



Being

Annual Report 2016





BEING

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

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Being

About us

BEING is the independent, state-wide peak organisation for people with a lived experience of mental illness. We work with people to achieve and support systemic change.

Our vision

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

Our purpose

BEING's purpose is to ensure that the views of people with lived experience of mental illness are heard by policy makers, service providers and the community.

Our values

The lived experience of people is fundamental to all that BEING does and our work is underpinned by a commitment to upholding international human rights.

BEING holds the following values:

- Respect and dignity for all to enable inclusion
- Social justice and equity to ensure participation
- Belief in recovery to make it possible for every individual to recover
- Integrity to ensure transparency and accountability
- Fidelity to ensure the legitimate representation of the views of people with a lived experience of mental illness

Our guiding principles

- Principles of recovery underpin all our work
- Recognition of the importance of a holistic approach
- Collaboration and team work
- Flexibility, responsiveness and innovation
- Consultative and participatory processes that have consumers at the centre
- Promoting equity and positive images to address discrimination and prejudice
- Being accessible and approachable for all
- Promoting professionalism and quality practice

CEO's Report

2016 has been a year of significant change and 'reform'. With this change is the potential for new opportunities for people with mental illness to live purposeful, connected lives. There has, however, also been significant uncertainty and concern as the potential impact of the reform on people with mental illness has not always been clear.

At BEING we have been working with people to engage and provide input into reform processes from lived experience perspectives. In doing this we have been communicating how best to reform mental health from a consumer perspective. Furthermore, we have been working with consumers and policy makers to identify potential negative impacts of reform on the lives of people with mental illness and have provided significant input on how best to mitigate or alleviate potential negative consequences of reform. We have also been active in disseminating information of the reform processes to ensure consumers are kept up to date on where reforms



are at and how they might be affected.

At BEING we work with consumers to ensure that people with lived experience can 'Live Well' and engage in and contribute in their communities and society as they choose. This includes: programs, projects, representation, policy work, training and conference keynotes that are aimed at:

- INFLUENCING mental health reform from consumer perspectives.
- INCREASING the understanding and appreciation of lived experience and the benefits of consumer participation.
- ENSURING people with lived experience are welcome and included in the communities of their choice.
- BUILDING the capacity of people and services to work more effectively and respectively with people with mental illness.
- FACILITATING people with lived experience to advocate for and to instigate change at the local level
- SUPPORTING and GROWING the peer workforce and peer led and run service provision.
- IMPROVING service provision to ensure that consumers have access to good recovery oriented, safe, trauma informed services when they need them.

Some significant examples of BEING's work over the last year are showcased in this report.

In presenting and commend-

ing our report I extend a big thank you to all of the BEING team. To our staff for their expertise energy and commitment to our work; to the BEING Board members for their leadership and their exceptional commitment to our organisation; and to all of the people with lived experience we have worked with over the past year for their passion and expertise. I also thank the Mental Health Commission of NSW for their support of BEING and for our shared commitment to consumer participation and to ensuring that all people have the access and opportunity to 'Live Well'. Last, but not least, I thank our fellow Collective Purpose partners - WayAhead and Mental Health Carers NSW, and in particular my fellow CEOs, Elizabeth Priestley and Jonathan Harms for their camaraderie and support of BEING's work and me personally.

This report is a comprehensive testament to the important work that BEING does and will continue to do in years to come. As the CEO of an excellent team of committed, wonderful people, I am very proud to be able to present this report to you.

In Solidarity,

Dr Peri O'Shea

Chairperson's Report

Over the past three years, as the Treasurer, Vice-Chair & Treasurer and now Chair, I have been fortunate enough to be part of the development of the NSW Consumer Advisory Group into BEING, and also the Collective Purpose partnership. I am proud of BEING's achievements and the contribution of its members and staff to the advancement of its cause and mission for the good of the people of our state.

From the time I was elected Board Chairperson, at the beginning of this year, the organisation and the Board have faced new challenges as we move through the state's mental health reform. We are continually guided by the values of dignity and inclusion, and we proudly advocate for social justice in the transformation of our state's mental health sector. In this connection I was personally inspired to undertake a Masters degree in Social Work, i.e. social justice and human rights, which I am about to complete this month.

2015 closed with an announcement from our Government discussing National Mental Health Reform, and throughout 2016, we have seen more and more state and national services align their work with the evidence-based recovery principals we strive to represent.

I have been further inspired this year by the growth of the peer workforce across NSW as outlined in the Commission's Living Well: A Strategic

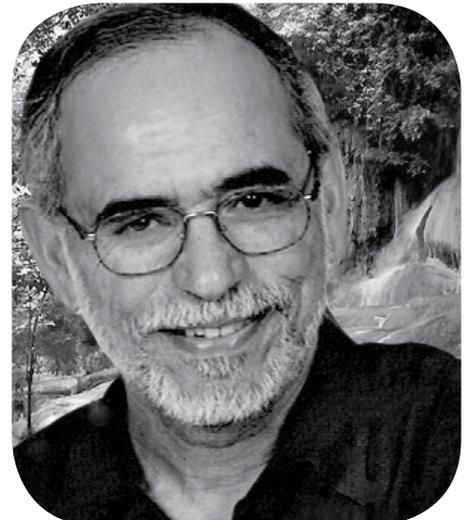
Plan for Mental Health in NSW 2014-2024. There is more work to be done in this evolving space and BEING is leading the charge supporting Public and NGO services to prepare for the greater role peer work will play into the future.

BEING and The Mental Health Commission of NSW have made great strides in consumer participation and empowering people to represent themselves in the new mental health sector. I look forward to the Consumer Participation, Influence and Leadership Framework that is being produced by the Commission and collectively written by many partners including BEING.

Works like this will provide practical support for services to understand and implement co-design, and to truly incorporate lived experience in all the work they do. I would like to thank all the Board members for their commitment throughout 2016. My work with the Board of BEING continues to be a fulfilling experience, and I am very privileged to surround myself with such dedicated, like-minded people.

I would especially like to thank my Vice-Chair, Irene Gallagher for her support and also all the boardmembers for their role in navigating the many changes BEING has made this year in the successful partnership of Collective Purpose.

At the time of writing this, a large majority of BEING staff and Board members are people with their own experi-



ences of mental illness and recovery. This alone demonstrates the passion, resilience and capability of consumers to have a voice in the planning of mental health and other services.

These wonderful people all work tirelessly to share their experiences and those of the people in NSW. Together we labour toward a collective vision of valuing all people in our community.

The past 3 years have been a wonderful challenging chapter in my journey. I am proud to have worked with the BEING board and CEO, Peri O'Shea, and with great hope I look forward to the next chapter of our work together, particularly in partnership with the Commission, through the Funding Agreements' Review task and other challenges of the Mental Health Arena and the Corporate Board responsibilities, which may include review of the constitution to reflect ability to meet the challenges of the time and future.

Faye Nour

Official Launch Of The Collective Purpose Hub



The Collective Purpose was founded by BEING with WayAhead (formerly the Mental Health Association NSW) and Mental Health Carers NSW (formerly ARAFMI NSW).

It was exciting to hold the official launch of the Collective Purpose Hub in July this year. The launch was held at the beautiful Collective Purpose conference rooms and attended by colleagues and friends of all three organisations. In the development of the Collective Purpose, this year has been full of challenges and successes.

It was fantastic to be joined in the Collective Purpose rooms by passionate people in the sector to celebrate. Our local MP Alex Greenwich and NSW Mental Health Commissioner John Feneley jointly cut the ribbon and declared Collective Purpose officially open.

BEING with WayAhead and Mental Health Carers NSW have been collaborating since 2006 as Partners in Mental Health (PiMH). In 2014, we decided to strengthen our relationship through developing shared administrative support arrangements and secured a workspace where we could co-locate. The Collective Purpose Hub is one of these arrangements.

Collective Purpose is a collaborative, co-working space that has been carefully designed to support individuals and organisations to achieve greater impact.

All three organisations are striving to make a difference in mental health and together we bring more than 120 years' experience of working in the not for profit sector. Our collective expertise applies to a range of areas, including the development and delivery

of programs, mental health promotion, education, training and support, engaging and supporting volunteers, advocacy and policy influence, not for profit finding and management and governance.

We are now inviting other individuals and not for profit organisations to reap the benefits of working collaboratively. This includes opportunities for organisations to hire the Collective Purpose conference rooms for events and meetings and desk space within the office.

The Collective Purpose Hub is a space where collaboration, co-operation and co-creation are encouraged and facilitated.

We are thrilled the Collective Purpose is officially open and we look forward to continuing this innovative work as a Collective Purpose partner.

"Not for profit organisations are working in a very different environment to the one most are used to. We have to become more entrepreneurial in our thinking and strategic in the way we work. I believe initiatives like Collective Purpose are essential for our long term sustainability."

Peri O'Shea – CEO of BEING



Staff and Volunteers

The staff and volunteers who have worked at BEING in the past year are:

- Adla Abushanab – Project Support Officer: Arabic Mental Health Resource Project
- Angela Cui – Policy and Research Volunteer
- Anna Heldorf – Executive Support Officer and Communications Officer
- Annaliese Mayday – Communications and Administrative Officer
- Dr Peri O’Shea – Chief Executive Officer
- Elena Sutcliffe – Policy and Administrative Support Officer
- Emma Corcoran – Administrative Officer, Policy and Research Volunteer
- Gregory Khatchigian – Administrative and Events Assistant
- Jean Mackay – Communications and Administrative Officer
- Ka Ki Ng – Senior Policy Officer
- Karina Ko – Policy Officer
- Kirsten Gibbs – Project Manager: Consumer Journey Project
- Laura Knight – Administrative and Events Assistant
- Mateusz (Matt) Pasternak – Communications Officer, Events Volunteer
- Paul Jozsef – Policy and Research Volunteer
- Rachael Laidler – Events and Project Officer
- Samantha Eid – Policy Team Administrative and Events Assistant
- Seamus Gilbert – Casual
- Susan Palmer – Casual

In late November 2016, we welcomed Kirsten Gibbs and Jaime Comber to the policy team.



Staff who’ve moved to Collective Purpose

- Anna Heldorf – Executive Support Officer
- Cecilia Rais – Financial and Human Resources Officer
- Maureen O’Keeffe – Administrative Assistant
- Eloisa Cullington – Personal Assistant to the CEO

While they have not gone very far, we would like to thank the above staff for their work with BEING this year.

Staff who've moved elsewhere

This year we said farewell to two of our policy team members, Ka Ki Ng, Senior Policy Officer and Karina Ko, Policy Officer and Annaliese Mayday as Communications and Administrative Officer.

Ka Ki has been a member of the BEING team for over 5 years. She has been an important member of the BEING team and community. Her dedication and passion to her work has shaped the development of BEING as an organisation. A massive thank you to Ka Ki for her significant contribution to BEING.

Karina is moving on to another position after working at BEING for over 2 years. She has been a wonderful BEING ambassador and contributed significantly to BEING's policy work. Thank you to Karina for her support and hard work.

Annaliese Mayday was a delightful team member who moved on to placement to complete her Masters of Social Work.

We wish Ka Ki, Karina and Annaliese all the best in their new positions.

In memory of Jean Roxon Mackay

This year we were shocked and greatly saddened by the unexpected death of one of our staff member's – Jean Mackay.

Jean joined the BEING team this year in the role of Communication and Promotions Officer and prior to this was already very much part of the Collective Purpose family through her work with WayAhead.

Jean had touched all our hearts with her sense of fun, her passion for social justice, her general zest

for life, not to mention her 'out-there' fashion.

We will remember Jean as the warm, kind and caring person she was, who even at such a young age had learned to live her life to the absolute fullest.

We thank Jean for what she has given each of us. We will miss her always and will never forget her.



Board of Trustees

BEING 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 BEING's progress towards the strategic goals set.

At least 75% of BEING's Board is comprised of people with the lived experience of mental illness.

This year we had 10 Board Members. They were:

- Fayez Nour (Chair)
- Irene Gallagher (Deputy Chair)
- Virginia Divall (Secretary)
- Sunny Hemraj (Treasurer)
- Bè Aadam
- Jodie Ingram
- Kate Gill
- Mandy Miles
- Robyn Maurice
- Rosanne Feneley

Together the Board members have brought a wealth of lived experience and diverse skills to the organisation.

We thank the 2016 Board for their vision, commitment and service to BEING, and to the community.

BEING's Membership

Members of BEING play an important role in driving and guiding the direction of the organisation. Members participate in Annual General Meetings and Special General Meetings, and vote in the Trustees to the BEING Board. BEING offers Membership to people who self-identify as having a lived experience of mental illness, and associate membership to everyone else. Since January 2016, BEING has gained 37 new Members and 3 new Associate Members.

This takes our total membership to 341 Members and 28 Associate Members. This includes 16 members or associate members who identify as Aboriginal and Torres Strait Islander and 30 members or associate members who identify as culturally and linguistically diverse.

We encourage everyone who receives our e-news to check that they are members or associate members of the organisation.

Working Together for Positive Change

Recovery Conference 'House To Home'



SNAPSHOT

The 2016 Recovery Conference was held in June in Southern Sydney. This year's focus was about exploring the connection between home and wellbeing, and ways for consumers to advocate for communities and homes that support mental health recovery.

Forty-two people attended the Conference, and a number of organisations held stalls where attendees could connect and learn about programs and services.

The day before the Conference saw wild weather across NSW, which made it difficult for people outside the area to travel there. Councilor Hassan Awada, Deputy Mayor of Sutherland Shire, formally opened the conference and spoke of the important role that mental health services play in his community.

This year involved a different approach to previous years, with more emphasis on systemic advocacy and what people can do to advocate for issues they are passionate about. Dr Peri O'Shea, CEO of BEING, gave a Systemic Advocacy 101 presentation, with an overview of systemic advocacy principals

and history. An experienced mental health advocate spoke of his experiences advocating for the rights of mental health consumers.

There was also a panel discussion where community leaders spoke of the avenues for advocating in our local communities and how to further work with different types of services and organisations to achieve a common goal.

Karina Ko from the BEING Policy Team spoke about the findings of the 'There's No Place Like Home' project. The feedback received for this project from over 250 people across NSW formed the direction of the Recovery Conference.

This included the importance of housing on mental health recovery, the barriers faced by mental health consumers and what really makes a home

that is supportive of recovery.

This year's workshops focused on key findings from the 'Home' project on what makes a house a home. They included inclusiveness, housing stability and safety.

Each workshop was facilitated by an experienced consumer advocate, and people learnt practical skills and strategies around advocating for systems changes that support mental health recovery. It was inspiring to hear people's ideas and plans for improving housing for people with a lived experience of mental illness.

This conference marked the 10th year of our annual Recovery Conference. Thank you for the continued support of the Conference and to the speakers, panellists and consumer advocates who made the day.

Lived Experience Ideas Exchange

The event brought together consumer advocates, policy makers and service providers in the mental health sector to network, share information on new initiatives and discuss opportunities for collaboration.

Thirty people attended the event and 13 people presented their initiatives. The day included a mix of presentations and workshops, covering a diversity of initiatives, many of which were consumer-driven and led. Some of the initiatives were already up and running, and were inviting more people to join.

Some initiatives were at their early stages of being developed, and were seeking feedback from people to help it grow. In an open and inviting environment, there were opportunities for people to catch up with presenters, explore options for working together and meet new people.

We would like to thank the following people for presenting at our first Lived Experience Ideas Exchange:

- Professional Practice Academy – **Joanna Wilson & Luke Carey**
- BEYOND IGNITION – **Nat Ellis**
- Introducing Peer Workforce into Youth Early Psychosis headspace – **Marko Turner & Gillian Abadines**
- Critical Perspectives on ‘Madness’ Reading Group – **Natalia Jerzmanowska & Sarah Roffey**
- Thrive – **Erin Higgins**
- calmEQ – **Julia Busquets**
- Lived Experience Project: establishing a framework for participation, influence and leadership – **Sage Green & Jenna Roberts**
- Recovery-Oriented Practice Evaluation Service (ROPES) – **Bè Aadam**
- Peer Work in Australia – **Jae Radican**

We received a lot of interest in the event and positive feedback about the day. We are looking forward to holding the event again in 2017.

“It ignited ideas in my mind about how I can contribute and use my lived experience in a positive way, being supported, educated and access/utilise great training opportunities” (Attendee, 2016)



Feature Project 2016

Into The Light: An Arabic Resource In Psychological Health

This year BEING developed a three-part video resource in Arabic called 'Into the Light'. The resource aims to engage the Arabic-speaking communities in NSW on psychological health, distress and seeking help.

The key goals of the project were to produce a mental health resource that is relevant, useful and culturally appropriate for Arabic speaking communities in NSW, and that informs Arabic-speaking communities on basic mental health issues and how to seek help. It was also important that the resource be widely available and easily accessible to Arabic-speaking communities in NSW.

The resource was informed by Arabic speaking communities and those who work closely with them. We formed a Project Advisory Group to give advice on making the resource. The group included an Arabic speaking consumer, Arabic community workers, and people with expertise in working with Arabic-speaking communities' mental health and community engagement. We then carried out four focus groups with first generation migrants across three Sydney areas – two with men and two with women. A total of 48 people shared their views.

Based on feedback we decided to create a three-part video resource to cover the key perspectives that people identified as important. These were from Arabic migrants who have experienced psychological distress

themselves, mental health professionals and Arabic religious representatives. We then worked with Ethno Connect to film and produce the video resource.

The videos are in Arabic with English subtitles. Each video is between 10-12 minutes long and is available to view on the BEING YouTube account and BEING website. A DVD with all three videos is available for free on request.

The resource was officially launched with Arabic communities in July at Rockdale, Sydney. The launch included speakers from Transcultural Mental Health Centre, Liverpool Migrant Resource Centre, Quakers Hill Masjid, and Assyrian Church of the East, a Psychologist and a Consumer.

We have received great feedback about the videos and the importance of their messages. At the time of publication over 120 DVDs have been taken by various community organisations. We will continue to promote the resource and work with Arabic speaking communities on mental health.

BEING would like to thank BEING staff members Ka Ki Ng and Adla Abushanab, the Project Advisory Group, the individuals who participated in the focus groups and the films, our project partners Metro Assist, Liverpool Migrant Resource Centre and Transcultural Mental Health Centre and Ethnos Connect for filming the video.



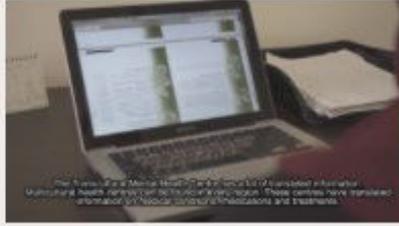
Part 1: The Journey: their experience is common

الرحلة: تجربتهم المشتركة



Part 2: Help begins with some learning

المساعدة: تبدأ ببعض التعليم



Part 3: The Guidance – Insights from religious leaders

الإرشاد: رؤية من الزعماء الدينيين



Part 1 shows the experience of three Arabic consumers. They are all first generation migrants, each from a different country.

Part 2 has information from two Arabic speaking mental health professionals about factors relating to psychological distress, treatments, the mental health system in NSW, and ways to get help

Part 3 shows the view of three Arabic religious leaders in Sydney. The video acknowledges the role religion can play in mental health as well as its limits, and it encourages people to seek assistance from medical professionals.

لجنة المناقشة

المتحدثين Speakers:

أيمن الهبوب – مركز الموارد للمهاجرين – ليفربول
Ayman Alhaboub – Liverpool Migrant Resource Centre

الأخ يوسف حسن – مسجد كويكرز هيل
Brother Youssef Hassan – Quakers Hill Masjid

جوليت سعد – عميل
Juliette Saad – Consumer

الأب يوسف جزراوي – الكنيسة الآشورية
Father Yousef Jazrawy – Assyrian Church of the East

هند صعب – سانية نفسية
Hend Saab – Psychologist

مديرة الحوار Facilitator

هادية بصيري Hadia Baassiri

مركز متعدد الحضارات
Transcultural Mental Health Centre



Connecting with the community

Attending Events

Participating in events is a great way to keep in touch with changes in the sector and to build connections with people and organisations. In 2016, BEING attended a range of events. This included the Official Visitors Program annual two day conference, a film premiere of a mental health documentary 'Gratus', which showed the role gratitude can play in recovery, and the Consumer and Carer Forum in Queanbeyan. We also attended the National Forensic Mental Health Conference in Sydney, which is held every two years.



Grill'd Local Matters

In September we were in the running for the Grill'd Burgers Local Matters competition at the Darlinghurst, Sydney store. Local Matters is a community donation program and every month each restaurant donates 500 dollars back into their local community, with 300 dollars for the winner and 100 dollars each for the other two groups. Each group gets a jar for the month and customers put in tokens as their vote. We were the crowd favourite! And we promise the staff from BEING only had one lunch there.

Out and About

Holding stalls at events is a great way to show the work we do and connect with people in different communities and settings. We held five stalls in 2016, with three being in Mental Health Month. Mental Health Month is held in October each year in NSW and is coordinated by WayAhead - Mental Health Association of NSW. This year's Mental Health Month themed 'Learn and Grow' was a busy month for BEING. Below are two highlights from our Mental Health Month stalls:

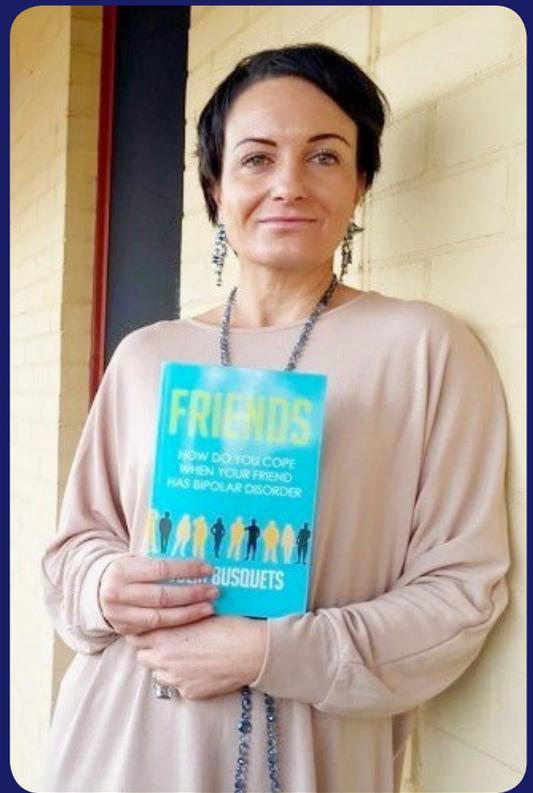
In Sydney, Central and Eastern Sydney Primary Health Network (CESPHN) held their 'Rethinking Mental Health 3.0' forum. Dr Peri O'Shea, CEO of BEING, was on the panel talking about how the community can benefit from a stepped care approach to mental health and suicide prevention. We also held a stall on the day, where many people visited to talk about BEING and mental health advocacy.

At the Wellness Walk organised by the Sunflower Foundation we were excited to be joined by a team of 20 supporters in walking across the Sydney Harbor Bridge to promote Mental Health and to increase understanding in order to breakdown discrimination. Afterwards, we held a joint stall with our friends at WayAhead and Mental Health Carers NSW and offered our fellow walkers free fruit smoothies.



Friends: How Do You Cope When Your Friend has Bipolar Disorder

Another exciting event held in November at the Collective Purpose Conference rooms was a book launch. Julia Busquets with BEING launched her book "Friends: How Do You Cope When Your Friend Has Bipolar Disorder". The book is a handy guide for the friends of those who are diagnosed with Bipolar Disorder. The launch included a book signing and a reading by Julia. Congratulations to Julia on the launch of her book.



Making Use of Technology

This year we have continued to improve our use of technology to highlight the work we do, keep our members and e-news subscribers informed about what we are working on and to expand on our networks. We view our use of technology as a key tool for communication and engagement with broad and diverse audiences. This included our monthly e-newsletter, Facebook and Twitter, and our website.

Some key achievements in 2016:

E-newsletters: On average, we have 13 new subscribers each month, and we are currently distributing the e-news to a total of 1136 subscribers. Since January 2016, we have sent out 9 monthly e-newsletters and 13 special bulletins.

Facebook: Over 668 people have now liked the BEING Facebook page, up from 500 people at the beginning of this year. This is a growth of 33%. The reach of our posts is also steadily growing; this means many of our posts are now being shared with other people that are outside of our direct network.

Twitter: BEING now has 1389 Twitter followers, up from 1000 in January 2016, which is an increase of 38%. BEING has also had 2659 'Tweet impressions', which means what we are saying on Twitter is reaching a huge number of people!

Website: Since the launch of our new BEING website in August 2015, we have continued to focus on adding and improving it. This year we added a Frequently Asked Questions (FAQs) section to answer some of the commonly asked questions about BEING and the work we do. They included what we mean when we use the term consumer, what systemic advocacy is, and how people can get involved with us.

Supporting and facilitating consumer participation

Working with Consumers to Build Sector Capacity

BEING works with people with a lived experience of mental illness to speak at events to share their experiences and feedback. In 2016, we worked with a number of speakers at a variety of different events. These included:

- A training session for GPs on the consumer experience of accessing mental health care via a GP
- A forum held by the Ministry of Health on Electroconvulsive therapy (ECT)
- A forum held by the Ministry of Health on suicide prevention and mental health services
- An Annual Conference on the Treatment of Personality Disorders

A massive thank you to the four individuals who worked with us this year and for sharing your lived experience and insight to a wider audience.

Supporting People to Attend Conferences and Forums

As part of our work we connect people with a lived experience of mental illness to attend events they are interested in participating in. A few highlights from this year included: an Annual Conference on the Treatment of Personality Disorders, a community forum to discuss local health priorities and a Mental Health afternoon tea at Parliament House NSW.

Again, this year we asked for expression of interests to identify three consumer advocates to attend The Mental Health Services Conference (TheMHS). This year's theme was 'People: authenticity starts in the heart' and the conference was held in Auckland, New Zealand.



Update on the YES Questionnaire



BEING has continued to lead the Your Experience of Services (YES) Project in partnership with InforMH. The YES Project embeds consumer participation in quality improvement systems within public mental health services, building on the MH-CoPES Framework through the new National YES questionnaire which invites consumers to rate their experience of service from a recovery oriented perspective.

BEING supports and Co-Chairs the NSW State-wide YES Advisory Committee in partnership with INFORMH. The main role of this committee in the past year has been to grow and promote the use of YES in public mental health services.

Initiatives that have led to the significant increase in the use of YES in 2016 have included: the inclusion of a Key Performance Indicator for YES returns for LHDs, YES data being included in NSW Health Benchmarking Processes, the availability of YES 'Info Boards' in Community Mental Health centres; and the translation of the YES brochure and questionnaire into 21 community languages.

We look forward to continue working with InforMH and Local Health Districts to further embed the use of YES in all public Mental Health services, and also to support the implementation of YES into other Mental Health services, in order to support and increase effective and meaningful consumer participation in service quality improvement.

Consumer Journeys Project

This year COORDINARE, the South Eastern Primary Health Network, engaged BEING to document mental health consumers' stories to highlight areas of strength and weakness within the mental health system within south-eastern NSW. This will enable COORDINARE to use real life experiences for planning, development and commissioning of services.

BEING interviewed consumers between August and October. One carer, and seven consumers, were interviewed and photographed, and their stories were written from those interviews. Three consumers and one carer were filmed, and their stories were made into short videos. These participants were from all over the South East of NSW and each had their own unique story to tell.

"I can't do ten visits a year to George, it's not enough, and if I have a particularly hard month I use them up in a really short time."

- Barb's Story

"My psychologist was really instrumental in facilitating the communication between herself and the hospital, and had spoken to the social work team at the hospital. They helped in the care planning meetings with the midwives with requests."

- Isabelle and Alex's Story

Connecting consumers and the sector

Consumer Workers Forum 2015

As the 2015, Consumer Workers Forum was not reported in last year's annual report due to it being held in late November we are providing an update in this report. We will report on the 2016 Forum in our 2017 Annual Report.

SNAPSHOT

The 2015 Consumer Workers Annual Forum was held on 26 and 27 November at The Collective Purpose conference centre in Sydney. Fifty-five NSW Consumer Workers from across 13 Local Health Districts (LHD) attended the 2015 Forum.

Guest Speakers:

NSW Minister for Mental Health The Hon. Pru Goward

Associate Director of the Mental Health Drug and Alcohol Office, Marc Reynolds

Mental Health Advocate and Researcher, Dr Leanne Craze

Advisor to the Mental Health Commission of NSW, Katrina Davis

Each November BEING organises the NSW Mental Health Consumer Workers Annual Forum. This annual professional development event brings together the state's public mental health peer workers (Consumer Workers) to share ideas and identify best practice to enhance services throughout the state.

The announcement of National Mental Health Reform shortly before the Forum and the anticipated changes to come gave the forum a fantastic political charge. The reform outlines the future of public mental health services in Australia, and highlights the importance of peer workers and the role they play in both service delivery and outcomes for consumers.

At the 2015 Consumer Workers Forum, The Hon. Pru Goward MP, Minister for Mental Health spoke about what is currently happening in State government that has impacted or will impact on Consumer workers and consumers more generally.

The Minister was very supportive of the Forum and the continued growth and development of the peer workforce.

The Forum also included addresses from Associate Director of the Mental Health Branch (formerly MHDAO), Marc Reynolds, mental health researcher and advocate, Dr Leanne Craze, and Consumer Advisor to the Mental Health Commission of NSW, Katrina Davis.

The Forum highlighted the achievements and ongoing professional development of Consumer Workers. The 2015 Forum saw presentations from LHD representatives and group discussions about issues affecting to Consumer Workers lead by the CWC.

This discussion raised issues for facing Consumer Workers and NSW consumers, and has highlighted the need for the Consumer Workers Committee to continue their valuable work representing Consumer Workers and mental health consumers in NSW Health.

BEING in consultation with the NSW Mental Health Consumer Workers Committee and the NSW Consumer Workers will hold the 2016 Consumer Workers Annual Forum on Thursday 24 and Friday 25 November at the Mercure, Sydney.



Building Capacity in the Sector

BEING works in training and education for students and people working in the mental health and human services sector, as well as presenting at conference and forums across NSW.

Our CEO, Dr Peri O'Shea presented on a variety of different topics at a number of events. Below are some highlights from 2016:

- A joint presentation with Mental Health Carers NSW at an Institute of Psychiatry lecture to first year psychiatrists on how to work with mental health consumers.
- A Mental Health Commission of NSW launch of a literature review on the effectiveness of services led or run by consumers in mental health on the importance of consumer led and run services.

- At a Mental Health Reform Conference on what is needed to ensure reforms deliver better outcomes for people with a lived experience of mental illness.

Some highlights from the policy team presentations of 2016 include a joint presentation with one of our Board Members to University of New South Wales Law students on working with people with mental health concerns. We also made a presentation to a delegation of officials from China who were visiting as part of training on disability and human rights organised by the Australian Human Rights Commission. We spoke about the work BEING does and how people can get involved.



System Advocacy Training

In May and October 2016, we delivered our three-day consumer advocacy training at the NSW Institute of Psychiatry. The course, facilitated by Dr Peri O'Shea, is suitable for beginners who are just starting out, as well as consumers who are already working in the space and may want to brush up on their advocacy skills or fill in the gaps with insight that has not been presented in other settings. We are pleased to see more people becoming engaged in the mental health consumer advocacy space.



Federal Election 2016

In July, the Federal Election was held. We put together website content to help people be active participants in the election. This included current advocacy campaigns and position statements from different organisations focusing on the election, ways people could take advocacy actions, information on how to vote, and commitments the major political parties made on a range of topics. We also attended the Just Us 2016 Federal Election Newspaper launch by Justice Action. Just Us is a publication distributed to 44,000 people in prisons and locked hospitals throughout Australia and included statements from all major political parties.

Advocating for consumer views and priorities

We have continued to advocate on a number of issues at a local, state and federal level. This includes formal written submissions to Parliament. Below are some of the highlights from 2016:

Guardianship Review

The NSW Law Reform Commission is reviewing and reporting on The Guardianship Act 1987 (NSW). The Attorney General has asked the Commission to see if the laws in NSW on Guardianship need to change.

In March, we wrote a preliminary submission about why the Act needs to be changed. In this submission, we wrote about focusing on decision-making capacity rather than disability, helping people manage fluctuating capacity, and supporting people to make their own decisions.

In June, the Commission released a background paper on how they are going to undertake the review. The background paper

directly quoted parts of our preliminary submission and at times referenced our submission.

This is an ongoing review, and following on from the preliminary submissions and background paper, the Commission have divided the review into six topics with a question paper for each topic.

They are currently up to Question Paper Two and Three, with feedback due in late January 2017. We look forward to providing further input on the remaining questions papers in 2017.

Senate Inquiry about Indefinite Detention

The Senate Community Affairs References Committee called for feedback on the Inquiry into Indefinite Detention of People with Cognitive and Psychiatric Impairment in Australia.

BEING made a submission in April. This included comments and recommendations based on the problems we have heard about from people who have experienced the forensic mental health system.

In our submission, we made sixteen recommendations about what can be done to improve people's experiences of the forensic mental health system. We sent copies of our submission to a number of Local Health Districts to distribute to forensic hospital patients.



Indefinite detention of people with cognitive and psychiatric impairment in Australia

Submission to the
Senate Standing Committees on Community Affairs
12 April 2016

Pathways to Community Living Initiative

The Pathways to Community Living Initiative is a coordinated NSW statewide initiative. It supports people with complex mental health concerns who have been in hospital for more than a year to, if possible, return to living in the community. This initiative is part of the NSW Government Mental Health Reform 2014 – 2024 to improve mental health care across NSW.

In partnership with the Mental Health Branch at the Ministry of Health, BEING held a consultation regarding the Initiative in August. The consultation was to find out what people with a lived experience of complex mental health concerns have found helpful for living well in the community and the problems they may have faced living in the community.

We also asked for feedback through an online survey. Overall, forty-three people provided their feedback about barriers to living in the community, types of support that would be helpful and what living well in the community would look like to them.

In August, BEING CEO Dr Peri O'Shea participated in a panel by the Ministry of Health and Hunter New England Local Health District (LHD) in Newcastle, NSW. The panel brought together key leaders in the sector to talk about some of the challenges and opportunities that come from the Pathways to Community Living Initiative. The day was attended by LHD staff and consumer and carer advocates.

Lived Experience Framework

BEING staff represented NSW consumers this year at The Mental Health Commission of NSW in their first Lived Experience Steering Group.

The Steering Group, established by the Commission early in 2016, arranged consumer consultation events in Sydney, Lismore, and Gosford as part of a project exploring participation, leadership and influence of mental health consumers in NSW. Guided group discussions explored how consumers can take a stronger role in shaping all aspects of mental wellbeing.

Information from these consultations will be used to guide the development of a framework for consumer participation, influence and leadership.



Working towards an inclusive community

There are currently large changes in mental health reform and the way disability support is provided in NSW. We have continued to advocate for people with a disability related to mental illness. Below is some of our work from 2016:

Disability Networks

BEING is a member of the NSW Council of Social Service (NCOSS) NSW Disability Network Forum and the NSW Ombudsman's Disability Roundtable. As a member of the NSW Disability Network Forum, we contributed to the following Forum submissions:

- NDIS Information, Linkages and Capacity-Building (also known as ILC) Commissioning Framework and;
- Review of the Guardianship Act 1987 – a response to Question Paper One. Question Paper One was about what type of situation must happen before a person can choose someone to make decisions on their behalf.

We also contributed to a letter to the organisation, which administrates the NDIS, called the National Disability Insurance Agency (NDIA) with feedback on the agency's communication with people with a disability.

National Disability Insurance Scheme (NDIS)

On the 1 of July 2016, the NDIS continued to be rolled out in NSW to a number of different regions. To stay up to date with the NDIS and the changes in the community sector we attended events held on the NDIS. This included:

- A forum with the Hon. Pru Goward MP, Minister for Mental Health and the Hon. John Ajaka MLC, Minister for Disability Services at Parliament House to hear from Family and Community Services and the NDIA on how the NDIS will support people with a mental illness in the community.
- A workshop run by the Western Australian organisation Richmond Wellbeing at The Collective Purpose conference rooms. We heard about people's experiences with the NDIS and learnt how to prepare and apply to become a NDIS participant.
- A webinar by the NDIA on how to prepare for the NDIS.

We also presented to a group of disability organisations about the NDIS and people with a psychosocial disability and what can be done to ensure the NDIS adequately meets the needs of people with a psychosocial disability.

We are currently working on putting up information about the NDIS on the BEING website. This will include a short explanation of what the NDIS is and how it is relevant to a person with mental illness, as well as BEING's 'NDIS e-news series' that has key information about the NDIS and what BEING has done on the NDIS and how you can help.

Watch this space!

Across the Lifespan

On Issues Facing Young People

BEING are proudly representing young mental health consumers and young peer workers to a range of government and non-government organisations.

We continue to be an active member of the Children and Youth Mental Health Subcommittee in the Ministry of Health and Young People in Paediatric Inpatient Settings Advisory Group. We supported a consumer advocate to participate in a new advisory group – Project Air for Schools Strategy.

This advisory group worked together on developing training resources for the education system to assist young people with complex mental health concerns, in particular personality disorder. We supported a consumer advocate to attend an advisory group to provide expert advice on the revision of a framework for children of parents with a mental illness. We continue to attend Children and Adolescent Mental Health Benchmarking Forums held by the Ministry of Health.

Recently, BEING staff have been working with the NSW headspace Youth Early Psychosis Program (hYEPP) to explore the hope and support that youth peer workers could bring to the programs participants. BEING will be continuing to support them as they build their peer workforce and employ young peer workers in Western Sydney.



On Issues facing Older People

BEING is an ongoing member of the Older Persons' Mental Health Working Group at the Ministry of Health. Through this group, we are able to have input and learn about developments in policy and services for older people. As part of our work in this area, we continued to participate in the Benchmarking Forums held by the Ministry of Health for Specialist Mental Health Services for Older People. We also attended the 4th NSW Aged Health Collaborative Forum in October at Westmead hospital.

Committee Participation

Overall, BEING participated on 24 committees and interagency groups in 2016. These spanned across a wide variety of topics and purposes. In addition to the committees that have been mentioned throughout this report, a few of the other topics were:

- A forum on Community Living Supports and Housing and Accommodation Support Initiative (HASI)
- A committee to provide feedback on the Mums and Kids Matter Program.

We also continued to chair the Mental Health Consumer Subcommittee, and provide representation at the Mental Health Program Council and Clinical Advisory Council at the Senate Committee on Health Hearing and Roundtable.



Where to from here

BEING board and staff are looking forward to further focusing our engagement and advocacy in 2017. Following a strategic planning meeting in 2016 with BEING board and staff, our advocacy work in 2017 hopes to look more closely at underrepresented groups and raise awareness for the issues these groups face.

BEING staff are very excited to be hosting both the Recovery Conference and the Lived Experience Ideas Exchange in regional NSW in 2017. Both events aim to connect consumers and support consumers to share skills and ideas to create positive change in their community. NSW Minister for Mental Health, The Hon. Pru Goward, will be hosting BEING's Recovery in Art Exhibition at NSW Parliament House in Sydney.

The Parliament House foyer, known as Fountain Court, is a prominent public venue and a high-profile exhibition space. This exhibition will further increase appreciation and understanding of the lived experience of mental illness by Politicians, policy makers and the general public that frequent the foyers of this historic and important building.

Following the 2016 Recovery Conference: House to Home BEING will be continuing our work on the Home Project and raising awareness of the barriers to appropriate housing faced by consumers across NSW. BEING staff will also be assisting the Mental Health Commission of NSW to develop The Lived Experience Framework focusing on consumer participation, influence and leadership.

In 2017, BEING will be focusing on promoting peer work throughout NSW by working with the NSW Mental Health Consumer Workers Committee to organise the NSW Consumer Workers Annual Forum. We also look forward to working with The Mental Health Branch to grow the peer workforce in both public and NGO mental health services, beginning with supporting the establishment of a youth peer workforce in NSW headspace Early Psychosis Program.





Financial Reports



THOMAS DAVIS & CO
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NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
ABN 82 549 537 349

AUDITOR'S INDEPENDENCE DECLARATION

Auditor's Independence Declaration to the Committee Members of NSW Consumer Advisory Group - Mental Health Inc, under section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act)

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2016 there have been:

- (a) no contraventions of the auditor independence requirements of section 60-40 of the ACNC Act in relation to the audit; and.
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.

Thomas Davis & Co.

THOMAS DAVIS & CO.

J.G. Ryan

J.G. RYAN PARTNER

Chartered Accountants

Sydney

23 November 2016

A member of



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NSW CONSUMER ADVISORY GROUP - MENTAL HEALTH INC
ABN 82 548 537 349

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.

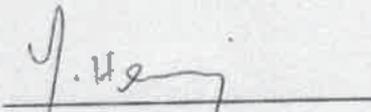
In the opinion of the Committee the financial report:

- (a) Is in accordance with the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act); and
 - (i) Presents a true and fair view of the financial position of NSW Consumer Advisory Group - Mental Health Inc. as at 30 June 2016 and its performance for the year ended on that date.
 - (ii) comply with Australian Accounting Standards to the extent outlined in Note 1 and the Australian Charities and Not-for-profits Commission Regulation 2013;
- (b) At the date of this statement, there are reasonable grounds to believe that NSW Consumer Advisory Group - Mental Health 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 and in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.



Faysz Nour
Chairperson



Sunny Hemraj
Treasurer

SYDNEY,

23rd November, 2016

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

STATEMENT OF FINANCIAL POSITION
AS AT 30TH JUNE 2016

	Notes	2016 \$	2015 \$
Current assets			
Cash assets	5	169,859	316,692
Receivables	6	29,649	8,024
Other assets	7	34,746	-
Total current assets		<u>234,254</u>	<u>324,716</u>
Non-current assets			
Other assets	8	80,000	-
Property, plant and equipment	9	5,879	8,563
Total non-current assets		<u>85,879</u>	<u>8,563</u>
Total assets		<u>320,133</u>	<u>333,279</u>
Current liabilities			
Payables	10	31,255	28,909
Provisions	11	60,168	43,523
Total current liabilities		<u>91,423</u>	<u>72,432</u>
Non-current liabilities			
Provisions	11	20,623	20,451
Total non-current liabilities		<u>20,623</u>	<u>20,451</u>
Total liabilities		<u>112,046</u>	<u>92,883</u>
Net assets		<u>208,087</u>	<u>240,396</u>
Members Funds			
Retained funds	16	208,087	240,396
Total Members Funds		<u>208,087</u>	<u>240,396</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

DETAILED INCOME STATEMENT
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2016

	2016	2015
	\$	\$
Revenue		
Core Funding (NSW) Health	590,091	569,393
Interest Received	35	2,530
Management Fees	2,327	250
Project Grants	58,836	167,255
Other Income	49,644	29,708
Reimbursements / Cost recoveries	117,807	10,401
	<u>818,740</u>	<u>779,537</u>
Expenditure		
Accounting Fees	70	-
Advertising & Promotion	4,950	2,626
Agency Temporary Staff	-	34,066
Assets Purchase <\$500 (OEN-C)	500	-
Audit Fees	4,600	4,450
Bank Charges	364	455
Board Governance Expenses	24,749	36,729
Busi Planning Reporting& Eval	1,500	1,125
Conferences, Events and Forums	37,046	35,782
Consultations	7,200	56
Co-location Expenses	148,604	20,000
Computer Expenses	866	15,077
Consultancy/Contractors Fees	24,471	-
Depreciation Expenses(FF&OE)	2,684	2,206
Employment Support & Supervision	3,109	2,250
Fees and Permits	-	225
Filming	10,655	-
Health & Safety	79	-
Insurance General (all)	2,403	-
Management Fees	6,698	24,742
Meeting Expenses	1,479	3,355
Membership Fees Paid	1,022	1,586
Postage, Freight & Courier	164	895
Printing & Stationery	6,447	7,669
Publication & Inform Resources	20	787
S&W - Annual Leave	20,504	23,523
S&W - LSL Wages	2,460	1,834
S&W - Recruitment Expense	1,624	563
S&W - Personal/Carers Lve	11,473	10,731
S&W - Superannuation Employ Exp	42,184	42,716
S&W - Workers Compensation Ins	2,070	1,447
W&S - Wages & Salaries	434,414	432,468
S&W - Provision Exp Annual Lve	11,304	5,394
S&W - Provision Exp LSL<12m	5,342	(722)
S&W - Provision Exp LSL>12m	172	5,276
Staff Amenities	62	156
Sundry Expenses	-	10
Telephone Fax & Internet Charge	8,857	4,094
Training & Development(staff)	4,592	9,088
T&A - Staff & Subsistence	14,231	10,563
T&A - MVA Allowance (payroll)	1,287	1,195
T&A - Meal Allowance (payroll)	793	1,810
Volunteers Cost	-	2,369
	<u>851,049</u>	<u>746,596</u>
	<u>(32,309)</u>	<u>32,941</u>

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

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

STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 30TH JUNE 2016

	Notes	2016 \$ Inflows (Outflows)	2015 \$ Inflows (Outflows)
Cash flows from operating activities			
Cash Receipts		882,577	779,537
Cash payments to suppliers and employees		(929,410)	(725,543)
Net cash provided by / (used in) operating activities	13(b)	<u>(46,833)</u>	<u>53,994</u>
Cash flow from investing activities			
Payments for property, plant and equipment		-	(2,572)
Net cash provided by / (used in) investing activities		<u>-</u>	<u>(2,572)</u>
Cash flow from financing activities			
Advance to collective purpose		(100,000)	-
Net cash provided by / (used in) financing activities		<u>(100,000)</u>	<u>-</u>
Net increase / (decrease) in cash held		(146,833)	51,422
Cash at the beginning of the financial year		316,692	265,270
Cash at the end of the financial year	13(a)	<u><u>169,859</u></u>	<u><u>316,692</u></u>

The Statement of Cash Flows 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 2016

	Notes	2016 \$	2015 \$
Revenue from ordinary activities	2	818,740	779,537
Expenses from ordinary activities:			
Employee expenses	3	(531,547)	(523,230)
Other expenses from ordinary activities	3	<u>(319,502)</u>	<u>(223,366)</u>
Surplus / (deficit) from ordinary activities before income tax expense		(32,309)	32,941
Income tax revenue / (expense) relating to ordinary activities	4	<u>-</u>	<u>-</u>
Surplus / (deficit) from ordinary activities after income tax expense		(32,309)	32,941
Other Comprehensive Income		-	-
Total Comprehensive Income for the Year		<u><u>(32,309)</u></u>	<u><u>32,941</u></u>

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



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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 2016, 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 Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) 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.

Independence

In conducting our audit, we have complied with the independence requirements of the ACNC Act and any applicable code of professional conduct in relation to the audit.

A member of



Independent legal & accounting firms

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Opinion

In our opinion, the financial report of NSW Consumer Advisory Group - Mental Health Inc.; is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012; including:

- (a) presents fairly, in all material respects, the financial position of NSW Consumer Advisory Group - Mental Health Inc. as of 30 June 2016 and of its financial performance and its cash flows for the year then ended on that date; and
- (b) complying with Australian Accounting Standards to the extent outlined in Note 1 and the Australian Charities and Not-for-profits Commission Regulation 2013.

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 ACNC Act. 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,

23 November, 2016

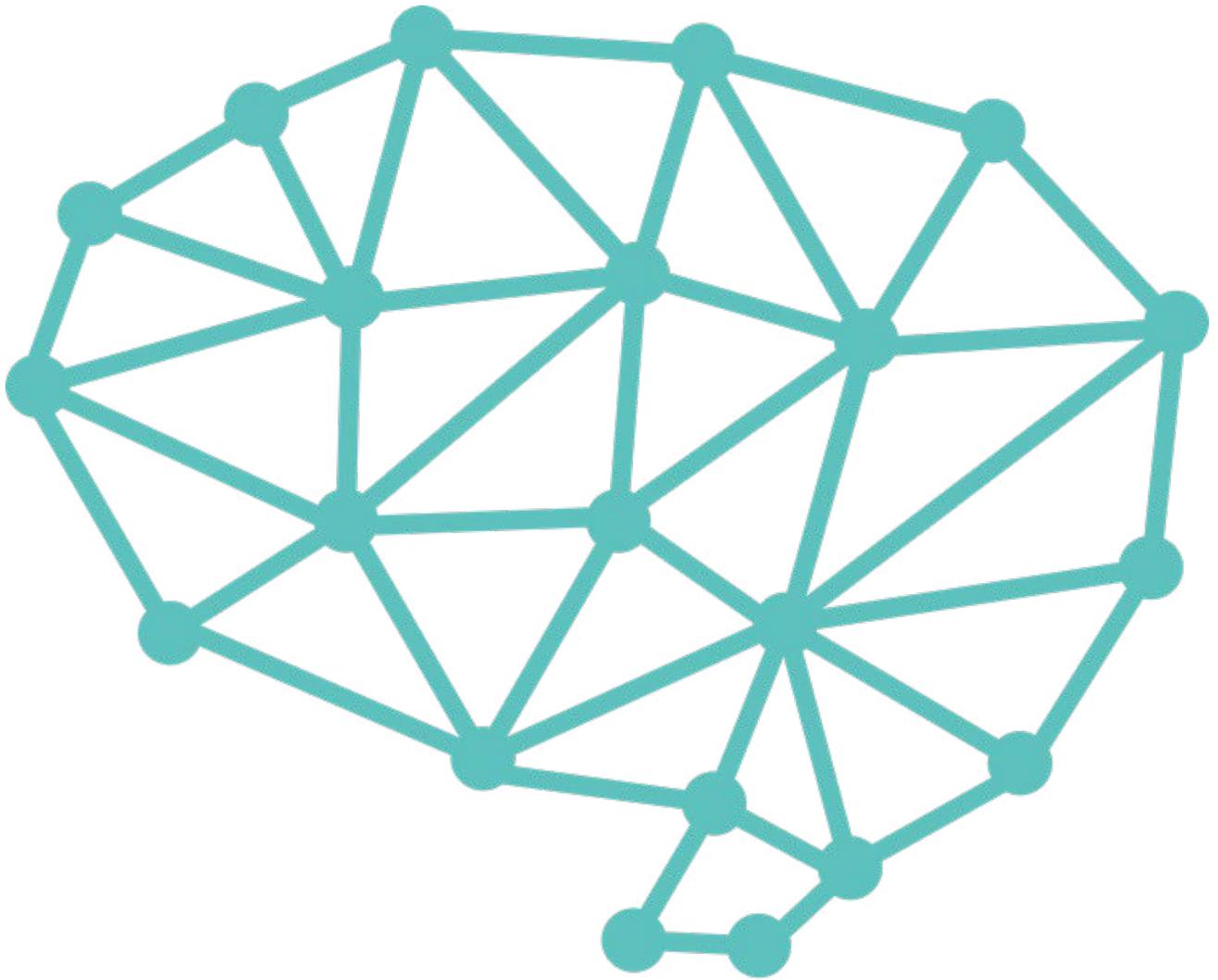
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