

Community
Health
Service

inspiro



Annual Report 2017–18

Including the Quality Account

inspiro.org.au

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



Better health for more people in the Yarra Ranges.

What we do

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

- Community nursing
- Counselling and psychology
- Dental
- Diabetes education
- Dietetics
- Exercise physiology
- 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

Belgrave Community Hub opened with new Inspiro clinic

In April 2018, the Belgrave Community Hub was officially opened at 1616–1624 Burwood Highway, Belgrave. It was a very proud moment for many who had worked long and hard on the project.

The project cost just under ten million dollars and came together with funding contributed by the local, state and federal governments, and with support coming from Inspiro who provided the land.

The Hub is now home to a new Inspiro health service centre as well as Yarra Ranges Council's Aged Care and Maternal and Child Health Services, and Dandenong Ranges Emergency Relief Services.

Inspiro will be providing locals in Belgrave and the surrounding areas with services including:

- Dental (in 2019)
- Counselling
- Occupational therapy for kids
- Speech therapy for kids
- Physiotherapy, and
- Podiatry



Inspiro became a Registered NDIS Provider

The National Disability Insurance Scheme (NDIS) rolled out in Outer Eastern Melbourne on 1 November 2017. Inspiro became a Registered NDIS Provider to provide the following supports (services) for adults:

- Dietetics and nutrition advice
- Speech therapy
- Podiatry
- Occupational therapy
- Physiotherapy
- Exercise physiology
- Psychology and counselling, and
- Maintenance therapy (training carers and family members to provide support).

We partnered with Melba Support Services to provide services to clients referred to us by Melba. The partnership helped us to gain a deeper understanding of how we can serve adults with complex needs to live an ordinary life day to day, and become part of the fabric of their community. This enabled us to identify the types of services and model of care needed, as well as how we could support families and carers, and other NDIS service providers like Support Coordinators and Plan Managers.

Since the NDIS roll out, the demand for Inspiro's services has been consistently increasing.



Inspiro awarded Tertiary Scholarships to talented Yarra Ranges students

April 2018, Inspiro awarded our annual Tertiary Scholarships to three inspiring Yarra Ranges students: Molly Horne, Zoe Eggleton and Nicole Wong. The awards recognise and reward local residents who are studying at university in a health field, by providing them with financial help with the costs of their studies. Inspiro has been awarding scholarships to the local community for 12 years and since 2006 has awarded \$107,000 in scholarships.

Zoe Eggleton from Wandin North—awarded \$3,000 Tertiary Health Scholarship Major Award

Zoe is completing her final year of a Bachelor of Biomedical Science at Monash University, and hopes to go on to study a Doctor of Medicine post-graduate study. Her goal is to work as a paediatric doctor as she is passionate about helping to improve the lives of children and young people.

Each day Zoe spends hours travelling from home to university, whilst also working part time to support herself. For Zoe, the scholarship will reduce financial stress and give her more time to focus on her studies and extracurricular activities.

Nicole Wong from Mooroolbark—awarded \$3,000 Tertiary Health Scholarship Major Award

Nicole is a first year Dentistry student at La Trobe University in Bendigo. As someone who was born with a cleft lip, Nicole hopes to become a maxillofacial surgeon helping to treat diseases, injuries and conditions affecting the head, face, neck, jaw and mouth area.

To undertake her degree, Nicole had to move to Bendigo, and purchase compulsory equipment for her course. The scholarship will help with Nicole's living expenses and give her more time to study.

Molly Horne from The Patch—awarded \$2,000 Tertiary Health Scholarship Encouragement Award

Molly is studying for her medical degree at Monash University in Clayton. She hopes to fulfil her dream of becoming a doctor and work with disadvantaged communities.

The scholarship will help Molly pay for medical equipment like a stethoscope, professional clothing and footwear, and compulsory books; and also help keep her car running for the long daily drive to Clayton.

The winners of the 2018 Tertiary Scholarships: (left to right) Nicole Wong, Zoe Eggleton and Molly Horne.



Board Chair Report



Providing services that people need as close to home as possible

In our 2016–2019 Strategic Plan, we set out to provide services that people need as close to home as possible. Our goal was to increase the number of locations where Inspiro services can be accessed in the Yarra Ranges. This year marked a significant milestone to realising that goal with the opening of the Belgrave Community Hub in April 2018, and Inspiro’s new health service centre.

The Hub brings together vital, whole-of-life services to Belgrave and surrounding suburbs where there is a high demand for allied health, dental, early childhood services, as well as social support and disability services.

After several years of planning, it was incredibly satisfying to open the Hub in April 2018 to an overwhelming response from the community. The contrast between Inspiro’s old Belgrave office and the new Belgrave Community Hub could not be starker. Community services like Inspiro, were previously operating out of cramped, unsuitable buildings that were difficult for the elderly or people with disabilities to access. Many services including Yarra Ranges Council’s Aged Care and Maternal and Child Health Services, and Dandenong Ranges Emergency Relief Services are now in the one central Hub where everyone can be treated in comfort and a purpose built facility.

Other highlights in 2017–18 included:

- Launching a new exercise physiology service, providing effective exercise programs and advice to help people manage health conditions. Exercise physiology is also a terrific complementary service to our existing physiotherapy, diabetes education and dietetics and nutrition advice services.
- Becoming a Registered NDIS Provider for adult services including occupational therapy, physiotherapy and speech therapy, and partnering with Melba Support Services, a recognised leader in helping individuals with a disability lead everyday lives.
- Increasing our speech therapy service and making more appointments available to help adults with speech, language, communication, cognition and swallowing problems.

I would like to acknowledge and thank my fellow Board members, Inspiro staff, volunteers and partners for their tremendous support and contribution.

Stephen Potter
Chair, Inspiro Board of Governance



Above: The wonderful new facilities of the Belgrave Community Hub.

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’s 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, and ensure high quality services are provided with the resources we have.

During 2017–18 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.

Diana Borgmeyer

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

Angela Dodson

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

Lee Evans

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

Linda Steane (Hancock)

Board Member since 2010.
Special Responsibilities:
Deputy Chair.
Professional Position:
Senior Constable for Victoria Police and Crime Prevention Officer for Yarra Ranges Shire.

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.



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

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.

CEO's Report



Inspiro continues to focus on improving the health and wellbeing of the Yarra Ranges community and being the local community health service for everyone.

Starting a new job is exciting and overwhelming at the same time and starting at Inspiro as the new CEO was made easier due to the great support from our Board and staff. The Board have a very clear direction for Inspiro with our 2016-19 Strategic Plan in place and I've been tasked to continue that direction to achieve our three strategic outcomes.

It has been wonderful to see some key initiatives that were started before my time, come to fruition this year. Like launching our NDIS services; and the opening of Belgrave Community Hub, which will be home to much needed

health and support services for the local community.

I've also been inspired by our passionate, talented and dedicated staff, generous volunteers and collaborative partners. I know that our collective strength, skills and wisdom will be of great advantage as we build Inspiro to respond to the health needs of the community in areas like mental health; chronic diseases like diabetes; and dental health.

Thank you for your support.

Sue Sestan
CEO

Our achievements in 2017-18 included:

Strategic Outcome 1:

Providing services people need as close to home as possible

- Opening the Belgrave Community Hub which is now home to a new Inspiro health service centre as well as Yarra Ranges Council's Aged Care and Maternal and Child Health Services, and Dandenong Ranges Emergency Relief Services.
- Offering physiotherapy services in our Healesville Clinic.
- Providing counselling outreach in Yarra Junction.

Strategic Outcome 2:

The local community health service for everyone

- Becoming a Registered NDIS Provider and providing a range of services for adults.
- Starting a Medication Support and Recovery Service for people dealing with a prescribed drug addiction.
- Leading oral health and gender equity programs with schools to improve the health and wellbeing of our youngest citizens.

Strategic Outcome 3:

Building our business

- Growing our speech therapy service, which is in high demand.
- Starting a new exercise physiology service providing effective exercise programs and advice to help people manage their health conditions.
- Establishing partnerships with organisations like Melba Support Services and EDVOS to service the community.

Quality, affordable health services for the Yarra Ranges

Inspiro offers a wide range of healthcare services from three centres and our outreach programs to meet the growing needs of the Yarra Ranges community.

Community nursing to help assess and manage chronic illnesses, and coordinate the health care needed.

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

Exercise physiology for safe exercises to help with all aspects of health prevention and management.

Occupational therapy for adults to support adults to do everyday activities safely and independently, stay mobile and prevent falls.

Occupational therapy for kids to support pre-school age kids to improve participation in movement activities, self-care skills, attention and play.

Physiotherapy to restore movement and maximise function when people have any 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-school age 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.

Family support groups such as playgroups and Healthy Mothers Healthy Babies program 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

“The staff were very friendly and made my son comfortable. I got a terrific insight into what’s happening—fantastic. Thank you Cathy.” —Jenni

In 2017-18 we treated a total of 11,177 clients, with 70% of these being dental clients and 30% Allied Health and Nursing clients. Our total number of appointments for the year was 37,047, with 53% being for dental and 47% being for Allied Health and Nursing.

Between 2015-2016 and 2017-18 the number of annual appointments

has grown by 15% from 32,174 to 37,047. The number of Allied Health and Nursing appointments has grown by 23% over the same period, whilst the dental appointments have grown by 9%.

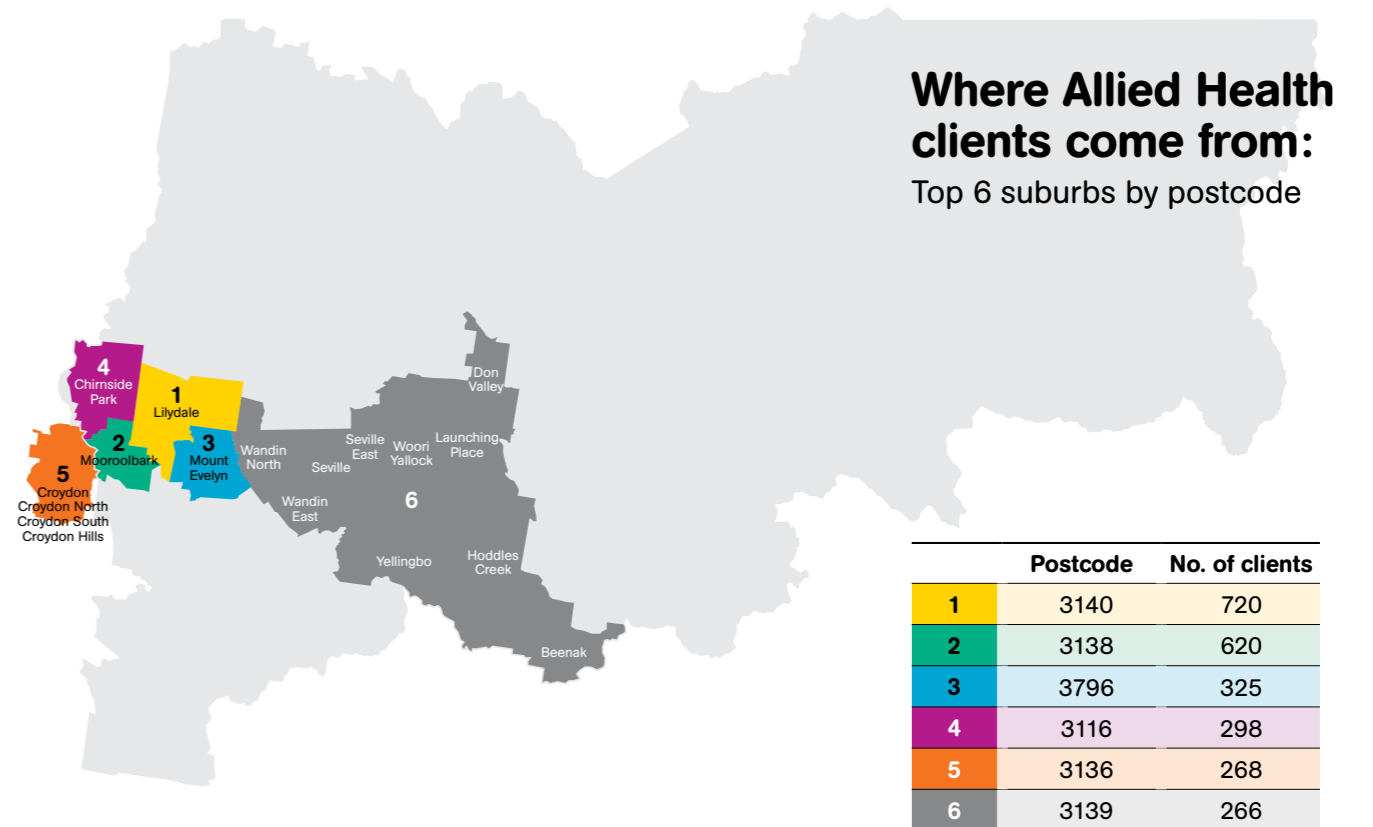
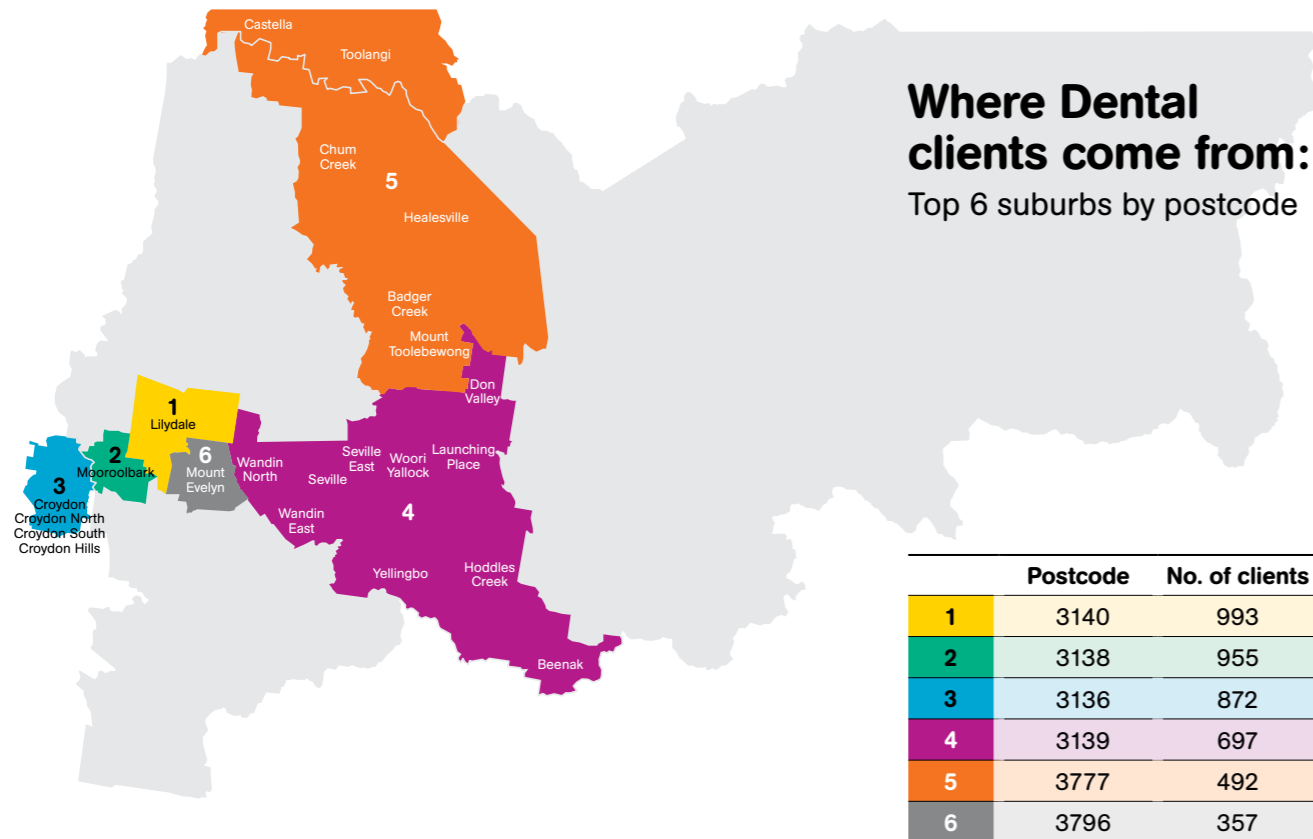
The increase in appointments reflect Inspiro’s ongoing efforts to make our health services accessible to more people in the community.

Of the 19,495 Dental appointments made in 2017-18, 94% were public clients and 6% were private fee paying clients. Of the 17,552 Allied Health and Nursing appointments made, 90% were public clients and 10% were private fee paying clients.

Number of Inspiro clients	During 2015-16	During 2016-17	During 2017-18	% Increase from 2015-16 to 2017-18
Dental – all	8,702	9,515	7,823	-10%
Allied Health – all	5,176	5,105	3,354	-34%
Total	13,878	14,620	11,177	-19%
Dental – new	3,798	3,653	2,861	-9%
Allied Health – new	2,398	2,670	2,428	1.25%

New clients are those who have been to Inspiro for the first time during 2017-18.

Number of Inspiro appointments	During 2015-16	During 2016-17	During 2017-18	% Increase from 2015-16 to 2017-18
Dental	17,912	18,701	19,495	9%
Allied Health	14,262	15,705	17,552	23%
Total	32,174	34,406	37,047	15%





Healthy teeth

Inspiro's six chair dental clinic in Lilydale offers high quality, affordable dental care for the whole family, and free dental services for children age 12 and under.

Quality Account – dental clinical quality indicators

Dental Health Services Victoria Clinical Indicators measure the quality of patient care. In 2017-18 Inspiro had very good results and continued to outperform public dental services 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 7 for the state (6.9%).

	Inspiro	Region	State
No. of dental fillings	3,619	24,844	199,172
No. of dental fillings redone within 6 months	237	1,640	13,764
% of dental fillings redone	6.5%	6.6%	6.9%

For the period 1 January to 31 December 2017.



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

For every 100 dental fillings done at Inspiro, only 3 had to be redone (2.5%), compared to 3 for the state (2.8%).

	Inspiro	Region	State
No. of dental fillings	1,258	7,884	78,495
No. of dental fillings redone within 6 months	31	183	2,228
% of dental fillings redone	2.5%	2.3%	2.8%

For the period 1 January to 31 December 2017.



“The dental ladies were brilliant with my 7 year old. It was her first time receiving dental treatment so she was uneasy, but the ladies were wonderful.” —Lisa

“The dental work that has been done is life changing. My confidence is back and it has helped me in my battle with depression. I have my smile back and could not be happier with the work done.” —John

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 were only 3 unplanned return visits within 7 days for further care (2.9%), compared to 2 for the state (1.3%).

	Inspiro	Region	State
No. of visits	1,432	7589	84,282
No. of unplanned return visits (for further care)	42	16	178
% unplanned return visits	2.9%	1.5%	1.3%

For the period 1 July 2017 to 30 June 2018.

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

For every 100 visits to Inspiro to have a tooth taken out, there were only 5 unplanned return visits within 7 days for further care (4.6%), compared to 3 for the state (2.9%).

	Inspiro	Region	State
No. of visits	65	409	6,070
No. of unplanned return visits (for further care)	3	16	178
% unplanned return visits	4.6%	3.9%	2.9%

For the period 1 July 2017 to 30 June 2018.

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 2 had to be remade within 12 months (1.3%), compared to 2 for the state (1.8%).

	Inspiro	Region	State
No. of dentures made	445	3,021	25,310
No. of dentures remade	6	26	446
% of dentures remade	1.3%	0.9%	1.8%

For the period from 1 July 2016 to 30 June 2017.

7 Fissure seal replacement within 2 years of initial treatment – children

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 3 needed replacement (2.7%), compared to 3 for the state (2.9%).

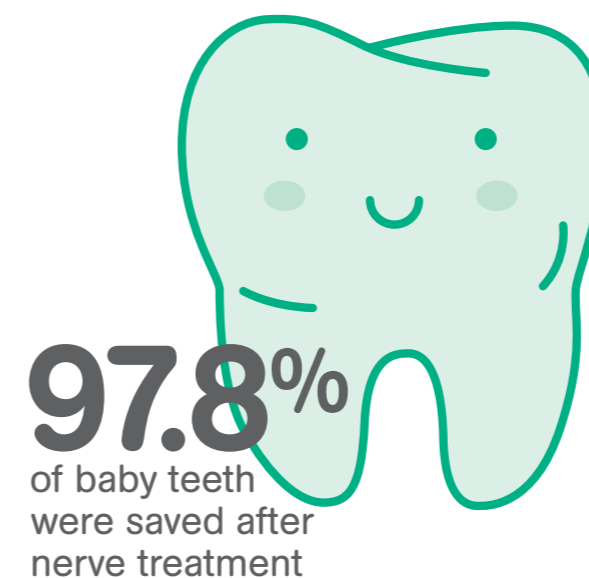
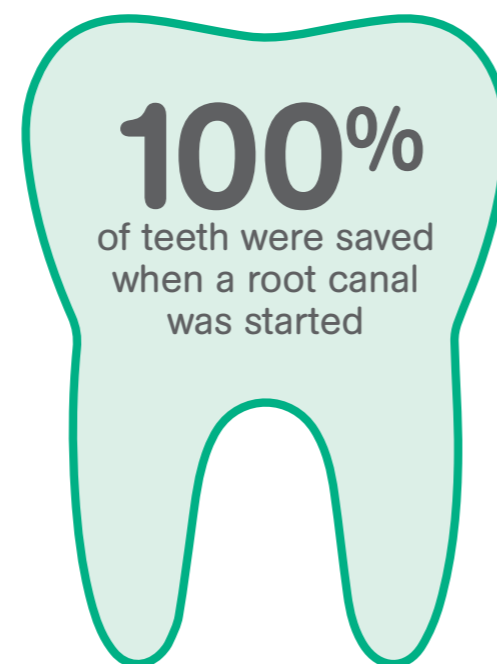
	Inspiro	Region	State
No. of fissure seals	2,416	19,058	137,128
No. of fissure seal replacements	65	451	4,032
% of fissure seal replacements	2.7%	2.4%	2.9%

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 all teeth were saved and none had to be taken out (0%), compared to 4 for the state (3.1%).

	Inspiro	Region	State
No. of visits root canals started	21	510	3,825
No. of teeth removed after a root canal was started	0	9	118
% of teeth removed after a root canal was started	0%	1.8%	3.1%

For the period from 1 July 2016 to 30 June 2017.



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 its place. For every 100 teeth treated at Inspiro, 3 had to be taken out within 6 months of the treatment (2.2%), compared to 5 for the state (4.6%).

	Inspiro	Region	State
No. of teeth treat	45	220	1,823
No. of teeth taken out	1	11	83
% of teeth taken out	2.2%	5.0%	4.6%

Healthy mind and body

The number of Allied Health and Nursing appointments grew by 23% over the past three years from 14,262 clients in 2015-16 to 17,552 clients in 2017-18. Allied Health and Nursing appointments made up 47% of all Inspiro appointments in 2017-18.

In 2017-18, 72% of clients accessed Inspiro's low fee public health services, whilst 28% of clients accessed our full fee services.

The Allied Health and Nursing disciplines that had the most

appointments were Podiatry (24% of all Allied Health and Nursing appointments), Counselling (23%) and Speech Therapy for children (12%).

Growth in total Allied Health and Nursing appointments

Number of appointments	During 2015-16	During 2016-17	During 2017-18	% Increase from 2015-16 to 2017-18
Allied Health and Nursing	14,262	15,705	17,552	23%
Total appointments	32,174	34,406	37,047	15%
% of appointments that are Allied Health and Nursing	39%	44%	47%	

Number of Allied Health and Nursing clients

Number of clients	During 2017-18	% of clients
Low fee public health	2,428	72%
Private fee paying	926	28%
Total clients	3,354	

Proportion of Allied Health Appointments by Service 2017-18

Service	Allied Health Appointments 2017-18	% of appointments by service
Podiatry	4,134	24%
Counselling	4,048	23%
Speech Therapy – Children	2,124	12%
Physiotherapy	1,974	11%
Community Nursing	1,338	8%
Dietetics	917	5%
Occupational Therapy – Adults	914	5%
Occupational Therapy – Children	720	4%
Exercise Physiology	542	3%
Speech Therapy – Adults	399	2%
Psychology	344	2%
Programs and Groups	98	1%

We introduced a Medication Support and Recovery Service for people dealing with a prescribed drug addiction

Inspiro is a member of the Eastern Consortium of Alcohol and Drug Services (ECADS). In 2017-18 we started providing a Medication Support and Recovery Service for people dealing with a prescribed drug addiction. We partnered with Carrington Health and introduced an Alcohol and Other Drugs (AOD) community nurse at our Lilydale clinic to work with our AOD counsellors and provide full health checks for clients.

On the 1st February 2018 when codeine was no longer able to be purchased over the counter, Inspiro along with other Community Health Services in ECADS, held an information night for local pharmacists to discuss how the Medication Support and Recovery Service can help people who are struggling with an addiction to codeine.



We introduced a new Exercise Physiology service

In early 2018, Inspiro introduced a new exercise physiology service in response to client feedback for a simple, safe, effective exercise program and advice to manage health conditions. We now offer individual and group exercise programs aimed at preventing and managing health conditions like diabetes, hypertension, heart disease, lung disease and arthritis. Our exercise physiologist also works with people with injuries and disabilities to improve their health through advice, coaching, support and tailored exercise.

We increased speech therapy appointments

In 2018, we increased the number of speech therapists at Inspiro to help adults with speech, language, communication, cognition and swallowing problems. This has enabled us to offer more appointments to clients who may have speech related issues caused by stroke, degenerative neurological conditions, head injury, other medical conditions and aging.

We started offering services for NDIS participants

In 2017 Inspiro became a Registered NDIS Provider providing the following supports (services) for adults:

- Dietetics and nutrition advice
- Speech therapy
- Podiatry
- Occupational therapy
- Physiotherapy
- Exercise physiology
- Psychology and counselling, and
- Maintenance therapy (training carers and family members to provide support).

Since the NDIS roll out, the demand for Inspiro's services, particularly Occupational Therapy, have been in high demand. We have increased the number of Occupational Therapists in response.



Healthy Community – Integrated Health Promotion

Inspiro works to raise awareness of health issues affecting our community and partners with State and local groups to tackle the root causes of these health issues. In 2017-18, we continued our focus on working to prevent diseases in some of our youngest community members and creating safe and healthy environments for women.

Munch, Sip & Move pilot program for primary schools

Munch, Sip and Move is a new evidence based pilot program developed by Inspiro to counter the alarming rates of dietary related preventable diseases in the Yarra Ranges. The program aims to instil positive behaviour in primary school aged kids and create a supportive environment in schools for health.

The three key messages of the program are:

- 1. Healthy Eating** — Munch more fruit and veggies to feel your best.
- 2. Drinking** — Sip water all day to keep sweet drinks at bay.
- 3. Physical Activity** — Move at least 60mins per day in any way.

Healthy young people learn more effectively. By creating a healthy learning environment we help students make the most of their education. Instilling healthy habits

in kids during their formative years not only boosts their health and learning potential, it also sets them up for a lifetime of good health.

The program incorporates a whole of school approach engaging students, teachers, staff and families. Inspiro provided free support to schools with activities including:

- Teacher training conducted by an Accredited Practising Dietitian.
- Providing support and resources for curriculum and parent engagement.
- Supplying free water bottles to every student to promote drinking water.
- Auditing canteen and after school care menus and providing guidance to adhere to Department of Education School Food Services Policy Guidelines.
- Linking schools with Inspiro's free dental program and other services for children.



Creating a Place for Women in Sport

Preventing violence against women and creating safe and healthy environments in our community is a focus for Inspiro's Integrated Health Promotion team.

In 2018, Inspiro partnered with Yarra Ranges Council and EACH to develop the 'Creating a Place for

Women in Sport' self-assessment tool to help sport and recreation clubs. The resource is a practical tool to help clubs identify strengths and opportunities to promote gender equality and create environments where women and men can equally participate in sport and physical activity.

It encourages clubs to look at areas like leadership, club culture, membership and engagement, employees and facilities; set action plans; and reflect on and record key successes and areas for improvement.

Smiles 4 Miles improves kids' oral health

Smiles 4 Miles is an oral health promotion program for kindergarten-aged children developed by Dental Health Services Victoria and implemented in partnership with Inspiro throughout the Yarra Ranges, Valley and Hills.

Early Learning services achieve the Smiles 4 Miles award by implementing healthy eating and oral health policies, engaging with families about the importance of oral health and nutrition, and educating children through a variety of fun learning experiences based on the Smiles 4 Miles key messages – Drink well, Eat well and Clean well.

Inspiro's Integrated Health Promotion team, Dietitians and Dental Practitioners train educators to teach the children in their care. Children receive a free dental screening through our dental outreach program; a pack of dental goodies including a tooth brush, toothpaste, activity sheets and tips for healthy eating and nutrition.

In 2018, the first Early Childhood Service, All Saints Kindergarten in Yarra Junction, received a Smiles 4 Miles award for their fantastic work in improving processes to promote good oral health to some of our youngest community members. All Saints Kinder have championed healthy eating and drinking, by collaborating with Inspiro since 2016 and now incorporate oral hygiene into their everyday practice.

"We believe this is a wonderful service for the pre-school students, it is so valuable for families and Cathy makes it a fun experience for the children."



Youth Ambassadors for Gender Equality and Respect

'Ambassadors for Gender Equality & Respect' is a youth focused project that was implemented in the Upper Yarra region of the Yarra Ranges.

The project was funded by Yarra Ranges Council and developed by Inspiro, GenderWorks, Yarra Ranges Council, EDVOS, Cire Services and Community School,

Little Yarra Steiner School, Upper Yarra Secondary College, Eastern Health and Women's Health East.

It engaged students from three secondary schools in a series of workshops on the importance of equality for women, men and all genders, and the role young people can have as change makers in the community and the world.

Students developed skills in project development and activism and were supported to develop their own activities and a resource kit to raise awareness and engage their peers in this issue.



Quality Account – Continuity of Care

Colin's story

Colin is a qualified carpenter who built his own house in Monbulk. In his twenties and thirties, he roamed around Victoria, became a keen surfer and got involved with administration at Surfing Victoria. He enjoyed a busy life working, travelling, doing photography, and never got married.

One day he noticed that his foot couldn't work the accelerator of his car like normal. He went into the Austin Hospital and was diagnosed with Primary Progressive Multiple Sclerosis (PPMS). The right side of his body would progressively stop working.

About 15% of people with Multiple Sclerosis (MS) are diagnosed with PPMS. They may experience brief periods when the disease is stable and periods of increasing disability. For Colin his condition started to worsen when he sprained his ankle and went in to Peter James Centre for three and a half months. Before he went in, he could stand up, sit down and go to the toilet by himself. But he was losing condition and wasn't allowed to stand up. By the time he left, Colin needed a wheelchair.

The upside of being in the hospital was that Colin was connected to services that helped him to get a care package and live independently. Inspiro was one of those services.

“It's hard working out what is covered by the NDIS or not and to put together a plan. Toni has been so helpful.”

A carer had noticed there was a pressure sore on the heel of Colin's foot from hitting the bottom of the hospital bed and referred him to the Royal District Nursing Service and a podiatrist at Inspiro.

When he moved home, Colin was referred to one of Inspiro's Occupational Therapists, Toni. Toni has since been helping Colin with modifications to his home and equipment to maintain his independence. One of the biggest things that Toni helped Colin with was getting a new wheelchair that fitted him properly and allowed him to get around more easily. Prior to that, Colin had a new manual wheelchair that he kept sliding out

of and falling to the ground. Toni also organised a ceiling hoist to help Colin get in and out of bed.

When Colin needed to put together his NDIS plan, Toni was there to help him. She liaised with the

MS Society and other Inspiro clinicians including a podiatrist to put together a detailed plan identifying the health supports Colin needed to achieve his goals. Colin said, “It's hard working out what is covered by the NDIS or not and to put together a plan. Toni has been so helpful”.

Colin is taking things one day at a time and figuring out what he can't and can do. He now enjoys spending time on the internet and finding things of interest to read.



Colin living independently at home with his new wheelchair.

Fred's story

Fred is a senior who lives frugally from one week to the next on his disability pension. His health had been declining for many years. He has several chronic health issues including diabetes, bad arthritis and pain in his arms and legs. But the thing that affected and bothered Fred the most was his teeth, or lack of.

“My issue was that I hadn't had any teeth for four years.” No teeth or dentures made it extremely difficult for Fred to eat properly and to talk. It also affected his self-esteem terribly, and he would find himself avoiding social situations. Unfortunately, Fred couldn't afford to see a dentist, until a neighbour told him about Inspiro's low cost dental service.

After an initial dental check-up and x-rays taken of his jaw, Fred had several more appointments. He had impressions and moulds taken of his gums so that a custom-fitting tray could be made for the new teeth. The dentist then fitted the dentures in Fred's mouth and adjusted the dentures to make sure they fitted properly.

Fred was very pleased with how the dentures have improved his life. “Within 12 months of going to Inspiro, I had a complete set of dentures which I'm very happy with.” Fred was also referred to other Inspiro services and group programs for his chronic health illnesses. “Inspiro has helped me so much. Especially with my self-esteem and confidence.”

Quality Account – Consumer, Carer and Community Participation

The population of the Yarra Ranges is quite diverse with equally diverse healthcare needs. We are home to a large number of families and young people aged between 5 and 17 and also have a higher proportion of people aged 50 and over compared to Greater Melbourne. People are also spread over a large geographic area with about 70% of living in the urban areas.

Inspiro aims to be the local community health service for everyone. To do this, we have three

centres located across the Yarra Ranges in Lilydale, Belgrave and Healesville and have outreach services where our clinicians travel to clients. We also form partnerships with other local services to make it easier for people to access health care. We provide priority access for people who have a greater need, like refugees and asylum seekers and Aboriginal and Torres Strait Islander people.

The Yarra Ranges is home to a large population of Burmese migrants.

Many use Inspiro’s services, particularly our dental service, with the help of an interpreter. We also make available some of our healthcare information in Burmese.

In 2017-18 Inspiro provided services to:

Refugees and asylum seekers	301
Aboriginal and Torres Strait Islander people	148

“We would definitely like to book in again for next year. I think the talk and check-ups ran really well and can’t think of any improvements. Thank you, it is really a great service.” —Lakeview Childcare



Dental care for children

Tooth decay is one of Australia’s most common health problems. The Royal Children’s Hospital National Child Health Poll found that one in three (31%) preschool children have never visited a dentist. Regular visits to the dentist and good oral hygiene habits help children learn to take care of their teeth to help prevent decay.

One of Inspiro’s priorities is the dental health of children. We offer free dental appointments for children under the age of 12 and have a dental outreach team that visit child care centres, kindergartens and primary schools to provide dental screening for

kids. We also partner with the Yarra Ranges Maternal and Child Health Nurses to encourage parents to take their children to visit the dentist as part of the two-year-old check-ups. Our Integrated Health Promotion, Dental and Dietetics teams work together to run the Smiles 4 Miles program with early childhood services. The team teach educators, children and their families in a

fun way to care for their teeth by drinking, eating and cleaning well.

In 2017-18, there were 28 preschools and nine primary schools, and a total of 1,646 children that participated in our dental screening program. The number of schools and children that participated decreased due to reduced staffing levels.

	2017-18	2016-17	2015-16
Number of children screened	1,646	2,818	2,213
Number of schools participating in dental screenings	37	49	39
Number of children accessing dental services at Inspiro	3,697	4,373	4,243

Consumer participation

Inspiro strives to involve consumers, their carers and community members in a range of planning and service delivery activities. Consumer participation enables us to respond to the needs of the community and improve our services. Some of the ways we do this are by having consumers

involved in our committees, conducting surveys, and asking for feedback and suggestions from clients.

In 2017-18, we conducted our Triennial Consumer Survey which received input from a total of 855 people through a variety of consultation methods including surveys, small focus groups and

interviews. 83% of surveyed consumers strongly agreed or agreed they were satisfied with their experience of attending Inspiro. Thirteen percent of surveyed consumers suggested improvements in greater promotion of Inspiro and reducing waiting times for appointments. We plan to look at how we can improve in these areas in future.

“Thank you so much for having me as a volunteer over the past few years. You’ve all given me so much and made my life richer.” —Jacinta

Quality Account – Consumer Feedback

Consumer feedback provided via the feedback forms, through the *hello* email and informally, forms an important component of consumer participation at Inspiro. All feedback is valued and encouraged to celebrate what we do well and to identify areas where improvements can be made. Feedback, complaints and suggestions help us ensure that we are providing a high standard of service and positive experience for our consumers.

Analysis

In 2017-18 Inspiro received a total of 113 sources of feedback (see Graph 1). This is an increase from 2016-17 when we received 108. 75% (85) of these were compliments, which represents a 10% decrease on the previous year. 4% (5) were suggestions (1% increase on the previous year) and the remaining 20% (23) were complaints (an 8% increase on the previous year).

Compliments

The compliments received were mostly relating to our clinical services and the treatment clients received (80). Five compliments focused or mentioned communication/customer service. (see Graph 2).

Seventy percent (63) of compliments were about the dental service, 19% (17) were about primary care services, 3% (4) were about communication/customer service and 7% (6) were about Inspiro services in general (see Graph 3). Seven of the compliments for dental were regarding the Schools Dental Outreach program.

Complaints

In 2017-18 Inspiro received 23 complaints (see Graph 3). Thirteen of these were regarding the dental service, two regarding primary care services, four regarding communication/customer service and four general services. Areas of complaint focused on treatment/clinical service, customer service/communication, three in relation to building/facilities/locations and two in relation to the dental waitlist, (see Graph 2).

All complaints are followed up and resolved directly with the consumer or their representative. 35% (8) were resolved within 7 days, 22% (5) were resolved within 30 days and 43% (10) needed more than 30 days to resolve.

An investigation was conducted into every complaint with feedback provided to the consumer and staff concerned, and where relevant to the wider organisation as part of improving how we provide services.

Suggestions

In 2017-18 Inspiro received five suggestions via the consumer feedback process, four related communication/customer service and one general suggestion. One was anonymous, however the other four were followed up accordingly with the consumer.

Inspiro 2017 Community Consultation

In July–August 2017, Inspiro conducted our Community Consultation and received a total of 855 responses from people through a variety of consultation methods including:

- 779 community members, including 452 current Inspiro consumers, completed a 13-question consumer survey.
- 42 people completed snapshot interviews with the project consultants: 38 took place in shopping centres or on the street and four people from the Burmese community completed the interviews on-site at Inspiro in Lilydale.
- Eighteen Inspiro referrers completed surveys and ten professional stakeholders participated in one to one interviews.

83% of surveyed Inspiro consumers strongly agreed or agreed that they were satisfied with their experience of attending Inspiro and 85% strongly agreed or agreed that Inspiro was a welcoming and safe environment to visit.

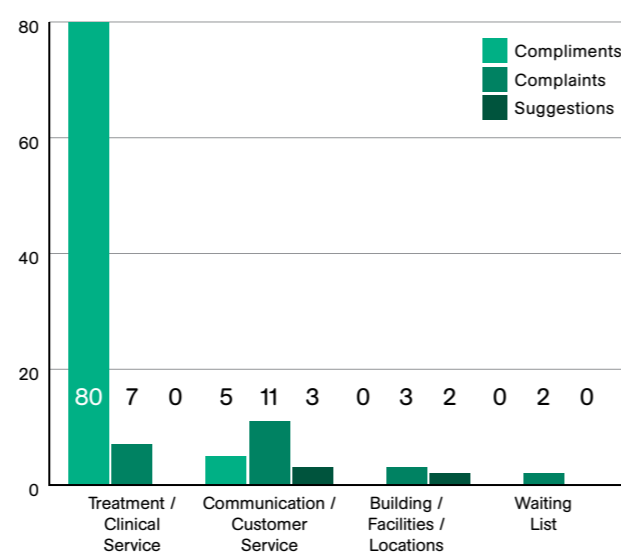
Surveyed consumers were invited to comment on how Inspiro could improve. 41% of respondents saw no need to improve; 13% percent recommended greater service promotion and another 13% asked for waiting times to be reduced.

In 2017-18 Inspiro continued to promote the private fee paying services to clients as an option to waiting for a public health appointment. We also increased publicity and promotion of Inspiro in online media, driving higher engagement in our social media channels and more people visiting our website.

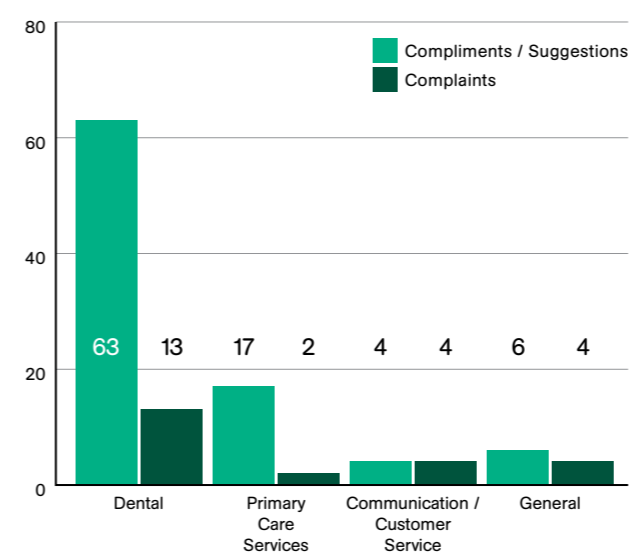
Graph 1: Consumer Feedback 2017-18



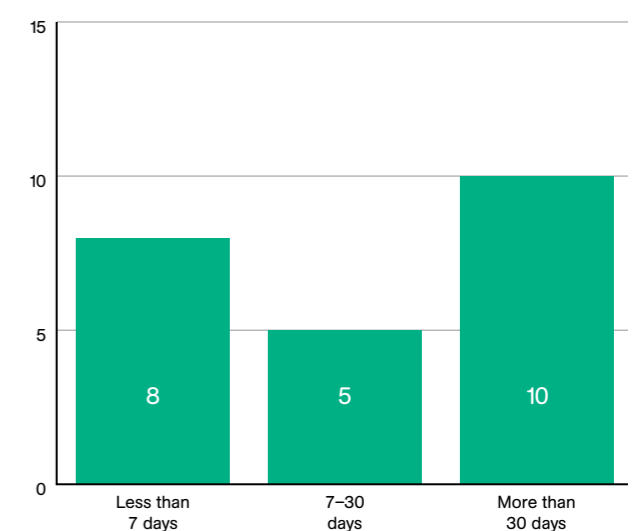
Graph 2: Consumer Feedback Topics 2017-18



Graph 3: Consumer Feedback Areas 2017-18



Graph 4: Complaint Resolution Timeframe 2017-18



Quality Account – Quality and Safety

Quality improvement – offering more services and making our services better

Inspiro is committed to improving access to our services, the quality of our services and health outcomes from using our services. In 2017-18 we did this by:

- Opening of the Belgrave Hub.
- Providing a new physiotherapy service at our Healesville clinic.
- Becoming a Registered NDIS provider and offering services for NDIS participants.
- Introducing a new Exercise Physiology service for individuals and groups.
- Increasing appointments available for our adult Speech Therapy service.
- Introducing a new Medication Support & Recovery Service for people dealing with a prescribed drug addiction.
- Introducing Space 4 Us, a peer support program for teens with a family member with mental illness.

Accreditation

Inspiro is fully accredited under the Quality Improvement Council Standards (QIC) and National Safety and Quality in Healthcare Standards (NSQHS). Both the QIC and NSQHS are nationally recognised standards in governance and delivery of health services. We continue to encourage and ensure that our staff follow these standards in our work every day.

“Everyone has been lovely to deal with. Workers within the building are always smiling and polite. Never had a bad experience.”

—Sarah, speech therapy client

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 for Hand Hygiene. All Inspiro staff complete hand hygiene training annually. In 2017-18 our dental clinic hand hygiene results showed 81.75% compliance against the state wide target of 80%.

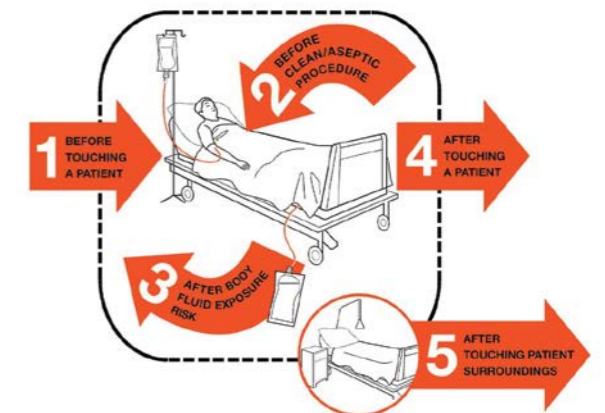
We continue to ensure staff awareness of infection control policies and procedures through regular communication in clinical meetings, training and supervision.

Staff experience on safety

Inspiro encourages reporting of patient care errors (incidents) through training and promoting a “no-blame” culture. Reporting incidents allows for follow-up and for systems and procedures to be reviewed so that patient care errors are reduced.

In 2017-18 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 at our dental team meetings.

Your 5 Moments for Hand Hygiene



Moment	WHEN?	WHY?
1	BEFORE TOUCHING A PATIENT	Clean your hands before touching a patient when approaching him/her, to protect the patient against harmful germs carried on your hands.
2	BEFORE CLEAN/ASEPTIC PROCEDURE	Clean your hands immediately before performing a clean/aseptic procedure, to protect the patient against harmful germs, including the patient's own, from entering his/her body.
3	AFTER BODY FLUID EXPOSURE RISK	Clean your hands immediately after an exposure risk to body fluids (and after glove removal), to protect yourself and the health-care environment from harmful patient germs.
4	AFTER TOUCHING A PATIENT	Clean your hands after touching a patient and his/her immediate surroundings, when leaving the patient's side, to protect yourself and the health-care environment from harmful patient germs.
5	AFTER TOUCHING PATIENT SURROUNDINGS	Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving – even if the patient has not been touched, to protect yourself and the health-care environment from harmful patient germs.



World Health Organization

Patient Safety
A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

Quality Account – Quality and Safety

Incident Reporting

During 2017-18 there were 63 incidents reported which is consistent with 56 in 2016-17. Of the 63 incidents 54% were Occupational Health & Safety (OH&S) related and 46% were Clinical Incidents (see Graph 1).

The incidents are divided up into staff injuries (15), privacy (9) and equipment (7). The incidents affecting clients are as follows, client injury (6) and client unwell (6). A client unwell incident relates to a client becoming unwell while visiting Inspiro or attending an Inspiro program. Client injury relates to clients being injured either while receiving care or visiting Inspiro (see Graph 2).

Inspiro uses the Department of Health and Human Service Incident Severity Rating system for all incidents and adverse events reported by staff.

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 |

Staff reported a total of 63 incidents categorised according to severity in the following way (Refer to Graph 3):

2% or one incident was rated as severe/death. It's important to note that this incident did not occur as a result of any Inspiro intervention but related to services provided by another agency to an Inspiro client. 6% or four incidents rated as moderate, 62% or 39 incidents rated as mild and 30% or 19 incidents 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 a review of policies and procedures, provision of training for staff and the purchase of new equipment.

A total of 29 Clinical Incidents were reported during 2017/2018. As accounted for in Graph 3, the only incident rated as severe was not as a result of an Inspiro service being provided. The two moderate severity incidents involved a client who experienced chest pain whilst using our services resulting in an ambulance needing to be called. This is not an uncommon incident given we have many clients who have chronic conditions that put them at risk of cardiac issues. The second moderate incident involved an allergic reaction to an unknown which also resulted in an ambulance being called and client transported to hospital.

All reported Clinical Incidents are investigated and outcomes discussed with the client and relevant practitioners. Open disclosure is used in every clinical

incident and recommendations for improvement are monitored by the Inspiro Quality and Clinical Governance committee.

Inspiro acknowledges that Occupational Health and Safety (OH&S) is everyone's responsibility. Two OH&S incidents were categorised as moderate. They related to staff needle stick injury which was followed up according to current infection control standards. The second incident related to a staff manual handling issue. The staff member was supported with timely follow up to prevent any long term injury.

All reported OH&S Incidents are investigated, outcomes discussed with relevant staff and recommendations for improvement are monitored by the Inspiro OH&S Committee.

Consistent use of categories for incidents over the past three years enables some trend analysis. From 2015-16 to 2017-18 the number of reported incidents were 59 (2015-16), 56 (2016-17) and 63 (2017-18). Staff are sent regular reminders to report all incidents on our electronic database. We also provide regular education session on incident reporting and promote a no blame culture by reiterating that incidents and adverse events provide an opportunity to improve how we do things.

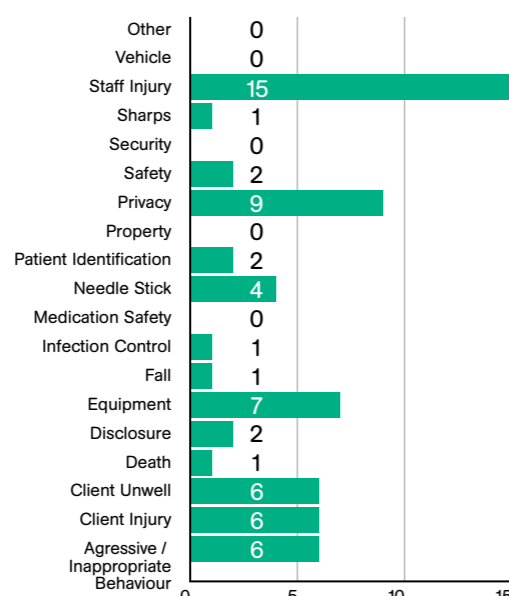
Staff injury is the category with the greatest number of reported incidents, remaining relatively consistent with 14 (2015-16), 9 (2016-17) and 15 (2017-18).

Across the same period the number of incidents relating client injury has steadily decreased from 11 (2015-16), 10 (2016-17) and 6 (2017-18).

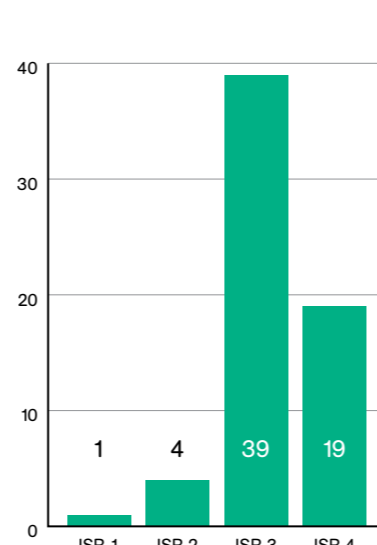
Graph 1: Inspiro Incidents 2017-18 by Type



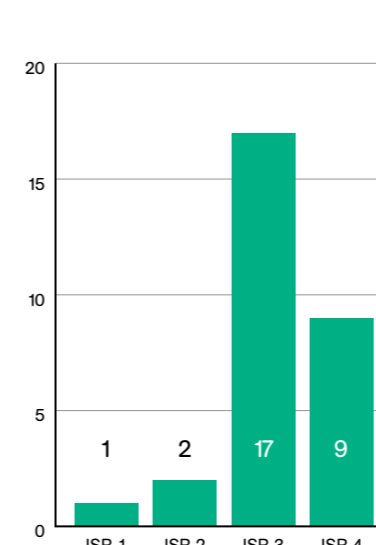
Graph 2: Inspiro Incidents 2017-18 by Category



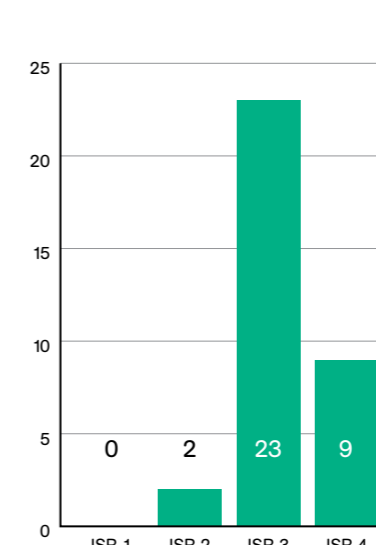
Graph 3: Inspiro Incidents 2017-18 by Incident Severity Rating



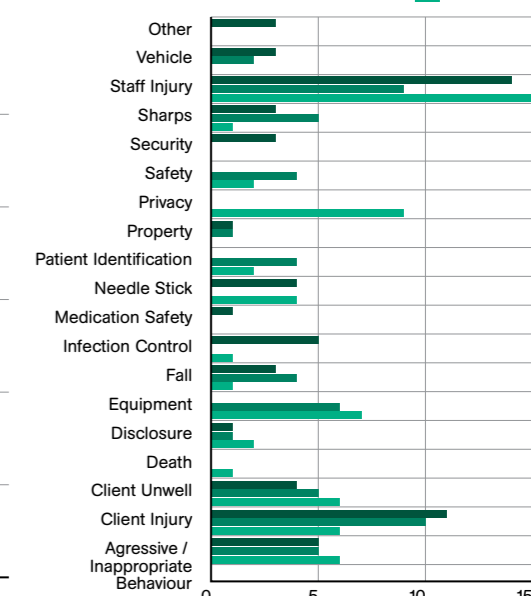
Graph 4: Clinical Incidents 2017-18 by Incident Severity Rating



Graph 4: OH&S Incidents 2017-18 by Incident Severity Rating



Graph 6: Inspiro Incidents by Category



Financial Reports

Statement of Comprehensive Income

For the Year Ended 30 June 2018

This is an extract from the full financial statements. Full copies of the financial statements and accompanying notes are available upon request. (hello@inspiro.org.au)

	Note*	2018 \$	2017 \$
Revenue	2	8,058,456	7,642,438
Other income	2	–	17,062
Employee benefits expense		(5,759,554)	(5,099,395)
Depreciation expense		(91,378)	(93,354)
Professional fees		(592,907)	(528,802)
Office expenses		(215,566)	(154,150)
Occupancy expenses		(322,726)	(265,528)
Motor vehicle expenses		(24,519)	(29,533)
Program/health education expenses		(917,989)	(673,957)
Marketing and promotion expenses		(36,909)	(42,221)
Belgrave Hub Project Contribution		–	(321,890)
Other expenses		(115,349)	(30,118)
		(8,076,897)	(7,238,948)
Surplus/(deficit) for the year		(18,441)	420,552
Other comprehensive income		–	–
Total comprehensive surplus/(deficit) for the year		(18,441)	420,552

Statement of Changes in Equity

For the Year Ended 30 June 2018

	Accumulated Surplus \$	Asset Revaluation Reserve \$	Total \$
Balance at 1 July 2017	6,072,187	627,628	6,699,815
Deficit for the year	(18,441)	–	(18,441)
Balance at 30 June 2018	6,053,746	627,628	6,681,374
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

Statement of Financial Position

As at 30 June 2018

	Note*	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	547,981	1,210,600
Trade and other receivables	4	370,951	361,708
Other financial assets	5	5,546,624	5,424,244
Other assets	6	133,146	60,527
TOTAL CURRENT ASSETS		6,598,702	7,057,079
NON-CURRENT ASSETS			
Property, plant and equipment	7	1,440,230	1,371,783
TOTAL NON-CURRENT ASSETS		1,440,230	1,371,783
TOTAL ASSETS		8,038,932	8,428,862
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	421,766	838,520
Employee benefits	10	782,170	745,755
Other liabilities	11	136	15,322
TOTAL CURRENT LIABILITIES		1,204,072	1,599,597
NON-CURRENT LIABILITIES			
Employee benefits	10	153,486	129,450
TOTAL NON-CURRENT LIABILITIES		153,486	129,450
TOTAL LIABILITIES		1,357,558	1,729,047
NET ASSETS		6,681,374	6,699,815
EQUITY			
Accumulated surplus		6,053,746	6,072,187
Reserves	12	627,628	627,628
TOTAL EQUITY		6,681,374	6,699,815

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 2018, the statement of comprehensive income, the statement of changes in equity 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 2018 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

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

Cameron J Flynn

C J FLYNN
Director


3 September 2018

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 2018 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.

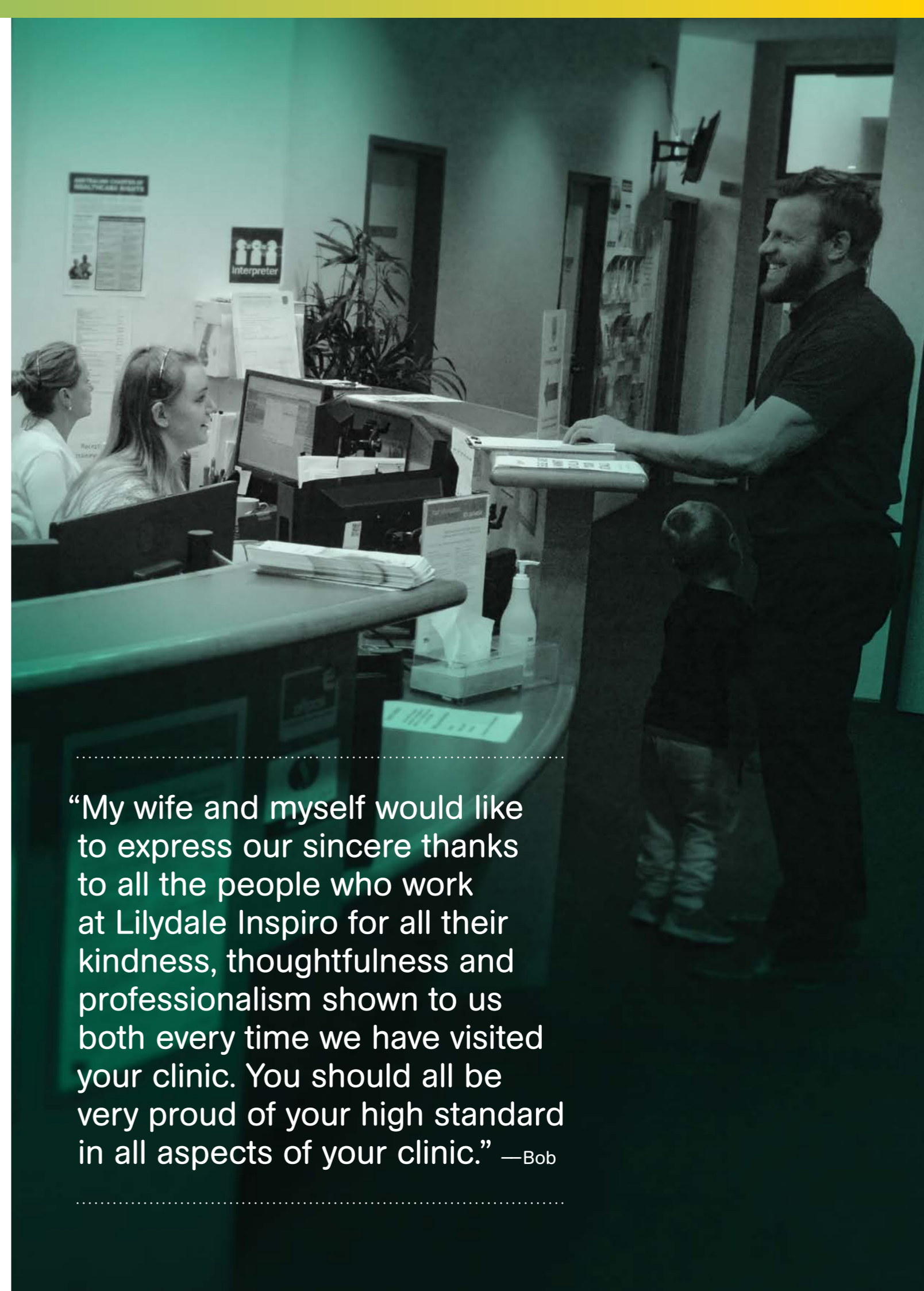


Stephen Potter
Director

Dated 3 September 2018



Lee Evans
Director



“My wife and myself would like to express our sincere thanks to all the people who work at Lilydale Inspiro for all their kindness, thoughtfulness and professionalism shown to us both every time we have visited your clinic. You should all be very proud of your high standard in all aspects of your clinic.” —Bob

Lilydale

17 Clarke Street
Lilydale Vic 3140
(03) 9738 8801

Belgrave

1616-1624 Burwood Hwy
Belgrave Vic 3160

Healesville

333 Maroondah Highway
Healesville Vic 3777

Contact us

Call: (03) 9738 8801
Fax: (03) 9739 4689
Email: hello@inspiro.org.au
Write: 17 Clarke Street
Lilydale Vic 3140
Twitter: @inspiroCHS
Facebook: /InspiroCHS

inspiro.org.au

Ranges Community Health t/a Inspiro
ABN 14188 575 324

