

**Quality Account  
& Annual Report 2018-19**

[inspiro.org.au](http://inspiro.org.au)

Community  
Health  
Service



**INSPIRING  
HEALTHIER  
LIVES**

# Contents

About Inspiro	3
Message from the Chair and CEO	4
Board of Governance Report	7
Our Service Highlights	8
Victorian Healthcare Experience Survey (VHES)	10
Sustainable growth and services	12
Promoting good health in our community	14
Consumer, carer and community participation	18
Quality, safety and consumer feedback	20
Financial Report	22
Independent Auditor's Report	24
Responsible Entities' Declaration	26

## Acknowledgements



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 emerging. We also acknowledge all other Aboriginal and Torres Strait Islander community members who have chosen to call this place their home.



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



Open Monday to Friday  
8.30am until 5.00pm  
Enquiries 9738 8601  
17 Clarke Street  
Ydale



# INSPIRO HEALTH LIVES

**Inspiro is a welcoming, inclusive community health service inspiring people to live healthier lives by delivering affordable, accessible and sustainable health care to the Yarra Ranges community**





## About Inspiro

We offer a wide range of healthcare services to meet the growing needs of people in the Yarra Ranges. Our services include:

- ▶ **Children's services** including speech therapy to help pre-school kids improve their speech, and occupational therapy to help improve participation in movement activities, self-care skills, attention and play.
- ▶ **Counselling** to help with personal problems such as relationships, family violence, drug and alcohol addiction, grief, anxiety and depression. We also offer specialist Youth and Family counselling for young people between 12 to 25 years old.
- ▶ **Dental care** for healthy teeth and gums.
- ▶ **Diabetes education advice** to help you manage your diabetes.
- ▶ **Dietetics** to advise on nutrition and which foods to eat to manage health conditions and weight.
- ▶ **Exercise physiology** for safe, tailored exercises to help prevent and manage chronic disease and improve quality of life.
- ▶ **Occupational therapy** to support adults to do everyday activities safely and independently.
- ▶ **Physiotherapy** to restore movement, prevent falls and maximise function when people have any injury, illness or disability.
- ▶ **Podiatry** focuses on feet and lower leg health.
- ▶ **Speech therapy** to help adults who have trouble with talking, eating, drinking and swallowing due to illness or disability.
- ▶ **Inspiro is a registered provider with the National Disability Insurance Scheme** and can help with *Therapeutic Supports* including Occupational Therapy, Physiotherapy, Exercise Physiology, Podiatry, Counselling and Speech Therapy.

# Message from the Chair and CEO

Over the last 12 months, it's been a privilege to learn and better understand what Inspiro does and can do more of to support the health and wellbeing of the Yarra Ranges community.

We are proud of what Inspiro has accomplished in the past year. We focussed on and achieved increased service delivery at the Belgrave Community Hub providing more services to people closer to home. We increased the number of clients treated by 18% which represents over 32,000 appointments to more than 13,000 clients. We decreased the dental waitlists but recognise there is more work to be done in this area. The majority of our programs achieved or exceeded their funding and service agreement targets. We also focussed on increasing our community capacity building programs and strengthening our existing partnerships. We know that partnering with consumers will result in improved outcomes for our clients, so it was important to formalise this through the establishment of our Consumer Advisory Group. We now also have an Advisory Group Plan which aligns itself with the 2019 – 2022 Strategic Plan.

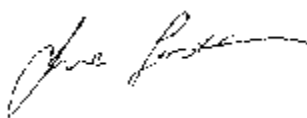
Having spent some time during the year examining the organisation's staff skill gaps and comparing it with the organisation's future direction, we employed expertise in data analytics, human resource management and facilities management. In response to the future challenges we identified in late 2018, we embarked on a strategic planning exercise and completed the new strategic plan in June 2019. Following extensive consultation with our clients, community, stakeholders and partners, and staff, the 2019 – 2022 Strategic Plan focusses on Our Community, Our People and Culture and Our Sustainability and Growth. Over the next three years we will continue to work with our community, partners and key stakeholders to ensure we deliver the very best care to the Yarra Ranges community.

Whilst Community Health has become accustomed to working through many challenges, the last 12 months has seen the impacts of increasing demand, funding changes and workforce shortages and distribution, affect us more than in previous years. It is more important than ever to focus on addressing the emerging challenges by planning and thinking innovatively to remain sustainable and effective into the future.

We would like to thank our partners and stakeholders, funding bodies, volunteers, members and Board of Directors for their ongoing support. We'd also like to thank all Inspiro staff for their contribution and commitment as we work towards achieving stronger outcomes for our community.



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



**Sue Sestan,**  
CEO



## 13,188

Clients accessed our services during the year including 5,722 new clients

## 32,167

Appointments were attended during the year



## 1,283

Children and 50 schools participated in our dental screening program



## 98%

of clients reported a positive experience with Inspiro



## 24yrs

Service to the Yarra Ranges community

## 98

Staff including clinicians and corporate support staff





## Belgrave Community Hub Open Day – April 2019

A lot of fun was had by all with food trucks, smoothie bikes, African drumming, a coffee van, face painting, health displays, and talks, door prizes, children's activities, site tours and workshops. In addition exhibitors at the event included Inspiro health stands, Yarra Ranges Youth, Eastern Domestic Violence Outreach Service, Women's Health East, Advanced Personnel Management, NEAMI and Belgravia Leisure.

## Highlights for the year 2018-19 included:



### 'A little Ray of giving' Christmas campaign

In 2018 we partnered with Ray White Lilydale and Mt Evelyn in the 'A little Ray of giving' Christmas campaign to donate and collect gifts for disadvantaged families. Over 260 gifts were distributed to families bringing much needed hope and joy.



### Long time volunteer, Hamish Russell, awarded Victorian Senior of the Year Award

Dedicated, long-time Inspiro volunteer Hamish Russell was acknowledged with the Premier's Victorian Senior of the Year Award for outstanding contribution to local community and Victoria. Hamish has dedicated 24 years to volunteering in the Shire of Yarra Ranges and Cardinia Shire. He is the Chair of the Inspiro Consumer Advisory Group, a valued member of our Quality and Clinical Governance Committee and serves on the panel of the Inspiro Tertiary Health Scholarship Program.



### Annual Tertiary Health Scholarship Awards

Our annual Tertiary Health Scholarships were awarded to three impressive Yarra Ranges students who are currently studying in a health field. The scholarships provide them with financial help for the cost of their studies. Liam from Upwey, Ashleigh from Montrose and Tegan from Wandin North were awarded a total of \$20,000. Liam received \$10,000, the largest amount ever awarded in our scholarship program.

### Strategic outcomes for the year

This year marked the end of Inspiro's 2016-2019 Strategic Plan. Inspiro has continued to deliver strongly on our plan.

**Key strategic achievements were:**

#### ***Strategic Outcome 1: Providing services people need as close to home as possible***

We continued to grow services available to people at the Belgrave Community Hub:

- ▶ Started offering dental, counselling, dietetics, physiotherapy, podiatry, and children's services.
- ▶ Operated the Hub at 78% capacity with permanent and casual tenants.
- ▶ Expanded partnerships with Yarra Ranges Council and other organisations like Dandenong Ranges Emergency Relief Services, WISE Employment and Mentis Assist.
- ▶ Held a successful Open Day in April 2019 to promote health services with over 500 local community members.

#### ***Strategic Outcome 2: The local community health service for everyone***

We implemented a formal Consumer Engagement Plan and established a Consumer Advisory Group with community members to provide input on our services.

We forged partnerships with other healthcare organisations to deliver services locally:

- ▶ Opened the Integrated Diabetes Education and Assessment Services (IDEAS) Clinic to support clients to self-manage their Type 2 diabetes.
- ▶ Piloted a Lung Rehabilitation program with Eastern Health.
- ▶ Started a joint initiative with Turning Point to run BreakThrough ICE Education seminars for Families to understand and best deal with challenges that can arise from ice use.
- ▶ Piloted a G:LAD – a physiotherapy program run in conjunction with La Trobe University for people with



**Official launch of IDEAS Clinic** (L to R): Carina Martin, Sue Sestan (CEO, Inspiro), Tony Stevenson (Mayor), the Honourable Tony Smith (MP), Robyn Whyte (CEO, EMPHN), Dr Chris Gilfillan.

osteoarthritis.

- ▶ Offered Chill & Chat Alcohol and Drug peer support groups at Belgrave Community Hub.
- ▶ Held free community information events including 'Help Your Teens Thrive' with Dr Louise Hayes; and How to Keep Your Kids Safe Online with Yarra Ranges Council and The Cyber Safety Project.

#### ***Strategic Outcome 3: Building our business***

We have been building our business by acquiring new capabilities, increasing our capacity to deliver high demand services and strengthening partnerships:

- ▶ Built our internal capability with skills in data analytics, human resources and facilities management.
- ▶ Increased our capacity to deliver Occupational Therapy.
- ▶ Worked closer with Aboriginal and Torres Strait Islander communities through organisations like the Healesville Indigenous Community Services Association (HICSA) and sponsoring events like Reconciliation Week.

We also developed our new 3-year strategic plan for 2019-2022 with the involvement of Inspiro's Board, staff, partners, Consumer Advisory Group and community members.





*Inspiro's Board of Directors. From left: Graham Warren, Lee Evans, Stephen Potter, Linda Steane (Hancock), Alana Killen, and Diana Borgmeyer. Absent: Angela Dodson & Isha Scott.*

## Board of Governance Report

**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 volunteers elected by members of Inspiro or appointed by the Board.**

### Key responsibilities of our board:

- ▶ 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 2018-19 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:** General Manager Risk Solutions, Ansvar Institute.

**Angela Dodson**  
(Board Member since 2017)

- **Special Responsibilities:** Quality and Risk Management Committee
- **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.

**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 (until December 2018)

**Isha Scott**  
(Board Member since 2013, resigned August 2018)

- **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

# Our Service Highlights



In 2018-2019 Inspiro continued to build our services to be the local community health service for everyone, by growing the number of appointments to treat more locals:

↑ **18%**

in clients treated  
(2,011 clients)

↑ **45%**

in speech therapy  
appointments

↑ **10%**

in public appointments  
(3,019 appointments)

↑ **41%**

in exercise physiology  
appointments

↑ **130%**

in private appointments  
(3,202 appointments)

↑ **33%**

in counselling  
appointments



Key dental clinical quality indicators

**91.4%**

of fillings done for adults  
were successful on first visit

**100%**

of teeth were saved within  
12 months of when a root  
canal was started

**97.8%**

of fillings done on kids were  
successful on first visit

**1%**

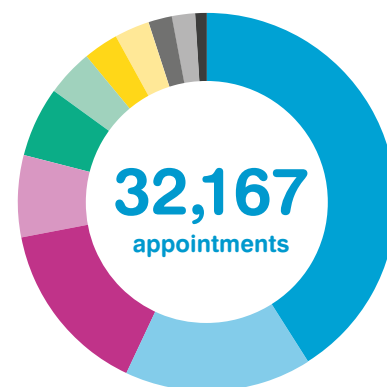
of dentures had to be remade  
within 12 months of initial  
placement

**98.7%**

of teeth taken out during a  
routine procedure did not  
need an unplanned visit  
within 7 days



Number of appointments  
by Health service (%):



- Dental (41.4%)
- Counselling (16.6%)
- Podiatry (14.6%)
- Paediatrics (7.3%)
- Physiotherapy (5.6%)
- Community Nursing (4.3%)
- Occupational Therapy (3.2%)
- Dietetics (2.5%)
- Exercise Physiology (2.4%)
- Speech Therapy (1.8%)
- Programs & Groups (0.2%)



Top 10 suburbs serviced:

Mooroolbark, Lilydale,  
Croydon, Beenak, Badger  
Creek, Chirnside Park, Mount  
Evelyn, Kilsyth, Big Pats  
Creek and Montrose





Our most used services by number of appointments were Dental, Counselling (including Alcohol & Drug Counselling) and Podiatry

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# Victorian Healthcare Experience Survey (VHES)

Each year Inspiro participates in the Victorian Healthcare Experience Survey (VHES), a statewide survey administered by the Department of Health and Human Services. This provides a great opportunity for us to receive feedback from our consumers and also benchmark against other Community Health Services. The following are this year's results.

## What did we do well?

100%

of respondents rated care received at Inspiro as good or very good

94%

of people reported that the time spent in the waiting room was just right

92%

of people responded to the question that health workers are always compassionate

73%

of people indicated that they didn't have to repeat information whilst being treated by Inspiro

## What could be improved?

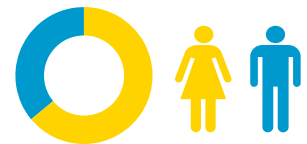
- ▶ Although 63% people responded that it was always easy to make an appointment, 28% indicated that it was only easy some of the time. **This has led us to undertake a review of our Reception and Intake processes which continues in 2019-2020**
- ▶ Although 53% people indicated that the staff always work together to improve their health & wellbeing, 19% responded that the staff only work together to some extent. **This has led to a review of chronic care models, care plans and our internal referral program.**



## Profile of respondents

63yrs

Average age



64% Female, 36% Male

47%

Have used two to three Inspiro services



Service

inspiro

Open Monday  
8.30am until 5pm  
Enquiries 0738 888 888

17 Clarke St  
Luton

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Gillian Smith  
Primary Care Manager



# Sustainable growth and services

## Providing comprehensive supports and coordinated care for NDIS participants

The National Disability Insurance Scheme (NDIS) started in Outer Eastern Melbourne in November 2017. In 2018-2019 we grew the number of NDIS participants that we provided supports to by 107% (from 67 participants in 2017-2018 to 139 participants in 2018-2019).

Having a coordinated team approach to providing quality care and value to participants has been instrumental to the growth of our NDIS services. An NDIS Coordinator role was formalised to help assess, plan, coordinate and review the care of participants.

Navigating the NDIS can be challenging for participants and their families, especially those who are doing it for the first time. Getting used to the complexities such as the language, the processes and paper work, and working with many different providers can be overwhelming. Having trusted providers who understand participants' needs and can advocate for participants is vital.



# 139

NDIS clients supported during 2018-19. A growth of 107% on the previous year.

Inspiro is a registered NDIS Provider offering supports including:

- Dietetics and nutrition advice
- Speech Therapy
- Podiatry
- Occupational Therapy
- Physiotherapy
- Exercise Physiology, and
- Psychology and Counselling

## Alisa's story

**Alisa McBurney, a qualified Occupational Therapist and long-term Inspiro staff member, became our first NDIS Coordinator after being inspired to use her clinical skills in a different way.**



Alisa is the first point of contact at Inspiro for all NDIS enquiries, and her clinical experience and understanding of Inspiro's other services make her the ideal person to help kick start a participant's planning process or plan reviews.

Alisa usually visits a participant in their home to discuss their goals and assess their needs. This is often done with family members and/or other carers and support providers as well. She then consults with other Inspiro clinicians to prepare an NDIS assessment report and quote for discussion with participants. Alisa also helps set up a Service Agreement and coordinate appointments with Inspiro's clinicians.





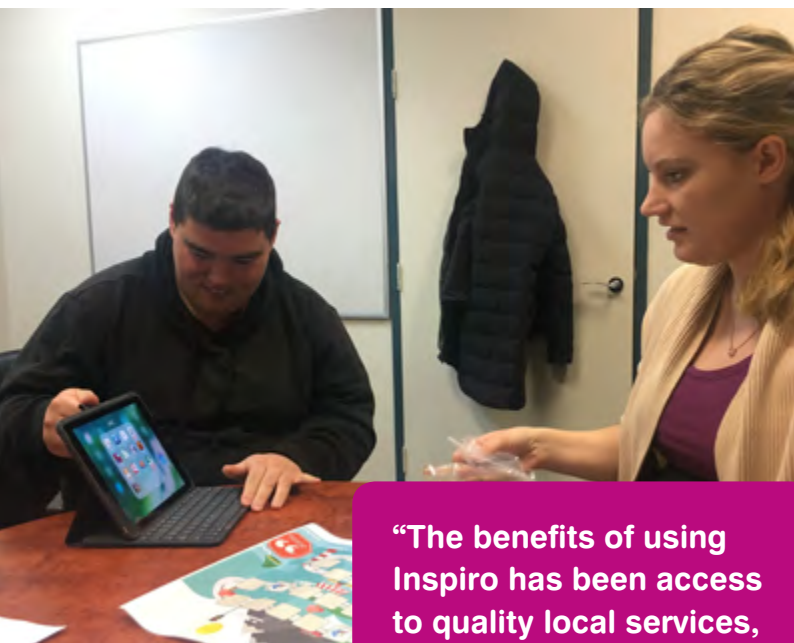
## William & James' story

Twins William and James Hart and their mum Kim, moved to the Yarra Ranges five years ago and have been coming to Inspiro for many services including dental, podiatry, physiotherapy and exercise physiology. When Inspiro started offering NDIS supports, Kim met with Alisa to discuss her options.

Since then, Will and James were introduced to Teri and have been seeing her weekly for speech therapy sessions. The sessions focus on improving their speech and social skills. Will and James have been learning how to start and end conversations, ask questions, use longer sentences and improve their memory, reading and writing skills. Technology, apps and interactive games are used in the sessions to support learning.

Kim thinks that one of the benefits of using Inspiro has been the access to quality services locally, continuity of care and having clinicians who understand the family's needs. For example, when information on the NDIS plans do not match the participant's needs, it's important to have clinicians who care and follow up.

**For Will and James, they enjoy coming to Inspiro to learn to read, write and spell better. Plus, "Teri is good fun!" Will said.**



**"The benefits of using Inspiro has been access to quality local services, continuity of care and having clinicians who understand our needs"**

*- Kim Hart, mum to William & James*

# Promoting good health in our community

## Inspiro continues to improve oral health education for kids

**Inspiro works in partnership with Dental Health Services Victoria to run Smiles 4 Miles, an oral health promotion program for kindergarten-aged kids in the Yarra Ranges.**

Our Integrated Health Promotion team and Dental Practitioners teach educators, families and kids in early learning services about the importance of oral health and nutrition in fun ways. A key focus is Drink Well, Eat Well and Clean Well.

In the last three years, participation in our Smiles 4 Miles program has grown. In 2018-19 there were 23 sites registered to participate in the program (up from four in our first year) and 97 educators were trained (up from 11 in our first year). The number of children participating increased from 191 to a staggering 1,941.

Children also have the chance to receive a free dental screening through our dental outreach program. This year 1,283 children from 50 schools participated in the program.

## Influencing healthy food choices and habits

**Inspiro partnered with Yarra Ranges Council, Eastern Health, Outer East PCP and Belgravia Leisure to deliver the 'Healthy Choices' program to primary schools, catering suppliers, sporting clubs and facilities.**



The free program helps school and sporting clubs in the Yarra Ranges to increase the availability of healthier food items by reviewing canteen food and drinks, offering a report with recommendations for alternative products, recipes, ordering forms and cost tracking techniques.

We also partnered with Yarra Ranges Council to deliver the 'Free Range Kids' program in primary schools, to improve physical activity by encouraging kids to walk to and from school.

Students are given a detailed map with suggested drop off points around each school, to use and take home to their parents. They can walk by themselves or with an adult, and don't have to walk all the way - just as far as they are able. The program is a class-based activity and students can earn points each time they walk.



**An oral health program for preschool children encouraging good oral health and healthy eating habits**

# 23

**Registered sites – up from 4 in 2017-18**

# 97

**Educators trained – up from 11 in 2017-18**

# 1,941

**Children participated in the program – up from 191 in 2017-18**



**dental health  
services victoria**  
oral health for better health





“During this term we have explored what it means to eat well, working on classifying what we consider to be healthy and not healthy foods. We tried to make it simple; foods that grow in the ground or on trees are the healthiest. Things that look like what they are made of are also healthiest; eg. bananas are much healthier than ‘banana bread’. This prompted a lot of discussion every snack and lunchtime about eating the healthy things in our lunch boxes.”

*Laura Warland, Teacher – Warburton Preschool*



## Promoting good health in our community

### Cyber safety and teen wellbeing – providing free advice and assistance for our community

This year Inspiro held a number of free events for children and their parents to provide advice and assistance on important topics such as cyber safety and helping teens to thrive.

#### Help Your Teens Thrive – free talk for parents

In August 2018 we ran Help Your Teens Thrive, a free talk for parents with Dr Louise Hayes – a world expert in psychological wellbeing for young people. Dr Hayes gave a lively talk on how parents and carers can help their teens survive the challenges of high school; negotiating changes in friendships, family, identity, and become confident and happy adults. The event which was held at Lilydale High School, was booked out within a week and attended by over 300 parents and teens.

#### Acceptance and Commitment Therapy (ACT) for Youth – workshop for Yarra Ranges youth support professionals

Inspiro also ran a free workshop on ACT for Youth for professionals in the Yarra Ranges who work with young people. The workshop was led by Dr Hayes and attended by Counsellors, Social Workers, Youth Workers and Teachers. Participants learnt how to use ACT experiential techniques to work collaboratively with young people and help them connect mindfully to their lives and create behaviour change.

#### Cyber Safety, “How to Keep Your Kids Safe Online” – for parents, carers and children

Inspiro identified the need from schools and parents for helping students navigate the online world and cyber safety. We partnered with the Yarra Ranges Council, The Cyber Safety Project and other community organisations to run ‘How to Keep Your Kids Safe Online’. The free information event featured presentations for parents and carers as well a separate workshop for children 5–12 years of age.

We knew that it is often difficult for parents and guardians to attend events when they have children to look after. Holding a separate workshop onsite for children enabled parents to easily attend, while their children were learning about cyber safety at the same time. The event was so successful that we are holding three more in 2019.



Top: Dr Louise Hayes, world expert in teen psychological wellbeing, speaking at the ACT for Youth workshop.

Above: Children attending the free Cyber Safety event held in partnership with the Yarra Ranges Council.





## Liam's story

**Encouragement award winner in 2016 and Major award winner in 2019 – Liam O'Brien**

Thanks to the generosity of the team at Inspiro I have been fortunate enough to be able to focus on furthering my clinical skills and dedicating myself to my studies more fully than I would have been able to without the assistance of the Inspiro Tertiary Health Scholarship.

Earlier this year my car had broken down and without Inspiro's help I would still be spending extra hours commuting every day, which has given me more freedom and flexibility in my studies. In addition, the financial burden of being an independent full time student has been eased allowing me to take on additional roles within my volunteering, attend conferences, training courses and networking events. This has allowed me to improve my employability and my skills as a hopefully soon to be Paramedic. I am forever grateful to Inspiro for everything they have done for me and for everything they do for the local community!

**"I am forever grateful to Inspiro for everything they have done for me and for everything they do for the local community!"**

**- Liam O'Brien**

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*Liam accepting his 2019 Tertiary Health Scholarship Award*

# Consumer, carer and community participation

Removing barriers to receiving health care is at the heart of what we do. Our facilities play an important role in service delivery and are designed to reflect the multi-faceted needs of the highly diverse Yarra Ranges community.

In order to encourage the community to seek health care advice, treatment and support, our clinics are accessible, safe, welcoming, inclusive and culturally appropriate.

## Community participation

Inspiro works collaboratively with partners, stakeholders and clients to deliver our services and improve the health and wellbeing of our community. We actively involve and consult with community members to ensure we provide services that are appropriate, relevant and valuable. We encourage community and client participation in a number of ways including volunteering with Inspiro, participating in consumer feedback forums and other working groups.

- ▶ Our Board of Directors are community members who not only bring their professional expertise, but their local knowledge and experience to their roles.
- ▶ We established a Consumer Advisory Group of community members from diverse backgrounds and experiences. The group met monthly to provide input and advice on Inspiro's services and also participated in our strategic planning process.
- ▶ We held a Consumer Feedback Forum in March 2019 to provide feedback on Inspiro's services and communications. 24 community members attended including current Inspiro clients and non-clients; parents and carers; and NDIS participants.



*Inspiro Consumer Advisory Group members (L to R): Karen Pomeranz, Shannyn Gereg, Hamish Russell and Deanne McKenzie.*



In 2018-2019, Inspiro provided services to:

**429**

Refugees and Asylum Seekers

**202**

Aboriginal and Torres Strait Islander people

**35**

Homeless people



The Yarra Ranges is home to a large number of Burmese migrants, many of whom use Inspiro's services with the help of an interpreter. We also make some of our healthcare information available in Burmese.





Filomena (second from left) with Health Workers including Endocrinologist

## Filomena's story

**Filomena was referred by her GP to the IDEAS Clinic for assessment, education and management of type 2 diabetes.**

Her diabetes was not under control and her average blood sugars were 6.3 in 2017 and 6.9 in 2018. This indicated that her blood sugars were increasing and therefore her diabetes was at risk of becoming out of control.

Filomena was seen in the IDEAS clinic for initial assessment by the Diabetes Educator and Endocrinologist in February 2019. At that stage her diabetes was being managed by her GP and she was taking medication.

At the initial assessment she identified her main goal as being weight loss. At the time, it appeared that she was consuming too much fruit and pasta. She has since increased her walking to 3 times a week and has been referred to the Dietitian to help support her new lifestyle. She has also been referred to the Podiatrist who she hasn't seen for more than 10 years. She feels that by attending the Clinic this has helped her change her lifestyle around.

## The Integrated Diabetes Education Assessment Service (IDEAS)

**Diabetes is a significant and growing health concern for people in the Yarra Ranges. With over 6,000 people known to have the condition, the Yarra Ranges is ranked 9th highest in the Melbourne metro region for Type 1 diabetes.**

Of note, is that the number of people with diabetes in Lilydale and Kilsyth has increased by 200% in the last 10 years, 8.6% amongst Indigenous residents. Additionally, this high level of diabetes is exacerbated by the distance from and the lack of access to services.

The Integrated Diabetes Education Assessment Service (IDEAS) delivery model has been adopted at Inspiro. Originally developed by Carrington Health, it is based on current best practice and evidence



relating to diabetes management. It has been underway since December 2018.

The IDEAS Clinic is held each Wednesday afternoon at Lilydale. It includes a detailed general assessment by a key health worker, a Diabetes Educator and a consultation with an Endocrinologist. This increases the capacity to have more clients attend the clinic. This program supports lifestyle and behaviour change in the community setting.

The number of clients attending the IDEAS Clinic has reached 25. It is anticipated by December 2019 the target number of 50 will be reached. The results of this data will inform options for the development and implementation of a novel model of care for people with diabetes at other sites within the Yarra Ranges region.



Elizabeth Kennedy, PhD Candidate with her poster presentation at the National Nutrition Society Conference in Canberra November 2018

## Dorothea Warr Scholarship

The Dorothea Warr PhD Scholarship was established by Inspiro in partnership with La Trobe University to undertake further research in the Yarra Ranges to improve health outcomes. Dorothea Warr was passionate about improving the health and well-being of local communities. Dorothea was a nurse and a well-regarded scholar working both in Australia and internationally. Dorothea was a previous Inspiro Board Member and upon her death left a bequest to the organisation. With a strong focus on public health and a lifelong commitment to learning she continues to support improving health through this bequest.

# 6000

Yarra Ranges residents have diabetes

# 200%

increase in number of people with diabetes in Lilydale and Kilsyth

# 8.6%

Of indigenous residents have diabetes

Find out more online



# Quality, safety and consumer feedback

## Your Feedback matters

Inspiro is committed to making a positive impact in the Yarra Ranges and aims to provide a high standard of service and positive experience for our community. We encourage consumer feedback to help us identify areas for improvement and also celebrate what we do well.



### How to provide feedback



Via our Facebook page



Fill out one of our feedback forms



Send an email to [hello@inspiro.org.au](mailto:hello@inspiro.org.au)

### How we manage compliments and complaints

All feedback is collected and logged, and complaints are followed up and resolved directly with the consumer or their representatives. An investigation is conducted into every complaint with feedback provided to the consumer and staff concerned, and where relevant to the wider organisation. We also acknowledge staff who have received compliments.

## Accreditation

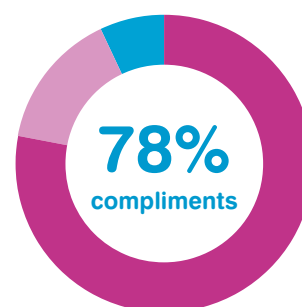
Inspiro is fully accredited under the Quality Improvement Council Health and Community Service Standards (QIC), and National Safety and Quality in Healthcare Standards (NSQHS). Both the QIC and NSQHS are nationally recognised standards in governance and delivery of health services.



Feedback received in 2018-19

# 119

pieces of feedback received in 2018-19 including, 93 compliments, 18 complaints and 8 suggestions.



- Compliments (78%)
- Complaints (15%)
- Suggestions (7%)

**“As a 72 year old patient with a serious health issue, my husband and I are so deeply grateful for not only your expertise but your kindness.”**

– Inspiro client





**“It is great to see all the team working collaboratively on client care”**  
– Gillian Smith, Quality and Safety Manager

## Safety – improving client and staff experience

**Inspiro encourages reporting of patient care errors (incidents) through training and promoting a ‘no blame’ culture.**

Incidents are classified as either relating to Occupational Health and Safety (OH&S) or Clinical and are assessed using the Department of Health and Human Service Incident Severity Rating System (ISR). All incidents are followed up and reviewed through Inspiro’s Occupational Health and Safety or Quality and Clinical Governance Committee.

All reported Clinical Incidents are investigated and outcomes discussed with the client and relevant clinicians using open disclosure. Any recommendations for improvements are monitored by the Inspiro Quality and Clinical Governance Committee. Our response to incidents may also include a review of policies and procedures, training for staff and the purchase of new equipment.

### Incident Severity Rating (ISR)

The Incident Severity Rating (ISR) is based on the actual and potential impact to those involved in the incident, and the organisation.

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

- ▶ Degree of impact
- ▶ Level of care, and
- ▶ Treatment required.

During 2018-19 there were 57 incidents reported which is slightly lower than 63 in 2017-18. Of the 57 incidents 46% were Occupational Health & Safety (OH&S) related, 42% were Clinical Incidents and 2% other.

Of the 57 incidents 5% were classified as ISR2 Moderate, 42% as ISR3 mild and 53% as no harm/near miss.

**Inspiro has experienced a steady decrease in the number of incidents relating to client injury (from 10 in 2016-17 to 4 in 2018-19) and staff injury (from 9 in 2016-17 to 4 in 2018-19).**



### Infection control

Inspiro conducts a full suite of audits across the organisation to assure ourselves and our clients that we provide safe and quality care. Inspiro Services achieved its infection control audit target and other key compliance requirements such as “five moments of hand hygiene”.

Staff are supported in their compliance through monitoring, ranking and development and regular feedback.

# Financial report

## Statement of Comprehensive Income

For the Year Ended 30 June 2019

		2019	2018
	Note	\$	\$
Revenue	2	9,171,824	8,068,256
Employee benefits expense		(6,607,918)	(5,611,548)
Depreciation expense		(106,415)	(91,378)
Professional fees		(424,649)	(704,448)
Office expenses		(182,768)	(215,566)
Occupancy expenses		(366,996)	(340,915)
Motor vehicle expenses		(37,444)	(24,519)
Program/health education expenses		(1,524,260)	(946,065)
Marketing and promotion expenses		(62,339)	(36,909)
Other expenses		(117,494)	(115,349)
		<b>(9,430,283)</b>	<b>(8,086,697)</b>
<b>Deficit for the year</b>		<b>(258,459)</b>	<b>(18,441)</b>
<b>Other comprehensive income</b>			
Items that will not be reclassified subsequently to profit or loss:			
Net gain on revaluation of land and buildings	9	20,000	–
<b>Total comprehensive deficit for the year</b>		<b>(238,459)</b>	<b>(18,441)</b>

## Statement of Changes in Equity

For the Year Ended 30 June 2019

	Accumulated Surplus	Asset Revaluation Reserve	Total
	\$		\$
Balance at 1 July 2018	6,053,746	627,628	6,681,374
Deficit for the year	(258,459)	–	(258,459)
Revaluation increment (decrement)	–	20,000	20,000
<b>Balance at 30 June 2019</b>	<b>5,795,287</b>	<b>647,628</b>	<b>6,442,915</b>
Balance at 1 July 2017	6,072,187	627,628	6,699,815
Deficit for the year	(18,441)	–	(18,441)
<b>Balance at 30 June 2018</b>	<b>6,053,746</b>	<b>627,628</b>	<b>6,681,374</b>



## Statement of Financial Position

As at 30 June 2019

		2019	2018
	Note	\$	\$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	711,065	547,981
Trade and other receivables	5	377,254	370,951
Other financial assets	6	5,747,873	5,546,624
Other assets	7	83,165	133,146
<b>TOTAL CURRENT ASSETS</b>		<b>6,919,357</b>	<b>6,598,702</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	1,439,073	1,440,230
<b>TOTAL NON-CURRENT ASSETS</b>		<b>1,439,073</b>	<b>1,440,230</b>
<b>TOTAL ASSETS</b>		<b>8,358,430</b>	<b>8,038,932</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	665,854	421,766
Employee benefits	11	998,087	782,170
Other liabilities	12	79,657	136
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,743,598</b>	<b>1,204,072</b>
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	11	171,917	153,486
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>171,917</b>	<b>153,486</b>
<b>TOTAL LIABILITIES</b>		<b>1,915,515</b>	<b>1,357,558</b>
<b>NET ASSETS</b>		<b>6,442,915</b>	<b>6,681,374</b>
<b>EQUITY</b>			
Accumulated surplus		5,795,287	6,053,746
Reserves	13	647,628	627,628
<b>TOTAL EQUITY</b>		<b>6,442,915</b>	<b>6,681,374</b>

# 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 2019, 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 2019 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 report, 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**



**C J FLYNN**

Director

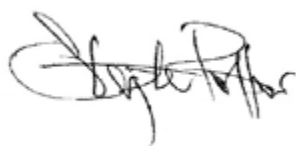
2 September 2019

# Responsible Entities' Declaration

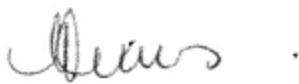
The directors of the entity are the responsible persons and the responsible persons declare that:

1. The financial statements and notes, as set out on pages 22 to 23, 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 2019 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.



**S POTTER**  
Director



**L EVANS**  
Director

2 September 2019







**Inspiro is proud to have partnered and collaborated with the following organisations in 2018-2019:**

- ▶ Yarra Ranges Council
- ▶ Healesville Indigenous Community Services Association (HICSA)
- ▶ Melba Support Services
- ▶ Dandenong Ranges Emergency Relief Service Inc. (DRERS)
- ▶ Mentis Assist
- ▶ EACH
- ▶ Wise Employment
- ▶ Box Hill Institute
- ▶ Eastern Community Legal Centre
- ▶ Matchworks
- ▶ Mountain Men
- ▶ YETTI – Youth Engagement and Treatment Team Initiative (Eastern Health)
- ▶ Belgravia Leisure
- ▶ Ray White Real Estate – Lilydale and Mt Evelyn
- ▶ La Trobe University
- ▶ Turning Point (Eastern Health)
- ▶ Anchor
- ▶ Lilydale Assist
- ▶ Headspace
- ▶ Partners in Training

Inspiro would like to acknowledge the following additional funding sources:

- ▶ Yarra Ranges Council
- ▶ TPETS (Eastern Health)



## Locations

### **Lilydale**

17 Clarke Street  
Lilydale Vic 3140

### **Belgrave**

1616-1624 Burwood Hwy  
Belgrave Vic 3160

### **Healesville**

## Contact us

**Call:** (03) 9738 8801

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**Write:** 17 Clarke Street, Lilydale Vic 3140

**Twitter:** @inspiroCHS

**Facebook:** /InspiroCHS

**[inspiro.org.au](http://inspiro.org.au)**

*Ranges Community Health t/a Inspiro*  
ABN 14188 575 324