



mental health
community coalition ACT Inc.



MHCC ACT Annual Report 2018 - 2019

Our purpose is to foster the capacity of ACT community managed mental health services to support people to live a meaningful and dignified life

Mental Health Community Coalition (MHCC) ACT

Annual Report

2018 - 2019

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Vision & Mission

We are the voice for quality, community-managed mental health services in the ACT.

Our aim is to improve the wellbeing of the ACT community by ensuring that every person who experiences a mental health issue has access to quality, timely support from a provider that recognises their right to recovery, inclusion, dignity and respect.

Our Goals



STRONG SERVICES

To support providers to deliver quality, sustainable, recovery-orientated services, we will:

- Ensure lived experience is at the heart of service development and provision
- Promote evidence-based innovation in service design and delivery
- Foster strong partnerships between services
- Advocate for viable, sustainable funding for community sector organisations



INFLUENTIAL

To represent our members and provide advice that is valued and respected, we will:

- Proactively participate in agenda setting with evidence-based advocacy
- Represent the views of our members and people with lived experience
- Build and maintain our networks of influence
- Promote the role of community sector providers in health care reform



VALUED SECTOR

To showcase the role of community managed services in supporting people's recovery, we will:

- Build understanding of the sector's contribution to health and wellbeing
- Strengthen collaboration between clinical and community services
- Promote a whole of person approach
- Encourage initiatives that support recovery in the community



EFFECTIVE WORKPLACE

To ensure MHCC ACT is well governed, ethical and has good employment practices, we will:

- Support a mentally healthy workplace that honours diversity
- Recognise and develop the roles of staff and board members
- Model transparency and innovation in how we work
- Encourage a culture of collaboration and inclusion

Board Report



It is my pleasure to introduce the 2019 MHCC ACT Annual Report to you. The report provides a picture of key achievements and challenges in the past year.

The year was a challenging one for MHCC ACT which involved much reflection on our role and value to stakeholders. At the governance level, the Board has worked hard on reviewing and developing MHCC ACT's governance processes. This includes an externally facilitated Board performance review, facilitated conversations and review of the MHCC ACT Constitution.

The review of the MHCC ACT Constitution has been an extensive and comprehensive process which showed a diversity of views in the Board and among key stakeholders about core questions such as what the composition of the MHCC ACT membership should be, and what the priority objectives of the organisation are. This diversity of views led to very robust discussions within the Board. However, in drafting a new Constitution the Board has tried to reflect the majority view, while also acknowledging the minority view where possible. I would like to thank Minter Ellison, especially Guy Boland and Sita Smith, for their expert support with drafting the new Constitution.

MHCC ACT was given a big wake-up call when ACT Health questioned the value for money of MHCC ACT sector development activities leading up to the new financial year. The Board and staff have worked very hard to argue the case for a continuation of MHCC ACT's funding, and to develop strategies and plans to ensure MHCC ACT engages deeply with its stakeholders and delivers high quality capacity-building support to the mental health sector into the future.

While the year has been difficult at times, it is exciting to see a Stakeholder Engagement Strategy and Sector Development Strategy being developed and to see the first signs of greater engagement and new sector support initiatives taking form.

Finally, I want to point to the establishment of the ACT Recovery College, which has been a positive highlight of the year. My congratulations to Simon, Dianna and all the staff team and volunteers who have worked so hard to make this great idea a reality.

My thanks to the staff team who have continued their hard, dedicated work during a challenging period of uncertainty, and to my fellow board members for their support and huge efforts over the year.

*Angie Ingram
MHCC ACT Board President*

MHCC ACT Board Membership

President	Angie Ingram Mental Health Foundation ACT
Vice President	Pam Boyer Woden Community Service
Treasurer	John Grunberg Carer Representative
Secretary	Sue-Ann Polden Catholic Care
Aine Tierney Carer Representative	Lachlan Atyeo Wellways Australia
Jane Grace Consumer Representative	Heidi Prowse Mental Illness Education ACT
David Lovegrove Consumer Representative	Purity Goj (until July 2019) Dalane Drexler (from July 2019) ACT Mental Health Consumer Network

MHCC ACT Members 2018 - 2019

Barnardos Australia Canberra	Belconnen Community Service
Mental Health Foundation ACT	Nexus Human Services
Richmond Fellowship ACT	The Salvation Army
Making Connections Together	MIEACT
Woden Community Service	Marathon Health Aftercare
Capital Health Network	People with disability (PWD)
Perinatal Wellbeing Centre (formally PANSI)	Advocacy for Inclusion
Wellways	Youth Coalition ACT
AIDS Action Council of the ACT	ACT Shelter
Marymead	Carers ACT
CatholicCare	ACT Mental Health Consumer Network
St Vincent De Paul	ATODA

Executive Officer's Report



As some of the upheaval caused by the NDIS and other developments has begun to settle down there was cause for MHCC ACT to stop and reflect on our role, work and value to our stakeholders.

The reflection on the role and purpose of

MHCC ACT played out at the board level – as you can read in the President's Report – as well as at an operational level. Operationally we had been so busy doing things in response to the NDIS and other reforms that we hadn't sufficiently engaged with all our stakeholders or done forward planning. While we were confident that our activities had been valuable to many in our membership, some other members weren't seeing enough of us. It also became clear that our funder was not sure of the value proposition of our work.

MHCC ACT's response likewise played out both at a governance and operational level. At the governance level much effort went into reviewing the Board's performance and subsequently a review of MHCC ACT's Constitution.

At an operational level we have also reviewed our activities and started in-depth planning processes to develop both Stakeholder Engagement and Sector

Development strategies. These processes have already delivered a better approach to membership engagement and an increase in membership compared to last year, and some exciting plans for new sector development initiatives. Plans for Communities of Practice, a mentoring program and networking events will deliver both professional development opportunities for sector workers and improved opportunities for MHCC ACT to engage with our members and stakeholders. We are excited and looking forward to sharing these new opportunities with you.

While doing this new planning, we have also continued the range of business-as-usual activities we know are valued by our stakeholders, such as forums, newsletters, training workshops, Mental Health Month and the exciting Recovery College project. I encourage you to dip into the different sections of this Annual Report for examples of this great work.

My thanks to all the staff who have continued their dedicated work through the challenges of the year – Leith, Evelyn, Charlie, Esther, Maddie and Inge – and my congratulations to Dianna, Tessa, Kylie and Karen who have set the ACT Recovery College off on an exciting and so far very successful journey to greatness! I also want to acknowledge the vitally important support of the Board for our staff team over the year.

*Simon Viereck
MHCC ACT Executive Officer*

MHCC ACT Staff 2018 - 2019

Simon Viereck
Executive Officer

Evelyn Siow
Office Manager

Leith Felton-Taylor
Policy and Sector Development Manager

Inge Saris
Policy and Advocacy Officer

Maddie Cook
Communications and Events Officer

Charlie Richardson
Policy and Sector Development Officer
(up to October 2019)

Esther Chelimo
Policy and Sector Development Officer
(up to September 2019)

Dianna Smith
Policy and Sector Development Officer
(up to March 2019)

Treasurer's Report



MHCC ACT achieved an overall operating surplus for the 2018/19 year totalling \$1,444 (2017/18: \$62,664). Total income for the year of \$802,137 represented an 8% decrease as compared to the 2017/18 year of \$873,681. Total expenditure for the year of \$800,693 represented a 1.2% decrease as compared to the 2017/18 year total of \$811,017.

The two main contributing factors to the decrease in income were the cessation of the Recovery College Design project grant and a reduction in CMHA income. The CMHA income relates to employment expenses for the CMHA Executive Director, who was based with MHCC ACT for part of the year, which formed part of the overall MHCC ACT income and expenses on a cost-recovery basis. As such the cessation of the CMHA income and expenses have no nett impact on MHCC ACT's budget.

There was a small increase in other income, such as registration fees for workshops and training, and small grants compared to the previous year, and MHCC ACT also received a generous donation of \$5000 from McHugh Hire towards Mental Health Month celebrations. As usual, employment expenses and project expenses make up the vast majority of the organisation's total expenses.

Total assets of \$555,233 (17/18: \$543,038), and net assets of \$431,531 (17/18: \$430,087) provide the organisation with good contingency. MHCC ACT is solvent and able to pay its debts.

During the year MHCC ACT faced questions from ACT Health Directorate about the value for money proposition of MHCC ACT sector development activities. A cut in ACT Health grant payments was on the table. The Board worked very hard to make the case for the value of those activities and eventually it was agreed that MHCC ACT would continue to receive the same funding in 2019/20. The board and staff team now face the task of ensuring all MHCC ACT activities deliver great value for members and stakeholders, and to ensure that MHCC ACT can provide the evidence for this.

I would like to thank the finance sub-committee for their support of my work and for maintaining good process, transparency and accountability with regards to the financial management of MHCC ACT.

Further, I would like to thank Evelyn Siow and Successful Alliances for providing MHCC ACT with another year of careful bookkeeping and payroll services, and Vincents Audit for providing audit services to MHCC ACT.

*John Grunberg
MHCC ACT Board Treasurer*

Caucus Report

Caucus Chair Report

MHCC ACT was the vision of the late Bob Beatty, brought to life and co-designed by a dedicated group of consumers, carers and mental health community sector members. Since 2003 the ACT Consumer Carer Caucus has provided a united consumer and carer voice on key topics affecting the mental health sector and informing the work and strategic direction of MHCC ACT.

It is with great sadness that we share the news that Caucus will cease to exist from the upcoming AGM, when the new Constitution comes into action. Consumers and carers will no longer elect consumer carer board members to the MHCC ACT Board, and lived experience representation on the board has been limited to two persons.

We'd like to reflect on the amazing work of Caucus members over the years and to thank all those amazing people who have contributed their lives, time, energy and passion to the Caucus since 2003. We particularly think at this moment of the late Philip Bell, Caucus Carer member for many years. Thank you to outgoing Caucus Consumer Board Representatives Jane Grace and David Lovegrove who have worked with great dedication over the past 2 years to ensure the continuation of Caucus, and to John Grunberg, Caucus Carer Board Member for his work as Treasurer for MHCC ACT.

Strategic Oversight and Governance

Caucus Board Members have diligently continued their involvement in reviewing and improving the governance and strategic processes of MHCC ACT through emphasising the value of co-design.

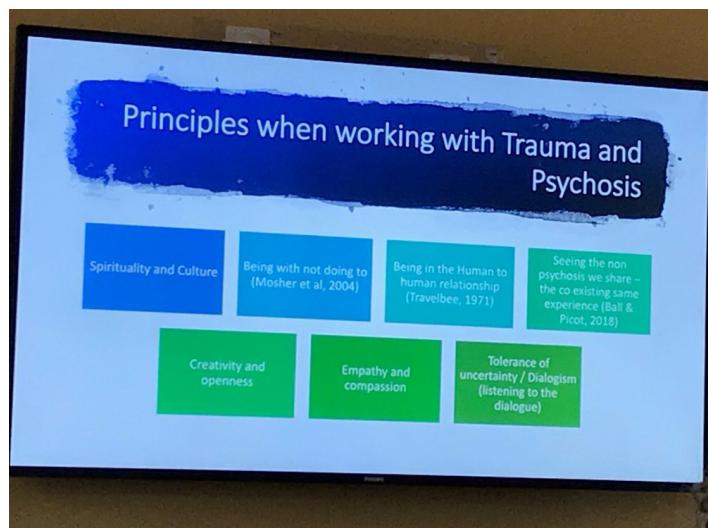
We participated in the organisational accreditation process and Board Performance Review. The Governance Committee was chaired by Carer representative Áine Tierney with Caucus Board Representatives working with other board members to implement the recommendations of the review. A highlight was the Co-design Workshop facilitated by Dr Leanne Craze AM in September 2019. The workshop was attended by representatives and staff of the ACTMHCN, Carers Voice Program, MHF, Wellways, Catholicare, MIEACT, MHCC ACT and the Recovery College. A key learning was that we cannot really have co-design without co-production with consumers and carers.

Caucus Work Plan 2018 – 2019 Achievements

Caucus members continued to provide advice on a range of strategic issues and Caucus also continued to draw attention to the rise in seclusions and restraint at the Adult Mental Health Unit (AMHU), and concerns around discharge planning processes and other systemic issues. We hosted guest speakers including Travis Gilbert, ACT Shelter; Karen Leary, Recovery College; Chris Corcoran, Physical Education Trainer; Lisa Gelbart (Former) Advisor to Minister for Mental Health Shane Rattenbury; Matthew Daniel and Carolyn Fidew, Australian Nursing and Midwifery Federation; and Sonia Di Mezza, ADACAS.

In early 2019, after being advised of the proposed implementation of CCTV cameras in AMHU, Caucus successfully worked in partnership with the ACT Mental Health Consumer Network and the Canberra Mental Health Forum to bring the concerns of consumers and carers to the attention of Minister Rattenbury and senior members of ACT Health. We subsequently successfully opposed the planned ligature work in the AMHU until stakeholders were provided with detailed plans outlining the modifications, and plans to safely manage the overflow of patients into general wards. Our advocacy in partnership with other stakeholders also achieved an increase in funded beds from 37 to 40 in the AMHU.

Caucus also achieved MHCC ACT funding for a dedicated Consumer, Carer, Policy, Engagement and Participation Officer and participated in the recruitment process. As part of our Consumer, Carer Engagement Strategy Caucus achieved a long-held goal of launching a Caucus newsletter, 'Shared Voice'.



Above: ReAwaken Festival attended by Caucus representatives
Photo credit: Jane Grace

Consumer Report

Caucus continued to meet and pursue various objectives and issues of concern to people with lived experience. Caucus also advocates Consumer and Carer concerns around mental health and wellbeing to the responsible mental health systems, services and processes. A notable achievement that bears repeating was Caucus' role in coordinating a joint Caucus, ACT Mental Health Consumer Network and Canberra Mental Health Forum response to the proposal to introduce CCTV cameras into the Adult Mental Health Unit. Our joint intervention was critical to halting this concerning proposal.

Another key activity of Caucus this year has been to call for proper processes and to provide input, wherever possible, into the development of the now passed changes to the Constitution. We have concerns with the process and the ultimate outcome which includes the removal of Caucus from the Constitution and a smaller Board with now 2 dedicated consumer and carer Board members instead of 4. The nomination and selection of those consumer and carer Board members will also no longer be vested in Caucus.

There has been a long legacy of 15 years with the existing Caucus model within the constitution. When it was established, Caucus was unique in Australia in bringing consumers and carers together at the same table and providing a joint platform for a collective voice. Over those years many good things have been achieved. Caucus has been instrumental in paving the way for greater recognition of consumer and carer advocacy and representation in the ACT, and for the wider growth and support of dedicated consumer and carer representation programs in ACT MHCN, Carers ACT, and beyond. We are concerned that the collective voice and the grassroots advocacy path, which was provided by Caucus, will no longer be available to consumers and carers.

Final Words

Over the past 3 years Caucus has demonstrated its effectiveness when working in partnership with other consumer and carer organisations to advocate on specific issues. We further increased our output with support of a dedicated policy officer. Caucus has contributed to improving mental health services and systems through participation in the governance and strategic oversight of MHCC ACT. Many in our community recognise the value of the work done, and the great loss that Caucus will be to the sector.

Caucus Representatives

Policy and Sector Development Team Report

The last 12 months covered the end of a three year contract cycle between MHCC ACT and ACT Health, and the beginning of a new one. Interestingly, it also coincided with a change in the sector from a period of significant flux, to a period of more certainty and a sense that local and national policy and program changes and initiatives were starting to bed down.

This relatively more stable policy environment enabled MHCC ACT to focus on longer term objectives. In consultation with stakeholders, we began with our sector development work objectives and priorities by looking at ways to improve our engagement with members and stakeholders. Strategies in both these areas will be finalised in the coming months, after which we will move focus to MHCC ACT's policy and systemic advocacy work program.

MHCC ACT has brought community service provider leaders and managers together most months to exchange information about developments in the sector and to inform MHCC ACT's work program and priorities. A variety of guests attended to speak about things such as the ACT Office for Disability Integrated Service Response program; ACT Health Services reform of the Collaborative Engagement Forum; the PHN/CHN National Psychosocial Support Measure programs in the ACT; and a standard minimum data set for the sector (ACT Office for Mental Health and Wellbeing - OMHW).

There has been relatively less call on MHCC ACT this year for submissions to government processes. Partly this is due to the role that CMHA now plays representing our interests at the national level. In 2019 our major submission was to the Productivity Commission inquiry into the social and economic benefits of improving mental health. We continue to advocate for the sector in our annual ACT budget submission.

MHCC ACT values its working relationship with the ANU Centre for Mental Health Research (CMHR) and within that the consumer and carer research unit, ACACIA. We were an industry partner on several grant applications, including in the areas of a systems approach to evidence informed decision making and peer work. MHCC ACT participated in a thought leaders forum for the report 'Finding the path: service access and navigation for serious mental illness in Australia' (2019).

MHCC ACT continues to work closely with ACT Health Services to improve the interface between government and non-government mental health services. Work progressed in this area over the last 12 months includes:

- a MHCC ACT and MHJHADS framework for a partnership approach to improving the service experience for people with mental health challenges
- review of the Collaborative Engagement Forum
- developing a sector familiarisation training program
- joint care planning

Representation

MHCC ACT continues to represent stakeholders' interests in a range of forums. From an overarching strategic perspective some of these include:

- Human Services Cluster Critical Friends Group
- NDIA ACT Psychosocial Disability Working Group
- Regional Mental Health and Suicide Prevention Plan Working Group
- ACT Disability Advocacy Network
- ACTCOSS Peaks Forum
- Workforce Impact Collective
- Joint Community Government Reference Group
- OMHW and NGO Peaks Forum
- Commissioning for Social Impact

At an issues level focus, representation over this period includes:

- Lifespan Suicide Prevention Steering Group
- Children and Young People for Mental Health and Wellbeing codesign workshop
- ACT Carers Strategy Taskforce
- Adult Mental Health Unit Collaborative Engagement Forum

How did we build capacity in the sector in 2018 - 2019?

MHCC ACT continues to contribute to the development of various mental health sector initiatives by providing linkages, secretariat, financial and other in kind support. Some of the initiatives we supported include:

- NDIS Provider Network
- Red Flag Canberra – ‘Stigma, lived experience and recovery’ by Matt Ball
- ACT Health Services Supported Accommodation Initiative
- Establishment of the trial of the ACT Recovery College
- CHN mental health services commissioning processes

National context

At a national level MHCCACT works with its counterparts in other States and Territories through Community Mental Health Australia (CMHA). With funding from the National Mental Health Commission, CMHA and the University of Sydney undertook a ‘Commonwealth Mental Health Programs Monitoring Project – Tracking transitions of people from PIR, PHaMs and D2DL into the NDIS’ (final report September 2019). MHCC ACT participated in and presented at the 2018 CMHA NDIS and Mental Health conference in Melbourne. We also attended the annual TheMHS and International Mental Health conferences.

Awards

MHCC ACT’s nomination of Karen Leary for an ACTCOSS Community Sector Award for ‘Amplifying the Voice of Lived Experience’ received a Highly Commended Award. Karen used an authentic codesign process while working with MHCC ACT developing a business case for the trial of an ACT Recovery College.

Training

During the 2018/19 financial year, MHCC ACT bulk-purchased five training workshops and provided them at a very significant subsidy to staff of Member Organisations and on a cost recovery basis for others. Workshops, participant numbers and satisfaction ratings were as follows:

- Creating effective Support Letters for NDIS, DSP and AAT, Participants: 20. Satisfaction rating: 87.2%
- Mental Health and Gender Diversity, Participants: 14. Satisfaction rating: 91.4%
- Peace in Practice, Participants: 22. Satisfaction rating: 85.0%
- Motivational Interviewing, Participants: 16. Satisfaction rating: 75.0%
- Understanding and Responding to Trauma, Participants: 22. Satisfaction rating: 85.16%

“The compliance vs outcomes is great. The slide on Developmental Approach was great information to help us with recruitment.”

Additionally, MHCC ACT also collaborated with the Alcohol, Tobacco and Other Drugs Association (ATODA) to provide a workshop on ‘Alcohol, Tobacco and Other Drug Information (ATOD) and Harm Reduction’. Participants: 24. Satisfaction rating: 85.8%.

“Fantastic – learned so much. The interactive approach is great, enjoyed the training. Facilitator was engaging. Thank you!”



Above: MHCC ACT public forum on Mental Illness, Recovery and Recovery Colleges with Rachel Perkins

Forums

Quarterly Forums, organized jointly with ACT Mental Health Consumer Network and Carers ACT, were:

- The new Model of Care at the ACT's Adult Community Mental Health Service, Participants: 47. Satisfaction rating: 76.0%
- Mental Health and Privacy, Participants: 35. Satisfaction rating: 74.0%
- Office for Mental Health and Wellbeing – feedback from consultations, Participants: 19. Satisfaction rating: 79.5
- Safewards, Participants: 31. Satisfaction rating: 90.79%

“As always, the Forum was great!”

“The diversity of presenters, including Consumers (was valued). The experience and research of the young person particularly relevant and insightful.”

As well as the Quarterly Forums, MHCC ACT contributed to the development of the sector through:

- Workshops on recovery and Recovery Colleges by international expert, Rachel Perkins (in partnership with the OMHW and the ACT Recovery College) Participants: 31. Satisfaction rating: 91.66%
- A workshop on co-design by Leanne Craze AM, renowned mental health activist, for staff of mental health peaks and ACT Recovery College
- A panel event on the peer workforce during Mental Health Month, including a keynote presentation from Irene Gallagher, CEO of Being (NSW). 85% of event survey participants indicated that the event was extremely or very useful commenting on the value this event had to the sector and how informative the event was.

“The Forum was informative and the information on the Recovery College was useful Information sharing”

Newsletters

The ‘ACT Mental Health Sector Update’, MHCC ACT’s fortnightly e-newsletter, shares news, events, reports and other items relevant to mental health. Key statistics about this are:

- Number of subscribers: 707
- Number of editions sent during financial year 2018/19: 24
- Average ‘click’ rate: 5.06% (non-profit Industry average is 2.1%)

“I read the sector update every fortnight, it’s probably the only bulletin that I read in full. It’s my single biggest source of information on mental health services and the NDIS, which is extremely relevant to my work, and I find it very helpful and valuable.”

In June 2019, MHCC ACT introduced a new monthly e-newsletter, ‘Inside MHCC ACT’, designed to give insight into the activities of MHCC ACT, including a section, ‘EO Musings’. Early feedback suggests that it is valued.

Additionally, MHCC ACT sent about 50 one-off e-bulletins to its distribution list about particular opportunities and events, including on behalf of other organisations and the ACT government.



ACT Recovery College Trial Report

The two year trial of an ACT Recovery College started in January 2019 and will finish in December 2020. In the first three months of the year, the College was situated in the Mental Health Community Coalition ACT (MHCC ACT) offices, where we were busy making contacts to get educators on board, looking for and leasing premises for the College, developing a brand for the College and arranging to purchase co-produced courses. The MHCC ACT Board, management and staff were very generous with their time and resources. The funding for the College finally settled on 12 March 2019.

All permanent staff are on board with Tessa, the Education Manager, starting in February, Dianna, the Recovery College Manager, starting in March and Kylie, the Office Administration and Student Support Officer, starting in June. Currently, the College has a pool of 30 casual educators from a variety of areas, including five ACT Health staff, three members of ACACIA, a nutritionist, and a counsellor/coach from private practice and a psychologist in training. Around 85% of our educators and all of the permanent staff have lived experience of mental health issues.

Our branding which was finalised in March was developed after consumer feedback showed enthusiasm towards using a symbol that was recognisable to locals in the ACT and a symbol that encouraged feelings of inclusion and connection to the community, the Royal Bluebell. The vision for our logo was to reflect the College's values. Traditionally bluebells are emblematic of humility. The colours, blue and green were chosen to symbolise tranquillity, dependability, trust, knowledge, growth, renewal, strength and health.

We were lucky to find a lovely office in North Lyneham for the College and we moved there on the fourth of April with the help of the MHCC ACT staff.

The Official Opening of the College on 10 April was a tremendous success and was followed by an Open week where we had over 100 people visit the College. We received a lot of positive comments about the office, the atmosphere and the surroundings as well as congratulations on finally opening the College.

Work on the Governance for the College continued based on work completed by MHCC ACT staff during July – December 2018. We were very lucky to get Meyer Vandenberg to work, pro bono, on incorporating the College and in May, the College became a company limited by guarantee. They have also supported us to register as a charitable organisation. The first two meetings of the ACT Recovery College Co-design Committee have been held with work on establishing a Board and a Student Representative Committee for the College to start soon.

Pictured above:

Dr Tessa Cleradin (PhD) - ACT Recovery College Education Manager,
Dianna Smith - ACT Recovery College Manager and Simon Viereck - MHCC ACT Executive Officer
at the opening of the ACT Recovery College

At the time of writing this report, the College has successfully held two terms of courses with a student cohort over the two terms of 130 plus students. The courses are of varying durations from a two hour course to weekly three hour sessions, for up to six weeks. They also cover a multitude of topics from anxiety to exercise, nutrition to goal setting, problem solving to lived experience storytelling. In the first term, we held 12 courses including:

- Six courses were delivered by third party organisations under the auspices of the Recovery College,
- Two courses were existing courses developed by and purchased from the Mind Recovery College,
- Four courses were developed for the ACT Recovery College.

In second term, we held 17 courses including:

- Three courses are delivered by third party organisations under the auspices of the Recovery College
- The two existing courses developed by and purchased from the Mind Recovery College
- 12 courses are ACT Recovery College courses specifically co-developed for the College.

The third and final term for the year will be held between October and December this year and is currently open for enrolment.

Feedback and comments are collected from students and educators from every course and we also have an end of term gathering where students are asked a few questions about their involvement in the College. Feedback from the second end of term gathering shows how positively people are viewing the College.

"I love the Recovery College, it's like a ray of sunshine in my life and I am very thankful for the opportunity to attend courses and in the future be a Peer Support/Peer Educator. It's had a flow on effect to my children and friends."

"Yes (has the College provided Hope) – previously have sometimes felt like I was slipping into a black hole but now have some coping mechanisms that help immensely."

"I got a lot from the Anxiety course I attended. It was fun to be part of and to see how we were all helping each other in this course. During the course I've picked up strategies that have really helped me. Since doing the course, I no longer have Anxiety outbursts in the morning and now also doing better self care with a greater quality of life...Thank You Recovery College."

The first six months of the ACT Recovery College Trial have been a roller coaster ride, where we held on for dear life and hoped for the momentum to gradually slow down to a more mundane pace. Whilst we are still waiting for this, we are extremely happy with the way that the College has been received and the way that our students have reacted to our courses and attending the College.

*Dianna Smith
ACT Recovery College Manager*

ACT Recovery College Staff 2018 - 2019

Dianna Smith
ACT Recovery College Manager
(from March 2019)

Dr Tessa Cleradin (PhD)
ACT Recovery College Education Manager

Kylie Brewer
ACT Recovery College Administration and Student Support Officer

Karen Leary
ACT Recovery College Manager
(up to March 2019)

Communications & Media Report

New MHCC ACT Website

We launched a new MHCC ACT website in June 2019 with the aim to create a website that is simple, easy to navigate and informative. The new website communicates what MHCC ACT does at a glance and provides a regularly updated snapshot of the activity happening within MHCC ACT and the broader Mental Health Sector.

The website was built in-house and since its launch has attracted a wide audience. We have received over 9,600-page views since the launch of the website, 86% of visitors are new visitors and 14% are returning visitors. Most people are looking at the Home Page followed by Events and specifically MHCC ACT Training and Events.

In terms of audience, 38% of website visitors are from Canberra followed by Sydney (25%) and Melbourne (14%). Most website visitors are females aged between 25 – 34.

The MHCC ACT staff team write and publish a blog post each month for the News page on the website.



Above: New MHCC ACT website

Social Media

MHCC ACT currently manages the following 4 social media pages:

- Mental Health Month (MHM) ACT – Facebook
- Mental Health Month ACT – Instagram
- Mental Health Community Coalition (MHCC) ACT Facebook
- Mental Health Community Coalition ACT – Twitter

Each quarter MHCC ACT produces a social media report. This report is important in tracking the performance and return on investment of the social media pages.

Each quarter our social media pages continue to grow in reach and engagement. From September 2018 to September 2019 the MHM ACT Facebook page reach increased by 137%. In September 2019 this page reached 10,373.

The MHM ACT Instagram account was created in August 2018. From September 2018 to September 2019 this page increased in reach by 32%.

The MHCC ACT Facebook page was created in November 2018 and to date has 101 followers, a steady increase from its inception.

The MHCC ACT Twitter page has experienced an increase in reach of 27% between September 2018 and September 2019.

This year MHCC ACT has also produced the following communications documents:

- Communications Strategy – ongoing
- Social Media Policy
- Communications Resource
- Social Media Content Strategy

Media

Over the past 12 months MHCC ACT have been involved in various media interviews including but not limited to:

- The Canberra Times – ‘ACT government to fund hoarding support service’
- ABC Radio Canberra - release of a new study from ANU Centre for Mental Health Research
- ABC Radio Canberra – ‘The introduction of the NDIS has lead to cuts in the ACT’s community mental health budget and Support services.’
- ABC News - ‘Yass Headspace a step in the right direction for mental health but won’t cater for acute issues’
- RioACT – ‘Proposed hoarding laws not addressing psychological concerns, health advocates say’

Mental Health Month ACT Report



MENTAL HEALTH MONTH ACT

Introduction

Each year 1 in 5 Australians experience a mental health issue and approximately half of all individuals will experience issues with mental health in their lifetime.

MHCC ACT plan's Mental Health Month (MHM) each year in the ACT with 3 main objectives in mind:

1. To raise community awareness and understanding of mental illness
2. To reduce the stigma and discrimination associated with mental illness
3. To promote positive mental health and wellbeing

October 2019 was another successful MHM in the ACT. This year alongside the MHM Advisory Committee, MHCC ACT coordinated three major MHM events in the ACT; The Comedy Launch, Mental Health & Wellbeing Expo and Mental Health Month Awards. As well as these main events we also coordinated a successful Reimbursement Grants Program and implemented a new program, the *Wellbeing Priori-Tea*.

This year there was a diverse range of over 45 MHM events held in the ACT during October. These events include but are not limited to; workshops, training & information sessions, sports tournaments, art exhibitions, wellness & film festivals, panel events, music & theatre productions and much more. People were excited to see so many events happening during the month; '*it's been wonderful to see so many fabulous events popping up for Mental Health Month*'.

Our event sponsors this year include McHugh Hire, the Win Network and the Dickson Tradies. The principle MHM ACT event sponsor is the ACT Government.

Theme

The 2019 theme for MHM in the ACT was 'Conversations & Connection' and was submitted by XTend Life and Behavioral Coaching Canberra. Feeling connected to each other and our communities reduces the feeling of loneliness, which ultimately improves our mental health and wellbeing.

MHM photographer and videographer Caitlin Welch produced a video with XTend Life and Behavioral Coaching. The video discusses the theme and encourages people to consider how they might start conversations and connect. The video was shared on social media in early November to inspire people to keep the conversation going.



Above: Thumbnail of the 2019 MHM Video

Wellbeing Priori-Tea

Inspired by the 2019 ACT MHM theme 'Conversations & Connection', The *Wellbeing Priori-Tea* aims to bring people together to have a chat over a cuppa during MHM.

This year we asked ACT workplaces to take a break and make mental health a priority by hosting their own *Wellbeing Priori-tea*. Workplaces could register their event online and in return receive a *Wellbeing Priori-tea* pack which includes a quiz to get the conversation started as well as access to a variety of helpful wellbeing tools and resources from leading mental health organisations.

This year 24 organisations, departments, businesses and schools took part in this new program by hosting a *Wellbeing Priori-Tea*. 6 of these groups chose to raise donations for a variety of mental health charities including the Black Dog Institute, Lifeline and Beyond Blue.

It is estimated that about 480 people participated in this new program in October 2019.

Reimbursement Grants Program

This year we received 43 MHM Reimbursement Grant applications from a variety of organisations in Canberra. Out of these applications, we were able to offer funding to 23 MHM events in Canberra to a total of \$20, 555.

These events as well as other MHM events, were marketed in the official MHM calendar booklet. 5000 print copies were distributed over 6 weeks to a range of premium venues and locations around the ACT. We also distributed copies of these booklets at the 2019 Comedy Launch Event as well as the 2019 Mental Health & Wellbeing Expo.

Feedback received about the events that were funded by the Reimbursement Grants Program were all positive;

'It was a wonderful event and we were so grateful to be able to hold such a fun event'

'The feedback has been very positive, with many people saying the show prompted them to reach out about their own issues and also to others who are struggling'.

Mental Health Month Comedy Launch Event

This year we partnered with Comedy for a Cause to officially launch MHM in the ACT at the Dickson Tradies – a new 2019 sponsor. The evening was a sellout success with over 90 people attending.

The aim of the evening was to reach everyday Canberrans who could attend the event to help promote positive mental health, break down stigma associated with mental illness and be entertained by some of the best club comedians in Australia.

We received lots of positive feedback about the launch event with many saying that it is great to kick off MHM with a cheerful event that encourages people to laugh.



Above: Comedian Dave Williams at the 2019 Comedy Launch

Mental Health & Wellbeing Expo

A new record of over 3500 people came together to celebrate World Mental Health Day on October 10 at the 2019 Mental Health & Wellbeing Expo.

This free event is a major part of MHM in the ACT, bringing Canberrans together to celebrate positive wellbeing, seek help early and learn more about mental health services available in the region.

This year was a huge success with over 80 registered stalls, an increase of 10 from the previous year. We also had a waitlist for stalls in 2019. About 51% of stalls this year were made up of Community Managed Organisations followed by private business (26%), Government (6%) and ACT Health (3%).



Above: Expo patrons interacting with roaming entertainment

The Tuggeranong Men's Shed provided a BBQ again this year. President, Keith Gilby commented on the Expo saying *'A superbly organised event once again! Our guys really enjoyed it and interacting with the public was just great!'*

The 2019 Expo showcased a variety of local, live entertainment including music, yoga, theatre, talks and meditation across two stages. The talented Chris Van Reyk coordinated music at the main stage consisting of performances from bands 'The Creek', 'A Modern Folk Song Singalong Group', 'The Elderly Brothers', community choir, 'Italian Choir' and 'Chillin'.



Above: Ben Alexander and ACT Minister for Mental Health, Shane Rattenbury

On the second stage, the crowd was entertained by wellbeing and social inclusion dance group ‘KultureBreak’ and a skit from the ‘S.A.D Australia’ theatre production. Patrons also took part in yoga with Zoe from Bikram Yoga Kingston, listened to ‘Emotionally Fit’, a talk by Haylstorm Fitness and tried meditation with Sahaja Yoga Meditation.



Above: Dance group KultureBreak performing at the Expo

To capture satisfaction of the Expo we distributed 2 surveys; a stallholder survey and patron survey. Majority of the information captured in these surveys was overwhelmingly positive with people commenting on how well organised and attended the Expo was. Respondents also commented on the upbeat mood of the event saying **‘great energy’** and **‘positive atmosphere’**.

100% of respondents to the Expo Stallholder Survey indicated that they would attend the Expo again in 2020. 97% of organisations came to the Expo with the objective to promote their organisation/service with 77% saying their objectives were well or very well met. Stallholder’s welcomed the new layout saying; **‘it was awesome to walk in and it have to set up’** & **‘It was a great location with lots of flow through traffic’**.

Other highlights from Expo stallholders include:

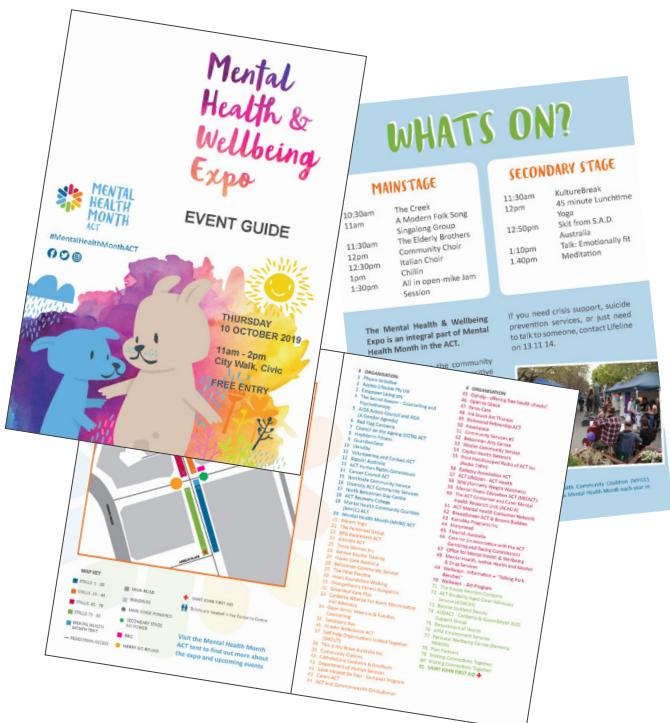
- **‘The interactive activities, great layout and interesting organisations, all passionate about supporting and empowering people’**
- **‘Great location, great attendance, great opportunity to meet the other stall holders and network to strengthen coordinated support for clients’**
- **‘Great range of services and opportunities for networking. There was a lot of interest from the public that was open to discuss mental health issues.’**

The patron survey showed similar satisfaction. 57% of Expo patrons who responded to the survey were employees or clinicians within the mental health services sector followed by people with lived experience of one or more mental health issues (29%). 100% of patron survey respondents indicated that they learnt more about the mental health services or programs available in the ACT and said they would attend again in 2020. Highlights from the patron survey included meeting people and talking to services that they did not know about, with one individual saying **‘everything was interesting and helpful’** and another saying to a stallholder **‘Its fantastic to have a one-stop-shop available in the one location, which is extremely helpful’**.

The growth of the Mental Health & Wellbeing Expo over the past 2 years indicates that there is a need for the expo as a way of providing people a single event to find out about the many of the services available in the ACT and surrounding regions.



Above: Expo main stage entertainment



Mental Health Month Awards

On the 29th of October, 2019 we recognised the achievements of individuals, groups, organisations, businesses and initiatives in the area of Mental Health in the ACT at the 2019 Mental Health Month Awards.

This year the Awards Sub-Committee felt it was necessary to apply a new approach to the awards program. The goals in doing so were:

- To make the program more inclusive
- To make it easier for people to navigate and understand the nomination process
- To raise the profile in recognising and celebrating all nominees

As such, the following changes were implemented:

- Award titles were changed to reflect these goals
- Online: we encouraged people to nominate via the online form
- Branding: consistent branding was implemented across print and digital
- Resource: a booklet detailing all nominees and information about the ceremony was distributed at the ceremony
- Awards ceremony: venue changed to the Bradman room, Manuka Oval
- Invitations: personalised invitations were sent to over 110 people

This year we received 27 award nominations. We gave 10 Awards and 4 scholarships to recipients.

Over 100 people attended the official ceremony.

Feedback on the awards was mostly positive with many people commenting on the lovely venue, professional ceremony and award booklet.



Above: 2019 Mental Health Month Award Recipients



Above: 2019 Mental Health Month Awards Ceremony



Above: 2019 Mental Health Month Awards Ceremony MC Genevieve Jacobs with guest speaker and Headspace Youth Reference Group Member Ben Shipard

Marketing & Media

Along with the official Mental Health Month ACT calendar booklet mentioned previously, we also promoted Mental Health Month using both traditional and digital media in 2019.

This year we created event resources for the Expo and Awards ceremony. The Expo event guide provided patrons with a map indicating where each stall was at the expo as well as the stage line up and information about Mental Health Month. The Awards resource was a 12-page booklet providing information about each nominee and the ceremony. Both resources were distributed at each event.

Along with these resources we also produced posters for the Mental Health & Wellbeing Expo and Comedy Launch Event.

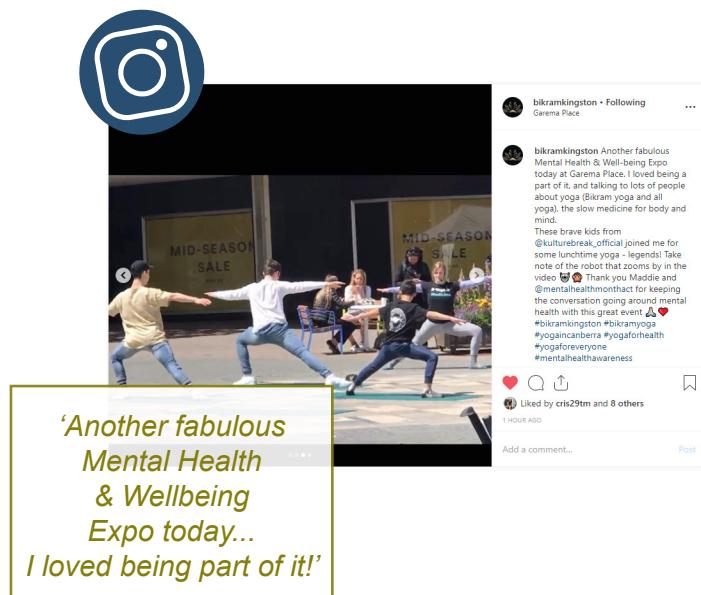
We widely promoted Mental Health Month across social media, the Mental Health Month ACT website as well as secondary websites, including Visit Canberra and ActewAGL's Community Switch.

This year, we reached over 10, 000 people on the Mental Health Month ACT Facebook and Instagram accounts. Throughout October we saw an increase of 64 followers on Facebook and 50 followers on Instagram.

We shared over 45 Mental Health Month events on our Facebook page in the lead up to Mental Health Month throughout September.

Many other organisations got behind the #MentalHealthMonthACT hashtag and campaign.

'I have been watching the socials, and all the events, it has been another great success.'



2,450 people visited the Mental Health Month ACT website during October with the most activity taking place in the last week of October. Most people visited the home page first (33%) followed by the event calendar (24%) and Mental Health & Wellbeing Expo page (16%). 86% of website visitors were from Australia followed by the US (3%).

This year we also partnered with the Win Network via a sponsorship agreement. As a result, we were able to have a 15 second advertisement on television and received airtime and media support from the network. We produced the advertisement with Night Owl Media who provided the ad for MHCC ACT to share on social media. As at November 2019 this video has reached over 640 people.



Above: 2019 MHM Television Commercial - shared on social media

This year we also promoted MHM via adverts in City News Magazine. Other media included: Win News Canberra, Prime News Canberra and Mirage News.

The Office for Mental Health & Wellbeing also coordinated a bus advertisement to promote Mental Health Month in the ACT.



Above: Media interviews with the ACT Minister for Mental Health Shane Rattenbury and MHCC ACT Executive Officer Simon Viereck in front of the ACT MHM bus advert

Auditors Report

 VINCENTS

Audit Pty Ltd

ABN: 67 089 734 761

Authorised Audit Company No. 408893

**Independent Audit Report to the members of
Mental Health Community Coalition of the ACT
Report on the Audit of the Financial Report**

Opinion

We have audited the financial report of Mental Health Community Coalition of the ACT (the registered entity), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and 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 financial report of Mental Health Community Coalition of the ACT rated has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2019 and of its financial performance for the year ended; and
- (ii) Complying with Australian Accounting Standards and Division 60 of 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 registered entity in accordance with 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 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.

Responsibilities of Responsible Entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the registered entity'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 management either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

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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 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 registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's 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 registered entity'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 or, 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 registered entity 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 those charged with governance 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.

Vincents Audit Pty Ltd



Phillip Miller
Director

Canberra,
11 November 2019

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Financial Statements

**Mental Health Community Coalition of the ACT
ABN: 22 510 998 138**

Financial Statements

For the Year Ended 30 June 2019

Mental Health Community Coalition of the ACT

ABN: 22 510 998 138

Board's Report

30 June 2019

General information

Your board members submit the financial report of the Mental Health Community Coalition of the ACT for the financial year ended 30 June 2018

Directors

The names of the directors in office at any time during or since the end of the year are:

Names	Position
Angie Ingram	President
Pam Boyer	Vice President
John Grunberg	Treasurer
Sue Ann Polden	Secretary
Áine Tierney	Board member
Lachlan Atyeo	Board member
Purity Goj	Board member
Dalane Drexler	Board member
Heidi Prowse	Board member
Jane Grace	Board member
David Lovegrove	Board member

Resigned July 2019

Appointed July 2019

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The principal activity of the Association is provision of co-ordination, systemic representation and community/sector development service for mental health consumers, carers and community mental health service providers in the ACT.

Significant changes

No significant change in the nature of these activities occurred during the year.

Operating result

The profit of the Company for the financial year after providing for income tax amounted to \$ 1,444 (2018: \$ 62,664).

Signed in accordance with a resolution of the Board of Directors:

Board member:

Board member:

Dated this Thursday 7th day of November 2019

Mental Health Community Coalition of the ACT

ABN: 22 510 998 138

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not For Profits Commission Act 2012 to the Board Members of Mental Health Community Coalition of the ACT

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2019, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Vincents Audit Pty Ltd



Phillip W Miller CA
Director

Dated this 11 day of November 2018

Mental Health Community Coalition of the ACT

ABN: 22 510 998 138

**Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2019**

	Note	2019	2018
Revenue	5	740,578	826,661
Other Income	5	61,559	47,020
Employee Benefits Expenses		(509,746)	(564,411)
Depreciation and Amortisation Expenses		(7,072)	(9,196)
Project Expenses		(136,271)	(105,665)
Staff & Board Amenities		(3,292)	(4,629)
Website Redevelopment		(10,686)	(4,001)
Other Expenses	6	(133,626)	(123,115)
Profit before income tax		1,444	62,664
Income Tax Expense		-	-
Profit for the year		1,444	62,664

The accompanying notes form part of these financial statements.

Mental Health Community Coalition of the ACT

ABN: 22 510 998 138

Statement of Financial Position

As at 30 June 2019

		2019	2018
	Note	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and Cash Equivalents	8	532,051	482,443
Trade and Other Receivables	9	1,193	29,157
Other Assets	10	6,007	12,438
TOTAL CURRENT ASSETS		539,251	524,038
NON-CURRENT ASSETS			
Property, Plant and Equipment	11	15,982	19,000
TOTAL NON-CURRENT ASSETS		15,982	19,000
TOTAL ASSETS		555,233	543,038
LIABILITIES			
CURRENT LIABILITIES			
Trade and Other Payables	12	87,361	72,200
Provisions	13	36,341	40,748
Other Liabilities	14	-	3
TOTAL CURRENT LIABILITIES		123,702	112,951
TOTAL LIABILITIES		123,702	112,951
NET ASSETS		431,531	430,087
EQUITY			
Retained Earnings		431,531	430,087
TOTAL EQUITY		431,531	430,087

The accompanying notes form part of these financial statements.

Mental Health Community Coalition of the ACT
ABN: 22 510 998 138

Statement of Changes in Equity
For the Year Ended 30 June 2019

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2018	430,087	430,087
Profit for the year	1,444	1,444
Balance at 30 June 2019	431,531	431,531

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2017	367,423	367,423
Profit for the year	62,664	62,664
Balance at 30 June 2018	430,087	430,087

The accompanying notes form part of these financial statements.

Mental Health Community Coalition of the ACT

ABN: 22 510 998 138

Statement of Cash Flows
For the Year Ended 30 June 2019

	Note	2019	2018
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		828,666	893,597
Payments to suppliers and employees		(782,869)	(955,171)
Interest received		7,867	5,259
Net cash provided by/(used in) operating activities		<u>53,664</u>	<u>(56,315)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		(4,056)	(3,376)
Net cash used by investing activities		<u>(4,056)</u>	<u>(3,376)</u>
Net increase/(decrease) in cash and cash equivalents held		49,608	(59,691)
Cash and cash equivalents at beginning of year		482,443	542,133
Cash and cash equivalents at end of financial year	8	<u>532,051</u>	<u>482,442</u>

The accompanying notes form part of these financial statements.

Mental Health Community Coalition of the ACT

ABN: 22 510 998 138

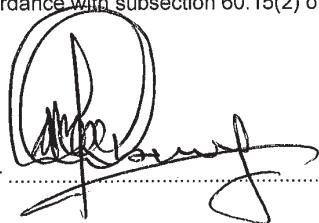
Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Board Member



Board Member



Dated this Thursday, 7th day of November 2019



Mental Health Community Coalition ACT - Annual Report 2018 - 2019

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Mental Health Community Coalition of the ACT

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