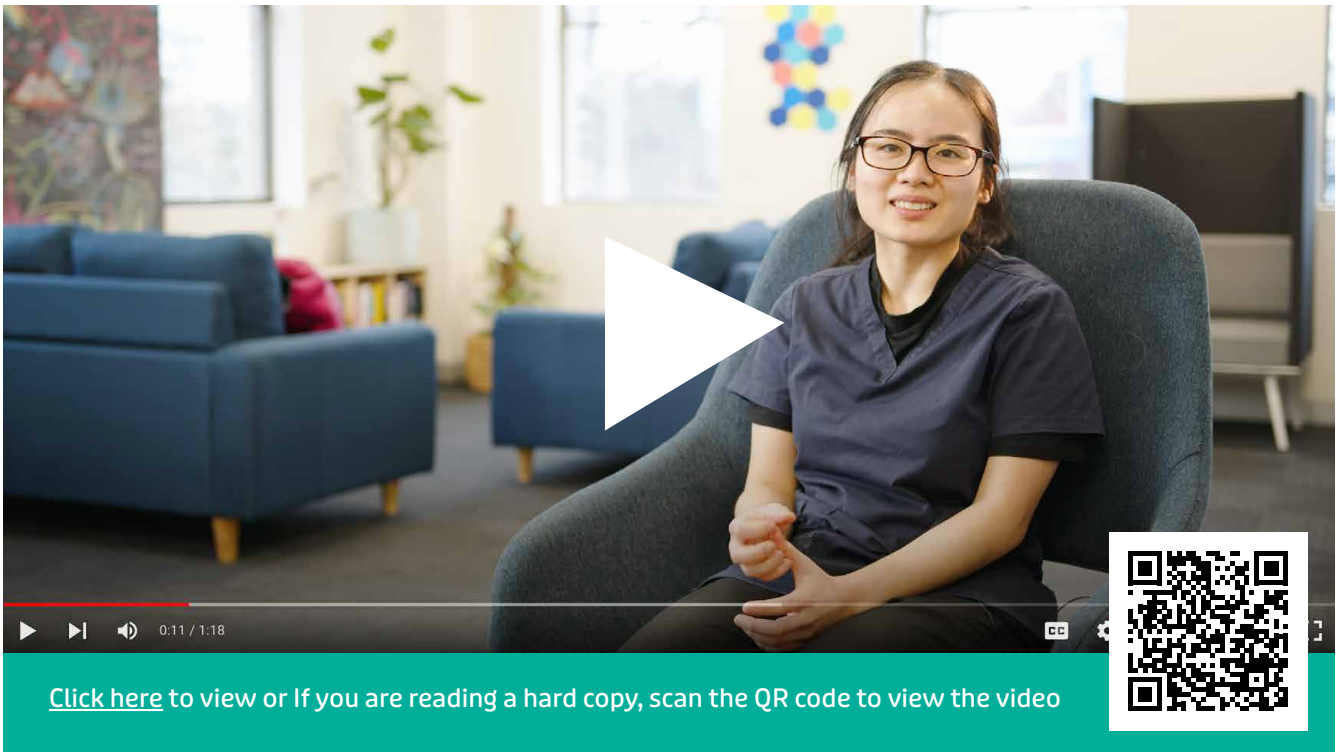


Input into this process has also been sought from staff, volunteers and clients, and we look forward to sharing where we landed in our new upcoming strategic plan.

In November after a tedious period of being in and out of lockdowns, our Board and leadership team sent a **token of thanks** to our workforce for their resilience and commitment during these challenging times. Our CEO Sue Sestan, 'goodie coordinator' extraordinaire Penny Taylor, along with HR, rolled up their sleeves to assemble care packages filled with locally sourced self-care items and distribute them to all staff.



Section 2



Dental

Inspiro provides dental services for patients in the Yarra Ranges. The year 2021-2022 saw provision challenged because of COVID-19.

During this challenging time, the team (comprising an administrative and reception team, dentists, oral health therapists, a prosthetist and dental nurses) worked together to upskill so we could continue to provide services within a COVID-19 space. Restrictions arose from the risk of COVID-19 aerosol generation, creating a long waiting list. Strict lockdowns meant we had to come up with innovative ways to provide care to our patients, and we worked with Dental Health Services Victoria (DHSV) to practice best care under the circumstances to minimise the risk of spreading COVID-19.

The dental team embraced telehealth for Oral Health Education to support patients with preventive care. Face-to-face appointments were held under strict COVID-19 precautions and patient screening. New staff were recruited in this space whilst we were working towards our accreditation. Looking retrospectively at how we deliver our services helped us plan for the days ahead. Newly recruited team members were orientated and mentored to work in the community health space within a values-based health care approach.

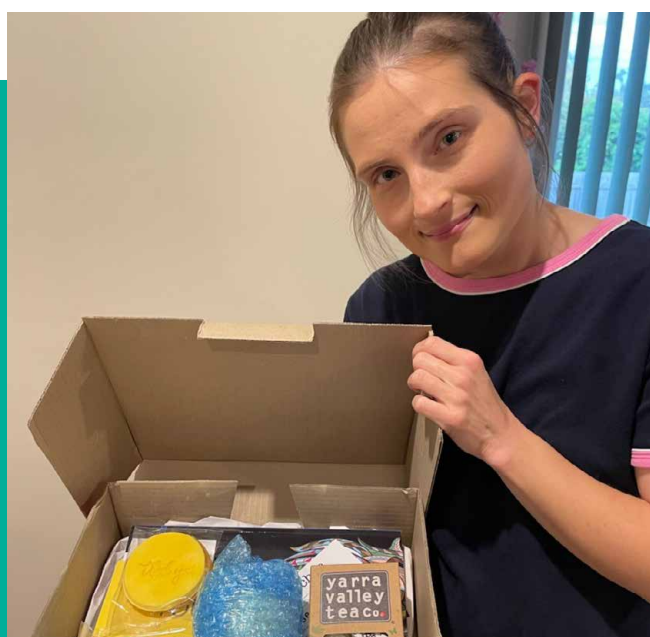
Accreditation was completed in June 2022 and the team worked together to showcase their achievements and to be accredited according to the National Safety and Quality Health Service Standards. We have done well as a team, and

we look forward to continuing our quality service journey.

The 'COVID normal' space brought the challenges of a bigger waiting list. We started working with preschools and kindergartens to restart the outreach program. This was a welcome change for the parents, teachers and students, who were delighted to have us back. Our Oral Health Therapists worked with the Smiles for Miles team within the Health Promotion team as well as the preschool/ kindergarten to deliver this important service. The ongoing benefits of Telehealth in the Oral Health Education space have been embedded after a co-design feedback session from our patients.

We were pleased to receive extra funding from DHSV, to offer external voucher care to patients who were on the waiting list and address some of the backlog COVID created. The team has worked cohesively to continue services during the pandemic and beyond, into 'COVID normal'

times. We are in a good place to move forward in our delivery of best practice dental care and service provision. We acknowledge the support we have received from the community, DHSV and our patients during these challenging times and we stay positive and motivated to continue to serve our community.



2,041
Emergency
Dental
Appointments

“The ongoing benefits of Telehealth in the Oral Health Education space have been embedded after feedback from our patients.”

Section 2



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Allied Health & Nursing

Lockdown

During lockdown, the Allied Health and Nursing team, like most other teams, were restricted as to who we were allowed to see. Under the strict lockdown conditions, we were only able to offer care to people who were at risk of hospitalisation or a serious deterioration in their health.

This meant we needed to provide care in different ways, including via telephone and online.

Occupational Therapy assessments began online and were transferred to home visits for only those at highest risk. Equipment and aids were delivered in a COVID-19 safe manner with training in their use given via telehealth. Exercises were supervised online and lots of education was provided via phone and on screen.

Our Podiatrists continued to see people with high-risk wounds and Physios provided face to face assessment and treatment for clients at high risk of falls or other injuries, or for those whose health was deteriorating.

One of the most positive things to come out of lockdown was the flexible way our team could provide care under difficult circumstances and, for some, this option will remain.

For some people, telephone and online support suited their needs very well. For others, particularly those seeing our Dietician or Diabetes Nurses, not having to take time off work and have their appointment during their break time, was a really positive way of managing their care. Some found it really beneficial to not have to travel.

14,834

Allied Health
Appointments

Children proved to be remarkably resilient, enjoying shorter appointments as their screen time concentration waned, but participating well in online play-based therapies. Support and education for parents was also popular and has changed the way we start our assessments, allowing parents to give background information and talk about their concerns in private.

Even after lockdown ended, for some families, the ongoing option of telehealth has remained beneficial, especially when family members have been sick and they have therefore been unable to attend in person.

After lockdown

Once lockdown ended, we decided to keep the best parts of telehealth and the flexibility to provide care in ways that suited different people. We have returned to face to face care for most but still offer telephone or online telehealth as an option.

We have also been able to start some new services and have improved our facilities to broaden our scope.

We have opened a new Women's Health service, offering help to women to manage their urinary incontinence, pelvic floor dysfunction, prolapse or musculoskeletal issues related to pregnancy.

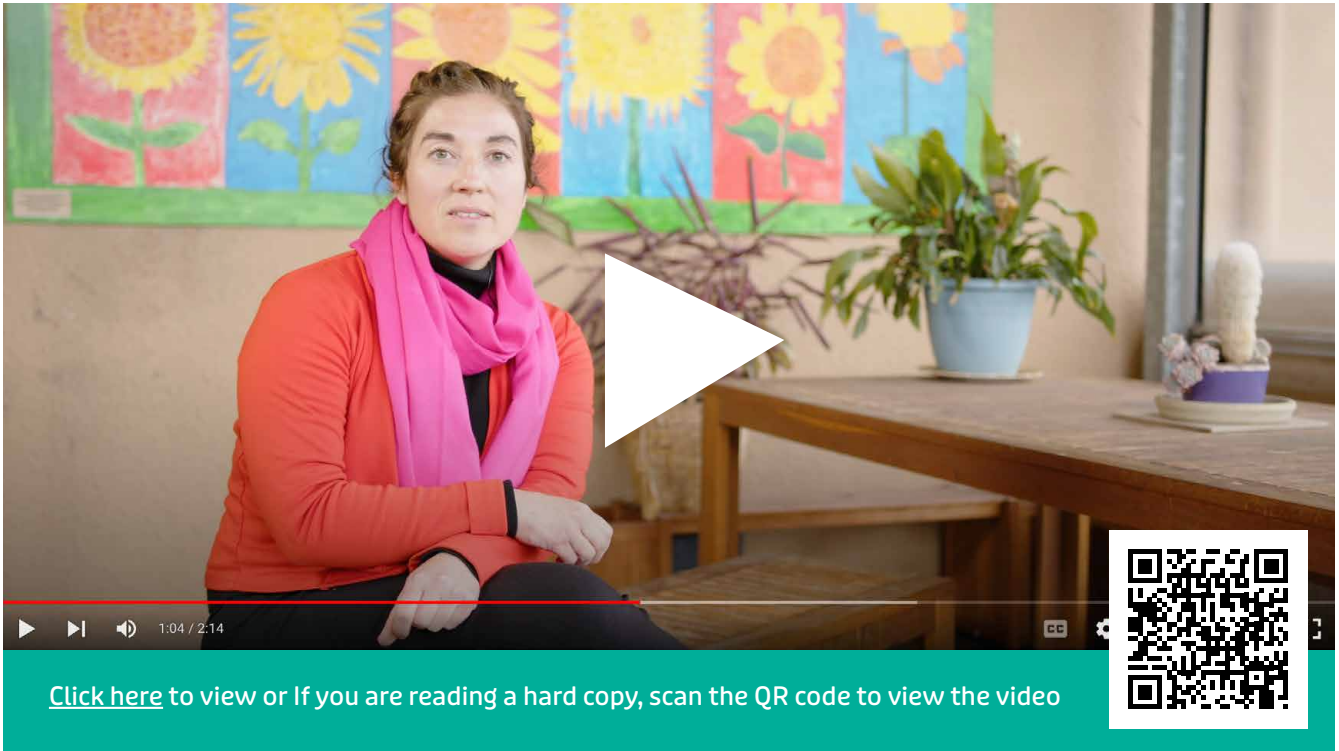
We can also now offer much better facilities, equipment and space for individual and group therapies at our newly opened gym in Lilydale. While we are still working on improving the access to the building, the interior facilities are accessible to people of all abilities.



Given the cramped space our therapists had been working in before COVID-19, they are now delighted to be able to use the new space and equipment to provide the high quality care of which our team is justifiably very proud!

Now lockdown has passed we have also ramped up our NDIS program, offering a broad range of services onsite and in the home. It's an exciting time to be part of the Inspiro team!!

Section 2



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Mental Health & AOD

Following on from an action fuelled FY2020/2021, this year the team has continued to provide generalist and Alcohol and Other Drugs (AOD) counselling to the community through a best practice lens. This has included therapeutic supports, psychoeducation, assistance with NDIS access and care and recovery services.

The hard work and dedication of the mental health and AOD teams positioned us well for contract extension negotiations, which resulted in almost all mental health and AOD contracts being extended. Despite the somewhat tumultuous times of contract negotiation periods, and the impact of short-term contracts, the team has demonstrated

much resilience and commitment through their continued provision of fluid service delivery to the community.

This Autumn, we were fortunate to partner with Dandenong Ranges Music Council to facilitate a popular group for parents and their young children named Music for COVID Recovery. The program supported early intervention, connection and wellbeing through the medium of music. We are hopeful that we will be able to once again offer this group come Spring/early Summer.

Risk Assessment and Management framework (MARAM) across the organisation has seen the Inspiro community embrace the value of the reform by strategically embedding the framework throughout all levels of the organisation. Whilst we continue in our learnings, Inspiro is firm in its stance of 'no to violence' as we forge forward in our plight to eliminate violence to create a safe community for all. This is only strengthened by our Family Violence Counselling program, providing support and education to people impacted by family violence.

The past 12 months saw a significant impact to our community in the wake of the 2021 storms, affecting clients and staff alike. The team were quick to respond, working alongside external agencies to implement a quick response to ensure people were provided timely supports. This later evolved into a formalised arrangement now known as Storm Recovery Counselling. We will continue to provide this recovery-based therapeutic counselling option through the remainder of this year and into 2023.

Finally, our programs could not operate without the support and clinical knowledge of our intake team. This first point of contact is pivotal in welcoming people to our services. Their friendly approach supports engagement, whilst their clinical knowledge aids in linking services with people's individual needs.

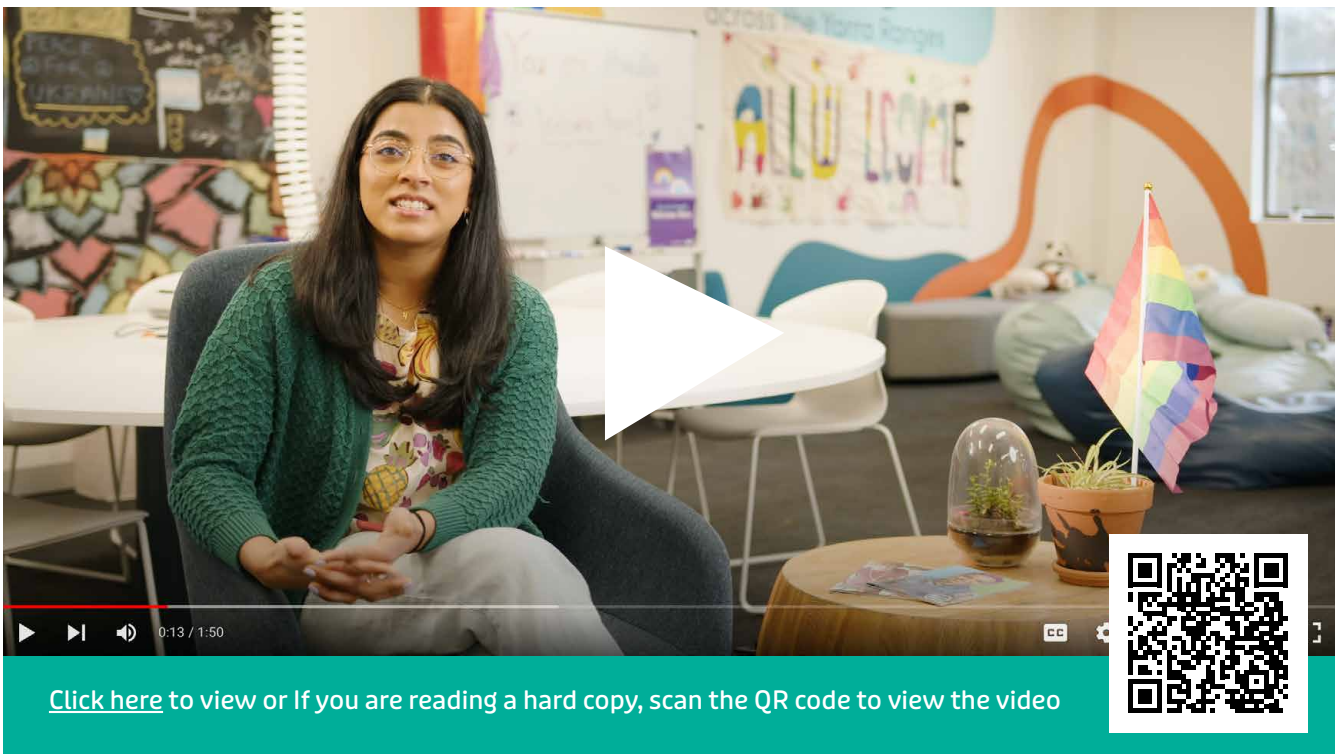
The findings of the Royal Commission into Mental Health, coupled with the first coming together of the peak bodies of Mental Health and AOD for the inaugural conference, pave the way for positive change. We look forward to an exciting year ahead, one that we are hopeful will bring overarching change, allowing for even greater responsive and collaborative care options for our community.

4,783
Mental Health
and AOD
appointments

“The team has shown resilience and commitment through their continued provision of fluid service delivery to the community.”



Section 2



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Lilydale Youth Hub

When we look back at The Lilydale Youth Hub's beginnings, it is incredible how much has been achieved during the 2021/22 financial year.

The project had a challenging start. Launching in the middle of the 2020 lockdowns made recruitment tricky and required a rethink of the service model to adapt to the community's needs in a world greatly changed by the COVID-19 pandemic.

The start of 2021/22, however, saw the project start to come to life. Consultation with young people delivered a brand including the name, logo, and values that the project would adhere to. Next came a shiny new website and, once we got the keys to 5/9 Clarke Street, furniture and branded signage gave the Hub some character.



Pretty soon the team of case managers, peer support workers and clinical lead came together, with around 13 staff members on board by December 2021.

The 2022 year started with a great deal of excitement and energy. Programs and activities kicked off immediately, with Yoga and Art Therapy proving to be the most popular. It was clear that young people wanted to begin venturing out into the world again and connecting - they just needed a little bit of support and the right space to help them.

Referrals to the Hub grew quickly, as did our relationships with other services in the Yarra Ranges. Schools were eager to hear about how the Hub could help them support young people. So too were local police, and we built connections with a range of other social and wellbeing services.



This helped to deliver more collaboration and co-location, and we soon had YSAS (youth alcohol and drug counselling), Anchor Inc. (homelessness and out of home care), and Cire (education and employment) located alongside our Hub team on a weekly basis.

As we close out the 2021/22 year, we are firing on all cylinders. Having grown the project from the ground up, the Hub is now doing all the things we envisaged way back in 2020 when the funding was announced.

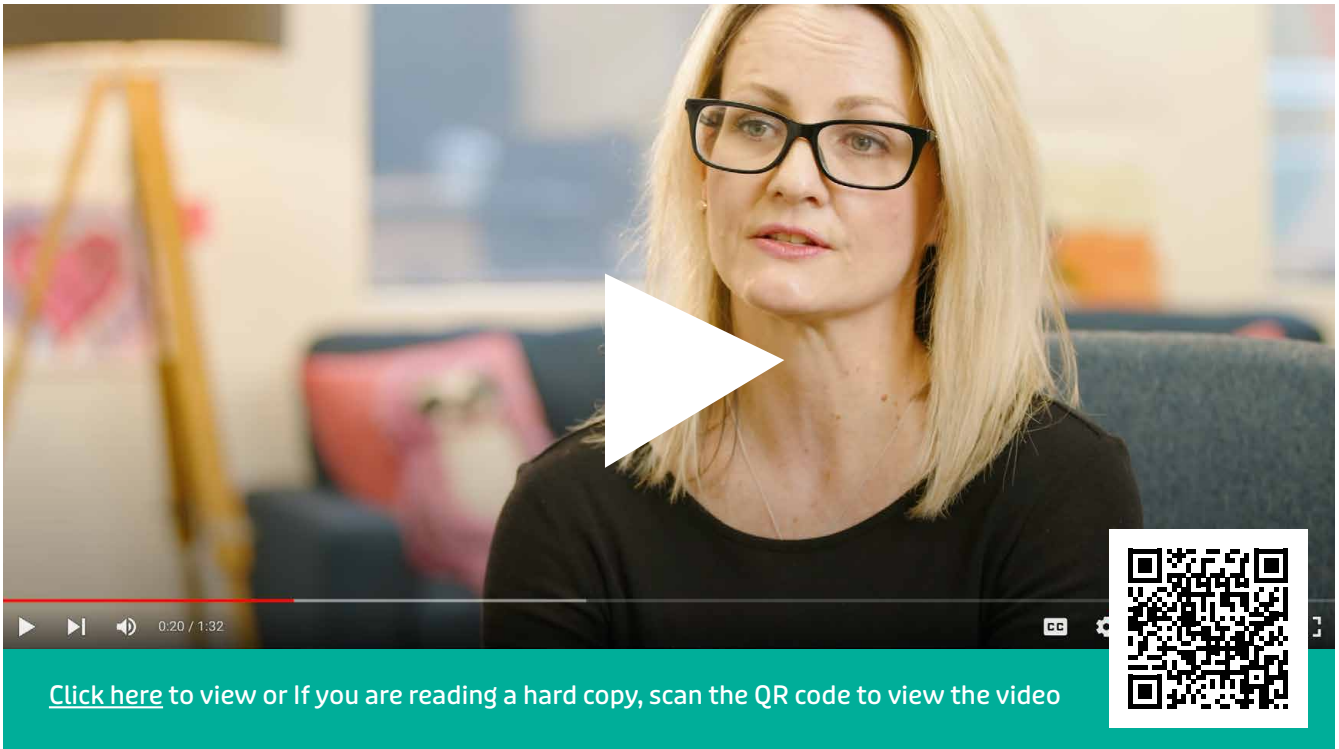
The Hub staff has grown a team culture of supporting one another and helping each other to grow. Through all the challenges that the project has faced, our team has proven to be agile, collaborative and dedicated to ensuring young people are safe, healthy and thriving.

This is the year that the Lilydale Youth Hub came into its own.

As we look to 2022/23, we have our sights set on taking the successes and value created by the Hub and working with the Federal and State Government to secure funding to keep the Hub open beyond December 2022.



Section 2



Integrated Health Promotion

Over the past year, the Health Promotion team have welcomed three new staff members (Megan, Tom and Rebecca), who are new to the HP field.

We have continued our work with partners, schools, pre-schools and sports and recreational centres to improve access to and knowledge of healthy options.

Through these partnerships, we have also increased incidental and planned activity, awareness and use of wellbeing strategies and continued our efforts towards creating a gender equitable society.

This year there were...

16 schools and preschools involved in our program

255 community consultations

1503 students reached

597 visits to the YRFC website

55 educators training



In the Spotlight



Art & Sole

In partnership with Yarra Ranges Council, local Indigenous artists, Traditional Owners and funding from VicHealth, Inspiro is leading the Art & Sole project. The project aims to increase walking and active travel in Lilydale West through the celebration of creative and cultural expression, local history and social connection.

5 footpath counters installed

7 wayfinding signs

1 Wurundjeri art sculpture installed

9 cultural consults and artist workshops

10 walking and disability audits

9 walking trail maps developed

Outcomes in brief

Yarra Ranges Food Connections (YRFC)

Following feedback from community consultations, we created a website to help connect community to local food system programs and ran a successful online community forum. Our website has had 600 visits and our video has been viewed 160 times. We have expanded the group membership to include community members and increased community knowledge regarding a local food system.

Smiles for Miles (S4M)

The Train the Trainer program in long day care centres aims to improve healthy eating and the oral health of children and families. This year there were 13 centres, 51 educators and 1,045 children involved. We updated our policies and reviewed and altered menus to meet guidelines. Post training, educators rated their knowledge and confidence to implement changes as 'high'.

Morning Move for Mind (MM4M)

The Train the Trainer program for primary schools aims to increase physical activity and wellbeing. The program increases student activity by 60 minutes per week and students have reported utilising the coping strategies following the program. While we were unable to take MM4M to schools in 2021, it gave us the opportunity to fine tune the program. Now, in 2022, schools are loving the new version.

Sports and Recreational facilities

Continued partnership and Memorandum of Understanding with Yarra Ranges Council has led to our contracts now including Healthy Choices and the purchase of 18 pieces of equipment, to increase opportunity to supply healthy options. Over lockdown we were able to continue the work behind the scenes on the policy and purchase of equipment. Now we are back face to face assisting the centres to put the policy into action.

Other Programs

- Infant Feeding, Active play and NuTrition (INFANT) starts in November in partnership with YRC and our Community Health Dietitian Karen
- Four football clubs have received vouchers from the Health Sports Award initiative
- Four clubs have completed the 'Creating a Place for Women in Sport' environmental self assessment.

You're Welcome.



The Team at the Front

Reception is first point of contact for Inspiro clients on the phone and face to face for 17 Clarke St and Belgrave sites. Reception also runs programs such as Needle and Syringe Program (NSP) and No Interest Loans (NILS). In the last financial year, we have answered 21,000 calls and made a further 20,000 calls out to clients or services to help clients. You can't tell as we have no phones that physically ring, but the calls don't stop!

The reception team work across multiple sites at Inspiro and has been amazing in supporting the emerging needs of both the clients and the staff during these times. The team has worked together by supporting our transition throughout COVID-19. There were many challenges that were thrown at us

from a public health perspective, but we have managed to work amidst these and come out the other side.

The team embraced working from home whilst continuing to support onsite teams during COVID-19. We then all came back onsite while trying to help clients and staff at home working in the telehealth space. There were numerous times that appointments had to be rescheduled, due to strict restrictions. Clients needed to be re-triaged, appointments cancelled, and client lists maintained, but the team remained supportive and put the needs of the clients first.

During the tough times of the storms in the Yarra Ranges, we were able to hold the fort for

the organisation and work with key services whilst continuing to manage COVID-19. Our staff have remained positive throughout the challenging times but have also learned to continue to believe in one another and work together as a team.

Thanks to Pinch a Poo charity and generous donations from Inspiro staff, we managed to secure health packs for our vulnerable and homeless clients who need support in managing their personal and/or feminine hygiene. Reception is always involved with the ongoing initiatives that happen and we want to reach out to clients to get them involved and show them we are here to help. The reception team keenly participated in are R U OK Day, Dental Health week (great teamwork with Dental team), International Overdose Awareness Day (especially important for our NSP clients) and Wear It Purple Day.

Emerging from COVID-19, we have multiple challenges ahead of us as we continue to work with various teams within and outside the

organisation in our catchment area. Some of these challenges and exciting days include work in the MARAM space and emergency management.

Our team has also changed quite a bit since last year. We have introduced new staff, who have quickly become part of our team, and said goodbye to others - some starting a new journey, but three leaving for maternity leave. It shows what an amazing team we are as we have stayed supportive and cohesive throughout.

23,280
calls to
reception

“We want to get clients involved and show them we are here to help.”



Section 3

Your Say

Feedback from Inspiro’s clients and consumers gives us valuable information about the care we provide. It offers insight into what’s working well and what needs improvement. It’s also important for our practitioners - it highlights examples of good practice, shows where lessons can be learnt and identifies areas of concern where enhancements can be made.

Client feedback data draws on the compliments, complaints, and suggestions Inspiro receives. We collate it using feedback forms, the hello@inspiro.com.au email and informally. It’s an important component of client participation at Inspiro, and is valued and encouraged as it helps us work towards a high standard of service quality and positive experience for our clients.

Analysis

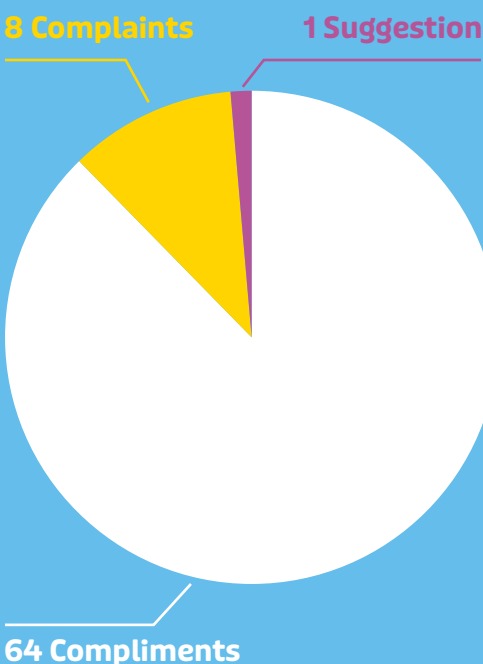
In 2021-22, Inspiro received a total of 74 sources of feedback (see Graph 1). This is a small increase from 2020-21 when we received 68. This remains a significant reduction from previous years, which we attribute to reduced service delivery due to the continued COVID-19 pandemic. As a result, year on year percentage comparisons haven’t been provided.

Compliments

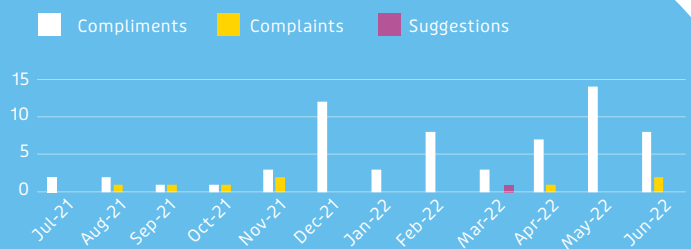
The compliments received mostly relate to our clinical services and the treatment clients received (44). Six compliments focused on or mentioned communication/customer service (see Graph 2).

45% (27) of compliments were about the dental service, 30% (22) were about the Youth Hub Services, 18% (12) were about primary care services, 5% (2) Communication/Customer Service and 1% (1) were general in nature (see Graph 3 below).

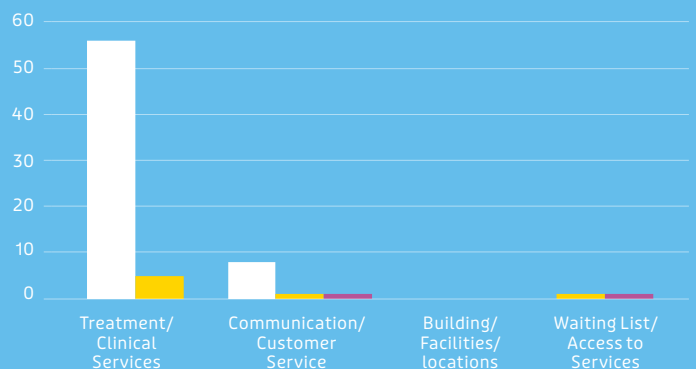
Graph 1: Client Feedback 2021-22



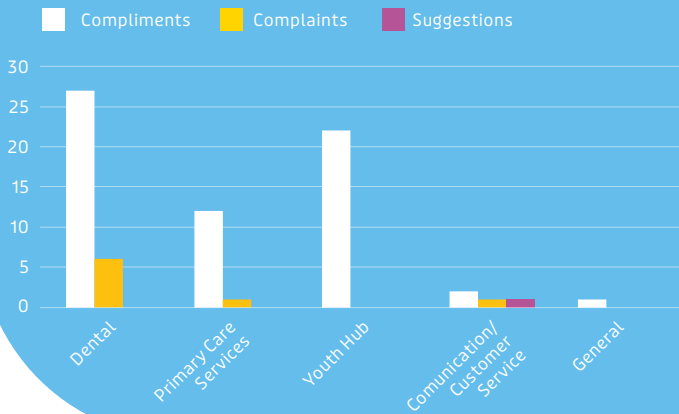
Graph 1a: Client Feedback 2021-22 Monthly



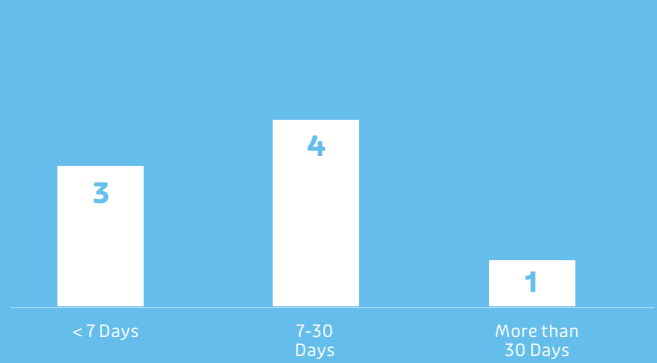
Graph 2: Feedback Topics



Graph 3: Feedback Areas



Graph 4: Complaint Resolution Timeframe



The following is a sample of compliments from our clients, stakeholders and community members:

- *I would just like to pass on my positive feedback around how you have given us hope for their future. I have looked for assistance on and off for almost 2 years, never quite being able to get the help needed to put them onto a path of solid help. Finding the right help seemed hopeless and so very difficult. I honestly think that without the services that you and the collective at Inspiro are providing, there would be no future for them that I could see. Your experience, positivity and energy are invaluable! I am overwhelmed by your efforts, and your offer of continued support. There is light at the end of this dark tunnel. Thank you, thank you, thank you! I look forward to a brighter future for them (and our family). (Lilydale Youth Hub)*
- *Amazing service. Very calm and easy first appointment for my child. Cathy and Mang were very good in treating my child. (Dental)*
- *Client wanted to say how happy and relaxed she is when she comes in. From reception until her treatment is finished, everyone is so lovely. (Dental)*
- *WELL DONE and CONGRATULATIONS!! Thanks for the honour to be a guest speaker, and part of the small group conversations in the breakout rooms. A fantastic inaugural food forum for the Yarra Ranges Food Connection community. (Health Promotion)*
- *Receptionist was extremely helpful. She went out of her way to help me, and the dentist and assistant were amazing. They were very caring and understanding. I will always go back to Inspiro. (Dental/Reception)*
- *I have had the help of Amanda for several months and she has been terrific. She is spot on and reliable & empathetic, she goes out of her way to help and is really a hard working lady. There is nothing that can't be worked out somehow with Amanda. For example, my lack of technology has caused her problems, in which she always has a solution. Amanda is a real asset to Inspiro. She worked hard with me and other organisations to have me granted with NDIS. Without her care I would probably have slipped between the floorboards again. (Psychosocial Support Service)*

Complaints

In 2021-22 Inspiro received eight complaints (see Graph 3). Six were regarding the dental service, one about primary care services and one regarding communication/customer service.

All complaints are followed up and resolved with the client or their representative (see Graph 4). Inspiro aims to resolve complaints within two weeks of receipt. Overall, 25% (3) were resolved within 7 days, 42% (4) were resolved within 30 days and 33% (1) needed more than 30 days to resolve.

Every complaint was investigated. Feedback was provided to the client and staff concerned and, where relevant, to the wider organisation as part of improving our service provision.

Suggestions

In 2021-22, Inspiro received one client feedback suggestion. This was about reducing our phone message wait time prior to calls being answered. Unfortunately, it wasn't appropriate to do so due to the vast number of COVID restrictions and changes to our services that we had to communicate.

Financial Position.

Summary of our Financial position

This is an extract from the full financial statements. Full copies and accompanying notes are available at inspiro.org.au



Ranges Community Health t/a Inspiro

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2022

	Notes	2022 \$	2021 \$
Revenue and other income	3	10,719,182	10,186,993
Expenses			
Employee benefits expense	4	(9,121,939)	(7,900,386)
Depreciation expense	4	(409,690)	(226,955)
Finance costs	4	(15,644)	(2,166)
Professional fees		(756,544)	(525,872)
Office expenses		(181,141)	(151,070)
Occupancy expenses		(306,953)	(261,728)
Motor vehicle expenses		(25,519)	(24,803)
Program/health education expenses		(596,184)	(284,092)
Marketing and promotion expenses		(114,958)	(26,178)
Loss on fair value of investments		(140,759)	-
Other expenses		(131,349)	(99,865)
Surplus/(deficit) for the year attributable to the members of Ranges Community Health t/a Inspiro		(1,081,498)	683,878
Other comprehensive loss			
Items that will not be reclassified subsequently to profit or loss Revaluation decrement to land		-	(50,000)
Other comprehensive loss for the year		-	(50,000)
Total comprehensive income for the year attributable to the members of Ranges Community Health t/a Inspiro		(1,081,498)	633,878

Section 4

Ranges Community Health t/a Inspiro

Statement of financial position

As at 30 June 2022

	Notes	2022 \$	2021 \$
Assets			
Current assets			
Cash and cash equivalents	5	3,706,186	4,726,084
Trade and other receivables	6	623,917	622,320
Investments	7	2,733,545	2,595,029
Other assets	8	163,947	75,683
Total current assets		7,227,595	8,019,116
Non-current assets			
Property, plant and equipment	9	1,925,556	1,946,570
Right-of-use assets	10	254,642	96,321
Total non-current assets		2,180,198	2,042,891
Total assets		9,407,793	10,062,007
Liabilities			
Current liabilities			
Trade and other payables	11	634,303	523,731
Contract liabilities	12	294,134	445,310
Lease liabilities	13	142,961	41,679
Employee benefits	14	1,546,374	1,236,642
Total current liabilities		2,617,772	2,247,362
Non-current liabilities			
Lease liabilities	13	131,029	58,642
Employee benefits	14	221,439	236,952
Total non-current liabilities		352,468	295,594
Total liabilities		2,970,240	2,542,956
Net assets		6,437,553	7,519,051
Equity			
Asset revaluation surplus	15	597,628	597,628
Retained surpluses		5,839,925	6,921,423
Total equity		6,437,553	7,519,051

Ranges Community Health t/a Inspiro

Statement of changes in equity

For the year ended 30 June 2022

	Asset Revaluation Surplus \$	Accumulated Surplus \$	Total equity \$
Balance at 1 July 2020	647,628	6,237,545	6,885,173
Surplus for the year	-	683,878	683,878
Other comprehensive loss for the year	(50,000)	-	(50,000)
Total comprehensive income for the year	(50,000)	683,878	633,878
Balance at 30 June 2021	597,628	6,921,423	7,519,051
Balance at 1 July 2021	597,628	6,921,423	7,519,051
Deficit for the year	-	(1,081,498)	(1,081,498)
Other comprehensive income for the year	-	-	-
Total comprehensive loss for the year	-	(1,081,498)	(1,081,498)
Balance at 30 June 2022	597,628	5,839,925	6,437,553

Section 4

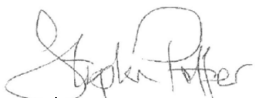
Ranges Community Health t/a Inspiro Responsible Persons' declaration 30 June 2022

The responsible persons of Ranges Community Health, trading as Inspiro, declare that:

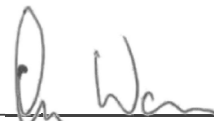
1. The financial statements and notes, as set out on pages 9 to 34, are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - a. comply with Australian Accounting Standards – Simplified Disclosures and
 - b. give a true and fair view of Inspiro's financial position as at 30 June 2022 and of its performance and cash flows for the year ended on that date.
2. In the responsible persons' opinion there are reasonable grounds to believe Inspiro will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

On behalf of the Responsible Persons



Stephen Potter
Chairperson



Graham Warren
Deputy Chairperson

6 October 2022

Independent Auditor's Report

To the Directors of Ranges Community Health



Opinion

I have audited the financial report of Ranges Community Health (the company) which comprises the:

- statement of financial position as at 30 June 2022
- statement of profit or loss and other comprehensive income for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- notes to the financial statements, including significant accounting policies
- the responsible person's declaration.

In my opinion the financial report is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- giving a true and fair view of the financial position of the company as at 30 June 2022 and of its financial performance and its cash flows for the year then ended
- complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2013*.

Basis for Opinion

I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit* of the Financial Report section of my report.

My independence is established by the Constitution Act 1975. My staff and I are independent of the company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Section 4

Directors' responsibilities for the financial report

The Directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Simplified Disclosures and the Australian Charities and Not-for-profits Commission Act 2012, and for such internal control as the Directors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.

Auditor's responsibilities for the audit of the financial report

As required by the Audit Act 1994, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors

-
- conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
 - evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I also provide the Directors with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, and where applicable, related safeguards



Sahchu Chummar

as delegate for the Auditor-General of Victoria

MELBOURNE
10 October 2022



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