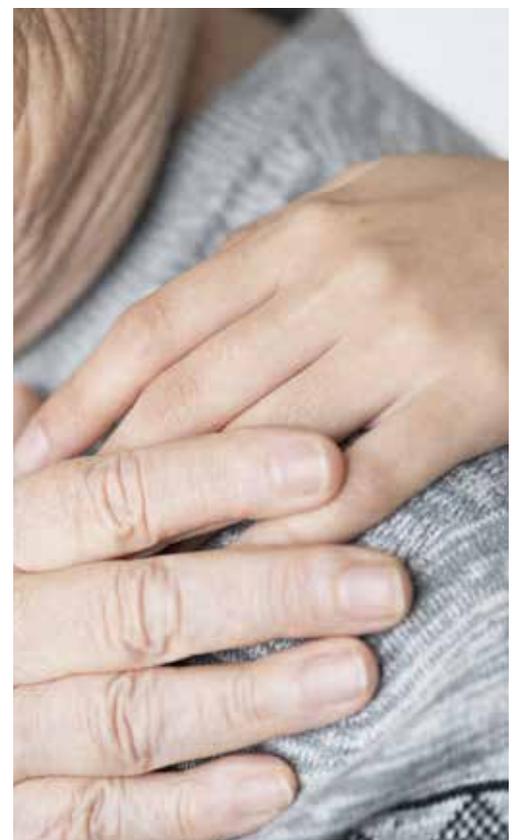


ARAFMI LTD ANNUAL REPORT

2017/18





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OUR VISION

To enhance the wellbeing of people with mental illness, their families, carers and volunteers.

OUR MISSION

To provide quality, client-focused support and elementary access to education and advocacy services.

An acknowledgement from our President

A message from Claire Lees

On behalf of the Board of Directors, it gives me great pleasure, and pride, to once again endorse the Annual Report for 2017 – 2018 which outlines our continued progress over the past year.

There have been quite a few changes to the operation of our service provisions over the past year, and our CEO, Gary Bourke, has been very instrumental in successfully implementing those changes necessary for us to be able to continue our good work, and fulfil our mission 'to enhance the wellbeing of people with mental illness, their families, carers and volunteers, through providing quality, client-focused support and elementary access to education and advocacy services.'

One of the big changes was Arafmi's transition to a Company Limited By Guarantee, which resulted in the Committee becoming a Board of Directors however, we all managed to successfully adapt to our new roles and still have the same dedication to Arafmi Ltd that we have always had.

Many thanks, and congratulations, also goes to Gary as Arafmi Ltd continues to flourish under his care. As he was responsible for introducing NDIS to many clients as the scheme slowly crept down Queensland, it resulted in us becoming a registered NDIS provider. Currently NDIS plans are being approved across several Brisbane service sites.

I would like to thank Directors: Marj Bloor Secretary, Denise Buckby Treasurer, Dr Niki Edwards, Rebecca Medway and Ethan Edwards, and welcome our new Director (and Life Member) Dr Robert Bland. Thanks also to Lynn Shannon, who stepped off the Board earlier this year, for her contribution.

Special thanks goes to Andrea Ryan for all the help she has given to the Board over the past few months, and also congratulations to her for the excellent changes she has made to update our website and our logo.

I would also like to acknowledge, and thank all our loyal, skilled, dedicated, and hard - working staff, and the many volunteers who run Support Groups and work on our Telephone Support line. You all help us to maintain the esteemed respect, and reputation that we have achieved over the past 40 years from the community.

On behalf of the Board I would also like to give a warm welcome to all of our new employees who have helped us manage the many changes that have been necessary to our progress over the past year.

Last year's Carer's Forum was, again, a huge success and the variety of the program gave attendees the opportunity to learn, understand more, enjoy and relax while sharing with other people. I am pleased to say this year's Forum was held on Wednesday the 17th October, in the same

room, at the Brisbane Convention Centre and was another 'Feather in our cap'. We also turned 40 this year, a feat in itself and something I am exceptionally proud of. We look forward to a very exciting next chapter for Arafmi.

Finally our motto is still 'You are not alone' as we are committed to providing help and support when needed to develop the best possible outcomes for people in need, their relatives or friends.



Claire Lees
President

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One of the big changes was Arafmi's transition to a Company Limited By Guarantee, which resulted in the Committee becoming a Board of Directors.

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A word from our CEO

A message from Gary Bourke

In 2017 Arafmi Qld celebrated its 40th year of operation in Qld. It was also the year that Marj Bloor stepped down after 18 years as the Chief Executive Officer.

During her time with Arafmi Marj Bloor led a transformation of the organisation, taking Arafmi from its grassroots foundations and creating a highly professional service, with a reputation as a trusted partner of government, voice of mental health carers and provider of high-quality community based mental health services.

To that end, I must firstly recognise and respect the contribution made by Marj Bloor to building Arafmi. Marj Bloor however, has not been lost to Arafmi, I am very pleased to be able to say that instead Marj joined the already highly skilled, dedicated and experienced Arafmi Board.

Accordingly, it was with some trepidation (having very big shoes to fill) that I took up the role as CEO in July 2017. It was also with a great deal of pride, as I am immensely proud to be associated with Arafmi. Arafmi has a truly unique history and story.

The history of Arafmi is now more important than ever. As Arafmi transitions its services into the NDIS Market, it is critical that we understand where we have come from, what our values are, and what makes Arafmi valuable to people. The NDIS requires us to compete in a new market environment, this is both liberating and constraining.

Whilst we innovate and create new service solutions for people and their families and carers, it is also important that we are not influenced by those market forces such that we lose our value, our heart and our tradition. Understanding our history strengthens Arafmi. Remembering how we organized and mobilized, what was ostensibly the first unpaid carer peer work force in Queensland, to meet the needs of families, carers, engage public mental health services, partner with the community managed mental health sector and inform policy debate allows us to draw on this tradition, knowledge and experience to organise and mobilise ourselves today in the new operating environment.

To support the entry into the NDIS Market, Arafmi has changed its governance structure, moving from an incorporate association previous known as Arafmi Qld Inc. to a company limited by guarantee, Arafmi Ltd. Whilst you will see tangible changes to our website, logo and Marketing, including a greater social media presence, the real changes are less visible and relate to changes in our governance and management structures, which have been strengthened through these changes.

As an extension of this, Bridget Owen has joined the Arafmi team, taking up the position of Compliance and Control Officer. This position delivers additional capacity and capability to Arafmi, in order to operate in the quality and compliance environment required of modern companies. With the withdrawal of Commonwealth Funded (Mental Health Carer: Respite Support) programs as well as it State funded (Department of Disability Services)

programs Arafmi has worked with over 700 families and carers and 550 people with lived experience of mental illness to support transition into the NDIS. Arafmi has achieved this in Ipswich and Toowoomba, and with the progressive rollout of the NDIS continues to work to achieve this in Brisbane and Caboolture.

As part of our responsibility to ensure Arafmi continues to provide high quality, safe services, the position of Head of Practice was created. Coming with years of experience and dedication to Arafmi, Jess Morrissey was successful in gaining the position. With a direct reporting line to the CEO, this position that ensures the importance of good “practice” governance is front and centre of everything we do at Arafmi.

Arafmi was successful last year in securing two important grants. One from the Queensland Mental Health Commission, and one from the Commonwealth Government NDIS Information, Linkages and Capacity Building (ILC) program. This has allowed us bring on Andrea Ryan (Director of Service Development – and her team) to develop and launch “Carer Coach” and our “Becoming Visible” campaign.

Both of these initiatives are designed to support mental health carers, through both specific information and support regarding the NDIS, but also in communicating that “you are not alone” and that the voices and views of mental health carers need to be heard and seen in order to promote adequately planned, tailored and funded services for mental health carers.

I would like to make special mention to the

Arafmi Board, Claire Lees our Chair, and all the Directors, both past and present for all their support over the course of my inaugural year as CEO. Taking on the position of CEO would not have been possible without the guidance offered to me from an incredibly dedicated, highly skilled and knowledge group of people. Their continued leadership and support are integral to the current and future success of Arafmi.

Finally, to all Arafmi staff and every one of our volunteers – none of what Arafmi has been able to achieve would have been possible without you. To all the New Farm head office team I thank you for all your support and “stress relief”. To Jess, Andrea, Nerida, Bridget, I thank you for our planning, thinking, problem solving and battling through together. To Mark, Katrina, Garry, Kerrie and Laura, and all those you have working around you to support your roles as NDIS coordinators, I thank you. Your working worlds have changed, and I have been humbled by all your endeavours and commitment, your unceasing belief that we could make this work for so many marginalised and vulnerable people.

Lastly, to all the support workers who every day, walk into peoples lives to walk with them and support their journeys, I thank you. The rendering of compassion, support, hope and direction to others has always been Arafmi’s greatest achievement and it is you who continue to embody both the historical legacy of Arafmi and Arafmi’s future.



Gary Bourke
CEO

Our Operations

A message from Jess Morrissey

The end of the 2018 financial year saw Arafmi Ltd successfully complete a year operating in the NDIS market.

Our Toowoomba and Ipswich services dedicated endless hours understanding the NDIS system and supporting our carers and their loved ones to gain access to the NDIS and to implement their NDIS plans.

Whilst this was not without its challenges, we can proudly say that we have a 100% success rate of access in the Ipswich area. This could not have been achieved without the involvement of carers in the transition and planning process.

Since the transition to the NDIS, we have experienced a major growth in the number of staff working for Arafmi and the number and types of services that we can offer under the NDIS.

Whilst it has been no secret that maintaining a centre-based respite program has been a challenge, Arafmi has found new and exciting ways in which we can assist carers and their loved ones in their own homes and communities.

We have supported NDIS participants to develop their independent living skills, to secure safe and sustainable housing, and to actively engage in their communities in meaningful ways.

We continue to offer respite services, although now it is called 'Short term accommodation', which remains a major support to carers, families, and people experiencing mental health challenges.

The end of the 2018 financial year saw us introducing a new type of support to families and people living with mental health challenges – Supported Independent Living (SIL). SIL funding allows individuals to reside in an Arafmi Long-term accommodation house, with support to increase and maintain their independence.

In providing this long-term, safe housing solution, we have been able to assist carers to pursue their own hopes and dreams by knowing that the person they are caring for has accommodation which meets their individual needs, with people who understand. We hope to be able to extend our SIL services in the 2018/19 financial year.

We appointed NDIS Coordinators in the Brisbane region and began the transition process throughout Brisbane North and Brisbane South. The NDIS Coordinators leading the transition in these areas are:

- Brisbane North – Trevor Warren, supported by Robyn Harold
- Brisbane Central – Laura Grant, supported by Debra Tutt
- Brisbane South – Garry Monteith, supported by Leanne Willian
- Brisbane Outer North – Kerrie Valpreda, supported by Teanna Savy
- Ipswich – Katrina Bell, supported by Jade Thorburn
- Toowoomba – Nerida Luck, supported by Mark Setchfield

This year we welcomed many new staff into Arafmi – too many to mention individually. Each new staff member has brought with them their own skills, interests, and expertise and continue to add to the knowledge and expertise of our teams offering support to each other, our carers and families.

Quality remains a high focus within our Arafmi programs, and we are constantly assessing our service offering to ensure they remain of a high standard.

We have recently introduced a more thorough and rigorous 'client safety plan' process, ensuring that any potential risks to service users and staff are identified and managed accordingly. We continue to hold

regular team meetings, case review meetings, and coordinator meetings to remain as connected as possible with our colleagues.

Arafmi has developed strong and positive working partnerships with other amazing organisations such as BrookRED, Access Arts, and Stepping Stone, to help compliment the work that we all do and to achieve the best possible results for all service users.



Jess Morrissey
Head of Practice



Our Board of Directors

- Chair – Claire Lees
- Company Secretary – Marj Bloor
- Director – Denise Buckby
- Director – Dr Niki Edwards
- Director – Rebecca Medway
- Director – Ethan Edwards
- Director – Prof. Robert Bland

Life Members

- Prof. Robert Bland
- Ms Barbara Greig
- Ms Patricia Jones
- Ms Claire Lees
- Ms Ailsa Whitehead
- Mr Cliff Leong
- Ms Jean Humphrey
- Ms Barbara Harvey
- Mr Rhodes Hart



Our Brand

It is a time of unprecedented change in the Australian health and community services sectors, as governments and community-based services respond to the rapidly increasing demands and complexities for care within our communities.

This is particularly true in the mental health arena where new policy settings, service delivery approaches and funding arrangements; research and evaluation findings are all constantly reshaping service priorities and programs.

As a result in 2018, Arafmi Ltd was awarded an NDIS ILC grant. In order to be able to deliver the required services for people with psychosocial disability, Arafmi needed to transition from traditional business and service models into the NDIS Market, whilst maintaining brand integrity and funding for the core services currently delivered by Arafmi in the community it has served for the last 40 years through the following:

- Providing emotional support for family carers and friends of people with a mental health issue.
- Providing accurate information for carers to cope with the demands and pressures of care-giving.
- Increasing community awareness and understanding of mental disorders.
- Decreasing the stigma attached to mental disorders.
- Conveying the needs of carers and families to healthcare, professionals, government and community.

In order to prepare for this our vision and values were assessed in preparation for the arrival of the Service Development Director to then proceed with a full Re-brand. An interim new website was also built featuring information about the NDIS and promoting our services and 24 hour helpline.



NDIS Impact

The NDIS is the single biggest reform to the Australian Health and Welfare Sector in Australia – since Medicare.

The NDIS not only changes the way government spends tax payers' dollars on support services but moves funding from Organisations to Individuals.

In the past services like Arafmi Ltd received the money to provide services, now individuals receive the money to purchase services. The impact of these government decisions on Arafmi have been significant.

With the cashing out of Qld State Government programs, Arafmi has lost its historical block grants which previously funded our Coolibah and Jerendine Family Respite Centres, our Carer Connect Advocacy and support Service and KUI, Individual lifestyle support program.

With the cashing out of Commonwealth Government programs, Arafmi has lost its historical block grants which previously funded our Ipswich, Toowoomba, and Redlands Family and Carer Respite Centres.

In response to the withdrawal of its historical block funding Arafmi Ltd committed itself first and foremost to supporting families, carers and people with lived experience transition into and onto the NDIS.

We committed ourselves to helping families and people with Lived experience of mental illness navigate the NDIS and get the best possible outcome.

In Ipswich and Toowoomba, we now have nearly 100 people with NDIS plans. In Ipswich every person we have helped has got a plan. Admittedly, we have had many rejections, but even then, we have worked with families and carers to appeal, to request reviews, to take their case to external appeal bodies and their local members. And we have won all those appeals. In Ipswich, we have a 100% success rate.

Being an NDIS provider on the one hand gives the opportunity to innovate and create a whole range of new services and supports for people with lived experience of mental illness.

We are bearing witness to a great number of new funding for individuals which is providing people with opportunities for support and participation in the community that they have never had before. For some it can truly be life changing.

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Being an NDIS provider on the one hand gives the opportunity to innovate and create a whole range of new services and support...

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Carers Forum

Our 3rd Annual Carer Forum in 2017 was called 'Standing Beside You' delivered in partnership with Aftercare and held at the Brisbane Exhibition Centre.

The aims of the forum were to support carers in their roles by helping to find tips to assist them to aid a loved ones recovery and the family's resilience, it was also an opportunity to have fun and explore the 'Five ways to Wellbeing' through connection, being active, learning, noticing and giving.

It was a thought provoking, interactive day with the opening address by Professor John Allan, Executive Director of Mental Health Queensland and the keynote by Ivan Frkovic, Mental Health Commissioner.

Carers were invited to discuss their stories in the 'Hypothetical' morning session, where real life experiences were re-enacted to enable learning and engagement and a Q&A Panel to discuss and support the learning processes and outcomes.

In the essence of wellbeing and being active, musical interludes allowed for movement and connection with fellow peers to relax and enjoy the likes of 'The Hummingbird Collective' and the 'One Voice Choir'.



“
Arafmi Ltd turned 40 years of age. Quite a feat for an organisation started by a social work student on her final year placement.
”



40 Years of Arafmi

This year Arafmi Ltd turned 40 years of age. Quite a feat for an organisation started by a social work student on her final year placement initiating a discussion group at the Stones Corner Community Mental Health Service for family members who children are living major mental illness in 1977.

That student left, but the group continued to meet and the rest they say is history, though we would like to acknowledge that history through the words of Ailsa Whitehead (Life Member / past president) and Margert Lukes (formally of Arafmi Sydney).

“When the experience of death comes to your family, people come around and the family draws support from the compassion and care of others but when mental illness comes to into your family, the family is cut off from the community leaving them frightened and alone.

The greatest majority of Arafmi members (and staff) live in the shadow of this experience therefore, to find others (frightened and alone) you realise, often for the first time, that you are indeed not alone and that there are others from whom we can draw compassion and support but, for whom we can also render our own compassion and support.”

These first group members decided to take this group process the experience and message of “not being alone” to as many other families and carers as they could. They began to form support groups of their own across Qld.

They received their First Donation, a grant \$500.00 in 1977 to print some pamphlets to advertise the group. They borrowed a filing cabinet from the Stones Corner Clinic. There were no staff only volunteers, who started the first 24/7 telephone support line in QLD by handing out their own home phone numbers.

Their first government grant was received 10 years later and Arafmi bought a telephone diverter to allow volunteers to switch the line over between each other. The same group of Volunteers hosted a National Arafmi Conference here in Brisbane, way before they even secured offices to work out of, or even a paid staff member.

There wasn't a paid staff member in Arafmi until 1994. They had no cars (so they borrowed one) driving a volunteer's multiple times around QLD. And as these founders of Arafmi began to mobilise themselves they found others.

Arafmi joined with Public Advocates other groups from the mental health sector to lobby the Australian Press Council, against irresponsible reporting on mental health issues and the negative portrayal of people with lived experience in the media. Arafmi initiated the annual Mental Health Walk of Pride, which was led by Anna Bligh on its first march.

Out of Arafmi also came Young Arafmi QLD Carers and Mental Illness Education Australia. So the contribution made by Arafmi and those associated with it over the last 40 years has and continues to have a lasting impact.

NDIS Viability - Accommodation

Supporting people, with lived experience of mental illness, into the NDIS and successfully providing NDIS services directly is only part of the challenge. Given the market driven nature of the NDIS, it is critically important to be able to do so in an economically viable manner.

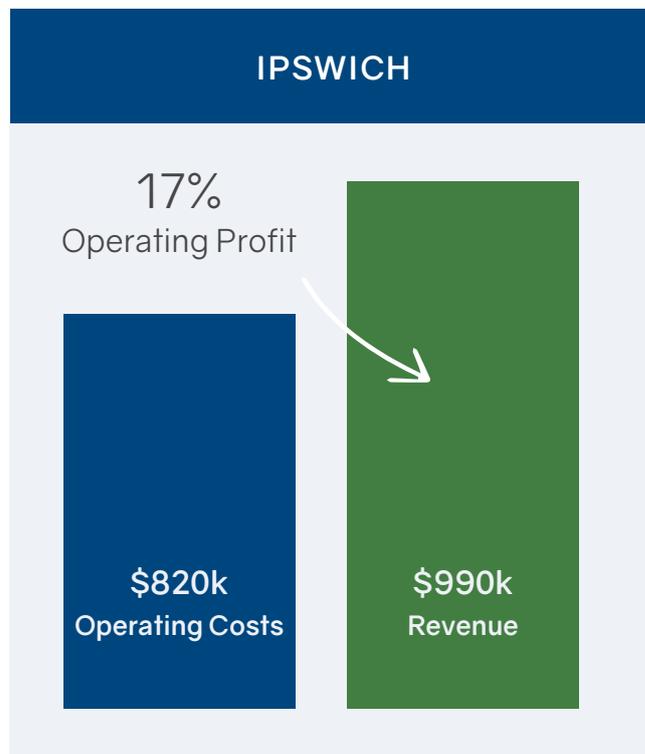
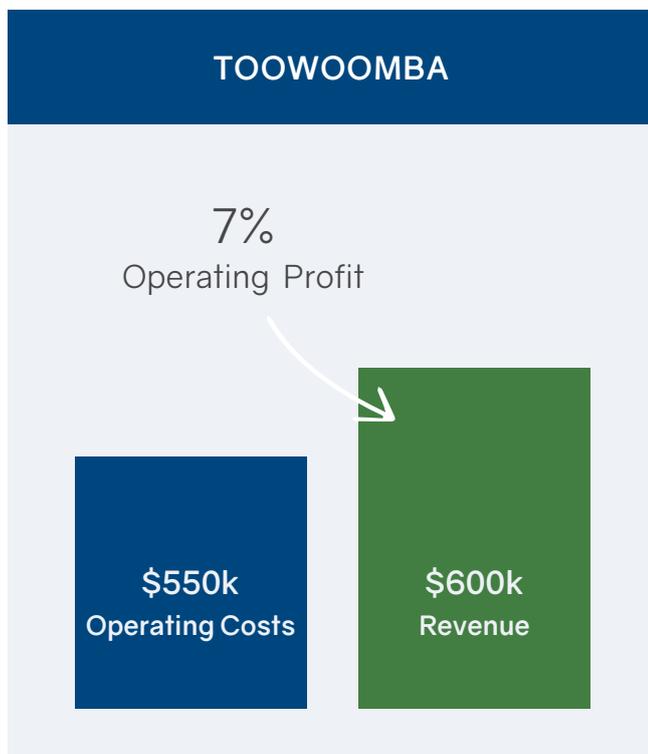
In firstly acknowledging the incredible hard work and dedication of truly amazing staff working in brand new ways, I am pleased to say that that hard work is beginning to pay off, with our Ipswich and Toowoomba services making small, but profitable returns over the last 12-15 months.

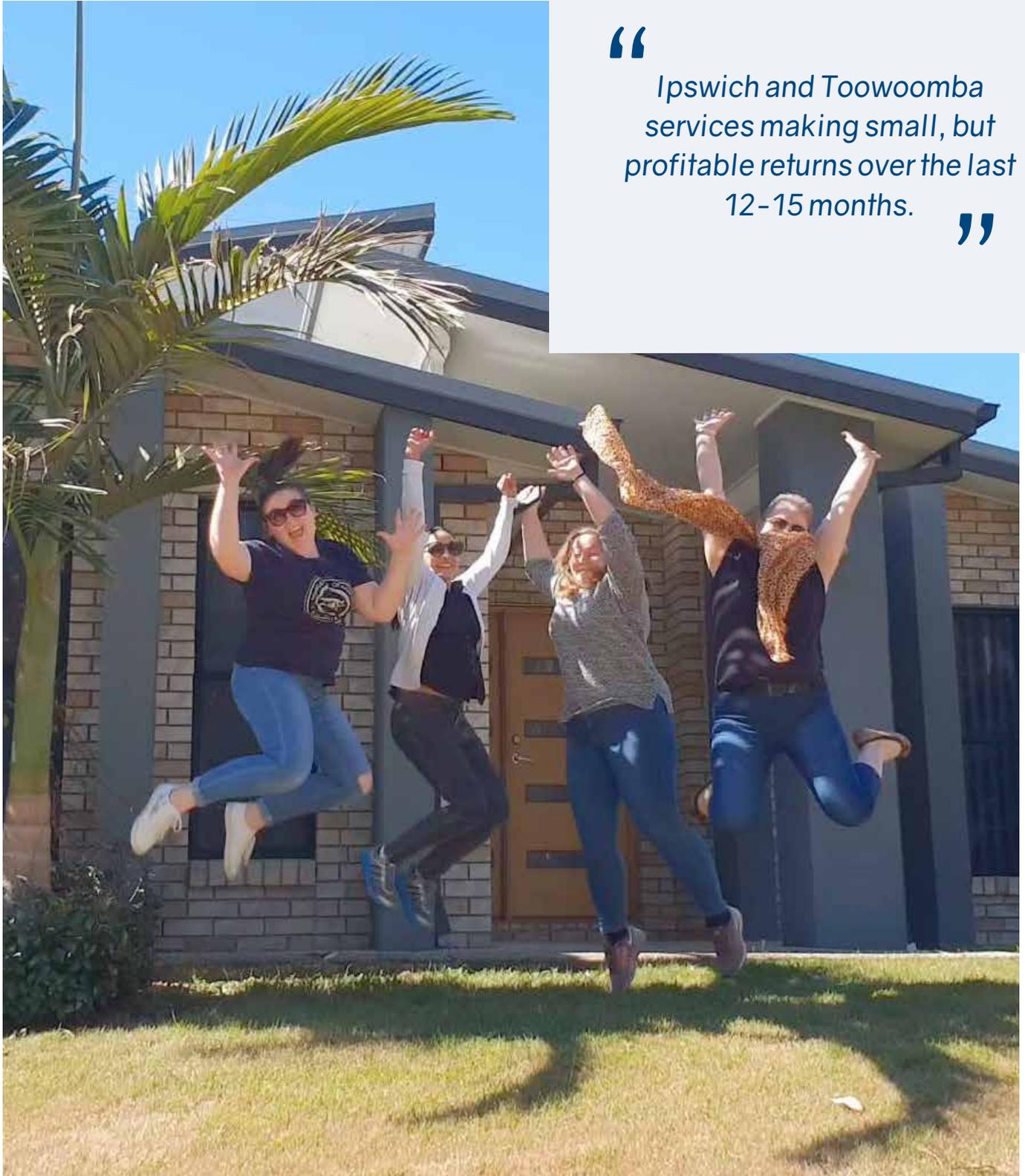
Furthermore, building on this success, our Ipswich and Toowoomba services have grown and expanded such that we have

opened additional accommodation support options under the NDIS.

With the growth and expansion of our team across Queensland the 2018 financial year saw Arafmi Ltd successfully complete a year operating in the NDIS market. Our Toowoomba and Ipswich services dedicated endless hours understanding the NDIS system and supporting our carers and their loved ones to gain access to the NDIS and to implement their NDIS plans.

Whilst this was not without its challenges, initial indications are with sustained and projected increase in NDIS revenue Toowoomba services are tracking in a positive direction towards financial viability by EOFY.





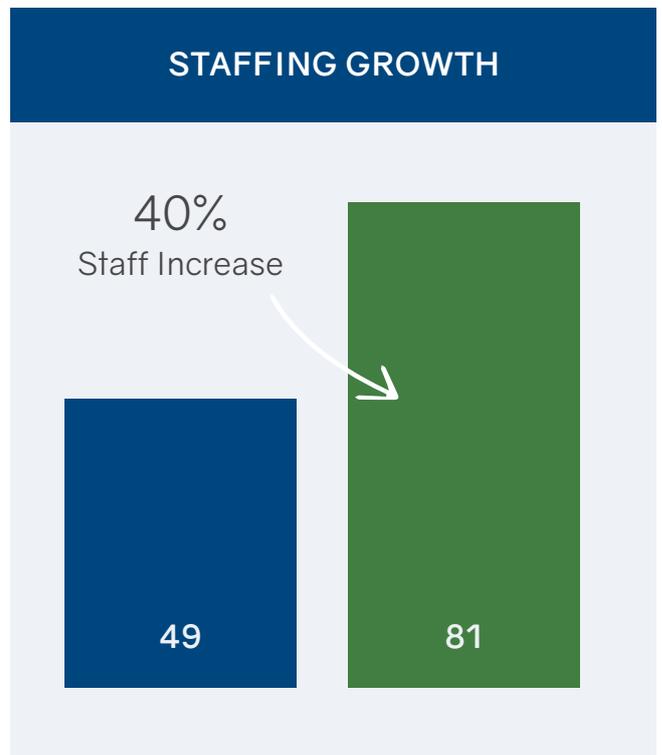
“ Ipswich and Toowoomba services making small, but profitable returns over the last 12-15 months. ”

Our Financial Performance

Ensuring future sustainability and the ability to provide a provision of holistic care and support for carers is an Arafmi strategic priority. We strive to be financially strong, fiscally responsible and to grow and respond to the changing future needs of carers, individuals with a mental health condition, their community and the mental health sector.

Arafmi finished the year with a healthy profit of \$600,000 and in a strong financial position. Our financial performance for 2017-18 has exceeded expectations in a challenging economic environment with revenue growth of 21%.

We successfully retained our grants through the Queensland Mental Health Commission and the NDIS ILC Grant, placing us in a strong financial position to meet our financial commitments in the future.



Statement of Financial Position

As at 30 June 2018

In AUD (\$)	2018 \$	2017 \$
Assets		
Cash and Cash Equivalents	4,045,589	3,372,931
Trade and Other Receivables	127,375	20,023
Short Term Deposits	104,523	104,523
Other Current Assets	14,270	14,270
Total Current Assets	4,291,757	3,511,747
Property Plant and Equipment	1,872,209	1,889,883
Intangible Assets	22,952	0
Total Non-current Assets	1,895,161	1,889,883
Total Assets	6,186,918	5,401,630
Liabilities		
Trade and Other Payables	460,048	125,559
Unexpended Funds	896,036	1,109,617
Employee Benefits	272,361	238,794
Total Current Liabilities	1,628,445	1,473,970
Employee Benefits	76,744	77,189
Loans and Borrowings	405,094	405,094
Total Non-Current Liabilities	481,838	482,283
Total Liabilities	2,110,283	1,956,253
Net Assets	4,076,635	3,445,377
Equity		
Reserves	230,000	230,000
Retained Earnings	3,846,635	3,215,377
Total Equity	4,076,635	3,445,377

07 3254 1881 | info@arafmi.com.au | www.arafmi.com.au
PO Box 248 New Farm, QLD 4005

