

The background of the page is composed of several overlapping, semi-transparent teal-colored geometric shapes, primarily triangles and polygons, creating a modern, abstract design. The shapes are layered, with some appearing more prominent than others, and they extend from the top left towards the bottom right.

NSW Consumer Advisory Group - Mental Health Inc.

ANNUAL REPORT

Jul 2013- Dec 2014

NSW Consumer Advisory Group - Mental Health Inc.

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NSW CAG is a not for profit organisation which receives core and some project funding from the NSW Mental Health Commission.

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About NSW CAG



Who we are

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

Vision

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

Purpose

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.

Guiding Principles



Being person centred and empowering consumers in the interests of consumer



Adopting a recovery approach to building positive futures



Promoting positive images and reducing stigma and discrimination



Enhancing best practice and building understanding of effective approaches to consumer participation



Capacity building of our organisation, consumers and services



Promoting professionalism and continuous improvement in our ways of working

Highlights

Strategy

- Rebrand of the organisation
- Attainment of charity status
- Diversification of funding
- Partnerships, including with City of Sydney Council, Sydney TAFE, Recovery Colleges and the NSW Institute of Psychiatry
- Colocation vision
- Creation of mental health hub

Policy

- 4 major submissions, including reports on the Mental Health Act, Official Visitors, the Federal Budget and Public Housing
- Sit on 56 committees, including 48 statewide and 8 national
- Consulted with more than 350 consumers on various subjects

Operations and Promotions

- Creation of promotions department
- Community Mobilisation Project nominated for a Social Justice HESTA Award
- 80 attendees at annual Recovery Forum
- Over 100 artworks at Recovery in Art exhibition
- 300% increase in Twitter followers

Chairperson Report

It is with a great deal of sadness that I deliver what is my final chairperson's report for NSW Consumer Advisory Group - Mental Health Inc.

My first contact with NSW CAG was when Gillian Malins was CEO and I was still working as a clinician before I "came out" as a consumer. I can't now remember the circumstances of that meeting but I do remember feeling a strong connection to the ideals and aspirations espoused by the organisation.

It was later when I had moved to Queanbeyan to take up my current position as Coordinator of Consumer Participation, a job which actually required me to have a mental illness, that Karen informed me NSW CAG was looking for new members for the Board of Trustees. I was already a member so I thought I would throw my hat in the ring and I quickly found myself travelling regularly to Sydney for Board meetings.

Over that time CAG has had several CEOs; Karen, Julie and of course Peri, as well as a collection of wonderful talented and passionate staffers who have all contributed their particular skills to the continuous growth and influence of the organisation. Not to mention the dedicated Board Members I have worked with who have given their time and energy to support this wonderful organisation.

NSW CAG has become the peak body and most influential consumer organisation in NSW. This is a tribute to the

foresight of those consumers who came together 20 years ago to form an organisation which would promote, facilitate and demonstrate the capacity of mental health consumers; to take their place in the community; to have a voice in the planning of services and to recover.

Funding and governance expectations have required NSW CAG to take on a more "corporate identity". Even so, a large proportion of those roles have been filled by people who have a lived experience of mental illness.

It is the influence of NSW CAG which has seen a Consumer Sub-Committee to the NSW Program Council put into place, an exponential increase in consumer consultations cross the State and such wonderful celebrations as Recovery in Art and the Annual Recovery Forum. NSW CAG has contributed significantly to consumer advocacy with reports like "There is No Place Like Home" and "Ageing and Mental Health".

This year for the first time we were also able to provide 3 consumers with the opportunity to participate in the annual TheMHs conference in Perth.

Over my time on the Board I have seen the influence of CAG expand and a growing membership.

I was elected to the Chair of NSW CAG in 2011 and it has become so much a part of my life that it comes as some surprise when making plans for 2015 I don't have to figure



in trips to Sydney. I will miss my fellow Board Members and our regular debriefs. I have been privileged to spend these years with like-minded people dedicated to making the lives of those with lived experience better, to give each person a voice and to drive change.

My time on the Board has been a wonderful experience and a special time. To Peri and staff and to all the members of the Board, thank you for your friendship, your support, your expertise and your knowledge and for sharing those things with me.

I will miss everyone very much and although I have no doubt I will continue to have regular contact there will be a gap in my calendar and some sadness.

I know that NSW CAG will continue to go from strength to strength and continue to raise the important issues and shine a light on the ability of people with lived experience to take their deserved place in society.

A handwritten signature in blue ink, which appears to read "Anne Francis". The signature is stylized with a long horizontal line extending to the right.

Anne Francis

NSW CAG Chairperson

CEO Report

2014 has seen much development and change for NSW CAG. When I look back on all that we have accomplished I am humbled by the drive, vision and focus of my colleagues, my Board Members, our membership and our industry partners.

As the year, which marked the 20th anniversary of NSW CAG's inception, we thought it important to mark that momentous occasion by acknowledging the past with a big birthday party. We also wished to signal this year as the beginning of another era, equally important as the one that preceded it. So this year began with the creation of a new promotions department, a quest for a new name and a new brand. We hope that our new name – to be revealed later this evening at our big party – resonates as strongly with you as it has with us.

For NSW CAG, the future is all about collaboration. Nowhere is this more evident than the ground-breaking work we are undertaking with our co-location partners, Mental Health Association and ARAFMI. From tentative discussions about sharing some back office services at the beginning of the year, we are now contemplating the creation of a full scale 'hub' complete with new interior fit out and IT upgrade where organisations that share our vision and values can join us in co-location.

NSW CAG also branched out to form new friendships with the NSW Institute of Psychiatry and the South Eastern Sydney Recovery College. I personally have really enjoyed facilitating Systemic Advocacy courses (which we designed) for both organisations.

NSW CAG has also applied for and qualified for charity status. NSW CAG now meets the requirements for registration as a charity with the following subtypes; advancing health; advancing education; advancing social or public welfare; promoting or protecting human rights, and advancing public debate. We are currently going through the process to achieve full PBI status.

Of key importance to us are the people with lived experience that we represent. This year, NSW CAG was able to offer several consumer scholarships to TheMHS in Perth, which was a truly fabulous conference. Supporting those consumer places was rewarding for us and them and we look forward to continuing this new 'tradition' in coming years for TheMHS and other events as an effective strategy to support people with a lived experience to participate in conferences and events that are essentially about them.

TheMHS was also a big event for NSW CAG with our staff



and Board involved in more than 9 presentations and panels – five of these directly related to our work at NSW CAG.

Also of note in increasing consumer participation in the past year was the innovative Community Mobilisation Project, a collaborative venture between the Mental Health Commission, NSW CAG, consumer agencies and consumers across the State. This was a highly successful project, which resulted in skill development in facilitation, scribing, administration, organisation and management for consumers. Using a tailored Facilitation pack, consumers across the State learned how to organise, hold and run consumer consultations and witnessed first-hand evidence of the importance and value of consumer participation. NSW CAG's role in this project led to a nomination for a HESTA award.

Our policy work in the past year has once again been exceptional. NSW CAG commented and provided formal written or verbal advice on a range of issues relevant to people with a lived experience of mental illness.

This year signals
a beginning of
another era

Highlights include the 2014 Review into Welfare, advice to the Mental Health Drug and Alcohol Office on the review of the NSW Mental Health Act, a submission to the NSW Government on social, public and affordable housing, a report to the NSW Government on the review of the NSW Official Visitors Program and a survey to consumers about the likely impacts of the proposed 2014-2015 Federal Budget.

The Recovery in Art Exhibition and the Recovery Forum, always standout events on our calendar, both exceeded any prior expectations. The Recovery in Art Exhibition was

Key importance: the people with lived experience that we represent.

world class. The launch included the new Governor of NSW and the Minister for Mental Health as well as more than 70 attending artists. Perhaps most exciting was that we had a steady stream of public visiting over the next two days. The event included partnerships with the City of Sydney, Ultimo Tafe and the Black Dog Institute.

The Recovery Forum was another wonderful and successful event. We had full attendance; full participation and people are still talking about it! Only last week a consumer publicly read out a poem that they wrote during

a stressful event which they declared that they were able to write due to the skills and the confidence they had gained at the Recovery Forum. We are looking forward to going 'bush' with our Recovery Forum in 2015 to a town yet to be revealed.

As the CEO of NSW CAG I am continually both humbled by and proud of our awesome staff, volunteers, Board members and the people throughout the State we work with. I extend my heartfelt thanks to you all and look forward to working with you in the future.



Peri O'Shea
NSW CAG CEO

Board

NSW CAG is governed by a Board comprising a minimum of 7 and a maximum of 11 Trustees.

The role of the Board is to govern the organisation, primarily through setting the strategic vision and monitoring NSW CAG's progress towards the strategic goals set.

At least 75% of NSW CAG's Board is comprised of mental health consumers.

The current Board is comprised of nine people:

- Anne Francis (Chair)
- Tim Heffernan (Deputy Chair)
- Virginia Divall (Secretary)
- Mandy Miles



- Robyn Maurice
- Irene Gallagher
- Rachel Green
- Faye R Nour
- Sunny Hemraj (casual Board member)

Darren Fettell was elected but stepped down after the first meeting.

Gunther Koerner also resigned as a Board Member during the year. Together the Board members have brought a wealth of lived experience and diverse skills to the organisation.

We thank the 2014 Board for their vision and service.

Staff

This past year has been one of significant change in our staffing.

It was with sadness that NSW CAG has said goodbye to Stephen Blood, Reena Masrani, Ella Graham, Susan Horsley and Gwen Scotman.

Following the end of the Community Mobilisation Project, we also said farewell to Kristy Mounsey and Karen Wells. Luckily, we were able to keep them on as much valued volunteers.

Following a restructure and the creation of a promotions department at the beginning of the year, we also welcomed Esther Pavel-Wood into her new role as Senior Promotions and Operations Officer and Lawrence Muskitta into his



new role as Promotions and Projects Officer.

We were also pleased to welcome Karina Ko as a full-time Policy Officer and, most recently, Eloise Cullington as the Personal Assistant to the CEO.

Changes in the organisation

included Maureen O’Keeffe moving into an operations and administrative role and Cecilia Rais moving into a Human Resources and Finance Officer role.

We are really excited about harnessing this energy and experience to move NSW CAG forward into the future.

Volunteers and Interns

This year, NSW CAG has also focussed on building a very strong and effective volunteer workforce (with lived experience) and recruiting student placements.

Members of that volunteer workforce and those student placements have expressed a strong interest in systemic advocacy and a confidence to get more involved in the mental health sector following their time at NSW CAG.

NSW CAG volunteers have represented NSW CAG at training days, sat on Committees and spoken at events and forums.

Following NSW CAG’s recent partnerships with the Recovery College and the NSW Institute of Psychiatry, volunteers from NSW CAG have spoken about the importance of systemic advocacy in a social media setting as well as systemic advocacy in general.

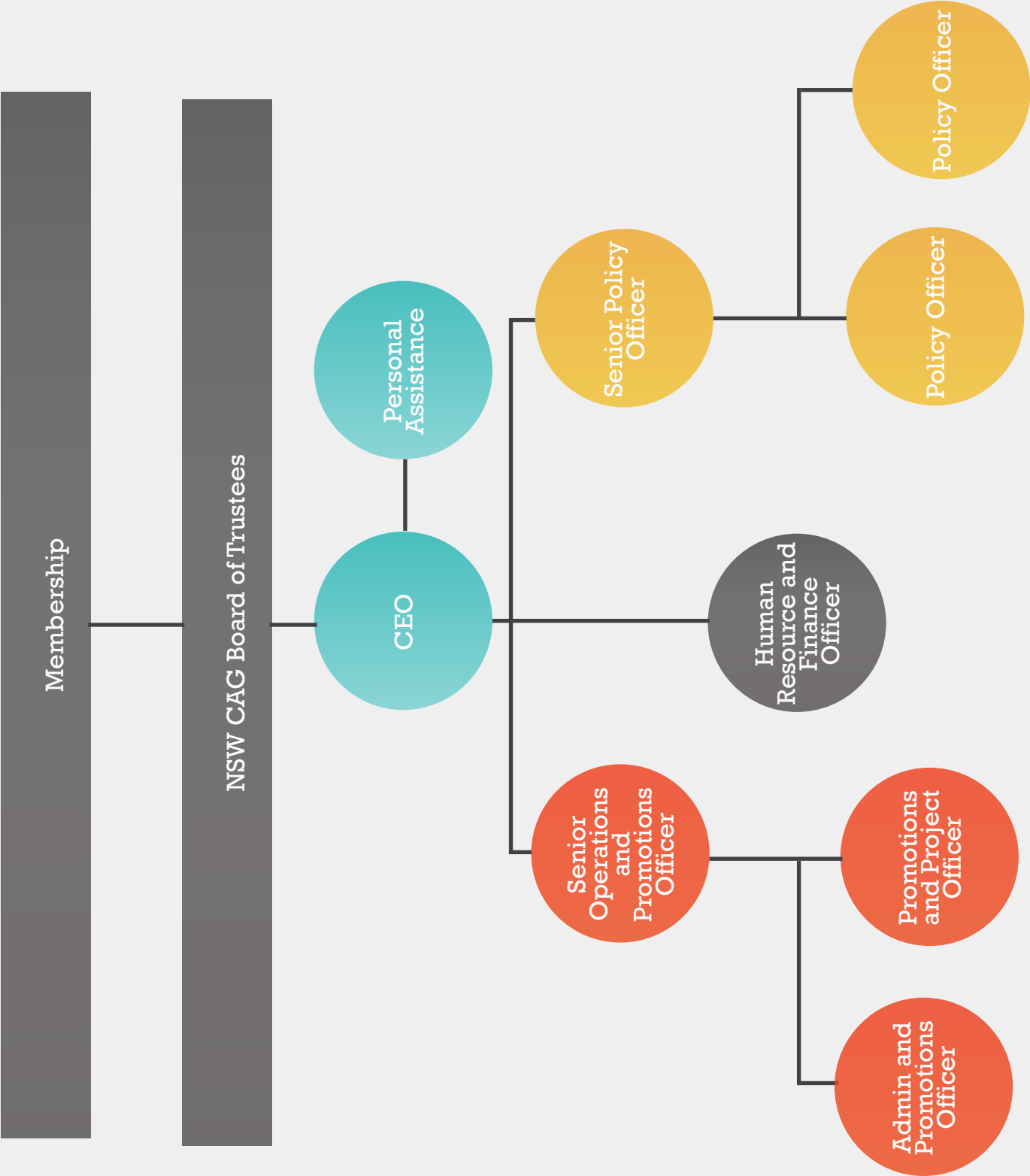
We’d like to thank all our volunteers for the invaluable contribution you’ve made into this organisation. These volunteers include:

- Basil Naimet
- Camilla Pascoe
- Carla Gualtieri
- James Condren

- Julia Gualtieri
- Karen Wells
- Kristy Mounsey
- Mai Thy Nguyen
- Michelle Brown
- Rachael Laidler
- Samantha Moore
- Smriti Jworchan
- Sofia Fuller-Smith
- Suyin Kee
- Vu Nguyen

Your time and efforts are very much appreciated. We could not have achieved what we have this year without your help ■

Organisational Chart



Review of the NSW Official Visitors Program

We submitted a report to the NSW Government on the NSW Official Visitors Program. Our report was informed by consumer feedback from our online survey and face-to-face consultations in different parts of the State. A total of 155 consumers shared their views and experiences. We learned that many consumers have not heard of the Official Visitors, but most people who have used the NSW Official Visitors Program were generally satisfied with the experiences. People wanted the Official Visitors to have more power; more regular physical presence in mental health inpatient units and better and more reliable follow up with consumers. People also wanted there to be a greater number of Official Visitors with lived experience of mental illness.

Proposed 2014-2015 Federal Budget

Following the proposal of the 2014-2015 Federal Budget, NSW CAG surveyed consumers about the likely impacts of the proposed changes to them. We put together a report based on people's views and sent it to all the Senators in Federal Parliament to inform those Senators in their debates about the proposed budget. Our report raised concerns with the proposed changes to healthcare; to the social security system and to the



costs of higher education. We received eight responses to our report from Senators and government departments.

Review of Australia's Welfare System

In August 2014, NSW CAG, in partnership with the Mental Health Association, ARAFMI NSW and Mental Health Carers ARAFMI Australia, submitted a joint response on the Interim Report for the Review of Australia's Welfare System.

We wrote about how some of the Interim Report's suggestions would affect people with a lived experience of mental illness. Our response discussed how the welfare system, including Centrelink payments and employment services, could better support people with mental health issues and their carers in their individual choices and goals. We also suggested that the Australian Government should

address barriers, such as the stigma and discrimination around mental illness, that make meaningful community participation difficult for many people.

Federal Inquiry into Health Policy, Administration and Expenditure

NSW CAG submitted a response to the Federal Senate Inquiry into health policy, administration and expenditure in September 2014.

In our submission, we wrote about the importance of healthcare, such as GP visits and medications, to be affordable for people with mental health issues. We commented on the importance of GPs having more training and support to provide mental healthcare. We also identified the need for health services and agencies to engage directly with communities and with the full range of healthcare professionals, when trying to better integrate and coordinate healthcare services.

**NSW CAG sits
on 8 national
and 48 statewide
committees**

In November, we received an invitation to attend a Senate Committee hearing in February 2015. This will give us a chance to provide more input into the inquiry.

Committees and Working Groups

We continued to advocate for consumer issues through our participation on committees and groups. Throughout this year, we have been members of 56 committees or policy/project groups, 8 of these were at the national level and 48 were at the State level.

These committees and groups covered a wide range of topics, including: the mental health of older people, children and young people; the mental health peer workforce; the use of Community Treatment Orders; Housing; Advance Care Planning in mental health settings; health care complaints; physical health and nutrition; mental health services improvement and a whole lot more.

Listening to consumers

Consumer feedback is central to our advocacy work. Where possible, we include quotes and real life stories from consumers in our advice and comments to illustrate specific concerns.

We gather feedback and real life stories from consumers in a number of ways. For example, throughout the year, we held a number of surveys (online and printed) and face-to-face consultations. We held our own events; we participated in other people's

events (for example, by holding stalls) and consumers also called or emailed us to tell about issues that are affecting them.

To make sure we hear from different people, we also travel around the State to meet people in different communities and services.

This year, we visited different parts of Sydney outside the CBD, as well as Northern NSW, the Mid North Coast, Western NSW and the Murrumbidgee. We also visited people who were in hospital, including forensic mental health services. On our travels, we met with many people who generously welcomed us and shared their views and ideas with us. Some of these people also went on and to become NSW CAG members!

Conferences and similar events

NSW CAG attended a number of conferences, forums and webinars in the last year. These helped make sure we have a good understanding of new developments in the mental health space and other related areas. They are also good opportunities for us to connect with others who are important to our advocacy work. We attended conferences and forums about recovery orientation, the National Disability Insurance Scheme; issues to do with older people; and issues to do with people who are lesbian, gay, bisexual, transgender,

intersex, queer or questioning.

Aside from our own attendance, we supported consumers to attend some of these events. These included

The Mental Health Services Conference (TheMHS) in Melbourne in August 2013, Summer TheMHS in February 2014 and TheMHS in Perth in August 2014.

In one such TheMHS presentation at Melbourne last year, we drew on key consumer feedback from our There's No Place Like Home project. For the presentation, we also collaborated with the Milk Crate Theatre. With their consumer ensemble, The Milk Crate Theatre produced a short film called 'Homefull', which was about people's experience with homelessness and having a home. We showed the film during our presentation at TheMHS. On the recommendation of the Mental Health Commissioner of NSW, John Feneley, we also showed the film at the NSW Premier Council on Homelessness.

In TheMHS in Perth, NSW CAG staff and Board were involved in more than 9 presentations and panels – five of these directly related to our work at NSW CAG ■

Consumer feedback is central to our advocacy work

Operations and Promotions Report

Diversification of Funding

2014 marks the beginning of a new approach to funding resources for NSW CAG. This year, we are aiming bigger and better than ever, in an attempt to reach a wider, more diverse range of consumers by applying for community and philanthropic grants, as well as NGO and government-based funding in addition to partnering up with a wide variety of service providers. Even more exciting, NSW CAG is beginning to pick up more revenue through consultancy fees (both from our CEO's expertise as well as through our extensive experience and knowledge in the peer worker sector gained from working on projects such as the Consumer Workers' Project). NSW CAG has been asked to

provide training modules and teach courses on individual and systemic advocacy at various Recovery Colleges as well as the NSW Institute of Psychiatry.

NSW CAG was nominated for a HESTA award valued at \$10,000 for its work in the Community Mobilisation Project in December last year. The CEO and the Senior Promotions and Operations Officer were flown to Brisbane for the awards ceremony. This year, we will be looking to be nominated again for the cutting edge work we do in the peer and advocacy sectors.

NSW CAG received a \$7,000 grant from the City of Sydney Council to assist in the running of the Recovery in Art event which will reach more consumers and a far greater audience than ever before.

NSW CAG has approached the City of Sydney Council to see whether ongoing grant monies can be supplied for the highly lauded and successful Recovery in Art event under the cultural grants scheme run by the council.

NSW CAG is in the development stage of several partnership proposals around the subject matter of physical health, in particular with the Bondi Centre (currently running a project on the effect of exercise and nutrition interventions for young consumers taking anti-psychotics for the first time). We hope to fund this through various philanthropic grants we have applied for (BUPA, ROTARY, etc.)

The Community Mobilisation Project

The Community Mobilisation Project, a collaborative venture between the Mental Health Commission, NSW CAG, consumer agencies and consumers across the State was a highly successful project which resulted in skill development in facilitation, scribing, administration, organisation and management for consumers. Using a tailored Facilitation pack, consumers across the State learned how to organise, hold and run consumer consultations and witnessed first-hand evidence of the

importance and value of consumer participation. NSW CAG's role in this project led to a nomination for a HESTA award.

During the Community Mobilisation Project, feedback from consumer agencies and from individual consumers who had participated was extremely positive. Over fifty percent of the facilitators who conducted consultations were first-time consumer facilitators, who relied uniquely on the materials provided by

the MHC and the support of consumer agencies to carry out their consultations. The collated evaluations report that many of these consumers reported feeling much more connected to the consumer sector, aware of their rights and in general more powerful and connected.

Nominated for
a \$10,000 Hesta
Award in Social
Justice

NSW Consumer Workers' Project

The development of meaningful consumer participation mechanisms is a key priority in national and State mental health policies and strategies. NSW Mental Health Consumer Workers (MHCWs) are a significant element in a broader mental health participation strategy in NSW.

MHCWs have been employed in various capacities in NSW Mental Health Services for some years. They are seen as key workers in the support and advice they offer to NSW Mental Health Services on a range of issues including consumer advocacy on an individual and on a systemic level. There are now over 65 MHCWs employed in NSW Mental Health Services across the State.

The NSW CAG Consumer Workers Project (CWP) project has supported the NSW Mental Health Consumer Workers' Committee (CWC), and the NSW Mental Health Consumer Workers' Annual Forum. NSW CAG, through



this project, has also provided significant support and facilitation to the CWC to finalise the Framework for the Mental Health Consumer Workers and to promote and present this Framework for endorsement by the Mental Health Program Council.

This year, the MHCW Committee has been developing policies and procedures in the areas of: Peer Supervision, Education and Development, Activity Recording and Reporting and Post Seclusion.

These policies and procedures were developed by specialised working groups and are supported by primary and secondary research conducted by working group members. It is the MHCW Committee's hope that, when the Framework is ratified, that these policies be attached as supplementary documentation, leading to a more comprehensive and practical overall document that can be more readily implemented.

Recovery Forum

In September 2013, we held our very first Regional Recovery Forum in Orange, NSW. The theme of the forum was 'Consumer Participation & Recovery'. Over 50 people from across the region, including Mudgee, Cowra, Dubbo and Bathurst, came to the Forum.

We heard from Bradley Foxlewin, a Deputy Commissioner of the Mental Health

Over 50% of consumer facilitators were first time facilitators

Commission of NSW, about how lived experience of mental illness can drive reform. We also heard from a panel of four consumers about their experience with the challenges and successes of consumer participation. Bradley

Foxlewin, Jenny Coleman, Peter Fotakis, and Kerry Finnegan were the panel speakers.

People took part in different workshops during the afternoon. One workshop asked people what recovery meant to them and why. One

workshop looked at the pros and cons of telling someone else about our experience of mental illness, and ways to talk to people about it. Another workshop gave people opportunity to talk to the Mental Health Commission of NSW and give input to their draft strategic plan.

In their feedback, people told us they enjoyed being able to voice their views honestly and to hear from other consumers. People found it useful to learn about achievements that other consumers have made. They also enjoyed the opportunity to catch up with old friends and make new ones.



We held the 2014 sixth Recovery Forum on Thursday 4 September at Ashfield, a suburb in Inner West Sydney. The Recovery Forum is an event for people with a lived experience of mental illness to learn from each other by sharing stories and skills. About 80 people attended the forum, with some people coming from areas outside of Sydney.

The theme for the Recovery Forum was 'Whole of Health'. We had stimulating discussions about how other components of health (physical, spiritual, emotional, social and environmental) influence mental health.

The program featured guest consumer speakers who shared how their experience of a component of health (e.g., physical health) affects their mental health and recovery. The speakers shared positive strategies they came across for improving that component of health and their mental health.

There were also a range of consumer-led workshops on art, storytelling, social health, exercise and nutrition, poetry and the environment. Each workshop was interactive and focussed

on a component of health and how it affects mental health. People could choose two workshops to attend.

A big thank you to everyone who attended as a participant, stallholder or facilitator.

Your stories and experiences enlivened the forum and it would not have been the same without you.

We've had some excellent feedback from the day. Here are a few testimonials:

Unprecedented positive feedback for the Recovery Forum

"Before I arrived at the hall in Ashfield I was feeling not quite myself... but before long and by the end of the day I found myself feeling focused, happy, positive and re-energised."

"I had such a good time and the workshops I went to were amazing, the poetry slam and exercise and nutrition workshop. I felt great being around like minded people and felt real warmth and connection with everyone."

Recovery in Art

Every year, NSW CAG run the Recovery in Art exhibition, an event that showcases the creative works of people with lived experience of mental illness from across the State and tries to break down stigma through the use of personal stories and artistic expression.

With more than one hundred artworks, this year's exhibition was NSW CAG's biggest and most vibrant Recovery in Art to date.

Artworks came in all shapes and sizes. From sculptures,



landscapes and portraits to video installations, comic books and an ingeniously crafted board-game, the artworks were as diverse as the artists themselves.

Held for the first time in the historic Muse Gallery in Ultimo TAFE, we wanted to give our artists the star treatment they deserved. We rolled out the red carpet (literally) and threw a ritzy launch party to celebrate their work and achievements.

The launch was a smashing success with more than one hundred people attending, including the newly-appointed NSW Governor His Excellency General David Hurley, the NSW Mental Health Minister Jai Rowell and NSW Member for Sydney Alex Greenwich.

It was heartening to see our artists' works being recognised by such prominent leaders in the community. It was the Governor's second official appearance since his appointment.

In his opening speech, he said that mental health was an issue he worked for in his time as a General in the armed forces and it would be a keystone issue for his time as Governor.

One of this year's artists, Tina Pirola, spoke to us about what art means to her and the role it played in her recovery process.

"Art is a way of making sense of it all," she said. "When you don't have the words to



express what you're thinking or feeling, art has a way of connecting with people and starting a conversation."

"Being a part of Recovery in Art has been important to me. People with a mental illness often feel invisible in society.

To have an exhibition that

acknowledges my artistic process hand-in-hand with my recovery process has been so refreshing" said Tina. "It's not about whether you like an

artwork or whether it's 'good' or 'bad', it's about the process of making the work, what it means to the artist and what it means to the viewer."

We'd like to thank everyone who was involved in the 2014 Recovery in Art exhibition for making it the great success that it was. We'd especially like to thank our artists for having the courage to create and show their artworks. It was a real honour to be able to give such inspiring people a platform to share their stories.

Grow Conferences

NSW CAG co-hosted two travelling conferences on Building Communities with

Over 100
artworks from
across NSW

GROW; one in Lismore on Tuesday 27th August and one in Wagga Wagga on Tuesday 29 August. The conferences received funding from the Mental Health Council of Australia through its Conference Funding Program to support consumers and carers to attend free of charge. The forums were attended by a mix of consumers, carers and service providers in the two areas. The conferences aims were to connect with people in the community, and to explore ways consumers had stayed connected or reconnected with their communities after being unwell.

46 people attended and 35 people (which was 76% of the total number of participants) identified as consumers. Overall, the comments and feedback from these conferences were overwhelmingly positive, including comments like: “[there was] close contact – therefore better communication,” and “[I liked] hearing differing approaches and sharing of experiences and knowledge.”

Promotions

NSW CAG created a promotions department this year for the first time and we have been steadily developing a new and fresh approach to our social media strategy. Social media is central to connecting NSW CAG with mental health consumers, carers, service providers, clinicians and other interested parties, by enabling the organisation to share useful information and relevant events related to mental health.



NSW CAG uses Twitter to inform our followers about various mental health illnesses, coping strategies and important issues associated with mental health through useful and informative articles.

We currently have nearly 800 followers on Twitter, which is almost a 300% increase from the beginning of the year.

NSW CAG uses Facebook to promote mental health related education, training and support programs so that people are informed of ongoing events.

We have increased our engagement with consumers and other people by linking our Facebook to our Twitter, so that our Twitter followers are directed through to Facebook where they can like our pages. Once people have clicked onto our Facebook page we try to keep them interested through our promotion of various events and related



information. We currently have around 300 likes on Facebook, which is a 100% increase from the beginning of the year.

We also ask people to follow us on Twitter @NSWCAG and like us on Facebook www.facebook.com/NSWCAG for upcoming events, useful tips on mental health and interesting articles through our other media, including e-news, Special Bulletins and word of mouth or referral.

On top of a surge in our digital promotions, this year, we've also started to engage with more mainstream media. For example, in promoting our Recovery in Art exhibition, we successfully pitched stories to publications like the Daily Telegraph, resulting in increased awareness for the event ■

**A 300% increase
in Twitter
followers.**

Financial Reports

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SYDNEY NSW 2000

The Committee,
NSW Consumer Advisory Group - Mental Health Inc.
Suite 501, Level 5
80 William Street
SYDNEY, NSW, 2000

Dear Committee Members,

We have completed our examination of your Association's books of account for the year ended 30 June 2014 and attach hereto for your information the following Statements:-

- (1) Management Committee Declaration.
- (2) Statement of Financial Position as at 30 June 2014.
- (3) Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2014.
- (4) Statement of Cash Flows for the year ended 30 June 2014.
- (5) Notes to and Forming part of the Financial Statements for the year ended 30 June 2014.
- (6) Auditor's Report to the Members.
- (7) Detailed Income and Expenditure Statement & Disclaimer of additional financial data.
- (8) Auditor's Report, and Income and Expenditure Statement, Core Funding
- (9) Auditor's Report, and Income and Expenditure Statement, Untied Funds
- (10) Auditor's Report, and Income and Expenditure Statement, Consumer Workers Committee Project
- (11) Auditor's Report, and Income and Expenditure Statement, MHC - Consumer Management Project
- (12) Auditor's Report, and Income and Expenditure Statement, Mental Health Conference Funding Project

Yours faithfully,

Thomas Davis & Co.

NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
ABN 82 549 537 349

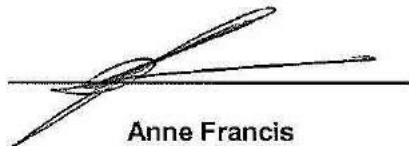
STATEMENT BY MEMBERS OF THE COMMITTEE

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 2014 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that NSW Consumer Advisory Group - Mental Health Inc. Inc. will be able to pay its debts as and when they fall due.

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



Anne Francis



Virginia Dival

SYDNEY, 20th October 2014

NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
ABN 82 549 537 349

STATEMENT OF FINANCIAL POSITION
AS AT 30TH JUNE 2014

		2014	2013
	Notes	\$	\$
Current assets			
Cash assets	5	265,270	237,988
Receivables	6	3,747	24,717
Total current assets		<u>269,017</u>	<u>262,705</u>
Non-current assets			
Property, plant and equipment	7	8,197	10,036
Total non-current assets		<u>8,197</u>	<u>10,036</u>
Total assets		<u>277,214</u>	<u>272,741</u>
Current liabilities			
Payables	8	15,735	16,855
Provisions	9	38,850	32,622
Total current liabilities		<u>54,585</u>	<u>49,477</u>
Non-current liabilities			
Provisions	9	15,174	1,977
Total non-current liabilities		<u>15,174</u>	<u>1,977</u>
Total liabilities		<u>69,759</u>	<u>51,454</u>
Net assets		<u>207,455</u>	<u>221,287</u>
Members Funds			
Retained funds	13	207,455	221,287
Total Members Funds		<u>207,455</u>	<u>221,287</u>

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

NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
ABN 82 549 537 349

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2014

	Notes	2014 \$	2013 \$
Revenue from ordinary activities	2	692,201	1,221,695
Expenses from ordinary activities:			
Employee expenses	3	503,292	837,546
Other expenses from ordinary activities	3	<u>202,741</u>	<u>639,808</u>
Surplus / (deficit) from ordinary activities before income tax expense		(13,832)	(255,659)
Income tax revenue / (expense) relating to ordinary activities	4	<u>-</u>	<u>-</u>
Other Comprehensive Income		-	-
Total Comprehensive Income for the Year		<u><u>(13,832)</u></u>	<u><u>(255,659)</u></u>

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

NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
ABN 82 549 537 349

STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2014

	Notes	2014 \$ Inflows (Outflows)	2013 \$ Inflows (Outflows)
Cash flows from operating activities			
Cash Receipts		713,171	1,196,979
Cash payments to suppliers and employees		(681,948)	(1,493,102)
Net cash provided by / (used in) operating activities	11(b)	<u>31,223</u>	<u>(296,123)</u>
Cash flow from investing activities			
Payments for property, plant and equipment		(3,941)	-
Net cash provided by / (used in) investing activities		<u>(3,941)</u>	<u>-</u>
Net increase / (decrease) in cash held		27,282	(296,123)
Cash at the beginning of the financial year		237,988	534,111
Cash at the end of the financial year	11(a)	<u>265,270</u>	<u>237,988</u>

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

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 2014, and the statement of profit or loss and other comprehensive income and statement of cash flows for the year then ended, a summary of significant accounting policies, other explanatory notes and the certification by members of the committee on the annual statements giving true and fair view of the financial position and performance of the association.

The Responsibility of members of the committee for the Financial Report

The members of the committee of the association are responsible for the preparation and fair presentation of the financial report and 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 2014 and of its financial performance and its cash flows for the year then ended in accordance with accounting policies described in Note 1 to the financial statements, and the reporting requirements of the Associations Incorporation Act 2009 NSW.

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.
THOMAS DAVIS & CO.
J. G. Ryan
J G RYAN PARTNER

Chartered Accountants

SYDNEY,

20th October, 2014

Liability Limited by a scheme approved under professional standards legislation.

