



Annual report 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc
(NSW CAG)

Representing mental health consumers to all levels of the NSW Government.

NSW CAG IS AN INDEPENDENT NOT FOR PROFIT ORGANISATION
NSW CAG receives core funding from NSW Ministry of Health

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TABLE OF CONTENTS

About NSW Consumer Advisory Group – Mental Health Inc	3
Chairperson's Report	5
Chief Executive Officer's Report.....	10
People Behind NSW CAG	15
NSW CAG'S POLICY AND REPRESENTATION WORK	18
NSW CAG's Projects.....	27
NSW CAG's Membership.....	34
NSW CAG Network NSW – Informing and Seeking Input.....	35
NSW CAG Website	36
Auditor's Report.....	37

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

ABOUT NSW CONSUMER ADVISORY GROUP – MENTAL HEALTH INC

NSW Consumer Advisory Group – Mental Health Inc. (NSW CAG) is the independent, state-wide organisation representing the views of people with a lived experience of mental illness at a policy level, working to achieve and support systemic change.

NSW CAG exists to ensure that policy makers hear the perspectives of mental health consumers across NSW.

NSW CAG works with people who have a lived experience of mental illness and/or experience with mental health services to facilitate the participation of mental health consumers in the planning, development, implementation and evaluation of mental health service provision and in policy debate, policy creation, implementation and review. We work from the premise that the participation of mental health consumers in service planning and policy decisions that directly affect them leads to the development of more effective public policy in the area of mental health. We also recognise and promote participation as a fundamental human right as enshrined in Article 25 of the International Covenant on Civil and Political Rights (ICCPR).

NSW CAG facilitates the participation of consumers in several ways with the ultimate goal for consumers themselves to be advocating for systemic change directly to government and other policy makers.

Vision

Our vision is for all people with a lived experience of mental illness to be able to participate meaningfully in society and to experience fair access to quality and recovery focused services which reflect their needs.

Our Purpose

Our purpose is to ensure that mental health consumer views are heard by policy makers, service providers and the community, through promoting consumer participation in relevant policy making and service development decisions.

Our Guiding 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

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Our Guiding Principles continued:

- Enhancing best practice and building understanding of effective approaches to consumer participation
- Capacity building of our organisation, consumers and services
- Promoting professionalism and continuous improvement in our ways of working

Our History

NSW CAG was established in 1992 along with other Consumer Advisory Groups (CAGs) in each of the states and territories in response to the first national mental health plan. Initially NSW CAG was a ministerial committee of consumers and carers with the sole purpose of providing advice and oversight of the implementation of the first National Mental Health Plan in NSW.

In 1994, NSW CAG incorporated and became an organisation within its own right. This meant that NSW CAG was no longer a ministerial committee, and was able to evolve to become an advocacy body, with the ability to work in different ways, whilst also retaining close links to the Minister.

Today NSW CAG is the only remaining CAG from those that were established under the first National Mental Health Plan. In 2008 the functions of NSW CAG as the peak body for both mental health consumers and carers were separated, with NSW CAG now only representing the views of mental health consumers in NSW at the state, and at times national level. In this respect, we are quite a unique organisation within Australia as our sole purpose is consumer systemic advocacy and representation. As an organisation undertaking systemic advocacy, our role is to inform the state Government and relevant decision makers about the needs of consumers, on issues that are collectively consistent for consumers across the state. We work hard to influence and secure positive, long term political and systems change to improve the mental health system for people who use mental health services. We also lobby to ensure the protection and promotion of human rights for people with a mental illness.

NSW CAG's Patron

NSW CAG is grateful for the support of our patron, Governor of New South Wales, Her Excellency Professor Marie Bashir AC, CVO, who shares our vision for all people with a lived experience of mental illness to be able to participate meaningfully in society and to experience fair access to quality and recovery focused services which reflect their needs.



ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

CHAIRPERSON'S REPORT

Throughout the 2010-2011 financial year, NSW CAG continued to grow and embed itself as the statewide peak for mental health consumers. In the 2010-11 financial year we completed our Strategic Plan 2008-2010 and launched our Strategic Plan for 2011 to 2015.

Below I have provided some highlights of Achievements which relate to the 5 major goals of the 2008-2010 Strategic Plan. Please note as this is a report on the 2010-11 financial year, the details below include information up until June 2011.

Strengthening the organisation

- Increased core funding through until June 2012;
- Development and implementation of a revised constitution which enables Membership to the organisation;
- By the July 2011 147 people have become Members of NSW CAG. Ninety seven (97) of these people identify as consumers, and;
- Total staff at the end of 2010: 15.2 full time equivalents.

Extending the scope and reach of our activities

- Launch of NSW CAG's refreshed website with online forum and survey features enabling consumer participation via the web;
- Expanded the number of consultations with consumers;
- Commencement of four major projects which promote consumer participation in the mental health system and improve the system for consumers:
 - Consumer Workers' Forum Project in collaboration with the Consumer Workers' Forum
 - MH-CoPES Stages 3 in collaboration with NSW Health
 - MH-CoPES Stage 4 in collaboration with NSW Health
 - Development of the Recovery Oriented Service Self Assessment Toolkit for community managed (non-government) mental health organisations in collaboration with the Mental Health Coordinating Council, and;
- Approval has been received from the Minister for Health for NSW CAG to be funded to conduct a project to develop a statewide Framework for Consumer, Carer and Community Participation in Mental Health and another to work with NSW Health to improve their participation mechanisms.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Providing leadership around issues related to consumers

- Increased the number submissions to state and national policy, strategy and legislation development;
- Hosting of two Recovery Forums;
- developed and promoted policy platforms for the state and federal elections;
- Establishment of the Consumer Sub-Committee to the Mental Health Program Council, and;
- NSW CAG and member of the Consumer Sub-Committee to the Mental Health Program
- Council representation on the Mental Health Program Council.

Extending the scope and reach of our activities

- We have continued to conduct a record number of consultations around the state. In the 2010-11 financial year, NSW CAG consulted with approximately 217 consumers (face to face and online) to gain their views in both general and targeted consultations.
- We have commenced or continued four major projects which promote consumer participation in the mental health system and improve the system for consumers:
 - Consumer Workers' Forum Project in collaboration with the Consumer Workers' Forum
 - MH-CoPES Stage 3 and Stage 4 in collaboration with NSW Health
- Development of the Recovery Oriented Service Self Assessment Toolkit for community managed (non-government) mental health organisations in collaboration with the Mental Health Coordinating Council

Increasing our profile and influence over issues

- In the past 12 months we have made a record number of submissions to state and national policy, strategy and legislation development that ensures consumer input into key state and national policies
- We held our second Recovery Forum which saw consumers, carers, service providers from the public and community managed sectors and NSW Health staff come together to discuss how to progress the realisation of recovery oriented services in NSW
- We have continued to participate in public policy debate through media releases, in increase in contributions to other publications and election platforms

In the first six months of the 2010-11 financial year, we developed, in collaboration with our Members, a new strategic plan that has set the vision for the work of NSW CAG for the next five years. This plan was put into action in January 2011 and is now incorporated into the work plans of all NSW CAG staff.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Our 2011 to 2015 Strategic Plan capitalises on the growth undertaken by NSW CAG through our 2008 to 2010 Strategic Plan. Over the past three years, NSW CAG has made significant strides in being recognised as the peak body representing mental health consumers in NSW. Not only has the organisation and the team at NSW CAG grown, but so too has our presence at a state level, and with this our representation of the views of NSW mental health consumers.

Over the next five years, our focus is on consolidating this work and growth, and continuing to enhance our capacity to provide a strong voice for the views of mental health consumers in NSW.

To achieve this we have set three broad priorities for the organisation over this period:

- 1. Provide leadership to the sector on issues relevant to mental health consumers;**
- 2. Enhance the ways in which we work to ensure consumers' voices are heard, and;**
- 3. Build a sustainable and capable organisation.**

Within each of these priorities we have set three goals that will allow our members, our constituents, our staff and our board to examine how we are progressing with our strategic plan. The goals under each priority are provided below:

Priority 1. PROVIDE LEADERSHIP IN OUR SECTOR ON ISSUES RELEVANT TO MENTAL HEALTH CONSUMERS

Goal 1: Provide a strong statewide voice for the breadth of mental health consumers in NSW

Goal 2: Lead the development of statewide participatory systems for all mental health consumers

Goal 3: Advocate for fair access to quality and recovery focussed services that reflect the needs

of the breadth of mental health consumers in NSW

Priority 2. ENHANCE THE WAYS IN WHICH WE WORK TO ENSURE CONSUMERS' VOICES ARE HEARD

Goal 1: Implement diverse ways to engage with the breadth of consumers from the state

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

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

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Priority 3. BUILD A SUSTAINABLE AND CAPABLE ORGANISATION

Goal 1: Consolidate corporate governance structures and expertise

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

Goal 3: Consolidate funding and diversify funding streams

During the process of developing a new Strategic Plan, we recognised a need for a new vision for NSW CAG.

For all people with a lived experience of mental illness to be able to participate meaningfully in society and to experience fair access to quality and recovery services which reflect their needs.

With the Strategic Plan as a map we will work towards to goals as outlined in the 3 priority areas, over the next 5 years, we will continue to provide leadership to work towards ensuring that this vision is realised.

I would like to thank the Board for their work and support over the past year. I would like to thank and acknowledge the contribution Warren Heggarty who retired during the last financial year, and re-joined us this year. I would like to welcome the Board members who joined us during the year, Mandy Miles and Gunter and say farewell and thank you to Paula Hanlon and Richard Saliba who left us during this year. A full list of current Board members and also a list of those appointed at the time of the previous AGM is available in the section People Behind NSW CAG on this annual report

I would also like to thank the staff for their continued dedication and commitment to NSW CAG. Of significant note was the farewell of our previous Chief Executive Officer, Karen Oakley in March 2011. Karen is undertaking her PhD with the University of Sydney at the Brain Dynamics Centre at Westmead, looking at the genetic and brain markers for the development of anxiety and depression after the experience of early life stress. Karen has been a pivotal member of the organisation in the almost five years since she joined NSW CAG in September 2006 as MH-CoPES Project Officer before moving to the Acting and then permanent role of Chief Executive Officer. Under Karen's leadership as CEO, NSW CAG's profile and respect from our funding bodies, external stakeholders and mental health services has continued to increase. During this time NSW CAG has achieved substantial growth for the organisation as outlined above. We wish Karen all the best in her personal and professional life.

Julie Hourigan Ruse was appointed to the CEO position in March 2011. Julie resigned from NSW CAG in June 2011 to take up the position of Executive Officer at the Womens' Domestic Violence Court Advocacy Service. The Board of Trustees and all NSW CAG staff wish to thank Julie for her service to NSW CAG and to wish her all the best in her personal and professional life.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Dr Peri O'Shea was appointed as NSW CAG CEO on 28 June 2011. At this time Peri has already been with NSW CAG for the past 7 months as the Strategy, Policy and Research Manager. Prior to this Peri was the Research Program Coordinator at the Social Justice and Social Change Research Centre at the University of Western Sydney. Peri's work and personal histories have given prominence to social justice, social inclusion and participation. Peri has a strong history in working with Human Service NGOs and in service management and a strong understanding of mental health policy and consumer issues informed by both professional and personal experience. Peri has a PhD in Applied Sociology, a Masters degree in Social Policy and a Bachelor of Social Science with Honours in Psychology.

The NSW CAG Board of Trustees is confident that Peri will continue to lead and develop NSW CAG supporting the NSW CAG staff in the achievement of the goals as set out in our 2011-2015 Strategic Plan.

Finally, I would like to thank everyone who has participated in NSW CAG's events and consultations and provided input into our work.

The Board and staff of NSW CAG look forward to continuing to work with our members and stakeholders to achieve our vision, for all mental health consumers to be able to participate meaningfully in society and to experience fair access to quality and recovery focused services which reflect their need.

Allison Kokany
Chair



ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

CHIEF EXECUTIVE OFFICER'S REPORT

The 2010 - 2011 financial year has been one of continued advancement for NSW CAG. Our increased core funding and continued increases in project funding has enabled us to build a strong, diverse, vibrant and energised team of staff, and to expand our policy, consultative, representative and project work.

In this last year we have continued to substantiate our position as the State-wide peak body representing people with a lived experience of mental illness, facilitating the voice of consumers within policy debate, and progressing genuine consumer participation within the mental health system. There have been many significant achievements have been accomplished at NSW CAG many of which are featured in this annual report.

NSW CAG has continued to generate strong, effective representation work largely thanks to the innovative, proficient and energetic approach of our policy team members throughout this year (a full list is provided later in this report).

One outstanding example of the representation work of the Policy Team (past and present) was the NSW CAG NSW State Election Campaign. This campaign included interactive online consumer forums; a targeted Election Policy Platform which outlined the main issues for mental health consumers and provided practical recommendations for change, and; wide-ranging contact with all candidates including current and prospective ministers which was also followed up post-election. This comprehensive election campaign strategy demonstrated, to new ministers and MPs, NSW CAG's capacity to provide professional, practicable assistance to policy makers which is informed by people with a lived experience of mental illness.

Our pre and post-election work, supported by other representation work carried out by previous CEOs Karen Oakley and Julie Hourigan Ruse, laid the foundations for the Ministerial appointment of the (then) NSW CAG CEO Julie Hourigan Ruse by the Minister of Mental Health, the Hon. Kevin Humphries, to the Ministerial Taskforce to establish the NSW Mental Health Commission. NSW CAG also provided representation on behalf of mental health consumers to this Taskforce through the Consumer and Carers Working Group.

NSW CAG also provided significant representation on behalf of mental health consumers to this Taskforce through seeking the views from consumers on what they would like a Mental Health Commission to look like through a comprehensive consultation processes which has included urban and regional face to face consultations and an electronic survey with more than 200 consumers providing their views. The consumer views were then collated and presented in a submission to the taskforce titled Moving beyond 'Beautiful rhetoric': views from consumers and carers on the proposed NSW Mental Health Commission.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

The Minister's Taskforce subsequently invited NSW CAG Chairperson Allison Kokany to speak to the report as a guest at a Taskforce meeting. This report and the subsequent invitation to speak to it at the Ministerial meeting provide a good example of NSW CAG's capacity to provide professional, practicable assistance to policy makers which is informed by people with a lived experience of mental illness.

This last financial year we have also focused on building relationships with consumers and mental health service providers. Through these visits we have fostered new relationships and strengthened existing ones to increase the consumer voice particularly in rural areas and also with special needs or marginalised groups including: the homeless, CALD, forensic consumers and young people with plans underway to also better engage with indigenous and older mental health consumers. The building of relationships with consumers throughout the state has enabled us to truly be representative of the views of people who live with mental illness throughout NSW. We have also increased the number of targeted consultations to directly inform and respond to government policy on specific issues. Furthermore, we have significantly increased our use of web based consultations to spread our consultation net further.

All of these strategies together put NSW CAG in a unique position of gaining an in-depth understanding of the mental health system around the state from the experiences and perspectives of the people who use the services, as well as an understanding of the gaps in the system and the needs of a wider representation of people with a lived experience of mental illness.

Our work with people with a lived experience of mental illness informs our representation at forums, conferences, workshops, Senate Inquiries, committees, and to policy and strategy developments and other inquiries. It has also informed our media releases and policy positions. We have been able to facilitate the voice of consumers at both state and national levels, and influence the direction of policies, legislation, strategies and the overall mental health system.

There is an increased respect for NSW CAG within the sector and within NSW Health and our strong relationships and partnerships with other organisations that service mental health consumers enable NSW CAG to have a greater impact in change in the mental health system so that it better meets the needs of mental health consumers in NSW.

There have also been positive shifts in attitudes, at both the State and National levels, with an increase in understanding of the needs of people with mental illness and the realisation of importance of genuine consumer participation. This is most apparent in the development of mental health commissions at both federal and NSW levels and the inclusion of Ministers for Mental Health in Cabinet at both levels of government. NSW CAG has strongly contributed to this through our core policy and representation work including strong election campaigns, the submission of Federal and State Election platforms and ongoing contributions to policy debate informed by the experiences and perceptions of mental health consumers.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

This past year we have continued to work with the Mental Health and Drug and Alcohol Office (MHDAO), NSW Health to enhance consumer participation in NSW. This includes co-chairing the Consumer Sub-Committee to the Mental Health Program Council.

A significant milestone in the past year has been the invitation for the NSW CAG CEO and a representative from the consumer sub-committee to sit on the Mental Health Program Council. The Mental Health Program Council is the peak governance body for public mental health services in NSW. Reporting to the Director, Mental Health and Drug & Alcohol Programs, it provides advice and makes recommendations on the full range of finance, activity and management issues of the mental health program in NSW.

NSW CAG has been advocating for the last few years for consumer representation on the Mental Health Program Council. Achieving this is a very exciting progression not just for NSW CAG but also for consumers throughout NSW. The links between the consumer sub-committee and the Mental Health Program Council ensures consumer involvement at the highest level of decision making within the public mental health system and in the governance of this system. This ensures that the consumer perspective is considered in decisions about the governance and financing of public mental health system across NSW.

Another very important component of NSW CAG's work and achievements in advancing consumer participation is our project work.

The MH-CoPES project is continuing to cover new ground in advancing consumer participation. In 2010-11 we completed the MH-CoPES Stage 3 Project, which assisted Area Health Services in preparing to implement the MH-CoPES Framework for consumer participation in service evaluation and quality improvement and have commenced the MH-CoPES Stage 4 Project – Year 1 of statewide implementation. Ongoing work includes: the continuation of Stage 4 implementation; the engagement of a Research Team to code, analyse and report on the written comments from the MH-CoPES questionnaires; the commencement of research into the inclusivity of the MH-CoPES Frameworks for Culturally and Linguistically Diverse consumers, and; with implementation of the Action and Change trials, examples of tangible changes on the ground which are improving service experiences and relationships between staff and consumers. I wish to congratulate our Projects Manager, Louisa Riste, and the rest of the MH-CoPES team (past and present) for the ongoing success and the growing recognition and respect with consumers, practitioners and policy makers, for this ground-breaking project.

The Consumer Workers Forum (CWF) Project has continued to progress thanks to the strong foundations laid by previous CWF Project Officer Jamie McDonald. The CWF Project has continued to progress since Jamie's departure in April 2011 thanks to Karen Oakley and the support of NSW CAG Projects Manager Louisa Riste. Process in the 2010-11 year has included organising the Consumer Workers Annual Forum in November 2010, conducting consultations with consumer workers, completing a Code of Professional Standards and the development of a draft Framework for the Consumer Workforce in public mental health services in NSW. Karen Oakley also presented a paper on the Draft

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Framework at 2011 TheMHS We now look forward to supporting the Consumer Worker Annual Forum in November 2011.

In October last year we launched the Moving Recovery from Policy to Practice in NSW paper and held our second Recovery Forum to further explore how to progress a recovery oriented approach within mental health services in NSW. The information we received from this forum has been incorporated in subsequent policy documents including the NSW CAG State Election Platform. The paper – titled: Exploring the challenges of implementing recovery based practice – supporting individual, therapeutic ‘journeys’ – within a centrally controlled, clinically based system – which I presented at the 2011 TheMHS Conference was also significantly informed by the discussion at the recovery forum. We also, just last week, officially opened the NSW CAG inaugural Art for Recovery exhibition which was opened by the Minister for Mental Health the Hon Kevin Humphries, included speeches for artists and was attended by more than 60 people whom of least half were people with a lived experience of mental illness. We are now looking forward to this year’s NSW CAG’s 3rd Recovery Forum on 15 November where we will bring consumers together to discuss the concept of ‘trauma informed care’ and how this fits with recovery.

We also continued to work with the Mental Health Coordinating Council to complete and pilot the Recovery Oriented Service Self Assessment Toolkit (ROSSAT), a tool which helps community managed (non government) mental health organisations to deliver recovery oriented services.

All of these projects together further embed consumer participation within the mental health system in NSW.

At the time of writing I personally have been with NSW CAG just over a year but have only had the privilege of being in the position of CEO since June 2011. In the course of the 2010-11 financial year both Karen Oakley and Julie Hourigan Ruse also held the position of CEO.

Karen Oakley left NSW CAG in March 2011 after having been with NSW CAG for almost five years, first as MH-CoPES Project Officer and then as Chief Executive Officer. Under Karen’s leadership as CEO, NSW CAG achieved substantial growth for the organisation which we have been able to continue to build on. On behalf of all the staff at NSW CAG, I thank Karen for her significant services and commitment to NSW CAG. I would also personally like to thank Karen for teaching me so much whilst we worked together and for continuing to be a wonderful mentor and an inspiration to me and many others there at NSW CAG.

Julie Hourigan Ruse was appointed to the CEO position in March 2011. Julie resigned from NSW CAG in June 2011 to take up the position of Executive Officer at the Womens’ Domestic Violence Court Advocacy Service. I would like to thank Julie for services to NSW CAG during her short time as our CEO.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

This annual report provides a small snapshot of the outstanding work NSW CAG staff have done over the past year. Of course none of this would be possible without the participation and support of all the consumers who work with us, through our projects such as MH-CoPES and the CWF, and through participation in our face to face and 'virtual' consultations. I wish to personally thank all of you for keeping us informed about what is important to you, so we can identify what the pressing systemic issues are for people with a lived experience of mental illness. I look forward to working with you to develop recommendations on how these issues can be addressed at the policy and practical implementation levels to assist each and every one of you in your personal recovery journeys.

I also wish to thank the NSW CAG Board of Trustees for their continued support to me and NSW CAG.

I look forward to leading NSW CAG, to continue to grow and learn, working with consumers and policy makers to ensure that our vision:

For all people with a lived experience of mental illness to be able to participate meaningfully in society and to experience fair access to quality and recovery focused services which reflect their needs;

is fully realised.

Dr. Peri O'Shea
Chief Executive Officer



ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

PEOPLE BEHIND NSW CAG

NSW CAG Board

Current Board of Trustees

Allison Kokany	Chairperson
Anne Francis	Deputy Chair
Jenny Mackellin	Secretary and Public Officer
Linda Hennessy	Board Member
Tim Heffernan	Board Member
Des Idiens	Board Member
Mandy Miles	Board Member
Warren Heggarty	Board Member
Gunter Koerner	Board Member

The Board of Trustees for 2011 (as appointed at the 2009-10 AGM)

Allison Kokany	Chairperson
Paula Hanlon	Deputy Chairperson
Richard Saliba	Secretary and Public Officer
Paula Hanlon	Deputy Chair
Jenny Mackellin	Board Member
Linda Hennessy	Board Member
Tim Heffernan	Board Member
Des Idiens	Board Member



ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG Current Staff as at October 2011

Management Team

Dr. Peri O'Shea	Chief Executive Officer
Sage Telford	Policy, Engagement and Operations Manager
Louisa Riste	Projects Manager

Policy Team

Tara Dias	Senior Policy Officer
Ka Ki Ng	Senior Policy Officer
Susan Horsley	Policy Officer

Administration Team

Cecilia Rais	Executive Support Officer
Maureen O'Keeffe	Administration Officer

Projects Team

Hannah Gardner	MH-CoPES Research Officer
Edward Coney	MH-CoPES Liaison Officer
Ulyana Pak	MH-Copes Research Assistant
Catherine McGrath	MH-Copes Research Assistant
Lars Masden	MH-Copes Research Assistant

Casual and Committees Representatives

Susan Palmer	Committee Representative
Magi Rai	Committee Representative
Lily Wu	Committee Representative
Liz Moore	Committee Representative
Narelle Heywood	Committee Representative and Participation C
Gillian Malins	Executive and Policy Advisor
Karen Oakley	Executive and Policy Advisor

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Other Staff Employed by NSW CAG 2010-2011 Financial Year

Management Team

Karen Oakley	Chief Executive Officer
Julie Hourigan Ruse	Chief Executive Officer

Policy Team

Rebecca Doyle	Senior Policy Officer
Christ Hartley	Senior Policy Officer
Lauren Whibley	Policy Officer
Bridget Skehan	Policy Officer
Selina Thomas	Policy Officer

Administration Team

Senior Program Officer	Paul Langdon
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Projects Teams

Amy Fitzell	MH-CoPES Project Officer
Kamani Thanakrishnan	MH-CoPES Administration Officer
Liana Wong	MH-CoPES Administration Officer
Leon Fernandes	MH-CoPES Area Liaison Officer
Danielle Perkes	MH-CoPES Area Liaison Officer
Theresa Caruana	MH-CoPES Area Liaison Officer
Elissa Shirvington	MH-CoPES Area Liaison Officer
Stefani Strazzari	MH-Copes Research Assistant
Alexandra Ellison	MH-Copes Research Assistant
Lisa Williams	MH-Copes Research Assistant
Jamie McDonald	CWF Project Officer

Casual and Committees Representatives

Katrina Stewart	Committee Representative
Rosemary Bourne	Committee Representative and Participation Officer

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG's POLICY AND REPRESENTATION WORK

NSW CAG's Policy Team works with people who have a lived experience of mental illness and/or experience with mental health services to facilitate the participation of mental health consumers in policy debate, policy creation, implementation and review. NSW CAG facilitates the participation of consumers in several ways with the ultimate goal for consumers themselves to be advocating for systemic change directly to government and other policy makers.

NSW CAG facilitates consumer participation in numerous ways. One of these is through consultation. The NSW CAG Policy Team holds regular consultations of a general nature, so we can understand what the current issues of concern for consumers are. When seeking feedback around specific issues (such as employment) the NSW CAG Policy Team holds targeted consultations, which may be held in person or via the use of online surveys.

NSW CAG uses the information and views that we gather from consumers to feedback or advocate to government for changes suggested by consumers. This includes: submission writing, proactive projects and representation on committees.

NSW CAG also plays a role in disseminating information to consumers about policies and services. We do this through attendance at events, conferences and community meetings.

The Policy and Representation activities of NSW CAG both highlights of the past year, and a list of full activities are provided below.

Policy and Representation Highlights

2010 Annual Recovery Forum

NSW CAG's 2010 Recovery Forum: *Moving Forward, Towards Recovery* was held on 18 November 2010 in Sydney. The forum was attended by 65 people including consumers, carers, service providers, academics and government representatives.

Participants discussed and workshopped solutions to some of the issues that have been identified as impeding or impairing the implementation of recovery oriented service provision in New South Wales.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG's Submission to the NSW Law Reform Commission Review: 'People with cognitive and mental health impairments'

NSW CAG provided a response to the NSW Law Reform Commission on the way people with a mental illness experience the criminal justice system. Our response was based on consultations with consumers who have experience with the criminal justice system (with a total of 48 individuals participating). NSW CAG identified a number of issues with the health and justice system that play an important role in how people with a mental illness are treated by the criminal justice system. NSW CAG also participated in the second round of consultations facilitated by the NSW Law Reform Commission, which included a roundtable discussion about whether or not NSW should have a mental health court.

Consumer Representation at Mental Health Program Council

After years of advocating for consumer representation, NSW CAG attended Mental Health Program Council as a full member. The Mental Health Program Council is the peak governance body for public mental health services in NSW.

Kit Training

'The Kit': A Guide to the Advocacy We Choose to Do

In November 2010, NSW CAG ran a full week of training for consumers in Lismore, NSW at Southern Cross University. This intensive course covered the modules:

- Effective Communication and Practice;
- Working in a Formal Group- Procedure and Practice;
- Preparing Yourself, Becoming Assertive;
- Information – Building a Base for Advocacy and Activism; and
- Advocacy and Activism- Getting Started.

Training was developed through the Community Development Project which was an initiative of the National Mental Health Strategy and was delivered by Narelle Heyward, an experienced individual and systems advocate. NSW CAG received significant positive feedback from participants about this training and have had a number of enquiries since from other organisations interested in providing similar training.

ROSSAT (Recovery Oriented Service Self Assessment Toolkit)

We also worked with the Mental Health Coordinating Council to complete and pilot the Recovery Oriented Service Self Assessment Toolkit, a tool which helps community managed (non government) mental health organisations to deliver recovery oriented services.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Federal Election Campaign 2010

Leading up to the Federal Election, NSW CAG prepared a policy position paper which outlined key areas for action by the Federal Government in order to meet the needs of people living with mental illness. NSW CAG's campaign targeted the leaders of all political parties and relevant Ministers.

The document called 'Supporting people with a mental illness in the community' highlighted concern about the insufficient emphasis on mental health and psychosocial support for people in the community. This platform called on national leaders to: support public community mental health services, build a stronger and sustainable workforce that can meet consumers' needs, support the expansion of non-clinical programs delivered by the NGO sector, to support development of mental health information and individual advocacy centres in local regions and to support the implementation of national anti-stigma and mental illness information program.

NSW State Election Platform - Changing the Focus: A Recovery Based Mental Health System

NSW CAG released its 2011 State Election Policy Platform, Changing the Focus: A Recovery Based Mental Health System in late 2010. The Policy Platform called for increased support in the community for people with a mental illness and access to a range of services which assist them to live stable and fulfilling lives in their homes or home like environments. NSW CAG engaged key stakeholders in discussion around the Policy Platform prior to the election and provided each candidate with a copy of the Platform.

NSW CAG also provided an online election guide for consumers which provided a checklist rating of the mental health policies of major parties; how consumers can participate; information about voting and NSW CAG's vision of mental health reform. The online campaign also included a campaign blog which provided a forum for interactive consumer participation as well as updates on policy announcements.

Submission to the House of Representatives Standing Committee on Mental Illness and Workplace Participation

The House of Representatives Standing Committee held an inquiry into Mental Illness and Workforce Participation. To understand what the current issues were for consumers, NSW CAG consulted with more than 85 individuals about their experiences. NSW CAG heard from a wide cross section of the community including young people, people from culturally and linguistically diverse backgrounds, and those experiencing homelessness. Based on this submission, NSW CAG was requested to provide evidence to the Standing Committee.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Strengthening relationships throughout NSW

NSW CAG has worked hard this year to strengthen our relationships throughout NSW, especially in regional and rural areas. In the past year the Policy Team has increased its focus on building NSW CAG's capacity to engage with a wider cross section of the community, with a strong commitment to strengthening relationships and partnerships with other organisations and services. To achieve this, NSW CAG has been working with a wide range of groups, including those who work with young people, domestic violence services, services for people who are experiencing homelessness, and services that support individuals from culturally and linguistically diverse backgrounds. The Policy Team has also aimed to enhance already established relationships with peer/consumer workers throughout NSW as we rely on the expertise and local knowledge that this group provides.

In the past financial year, the Policy Team has travelled throughout NSW including visits to Hunter/New England, Western Region, North Coast, Central Coast and the Illawarra.

NSW CAG Policy and Representation: List of activities

Consultations

NSW CAG consulted with approximately 217 consumers (face to face and online) to gain their views in both general and targeted consultations. NSW CAG facilitated face to face consultations at:

- Cumberland Hospital Consultation, July 2010
- Newcastle Consultation, August 2010
- Broken Hill Consultation, August 2010
- Concord Hospital Consultation, October 2010
- Ryde Consultation, November 2010
- Mullumbimby Consultation (two consultations), March 2011
- Newcastle Consultations (four consultations), April 2011
- Dubbo Consultations (three consultations), May 2011
- Sydney Consultations (four consultations), May 2011

Publications

NSW CAG commented on the following issues through submissions, policy statements and letters to decision makers, including:

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Submissions

- NSW Law Reform Commission, July 2010
- Response to the Discussion Paper on Health Reform in NSW, August 2010
- Productivity Commission Inquiry into Disability Care and Support , August 2010
- Inclusion for people with disability through sustainable supported employment
- Draft NSW Suicide Prevention Strategy, August 2010
- NACMH Inquiry on Mental Health and Income, August 2010
- Annual Consumer Workers' Forum Outcomes Report, November 2010
- Inclusion for People with disability through sustainable employment Discussion Paper, November 2010
- NSW Population Health Research Strategy, November 2010
- Draft NSW Health Smoke Free Health Care Policy 2010, January 2011
- Promoting the generation of effective use of population health research in NSW: A Strategy for NSW Health 2011-2015
- 'My Job, My Mental Health,' Submission to the House of Representatives Inquiry into Barriers to Participation for people with a mental illness, April 2010
- Submission on the Development of a Homelessness National Quality Framework, May 2011

Position Statements

- NSW CAG's Policy Position Paper for 2011 State Election: "Changing focus - A recovery based mental health system"
- NSW CAG's Position Statement Regarding Callan Park
- NSW CAG's Policy Position Federal Election 2010

Correspondence to decision makers

- Letter to Minister Roxon regarding ATAPs & Better Access – August 2010
- Letter to NSW Health and Justice Health regarding Forensic Mental Health System November 2010
- Letter to Hon. Carmel Tebbut re Oral Health and Mental Health Consumers December 2010
- Letter to Hon Barbara Perry re Oral Health and Mental Health Consumers December 2010
- Letter to Hon Jillian Skinner re Oral Health and Mental Health Consumers December 2010
- Letter to Hon Kevin Humphries re Oral Health and Mental Health Consumers December 2010
- Letters to each candidate in the NSW State Election regarding NSW CAG's Policy Platform, March 2011 (214 letters)

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG Representation on Committees

NSW CAG continues to provide feedback from a consumer perspective through participating in the following committees:

- National Mental Health Consumer & Carer Forum –(Mental Health Council of Australia)
- MH-CoPES Statewide Implementation Committee (NSW CAG with MHDAO)
- Chronic & Continuing Care Rehabilitation & Recovery Committee (CCCRRWG) (MHDAO)
- Adult Non-Acute Inpatient Mental Health Benchmarking Committee (MHDAO, subcommittee of CCCRRWG)
- Clinical Service Standards Committee (MHDAO)
- Consumer Sub-Committee to the Program Council (MHDAO)
- Keep Them Safe - Whole Family Team (MHDAO)
- Mental Health Promotion, Prevention and Early Intervention Sub-Committee (MHDAO)
- Mental Health Taskforce (Minister for Mental Health through MHDAO)
- Multicultural Mental Health Plan Implementation Committee (MHDAO)
- NSW Health Mental Health Program Council (MHDAO)
- NSW Mental Health Clinical Advisory Council (MHDAO)
- NSW Mental Health Priority Taskforce (MHDAO)
- NSW Health Advance Planning for Quality Care at End of Life Strategic & Implementation Framework
- Official Visitor's Advisory Committee (OVAC) (NSW Mental Health ACT)
- Older People's Mental Health Working Group (MHDAO)
- Sexual Safety Project Reference Group (MHDAO)
- Sexual Safety Project Working Group (MHDAO)
- Specialist Mental Health Services for Older People (SMHSOP) (MHDAO)
- Statewide Seclusion Reduction Project (MHDAO)
- Whole of HASI Evaluation Reference Group (MHDAO)
- Quality Systems Assessment (QSA) Working Group (MHDAO)
- Research Priorities in Mental Health Report (MHDAO)
- MHCC Board (MHCC)
- Health Care Complaints Commission (HCCC) Consumer Consultative Committee (HCCC)
- Mental Health Advisory Forum (Centrelink)

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Representation on Committees continued:

- Mental Health Peer Support Worker Competency Project Industry Reference Group (Community Services and Health Industry Skills Council)
- NCOSS Health Policy Advisory Group (National Council of Social Services)
- Rural Mental Health Emergency Care (RMHEC) Models Evaluation Framework Project Advisory Committee (Centre for Rural and remote Mental Health)
- Strengthening Victims Rights NGO Implementation Working Group (Attorney General, Victim's Services)
- NSW Mental Health Promotion Reference Group (Mental Health Association)
- Children and Adolescent Mental Health Sub-committee (MH-Kids)
- Diabetes Mental Health Consumer/Carer Planning Meeting
- Justice Health Consumer and Community Group (Justice Health)
- Mental Health & Drug & Alcohol RCA Review Sub-Committee (formerly NSW Health Mental Health Clinical Incident Review Committee (CIRC) (Clinical Excellence Commission)
- Mental Health Review Tribunal (MHRT) Inquiries Monitoring Group (MHRT)
- Taskforce to Establish the NSW Mental Health Commission
- Consumer and Carer Sub-Committee to the Taskforce to Establish the NSW
- National Consumer Experience of Care Project Expert Advisory Group
- Work and Development Order Monitoring Committee (NSW Attorney General)

NSW CAG Presentations

- Policy Team members presented at a number of forums throughout the year, including:
- Shoalhaven Federal Candidates Forum
- Chronic & Continuing Care, Rehabilitation & Recovery Working
- NSW Aboriginal MH Workers Conference 2010 Questionnaire
- Setting Research Priorities for Mental Health in NSW
- SESIAHS Consumer Participation Forum Setting Research Priorities for Mental Health in NSW
- Launch of MHCC's Working Safe, Ballina - Recovery, Safety, Risk: Risk management in the context of a recovery approach
- Developing a Recovery Resource for Mental Health Community Managed Organisations – presentation for MHCC AGM
- North Shore Ryde Consumers' Forum
- MHCC Trauma Informed Care Presentation at conference
- Parity –Older Peoples Mental Health

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Conference, Seminar, and Event Attendance by NSW CAG

NSW CAG staff attended a variety of events throughout the year, including:

- First International Youth Mental Health Conference, July 2010
- Convention on the Rights of Persons with Disabilities, the National Disability Insurance Scheme and the Productivity Commission Inquiry into Disability Care and Support Workshop, July 2010
- MHRT MH Inquiries Monitoring Group Meeting, August 2010
- TheMHS - A Revitalised Mental Health Consumer Advisory Group in NSW in 2010, September 2010
- Showcase of Innovation: Approaches to Suicide Prevention in NSW, September 2010
- SPA World Suicide Prevention Day Community Forum, September 2010
- Trauma Informed Care – A National Strategy? September 2010
- Mental Health peer workforce competency development project Industry Reference Group (IRG) meeting, October 2010
- MHRT Mental Health Inquiries - Monitoring Group Meeting, November 2010
- Kevin Humphries, Shadow Minister - to present policy platform, November 2010
- PIAC – To discuss changes to magistrates hearings and MHRT lobbying activities / updates, November 2010
- Carmel Tebbutt – Chief of Staff, and Jill Cunningham (mental health policy officer) – to discuss NSW CAG's Policy Platform and National Health and Hospital Reforms, November 2010
- John Kaye, MLC, The Greens, PIAC, MHCC, Chris Ryan and Sacha Cohen – To discuss changes to magistrate's hearings
- National Forum on the implications of accreditation, monitoring and reporting against the revised 2010 National Standards for Mental Health Services –Sydney – attendance, December 2010
- Mental Health Clinical Service Standards Reference Group, January 2011
- Draft Standards and Performance Measures for Adult Acute Units Workshop, February 2011
- Mental Health peer workforce competency development project Industry Reference Group (IRG) meeting, February 2011
- MHRT Mental Health Inquiries - Monitoring Group Meeting, February 2011
- Mental Health Promotion Reference Group MHA – contributed to planning for MH Week, February 2011
- Whole of Government Framework for Better MH in NSW Forum. Participated in discussion and work shopping on what should be considered and included in a Whole of Government Framework, February 2011

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Conference, Seminar and Event attendance by NSW CAG continued:

- Challenge, Change & Choice Conference: A State Gathering of Aboriginal HACC and Related Workers, March 2011
- ACOSS Conference - 'Challenging Inequality: Social action in an ever-changing world,' March 2011
- ACOSS Post Conference Workshop - Mental Health and the Community Sector: Strategies for better policy and practice, March 2011
- Roundtable to discuss people with cognitive and mental health impairments in the criminal justice system, NSW Law Reform Commission, March 2011
- Discussion on Social Inclusion Outcome Measurement Project, April 2011
- Discussion of Draft Standards and Performance Measures for Psychiatric Emergency Care Centres, June 2011
- Training in Effective Advocacy, Public Interest Advocacy Centre, May 2011
- Justice Health Consumer and Community Group Forum Consultation: health priorities for prisoners and young offenders, NCOSS, May 2011
- Core Concepts in Working with People from Refugee Backgrounds, STARTTS, June 2011
- Trauma informed care and practice (Mental Health Coordinating Council), June 2011
- NSW Health Clinical Services Workshop for CAMHS standards and performance measures, June 2011

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG's PROJECTS



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

The Mental Health Consumer Perceptions and Experiences of Services (MH-CoPES) Project, has been conducted by NSW CAG in partnership with the Mental Health, Drug and Alcohol Office (MHDAO), NSW Health.

The objective of the MH-CoPES project is to develop, test, refine and implement a statewide approach (The MH-CoPES Framework) for mental health services in NSW to hear and respond to consumers' views of services, as part of their continuing quality improvement processes. The overall vision of the MH-CoPES Framework is to improve mental health services by:

- Consumers' voices being recognised in practice;
- Services being more responsive and accountable to consumers;
- Continuous improvement in mental health services incorporating consumers' views; and
- Dialogue and partnership between services and consumers, building stronger local problem solving capacities.

In Australia, at both national and state levels, policy direction clearly mandates meaningful consumer participation in mental health service planning, provision and evaluation. The introduction of the MH-CoPES Framework plays a significant role in achieving that mandate.

Stage 1 of the MH-CoPES Project was conducted between 2004 and 2006 and developed a draft Questionnaire to facilitate consumer evaluation of mental health services and a draft Framework to facilitate consumer participation in quality service improvement.

Stage 2 of the MH-CoPES Project ran from 2006 to 2009 and built on the work conducted in Stage 1 to finalise the MH-CoPES Questionnaire and Framework ready for implementation through a trial to test a series of protocols for the framework and a pilot to test the Questionnaires and the revised protocols.

Stage 3 Project

The MH-CoPES Stage 3 Project has continued from last financial year. The aim of Stage 3 of the MH-CoPES Project was to prepare services across NSW ready to implement the full MH-CoPES Framework. All Stage 3 Project objectives not completed in the

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

2009/2010 financial year were completed over the final three months of the Stage 3 Project, up to October 2010.

The MH-CoPES implementation plans for each Area Mental Health Service (AMHS) developed in the previous year were presented to and approved by their respective AMHS executives. Following this approval, a focus on training was taken up to equip staff with the skills to implement MH-CoPES. With training taking place through 32 presentations and training sessions including 278 staff and consumers over all AMHS of NSW. These sessions included Nurse Unit Managers, Team Leaders, Executive staff, Activity Nurses, Consumer Workers, Psychiatrists, Occupational Therapists and Case workers among others. Training on topics ranged from the Framework as a whole, the individual steps of the Framework, statewide and local service implementation, the roles and responsibilities of staff, consumer participation initiatives and training the trainer.

All MH-CoPES resources were finalised, including training resources, which began to be disseminated to services and staff. Additional promotion of MH-CoPES also took place. Presentations were given at the Mental Health Services Conference (TheMHS), Improving the Health Care Experience both in Sydney and the Occupational Therapist Conference in Hunter New England. Further promotion occurred through articles in NSW CAG's regular communications such as their quarterly newsletter Info_Link and fortnightly E-news as well as the project's own newsletter and one article was also submitted and approved for publication into Australasian Psychiatrist. We also nominated The MH-CoPES project in the category of community groups in the Westpac Kookaburra Awards; unfortunately the project was not successful in this category.

The Stage 3 Project was completed; all aims and objectives were achieved with services ready to implement the MH-CoPES Framework. The project budget has been spent and the project has been closed.

Finally, a funding proposal for MH-CoPES Stage 4 Year 1 of statewide implementation was endorsed by NSW Health. The MH-CoPES Stage 4 Project began in October 2010.

Stage 4 Project – Year 1 of statewide implementation

The MH-CoPES Stage 4 Project began in October 2010, with official notification from the Director Mental Health and Drug and Alcohol Office (MHDAO) NSW Health, David McGrath, to each Area Mental Health Service (AMHS) to begin formal implementation of the full MH-CoPES Framework on the 1st October 2010.

Within this financial year, a few staff changes took place. Two new Area Liaison Officers, a Research Officer and three Research Assistants were recruited, to work alongside the existing project staff.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

The MH-CoPES Stage 4 Project had a number of main aims. To support the state and Area Mental Health Services (AMHSs) as they implement the MH-CoPES Framework throughout their services, to ready Justice Health for implementation of the MH-CoPES Framework and to scope the statewide development and roll out of the MH-CoPES Questionnaires and Framework for Culturally and Linguistically Diverse (CALD) consumers.

In order to support the state to implement the MH-CoPES Framework a draft statewide governance structure including a communication strategy for MH-CoPES was produced. This aimed to guide Reporting and Feedback (Framework Step 3) and Action and Change (Framework Step 4) at a state level. This governance structure including a communication strategy was presented to and endorsed by the Consumer Sub-Committee to Mental Health Program Council (CSCMHPC) and the Mental Health Program Council (MHPC).

Plans were also developed to respond to cultural and change management issues within Area Mental Health Service (AMHS) as they meet the challenges of implementing this challenging program across their services. Training resources were continually disseminated to staff and services throughout the year. Further resources were created and edited and all MH-CoPES resources were made available online.

A series of promotional activities occurred with Area Mental Health Services, including 61 presentations and training sessions with 509 staff and consumers over all AMHS of NSW. An MH-CoPES implementation plan was also created in consultation with Justice Health ready for approval in July 2011.

To further assist with statewide implementation, three (3) Research Assistants with the lived experience of mental illness were employed in June 2011 and trained to use a purpose built data base to conduct analysis of the MH-CoPES statewide qualitative data. In the next financial year, the analysis of this data will contribute to qualitative reports produced to accompany quantitative reports for the state, AMHS and individual services across NSW. With these reports, individual services, AMHS and the state will be able to conduct Action and Change (Framework Step 4).

Work commenced on research to assess the acceptability and applicability of the MH-CoPES Questionnaires and Framework for use with Culturally and Linguistically Diverse (CALD) consumers. This research has included identifying the top CALD community in NSW; Chinese, and a written language within that community to translate the MH-CoPES Questionnaires and resources into; Mandarin. 1 Inpatient service and 5 community services within Sydney have been identified as sites to conduct MH-CoPES CALD trials. A Trial Implementation Committee (TIC) has been formed, with representatives from each trial site, including managers, bi-lingual clinicians and case workers as well as other stakeholders.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

In the next financial year a trial of each step of the MH-CoPES Framework will take place within each trial site as well as a series of consultations with consumers from other CALD communities including Macedonian, Vietnamese, Italian and Arabic. All findings from this research will scope recommendations to NSW Health for the development and inclusivity of the MH-CoPES Framework for Culturally and Linguistically Diverse (CALD) consumers.

All MH-CoPES Stage 4 Project objectives will be finalised in the next financial year. Finally, due to the National Health and Hospital Reform taking place in NSW, a recurrent Treasury funding bid (created in the Stage 3 Project) has not been submitted, allowing for a gap in support of services through their continued implementation of the MH-CoPES Framework. With this in mind a bid for interim funding, for NSW CAG to maintain support to AMHS until Treasury funding is secured, has been submitted to NSW Health, this has yet to be granted.



ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

The Consumer Workers' Forum Project

The Consumer Workers' Forum (CWF) Project was established to develop standards and supports for the consumer workforce in NSW. There are many unmet workforce development needs for consumer workers and as yet there are no formal policies or guidelines regarding the workforce. There are an array of job descriptions, training, terminology and priorities for consumer workers all of which lack guiding principles and a consistent framework.

In response to this Stage 1 of the CWF Project developed a questionnaire for consumer workers to identify and describe the following areas of their work: functions, employment conditions and training, supervision and job descriptions. The findings from these and a literature review conducted in the Stage 1 Project resulted in the recommendation that NSW Health fund a CWF Stage 2 Project.

The Consumer Workers' Forum (CWF) Project Stage 2 is being conducted by NSW CAG in collaboration with the CWF Organising Committee. The project is funded by NSW Health through the Sydney West Area Health Service.

Stage 2 of the Project aims to develop a statewide framework for the consumer workforce in public mental health services, that will be endorsed by the NSW Health Mental Health Program Council.

This financial year saw the Project Officer conduct the final consultations, begun in the previous financial year, focusing on the roles, functions, responsibilities, titles and position descriptions of the consumer workforce. Across all the consultations a total of 25 consumer workers and 32 Area Executive and other staff were consulted.

A second round of consultations (accompanied by a discussion paper) were held with approximately 45 consumer workers, 3 Area Executive staff and 4 consumers across the state. These consultations focused on remuneration, supervision, support, professional development and the evaluation of consumer worker roles. The information collected during the consultations was then analysed and culminated in a summary of findings paper, which was disseminated to all interested stakeholders.

During this financial year, the Annual CWF was organised by NSW CAG through email consultation involvement of consumer workers. The Annual CWF was held in November 2010. During the day a training course was delivered on advocacy for consumer workers. The Annual CWF was also used as a platform for consulting with consumer workers on developing a Code of Professional Standards.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

A report on the day was prepared by the CWF Project Officer and provided to the CWF Organising Committee and all CWF members. Contained in the report included a draft Code of Professional Standards.

In May 2011 the Project Officer left the project to pursue a Masters degree in Health management. Karen Oakley (NSW CAG's former CEO) agreed to complete the project and took up using the findings to complete the Code of Professional Standards and the draft Framework for the Consumer Workforce.

Over the next financial year, focus will be directed towards consultations with key stakeholders around the Draft Framework for the consumer workforce and a final Framework and Code of Professional Standards ready for presentation to the Mental Health Program Council.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

Anti-Stigma and Discrimination Campaign

The DVD remains popular with now over 671 DVDs distributed to individuals and organisations throughout NSW, Australia and internationally. Each of the stories is also available at

http://www.nswcag.org.au/page/challenging_stigma_discrimination.html#dvd.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG's MEMBERSHIP

NSW CAG is a not for profit organisation which is incorporated under the New South Wales Associations Incorporation Act. To be incorporated has provided us with legal means to strengthen our own internal consumer participation. Members have a voice in NSW CAG, by helping the organisation to determine its strategic goals, directions and priorities.

In 2008, NSW CAG had the opportunity to revise its constitution and a new membership based organisation was established. In the last 2 years, NSW CAG has been steadily engaging people to strengthen our membership. As a result of this at the end of the 2010-2011 financial years, 143 people were registered as members. 97 (67%) of our members identify as consumers.

After being a member of NSW CAG for 6 months you will have the opportunity to:

- Attend the Annual General Meeting & Special General Meetings;
- Vote at Annual General Meetings and Special General Meetings;
- Nominate as a Trustee of NSW CAG (Board member) when positions become available;
- Vote in new Trustees to the NSW CAG Board;
- Vote in the Office Bearers (Chair, Deputy Chair and Secretary) of the NSW CAG Board;

All members will be sent NSW CAG publications and correspondence on a regular basis.

To become a member, information is available in our website:
http://www.nswcag.org.au/page/membership_to_nsw_cag.html

Membership to NSW CAG is FREE but your opinion and participation are invaluable.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG NETWORK NSW – INFORMING AND SEEKING INPUT

Network NSW is NSW CAG's email and mail database. At the end of the 2010-2011 financial year, the number of people who were registered on Network NSW was 1,160. This was an increase of 56 people, or 4.83% over the year. 261 people have indicated they are consumers, 51 are carers. Also, 7 report being from Aboriginal or Torres Strait Islander backgrounds and 115 from culturally and linguistically diverse backgrounds. 147 organisations are registered with Network NSW.

We use three main ways to stay in touch with NSW CAG Network NSW:

- NSW CAG INFO_LINK – Quarterly publication
- E-news bulletin – Fortnightly email bulletin
- Annual Communications Survey

These methods of communication help NSW CAG keep Network NSW subscribers up-to-date with information about what is happening in NSW in relation to the mental health system.

NSW CAG INFO_LINK

A broad range of information has been published in the four editions of Info_Link during this financial year 2010-2011. The newsletter has been electronically distributed approximately 1160 people in NSW. This publication is also available in our website.

E-News

The fortnightly E-News contains information about NSW CAG's work. It also provides information about upcoming events being coordinated by both NSW CAG and other bodies to facilitate awareness and participation.

Your Voice through NSW CAG

NSW CAG also conducts consultations with Network NSW subscribers via email or through online surveys available through our website and others. Calls for contributions or input are sent on particular topics to those on our email list.

NSW CAG's Annual Survey

In order for NSW CAG to be transparent and reviewable by our constituency, we conduct an annual survey that is distributed to people on NSW CAG's Network NSW. This year, both a paper based survey was distributed with the final newsletter of the year, as well as an electronic version that was advertised through E-News and available through the website. Thirty three people completed the survey.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc

NSW CAG WEBSITE

The NSW CAG website aims to create greater awareness about the role of NSW CAG and to provide an opportunity for consumers to have their voices heard about their thoughts and experiences with the mental health system. The website has online resources such as: online surveys, links to other organisations, information about NSW CAG's work; information on the state and national mental health system; advocacy; participation.

The website is updated on a regular basis, and also lists opportunities for participation across the mental health sector in NSW, and advertises positions within NSW CAG when they become available.

All of NSW CAG's policy positions, media releases and submissions that are able to be made public are published on the website. There is also a section on the website that informs of what is happening in mental health at a state and national level. Our website address is www.nswcag.org.au.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

AUDITOR'S REPORT



NSW Consumer Advisory Group - Mental Health Inc.
ABN 82 549 537 349

FINANCIAL REPORT

For the year ended
30TH JUNE 2011

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

(ESTABLISHED 1894)

CHARTERED ACCOUNTANTS

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PLEASE ADDRESS ALL LETTERS TO
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TELEPHONE: (02) 9232 1188
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LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

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 2011, and the statement of 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 presents fairly, in all material respects, the financial position of NSW Consumer Advisory Group - Mental Health Inc. as of 30 June 2011 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.



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

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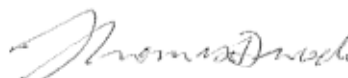

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SYDNEY NSW 2000

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.


P.L. WHITEMAN

PARTNER

Chartered Accountants

SYDNEY,

29 August 2011

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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

DISCLAIMER

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

The additional financial data presented in the following pages is in accordance with the books and records of the Company which have been subjected to the auditing procedures applied in our audit of the Association for the year ended, 30 June 2011.

It will be appreciated that our audit did not cover all details of the additional financial data. Accordingly, we do not express an opinion on such financial data and no warranty of accuracy or reliability is given.

Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than the Association) in respect of such data, including errors or omissions therein however caused.


THOMAS DAVIS & CO.


P.L. WHITEMAN

PARTNER

Chartered Accountants

SYDNEY,

29 August 2011

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ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

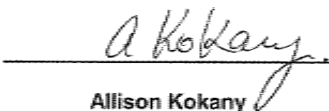
STATEMENT BY MEMBERS OF THE COMMITTEE

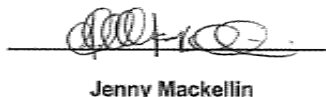
The committee has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

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 2011 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:


Allison Kokany


Jenny Mackellin

SYDNEY,

29 August 2011

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF FINANCIAL POSITION AS AT 30TH JUNE 2011

	Notes	2011 \$	2010 \$
Current assets			
Cash assets	5	695,921	649,807
Receivables	6	9,521	28,343
Total current assets		<u>705,442</u>	<u>678,150</u>
Non-current assets			
Property, plant and equipment	7	20,868	14,784
Total non-current assets		<u>20,868</u>	<u>14,784</u>
Total assets		<u>726,310</u>	<u>692,934</u>
Current liabilities			
Payables	8	17,852	20,397
Provisions	9	22,593	47,298
Total current liabilities		<u>40,445</u>	<u>67,695</u>
Non-current liabilities			
Provisions	9	2,794	2,269
Total non-current liabilities		<u>2,794</u>	<u>2,269</u>
Total liabilities		<u>43,239</u>	<u>69,964</u>
Net assets		<u>683,071</u>	<u>622,970</u>
Members Funds			
Retained funds	13	683,071	622,970
Total Members Funds		<u>683,071</u>	<u>622,970</u>

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

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

	Notes	2011 \$	2010 \$
Revenue from ordinary activities	2	1,189,555	1,564,670
Expenses from ordinary activities:			
Employee expenses	3	860,631	663,664
Other expenses from ordinary activities	3	268,823	433,350
Surplus / (deficit) from ordinary activities before income tax expense		60,101	467,656
Income tax revenue / (expense) relating to ordinary activities	4	-	-
Other Comprehensive Income		-	-
Total Comprehensive Income for the Year		60,101	467,656

The Statement of Comprehensive Income should be read in conjunction with the notes to the financial statements.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF CASH FLOWS FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

	Notes	2011 \$ Inflows (Outflows)	2010 \$ Inflows (Outflows)
Cash flows from operating activities			
Cash Receipts		1,204,988	581,591
Cash payments to suppliers and employees		<u>(1,143,499)</u>	<u>(1,130,995)</u>
Net cash provided by / (used in) operating activities	11(b)	<u>61,489</u>	<u>(549,403)</u>
Cash flow from investing activities			
Payments for property, plant and equipment		<u>15,385</u>	<u>6,314</u>
Net cash provided by / (used in) investing activities		<u>(15,385)</u>	<u>(6,314)</u>
Net increase / (decrease) in cash held		46,104	(555,717)
Cash at the beginning of the financial year		<u>649,807</u>	<u>1,205,524</u>
Cash at the end of the financial year	11(a)	<u><u>695,911</u></u>	<u><u>649,807</u></u>

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

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

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 Balance Sheet Date

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.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

Note 1 - Statement of significant accounting policies (continued)

(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.

(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.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

Note 1 - Statement of significant accounting policies (continued)

(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 2010 that were partly absorbed in 2011 and will continue be absorbed in future periods by subsequent losses:

Consumer Workers Forum	34,919
------------------------	--------

The MH CoPes Stage 3 project ended on 30 June 2011. The surplus of \$19,581.31 subject to adjusting for provision of annual leave would be retained by NSW CAG as per the Grant agreement.

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

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

	2011 \$	2010 \$
Note 2 - Revenue		
Revenue from operating activities		
Grants received	1,106,600	1,546,171
	<u>1,106,600</u>	<u>1,546,171</u>
Revenue from outside the operating activities		
Interest received	6,359	2,919
Other income	75,900	14,810
Anti-Stigma Project	496	314
Consult & Committee Works	200	456
	<u>82,955</u>	<u>18,499</u>
Revenue from ordinary activities	<u>1,189,555</u>	<u>1,564,670</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	2,813	8,798
Bad Debts	-	(500)
Bank Charges	312	974
Insurance	3,123	4,479
Printing & Photocopying	14,851	36,314
Repairs & Maintenance	811	8,323
Telephone & Internet	5,298	8,150
Depreciation	9,301	3,397
Other Expenses	<u>1,092,945</u>	<u>1,027,079</u>
	<u>1,129,454</u>	<u>1,097,014</u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

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	3,300	3,300
Cash at bank	692,621	646,507
	<u>695,921</u>	<u>649,807</u>

Note 6 - Current assets - Receivables

GST Receivable	6,713	22,146
Prepayments	2,808	6,197
	<u>9,521</u>	<u>28,343</u>

Note 7 - Non-current assets - Property, plant and equipment

Office furniture and equipment - at cost	77,585	62,200
Less: accumulated depreciation	(56,717)	(47,416)
	<u>20,868</u>	<u>14,784</u>

Note 8 - Current liabilities - Payables

Accrual & Creditors	6,962	4,389
PAYG Withheld	10,890	16,008
	<u>17,852</u>	<u>20,397</u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

Note 9- Provisions

(a) Current

Provision for annual leave	22,593	47,298
	<u>22,593</u>	<u>47,298</u>

(b) Non-current

Provision for long service leave	2,794	2,269
	<u>2,794</u>	<u>2,269</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	3,300	3,300
Cash at bank	692,621	646,507
	<u>695,921</u>	<u>649,807</u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

Note 11 - Cash Flow Statement (continued)

(b) Reconciliation of cash provided by / (used) in operating activities

Operating surplus / deficit	60,101	467,656
Non-cash flows in operating surplus		
Depreciation	9,301	3,397
Changes in assets and liabilities		
(Increase) / decrease in GST Receivable	15,433	16,921
(Increase) / decrease in Prepayments	3,389	
Increase / (decrease) in income in advance	-	(1,000,000)
Increase / (decrease) in creditors	(2,545)	(62,353)
Increase / (decrease) in employee provisions	(24,180)	24,976
	<u>61,499</u>	<u>(549,403)</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 2011.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

Note 13 - Retained funds

Movements in retained funds are summarised as follows:

Retained funds at the beginning of the financial year	622,970	155,314
Current year surplus / (deficit)	60,101	467,656
Retained funds at the end of the financial year	<u>683,071</u>	<u>622,970</u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

DETAILED INCOME STATEMENT FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011

	2011 \$	2010 \$
Revenue		
Consulting & Committee Works	200	456
Infrastructure Grants Income	12,000	-
Core Funding (NSW) Health	501,300	489,100
CoPES Funding (NSW) Health	411,800	1,000,000
Interest Received	6,359	2,919
Management Fees	75,840	14,810
NSW CAG Resources	60	-
Anti-Stigma Project	495.55	314
Project Grants	181,500.00	57,071
	1,189,555.31	1,564,668
Expenditure		
Accounting Fees	4,100.00	4,000.00
Advertising	2,812.57	8,797.62
Bank Charges	312.45	973.54
Bad Debts	-	(500.12)
Catering & Hospitality	4,082.40	2,781.81
Computer Software	6,023.10	2,044.14
Contractor Fees	59,981.35	176,454.00
Consumer sub committee	(961.96)	964.51
Conferences & Meetings	7,219.09	5,494.98
Co Location Costs	-	-
Courier & Postage Costs	5,936.53	7,536.11
Depreciation	9,300.85	3,396.81
Hire of Conference Room	4,408.18	14,098.14
Insurance	3,122.50	4,478.52
Legal Costs	201.83	207.63
Long Service Leave	524.60	312.09
Management Fees	75,840.40	14,809.50
Members Fees	6,203.00	6,778.08
Miscellaneous	9,520.28	11,353.78
Office Supplies	6,877.85	9,467.76
Printing & Photocopying	14,850.91	36,313.57
Annual Leave	(24,704.67)	24,664.09
Promotional Material & Events	3,596.81	8,410.47
Reference materials	447.03	1,155.49
Repairs & Maintenance	810.54	8,322.92
Sick Leave	-	-
Staff Recruitment	-	415.00
Staff Training & Welfare	7,082.67	14,736.94

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

DETAILED INCOME STATEMENT

FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2011 CONTINUED...

Staff Amenities	2,397.72	2,893.53
Subscriptions	2,838.67	2,664.20
Superannuation Contributions -		
Employees	64,042.55	53,518.08
Supervision	570.00	855.00
Telephone & Internet	5,297.87	8,150.37
Travelling-Members &		
Subsistence	9,622.18	4,493.71
Travelling-Staff & Subsistence	34,988.82	46,509.38
Wages	796,588.52	610,145.57
Workers Compensation	5,519.60	315.88
	<u>1,129,454.24</u>	<u>1,097,013.10</u>
	<u>60,101.07</u>	<u>467,655.33</u>

The Detailed Income & Expenditure Statement should be read in conjunction with the attached disclaimer.

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

(ESTABLISHED 1894)

CHARTERED ACCOUNTANTS

Chartered Accountants
Chartered by a scheme approved
under Professional Standards Legislation

PLEASE ADDRESS ALL LETTERS TO
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LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC NSW HEALTH DRUG & ALCOHOL OFFICE CORE FUNDING ABN 82 549 537 349

We have audited the attached Statement of Income and Expenditure for the year ended 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the NSW Health Drug & Alcohol Office, Core Funding.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines 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.

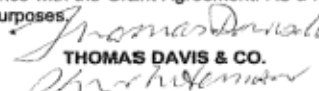
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the NSW Health Drug & Alcohol Office, Core Funding in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purposes.


THOMAS DAVIS & CO.
P.L. Whiteman PARTNER

Chartered Accountants

SYDNEY,
29 August 2011



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011
NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
NSW HEALTH DRUG & ALCOHOL OFFICE
CORE FUNDING

	\$
INCOME	
Consult & Committee Works	200.00
Core Funding (NSW Health)	501,300.00
Anti-stigma Project	495.55
NSW CAG Resources	60.00
Interest Income	<u>1,443.97</u>
	503,499.52
EXPENDITURE	
Bank Charges	266.01
Courier / Postage Costs	4,702.49
Office / Stationery Supplies	4,086.32
Telephone / Telephone Conference	1,973.45
Replace Maintenance & Repairs	765.09
Depreciation	4,466.30
Office Equipment-Non Capital	4,143.41
Staff Amenities	1,070.46
Superannuation	23,630.68
Wages & Salaries	305,444.68
Workers Compensation Premium	1,850.86
Provision for Annual Leave	(18,300.62)
Advertising	2,162.57
Promotional Material	1,625.00
Auditor / Accounting	2,050.00
Conference Room Hire	1,849.09
Events	(1,500.28)
Computer Maintenance	1,924.09
Software	2,071.55
Conference Attendance	1,982.73
Contractor Fees	5,902.42
Insurance	3,255.83
Internet Fees	40.00
Long Service Leave	524.60
Legal Fees	201.83
Membership / Subscription	100.00
Reference Materials	391.58
Supervision	570.00

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011

NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC

NSW HEALTH DRUG & ALCOHOL OFFICE

CORE FUNDING

CONTINUED

Photocopy costs	3,312.71
Photocopier hire costs	3,113.18
External Printing Costs	3,434.49
Catering & Hospitality	228.27
Catering & Hospitality - Board	2,521.13
Board Professional Development	5,403.00
Staff Training Costs	2,758.58
Board Travel & Subsistence	9,622.18
Staff Travel & Subsistence	499.67
Staff travel - taxi	3,532.23
Staff travel - flights	(9,496.10)
Staff Travel - Accommodation	5,716.00
Staff Travel - Car Hire	709.00
	<hr/> 388,604.48
NET SURPLUS/(DEFICIT)	<hr/> <hr/> 114,895.04

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

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LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC NON CORE ABN 82 549 537 349

We have audited the attached Statement of Income and Expenditure for the year ending 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the Non Core.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines 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.

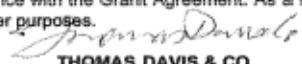
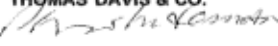
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the Non Core project in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purposes.


THOMAS DAVIS & CO.

P.L. Whiteman PARTNER

SYDNEY,

29 August 2011

Chartered Accountants



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2010 NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC NON CORE

		\$
INCOME	Notes	
Management Fees		75,840.40
Interest Income		<u>4,915.39</u>
		80,755.79
EXPENDITURE		
Membership / Subscription		<u>2,738.67</u>
		2,738.67
NET SURPLUS/(DEFICIT)	1	<u><u>78,017.12</u></u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

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LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC CONSUMER WORKERS FORUM ABN 82 549 537 349

We have audited the attached Statement of Income and Expenditure for the year ending 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the Consumer Workers Forum.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines 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.

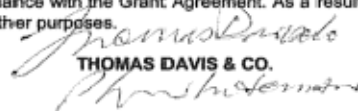
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the Consumer Workers Forum project in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purposes.


THOMAS DAVIS & CO.
P.L. Whiteman PARTNER

SYDNEY,

29 August 2011

Chartered Accountants



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011 NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC CONSUMER WORKERS FORUM

	Notes	\$
INCOME		
Project Grants		58,000.00
		<u>58,000.00</u>
EXPENDITURE		
Bank Charges		5.64
Courier / Postage Costs		35.56
Office / Stationery Supplies		127.83
Telephone / Telephone Conference		262.93
Staff Amenities		127.58
Superannuation		4,135.51
Wages & Salaries		48,565.54
Workers Compensation		496.22
Annual Leave		(504.55)
Conference Room Hire		2,559.09
Contractor Fees		659.09
Photocopy costs		594.20
Staff Travel & Subsistence		54.37
Staff travel - taxi		401.21
Staff travel - flights		787.00
Staff travel - Accommodation		109.00
Management Fees		5,800.00
		<u>64,216.22</u>
NET SURPLUS/(DEFICIT)	1	<u><u>(6,216.22)</u></u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

(ESTABLISHED 1894)

CHARTERED ACCOUNTANTS

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PLEASE ADDRESS ALL LETTERS TO
BOX 492 G.P.O.
SYDNEY, N.S.W. 2001

TELEPHONE: (02) 9232 1188
FACSIMILE: (02) 9231 6792
EMAIL: mail@thomasdavis.com.au

LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
NSW HEALTH DRUG & ALCOHOL OFFICE
MH CoPES STAGE 3
ABN 82 549 537 349**

We have audited the attached Statement of Income and Expenditure for the year ended 30 June 2011 of NSW Consumer Advisory Group – Mental Health Inc in respect of the NSW Health Drug & Alcohol Office, MH CoPES Stage 3 project.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines 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.

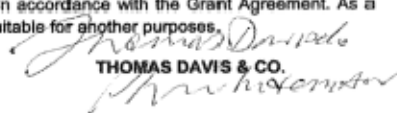
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the NSW Health Drug & Alcohol Office, MH CoPES Stage 3 project in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purposes.


THOMAS DAVIS & CO.

P.L. Whiteman

PARTNER

SYDNEY,

29 August 2011

Chartered Accountants



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011
NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
NSW HEALTH DRUG & ALCOHOL OFFICE
MH CoPES STAGE 3

	Notes	\$
INCOME		
Copes Funding (NSW Health)		-
EXPENDITURE		
Bank Charges		40.80
Courier / Postage Costs		767.54
Office / Stationery Supplies		2,225.96
Telephone / Telephone Conference		2,216.11
Replace Maintenance & Repairs		45.45
MH Copes Return Boxes		3,471.54
Office Equipment-Non Capital		190.91
Staff Amenities		1,038.09
Superannuation		32,066.03
Wages & Salaries		390,587.55
Workers Compensation Insurance		3,022.52
Annual Leave		(8,152.84)
Staff Recruitment		
Advertising		
Promotional Material		
Auditor / Accounting		2,050.00
Computer Maintenance		
Software		200.91
Conference Attendance		3,809.09
Contractor Fees		40,269.79
Internet Fees		163.62
Legal Fees		
Reference Materials		429.95
Photocopy costs		3,456.46
Catering & Hospitality		838.50
Board Professional Development		800.00
Staff Training Costs		2,324.09
Staff Travel & Subsistence		5,650.92
Staff travel - taxi		2,824.49
Staff travel - flights		10,845.47
Staff Travel - Accommodation		5,893.00
Staff Travel - Car Hire		3,544.14
		510,620.09
NET SURPLUS/(DEFICIT)	1	(510,620.09)

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.
(ESTABLISHED 1894)

CHARTERED ACCOUNTANTS

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FACSIMILE: (02) 9231 6792
EMAIL: mail@thomasdavis.com.au

LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
NSW HEALTH DRUG & ALCOHOL OFFICE
MH CoPES Stage 4
ABN 82 549 537 349**

We have audited the attached Statement of Income and Expenditure for the year ended 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the NSW Health Drug & Alcohol Office, MH CoPES Stage 4 project.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines 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.

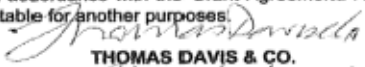

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the NSW Health Drug & Alcohol Office, MH CoPES Stage 4 project in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purposes.


THOMAS DAVIS & CO.

P.L. Whiteman PARTNER

SYDNEY,

29 August 2011

Chartered Accountants



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011
NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
NSW HEALTH DRUG & ALCOHOL OFFICE
MH CoPES STAGE 4

		\$
INCOME	Notes	
Copes Funding (NSW Health)		411,800.00
		<u>411,800.00</u>
EXPENDITURE		
Courier / Postage Costs		466.50
Office stationery & Supplies		376.66
Telephone / Telephone Conference		641.76
Depreciation		2,372.73
Office Equipment - Non Capital		804.55
MH Copes Return Boxes		0.55
Staff Amenities		161.59
Superannuation		4,106.41
Wages & Salaries		50,626.21
Annual Leave		2,253.34
Management Fees		53,739.90
Computer Maintenance		380.00
Software		806.00
Conference Attendance		768.18
Contractor Fees		13,809.14
Insurance		(88.19)
Reference Material		55.45
Photocopy Costs		474.36
Catering & Hospitality		494.50
Staff Training Cost		2,000.00
Staff Travel & Subsistence		763.37
Staff travel - taxi		1,168.20
Staff travel - Accommodation		1,445.90
Staff travel - Car Hire		540.95
		<u>138,168.06</u>
NET SURPLUS/(DEFICIT)	1	<u><u>273,631.94</u></u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

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EMAIL: mail@thomasdavis.com.au

LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC NSW MENTAL HEALTH PARTICIPATION FRAMEWORK ABN 82 549 537 349

We have audited the attached Statement of Income and Expenditure for the year ended 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the NSW Mental Health Participation Framework.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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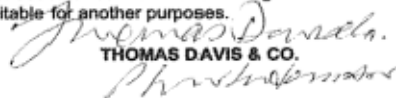
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the NSW Mental Health Participation Framework in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purposes.


THOMAS DAVIS & CO.

P.L. Whiteman

PARTNER

SYDNEY,

29 August 2011

Chartered Accountants



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011 NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC NSW MENTAL HEALTH PARTICIPATION FRAMEWORK

	Notes	\$
INCOME		
Projects Grants		73,500.00
		<u>73,500.00</u>
EXPENDITURE		
Office / Stationery Supplies		40.72
Depreciation Expenses		1,671.82
Office Equipment - Non Capital		3,254.26
Superannuation		103.92
Wages & Salaries		1,364.54
Workers' Compensation Insurance		100.00
Management Fees expense		9,775.50
Computer maintenance		253.36
Software		64.00
Insurance		-29.55
		<u>16,598.57</u>
NET SURPLUS/(DEFICIT)	1	<u><u>56,901.43</u></u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

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LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
CONSUMER SUB COMMITTEE TO PROGRAM COUNCIL
ABN 82 549 537 349**

We have audited the attached Statement of Income and Expenditure for the year ended 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the Consumer Sub Committee to Program Council project.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

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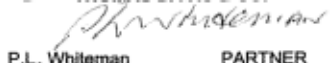
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the Consumer Sub Committee to Program Council project in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for other purposes.


THOMAS DAVIS & CO.

P.L. Whiteman PARTNER

SYDNEY,
29 August 2011

Chartered Accountants



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011
NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
CONSUMER SUB COMMITTEE TO PROGRAM COUNCIL

		\$
INCOME		
Income	<hr/>	-
		-
EXPENDITURE		
Consumer Sub Committee Reimbursement		
		(961.96)
		(961.96)
NET SURPLUS/(DEFICIT)	<hr/> <hr/>	961.96

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

(ESTABLISHED 1894)

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EMAIL: mail@thomasdavis.com.au

LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC NSW HEALTH PRACTITIONER ADVISOR ABN 82 549 537 349

We have audited the attached Statement of Income and Expenditure for the year ended 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the NSW Health Practitioners Advisor Program.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines 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.

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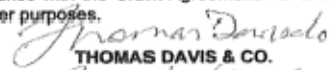

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the NSW Health Practitioners Advisor Program in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purpose.


THOMAS DAVIS & CO.


P.L. Whiteman PARTNER

Chartered Accountants

SYDNEY,
29 August 2011



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011 NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC NSW HEALTH PARTICIPATION ADVISOR

		\$
INCOME	Notes	
Projects Grants		50,000.00
		<u>50,000.00</u>
EXPENDITURE		
Office / Stationery Supplies		20.36
Depreciation Expenses		790.00
Office Equipment - Non Capital		1,127.15
Workers' Compensation Insurance		50.00
Management Fees expense		6,525.00
advertising		650.00
Computer maintenance		126.64
Software		196.55
Insurance		-15.59
		<u>9,470.11</u>
NET SURPLUS/(DEFICIT)	1	<u><u>40,529.89</u></u>

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

THOMAS DAVIS & CO.

(ESTABLISHED 1894)

CHARTERED ACCOUNTANTS

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EMAIL: mail@thomasdavis.com.au

LEVEL 20
68 PITT STREET
SYDNEY NSW 2000

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC INFRASTRUCTURE GRANT(IGP) - ROUND 3 ABN 82 549 537 349

We have audited the attached Statement of Income and Expenditure for the year ended 30 June 2011 of NSW Consumer Advisory Group - Mental Health Inc in respect of the Infrastructure Grants Program (IGP) Round 3.

The Responsibility of the Association's Management

The Association's management are responsible for the preparation of the Statement and have determined that the accounting policies used are appropriate to meet the financial reporting requirements of the Grant Agreement and meeting the needs of the members. The Association's management responsibility also includes such internal control as the management determines 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.

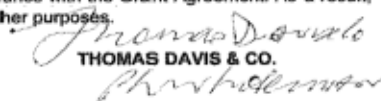
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the Statement of Income and Expenditure, presents fairly, in all material respects, the result of the Infrastructure Grants Program (IGP) Round 3 in accordance with the terms and conditions of the Grant Agreement.

Basis of Accounting and Restrictions on Distributions

The Statement of Income & Expenditure has been prepared in accordance with the Grant Agreement. As a result, the Statement of Income and Expenditure may not be suitable for another purposes.


THOMAS DAVIS & CO.
P.L. Whiteman PARTNER

SYDNEY,

29 August 2011

Chartered Accountants



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116

ANNUAL REPORT 2010 - 2011

NSW Consumer Advisory Group – Mental Health Inc.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2011
NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
INFRASTRUCTURE GRANT(IGP) - ROUND 3

		\$
INCOME	Notes	
Grants		12,000.00
		<u>12,000.00</u>
EXPENDITURE		
		<u>-</u>
NET SURPLUS/(DEFICIT)	1	<u><u>12,000.00</u></u>

