

Annual report summary 2020-2021

Community
Health
Service

inspiro





Contents

- 02** Message from the Chair and CEO
- 03** A year in review & client feedback
- 04** Health promotion highlights
- 05** Mental health & AOD highlights
- 06** Financials for 2020-2021
- 09** Responsible person's declaration
- 10** Independent auditor's report

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.

Message from Inspiro's Chair and CEO

The last 12 months have been challenging for all Victorians and the pandemic will continue to affect the way the Yarra Ranges community lives and works.

Like other community health services, Inspiro's workforce has felt the strain from successive hard lockdowns and delivering services under pressure. While we move towards a COVID normal as vaccination rates rise, sadly the repercussions of the pandemic will continue to be felt for years to come – and our community will need us even more to help them recover.

Despite the challenges, we still performed well and delivered almost 23,000 appointments, focusing mainly on urgent care and clients who were at risk of complications.

In 2020, it was fortuitous that we made a conscious effort to grow our mental health services in response to the need we identified the year before. Who would have imagined the demand for mental health services or the 'shadow pandemic' as it's being called, would be the biggest after-effect amongst our communities?

Consequently, we welcomed the findings of the Royal Commission into mental health which now paves the reform of a system that has been broken for too many years.

Inspiro is well placed as a trusted and high-quality provider of mental health care to attract mental health funding arising from the reforms, thanks to the staff delivering the Commonwealth funded Stepped Care and HeadtoHelp programs.



We have based the HeadtoHelp program in Yarra Junction so that we have greater reach into the Yarra Valley region which has been difficult in the past.

Our mental health service options are further boosted now that the Lilydale Youth Hub has commenced service delivery which will also have spokes in Yarra Junction, Belgrave, Healesville and Lilydale.

As they say, 'you never let a crisis go to waste'. The demands of the pandemic taught us that the future will need a more dynamic environment to meet the needs of our work, clients and community. It's an opportunity to do things differently. We embarked on improving our Information and Communications Technology systems to ensure the foundation is in place to support us and the work we need to do into the future. We hope to reap the benefits in 2022.

It was also timely that we moved to a more contemporary finance and payroll system this year because we would not have sustained the demands of the pandemic disruption.

Climate change featured again in the Yarra Ranges with severe weather and storms causing flooding, tree damage and prolonged disconnection from electricity, technology and water supply.

Inspiro's Lilydale site was shut down for two consecutive days until power was restored but services continued to be delivered remotely.

Even though a number of staff were affected by the event, Inspiro provided assistance to the Yarra Ranges Council to support the relief effort. In addition to learnings from the pandemic, this event taught us how to deal with other crisis incidents.

The pandemic helped us see how risk can expose opportunities that we would otherwise be oblivious to. Our current service planning will consider combining telehealth and face to face models of care, service design that ensures different workforce capability, and how we can collaborate with existing and new partners to impact positively on the health of our community.

We remain committed to building strong relationships with partners and stakeholders because we know that together we can do more. Therefore, we sincerely thank all our partners and stakeholders and funding bodies. We thank our Board of Directors, volunteers and broader community for their ongoing support and dedication.

Finally, we'd like to acknowledge our wonderful team of managers and staff who have supported each other, their clients and community during this demanding time. We could not have achieved any of our successes without the contribution, dedication and responsiveness of the Management Team and all Inspiro staff.

Stephen Potter
Chair, Inspiro Board of Governance

Sue Sestan
Inspiro CEO

Inspiro: A year in review



2,689

CLIENTS

accessed services



14,779

APPOINTMENTS

attended



5,459

TELEHEALTH

appointments



3,235

EMERGENCY DENTAL

appointments



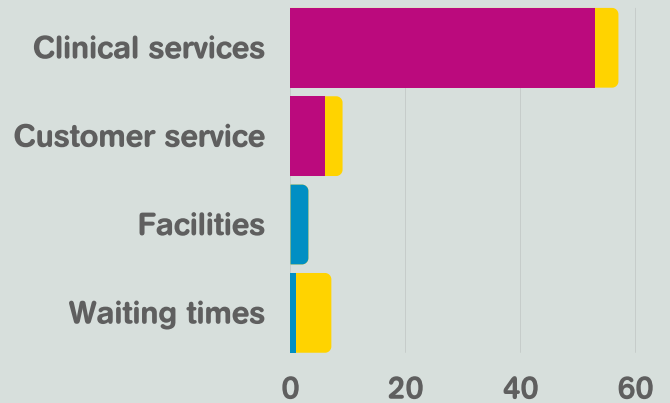
24,242

PHONE CALLS

to reception

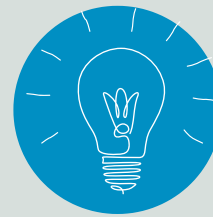
Client feedback

At Inspiro, we value feedback as it shows us what we do well and identifies areas for improvement so we can work towards a high standard of service and positive experience for our clients.



53

COMPLIMENTS



3

SUGGESTIONS



12

COMPLAINTS



"Perfect service, quick and painless. I had a tooth extraction and it was the quickest one I have had."

"A client called to pass on how happy she was with her Podiatry appointment. She said not only did she receive fantastic care but found Taryn kind and caring and she felt uplifted once she left."

Health Promotion highlights 2020-2021

Education setting

Harvest Collective

This program aims to increase awareness of healthy eating in school staff, guardians and families - and help schools create environs that support healthier lifestyles.



100

STUDENTS

took part in veggie gardening activities



56

FAMILIES

received vegetable growing kits



16

COMMUNITY MEMBERS

planted seedlings for school veggie gardens



161

HEALTHY MEALS purchased on 'Real Food' canteen day

Community setting

Art & Sole

This project aims to create environments that increase walking and physical activity and improve safety and add visual appeal and connections to footpaths and trails.



173

SURVEY RESPONSES gathered from community members



\$80,000

VICHEALTH GRANT for walkway enhancing project plan



100%

OF WORKING GROUP felt their input was valued and helped the project.



100%

PARTNERS AGREE art can promote health and wellbeing

COVID-19 response

Together For Respect At Home

Increase community awareness and partner organisation capacity to promote gender equity and respectful relationships at home.



60

RESOURCES developed for social media, along with 3 communication guides.



90

PARTNER ORGS. shared the resources, including state agencies and local government.



130,000

TOTAL REACH The campaign was seen on Facebook, LinkedIn, Twitter and Instagram.

Mental Health highlights 2020-2021



AOD SERVICES RE-FUNDED

Our Alcohol & Other Drugs service has been re-funded as it provided high quality and specialist services throughout the FY20/21.



FAMILY VIOLENCE COUNSELLING SERVICE EXTENDED

In early 2021, we secured funding to extend this service, allowing more people to access it in an area where there's significant unmet demand.



WE BECAME PSYCHOSOCIAL SUPPORT PROVIDERS

This service integrates mental health, physical health, and social support needs, assisting consumers to navigate an often-complex system.



STORMY TIMES FORGED COMMUNITY PARTNERSHIPS

In response to the June 2021 storm event, we worked with Yarra Ranges Shire Council, Eastern Melbourne Primary Health Network and EACH to link storm impacted people to existing supports and services.

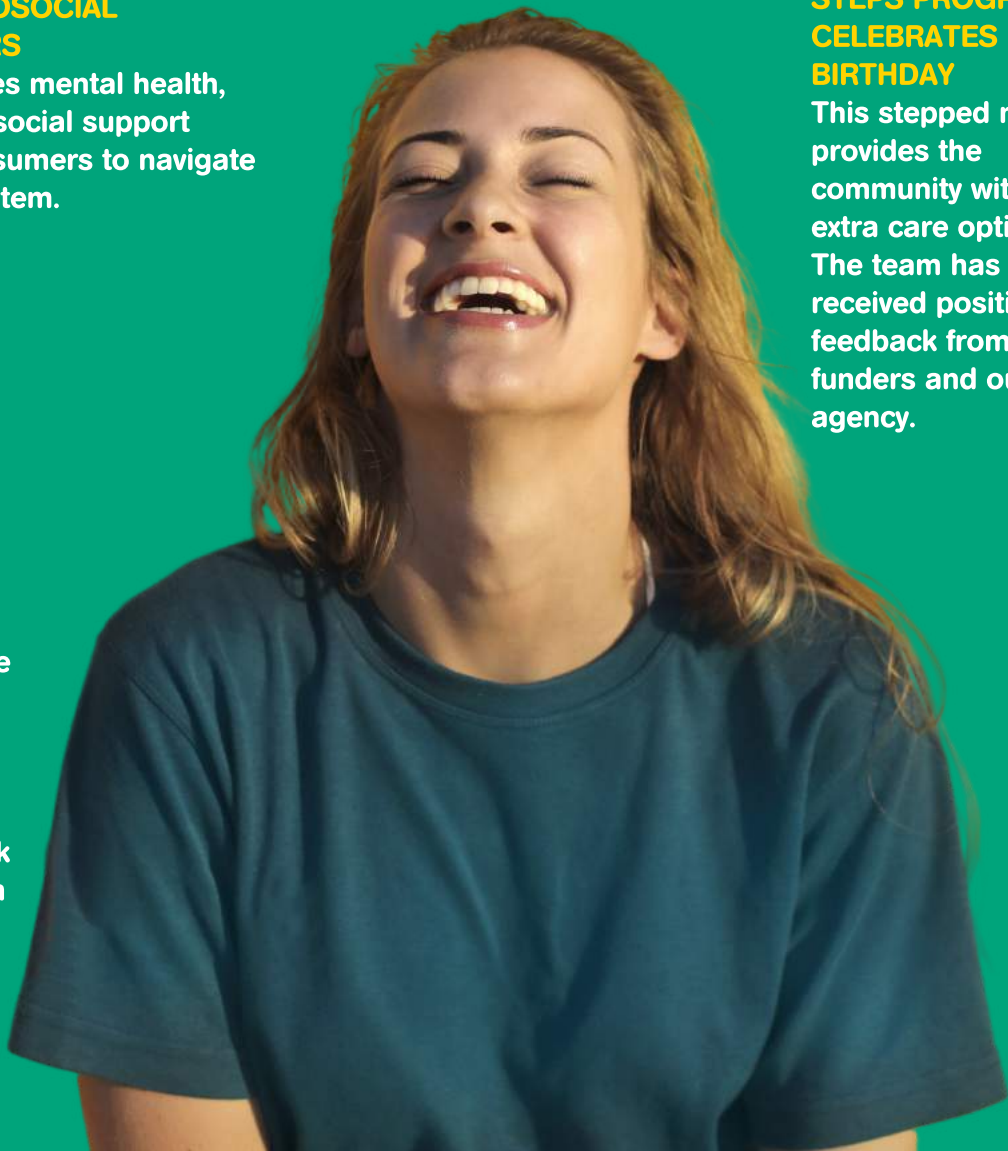
HEADTOHELP YARRA JUNCTION EXTENDED

In late 2020, we secured funding to implement and develop this service in response to COVID-19. It's already been extended twice and will continue until the end of the FY21/22.



STEPS PROGRAM CELEBRATES FIRST BIRTHDAY

This stepped model provides the community with an extra care option. The team has received positive feedback from funders and our lead agency.



Inspiro statement of profit or loss and other comprehensive information

For the year ended 30 June 2021

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

	Notes	2021 \$	2020 \$
Revenue from contracts with customers	2	8,681,718	7,856,096
Other income	2	1,505,275	1,427,122
Employee benefits expense		(7,900,386)	(7,068,369)
Depreciation expense	3	(226,955)	(145,052)
Finance costs	3	(2,166)	(1,024)
Professional fees		(525,872)	(398,172)
Office expenses		(151,070)	(150,709)
Occupancy expenses		(261,728)	(337,296)
Motor vehicle expenses		(24,803)	(28,856)
Program/health education expenses		(284,092)	(558,477)
Marketing and promotion expenses		(26,178)	(51,657)
Other expenses		(99,865)	(101,348)
Surplus before income tax expense		683,878	442,258
Income tax expense	1(c)	-	-
Surplus after income tax expense		683,878	42,258
Other comprehensive income			
<i>Items that will not be reclassified to profit or loss:</i>			
Revaluation decrement to land		(50,000)	-
Total comprehensive income for the year		633,878	442,258

Statement of financial position

As at 30 June 2021

	Notes	2021 \$	2020 \$
Current assets			
Cash and cash equivalents	4	4,726,084	2,233,3127
Trade and other receivables	5	622,320	696,720
Investments	6	2,595,029	4,185,215
Other assets	7	75,683	73,596
Total current assets		8,019,116	7,188,843
Non-current assets			
Property, plant and equipment	8	1,946,570	1,613,877
Right-of-use assets	9	96,321	54,662
Total non-current assets		2,042,891	1,668,539
Total assets		10,062,007	8,857,382
Current liabilities			
Trade and other payables	10	523,731	499,176
Other liabilities	11	445,310	115,726
Lease liabilities	12	41,679	26,822
Employee benefit provisions	13	1,236,642	1,090,621
Total current liabilities		2,247,362	1,732,345
Non-current liabilities			
Lease liabilities	12	58,642	33,232
Employee benefit provisions	13	236,952	206,632
Total non-current liabilities		295,594	239,864
Total liabilities		2,542,956	1,972,209
Net assets		7,519,051	6,885,173
Equity			
Accumulated surplus		6,921,423	6,237,545
Asset revaluation surplus		597,628	647,628
Total equity		7,519,051	6,885,173

Statement of changes in equity

For the Year Ended 30 June 2021

	Accumulated Surplus \$	Asset Revaluation Surplus \$	Total Equity \$
Balance at 1 July 2019	5,795,287	647,628	6,442,915
Surplus for the year	442,258	-	442,258
Other comprehensive income for the year	-	-	-
Total comprehensive income for the year	442,258	-	442,258
Balance at 30 June 2020	6,237,545	647,628	6,885,173
Surplus for the year	683,878	-	683,878
Other comprehensive income for the year	-	(50,000)	(50,000)
Total comprehensive income for the year	683,878	(50,000)	633,878
Balance at 30 June 2021	6,921,423	597,628	7,519,051

Ranges Community Health t/a Inspiro Responsible Person' Declaration


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

1. The financial statements and notes, as set out on pages 6 to 8, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:

- a. comply with Australian Accounting Standards – Simplified Disclosures and
- b. give a true and fair view of Inspiro's financial position as at 30 June 2021 and of its performance and cash flows for the year ended on that date.

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

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



Stephen Potter, Chairperson



Graham Warren, Deputy Chairperson

Dated: 7 October 2021

Independent Auditor's Report

To the Directors of Ranges Community Health

Opinion

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

- statement of financial position as at 30 June 2021
- statement of profit or loss and other comprehensive income for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- notes to the financial statements, including significant accounting policies
- the responsible person's declaration.

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

- giving a true and fair view of the financial position of the company as at 30 June 2021 and of its financial performance and its cash flows for the year then ended
- complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the Australian Charities and Not-for-profits Commission Regulations 2013.

Basis for Opinion

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

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

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

Directors' responsibilities for the financial report

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

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

Independent Auditor's Report

To the Directors of Ranges Community Health

Auditor's responsibilities for the audit of the financial report

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

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

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors
- conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation. I communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

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



Travis Derricot

as delegate of the Auditor-General of Victoria