

Annual Report

2012 - 2013



**NSW Consumer Advisory Group –
Mental Health Inc.**



NSW CONSUMER ADVISORY
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www.nswcag.org.au

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About NSW CAG

Our Vision

NSW Consumer Advisory Group's vision is for all people with a lived experience of mental illness to participate as valued citizens in the communities they choose

Our Purpose

Our purpose is to make sure that mental health consumers' views are heard by policy makers, service providers and the community, through promoting consumer participation in relevant state level policy making and service development decisions, implementation and evaluation.

Our Principles

- Being person centred and empowering consumers in the interests of consumers;
- Adopting a recovery approach to building positive futures;
- Promoting positive images and reducing stigma and discrimination;
- Enhancing best practice and building understanding of effective approaches to consumer participation;
- Capacity building of our organisation, consumers and services; and
- Promoting professionalism and continuous improvement in our ways of working.

Who We Are

NSW Consumer Advisory Group – Mental Health Inc. (NSW CAG) is the independent, state-wide peak organisation for people with a lived experience of mental illness (consumers) in New South Wales. We work with consumers to achieve and support systemic change.

We work from the premise that the participation of mental health consumers in systemic advocacy leads to the development of more effective public policy and facilitates individual recovery. Participation is a fundamental human right as enshrined in Article 25 of the *International Covenant on Civil and Political Rights* (ICCPR).

NSW CAG is an independent non-government organisation that received core and projects funding in 2012-2013 from the NSW Ministry of Health and the Mental Health Commission of NSW.

It is overseen by a voluntary Board of Trustees that is elected from amongst its members. Day to day operations are carried out by a core staff that it is managed by its Chief Executive Officer.



NSW CAG Board AGM 2012

To Our Stakeholders

Strategic Highlights

This year we undertook to examine the vision for NSW CAG and after much discussion and consultation have adopted the statement below because we believe it reflects the values of the NSW CAG community.

NSW CAG's vision is for all people with a lived experience of mental illness to participate as valued citizens in the communities they choose.

This has been a very busy but exciting year. We had a very successful planning day where we discussed changes to our Constitution to improve consumer participation in the governance of the organisation. This change will be happening at the end of 2013. We also updated the Objectives of the organisation, which are now the following:

- Objective 1: Leadership on issues relevant to [the] mental health consumers
- Objective 2: Strengthen and enhance the ways in which we work with consumers
- Objective 3: Enhance NSW CAG as a sustainable organisation

These can be viewed in full detail from page 7 of this report.

Highlights

Congratulations to all the staff at NSW CAG for their continued efforts to ensure that mental health consumers' views are heard by policy makers, service providers and the community, through promoting consumer participation in relevant policy making and service development decisions and for challenging stigma and discrimination. Membership has steadily increased during this year, primarily in response to consultations held throughout the State by the enthusiastic staff of NSW CAG. These consultations have raised our profile and pro-



moted NSW CAG as the peak body for mental health consumers in NSW. We have a total of 216 members with an increase of 28 members, of which 148 identify as mental health consumers.

Looking Ahead

We are looking forward to 2014; continuing the excellent consultation programme, promoting "recovery", providing advice on consumer issues to government and non-government organisations and publishing consumer informed reports to those agencies working closely with the NSW Mental Health Commission, The Mental Health Drug and Alcohol Office and other relevant agencies. On behalf of the Board of Trustees, I would like to thank Dr Peri O'Shea, NSW CAG CEO and the staff and volunteers for their hard work and contribution to furthering the cause of mental health consumers in NSW. I would also like to thank those members of the board who gave their time so generously but have for many and varied reasons resigned from the Board throughout the year; Lynda Hennessy, Warren Hegarty and Fay Jackson (who has been appointed as a Deputy Commissioner for Mental Health in NSW) and to Des Idiens who will not be standing for re-election.

Anne Francis
Chairperson
NSW CAG Board of Trustees

From the CEO

The 2012 - 2013 financial year has been one of success, change and new opportunities for NSW CAG.

NSW CAG works with people with a lived experience of mental illness as experts in how to improve services and set up supports to ensure that people with mental illness are able to live as valued citizens in the communities they choose. Our work with people with a lived experience of mental illness informs our representation at forums, conferences, workshops, Senate Inquiries, expert advisory groups, committees, and other inquiries. It also informs our media releases and policy positions. We facilitate the voice of consumers at both state and national levels, to influence the direction of policies, legislation, strategies and the overall mental health system.

In this past year we have continued to facilitate the voice of consumers within policy debate, progressing genuine consumer participation within the mental health system. There have been many significant achievements have been accomplished at NSW CAG some of which are featured in this annual report.

Our effectiveness is only possible due to the participation and support of all the consumers who have worked with us throughout the year. I wish to personally thank all of you for your expertise and your time, for sharing your stories and your wisdom. I look forward to continuing to work with you to improve the lives of all people with mental illness and, hence, together create a better society for all people.

NSW CAG's effectiveness is also largely thanks to the innovative, proficient and energetic approach of our team, the majority of who also have a lived experience of mental illness. I thank all of the staff and volunteers who have worked with us in the past year. Your dedication, commitment and passion are acknowledged and very much appreciated. (A full list of staff is provided later in this report).



I also wish to thank all the organisations that worked in partnership with us and supported our work in the past year. These include, but are not limited to: the Mental Health Commission of NSW, the Mental Health Drug and Alcohol Office, Grow NSW, the Mental Health Association, the Association of Relatives And Friends of the Mentally Ill, the Mental Health Co-ordinating Council, the Mental Health Council of Australia, the Consumer Activity Network (Mental Health) Inc., the Milk Crate Theatre Company, the Wayside Chapel and the O'Brian Centre in Orange.

I also wish to thank the NSW CAG Board of Trustees for their continued support to me and NSW CAG. Your commitment and dedication to NSW CAG and our continued success are noticed and appreciated by myself and all staff.

I look forward to continuing to work together to achieve our vision:

For all people with a lived experience of mental illness to participate as valued citizens in the communities they choose.

A handwritten signature in black ink, appearing to read 'Peri O'Shea'.

Dr. Peri O'Shea
Chief Executive Officer
5th December 2013

Highlights from 2012-2013

Policy and Representation

- Exposure Draft of Boarding House Bill 2012
- Draft National Roadmap for Mental Health Reform Consultation Document
- NSW Law Reform Commission discussion paper: People with cognitive and mental health impairments in the criminal justice system:
 1. The test for fitness to stand trial
 2. Not guilty by reason of mental illness
- NSW Long Term Transport Master Plan
- NSW Parliamentary Inquiry into Inter-regional Public Transport (Parliamentary Hearing)
- Review of the NSW Mental Health Act 2007
- National Disability Insurance Scheme (NDIS) Bill
- National Disability Insurance Scheme (NDIS) Rules



Mental Health Commissioner of NSW, John Feneley opening address at the Recovery in Art Exhibition 2012.

Promotion and Participation

NSW CAG held 4 mayor events. These were:

- The Recovery in Art Exhibition for the second year. This year Recovery in Art Exhibition was opened by John Feneley, Mental Health Commissioner of NSW. The event was held at the Wayside Chapel.
- The Recovery Forum, for the fourth year in a row. This was held at Parramatta and the theme was Consumer Participation.
- The Walking Feet Event – NSW CAG supported Sarah McFarlane-Eagle, who walks around Australia and the world to raise awareness of mental illness.
- The Consumer Workers' Annual Forum, which was held in conjunction with the Consumer Workers' Committee.

NSW CAG Strategic Plan Objectives and Goals

Objective 1: Leadership on issues relevant to mental health consumers.

Goal 1: Build our reputation as the recognised voice for NSW mental health consumers

This financial year, NSW CAG was requested or identified a need for response to a total of 18 policy developments or reviews. We responded through 15 forms of feedback including formal submissions, verbal reports in parliamentary hearings and other written feedback which equated to 83% of relevant state enquiries.

All submissions, verbal reports and other feedback were informed by our information base gathered throughout this year and those conducted in recent years. NSW CAG conducts regular consultations with consumers throughout NSW.

Consultations

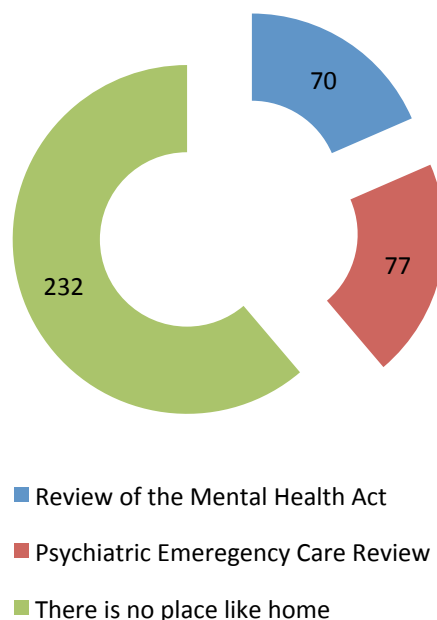
In 2012-13, NSW CAG held a total of 43 consultations, exceeding the target of 14 consultations as well as the total number of consultations that NSW CAG held last year (26).

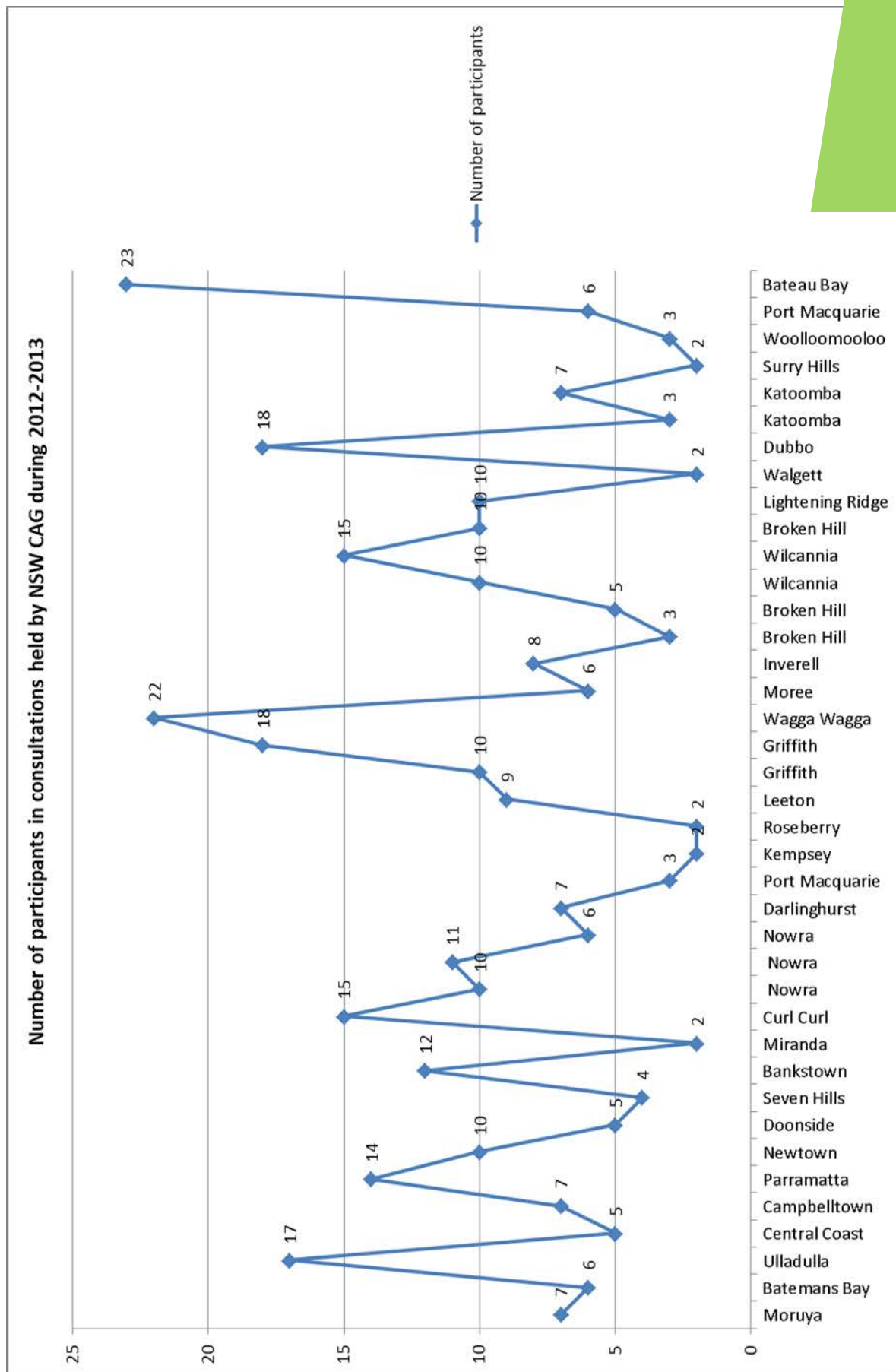
Of these consultations:

- 39 were face to face consultations, far exceeding the target of 8 face to face consultations as per the KPI (See chart in page 8)

- 43 consultations targeted 7 special population groups (See Objective 2, Goal 1)
- NSW CAG held consultations in every Local Health District which exceeds our commitment to hold consultations in every former Area Health Service.
- We also held 3 online surveys with a total of 379 responses. The topics were:
 - ❖ Review of the Mental Health Act (70 responses)
 - ❖ Psychiatric Emergency Care Centre Review (77 responses)
 - ❖ There is no place like home (232 responses)
- We also received 115 printed surveys/responses for the “There is no place like home” consultation.

Responses of NSW CAG 2012-2013 Online Surveys/Consultations





Goal 2: Continue to lead the development of participatory systems for mental health consumers

The development of meaningful consumer participation mechanisms is a key priority in national and state mental health policies and strategies. NSW CAG has continued to work and strengthen consumer participation within the mental health system.

NSW CAG has achieved this by facilitating direct consumer participation in a number of national and state research and consultative projects, such as:

- Consumer Experience of Care Workshop
- Mental Health Assessment Tool for the National Disability Insurance Scheme
- Feedback on access to hospital based care in NSW for the Mental Health Commission NSW

NSW CAG also supported the NSW Public Mental Health Consumer Workforce (Consumer Workers), who have been involved in NSW CAG in various ways:

- sitting on interview panels for NSW CAG
- organising and supporting NSW CAG consultations
- participating in online and face to face consultations
- participating in forums and events

NSW CAG also promoted and supported the Consumer Workers' Project.

NSW CAG has worked towards the participatory systems for mental health consumers' goal through 3 major projects:

Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES)

NSW CAG has also continued to support the implementation and operation of the MH-CoPES project through the State-wide Implementation Committee (SWIC). We have

worked with the SWIC to obtain resources to support the ongoing operation of the MH-CoPES Framework and to ensure consumer participation in continuous quality improvement within services.

Consumer Workers' Project

NSW CAG has continued its support with the CWP in developing a Framework for Consumer Workers in NSW. The project aims to produce a fully articulated framework for Consumer Workers in NSW. The Framework is in its last development stages and it will be ready to be presented for endorsement by the Mental Health Program Council at the end of 2013.

NSW Health Participation Advisor:

We have also supported the Consumer Sub-Committee to Program Council meetings, co-chairing the Committee with the Mental Health Drug and Alcohol Office (MHDAO). (MHDAO) made a decision to alter the number of Mental Health program Council meetings per year to four (quarterly meetings). This means that to stay in line with the Program Council it was decided to change the Consumer Sub-Committee meetings also to quarterly although this financial year only 3 occurred (September 2012, December 2012 and March 2013).



Committees

Throughout 2012-2013, NSW CAG sat on a total of 35 committees, which exceeded the organisation's target of a maximum of 18 committees at any one time, 14 of which are to be NSW Health Committees.

National Committees:

- National Mental Health Consumer & Carer Forum
- National Consumer Experience of Care Project Expert Advisory Group
- Contributing Life PAG

NSW Department of Health Committees:

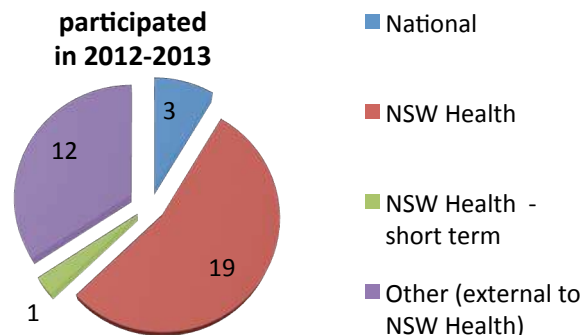
- Adult Non-Acute Inpatient Mental Health Benchmarking Committee
- Children and Adolescent Mental Health Sub-committee
- Chronic & Continuing Care Rehabilitation & Recovery Committee
- Clinical Service Standards Committee
- Consumer Sub-Committee to the Mental Health Program Council
- Justice Health Consumer and Community Group
- Mental Health & Drug & Alcohol RCA Review Sub-Committee (formerly NSW Health Mental Health Clinical Incident Review Committee)
- Mental Health Promotion, Prevention and Early Intervention Sub-Committee
- Review of the Mental Health Act Expert Advisory Group
- MH-CoPES Statewide Implementation Committee
- Multicultural Mental Health Plan Implementation Committee
- NSW Health Mental Health Program Council
- NSW Mental Health Clinical Advisory Council
- Older People's Mental Health Working Group
- Statewide Seclusion Reduction Project
- Whole of HASI Evaluation Reference Group

- Comorbidity Framework Implementation Working Group
- Housing & Mental Health Agreement Interagency Implementation Committee
- PECC Service Review Advisory Committee (**Short term committee**)
- Alcohol & Other Drugs Consumer Participation & Representation Framework Reference Group

Non Department of Health Committees

- Health Care Complaints Commission (HCCC) Consumer Consultative Committee (HCCC)
- Mental Health Peer Support Worker Competency Project Industry Reference Group (Community Services and Health Industry Skills Council)
- Mental Health Coordinating Council Board
- NSW Mental Health Promotion Reference Group (Mental Health Association)
- Mental Health Matters Awards committee (Mental Health Association)
- Mental Health Review Tribunal (MHRT) Inquiries Monitoring Group – no meetings held
- Official Visitor's Advisory Committee
- Ombudsman NSW Disability Roundtable
- NSW Disability Network Forum
- NCOSS Health Policy Advisory Group
- Bureau of Health Information Mental Health Patient Experience Surveys – Advisory Committee
- Eastern Suburbs Partners in Recovery Project Committee

Number of Committees NSW CAG participated in 2012-2013



Goal 3: Continue to effectively advocate for recovery focused service provision

NSW CAG has for the last 2 years worked energetically towards increasing understanding of recovery principles. We have achieved this through recovery oriented events such as:

Recovery in Art Exhibition

In October 2012, as part of NSW CAG's Mental Health Month celebration, we held our second Recovery in Art exhibition at the Wayside Chapel, Potts Point. The exhibition showcased over 90 artworks from more than 40 artists. The participating artists included people who came from different parts of NSW as well as different settings, including mental health inpatient facilities and forensic facilities.

The exhibition was successfully launched on 26 October by the Mental Health Commissioner of NSW, Mr John Feneley. Jenny Whiteley, one of the contributing artists, also spoke at the launch about the inspiration behind her work displayed at the exhibition. Close to 100 people attended the launch, and the exhibition was seen by many others during its one week public opening.

We received informal positive feedback about the exhibition from a number of visitors, including feedback by emails. Although not the intention of the Recovery in Art exhibition, NSW CAG also facilitated the sales of five artworks.



Recovery Forum

In November 2012, NSW CAG held its fourth Recovery Forum at Parramatta in Western Sydney. This forum's focus was Consumer Participation. Jack Heath, CEO of SANE Australia, delivered the keynote address, drawing on his professional and personal experiences. John Feneley, Mental Health Commissioner of NSW delivered an address on Consumer Participation and the NSW Mental Health Commission's Future Strategies. A panel of four consumer presenters from a diversity of backgrounds also shared their experiences and views about the challenges and successes of consumer participation in the mental health sector. About 70 people attended the forum, with some people coming from areas outside of Sydney.

There were four breakout sessions at the forum, which covered topics: peer support; involving culturally and linguistically diverse consumers; participation beyond the 'us and them'; and also a creative and interactive video workshop for participants to create messages about consumer participation and recovery. Formal evaluation gathered reflected primarily positive feedback, including that people enjoyed hearing from the diverse range of speakers throughout the day, and the variety of topics covered. People also enjoyed the opportunity to meet other consumers and talk about the direction of Consumer Participation into the future.



Consumer Workers Forum 2012

Walking Feet

NSW CAG supported the Sydney reception of Sarah McFarlane-Eagle, who walks around Australia and the world to raise awareness of mental illness. 20 people including staff of NSW CAG walked across the Sydney Harbour Bridge with Sarah and then 25 people attended the reception which included video footage and an inspiring talk by Sarah.



Photos of the Walking Feet Event



Goal 4: Provide input at national level

Submissions, Hearings and Advice

This year NSW CAG commented and provided formal written advice or in the case of Parliamentary Hearings, a formal verbal report, on:

1. Psychiatric Emergency Care Centre (PECC) review (raw data only)
2. Exposure Draft of Boarding House Bill 2012
3. Supporting participation and social inclusion and action on social determinants
4. Draft National Roadmap for Mental Health Reform Consultation document
5. NSW Law Reform Commission discussion paper: People with cognitive and mental health impairments in the criminal justice system:
 1. The test for fitness to stand trial
 2. Not guilty by reason of mental illness
6. Benchmarking in Specialist Mental Health Services for Older People (SMHSOP) – Consumer Participation in Care
7. NSW Long Term Transport Master Plan
8. NSW Parliamentary Inquiry into Inter-regional Public Transport (Parliamentary Hearing)
9. NSW Parliamentary Inquiry into Health Care Complaints and Complaints Handling in NSW (Response to further questions from Parliamentary Committee)
10. Review of the NSW Mental Health Act 2007
11. Housing and Mental Health Agreement implementation plans and best practice examples for District Implementation and Coordinating Committees (DIACCs)

12. Non Acute Inpatient Unit Indicators of Good Practice Audit Tool 2013
13. National Disability Insurance Scheme (NDIS) Bill
14. National Disability Insurance Scheme (NDIS) Rules
15. NSW Parliamentary Inquiry into Health Care Complaints and Complaints Handling in NSW (Parliamentary hearing)

NSW CAG also had representation at a National level through the following national committees:

- National Mental Health Consumer & Carer Forum
- National Consumer Experience of Care Project Expert Advisory Group
- Contributing Life Project Advisory Group

We also provided direct input into the National Mental Health Core Capabilities Focus Group Workshop.

Objective 2: Strengthen and Enhance the ways in which we work with consumers

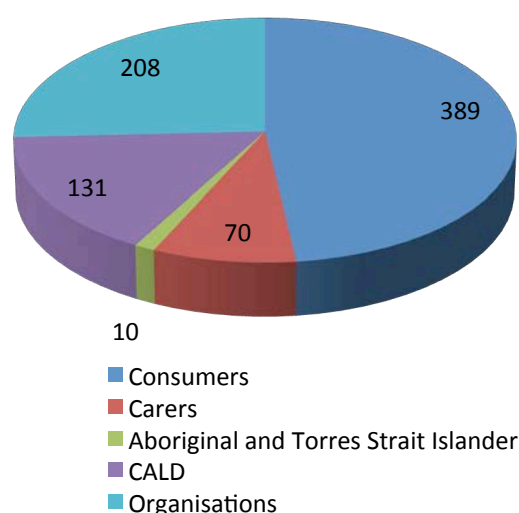
Goal 1: Implement ways to engage with consumers from a diverse range of backgrounds

During 2012-2013 NSW CAG held 43 consultations which targeted 7 special population groups and exceeded the target of 4 special population groups. These included consultations specifically for young people, forensic patients, older people, people experiencing homelessness and one consultation with women with children who were also homeless. We also met with aboriginal elder groups in a couple of locations to establish stronger links with those communities.

Below is a list of special groups that NSW CAG targeted during consultations this financial year. As is reflected in the data below our reach into rural and remote NSW is strong and we will continue to ensure the voice of consumers living in regional NSW is well represented. Other data shows that there is a fairly even spread of participants from the other populations and we hope to increase these numbers in future years.

During the year NSW CAG has continually monitored demographic details of our Network NSW subscribers to try and get a better understanding of the representation of our subscribers. Currently 131 subscribers are from culturally and linguistically diverse background and 10 report being from Aboriginal or Torres Strait Islander backgrounds.

Network NSW Demographics 2012-2013



Special target population	Number of consultations held (face to face and online)	Number of participants
Older persons	3	27
Young people	3	11
People at risk of or experiencing homelessness	6	22
People of CALD backgrounds	1	12
People with co-morbid mental health and drug & alcohol issues	2	17
Forensic consumers	1	14
People in regional, rural or remote communities (including Aboriginal Communities)	27	232
TOTAL	43	335

Goal 2: Build our capacity to work innovatively to represent NSW mental health consumers

NSW CAG has worked diligently this year in implementing innovative ways to communicate and consult with consumers:

- We have spoken to approximately 335 people through face to face consultations and had responses from 494 online and paper survey participants in 2012-13, this is a total of 829 people. In the previous financial year we consulted with 645 people so therefore this is an increase of 28% to the total number of people we spoke to about issues and topics relevant to mental health consumers.
- NSW CAG staff presented on particular topics and projects to the following agencies:
 - ✓ Central Coast Homelessness Interagency
 - ✓ Sydney South West LHD Health-Housing meeting
 - ✓ St George and Sutherland Mental Health Consumer Forum
- NSW CAG also facilitated four sessions at the Consumer Issues conference hosted by CAN.
- We contributed with two Presentations at the Rural and Remote Conference at Bathurst titled: “One tale from the bush: how to make things better” and the other presentation was co-presented with the Mental Health Coordinating Council, where we introduced and promoted the ROSSAT tool.
- The NSW CAG CEO also contributed to two presentation at TheMHS 2012: “Building Consumer and Carer Involvement in Clinical Benchmarking” and “Coming Out and Making the Team: The Advantage and Risks of Disclosure”

This year NSW CAG has implemented the use of Facebook and Twitter for interactive discussions and used Survey Monkey as our online survey tool. This has been more resource efficient. At the end of June 2013 we had:

- 123 “likes” on Facebook and the most popular age group of our “likers” are 25-34 years old.
- 133 followers on Twitter.

We have been using these mediums to interact online and have been steadily increasing our online presence.

We are working towards increasing our number of participants in online consultations and surveys. We are exploring other mediums to communicate more effectively with consumers. We are planning to trial and implement consultations via Webinar in the next year.

Goal 3: Build the capacity of NSW mental health consumers to participate in systemic advocacy

NSW CAG continues to build upon our connections with a range of consumers throughout NSW. We often collaborate or provide support to other consumer organisations in regards to systemic advocacy activities, as well as ensuring that consumers who are in contact with or working for the organisations are linked in to NSW CAG activities and have opportunities to participate.

We do this by:

- Strengthening our relationships with consumer/peer workers in public mental health services through support to the Consumer Worker Committee
- Attending, participating and promoting workshops and events that consumer organisations and groups are holding
- Undertaking service visits to community, public and community-managed mental health services throughout NSW, including peer run services (i.e. Clubhouses) to discuss the importance of consumer participation
- Strengthening our networks with organisations and services supporting people who statistically have higher numbers of mental distress/illness such as rehabilitation centres, licensed boarding houses, family support services and homelessness services
- Maintaining strong relationships with consumer organisations such as GROW and Consumer Activity Network (Mental Health) Inc. (CAN).

NSW CAG also promotes consumer groups and organisations through our fortnightly e-news, our quarterly newsletter and our website.

Our aim for future years is to increase the number of consumers engaging in systemic

advocacy, to do this we are exploring ways to resource and train consumers to be actively involved in mental health planning, provision and evaluation through joint projects.

In 2013-2014 we will be organising 4 travelling conferences across the state with Grow NSW. The conferences will be sponsored by the Mental Health Council of Australia through the Mental Health Conference funding. The name of the conferences will be Building Communities and the aim will be to:

- a. Start conversations about the importance of community connectedness, and
- b. Create a shared learning space for consumers, carers and services to discuss their experiences and solutions for the future.



Objective 3: Enhance NSW CAG as a sustainable organization

Goal 1: Consolidate corporate governance structures and expertise

NSW CAG is governed by a Board of Trustees composed mainly by Consumers. We have been fortunate to have a board with a strong and long history of consumer participation and a variety range of skills.

We have a strong policy of governance and board professional development, this year our Board of Trustees participated in a range of activities that helped them strengthen their skills.

This year the Board of Trustees have:

- Participated in a Governance Workshop
- Attended TheMHS
- Held an annual planning day.

Goal 2: Enhance our systems and continue to develop our staff

NSW CAG has set aside a percentage (10%) of budgeted employee's costs for professional development. We encourage our staff to actively participate in forums, conferences and other training opportunities. We continually review our current electronic systems and conduct yearly review of our Policies and Procedures. Our aim is to work towards a Quality Improvement accreditation.

Goal 3: Strengthen funding and diversify funding streams

This year NSW CAG has seen the completion of two major projects such as MH-CoPES and NSW Health Participation Advisor. We are exploring ways to diversify our funding sources

and in order to do this, we are in the process of making changes to our Constitution.

This was the last year that our core funding has been granted by NSW Health. Our funding in future years will be granted by the Mental Health Commission of NSW. Unfortunately no increase in current grants have been received other than CPI increases.

NSW CAG recurrent and non-recurrent grants for 2012-2013 were:

- Core Funding from the Mental Health Commission of NSW – (recurrent grant)
- NSW Health Participation Advisor from the Mental Health Commission of NSW
- Consumer Worker's Project from Sydney West Local Health District
- MH-CoPES Extension from the Mental Health Commission of NSW

We have applied to the Mental Health Council of Australia for a new project funding to host 4 travelling conferences across NSW. This will be a joint project with Grow NSW.

Goal 4: Implement effective monitoring and evaluation systems

NSW CAG is working towards the development of a further evaluation system to evaluate all of NSW CAG's work. This will be done through the formal evaluation of:

- Forums
- Conferences
- Consultations
- Website
- Social media interface (Twitter and Facebook)

This year we contracted ARTD Consultants to formally evaluate the MH-CoPES Framework. The evaluation and key finding report is available in our website www.nswcag.org.au.

Our People

Our Board of Trustees

During the financial year, there were 9 Directors' meetings held. Attendance by each Director was as per table below.



Our Board
and CEO

Board Members	Meetings Eligible to attend	Meetings Attended	Period Office Held
Allison Kokany (Chairperson)	3	2	June to October 2012
Jenny Mackellin (Secretary)	3	3	June to October 2012
Anne Francis (Chairperson)	9	9	June 2012 to November 2013
Tim Heffernan (Deputy Chair)	9	8	June 2012 to November 2013
Virginia Divall (Secretary)**	6	6	June 2012 to November 2013
Gunter Koener	9	8	June 2012 to November 2013
Warren Heggarty [#]	6	4	June 2012 to June 2013
Fay Jackson [#]	7	5	June 2012 to September 2013
Mandy Miles	9	6	June 2012 to November 2013
Linday Hennessy [#]	5	3	June 2012 to April 2013

[#] Board members resigned through the year

^{**} Board member elected at the 2012 AGM

Also, it was with sadness that at the 2012 AGM we had to say goodbye to two of our long term Board Members: Alison Kokany and Jenny Mackellin. We thanked them for their contribution and dedication to NSW CAG vision and work. We wished them all the best in their future endeavours.



Jenny Mackellin receiving a plaque from Peri O'Shea in recognition for her contribution to NW CAG Board



Alison Kokany receiving a plaque from Peri O'Shea in recognition for her contribution to NW CAG

Our Team

Current Staff:

Dr. Peri O'Shea – Chief Executive Officer

Sage Telford – Policy, Engagement and Operations Manager

Ka Ki Ng – Senior Policy Officer

Susan Horsley – Policy Officer

Gwen Scotman – Policy Officer

Ella Graham – Policy Officer

Sam Stott – Policy Officer

Reena Masrani – Senior Policy Officer:
Participation Advisor

Esther Pavel-Wood – Consumer Workers'
Forum Project Officer

Cecilia Rais – Executive Support Officer

Maureen O'Keeffe – Administration Officer

Staff Farewells

Louisa Riste – MH-CoPES Project Manager

Hannah Colton – MH-CoPES Research
Officer

Yana Pak – Research Assistant

Rachel Waters – Research Assistant

Edward Coney – Senior Liaison Officer

Marija Romic – Liaison Officer

Lucille Shackleton – Liaison Officer

Alison Grant – Consumer Workers' Project
Officer



Volunteer Day 2013 at the Mental Health
Commission of NSW

Students and Volunteers

Over the last 12 months NSW CAG has recruited students and volunteers to help in different areas of our work. We thank them for their valuable input and support.

Ryan Moir –worked on data management

Jenny Nguyen – supported the policy team

Michelle Schnickert – supported the admin and
policy team

Norman Field – supported the admin and
policy team

Claire Carlton – student placement who
worked with the policy team

Kristy Mounsey – worked with the policy team

Financial Report for year ended 30 June 2013

Statement by Members of the Committee

The Committee has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

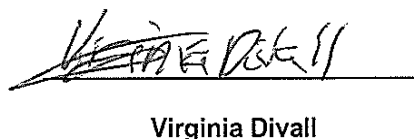
In the opinion of the Committee the financial report:

1. Presents a true and fair view of the financial position of NSW Consumer Advisory Group - Mental Health Inc. as at 30 June 2013 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that NSW Consumer Advisory Group - Mental Health Inc. Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:



Anne Francis



Virginia Dival

SYDNEY,
4th November 2013

The financial information in this report is intended to provide an overview of the financial statements of the organisation as a whole. The completed audited financial statements are available in our website. For more information, please see our website www.nswcag.org.au.

Statement of Financial Position as at 30th June 2013

	Notes	2013 \$	2012 \$
Current assets			
Cash assets	5	237,988	534,111
Receivables	6	24,717	-
Total current assets		<u>262,705</u>	<u>534,111</u>
Non-current assets			
Property, plant and equipment	7	<u>10,036</u>	<u>14,700</u>
Total non-current assets		<u>10,036</u>	<u>14,700</u>
Total assets		<u>272,741</u>	<u>548,811</u>
Current liabilities			
Payables	8	16,855	20,609
Provisions	9	<u>32,622</u>	<u>48,150</u>
Total current liabilities		<u>49,477</u>	<u>68,759</u>
Non-current liabilities			
Provisions	9	<u>1,977</u>	<u>3,106</u>
Total non-current liabilities		<u>1,977</u>	<u>3,106</u>
Total liabilities		<u>51,454</u>	<u>71,865</u>
Net assets		<u>221,287</u>	<u>476,946</u>
Members Funds			
Retained funds	13	<u>221,287</u>	<u>476,946</u>
Total Members Funds		<u>221,287</u>	<u>476,946</u>

The Statement of Financial Position should be read in conjunction with the notes to the financial statements.

Statement of Profit and Loss and other Comprehensive Income for the Financial Year ended 30th June 2013

	Notes	2013 \$	2012 \$
Revenue from ordinary activities	2	1,221,695	982,324
Expenses from ordinary activities:			
Employee expenses	3	837,546	814,157
Other expenses from ordinary activities	3	<u>639,809</u>	<u>374,292</u>
Surplus / (deficit) from ordinary activities before income tax expense		(255,659)	(206,125)
Income tax revenue / (expense) relating to ordinary activities	4	<u>-</u>	<u>-</u>
Other Comprehensive Income		-	-
Total Comprehensive Income for the Year		<u><u>(255,659)</u></u>	<u><u>(206,125)</u></u>

The Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the notes to the financial statements.

Statement of Cash Flows

for the Financial Year ended 30th June 2013

	Notes	2013 \$ Inflows (Outflows)	2012 \$ Inflows (Outflows)
Cash flows from operating activities			
Cash Receipts		1,196,979	989,039
Cash payments to suppliers and employees		(1,493,102)	(1,150,849)
Net cash provided by / (used in) operating activities	11(b)	<u>(296,123)</u>	<u>(161,810)</u>
Cash flow from investing activities			
Payments for property, plant and equipment		-	-
Net cash provided by / (used in) investing activities		<u>-</u>	<u>-</u>
Net increase / (decrease) in cash held		(296,123)	(161,810)
Cash at the beginning of the financial year		534,111	695,921
Cash at the end of the financial year	11(a)	<u><u>237,988</u></u>	<u><u>534,111</u></u>

The Statement of Cash Flows should be read in conjunction with the notes to the financial statements.

Notes to and forming part of the Financial Statement for the Financial Year ended 30th June 2013

Note 1 - Statement of significant accounting policies

The financial statements are special purpose financial statements prepared for use by the committee of the association. The committee members have determined that the association is not a reporting entity.

The financial statements have been prepared in accordance with the requirements of the following Australian Accounting Standards:

AASB 1031 Materiality
AASB 110 Events after the Reporting Period

No other Australian Accounting Standards or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial statements are prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(a) Plant and equipment

Plant and equipment is brought to account at cost or at an independent committee's valuation.

The depreciable amount of all plant and equipment is depreciated on a straight line basis over the useful lives of the assets of the Association commencing from the time the asset is held ready for use.

The carrying amount of plant and equipment is reviewed annually by the committee to ensure it is not in excess of the recoverable amount from these assets.

The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to their present values in determining recoverable amounts.

(b) Employee entitlements

Provision is made for the Association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the Association to employee superannuation funds and are charged as expenses when incurred.

(c) Taxation

The activities of the Association are exempt from income tax.

Notes to and forming part of the Financial Statement for the Financial Year ended 30th June 2013

Note 1 - Statement of significant accounting policies (continued)

(d) Revenue recognition

Amounts disclosed as revenue are net of returns, trade allowances and duties and taxed paid. Revenue is recognised for the major operating activities as follows:

(i) Government grants

Grants received are brought to account as income on a progressive basis over either the period to which the grant relates or the period over which the grant is expended.

(e) Receivables

All trade debtors are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition.

Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for doubtful debts is raised when some doubt as to collection exists.

(f) Deferred income / divisional results

Grants received are brought to account as income on a progressive basis over either the period to which the grant relates or the period over which the grant is expended.

Accordingly, where grants are brought to account on a progressive basis over the period to which the grant relates, there exists the likelihood that grant income will exceed costs associated with the project in some financial periods (divisional profit), and that such a divisional profit will be absorbed in future periods by subsequent divisional losses.

The following grants have carried forward profits from 2012 that were partly absorbed in 2013 and will continue be absorbed in future periods by subsequent losses:

Consumer Workers Committee Project	33,564
Untied Fund (including income generated during 2013)	120,774

Where the grant is recognised as income in advance of the expenditure being incurred, the divisional profit will form part of the retained profits.

Notes to and forming part of the Financial Statement for the Financial Year ended 30th June 2013

	2013 \$	2012 \$
Note 2 - Revenue		
Revenue from operating activities		
Grants received	1,133,993	948,500
	<u>1,133,993</u>	<u>948,500</u>
Revenue from outside the operating activities		
Interest received	3,247	3,520
Other income	84,319	30,126
Anti-Stigma Project	136	177
	<u>87,702</u>	<u>33,823</u>
Revenue from ordinary activities	<u>1,221,695</u>	<u>982,323</u>
Note 3 - Surplus / (deficit) from ordinary activities		
Net gains and expenses		
Profit from ordinary activities before income tax expense includes the following specific net gains and expenses:		
Expenses		
Advertising	118	1,416
Bank Charges	466	690
Insurance	2,200	2,439
Printing & Photocopying	8,420	7,982
Repairs & Maintenance	-	3,004
Telephone & Internet	6,946	7,541
Depreciation	4,663	6,166
Reimburse Surplus Grant	358,797	-
Other Expenses	1,095,744	1,159,211
	<u>1,477,354</u>	<u>1,188,449</u>
Note 4 - Income tax		
As indicated in Note 1, the company is exempt from income tax.		
Note 5 - Current assets - Cash assets		
Cash on hand	500	500
Cash at bank	237,488	533,611
	<u>237,988</u>	<u>534,111</u>
Note 6 - Current assets - Receivables		
GST Receivable	24,717	-
	<u>24,717</u>	<u>-</u>

Notes to and forming part of the Financial Statement for the Financial Year ended 30th June 2013

	2013 \$	2012 \$
Note 7 - Non-current assets - Property, plant and equipment		
Office furniture and equipment - at cost	56,668	77,584
Less: accumulated depreciation	(46,632)	(62,884)
	<u>10,036</u>	<u>14,700</u>

Note 8 - Current liabilities - Payables

GST Payable	-	7,269
Credit Card	1,185	203
PAYG Withheld	15,670	13,137
	<u>16,855</u>	<u>20,609</u>

Note 9- Provisions

(a) Current

Provision for annual leave	32,622	48,150
	<u>32,622</u>	<u>48,150</u>

(b) Non-current

Provision for long service leave	1,977	3,106
	<u>1,977</u>	<u>3,106</u>

Note 10 - Segment reporting

NSW Consumer Advisory Group - Mental Health Inc. is a non-government organisation actively involved in promoting the understanding of Mental Health problems in the community in New South Wales.

Note 11 - Cash Flow Statement

(a) Reconciliation of cash

Cash at the end of the financial year as shown in the statement of cash flow is reconciled to the related items in the statement of financial position as follows:

Cash on hand	500	500
Cash at bank	237,488	533,611
	<u>237,988</u>	<u>534,111</u>

Notes to and forming part of the Financial Statement for the Financial Year ended 30th June 2013

	2013 \$	2012 \$
Note 11 - Cash Flow Statement (continued)		
(b) Reconciliation of cash provided by / (used) in operating activities		
Operating surplus / deficit	(255,659)	(206,125)
Non-cash flows in operating surplus		
Depreciation	4,663	6,166
Changes in assets and liabilities	-	-
(Increase) / decrease in GST Receivable	(24,716)	6,713
(Increase) / decrease in Prepayments	-	2,808
Increase / (decrease) in payables	(3,754)	2,759
Increase / (decrease) in employee provisions	(16,657)	25,869
	<u>(296,123)</u>	<u>(161,810)</u>

The Association has no credit stand-by or financing facilities in place.

There were no non-cash financing or investing activities during the period.

Note 12 - Events subsequent to balance date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association in financial years subsequent to the financial year ended 30 June 2013.

Note 13 - Retained funds

Movements in retained funds are summarised as follows:

Retained funds at the beginning of the financial year	476,946	683,071
Current year surplus / (deficit)	(255,659)	(206,125)
Retained funds at the end of the financial year	<u>221,287</u>	<u>476,946</u>

INDEPENDENT AUDITOR'S REPORT

**TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP -
MENTAL HEALTH INC
ABN 82 549 537 349**

We have audited the accompanying financial report, being a special purpose financial report, of NSW Consumer Advisory Group - Mental Health Inc., which comprises the statement of financial position as at 30 June 2013, and the statement of profit or loss and other comprehensive income and statement of cash flows for the year then ended, a summary of significant accounting policies, other explanatory notes and the statement by the members of the committee.

The Responsibility of members of the committee for the Financial Report

The members of the committee of the association are responsible for the preparation of the financial report have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporations Act 2009 NSW and is appropriate to meet the needs of the members. The Committee of Management's responsibility also includes such internal control as the Committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view, 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee of Management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial report gives a true and fair view in all material respects, the financial position of NSW Consumer Advisory Group - Mental Health Inc. as of 30 June 2013 and of its financial performance and its cash flows for the year then ended in accordance the financial reporting requirements of the Associations Incorporation Act 2009 NSW.



THOMAS DAVIS & CO.

(ESTABLISHED 1894)

CHARTERED ACCOUNTANTS

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under Professional Standards Legislation

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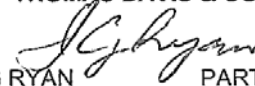
LEVEL 20
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SYDNEY NSW 2000

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist NSW Consumer Advisory Group - Mental Health Inc., to meet the requirements of the Associations Incorporation Act 2009 NSW. As a result, the financial report may not be suitable for another purpose.



THOMAS DAVIS & CO.



J G RYAN PARTNER

Chartered Accountants

SYDNEY,

4 November 2013

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NSW Consumer Advisory Group – Mental Health Inc.

For all people with a lived experience of mental illness to
participate as valued citizens in the communities they
choose

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