



# Inspiring healthier lives for 21 years.

Annual Report 2015–16  
Including the Quality Account



# Connecting everyone to the health care they need.

## What we do

We are the community health service of choice in the Yarra Ranges providing health services for:

Counselling  
Dental  
Diabetes education  
Dietetics  
Nursing  
Occupational therapy  
Physiotherapy  
Podiatry  
Speech therapy  
Social support groups  
Family support groups  
Integrated health promotion

## Who uses our services?

Inspiro is accessible to everyone. Our clients include children, youth, adults and older people across a diverse range of population groups including the local Aboriginal community and Yarra Ranges' growing Burmese population.

## The values that drive us

### Friendly

We offer a welcoming and accessible place where people are treated with respect and dignity.

### Client centred

We support the right of each individual to set their own health goals and actively work alongside and empower people to reach them.

### Local

We provide a strong community membership, board and workforce which keeps us grounded on what is important for clients.

Inspiro is a local, not-for-profit organisation providing health services to the Yarra Ranges community. We are accessible by everyone, when they need us. Our vision is to inspire as many people as we can to identify and reach their personal health goals.

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

**Acknowledgement of Country.** We respectfully acknowledge the traditional custodians, the Wurundjeri people past and present of the Kulin Nation. We also pay respect to all Aboriginal Community Elders and people, past and present who have resided in the Eastern Metropolitan Region and have been an integral part of the history of this region.



# Celebrating 21 Years of Health Service

2016 marks 21 years since Inspiro was formed. From small beginnings, with 6 staff providing mainly children's health services, Inspiro has grown into a comprehensive health service with more than 10 health disciplines, and 77 staff servicing nearly 14,000 clients in the Yarra Ranges.

## 1995

- Ranges Community Health Service Inc was born out of the amalgamation of Mooroolbark and Sherbrooke Community Health Centres.

## 1997

- The Belgrave site was purchased.

## 2000

- The purpose-built centre in Clarke Street, Lilydale was officially opened. The centre included a new 4 chair Community Dental Service and a 2 chair School Dental Service. The Dental Service was the first in Victoria to be fully computerised, thanks to funding from Dental Health Services Victoria.

## 2003

- We provide services targeted to specific high needs groups such as older people and those living with chronic conditions.

## 2005

- Introduction of new speech pathology services for children.



## 2012

- In response to community feedback, we changed our name from Ranges Community Health to Inspiro. We also updated our brand and website making it easier for people to find information about our services.

## 2011

- We started providing services for dietetics, diabetes education, physiotherapy, and podiatry via the Medicare Benefits Schedule (MBS). This meant we could provide bulk billed services to more people and ease the waiting list for existing services.
- A purpose built GP clinic at our Lilydale centre (Main Street Medical Centre) was established, meaning the community could access the doctor, allied health, nursing and dental in one location.



## 2010

- The Early Intervention in Chronic Disease program, Healthy Living with Diabetes program, and Healthy Mothers Healthy Babies program were started in conjunction with Yarra Valley Community Health Service.

## 2008

- Eastern Health opened Yarra Ranges Health 'Super Clinic' adjacent to our Lilydale building, providing a major health precinct for the area.
- The School Dental Service was combined with our dental program, giving easier access for clients and their families.
- In October 2008, Ranges Community Health formally acknowledged the traditional custodians of the land, the Wurundjeri people.



## 2013

- Inspiro and the Healesville Indigenous Community Services Association (HICSA) signed a Memorandum of Understanding, formalising an existing relationship to work together to help close the gap between health and life expectancy rates of local Aboriginal and Torres Strait Islander people and non-Indigenous communities in the Yarra Ranges.
- We launched our Saturday and Tuesday evening dental service, extending our hours in response to community need. In the first two months we were at almost full capacity.

## 2014

- Private dental services (full fee paying) becomes available every day of the week.

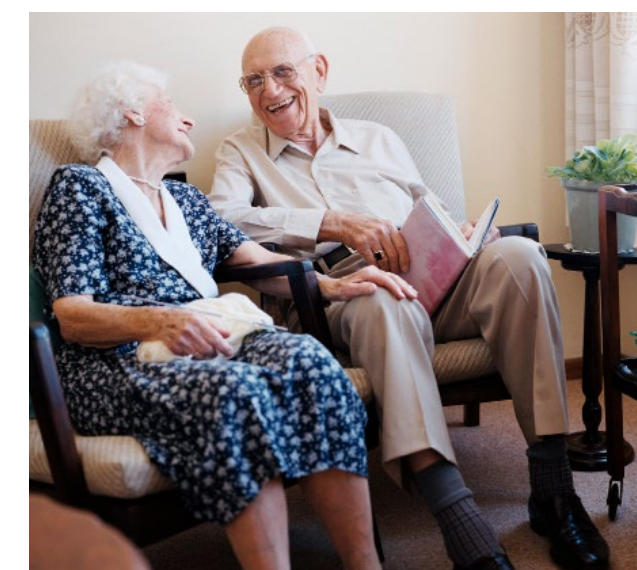


## 2015

- Yarra Ranges Council unanimously endorsed a planning permit for the Belgrave Community Hub.
- Inspiro and Eastern Health respond to local demand and start a new adult speech pathology service at Inspiro.

## 2016

- We relocated the Belgrave services to Tecoma and Upwey whilst the Belgrave Community Hub is being built.
- Inspiro celebrates 21 years of providing health services in the Yarra Ranges.





# This year's highlights

## Belgrave Community Hub

In November 2015, the Yarra Ranges Council endorsed a planning permit for the building of the Belgrave Community Hub.

The Hub will be home to Council's services including Aged Care and Maternal and Child Health Services, as well as Inspiro's services and Dandenong Ranges Emergency Relief. The aim of the Hub is to provide better access and community facilities for elderly clients, children and families, people with disabilities and the wider community.

Construction is expected to start in 2016 with the new facility to open in late 2017.

## Accreditation Review

Inspiro is accredited against the Quality Improvement Council Standards Health and Community Services Standards (QIC) and National Safety and Quality in Healthcare Standards (NSQHS). These standards ensure that Inspiro provides quality care to clients, has a structure and systems that support service delivery, and meet the needs of the community.

In October 2015 Inspiro underwent an accreditation review for the QIC and NSQHS standards. The accreditation review included a rigorous three day onsite review done by external experts. Inspiro received an "exceeded" rating for governance in the QIC Standards and was commended for our "inclusiveness, professionalism, innovation, responsiveness and integrity". In the NSQHS Standards we achieved a merit for fifteen criteria across the six standards. Feedback from the assessment team commended our dental team in its focus to "achieve consistent performance and safe services across all six NSQHS standards and to improve access to services within the community."

After the accreditation review we implemented an improvement plan to work on the assessment team's recommendations. These projects include supervision, clinical guidelines and consumer reporting of clinical data and will be completed across the next three years.

## Tertiary and Staff Scholarships

One of the many ways that Inspiro gives back to the community is through scholarship awards to students and staff. The awards acknowledge and reward standout students, and staff who are keen to pursue further education, giving them financial help with the costs of their studies. This year's winners have shown high achievement, a passion to succeed in their chosen careers and a strong commitment to help improve the health and wellbeing of our local community.

### Inspiro's Staff Scholarship winners were:

#### Gillian Sealby

Gillian is Inspiro's Family Violence Counsellor. She is completing a Diploma of Community Services (Alcohol and Other Drugs and Mental Health).

#### Sharita Medell

Sharita is one of Inspiro's Community Nurses. She is completing a Graduate Certificate in Diabetes Education and Health Care.

#### Toni Richardson

Toni is one of Inspiro's Occupational Therapists. She is completing a Master of Public Health.

## Inspiro's Tertiary Scholarship winners were:

#### Emily Molyneux, Lilydale – \$3,000, Inspiro Tertiary Health Scholarship

Emily is currently studying a Bachelor of Psychological Science at Deakin University. After completing this course Emily will achieve her career goal of becoming a clinical psychologist.

#### Liam O'Brien, Upwey – \$1,500, Inspiro Encouragement Award

Liam is studying a Bachelor of Emergency Health and Paramedic Practice at Monash University.

#### Brooke Walter, Mt Evelyn – \$1,500, Inspiro Encouragement Award

Brooke is currently in her second year of a Bachelor of Oral Health at Charles Sturt University.

## Celebrating 21 Years Supporting Inspiro

At the Inspiro 21st birthday celebrations two people were recognised for their outstanding contribution to Inspiro since 1995.

Kathryn Meredith was one of six employees of Ranges Community Health when it was first formed, having started working at Mooroolbark Community Health Centre in 1993. For 23 years Kathryn has worked at reception as one of the first people you speak to when you call or visit. In recognition of this achievement, Kathryn has been awarded a ceremonial key to Inspiro. Congratulations Kathryn!

Stephen Potter has been involved in governance at Inspiro since Ranges Community Health was first formed. Stephen became a Board Member in 2003 and has been the chair of the Board since 2009. In recognition of his contribution to Inspiro, Stephen has been awarded Lifetime Membership of Inspiro.



Kathryn Meredith recognised for 23 years of service.



Inspiro's Tertiary Scholarship winners Emily Molyneux, Liam O'Brien and Brooke Walter.

## Board Chair Report



2016 is Inspiro's 21st Birthday. Since Inspiro (or Ranges Community Health as it was first known) was formed in 1995, many things have changed and the organisation has grown from 6 staff in 1995 to 77 in June 2015. We moved to a new location in Lilydale in 2000 and in 2017 when the Belgrave Community Hub opens we will move into a purpose built facility there.

What hasn't changed is the commitment to providing quality health services to the local community. In 2015-16 Inspiro provided services to almost 14,000 people across more than 32,000 appointments.

In May we had a 21st birthday party. It was a great celebration that brought together current and past Board members, volunteers, clients and staff.

### Other highlights in 2015-16 include:

- A successful accreditation review including becoming accredited against all six NSQHS standards in our dental clinic;
- Partnering with Eastern Health to provide adult speech therapy services at Inspiro;
- The launch of the Inspiro Staff Scholarship; and
- Ongoing work internally to prepare to provide services under the new funding models for older people and people with a disability.

I would like to thank my fellow board directors for their continued dedication and the staff, volunteers, clients and partners for their contributions to our organisation. In particular I would like to recognise Kristin Michaels who retired from the Board in 2016 after 8 years. Thank you Kristin for your contribution to the governance of Inspiro.

**Stephen Potter**  
Chair, Inspiro Board of Governance

## Board of Governance Report

The Inspiro Board of Directors has the principle responsibility for the governance of Inspiro. They represent the community, set Inspiro's strategic direction and ensure that Inspiro is responding to community need.

### During 2015-16 Inspiro's Board Members were:

**Stephen Potter**  
Board Member since 2003.  
Special Responsibilities: Board Chair, Chairperson of Finance and Audit Committee.  
Professional Position: Partner, Anderson & Associates.

**Alana Killen**  
Board Member since 2011.  
Special Responsibilities: Quality and Risk Management Committee.  
Professional Position: Chief Executive Officer of the Royal Australian and New Zealand College of Obstetricians and Gynaecologists.

**Alex Lagerwey**  
Board Member since 2008.  
Professional Position: Financial Planner.

**Diana Borgmeyer**  
Board Member since 2010.  
Special Responsibilities: Chair of Quality and Risk Management Committee.  
Professional Position: Head of Risk Solutions, Ansvar Insurance.

**Linda Hancock**  
Board Member since 2010.  
Special Responsibilities: Deputy Chair, Finance and Audit Committee.  
Professional Position: Senior Constable for Victoria Police and Crime Prevention Officer for Yarra Ranges Shire Council police service area.

**Isha Scott**  
Board Member since 2013.  
Special Responsibilities: Quality and Risk Management Committee.  
Professional Position: Executive Officer Community Partnerships & Wellbeing, Yarra Ranges Council.

**Graham Warren**  
Board Member since 2013.  
Special Responsibilities: Finance and Audit Committee.  
Professional Position: Area Manager, Trimas Corporation.

**Kristin Michaels**  
Board Member since 2007.  
Resigned from the Board October 2015.  
Professional Position: CEO of Eastern Melbourne Medicare Local.

**Lee Evans**  
Board Member since May 2016.  
Professional Position: Owner, SMSF Assurance Services.

Inspiro directors are bound by legislation including the Corporations Act 2001 (Cth), Australian Charities and Not-for-Profit Commission Act 2012 (Cth) and the objectives and powers of the company. Directors are elected by the members of Inspiro or appointed by the Board.

### The key responsibilities of the Inspiro Board are to:

- Monitor key areas for risk (eg. financial and assets, clinical activities, quality standards and client satisfaction);
- Be the link with the community and ensure that the needs of the community are met; and
- Set the strategic direction.



From left: Graham Warren, Isha Scott, Alex Lagerwey, Diana Borgmeyer, Stephen Potter, Karyn McPeake, Lee Evans, Linda Hancock, Alana Killen.



## CEO's Report

2015-16 was year three of Inspiro's 2013-16 strategic plan. Our focus on improving the health and wellbeing of the Yarra Ranges community continues to drive everything we do.



The day-to-day work of providing services for the Yarra Ranges community is at the core of Inspiro. Our clients, partners and community are a huge part of this. It is always fantastic to receive feedback on our service and hear comments, such as this one, from people who have visited Inspiro: "My dentist Vishal is fantastic. Right from my first visit I have been made to feel comfortable and being

petrified of dentists this is a huge compliment from me! Thank you very much Vishal, I look forward to my future visits."

I would like to take this opportunity to recognise the hard work of Inspiro's staff and volunteers. You are the hands and feet that made the achievements of the past year possible. Thank you.

**Karyn McPeake**  
CEO

### Our achievements in 2015-16 included:

#### Strategic Outcome 1: Being there for more clients in more places

- Increased the number of new clients accessing allied health and nursing services by 10%.
- Piloted providing services at aged care facilities.
- Dental outreach to pre-schools and schools screening 2,213 children.

#### Strategic Outcome 2: The go-to place for clients and referrers

- Built Inspiro's profile in the community.
- Achieved accreditation against the NSQHS and QIC standards.
- Increased the number of students hosted by Inspiro by 60%.

#### Strategic Outcome 3: Future proofing our business

- A continued partnership with Yarra Ranges Council on the development of the Belgrave Community Hub.
- Awarded the inaugural Inspiro staff scholarships.
- Conducted service reviews and developed improved models of care for allied health services including occupational therapy, counselling and podiatry.

## Operational Performance Report

"I have seen your dental, podiatrist, dietician and healthy living [nursing] sections. All have been very helpful and easy to work with. They give me a lot of confidence. Your receptionists go the extra step to be pleasant and helpful."  
– Zoe

### Inspiro Strategic Plan 2013-14 to 2015-16 Highlight Achievements

2015-16 was year three of the three year Inspiro strategic plan. In 2013-14 we wanted to achieve these things:

- 1 Being there for more clients in more places
- 2 The go-to place for clients and referrers
- 3 Future proofing our business

#### Since 2013-14 Inspiro has:

- Increased opening hours for dental to include Tuesday evening and Saturday morning, giving clients more flexibility to see a dentist outside standard business hours.
- Expanded schools dental outreach to screen more than 2,000 children a year.
- Grown the total number of clients using our services by 22.5%.
- Streamlined internal systems so that allied health appointments can be booked quicker and wait times are reduced.

- Achieved accreditation against the National Safety and Quality Healthcare Standards and the Common Care Standards.
- Achieved a 92% consumer satisfaction rate.
- In partnership with Yarra Ranges Council, designed and gained planning approval for a Belgrave Community Hub on the current Inspiro and Council sites in Belgrave.
- Launched a staff scholarship program to support staff in building their professional skills and qualifications.

**A total of 87,577 appointments in three years.**



**Continued increase in clients, appointments and demand for private service**

In 2015-16 we treated a total of 13,818 clients with 62.7% of these being dental clients and 37.3% Allied Health and Nursing clients. Since 2013-14, the total number of clients has grown by 22.5%.

Between 2013-14 and 2015-16 the number of appointments annually has grown by 20% from 26,818 to 32,174. The number of Allied Health and Nursing appointments has grown significantly by 43.4% over the same period, and dental appointments have also grown by 6.2%.

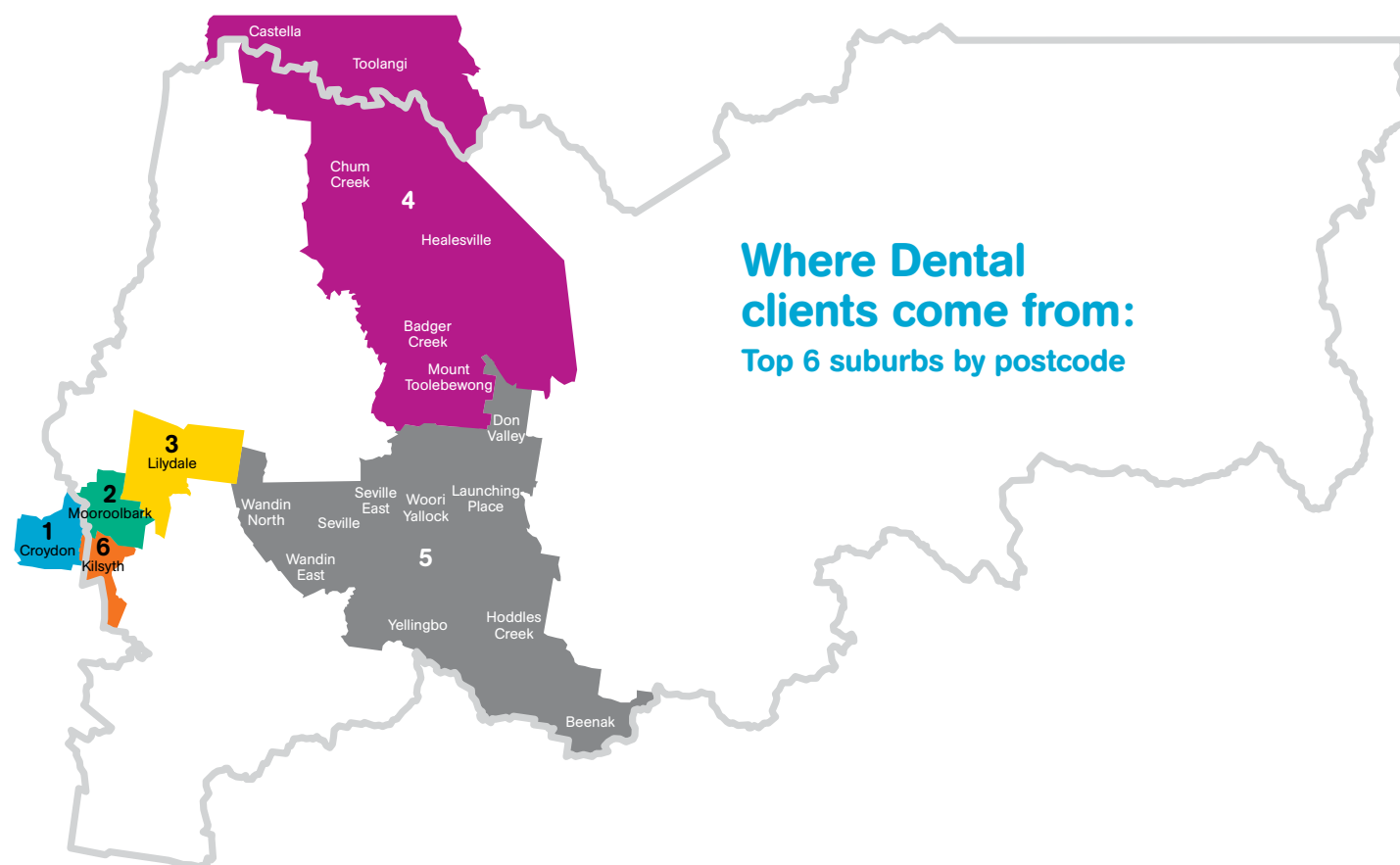
There has also been a strong increase in demand for fee paying Dental and Allied Health and Nursing appointments. The number of private Dental appointments increased by 11.6% from 2013-14 to 2015-16 whilst private Allied Health and Nursing appointments increased by 52.6%.

The increase in clients and appointments reflect Inspiro's ongoing efforts to make our health services accessible to more people in the community.

Number of Inspiro clients	During 2013-14	During 2014-15	During 2015-16	% Increase from 2013-14 to 2015-16
Dental clients	7,069	8,390	8,702	23.1%
Allied Health and Nursing clients <sup>#</sup>	4,261	4,301	5,176	21.5%
<b>Total clients</b>	<b>11,330</b>	<b>12,691</b>	<b>13,878</b>	<b>22.5%</b>
New Dental clients	4,655	5,927	3,798	-18.4%
New Allied Health and Nursing clients	2,071	2,177	2,398	15.8%

<sup>#</sup> A new methodology became accessible this year which improved the accuracy of this measure. As a result the figures for prior years have changed.

Number of Inspiro appointments	During 2013-14	During 2014-15	During 2015-16	% Increase from 2013-14 to 2015-16
Total Dental	16,871	17,462	17,912	6.2%
Total Allied Health and Nursing	9,947	11,123	14,262	43.4%
<b>Total appointments</b>	<b>26,818</b>	<b>28,585</b>	<b>32,174</b>	<b>20.0%</b>



# Head to toe healthcare for everyone.

Inspiro offers a comprehensive range of allied health services for the Yarra Ranges community, including:

**Counselling** to help with personal problems such as relationships, family violence, drug and alcohol addiction, grief, anxiety and depression.

**Dental** care for healthy teeth and gums, including check ups, general care, dentures and emergency services.

**Diabetes education** for awareness and self-management of diabetes.

**Dietetics** for education on which foods to eat to avoid illness, chronic diseases and being overweight.

**Nursing** to help clients manage chronic illnesses and coordinate the health care they need.

**Occupational therapy for adults** to help people do everyday activities safely by themselves, stay mobile and prevent falls.

**Occupational therapy for kids** to help pre-primary school aged kids gain better body movement, balance and coordination.

**Physiotherapy** to help ease pain and restore body movement when people have an injury, illness or disability.

**Podiatry** to help treat feet and lower leg problems.

**Speech therapy for adults** to help adults who have trouble with talking, eating, drinking and swallowing, especially after a stroke.

**Speech therapy for kids** to help pre-primary school aged kids improve their speech and language to get ready for school.

**Social support groups** to connect lonely and isolated people to health services and group activities. Groups include stroke survivors and diabetes support.

**Family support groups** such as playgroups and Healthy Mothers Healthy Babies to help parents in their role as caregivers.

**Integrated health promotion** to raise awareness of health issues and prevention in the community.



## Healthy teeth

Inspiro's 6 chair dental clinic in Lilydale offers high quality, affordable dental care for the whole family.

### Dental clinical quality indicators

Dental Health Services Victoria Clinical indicators measure the quality of patient care. In 2015-16 Inspiro had excellent results and continued to outperform the state.

#### 1 Dental fillings needing to be redone within 6 months – adults

For every 100 dental fillings done at Inspiro, only 6 had to be redone (5.7%), compared to 8 for the state (7.7%).

	Inspiro	State
No. of dental fillings	4,651	210,700
No. of dental fillings redone within 6 months	263	16,230
% dental fillings redone	5.7%	7.7%



#### 2 Dental fillings needing to be redone within 6 months – children

For every 100 dental fillings done at Inspiro, only 2 had to be redone (2.2%), compared to 3 for the state (3.1%).

	Inspiro	State
No. of dental fillings	1,501	90,085
No. of dental fillings redone within 6 months	33	2,828
% dental fillings redone	2.2%	3.1%





### 3 Unplanned return visits within 7 days of a routine procedure to take out a tooth

For every 100 visits to Inspiro for a routine procedure to take out a tooth, there was only 1 unplanned return visit within 7 days for further care (0.7%). This is similar for the state (1.3%).

	Inspiro	State
No. of visits	1,743	87,843
No. of unplanned return visits	12	1,170
% unplanned return visits	0.7%	1.3%



### 4 Unplanned return visits within 7 days of having tooth cut out

For every 100 visits to Inspiro to have a tooth cut out, there was only 1 unplanned return visit within 7 days for further care (0.7%), compared to 3 for the state (3.4%).

	Inspiro	State
No. of visits	137	7,081
No. of unplanned return visits	1	239
% unplanned return visits	0.7%	3.4%

### 5 Teeth taken out within 12 months after a root canal was started

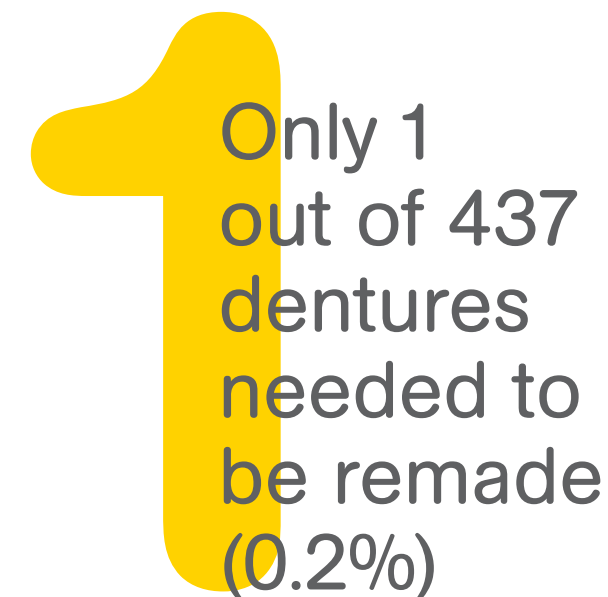
A root canal is done to fix and save a tooth that is badly decayed or infected. For every 100 root canals started at Inspiro, within 12 months 96 teeth were saved and only 4 teeth had to be taken out (4.2%), compared to 6 for the state (6.2%).

	Inspiro	State
No. of root canals started	165	14,350
No. of teeth removed after a root canal was started	7	885
% of teeth removed after a root canal was started	4.2%	6.2%

### 6 Denture remakes within 12 months

This measure refers to the number of dentures needing replacement within 12 months of the initial placement. For every 100 dentures made at Inspiro, only 1 had to be remade within 12 months (0.2%), compared to 2 for the state (2%).

	Inspiro	State
No. of dentures made	437	25,274
No. of dentures remade	1	509
% of dentures remade	0.2%	2.0%



### 7 Fissure seal retreatment by other treatments within 2 years – child

A fissure seal is a plastic coating painted on the chewing surfaces of the back teeth to protect them from decay. For every 100 fissure seals done at Inspiro, within 2 years only 2 needed replacement, compared to 3 for the state.

	Inspiro	State
No. of fissure seals	2,301	163,807
No. of fissure seal replacements	45	4,558
% of fissure seal replacements	2.0%	2.8%

### 8 'Baby teeth' taken out within 6 months of tooth nerve treatment

A treatment to remove a baby tooth's nerve (pulp) is done to save the tooth until the adult tooth can grow in place. For every 100 teeth treated at Inspiro, only 2 had to be taken out within 6 months of the treatment, compared to 4 for the state.

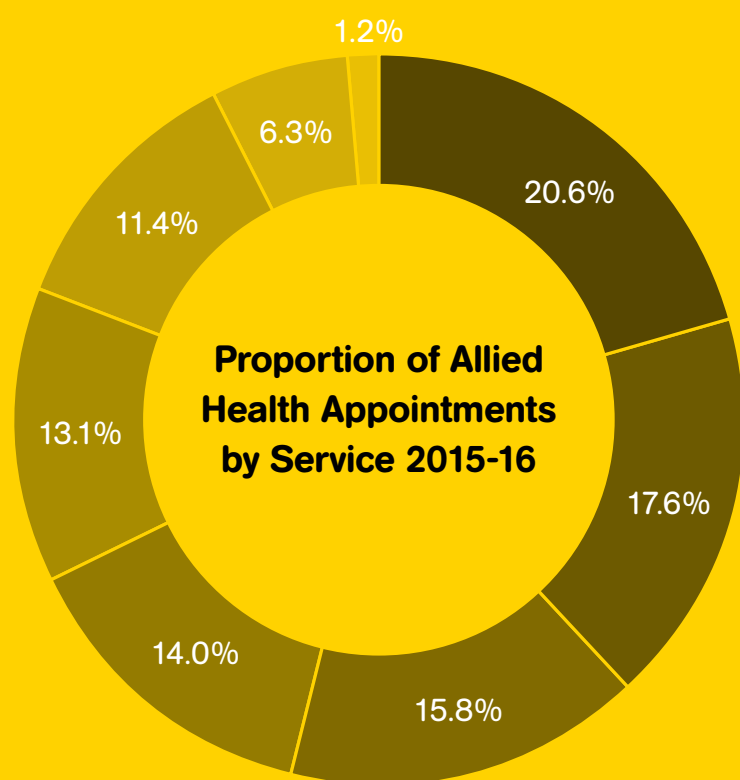
	Inspiro	State
No. of teeth treated	54	2,809
No. of teeth taken out	1	107
% teeth taken out	1.9%	3.8%

## Healthy mind and body

The number of Allied Health and Nursing appointments has grown 43.4% over the past three years. There has also been a corresponding increase of 52.6% in demand for private (full fee) allied health appointments. In 2015-16 Allied Health and Nursing appointments made up 44.3% of all Inspiro appointments, compared to 37.1% of all appointments in 2013-14. This reflects Inspiro's ongoing commitment to responding to the health needs of the community and making our services available to more people.

### Growth in total Allied Health and Nursing appointments

Number of appointments	During 2013-14	During 2014-15	During 2015-16	% Increase from 2013-14 to 2015-16
Allied Health and Nursing (public)	9,236	10,254	13,177	42.7%
Allied Health and Nursing (private)	711	869	1,085	52.6%
<b>Total Allied Health and Nursing</b>	<b>9,947</b>	<b>11,123</b>	<b>14,262</b>	<b>43.4%</b>



### Speech therapy for adults

In 2014-15, clients advised us that there were no speech therapy services available for people in the Outer East for post rehabilitation after a stroke. Inspiro investigated the options to provide the service. As a result in late 2015, using reserve funds, we started offering adult speech therapy services in partnership with Eastern Health. Eastern Health initially seconded an Eastern Health Speech Pathologist to Inspiro for one day a week.

As demand for the service increased quickly, we increased the service availability to two days a week. It is now an ongoing service.

A speech pathologist helps adults who need support with communication challenges that result from a stroke. The service also helps people with swallowing difficulties caused by diseases such as Motor Neurone Disease or Multiple Sclerosis.



“I have just completed some sessions with Elizabeth the physio. I am recovering from a reconstructive knee problem and arthritis. I can't speak highly enough of the attention and the very noticeable improvement in pain level and strength in my knee. Walking is much better and all arthritis improved.”



“The Life! Program was a god send for me and the community nurses Sue and Sharita are wonderful, thoughtful and their blood needs to be bottled. Thank you.”

– Feedback from a participant of the Life! Program

### Services for people with diabetes

There is a growing number of people in Yarra Ranges at risk of, or living with diabetes. In 2013, the Yarra Ranges Health and Wellbeing Profile Report showed that diabetes was growing rapidly with 7.2 people diagnosed a week on average and diabetes being a major cause of deaths in the area.

Diabetes refers to a range of conditions where the glucose (sugar) in the blood becomes higher than normal. This can affect many parts of the body including your feet, teeth, eyes and kidneys. Potential problems from diabetes include heart attack, stroke, kidney disease, limb amputation, depression, anxiety and blindness. Early diagnosis, the right support and medication can help manage diabetes and reduce the risk of problems.



### Inspiro has a range of programs and services to support people at risk of, or living with diabetes:

**The Life! Program** (developed and funded by Diabetes Australia (Vic)) helps people at risk of developing diabetes and heart disease. This group program provides information about diabetes, heart disease and stroke, and includes sessions on healthy eating, exercise, managing stress and setting and reaching healthy lifestyle goals.

**Understanding Diabetes** is a four week course to help people who have recently been diagnosed with people learn to live with confidence.

**The Annual Cycle of Care Clinic** offers people with diabetes a session with a dietitian, podiatrist and diabetes education in one visit.

**The Healthy Living Support Program** helps people with diabetes work with a nurse to set goals which are then reviewed at 3, 6 and 12 months. This program may also include support to access other health services (such as the podiatrist or dentist) and is coordinated with the person’s GP.

## Quality Account – Continuity of Care

### Rosita’s life changing story.

“I found out about Inspiro through another service provider. I bumped into their sign and they asked if I needed any help. During the conversation they asked if I needed any health support. That’s how I met Sharita (a community health nurse at Inspiro) who runs an outreach clinic.

My health was out of control, but with Inspiro’s help my feet, teeth, diabetes and mental health are improving. Sharita organised an appointment with the podiatrist, Kate, to help with an infection in my feet; the diabetes educator to help with my diabetes; the counsellors and the dentist.

Inspiro is like no other service I have been to. The staff are welcoming and want to get to know you. You can be honest with them and nobody is pushing me – I can go at my own pace. They have shown me ways to manage my health and I am feeling better than I have in a long time.

Before I felt like I was knocking on doors but they were all closed. Since meeting Sharita and finding Inspiro, everything has just happened for me. I have spent my life looking after other people, my son and my mother, but with Inspiro’s help I am ready to do something for myself.”

“I am feeling better than I have for a long time.”





## Healthy Community – Integrated Health Promotion



This past year Inspiro has been out and about in our community working to prevent health problems from happening, by tackling the key ‘root’ causes of different health issues.

### This involves working to promote:

- Cultural Strengthening with our Indigenous Community
- Healthy Eating
- Equal and Respectful Relationships to Prevent Violence Against Women

### Tackling racism and its impact

Inspiro is strongly committed to tackling the social factors affecting Aboriginal health and wellbeing. We continue to work closely with The Healesville Indigenous Community Services Association (HICSA) and Yarra Ranges Council to raise awareness of the impact of racism and reduce its effects by celebrating Aboriginal culture.

### In 2015-16 we were involved in three major projects:

- The ‘Imagine Australia Without Racism’ art competition.
- The ‘Imagine Australia Without Racism’ social media campaign, and
- The ‘From Racism to Cultural Pride and Safety’ event, which was attended by over 200 people and featured guest speakers Dr Kerry Arrabeena, Richard Frankland and Anne Barton.

Feature image: “Together we walk side by side”, by Talarni and Marcala Peters, received a Highly Commended Award in the Imagine Australia Without Racism art competition.

Inspiro also co-authored a major research report ‘The Urban Indigenous Community: Connections Culture, Country, Identity and Health’, which was launched by Dr Kerry Arrabeena.

With our partners HICSA we are working on the Integrated Service Delivery Hub which aims to increase service access for local Indigenous community members in future.

### Awesome Lunch

Inspiro has been partnering with Eastern Health and local schools to implement a ‘whole school approach’ to health and wellbeing. One example of this is the ‘Crunch and Munch an Awesome Lunch’ project. It encourages kids in local primary schools and early learning centres to eat foods that gives them superpowers!

### The project has involved:

- Reviewing school policies to support healthy eating at school.
- Running creative activities with students to encourage healthy lunchboxes, including logo competitions for stickers and poster designs.
- Reviewing the school canteen or after school care food menu to look at ways to provide healthier options to students.
- Equipping teachers with resources and activities to deliver to students.
- Encouraging parent and family engagement in promoting healthy eating.



‘Crunch and Munch an Awesome Lunch’ is an initiative of Eastern Health.



## Quality Account – Consumer, Carer and Community Participation

### Consumer and community participation

Inspiro is committed to being “accessible by everyone when they need us”. To do this we look to form partnerships to facilitate access to our services, provide priority access for particular groups of people who have a greater need for or may not be able to access services elsewhere, and work to provide avenues of access for everyone in our community.

#### In 2015-16 Inspiro provided services to:

Refugees and asylum seekers	429
Aboriginal and Torres Strait Islander people	208

### Children at the dentist

In 2014 Inspiro identified children’s participation in dental as an area of focus. We wanted to increase the number of children accessing dental services. Regular visits to the dentist help prevent tooth decay and help children learn to care for their teeth, something that will have a positive impact throughout their life.

In 2015-16 Inspiro continued to work with child care centres, kindergartens and primary schools to provide dental screenings for children. We also partnered with Maternal Child Health Nurses in the Yarra Ranges to encourage a visit to the dentist as part of the two year old check-up. As a result of these projects and uptake of the Commonwealth funded Child Dental Benefits Scheme children’s participation remains high.

	2015-16	2014-15	2013-14
Number of children screened	2213	2701	139
Number of schools participating in dental screenings	39	58	3
Number of children accessing dental services at Inspiro	4243	4534	2684



In 2015-16 Inspiro provided accredited interpreters for **1,062 appointments** in our dental clinic. This equates to **6% of all dental appointments.**



“We love our sessions with Inspiro Dental Program. The children look forward to the session and a great deal of discussion occurs. We would highly recommend the program.”

– Pooh Bears House Early Learning Centre.

### Consumer participation

Consumer participation enables Inspiro to improve our services and better meet the needs of our clients and community. Some of the ways we do this are by asking for suggestions and feedback from clients on their experience with Inspiro, and by having consumers involved in our committees.

Consumer participation initiatives in 2015-16 included:

- Redesigning our Quality and Clinical Governance Committee to include a consumer representative;
- Hosting a feedback forum to receive feedback on Inspiro communication and services;
- Improving building signage to help clients locate and access our sites more easily; and
- Continuing to update our communications to include images that represent our clients and community.

### Making finding Inspiro easier

One of the areas where Inspiro gets lots of feedback is around finding Inspiro and knowing where the parking and disabled access is. In 2016 we have started updating our appointment letters to include maps and detailed information about parking so that people visiting for the first time know where we are and what parking is available. At our Lilydale and Tecoma sites new signage has been designed incorporating our logo and Inspiro colours to help people locate us more easily. At Lilydale this includes additional signage showing parking options.



## Quality and Safety

### Quality Improvement – Making our Services Better

At Inspiro we work to continually improve our client’s access to services, quality of services, and health outcomes from using our services. In 2015-16 we did this by:

- Introducing an adult speech therapy service;
- Increasing the number of appointments available for allied health and nursing services;
- Delivering services in aged-care facilities; and
- Expanding alcohol and other drug treatment services.

### Accreditation

Inspiro underwent an accreditation review in 2015-16 for the Quality Improvement Council Standards (QIC) and National Safety and Quality in Healthcare Standards (NSQHS) and achieved full accreditation. Both the QIC and NSQHS are nationally recognized standards in governance and delivery of health service.

### Safety Infection Control

Infection control is about stopping or limiting the spread of infections in our facilities. Inspiro works to meet strict infection control standards. This includes ensuring that our dental clinic has policies and procedures in place, and auditing against these to ensure standards are being met.

To minimise infection control risks, we sterilize equipment, wear protective equipment like gloves and masks, and practice the World Health Organisation’s 5 Moments of Hand Hygiene. All Inspiro staff complete hand hygiene training annually. In 2016 our dental clinic hand hygiene results showed 90% compliance against the statewide target of 70%, a great result!

### Staff Experience on safety

Inspiro staff completed a survey in 2015 regarding client safety. The results show positive attitudes towards client safety at Inspiro.

We have continued to work to encourage reporting of patient care errors (incidents) through training and promotion of a “no-blame culture.” Reporting errors allows for follow-up and for systems and procedures to be reviewed so that patient care errors are reduced. Inspiro has worked to improve communication and discussion of client safety within teams. In the dental team a new way of sharing quality and safety audit results within the team was put in place encouraging discussion of results at team meetings.

Patient safety staff survey results	% agreement
Patient care errors are handled appropriately in my work area	97%
I am encouraged by my colleagues to report any patient safety concerns I may have	92%
I would recommend a friend or relative to be treated as a patient here	93%



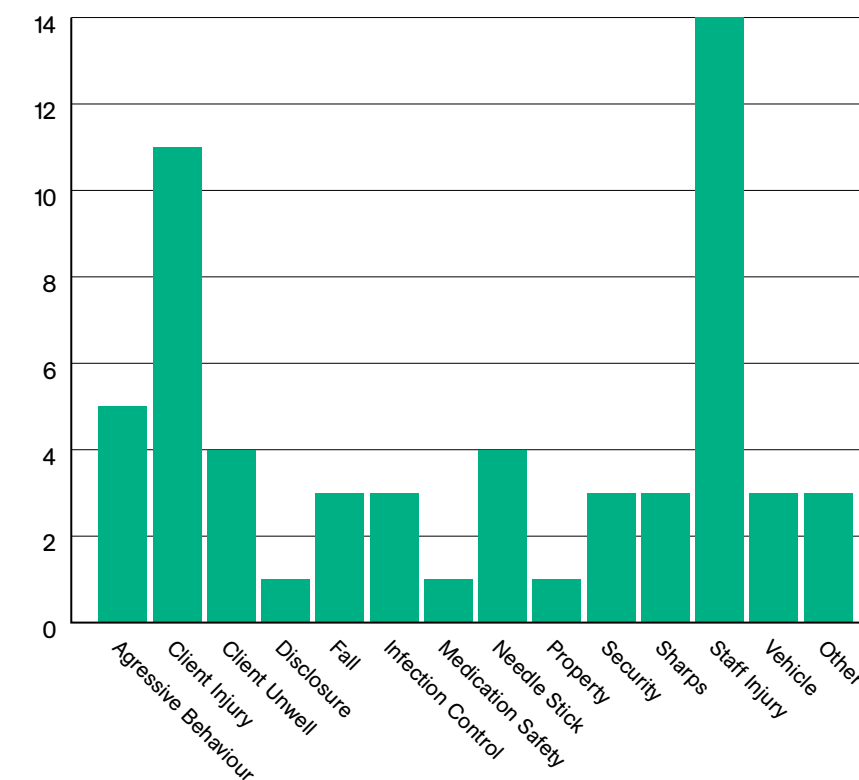
### Incident Reporting

An incident is any event that does, or could, harm someone. Incidents are reported and followed up to ensure Inspiro provides quality services and is a safe place for clients, staff and visitors. In 2015-16 there were 59 incidents reported:

- 14 of the incidents related to staff injuries.
- 11 incidents of client injury such as clients falling or having their tongue or cheek cut accidentally in the dental clinic
- 4 incidents of clients becoming unwell while at Inspiro, such as feeling faint while waiting for their appointment.

With 32,174 appointments in 2015-16, the number and rate of incidents is very low (0.18%).

### Inspiro Incidents 2015-16 by Category





# Quality Account – Consumer Feedback

## Consumer Feedback

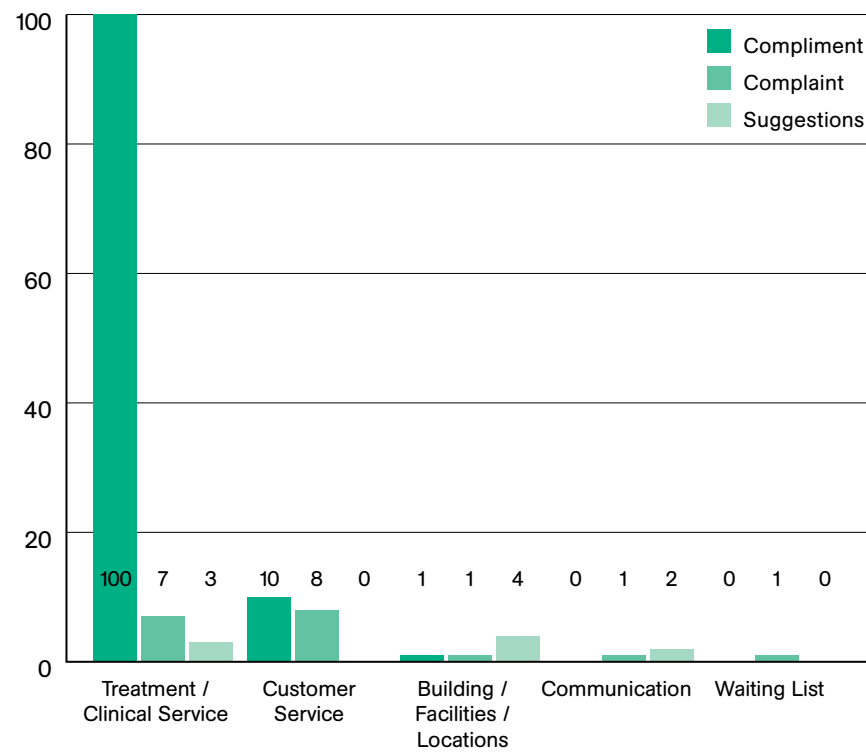
Inspiro encourages feedback as a way of celebrating success and identifying areas for improvement. Feedback is sought through feedback forms and via the Inspiro website. Suggestions and complaints are followed up and complaints resolved with the client.

In 2015-16, 80% of the feedback we received were compliments, 7% suggestions and 13% complaints. The majority of feedback received was about our services and the treatment clients received.

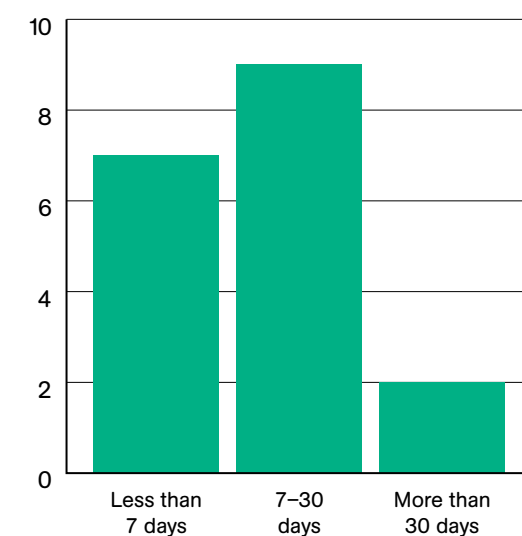
Eighteen complaints were received, with all complaints followed up and resolved directly with the client or their representative. An investigation was conducted into every complaint with feedback provided to the staff concerned and where relevant to the wider organisation as part of improving how we provide services.

We received nine suggestions: four related to our building and facilities and two were about branding and communications. One suggestion was that the images we used could reflect the local community more. Inspiro has been working towards this by building a library of images that reflect the Yarra Ranges community for use in our communications.

Consumer Feedback 2015-16



Complaint Resolution Timeframe



**“I wish to recommend Paul for his kindness and attention during my illness last year. While I am not back to full health and never will be, his patience and attendance have helped me cope much better.”**

**“Penny and Peggy were absolutely fantastic dealing with my daughter’s incredible fear of needles. Through their understanding, cooperation and support she was able to successfully have her teeth removed with no complications, complaints or fuss. Thank you.”**

## Financial Reports

### Statement of Comprehensive Income

For the Year Ended 30 June 2016

This is an extract from the full financial statements. Full copies of the financial statements and accompanying notes are available upon request.

	Note*	2016 \$	2015 \$
Revenue	2	7,145,404	6,762,546
Other income	2	18,110	–
Employee benefits expense		(5,263,788)	(4,762,053)
Depreciation expense		(95,249)	(86,615)
Professional fees		(370,423)	(249,322)
Office expenses		(90,140)	(102,311)
Occupancy expenses		(208,782)	(238,342)
Motor vehicle expenses		(34,161)	(33,720)
Program/health education expenses		(589,871)	(564,895)
Marketing and promotion expenses		(54,460)	(59,647)
Belgrave HUB Expenses		(47,956)	–
Other expenses		(112,732)	(163,798)
		(6,867,562)	(6,260,703)
<b>Surplus for the year</b>		<b>295,952</b>	<b>501,843</b>
<b>Other comprehensive income</b>			
Items that will not be reclassified subsequently to net result		–	(132,693)
Changes in fair value of non-current assets			
<b>Total comprehensive income for the year</b>		<b>295,952</b>	<b>369,150</b>

### Statement of Changes in Equity

For the Year Ended 30 June 2016

	Retained Surplus \$	Asset Revaluation Reserve \$	Total \$
<b>2016</b>			
Balance at 1 July 2015	5,355,683	627,628	5,983,311
Surplus for the year	295,952	–	295,952
<b>Balance at 30 June 2016</b>	<b>5,651,635</b>	<b>627,628</b>	<b>6,279,263</b>
<b>2015</b>			
Balance at 1 July 2014	4,853,840	760,321	5,614,161
Surplus for the year	501,843	–	501,843
Revaluation decrement	–	(132,693)	(132,693)
<b>Balance at 30 June 2015</b>	<b>5,355,683</b>	<b>627,628</b>	<b>5,983,311</b>

### Statement of Financial Position

As at 30 June 2016

	Note*	2016 \$	2015 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	794,191	1,140,765
Trade and other receivables	6	186,169	268,551
Other financial assets	7	5,202,629	4,463,111
Other assets		31,470	73,573
<b>TOTAL CURRENT ASSETS</b>		<b>6,214,459</b>	<b>5,946,000</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	1,420,249	1,425,453
<b>TOTAL NON-CURRENT ASSETS</b>		<b>1,420,249</b>	<b>1,425,453</b>
<b>TOTAL ASSETS</b>		<b>7,634,708</b>	<b>7,371,453</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	542,572	479,515
Employee benefits	11	676,199	819,932
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,218,771</b>	<b>1,299,447</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	11	136,674	88,695
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>136,674</b>	<b>88,695</b>
<b>TOTAL LIABILITIES</b>		<b>1,355,445</b>	<b>1,388,142</b>
<b>NET ASSETS</b>		<b>6,279,263</b>	<b>5,983,311</b>
<b>EQUITY</b>			
Reserves	12	627,628	627,628
Retained surplus		5,651,635	5,355,683
<b>TOTAL EQUITY</b>		<b>6,279,263</b>	<b>5,983,311</b>

\* Full copies of the financial statements, including notes are available on request. (hello@inspiro.org.au)

## Finance and Audit Committee Report

The 2015-16 financial year resulted in a surplus of \$295,952. The key drivers of the result were increased revenues from additional funding for dental and growth in private practice services.

The year has focused on preparing for the future. Internally, Inspiro has been working to prepare for new opportunities including the Commonwealth Home Support Programme (CHSP) and National Disability Insurance Scheme (NDIS). This means reviewing our systems to ensure we can continue to provide a quality service. We have also been preparing for the development of the Belgrave Community Hub. In 2015-16 Inspiro relocated the Belgrave services to Upwey and Tecoma and vacated the Belgrave buildings in preparation for them to be demolished.

The positive financial result will continue to support us in the new funding environment and will allow us to continue to invest in staff.

I express my sincere thanks to my board colleagues, Graham Warren, Linda Hancock, Lee Evans and staff members Karyn McPeake, Carmel Wells and Gray Chessell for their professional contributions to the Finance and Audit Committee throughout the year.



**Stephen Potter**  
Chair, Finance and Audit Committee

## Independent Auditor's Report

We have audited the accompanying financial report of Ranges Community Health t/a Inspiro, which comprises the statement of financial position as at 30 June 2016, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities' declaration.

### Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards 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 of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards.

Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view 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. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Independence

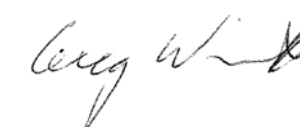
In conducting our audit, we have complied with the independence requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012.

### Opinion

In our opinion the financial report of Ranges Community Health t/a Inspiro is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards (including Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013.

**ACCRU MELBOURNE  
(AUDIT) PTY LTD**



**G D WINNETT**  
Chartered Accountants  
Director

6 September 2016



## Director's Declaration

The directors of the entity are the responsible persons and the responsible persons declare that:

1. The financial statements and notes, as set out on pages 28 to 29, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:

(a) comply with Australian Accounting Standards (including Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013; and

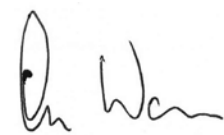
(b) give a true and fair view of the financial position as at 30 June 2016 and of the performance for the year ended on that date of the entity.

2. In the responsible persons' opinion, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



**Stephen Potter** (Chairperson)  
Director



**Graham Warren**  
Director

Dated 6 September 2016



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## Tecoma

3/1527 Burwood Highway  
Tecoma Vic 3160  
(03) 9738 8801



## Sherbrooke

1443 Burwood Highway  
Upwey Vic 3158

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