

inspiro.org.au



Annual Report 2016–17

Including the Quality Account



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.



Inspiring people in the Yarra Ranges to reach their health goals

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 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.



This year's highlights

New Inspiro site opened in Healesville

On Monday 20th March 2017, Inspiro opened a new clinic in Healesville at 333 Maroondah Hwy. Initially we have been providing Drug and Alcohol, Family Violence, and Youth and Family Counselling services. In future we will offer dental and other services.



New Inspiro site in Healesville.

Belgrave Community Hub

Construction work started on the Belgrave Community Hub and has progressed quickly. The new facility is expected to open in 2018 and Inspiro has signed the lease agreement. It 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.



Belgrave Hub building in progress.

Inspiro Awarded the Youth and Family Counselling Contract with Yarra Ranges Council

In late 2016, Inspiro was awarded the Yarra Ranges Council contract to provide free youth counselling service for young people between 12-25 years who may be dealing with depression, anxiety, bullying, harassment or managing difficult relationships. The service supports young people who may be feeling down, stressed out, anxious or confused, or need help to gain life skills and build their confidence. Clients can see one of our counsellors in Lilydale, Healesville, Tecoma or Yarra Junction for up to 12 sessions, free.



Inspiro Tertiary Scholarships

One of the many ways that Inspiro gives back to the community is through scholarship awards to students. The awards acknowledge and reward standout students who are keen to pursue further education giving them financial aid to help with the costs of their studies. This year's winners have demonstrated a passion to succeed and a strong commitment to help improve the health and wellbeing of our local community – ideals that Inspiro value greatly.

In April 2017 Inspiro awarded university scholarships to four talented Yarra Ranges students:

Jaimee Warren from The Patch – awarded \$3,000 Tertiary Health Scholarship

Jaimee has a Bachelor of Science (Science Scholars Program) and is currently studying a Doctor of Medicine at the University of Melbourne. For Jaimee the scholarship will help her to stress less about money and enable her to purchase stethoscopes, blood pressure cuffs, otoscopes, ophthalmoscopes, professional clothing, and text books.

Zoe Vickers from Healesville – awarded \$3,000 Tertiary Health Scholarship

Zoe is studying Psychology and Science at Deakin University with plans on a career as a Bioethicist. For Zoe the scholarship will help by funding her school needs, and also reduce the financial stress of studying.

Rebecca Williamson from Mooroolbark – awarded \$2,000 Encouragement Award

Rebecca is studying medicine at the University of Melbourne. For Rebecca the scholarship will help her buy much needed course materials like a tuning fork and otoscope.

Jasmine Madge from Lilydale – awarded \$2,000 Encouragement Award

Jasmine has a Bachelor of Exercise and Sports Science and is studying medicine at Monash University. For Jasmine the scholarship will mean she can decrease her hours at her part-time job so she can focus more on her study to become a successful doctor.

Inspiro's Tertiary Scholarship winners Jaimee Warren, Rebecca Williamson and Zoe Vickers.



Board Chair Report



One of Inspiro's key commitments is to provide health care services that people in the Yarra Ranges need, as close to their home as possible.

In 2016-17 we have continued to deliver on our commitment by opening a new site in Healesville to provide much needed counselling and dental services. We commenced Drug and Alcohol, Family Violence, and Youth and Family Counselling services in Healesville. In future we will also offer dental and other services.

Other highlights in 2016-17 included:

- Strong progress with the Belgrave Community Hub development where Inspiro will have a service site and be the facility manager.
- Inspiro being awarded the Youth and Family Counselling Contract with Yarra Ranges Council to deliver youth and family counselling services to the community.

- Launching full fee service options for physiotherapy and counselling, giving clients greater choice in how they access Inspiro's services.
- Partnering with LaTrobe University and Dorothea Warr Trust to create the Dorothea Warr Industry PhD Scholarship in Community Health Services.

I am grateful for the continued support, dedication and contribution of my fellow board directors, Inspiro staff and volunteers, partners and clients in Inspiro's ongoing growth. Many hands make light work – thank you everyone!

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.

Inspiro directors are guided 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 represented by the constitution. 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 (e.g. 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.

Board of Directors from left: Graham Warren, Angela Dodson, Karyn McPeake, Alana Killen, Isha Scott, Alex Lagerwey, Stephen Potter, Diana Borgmeyer, Linda Hancock, Lee Evans.

During 2016-2017 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, Chair Scholarship Committee.
Professional Position: Chief Executive Officer of the Royal Australian and New Zealand College of Obstetricians and Gynaecologists.

Alex Lagerwey

Board Member since 2008.
Resigned October 2016.
Professional Position: Financial Planner.

Angela Dodson

Board Member since 2017.
Professional Position: Founder & Director, Horse Gear & Tack Market. Marketing and communications experience in government and private sector.

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.
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: Manufacturing Manager, Horizon Global Corporation.

Lee Evans

Board Member since May 2016.
Special Responsibilities: Finance and Audit Committee.
Professional Position: Owner, SMSF Assurance Services.

CEO's Report

The past year has given great opportunities for Inspiro to build on our strengths to respond to changes in healthcare, where clients have more choice and control in the health service providers they use.



Inspiro is operating in a much more competitive environment where providing quality healthcare services that clients want, with outstanding customer service at a competitive price is vital to our success. Our response has seen us add new services like youth and

family counselling, offer full fee paying options to more services like counselling, and introduce a supported playgroup, Little Joeys, for women with children up to 5 years who have experienced family violence. These initiatives will give people more choice in using Inspiro's services.

We have also continued to strengthen our links to the community through our Health Promotion programs such as Prevention of Violence Against Women, Smiles4Miles dental health for pre-schoolers, and Healthy Picks meal choices.

In this changing environment, something that will always stay the same is our focus on improving

the health and wellbeing of people in the Yarra Ranges. Responding effectively to such significant changes requires effort from all staff in the organisation and the support of partners, volunteers and clients.

I would like to acknowledge our partners including the Shire of Yarra Ranges, Eastern Health, Dental Health Services Victoria, Connect4Health, EDVOS (Eastern Domestic Violence Outreach Service), and Latrobe University. I would also like to thank the entire Inspiro community for their hard work and support in making this year's achievements possible.

Karyn McPeake
CEO

Our achievements in 2016–17 included:

Strategic Outcome 1:

Providing services people need as close to home as possible

- Opening a new Inspiro site in Healesville providing counselling services to the local community. In the near future we will also provide dental and other services from the site.
- Providing dental outreach screening to pre-schools and schools to 2,818 children (an increase of 27% or 605 children compared to 2015-16).
- Starting construction work on the Belgrave Community Hub which will be a service site for Inspiro, and is expected to open in 2018.

Strategic Outcome 2:

The local community health service for everyone

- Increasing Inspiro's profile in the community through our online communication activities. In 2016-17 our website traffic increased by 20,300 visitors (64%) and number of users increased by 18,987 (122%).
- Being awarded the contract to provide Youth and Family Counselling services on behalf of the Yarra Ranges Council.
- Extending our drug and alcohol counselling services including establishing a partnership with Connect4Health to provide a Medication Support Service program aimed at preventing pharmaceutical drug misuse, dependence and overdose.

Strategic Outcome 3:

Building our business

- Implementing our service model of care for Allied Health Services for clients with My Aged Care funding.
- Implementing a full fee service option for counselling and physiotherapy clients.
- Partnering with LaTrobe University and Dorothea Warr Trust to create the Dorothea Warr Industry PhD Scholarship in Community Health Services. The scholarship will be awarded to an outstanding candidate with a background in Allied Health or Nursing to do research aimed at developing an innovative care model for diabetes to be implemented in Community Health Services.

Healthcare services for everyone

Inspiro offers a comprehensive range of healthcare services to people in the Yarra Ranges.

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.

Health groups and programs to help build people's resilience, health and fitness.

Integrated Health Promotion to raise awareness of health issues and prevention in the community.



Operational Performance Report

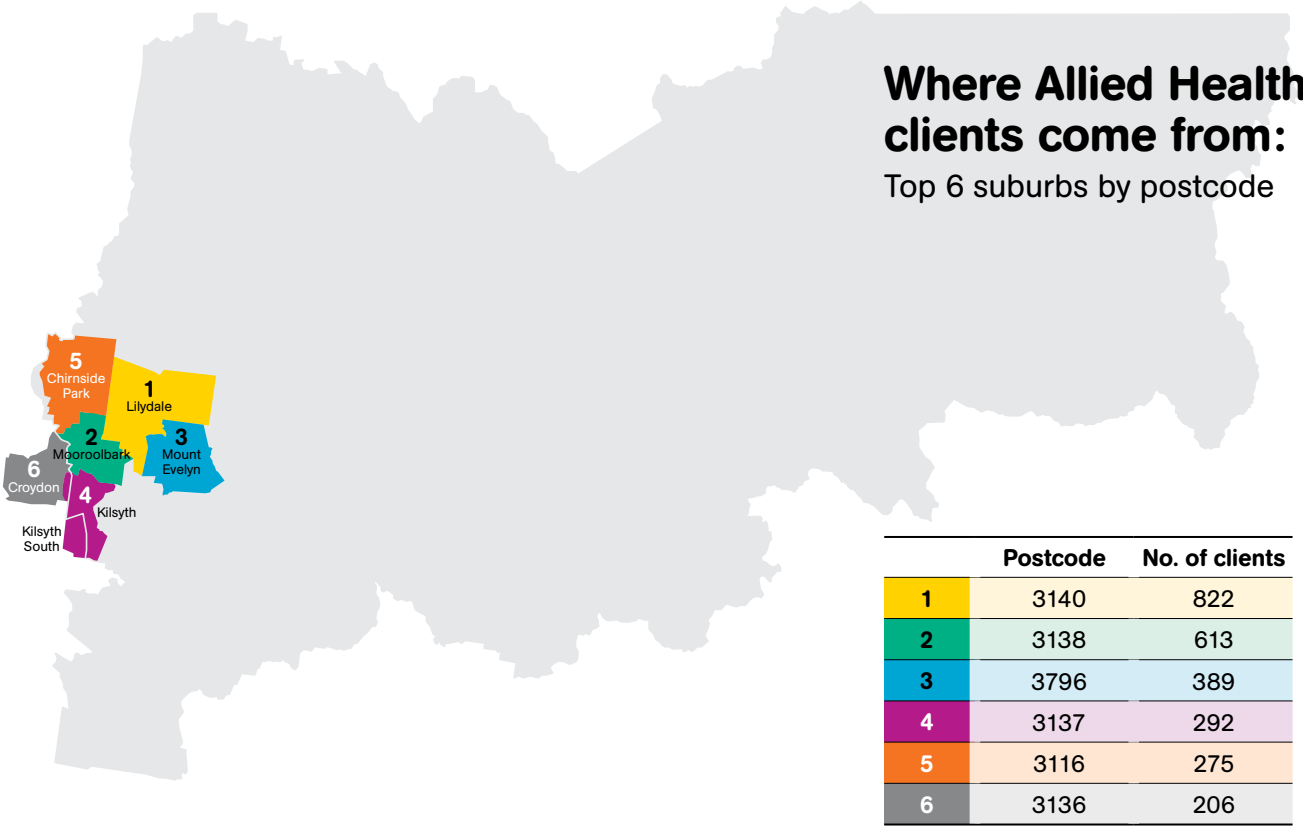
“After years of suffering from what I was told was untreatable back pain I am now pain free! Thank you Richard!”

In 2016-17 we treated a total of 14,620 clients with 65.1% of these being dental clients and 34.9% Allied Health and Nursing clients. Since 2014-15, the total number of clients has grown by 15.2%.

Between 2014-15 and 2016-17 the number of appointments annually has grown by 20.4% from 28,585 to 34,406. The number of Allied

Health and Nursing appointments has grown significantly by 41.2% over the same period, and dental appointments have also grown by 7.1%

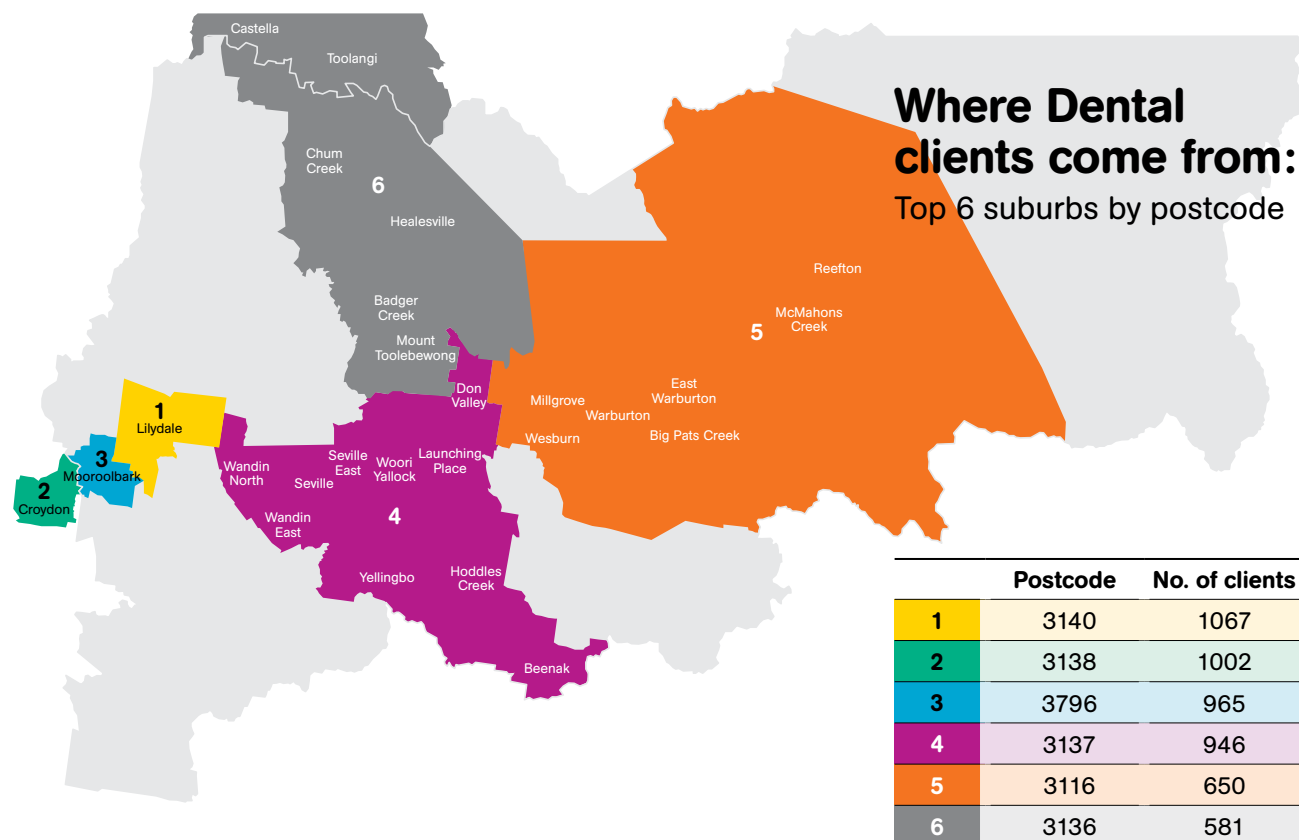
The increase in clients and appointments reflect Inspiro’s ongoing efforts to make our health services accessible to more people in the community.



Number of Inspiro clients	During 2014-15	During 2015-16	During 2016-17	% Increase from 2014-15 to 2016-17
Dental – all	8,390	8,702	9,515	13.4%
Allied Health and Nursing – all	4,301	5,176	5105	18.7%
Total	12,691	13,878	14,620	15.2%
Dental – new	5,927	3,798	3,653	-38.4%
Allied Health and Nursing Clients – new	2,177	2,398	2670	22.7%

New clients are those who have been to Inspiro for the first time during 2016–17.

Number of Inspiro appointments	During 2014-15	During 2015-16	During 2016-17	% Increase from 2014-15 to 2016-17
Dental	17,462	17,912	18,701	7.1%
Allied Health and Nursing	11,123	14,262	15,705	41.2%
Total appointments	28,585	32,174	34,406	20.4%



Healthy teeth

Inspiro’s 6 chair dental clinic offers high quality, affordable dental for the whole family. In the near future we will also be offering dental services from our Healesville and Belgrave sites.

Quality Account – dental clinical quality indicators

Dental Health Services Victoria Clinical Indicators measure the quality of patient care. In 2016-17 Inspiro had fantastic results and continued to outperform dental practices in the region and the state in nearly all areas of patient care.

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

For every 100 dental fillings done at Inspiro, only 7 had to be redone (6.5%), compared to 8 for the state (7.4%).

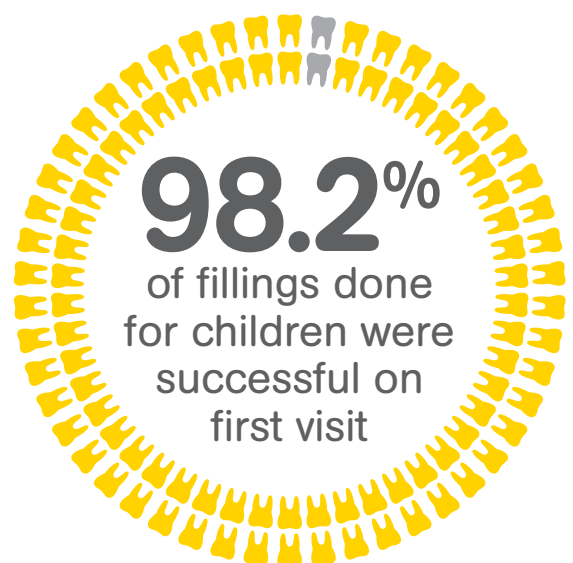
	Inspiro	Region	State
No. of dental fillings	4,295	28,617	212,615
No. of dental fillings redone within 6 months	280	1,904	15,696
% of dental fillings redone	6.5%	6.7%	7.4%



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 (1.8%), compared to 3 for the state (2.7%).

	Inspiro	Region	State
No. of dental fillings	1,631	8,124	81,406
No. of dental fillings redone within 6 months	30	185	2,204
% of dental fillings redone	1.8%	2.3%	2.7%



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 (1.4%). This is the same as the state (1.4%).

	Inspiro	Region	State
No. of visits	1,476	8,142	88,245
No. of unplanned return visits (for further care)	21	123	1,206
% unplanned return visits	1.4%	1.5%	1.4%

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

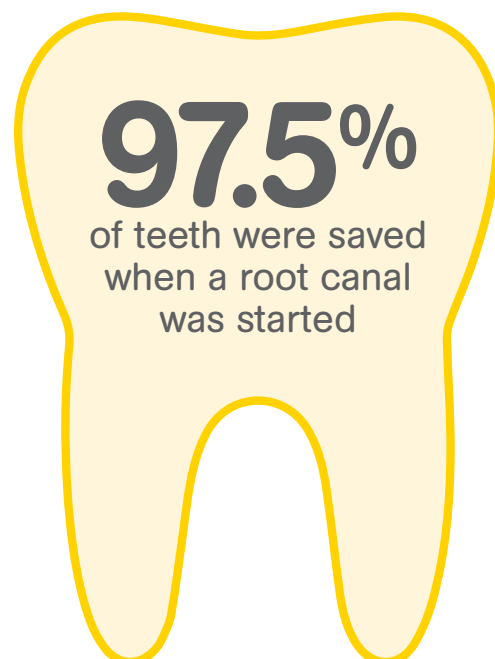
For every 100 visits to Inspiro to have a tooth cut out, there were only 4 unplanned return visits within 7 days for further care (3.7%), compared to 4 for the state (3.5%).

	Inspiro	Region	State
No. of visits	107	443	6,635
No. of unplanned return visits (for further care)	4	12	231
% unplanned return visits	3.7%	2.7%	3.5%

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 97 teeth were saved and only 3 teeth had to be taken out (2.5%) compared to 6 for the state (6.3%).

	Inspiro	Region	State
No. of visits root canals started	121	1,504	13,526
No. of teeth removed after a root canal was started	3	99	856
% of teeth removed after a root canal was started	2.5%	6.6%	6.3%



“Your dental team is fantastic, I call them ‘angels of mercy.’ Keep up the great work. I am very thankful to be able to attend your clinic.”

6 Denture remakes within 12 months

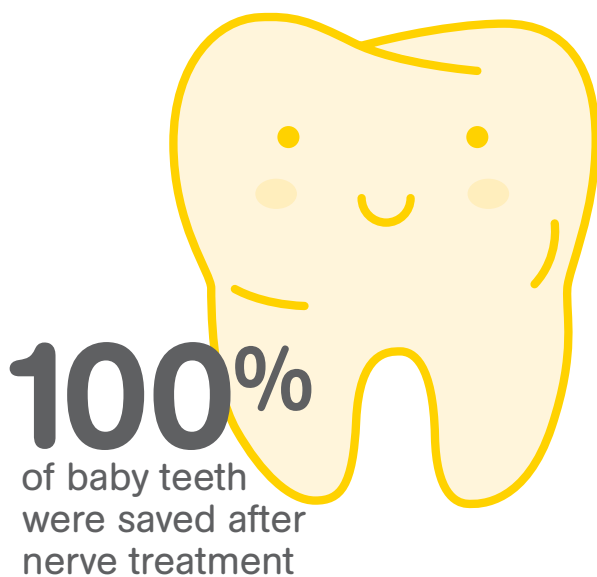
This measure refers to the number of dentures needing replacement within 12 months of the initial placement. For every 100 dentures made at Inspiro, only 1 had to be remade within 12 months (0.7%), compared to 3 for the state (2.4%).

	Inspiro	Region	State
No. of dentures made	581	3,387	24,348
No. of dentures remade	4	43	584
% of dentures remade	0.7%	1.3%	2.4%

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 (1.8%), compared to 3 for the state (2.8%).

	Inspiro	Region	State
No. of fissure seals	2,348	21,208	151,039
No. of fissure seal replacements	43	426	4,269
% of fissure seal replacements	1.8%	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, none had to be taken out within 6 months of the treatment (0%), compared to 4 for the state (3.7%).

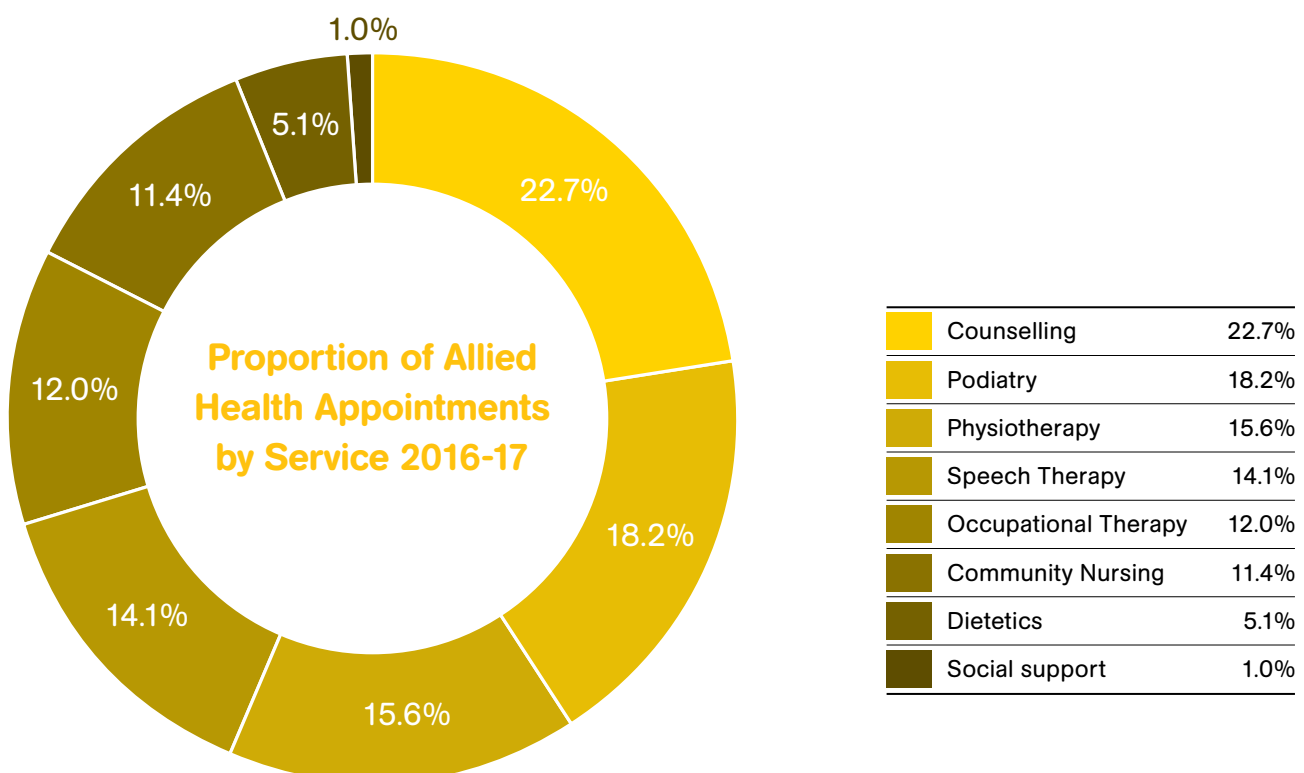
	Inspiro	Region	State
No. of teeth treat	68	306	2,487
No. of teeth taken out	0	5	91
% of teeth taken out	0.0%	1.6%	3.7%

Healthy mind and body

The number of Allied Health and Nursing clients grew 18.7% over the past three years from 4,301 clients in 2014-15 to 5,105 clients in 2016-17. In 2016-17, 87.2% of clients accessed Inspiro’s low fee public health services, whilst 12.8% of clients accessed our full fee services. Allied Health and Nursing appointments grew by 41.2% from 2014-15 to 2016-17 and made up 45.7% of all Inspiro appointments in 2016-17, compared to 38.9% of all appointments in 2014-15.

Growth in total Allied Health and Nursing appointments

Number of appointments	During 2014-15	During 2015-16	During 2017-17
Allied Health and Nursing	11,123	14,262	15,705
% of appointments that are Allied Health and Nursing	38.9%	44.3%	45.7%



Growing our Counselling Services

At Inspiro we believe that good mental health is vital for good physical health. Our dedicated counsellors work with clients in navigating through difficult changes in life. Inspiro has been providing a range of counselling services including general; depression and anxiety; family violence; and drug and alcohol. We also run self-esteem programs for women affected by family violence and support groups for those who feel isolated.

We identified a gap for youth counselling services and applied for the Yarra Ranges Council Youth and Family Counselling contract in 2016. We won the contract

and began providing a free youth counselling service for young people between 12–25 years. The service supports young people who may be feeling down, stressed out, anxious or confused, or need help to gain life skills and build their confidence. Clients can see one of our counsellors in Lilydale, Healesville, Tecoma or Yarra Junction for up to 12 sessions, free.

We also extended our drug and alcohol counselling services to the community by partnering with Connect4Health to provide a Medication Support Service aimed at preventing pharmaceutical drug misuse, dependence and overdose.

“My son K was struggling with personal issues, so we decided to sit down with Saba and confide in her during challenging times. As a mother, I was very appreciative of her help and thought it beneficial to hear some outside advice. K now feels quite good within himself and has a more positive outlook on his future.”

At Inspiro we
believe that
good mental
health is vital
for good
physical health.



Healthy Community – Integrated Health Promotion

Inspiro has been working in our community to raise awareness of health issues and prevent them from happening. We partner with state and local groups to implement these programs that tackle the key root causes of health issues. Two such programs we ran this year focused on educating pre-school kids and their families about good oral health, and informing people on how they can make healthy food choices with their meals.

Smiles4Miles oral health program for pre-school kids

Inspiro's Smiles4Miles is a free program to improve the oral health of pre-school aged children in the Yarra Ranges. Smiles4Miles was developed by Dental Health Services Victoria in response to the alarming rates of tooth decay in young Victorian children.

We partner with early childhood services to run the program and engage educators, children and their families in a fun way with three key messages:

- 1. Drink well (water)**
- 2. Eat well (healthy nutritious foods), and**
- 3. Clean well (clean teeth).**

Our Integrated Health Promotion team, Dietitians and Dentists give training and information to educators on the effects of sugary drinks and food, and the importance of drinking, eating and cleaning well. This enables educators to reach the children under their care. We provide families with resources and tips on healthy snacks and budgeting.

We also provide toothbrushes and toothpaste (provided by DHSV) to children, conduct a dental screening program and link in children to our free dental services for children from 2 to 17 years.

Inspiro Dental Visit to Millgrove Preschool

Today we were visited by Cathy and Sally from the Inspiro school dental program. We learnt about good food choices and how to look after our teeth. Then we learned how to clean teeth, two times a day for two minutes.

We even sang a song about cleaning our teeth. "Brush, brush, brush your teeth..." (to the tune of Row, Row, Row Your Boat).

Cathy showed us some of the tools she uses while she looks at our teeth. We put special glasses on and got to hold Rodger Rabbit while Cathy counted our teeth and put a special paste called fluoride onto our teeth.



Preventing violence against women together

This past year also saw us continue our work to prevent violence against women by working within the sporting context to create gender equitable environments. Inspiro worked with Eastern Health, Yarra Ranges Council, the Eastern Football League, AFL Yarra Ranges and Women’s Health on ‘Be the Change!’ This initiative involved bringing together over 120 people from football clubs and organisations at a regional forum

to workshop how local clubs can kick goals for women by increasing female participation in all areas of a club.

We also supported a partnership between Maroondah City Council, Yarra Ranges Council and Knox City Council which saw the development of the ‘Equality is Game’ short clip and resource, to showcase what sporting clubs can do to create healthy and equal environments for women. To view the clip, visit Maroondah City Council’s YouTube page.



Healthy Picks

Did you know that there was a 180% rise in number of people with diabetes in the Yarra Ranges between 2001 and 2011? And overweight and obesity issues are higher in the Yarra Ranges than the state average, with 39.3% of the population in the Yarra Ranges being overweight.¹ In an aim to address this, Inspiro partnered

with Yarra Ranges Council and the Mooroolbark Traders Group to start the Healthy Picks initiative.

Healthy Picks works with cafés in Mooroolbark to make choosing healthy meals easier for diners.

To meet Healthy Picks criteria, participating cafés must produce at least three delicious, nutritious meals that contain at least two

serves of vegetables, and are low in salt, sugar and saturated fat. These meals will be identified on menus and displays by a green Healthy Picks sticker.



inspiring
healthier choices in local cafes

1. Supporting Healthy Eating and Physical Activity in Yarra Ranges, Yarra Ranges Council.

Quality Account – Continuity of Care

Jack's story

Jack was at kinder the day Inspiro's dental outreach team visited. The kids sang songs about brushing their teeth and took turns to hold Rodger Rabbit and the big toothbrush. It was lots of fun and Jack waited patiently for his turn in the chair while the dentist looked in his mouth.


Jack's parents moved to Australia several years ago from Burma, and had Jack and his sister Grace here. They now live in the Yarra Ranges near some members of their extended family.

When Jack's mum Aye picked him up from kinder, she found a dental screening report in his pigeon hole where parents are given notices to pick up. She was quite surprised that the report recommended her to make a dental appointment for Jack, and possibly for a filling. She didn't think kids his age needed fillings.

Aye made an appointment for Jack. "I was worried how Jack would be at the dentist because he had not been before. I had bad experiences with the dentist when I was a child and so I was afraid to take him."

To her surprise, Jack wasn't nervous or scared – maybe the visit from the dental outreach team had helped. It turned out that Jack needed a fissure sealant to be painted over his back teeth to help prevent decay. "The dentist was very friendly and gentle. She told me that Jack has soft teeth and we need to take some extra care. She also gave us some advice and information on what kind of food to eat and drink to keep Jack's teeth good."

Aye was so encouraged by Jack's dental appointment that she also booked an appointment for Grace, her husband and herself. "We were very lucky that Jack was at kinder that day. My family now know how to protect our teeth because of Inspiro."



“My family now
know how to
protect our teeth
because of Inspiro.”

Quality Account – Consumer, Carer and Community Participation

The healthcare needs of the Yarra Ranges community are quite diverse. One of our strategic goals is to be the local community health service for everyone. To do this we form partnerships to make it easier for people to access 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 involve consumers, their carers and community members in a range of planning and service delivery activities.

The Yarra Ranges has a large population of Burmese migrants who are also Inspiro clients. Many of these clients access Inspiro with the help of an interpreter. We also make available some of our healthcare information in Burmese.

In 2016-17 Inspiro provided services to:

Refugees and asylum seekers	546
Aboriginal and Torres Strait Islander people	196



Dental care for children

One of Inspiro’s main focus areas for health is prevention. Regular visits to the dentist help prevent tooth decay and help children learn to care for their teeth. Positive dental experiences and visits to the dentist from an early age sets good habits and reduces fear and avoidance of the dentist in future.

In 2016-17 Inspiro aimed to increase the number of children accessing dental services and reach children from a young age. We continued to work with child care centres, kinders and primary schools to provide dental screenings for kids. We also partnered with Maternal Child Health Nurses to encourage

a visit to the dentist as part of the two year old check-up, and implemented the Smiles4Miles dental program for pre-schoolers. As a result of these initiatives, the number of children who have had a dental screening and the number of children accessing our dental services has increased since 2015-16.



	2016-17	2015-16	2014-15
Number of children screened	2,818	2,213	2,701
Number of schools participating in dental screenings	49	39	58
Number of children accessing dental services at Inspiro	4,373	4,243	4,534

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 2016-17 included:

- Increasing our presence in social media and implementing an online blog to provide health and related community information. Through these initiatives we have been able to communicate with more community members, and talk about health in a more relevant and engaging way.
- A monthly Consumer Participation Committee meeting with two consumer representatives;
- Having a client on our Quality and Clinical Governance Committee; and
- Improving signage in our building so clients know where to go; and in our reception area so clients can be received and helped quickly.

Quality Account – Consumer Feedback

Inspiro encourages feedback to help us ensure that we are providing a positive service and experience for our clients. Consumer feedback sought via the feedback forms and through the hello email form an important component of consumer participation at Inspiro. Suggestions and complaints are followed up and complaints resolved with the client. Feedback is valued and encouraged to celebrate what we do well and to identify areas where improvements can be made.

In 2016-17 Inspiro received a total of 108 pieces of feedback. 85% of these were compliments (5% increase on the previous year), 3% were suggestions (4% decrease on the previous year) and the remaining 12% were complaints (1% decrease on the previous year) (see Graph 1).

Most compliments received (83) related to the treatment or clinical service clients received (see Graph 2). The majority (69%) were about the dental service, 18% were about primary care services, 6% were about customer service and 6% were about Inspiro services in general (see Graph 3).

In 2016-17 we received 13 complaints. Seven of these were about the dental service, and four about customer service (see Graph 3).

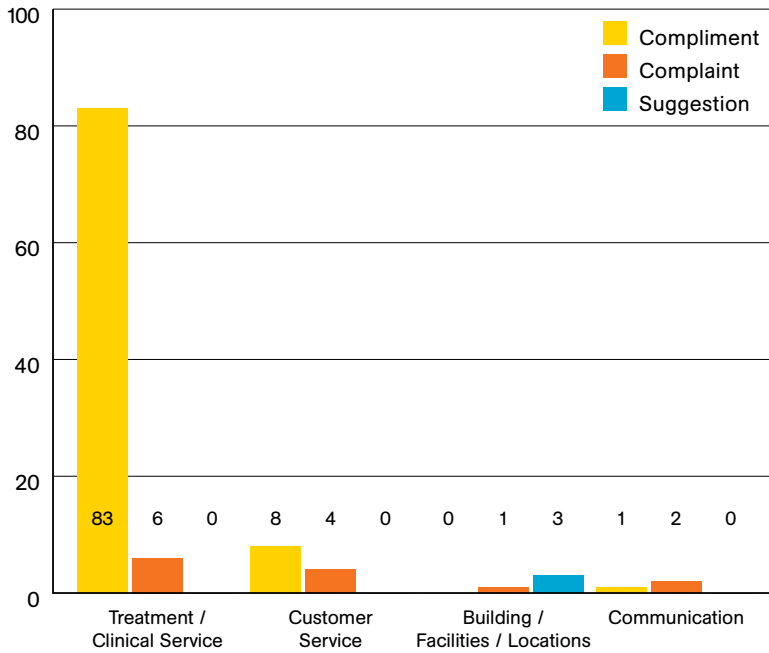
All complaints were investigated and resolved directly with the client and staff concerned, and where relevant to the wider organisation as part of improving how we provide services. 31% of complaints were resolved within 7 days and 46% were resolved within 30 days (see Graph 4).

Graph 1: Consumer Feedback 2016-17

- 85% Compliments
- 12% Complaints
- 3% Suggestions

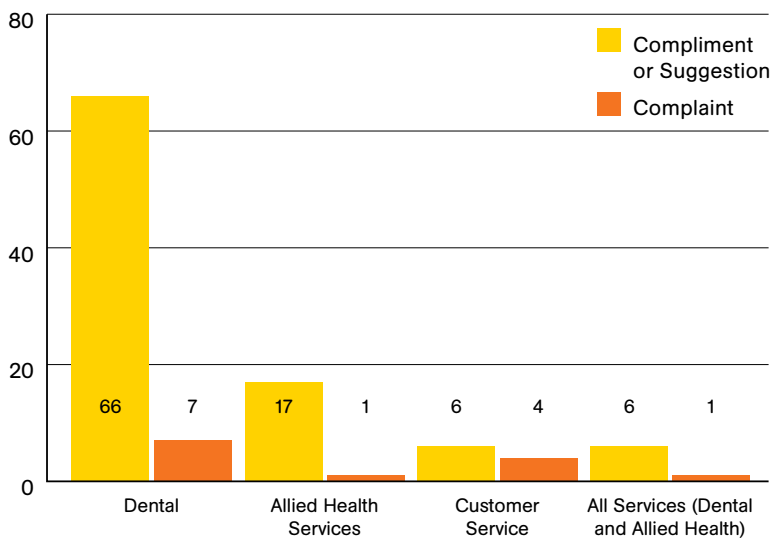


Graph 2: Consumer Feedback Topics 2016–17

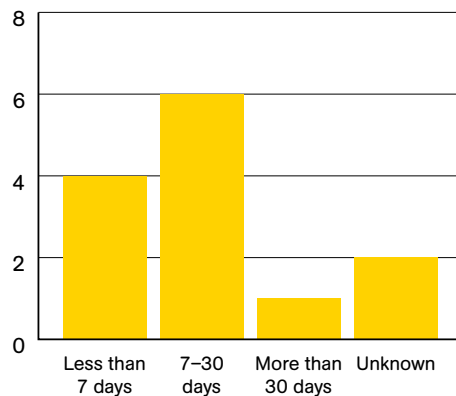


“With the care that the staff, Julie and Kate showed, I was encouraged and challenged. This program with the help of the staff has changed my life and attitude. This has helped me to overcome the negative feelings of growing old. Thanks to all concerned. A great experience!!!”

Graph 3: Consumer Feedback Areas 2016–17



Graph 4: Complaint Resolution Timeframe 2016–17



Quality Account – Quality and Safety

Quality improvement – offering more services and making our services better

We continually work to improve our clients' access to services, the quality of our services and health outcomes from using our services. In 2016-17 we did this by:

- Introducing a youth and family counselling and domestic violence counselling service.
- Partnering with EDVOS (Eastern Domestic Violence Outreach Service) to introduce 'Little Joeys', a supported playgroup for women with children aged up to 5 years who have experienced family violence.
- Introducing a full fee service option for counselling services.
- Opening a site in Healesville to deliver counselling.
- Installing new dental chairs for greater comfort, and new x-ray machines and digital cameras that produce faster x-rays and photos.

Accreditation

Inspiro is fully accredited for the Quality Improvement Council Standards (QIC) and National Safety and Quality in Healthcare Standards (NSQHS). Both the QIC and NSQHS are nationally recognized standards in governance and delivery of health service. We continue to encourage and ensure that our staff follow these standards in our work every day. This is one of the key reasons why Inspiro has a very low rate of incidents that does or could harm someone.

“I received excellent service today and on every visit to Inspiro. Every member, from reception to the dentist and his assistant are very professional in every way. Keep up the good work.”

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 and podiatry clinics have policies and procedures in place, and auditing against these to ensure standards are being met.

To minimise infection control risks, we sterilise 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 2016-17 our dental clinic hand hygiene results showed 97.5% compliance against the statewide target of 80%.

We have improved staff awareness of infection control policies and procedures through regular communication in clinical meetings, training and supervision.

Staff experience on safety

Inspiro encourages reporting of patient care errors (incidents) through training and promoting 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.

In 2016-17 we continued to work to improve communication and discussion of client safety in staff supervision and training sessions, and within team meetings. For example, quality and safety audit results are shared within our dental team meetings.



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.

During 2016-17 there were 56 incidents reported. This is consistent with 2015-16 when 59 incidents were reported.

Client injury relates to clients being injured either receiving care

or visiting Inspiro. Fall is a client falling while visiting Inspiro or attending an Inspiro program such as a group (see Graph 5).

Using the Incident Severity Rating system (see Table 1):

- 16% of incidents were rated as moderate
- 39% of incidents were rated as mild, and
- 45% were rated as no harm/near miss

All incidents are followed up and reviewed through the Occupational Health and Safety or Quality and Clinical Governance Committee. Inspiro's response to incidents may include review of policies and procedures, provision of training for staff and the purchasing of new equipment.

To improve staff understanding of safety and incident reporting, we conducted staff training on Occupational Health and Safety standards and policies.

Type of incident	No. of incidents reported	% of incidents from all Inspiro appointments
All incidents reported in 2016-17	56	0.17%
Incidents related to client injuries or falls	14	0.04%
Incidents related to staff injuries or falls	9	0.03%
Incidents related to a client becoming unwell while visiting Inspiro or attending an Inspiro program	5	0.01%

Graph 5: Inspiro Incidents 2016–17 by Category

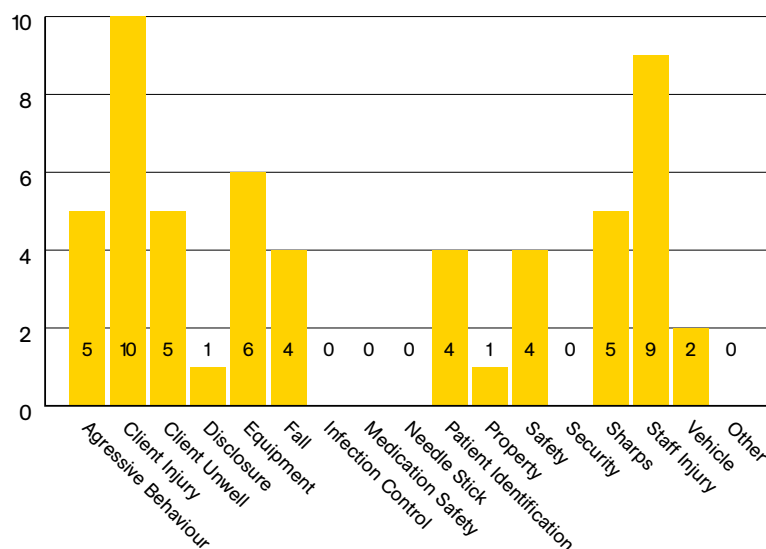


Table 1: Incident Severity Rating (ISR)

All incidents are assessed to establish the incident severity via an Incident Severity Rating (ISR).

The ISR is based on:

- The actual and potential impact to those involved in the incident; and
- The actual and potential impact to the organisation.

The impact to the people involved is automatically derived from three related questions, these are:

1. Degree of impact;
2. Level of care; and
3. Treatment required.


ISR Scale

1 Severe/death

2 Moderate

3 Mild

4 No harm/near miss

A close-up portrait of an elderly man with white hair, smiling warmly. He is wearing a dark polo shirt. The background is a soft, out-of-focus bokeh of light spots. The entire image has a teal/cyan color overlay.

.....

“It is great to have
such a friendly and
affordable service
so close to home.”

.....

Financial Reports

Statement of Comprehensive Income

For the Year Ended 30 June 2017

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

	Note*	2017 \$	2016 \$
Revenue	2	7,642,438	7,145,404
Other income	2	17,062	18,110
Employee benefits expense		(5,099,395)	(5,263,788)
Depreciation expense		(93,354)	(95,249)
Professional fees		(528,802)	(370,423)
Office expenses		(110,049)	(88,344)
Occupancy expenses		(194,048)	(208,782)
Motor vehicle expenses		(29,533)	(34,161)
Program/health education expenses		(673,957)	(589,871)
Marketing and promotion expenses		(42,221)	(56,256)
Belgrave HUB Expenses		(321,890)	(47,956)
Youth consulting establishment costs		(71,480)	–
Other expenses		(74,219)	(112,732)
		(7,238,948)	(6,867,562)
Surplus for the year		420,552	295,952
Other comprehensive income		–	–
Total comprehensive income for the year		420,552	295,952

Statement of Changes in Members' Funds

For the Year Ended 30 June 2017

	Accumulated Surplus \$	Asset Revaluation Reserve \$	Total \$
Balance at 1 July 2016	5,651,635	627,628	6,279,263
Surplus for the year	420,552	–	420,552
Balance at 30 June 2017	6,072,187	627,628	6,699,815
Balance at 1 July 2015	5,355,683	627,628	5,983,311
Surplus for the year	295,952	–	295,952
Balance at 30 June 2016	5,651,635	627,628	6,279,263

Statement of Financial Position

As at 30 June 2017

	Note*	2017 \$	2016 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,210,600	794,191
Trade and other receivables	4	361,708	186,169
Other financial assets	5	5,424,244	5,202,629
Other assets	6	60,527	31,470
TOTAL CURRENT ASSETS		7,057,079	6,214,459
NON-CURRENT ASSETS			
Property, plant and equipment	7	1,371,783	1,420,249
TOTAL NON-CURRENT ASSETS		1,371,783	1,420,249
TOTAL ASSETS		8,428,862	7,634,708
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	838,520	542,572
Employee benefits	10	745,755	676,199
Other liabilities	11	15,322	–
TOTAL CURRENT LIABILITIES		1,599,597	1,218,771
NON-CURRENT LIABILITIES			
Employee benefits	10	129,450	136,674
TOTAL NON-CURRENT LIABILITIES		129,450	136,674
TOTAL LIABILITIES		1,729,047	1,355,445
NET ASSETS		6,699,815	6,279,263
MEMBERS' FUNDS			
Accumulated surplus		6,072,187	5,651,635
Reserves	12	627,628	627,628
TOTAL EQUITY		6,699,815	6,279,263

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

Independent Auditor's Report

Opinion

We have audited the financial report of Ranges Community Health t/a Inspiro (the Company), which comprises the statement of financial position as at 30 June 2017, the statement of comprehensive income, the statement of changes in members' funds and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- i) Giving a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the year then ended on that date; and
- ii) Complying with Australian Accounting Standards (including Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We 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 our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Information other than the Financial Report and Auditor's Report Thereon

The directors are the Responsible Persons of the Company. The directors are responsible for the other information. The other information obtained at the date if this auditor's report is included in an annual report, (but does not include the financial report and our auditor's report thereon).

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors 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.

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 the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor’s Responsibilities for the Audit of the Financial Report

Our objectives 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 our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with 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 the financial report.

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

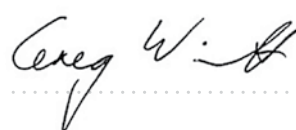
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a 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 we conclude that a material uncertainty exists, we are required to draw attention in our auditor’s report to the related disclosures in the financial reporter, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our 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.

We 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 we identify during our audit.

**ACCRU MELBOURNE
(AUDIT) PTY LTD**
Chartered Accountants



G D WINNETT
Director

6 September 2017

Responsible Entities' 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

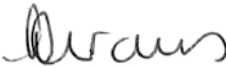
(b) give a true and fair view of the financial position as at 30 June 2017 and of the performance for the year ended on that date of the entity.

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
Director



Lee Evans
Director

Dated 6 September 2017

A man in a white lab coat is smiling and looking towards the right. He is wearing white gloves and is examining a patient's foot. The background is a clinical setting with medical equipment. The entire image has a teal/cyan color overlay.

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“Inspiro is always helpful.
We’ve used podiatry in
the past for my parents.
Excellent quality service.”

.....

Lilydale

17 Clarke Street
Lilydale Vic 3140
(03) 9738 8801

Healesville

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Healesville Vic 3777

Tecoma

3/1527 Burwood Highway
Tecoma Vic 3160

Sherbrooke

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Ranges Community Health t/a Inspiro
ABN 14188 575 324

