



Healthy locals, strong community

Annual Report | 2022/23

Welcome

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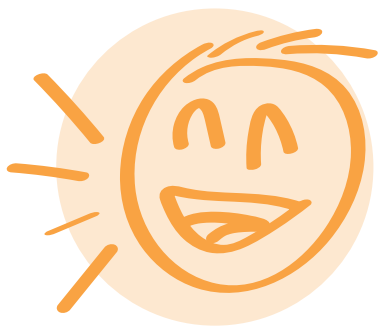
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Inspiro respectfully acknowledges the Wurundjeri People of the Kulin Nation as the traditional custodians of the land on which we operate. We pay our respects to Wurundjeri Elders past, present and emerging, and extend that respect to all other Aboriginal and Torres Strait Islander people. Inspiro is committed to working together to improve the health and wellbeing of Aboriginal and Torres Strait Islander peoples in our community.

Inspiro acknowledges the support of the Commonwealth and Victorian Governments.



Inspiro: A Year in Review



21,285

Calls to
Reception



34,777

Appointments
Attended



5,091

Telehealth
Appointments



2,171

Emergency
Dental
Appointments



7,740

Clients
Accessed
Our Services

The Big Picture

01

A message from our CEO & Chair

Welcome to Inspiro's 2022 - 2023 Annual Report. Inspiro is a community health service provider that is dedicated to supporting the Yarra Ranges community. We provide health promotion and tailored mental and physical healthcare services for people of all ages and stages.

Inspiro, known as Ranges Community Health until 2011, has been in operation since 1995. When we first commenced, our purpose was to support and promote healthy individuals and communities. This belief remains just as strong today. Inspiring healthier lives is at the heart of what we do.

2023 - 2026 Strategic Plan

One of our main priorities in 2022 was to develop a new strategy to take the organisation forward. Working on the back of the Inspiro Service Model, which was developed in 2022, the strategy was developed over a period of more than six months with the Board, Community Advisory Group and Executive Team initiating the process. Inspiro takes its commitment to staff and community consultation seriously and as a result we welcomed staff and clients' valuable input at each stage. Our people and other stakeholders contributed to the strategy through a series of co-design focus groups and interactive workshops. This resulted in our key strategic ambition for the next three years.

3-year Strategic Ambition

Increase our presence in the Shire of Yarra Ranges community so that we can improve health and wellbeing outcomes through strategic, purpose-driven growth.

Released in February 2023, the strategy contains three goals that reflect our response to the major issues facing Inspiro and the community health sector, and includes initiatives designed to focus our growth efforts.

The three strategic priorities are:

1. People and Culture
2. Partnership and Relationships
3. Structure and System

A summary of the Strategic Plan is provided on page 8 of this report.

Investing for Future Success

Following the development of the 2023 - 2026 strategic plan, it became apparent our organisational structure was not geared to deliver on our strategic ambition or support a result-oriented approach. In late 2022 we undertook a review and re-design of our leadership structure with the purpose being to better position the organisation for future growth and opportunities, and to build our internal capability. The investment in leadership was completed in April 2023.

The intention of the new structure was to ensure we have the right mix of knowledge, skills, positions, and ultimately, an overall structure that supports our organisational culture, enables efficient service delivery and helps Inspiro grow. The change took into consideration the current challenges in the health sector and our own financial position so, where possible, we maximised the knowledge, capability and capacity that already existed in our organisation. We already had skilled and knowledgeable staff, however the structure prevented people reaching their full potential. We know the health sector will continue to experience workforce shortages and challenges, but we are hopeful our new structure will impact positively on staff retention and Inspiro as an employer in the Yarra Ranges.

Our Mission

We are the community health service of choice in the Shire of Yarra Ranges - accessible by everyone when they need us.

Why We Do It

Inspiring healthier lives. Our vision is to enhance the overall health and wellbeing of the Yarra Ranges Shire community by supporting people to be healthy, happy and connected with their community, and delivering services and programs that meet their specific needs.

Our Values

- **Friendly** - We make people feel welcome, encouraged, and supported
- **Client-centred** - We place our clients and community at the centre of all we do
- **Local** - Our services are tailored to the needs of our local community



Partnership and Relationships

We continue our commitment to strengthening our relationships with partners and stakeholders. Our collaboration with health services, local government and social service agencies in the eastern region, aims to reduce duplication, and work with a more coordinated approach to finding solutions to similar challenges all organisations are facing.

Inspiro is an active partner in the Eastern Melbourne Health Alliance (EMHA) which is made up of the four community health services in the eastern region, Eastern Melbourne Primary Health Network and Eastern Health. The group commits to thinking at a systems/catchment level and to working for the collective good of the health systems Across the Eastern Region, focussing on health care collaboration to improve health outcomes. In partnership we have been able to introduce a number of services including the IDEAS (Diabetes) program, which looks at the way diabetes is managed across the region, and in the near future, we will assess emergency presentations to the Eastern Health emergency department and how numbers can be alleviated.

The Lilydale Revitalisation Board is made up of representatives from health, education, disability, local government and local industry. Along with Eastern Health, Inspiro's involvement ensures projects impacting positively on health are also considered and funded. Inspiro is striving to ensure equitable access to healthcare in Lilydale through its partnership with Eastern Health and its knowledge of the local community.



“Inspiring healthier lives is at the heart of what we do.”

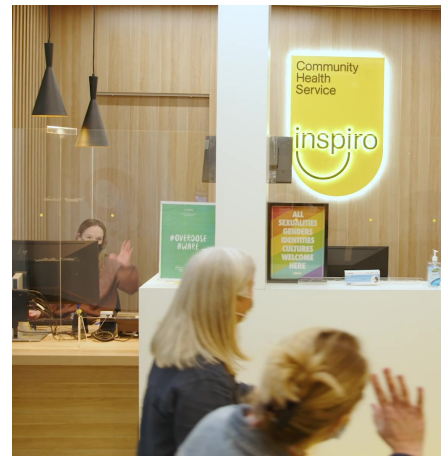


The Community Health First initiative came about in response to the pressure the health system is currently enduring. Community Health First brings together all 24 of Victoria’s registered community health services across metropolitan, rural and regional Victoria with one simple but ambitious goal – improving health and wellbeing outcomes for all Victorians. The community health sector has been providing services to Victorians for 50 years, supporting millions of people during that time. The community health model is a cost-effective model that can keep people healthy and well in their community. For this reason, as a registered community health service, Inspiro is committed to advocating for policy makers to see this model as a solution for the growing demand for healthcare in Victoria.



The community health sector has been providing services to Victorians for 50 years, supporting millions of people during that time.

We continue to work with Anchor, CIRE, Eastern Community Legal Centre and Oonah, to keep young people connected to services. We do this by working together at the location where the Lilydale Youth Hub provided services and advocate for an abridged program to be established.



We know that in partnership we can do more. For this reason, Inspiro continues to deliver innovative services that meet local needs. In February we successfully partnered with Access Health and Community, healthAbility and Self Help Addiction Resource Centre (SHARC), as the local provider of Northeast Metro Mental Health and Wellbeing Connect services (formerly known as Family & Carer-led Centres). The service features a strong presence of lived experience staff which will ensure services are delivered in a way that makes sense to the people we are serving.



We sincerely thank all our partners and stakeholders, recognising that partnerships take time and effort. We look forward to continuing work with them to benefit our communities.

Our achievements over the last twelve months would not be possible without our volunteer Board of Directors and Community Advisory Group. We also acknowledge the tireless work of our leaders and dedicated staff who are driven by supporting their clients and community to live healthier lives.



Stephen Potter
Chair Inspiro Board

Sue Sestan
CEO

2023 - 2026 Strategic Plan

Focus Areas

To be responsive to the needs of our community, we will continue to play an integral role by delivering a broad range of health and wellbeing services.

Our focus for growth will be on: mental health, chronic disease management, aged care, disability and paediatrics.



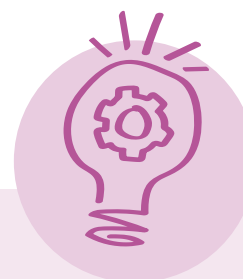
People & Culture

- > We recognise our people deliver the best possible outcomes for our community and we commit to acknowledging their contribution and supporting their wellbeing and development.
- > We attract purpose-driven people who embody the values that shape Inspiro, and in turn we celebrate achievements and foster an environment of flexibility, trust and collaboration.
- > Our teams are highly skilled and best placed to deliver innovative services that support the community of the Yarra Ranges.



Partnership & Relationships

- > We recognise that we operate as part of a broader community sector and health system, and seek to bridge the gap of services for those in our community.
- > We will continue to strengthen our relationships with existing partners to improve the access and service offering for the community of the Yarra Ranges.
- > We will build new partnerships with others to create and nurture a more integrated and sustainable healthcare ecosystem.



Structure & System

- > Our foundations are robust and position us for growth and new opportunities.
- > Our organisation is supported by efficient and effective processes and systems whilst delivering on our Service Model and commitment to client centered-care.
- > Our systems enable sustainable, data driven and high quality service expansion.

Board of Governance Report

While our Board Directors each bring unique expertise and skills to the table, they all share a passion for the health and wellbeing of our community.

Inspiro's Board Directors for 2022-2023 were:

Stephen Potter – Chairperson

Bachelor of Business, Accountant (CPA)

Experience and expertise: Working with not-for-profit organisations in financial management roles since 1982. Extensive community involvement including sports administration. Special responsibilities: Chair Finance and Audit Committee.



more than 8 years of experience in retail banking. Extensive experience in building strong and engaged teams, collaborative partnerships and delivering positive community outcomes.

Graduate Australian Institute of Company Directors (G.A.I.C.D)

Experience and expertise: Executive Director of the Australasian Menopause Society. Over 20 years experience in the public, not-for-profit and government sectors. Extensive experience in health policy development and implementation, and program management in the primary, acute and community health sectors.

Graham Warren – Deputy Chairperson

Graduate Australian Institute of Company Directors (G.A.I.C.D)

Experience and expertise: Manufacturing Manager – CME, Bayswater. Former Councillor (7yrs) and Mayor (1yr), Yarra Ranges Council. Actively involved in local sporting and community groups. Former Board member of Agribusiness Yarra Valley and the Lilydale Museum Trust. Special responsibilities: Deputy Chairperson.



Katie Nitti (Yeaman) – Director

Bachelor Nursing (pre registration) and Grad Dip Renal Nursing, Graduate Australasian Institute of Clinical Governance, Graduate of the Australian Institute of Company Directors (G.A.I.C.D)

Experience and expertise: Manager, Accreditation and Clinical Risk at Mercy Health and has a clinical background in Nursing specialising in Renal Nursing. With over 18 years in the health industry, holding various senior management roles in quality and safety across acute health.



Special responsibilities: Chair Quality and Risk Governance Committee.

Gordon Botwright – Director

Qualifications: Graduate Australian Institute of Company Directors (G.A.I.C.D), GCert Risk Management

Experience and expertise: Currently the Chief Executive Officer of St John Ambulance Victoria, a not-for-profit organisation providing person-centred first aid and pre-hospital care, patient transport and other diversified health services. Over 30 years executive experience in the private and not-for-profit sectors, working across health, corrections and security. A non-executive director of On the Line Australia which provides mental health and suicide prevention counselling helplines for Australians.



Linda Steane (Hancock) – Director

Experience and expertise: Victoria Police officer for 40 years and the past 25 primarily in the Yarra Ranges area in the Community Policing unit. Current Councillor at Maroondah City Council.



Local Boards:

- Eastern Regional Libraries
- METEC driving and educational school, Kilsyth

Maroondah Advisory committees:

- Disability
- Safety and Liveability

Kim Griffiths – Director

BA Occupational Therapy; Post Grad Dip Innovation & Design Thinking; Graduate Australian Institute of Company Directors (G.A.I.C.D)

Experience and expertise: Currently working at Safer Care Victoria as Manager of Innovation, leading frontline healthcare improvement and innovation cross the state of Victoria. Clinical background in Occupational Therapy. 25+ years of healthcare experience, working across the continuum from Emergency Department to Community Care in clinical, operational and leadership positions. Actively engaged in supporting local community initiatives in the Yarra Ranges.



Special responsibilities: Chair Scholarship Committee; Inspiro Board Representative on Primary Care & Population Health Advisory Committee chaired by Eastern Health

Timothy Griffiths – Director

BBus (Acc), Prof Cert HealthSystems, Grad Cert Com Law, Grad Dip Logistic Mgt, Master Bus&Tech, GAICD, AFACHSM, MIPA, AIFA(UK)

Experience and expertise: Currently a senior executive in the public health system and has over twenty-five years of senior executive & governance experience in the health sector (hospitals, community & aged care in both Victoria and NSW), bio-medical research sector, not-for-profit sectors and in the military. He has underlying qualifications in accounting, business, law, logistics and health, and with professional membership with accounting, health and governance bodies.



Helen Ruddell – Director

Diploma of Leadership and Management

Experience and expertise: Has been at Yarra Ranges Council since 2017 and appointed Manager Economic Development and Investment in October 2019. With more than 15 years of experience in local government and



Vicki Doherty – Director

Master of Public Health, Postgraduate Diploma of Education, Bachelor of Science (Honours) and



Highlights: Connection & Collaboration

02

Our People and Culture

Multi-disciplinary teams are the cornerstone of Inspiro's service model. These teams allow for the client to be treated holistically, suitable reflecting the complex needs of our clients.

This year, Inspiro undertook a re-design of its organisational structure with a view to enhance operational support and better align our structure to our service model, whilst continuing to prioritise the needs of our people. The overall aim of the re-design was to invest in our operational and clinical leadership, building both capability and capacity.

This structure is now successfully in place, with nearly all new leadership positions appointed from within the organisation. This has been pivotal to the success of the re-design as it has ensured critical operational and valuable clinical knowledge and skills have been retained.

At the core of our multi-disciplinary teams lies connection and collaboration. Connecting as a broader team benefits the needs of our clients whilst also improving our culture of collaboration.

Leadership development has also been a key feature of the People & Culture strategy at Inspiro in 2022/23. The architecture of our new bespoke leadership development program has centred on three key pillars – our culture, our strategy, and our service model. The program affectionately named IDOL (Inspiro... Developing Our Leaders) has been designed to intentionally connect to these three pillars with our objective, which is to further enhance, embed and connect all elements of leadership learning, development, and application. Supporting and guiding the IDOL program will be our leadership capability framework which is in the process of being finalised. This co-designed tool articulates the capabilities, competencies, and behaviours *‘being a leader at Inspiro’* entails and will assist with a coordinated approach to leadership development and succession planning for the organisation.

Appreciating the importance of setting a solid foundation and promoting a cohesive leadership team, our initial focus for the IDOL program has been to explore the concept of ‘culture by design’. This involved all leaders undertaking development in Foundations of Psychological Safety and working together to embed the framework across their teams and the organisation.

Connecting as a broader team benefits the needs of our clients whilst also improving our culture of collaboration.



‘Culture by design’ is complementary to our service model and Inspiro’s commitment to trauma informed care practice, whilst creating and promoting a culture of psychological safety. This is a priority for Inspiro, setting us up for success as we navigate change and seek to grow.

Change management and how leaders can support their teams and the organisation to transition through change, has been the other area of focus for our IDOL program. We explored how to transition to our desired state in a way that supports and reflects a culture of wellbeing and progression. Grounded with these foundational tools and knowledge, we are proud to say that we are well equipped to navigate the change and transformation challenges that we face as an organisation.

Investment in operational and clinical leadership will remain a key people and culture strategy and we will continue to connect our development to our three pillars of – our culture, our strategy, and our service model.



Dental Outreach: Pre-school Dental Screening Program.

Working to improve the dental health of children in the local community, including the disadvantaged and most vulnerable members of our community.

Every year, Inspiro provides dental screening services to local pre-school and kinder groups in the Yarra Ranges. The program visits children up to six years of age at early learning services, including visits to schools in areas without fluoride in the water, and refugee community schools.

Inspiro's pre-school dental screening program aims to remove some of the barriers that prevent children from receiving the dental care they need, such as cost and time.

The aim of the program is to introduce good oral hygiene and oral health messages, including nutritional advice. For the children and their families, prevention will mean good oral health for life and better health outcomes in the future.

Inspiro can help parents to instigate early intervention in cases where their children are starting to show signs of dental disease. This is integral in preventing bigger, more painful, and sometimes permanent, dental problems.

The dental screening program also increases awareness in the community about the eligibility of parents/carers and children for public dental and other health services, and low-cost private alternatives for families.

The pre-school dental screening program this year has continued to be a truly collaborative effort between Inspiro's dental outreach and health promotion teams (under the Dental Health Services Victoria Smiles4Miles program).



After a dental screening is requested by an early education centre, the Inspiro team meet with staff to discuss the service and to plan for the visit, including the provision of consent forms.

During the screening visits, the children are provided with a short, fun education session which covers brushing teeth, healthy foods and drinks, and going to the dentist.

The screening is performed by an Inspiro dental therapist and is a simple, non-invasive procedure used to identify oral conditions that may require further investigation. It involves the dental therapist taking a quick look inside the child's mouth with a basic dental tool such as a mouth mirror. This aims to give the child a positive experience of a dental visit.

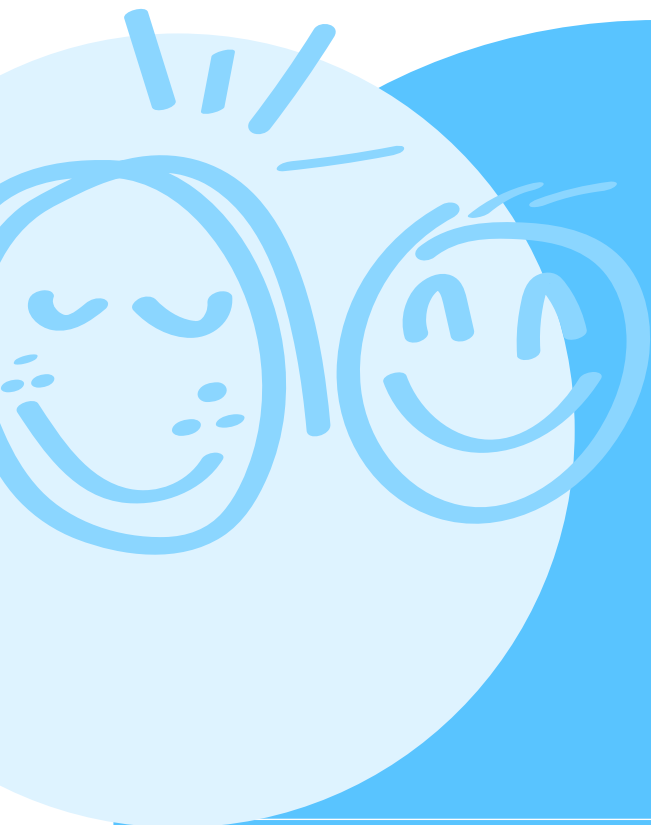
Oral hygiene and dietary advice is offered and a fluoride may also be applied if consent for this has been provided. A report on the findings of the dental screen is then given to parents/carers with information regarding Inspiro's dental services. The team receive a lot of smiles from the children when they hand out toothpaste, a toothbrush and a sticker. All children screened are invited to attend Inspiro for a comprehensive examination.

In **2022-2023** we continued our work with childcare centers, kinders and preschools to provide dental screening for children in the Yarra Ranges Shire. The Smiles4Miles dental program for preschoolers has been able to continue through our partnerships with Yarra Ranges Maternal Child Health Nurses and Yarra Ranges Supported Playgroups.

Prevention is one of Inspiro's key principles in our Service Model, and regular visits to the dentist can help prevent tooth decay and support children in learning to care for their teeth. Positive dental experiences and visits to the dentist from an early age set good habits, reduce fear and prevent avoidance of dental visits in the future.



11,666
Dental
appointments



“Thank you so much to you and your team for conducting the Dental screening at our centre. The children, families and educators all appreciate you visiting and ensuring the children's teeth are healthy. This service is so valuable to our community, and we hope it continues for many years to come.”

- Kilsyth Kids Early Learning Centre

“Many thanks for visiting us at Coldstream this week to run the screening program with the children. It was so wonderful that you came, and the children learnt a lot about cleaning their teeth, healthy eating and drinking.”

– Coldstream Preschool

Smiles 4 Miles

Inspiro’s Smiles4Miles is a free program to improve the oral health of preschool aged children in the Shire of Yarra Ranges. Smiles4Miles was developed by Dental Health Services Victoria (DHSV) in response to alarming rates of tooth decay in young Victorian children.

We partner with early childhood services to run the program and engage educators, children, and their families in a fun way with three messages:

- 1 Drink well (water)
- 2 Eat well (healthy nutritious foods)
- 3 Clean well (brush teeth)

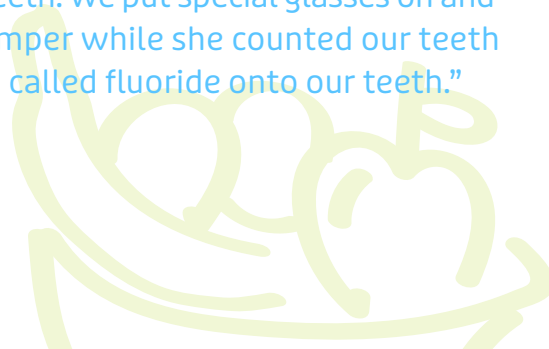
“Today we were visited by staff from the Inspiro school dental program. We learnt about good food choices and how to look after our teeth. Then we learned how to clean two times a day for two minutes. We even sang a song about cleaning our teeth. “Brush, brush, brush your teeth...” (to the tune of Row, Row, Row your Boat.).

The Dental Therapist showed us some of the tools she uses while she looks at our teeth. We put special glasses on and got to hold Charlie Chomper while she counted our teeth and put a special cream called fluoride onto our teeth.”

– Millgrove Preschool

50
preschools
visited

1,281
children
screened



NDIS Mental Health Access Project

In May 2023, Inspiro launched a collaborative project between our Allied Health and Mental Health teams.

Funding was allocated from the State Government to support people under 65 years of age, who would like to access the NDIS and required allied health supports in their plan.

Data collected indicated that people with psychosocial disabilities were contacting Inspiro looking for support to access the NDIS. They were informing our team they required evidence to support their application to the NDIS which showed their level of function and support needs. These reports can be very expensive and unattainable for many people.

Inspiro's Allied Health and Mental Health teams came together with a view to exploring several avenues which could provide practical support to this group of people. It was decided to pursue a model where Inspiro would coordinate referrals to a sub-contracted mental health occupational therapy provider, who would provide functional capacity assessments and reports to these clients.

Clients needing the service are referred to Inspiro's Mental Health team or by external referral. For each client accepted, Inspiro funds a 'functional capacity assessment' completed by a mental health occupational therapist, along with a comprehensive report that meets the access requirements for the NDIS. The client can use this report for their NDIS access application, and for any other supports or programs they wish to access.

The project has been very successful to date, with clients and referrers gaining the assessments and reports they need to submit their application to the NDIS and reporting a positive experience.

“From my experiences the occupational therapists have been kind, flexible and supportive to ensure the clients feel supported during this process.”

Reece Chalmers provides care coordination for Inspiro's STEPS Mental Health Program and has referred several clients into the project.

Reece says, “This NDIS Mental Health Access Project is a wonderful service introduced by Inspiro. The report provided by the occupational therapists gives a detailed summary of the person, the challenges they experience and some recommendations of what may be helpful for the client in the future.

The report not only aids applications for the NDIS, but also for disability support pensions, often being able to tie together the information other health professionals have provided”.



Reece notes that this can also be very useful in providing future support for clients and in assisting the support team to see the impact of the various challenges the clients may face. The recommendations provided by the client's report may also guide the care direction offered by the service provider.

"To get this information requires a comprehensive interview, often requiring the clients to focus on their impairments and deficits, which can be very challenging for our clients who are working so hard towards their recovery. To be able to collect this information requires a gentle and sensitive approach from the occupational therapists. From my experiences the occupational therapists have been kind, flexible and supportive to ensure the clients feel supported during this process.

This has also been reported to me by clients who have stated that "the occupational therapist was kind and caring" and another client who said, "I felt heard by the occupational therapist". This type of feedback speaks volumes about the professionalism of the therapists who provide the service".

The value of this project is significant and can offer so much for many of our Inspiro clients.



16,531
Allied Health
appointments

Allied Health - Steve's Story

What an honour and privilege it is to walk beside our clients and see them achieve their goals. This is a story of an Inspiro Client, written with pride by his physiotherapist. It's a story about connection and collaboration.

Steve is a 62-year-old who sustained a profound Traumatic Brain Injury (TBI) following a fall in early 2022. His injuries were significant, affecting him physically and cognitively. The impact of his injuries was felt by his immediate family, his extended family, and the community.



Steve was discharged from acute hospital-based rehabilitation services and his care was handed over to community providers, including Inspiro. The process of going from intensive rehabilitation to stepped down care was facilitated by a comprehensive multidisciplinary meeting; establishing a framework of coordinated, client-centred care to his ongoing management. This continued throughout his care.

Working with Steve, I learnt that he had a love of ballroom dancing.

Dancing offers clients with a Traumatic Brain Injury an opportunity to refine motor skills, whilst promoting cardiovascular fitness. It integrates cognitive stimulation, motor planning and social integration. It is also a great facilitator of neural plasticity.

For Steve this was an appropriate progression from clinical services. If transitioning to community services for care was stepped down care – transitioning to community engagement, social inclusion and returning to a sport that was loved is the best type of ‘stepped up’ care. It was meaningful.



I am not sure if you have ever tried to do the quick step, a waltz, or the tango, but they require quite significant levels of coordination and control. Remembering the step and the sequence. Moving in time to external music. Leading a partner. Moving the legs independent of the upper body and head. Without a brain injury – it's a challenge.

Steve transitioned back to dancing, attending weekly sessions within the community with the support of his support workers and family. After a term of dancing, he was invited by the dancing studio to complete an assessment in front of an external judge, his family, and other dancers. I was privileged as his physio to be able to be in attendance. He danced with grace and poise. There was a moment, when he took a bow at the end of his dance, and his family erupted into applause. In that moment, the joy on his face, and on the face of his family was quite something.

What an honour to be part of this chapter of his journey, to watch that moment.

It wouldn't have been possible without his family, his team of support and healthcare workers, and the community ballroom dancing class.

Inspired. Community. Connected.

Mental Health and Alcohol and other Drugs (AoD)

In 2022/2023, the Inspiro Mental Health and AoD team continued to provide generalist, family violence, mental health and peer support along with Alcohol and Other Drugs (AoD) counselling to the community. Continuous short-term contracts made it difficult to maintain adequate staffing quotas, especially during a challenging financial period. In order to improve the retention of our valuable experienced team members, Inspiro provided them with ongoing contracts, shifting away from the uncertainty and rollover of short-term contracts. This change has been well received and created greater stability within the Mental Health and AoD team.

The team continue to work with a complex client cohort - presenting with complex trauma and comorbidities. Over the past 12-18 months, the Peer Support Workers within the mental health team have been facilitating psychosocial groups to increase connection with our client groups. A significant gap which has been identified within the Yarra Ranges community is the lack of safe, secure and appropriate supports for clients to gain and maintain connection with their community, particularly upon conclusion of formal treatment. The Mental Health and AoD team are passionate in their endeavour to increase opportunities for clients to access informal social supports upon discharge, which will in turn support them to maintain positive life changes.

Over the next 12 months the team will be striving towards creating such connection and groups. We plan to apply for funding to create new social activity groups such as craft (crochet) and peer support groups for AoD. We are also seeking to increase our capacity for a pool of volunteers, in which clients can support the Foodbank, Needle Syringe Program and other psychosocial groups.

Moving forward, Inspiro's Mental Health and AoD team hope to further employ peers and volunteers who have a lived experience of mental health, alcohol or drug challenges. The team have many successful client stories where meaningful progress and significant life changes have been made with the support from the different treatment streams. It would be of great benefit for our clients if they could be provided with opportunities for continued connection and growth through volunteering and the lived experience model.

"I have had a brilliant experience with Inspiro counselling services. I had some extended sessions in 2022, (the counselling team) was excellent at helping me cope with childhood trauma, anxiety, my fear around COVID and entering public spaces, and helping me prepare for re-entering the workforce. This year... (they) helped me continue my mental health journey while I gained employment. I cannot recommend Inspiro enough, absolutely impeccable service and respectful at all times. Keep up the good work, and I hope you continue to get adequate funding for future endeavours, so you can help continue improve the lives of many."



5,007

Mental Health
& AoD
Appointments

Northeast Metro Mental Health and Wellbeing Connect

Over the past year, Inspiro has played a pivotal role in the establishment and operation of the Northeast Metro Mental Health and Wellbeing Connect. The program supports families, carers and kin of individuals who are living with mental health and/or addiction challenges and represents a key initiative arising from recommendations from the Victorian Mental Health Royal Commission. The program is key to Inspiro's ongoing commitment to mental health care within our community.



The Connect Hub, located in Ivanhoe, has been designed to stand as a beacon of support for individuals seeking connection and guidance in relation to their care giving journey. The Hub is a testament to collaboration, as it has been brought to life through a strategic partnership between Access Health and Community, healthAbility, SHARC (Self Help Addiction Resource Centre) and Inspiro. The partnership is strengthened by the unwavering dedication of the entire project team, with each member bringing their own valuable carer lived experience.

Inspiro's involvement in this innovative project extends to the establishment of a satellite site in Lilydale, utilising the former Lilydale Youth Hub space, and reinforcing our commitment to accessibility and reaching families and carers locally. Our team has grown to include four dedicated Family Carer Peer Workers, ensuring support and resources are available to our local community.

Central to the success of the Mental Health and Wellbeing Connect has been the dynamic involvement of the Lived Experience Reference Group. This innovative approach to program design and delivery, places those with lived experience at the forefront, embedding authenticity and empathy into every facet of the program

As we reflect on our involvement in this unique initiative, we remain steadfast in our commitment to improving mental health and wellbeing in our community. The Mental Health and Wellbeing Connect exemplified our dedication to inclusivity, support and the enduring strength of partnership in fostering healthier, more resilient communities.

We are proud to be part of this journey and look forward to the continued growth and impact of the Connect program.

Morning Move for Mind

Inspiro's Morning Move for Mind (MM4M) is a program for local primary schools that teaches mental wellbeing strategies to students, in an active lesson format. Our Health Promotion team have delivered two versions of the program this year, to Grades 3 - 4 and 5 - 6. In 2023, Morning Move for Mind was recognised as a finalist in the VicHealth Awards in the category of Outstanding Health Promotion Programs.

As part of the Morning Move for Mind program, teachers deliver two lessons per week for eight weeks. Each lesson starts with a short talk indoors before heading outside to do a fun, energetic activity. By learning the MM4M wellbeing strategies, students can continue to use these tools to maintain good mental health and cope more positively with life's ups and downs as they progress through school and into adulthood.

In 2022-2023, Inspiro delivered Morning Move for Mind to three primary schools in the Shire of Yarra Ranges: Mount Dandenong Primary School, Kallista Primary School and Upwey Primary School. A total of 156 students participated in the lessons, and 13 teachers completed the training.

Morning Move for Mind gives children the language to express how they feel, and to build on their range of positive coping strategies. The program provides a range of tools that the children (and adults) can use to regulate their emotional responses, finding what works best for them. For instance, when children find themselves feeling angry or very upset – in the 'hyper' space – one child might choose to do a breathing exercise, while another might go for a run.

The program promotes the idea that everyone is different, everyone has different strengths, and everyone copes with situations and feelings differently.

Importantly, the Morning Move for Mind program emphasises that everyone has positive and negative emotions from time to time and that these feelings are all normal.

This year, a teacher in the program reported that a very young student approached them to talk about how she was feeling, using the word 'hypo' to help describe her feelings of sadness and loneliness. This provided an opportunity to talk to the student about how she was feeling and what strategies she might be able to use.

Inspiro's work with Upwey Primary school was a highlight for the team this year, with all teachers completing the Morning Move for Mind training in Term 1 during a staff meeting. Since then, Inspiro has worked closely with two of the Foundation Level teachers to trial a new version of the Morning Move for Mind program for grades 1-2. The trial has been a huge success, with a lot of helpful and constructive feedback being provided by the teaching staff. To further develop this new version of Morning Move for Mind, we hope to receive a grant for the upcoming 2023-2024 year.

In exciting news, the Inspiro Health Promotion team is currently in the process of sharing Morning Move for Mind with Health Promotion teams in three other organisations: Eastern Health, LaTrobe Community Health and Access Health and Community. Once training has been completed, these organisations will be able to deliver the program in their areas, expanding our reach and providing much needed support for the current generation of young people and their families.

Morning Move for Mind program emphasises that everyone has positive and negative emotions from time to time and that these feelings are all normal.



**2022, Term 3:
Mount
Dandenong
Primary School**

- Grade 3-4
- 47 students
- 2 teachers trained

**2022, Term 4:
Kallista
Primary School**

- Grade 2-3
- 24 students
- 1 teacher trained

**2023, Term 1:
Upwey
Primary School**

- Grade 5-6
- 25 students
- 10 teachers trained

**2023, Term 2:
Upwey
Primary School**

- Grade 1-2 (22)
- Grade 3-4 (38)
- 60 students

This year in Health Promotion...

49

schools and pre-schools involved in our programs

347

community consultations

2,685

children reached

80

educators trained

Yarra Ranges Food Connections website: **2,000** views and **318** active users.



“Inspiro’s scholarships foster the local talent in the Yarra Ranges. They further incentivise scholarship receivers, like myself, to eventually give back to the community that fostered us, and contribute to the health workforce closer to home. They acknowledge and reward the hard working, skilful and talented students of our local community, ultimately, helping them excel and reach their full potential.”

– Derek Villaceran, 2023 Hamish Russell Scholarship Award Recipient

Since 2006, Inspiro has awarded almost
\$200,000
to **65**
deserving tertiary health students from the Yarra Ranges!

2023 Inspiro Tertiary Health Scholarships

This year we were thrilled to present Inspiro's Tertiary Health Scholarship Awards to four amazing, local health students - Alannah, Derek, Jaimee and Sarah.

The four Yarra Ranges students were recognised for their academic achievements and outstanding contributions in the community. The scholarships will help fund their health science studies and open new opportunities as they pursue their chosen careers.

This year, the Inspiro Board of Governance wished to make special acknowledgement of Dr. Hamish Russell and Stephen Potter (Inspiro Board Chair), for their significant contribution and commitment to the scholarship program and to the Yarra Ranges community.

In recognition of their incredible contributions, we were delighted to announce that the top award of \$10,000 will now be known as the 'Hamish Russell Scholarship Award' and the second award of \$7,500 has been re-named the 'Stephen Potter Scholarship Award'.

Congratulations to our 2023 winners:

- **\$10,000 Hamish Russell Scholarship Award**
Derek Villaceran,
Bachelor of Public Health
- **\$7,500 Stephen Potter Scholarship Award**
Sarah Oliver,
Master of Speech Pathology
- **\$2,500 Encouragement Award**
Alannah Finger,
Bachelor of Paramedicine
- **\$2,500 Encouragement Award**
Jamiee Cook,
Master of Occupational Therapy

Hamish and Stephen

The inaugural scholarships were first awarded in March 2000 by the Lilydale Hospital. Hamish was Chair of the Hospital at the time and after its closure, played a key role in ensuring the scholarships continued to be offered to local health students.

Inspiro was awarded a grant to take on the scholarship program and since then, Hamish has remained a long serving member of Inspiro in a variety of roles, including Board Director, Community Advisory Group Chair and he also serves on the interview panel of the Scholarship Committee.

Our current Board Chair Stephen has been involved with Inspiro for over twenty years and has been the Board Chair and Chair of the Finance & Audit Committee for a number of those years. Whilst humbly accepting his nomination, Stephen insisted on the top award being named after Hamish.

We thank Hamish and Stephen for their wonderful efforts and investment in community health in the Yarra Ranges.



Lilydale Youth Hub Pride Formal

On 15 October 2022, the Lilydale Youth Hub made history by organising the Yarra Ranges' inaugural Pride Formal. With over 100 young attendees, the event was held at the Mooroolbark Community Centre and proved to be a resounding success.



1,573
Youth Health
& Wellbeing
appointments

The dance floor was the heart of the night, bustling with energy and joy as young people danced and celebrated their identities. Even staff members joined the dance floor action, creating an inclusive and welcoming atmosphere for all. For those seeking a moment of calm, a dedicated sensory area was provided, offering a space to catch their breath and recharge.

Outside in the courtyard, guests were treated to a selection of freshly cooked wood-fired pizzas and soft drinks throughout the evening. The catering ensured that attendees could socialise and refuel while being surrounded by friends and like-minded individuals.

To ensure the safety and smooth running of the event, the Hub enlisted the support of several organisations. Staff and volunteers from the Hub, Lilydale High School, Yarra Ranges Council, headspace, and the Queer Art Collective were present, alongside professional security personnel.

At the end of the night, show bags were distributed to all attendees, filled with a variety of treats. From Pride cookies to bubbles, stationery, and art and crafts, these tokens of appreciation added an extra layer of excitement and sentiment to the event.

The highlight of the evening was Drag Queen Frieda Commitment, who took the stage as the charismatic MC. She entertained the crowd, creating a light-hearted and enjoyable atmosphere. Additionally, a quiz brought laughter and friendly competition, further fostering a sense of community among the attendees.

The Pride Formal was more than just a dance and social gathering; it was a testament to the progress made in creating safe and celebratory spaces for young LGBTQIA+ individuals. The event enabled young people to embrace their true selves in an environment that embraced diversity, acceptance, and love.

As the first of its kind in the Yarra Ranges, the Pride Formal left an indelible mark, paving the way for more inclusive events in the future. The success of this night demonstrated the significance of such occasions, reminding us of the importance of fostering a community where everyone can be themselves and celebrate without judgment or fear.



No-Interest Loan Scheme (NILS)

Inspiro and Good Shepherd have been working together for over 10 years to help our clients gain access to essential household goods and services without putting them under additional financial stress.

The No-Interest Loan Scheme (NILS) program is set up to be a safe, fair, and affordable credit solution for people and families on limited income. This line of credit comes with no fees and no charges and once these loans have been repaid back to Good Shepherd, the same funds then support other people in the community to take out new loans.

The program was created by Good Shepherd to help stop the cycle of debt that people can find themselves in. With many different loan options readily available, it has become increasingly easy to take out a loan with fees, and over time, end up doubling the amount originally borrowed.

By providing loan options with no extra fees, Good Shepherd aims to help people get back on their feet when unexpected or large costs arise – rather than taking advantage of loans with hidden fees and further increasing their debt.

As one of only two No-Interest Loan Scheme (NILS) providers in the Shire of Yarra Ranges, Inspiro works with many in our community who have experienced numerous hardships over the last couple of years. With the rising cost of living, more and more people are needing assistance with unexpected costs. A total of \$38,584,498 was borrowed through NILS just last year across Australia – which is an increase of 48% from the previous year.

Inspiro works with many in our community who have experienced numerous hardships over the last couple of years.

As a NILS provider, Inspiro can connect with our clients on multiple levels. Some NILS clients are looking for financial assistance only, however when they contact us, they also learn about Inspiro's other services of which they may have been unaware. As some of our expert NILS team also work in our reception team, they are well positioned to inform clients of our current services and groups and can easily start the referral process.

Likewise, some clients will find out about NILS through working with other teams at Inspiro. After finding out about the program, clients can gain support from either their clinician or the NILS team to answer any questions and to complete the application successfully.

By maintaining a collaborative and effective partnership, Inspiro and Good Shepherd are able to continue to empower our community and work alongside them with respect and dignity.



Our Community

03

Client Feedback Overview

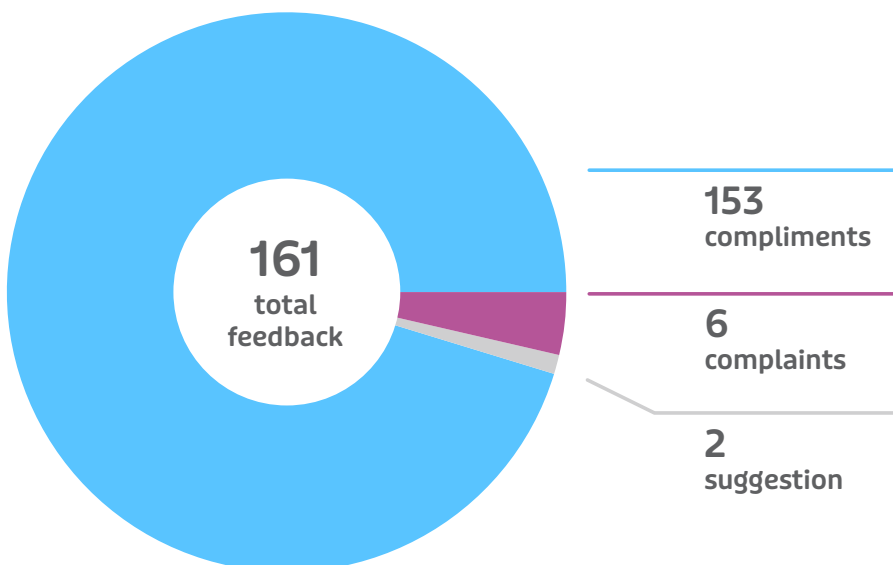
Client feedback provides valuable information about what clients and consumers of our services think about the care we provide and offers an insight into what is working well and what needs further improvement. It's also important for our team as it highlights examples of good practice, new learnings and areas of concern so that improvements can be made.

Client feedback data draws on compliments, complaints, and suggestions that Inspiro receives via feedback forms, the hello email address, Inspiro website and informally. It's an important component of client participation at Inspiro. All feedback is valued and encouraged to celebrate what we do well and to identify areas for improvement. Feedback, complaints and suggestions help us work towards a high standard of service quality and positive experience for our clients.

Analysis

In 2022-23 Inspiro received a total of 161 sources of feedback (see Graph 1). This is a significant increase from 2021-22 when we received 74. This variance is attributed to the Lilydale Youth Hub program and in particular the advocacy work to secure ongoing funding.

Graph 1: Client feedback 2022-23



Compliments

The compliments received mostly related to our clinical services and the treatment clients received (144). Eight compliments focused or mentioned communication/customer service.

56% (86) of compliments were about Youth Hub Services, 31% (47) were about the Dental program, 12% (19) were about primary care services and 4% (1) Communication/Customer Service.



144

Clinical Services & treatment



8

Communication & Customer Service



86

Youth Hub Services



47

Dental Program



19

Primary Care Services



1

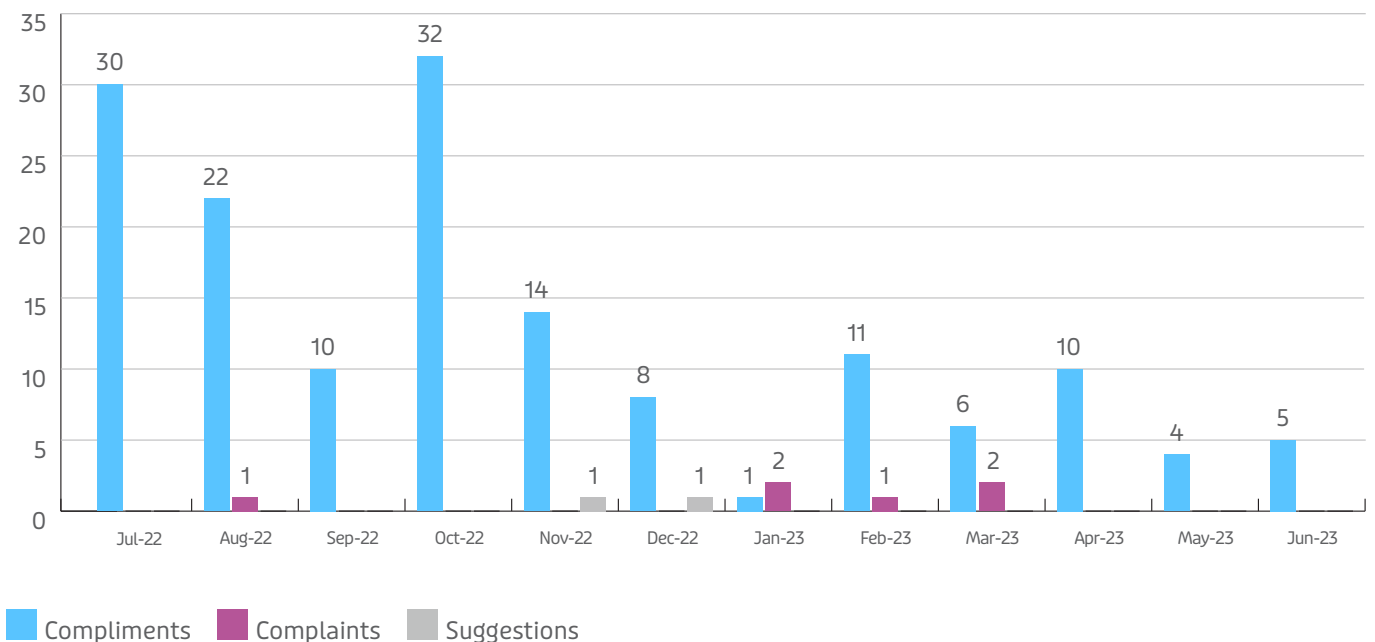
Facilities & Location

Inspiro is committed to safe and high-quality care with a robust compliance framework in place and accreditation to nationally recognised standards, and adherence with all current healthcare regulations.

Standards include:

- National Safety and Quality Health Service (NSQHS) – Dental
- Quality Improvement Council (QIC) Health and Community Services Standards
- National Disability Insurance Scheme (NDIS)
- Human Services Standards – Family Violence Services
- Child Safe Standards – Commission for Young People & Children (Victoria)

Graph 1a: Client Feedback 2022-23 Monthly



The following is a sample of the compliments from our clients/stakeholders/ community members:

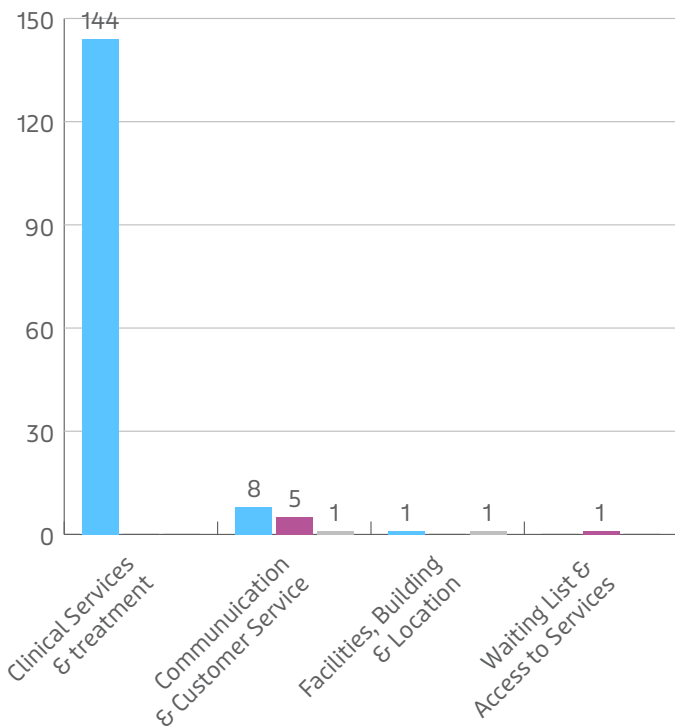
“Staff are great – most helpful and encouraging. Very practical and do-able! Good education to understand what’s happening. Kit – a great help for home & follow-up. (GLA:D program).”

“I wanted to pass on my biggest compliments. They were so efficient and I can’t speak highly enough of them. Very pleasant experience. (Podiatry).”

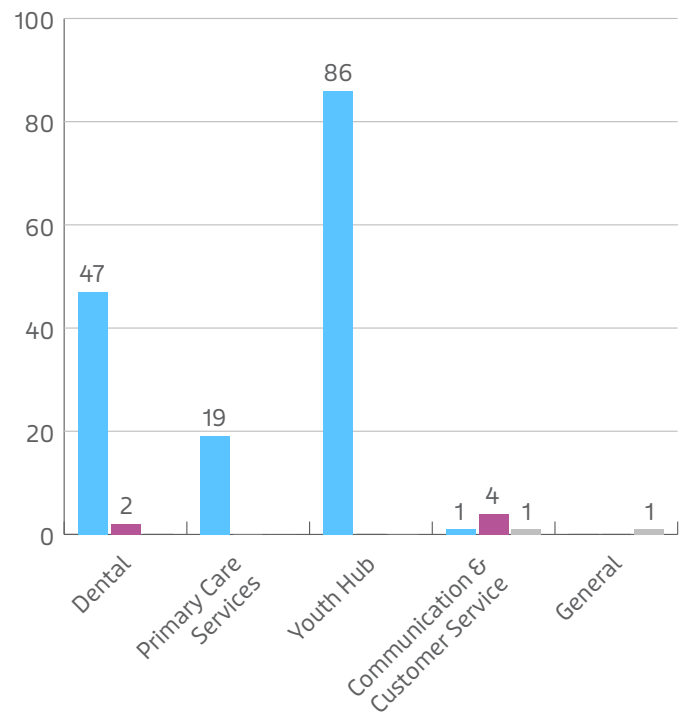
“Lilydale Youth Hub has been an amazing sanctuary and support network for me. The beautiful team they have here worked so hard to ensure I have been provided with the most support and care during a difficult period. I can’t recommend this more to other youth in the area and will forever be grateful for the time I’ve spent here.”

“I recently visited your dental service and wanted to let you know how amazing the whole team are. I needed an extraction of a cracked molar which proved to be very stubborn. Everyone was so professional, kind and supportive with great communication along the way. I can’t thank the whole team enough.”

Graph 2: Feedback Topics



Graph 3: Feedback Areas



Compliments Complaints Suggestions

Complaints

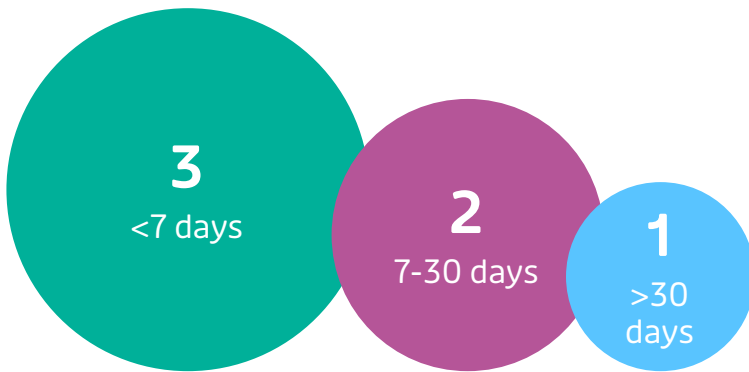
In 2022-23 Inspiro received six (6) complaints (see Graph 3). Four (4) were regarding communication/customer service, and two (2) in relation to the dental program.

All complaints are followed up and resolved directly with the client or their representative (see Graph 4). Inspiro aims to resolve the complaint within two weeks of receiving it. 50% (3) were resolved within 7 days, 33% (2) were resolved within 30 days and 17% (1) needed more than 30 days to resolve.

An investigation was conducted into every complaint with feedback provided to the client and staff concerned, and where relevant to the wider organisation as part of improving how we provide services.



Graph 4: Complaint Resolution Timeframe



Men’s Health Week is featured in Inspiro’s newsletter and socials and other opportunities when identified.

Suggestions

In 2022-23 Inspiro received two suggestions via the client feedback process. One was in relation to Health Promotion Equity asking for more focus on men’s health. Men’s Health Week is featured in Inspiro’s newsletter and socials and other opportunities when identified. The second was in relation to parking challenges at our 17 Clarke St site. Clients are reminded that there is underground parking available with lift access to the reception area.

Where possible, suggestions were followed up with the client and implemented if relevant and appropriate.

Victorian Healthcare Experience Survey (VHES)

Each year Inspiro participates in the Victorian Healthcare Experience Survey (VHES), a statewide survey administered by the Department of Health. Unfortunately, this year Inspiro did not receive the minimum responses required to receive results. Given that this provides a great opportunity for us to receive feedback from our consumers and also benchmark against other Community Health Services, we plan to undertake our own Client satisfaction survey later this year.

Inspiro is proud to have partnered and collaborated with the following organisations in 2022-2023:



inspiro

Open Monday to Friday
8.30am until 5.00pm
Enquiries 9738 8801

17 Clarke Street
Lilydale

inspiro.org.au

We would like to thank our staff, volunteers, clients, the board and the community, all of whom inspire us each day to support Yarra Ranges locals to lead happy, healthy lives.

- Access Health and Community
- Anchor Inc.
- Belgravia Leisure
- healthAbility
- Cire Services Incorporated
- CIS Yarra Ranges
- Child & Youth Mental Health Service (CYMHS) (Eastern Health)
- Dandenong Ranges Emergency Relief Service Inc. (DRERS)
- Deakin University
- Dorothea Warr Scholarship Foundation
- Department of Jobs, Regions & Precincts (DJPR)
- EACH
- Eastern Community Legal Centre (ECLC)
- Eastern Health
- Eastern Melbourne Primary Health Network (EMPHN)
- FVREE
- headspace
- Hearing Australia (Belgrave)
- La Trobe University
- Main St Medical
- Matchworks (Belgrave)
- Mental Health Victoria
- Monash Health Community Dental
- Narcotics Anonymous (Belgrave)
- North East Public Health Unit (NEPHU)
- Oonah Health and Community Services Aboriginal Corporation
- Partners in Training Belgrave
- Reclink
- SHARC (Self Help Addiction Resource Centre)
- TANDEM
- Tasty Az
- The Orange Door
- Turning Point (Eastern Health)
- Victorian Healthcare Association
- Wellways
- Yarra Ranges Council
- YSAS - Youth Support & Advocacy Service
- YETTI - Youth Engagement and Treatment Team Initiative (Eastern Health)

Inspiro would like to acknowledge our funders:

- Victorian Government
- Commonwealth Department of Health
- Dental Health Services Victoria (DHSV)
- Turning Point Eastern Treatment Services (Eastern Health)
- Eastern Melbourne Primary Health Network
- VicHealth

Financial Position

04

Summary of our Financial Position 2022/23

This is an extract from the full financial statements. Full copies and accompanying notes are available at [inspiro.org.au](https://www.inspiro.org.au)



Ranges Community Health t/a Inspiro

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2023

The below statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes.

		2023	2022
		\$	\$
Income			
Revenue and other income	Note 3	11,565,165	10,719,182
Expenses			
Employee benefits expense	Note 4	(9,219,155)	(9,121,939)
Depreciation expense	Note 4	(447,816)	(409,690)
Finance costs	Note 4	(12,398)	(15,644)
Professional fees		(723,866)	(756,544)
Office expenses		(205,630)	(181,141)
Occupancy expenses		(452,923)	(306,953)
Motor vehicle expenses		(35,803)	(25,519)
Program/health education expenses		(1,440,580)	(596,184)
Marketing and promotion expenses		(27,215)	(114,958)
Loss on fair value of investments		-	(140,759)
Other expenses		(137,636)	(131,349)
Deficit for the year attributable to the members of Ranges Community Health t/a Inspiro		(1,137,857)	(1,081,498)
Other comprehensive income for the year		-	-
Total comprehensive loss for the year attributable to the members of Ranges Community Health t/a Inspiro		(1,137,857)	(1,081,498)

Ranges Community Health t/a Inspiro

Statement of financial position

As at 30 June 2023

The below statement of financial position should be read in conjunction with the accompanying notes.

		2023	2022
		\$	\$
Assets			
Note			
Current assets			
Cash and cash equivalents	5	1,550,819	3,706,186
Trade and other receivables	6	911,847	623,917
Investments	7	3,927,903	2,733,545
Other assets	8	199,482	163,947
Total current assets		6,590,051	7,227,595
Non-current assets			
Property, plant and equipment	9	1,740,233	1,925,556
Right-of-use assets	10	129,878	254,642
Total non-current assets		1,870,111	2,180,198
TOTAL ASSETS		8,460,162	9,407,793
Liabilities			
Note			
Current liabilities			
Trade and other payables	11	829,232	634,303
Contract liabilities	12	481,962	294,134
Lease liabilities	13	113,396	142,961
Employee benefits	14	1,435,961	1,546,374
Total current liabilities		2,860,551	2,617,772
Non-current liabilities			
Lease liabilities	13	30,905	131,029
Employee benefits	14	269,010	221,439
Total non-current liabilities		299,915	352,468
TOTAL LIABILITIES		3,160,466	2,970,240
NET ASSETS		5,299,696	6,437,553
Equity			
Note			
Asset revaluation surplus	15	597,628	597,628
Retained surpluses		4,702,068	5,839,925
TOTAL EQUITY		5,299,696	6,437,553

Ranges Community Health t/a Inspiro

Statement of changes in equity

For the year ended 30 June 2023

The below statement of changes in equity should be read in conjunction with the accompanying notes.

	Asset Revaluation Surplus	Accumulated Surplus	Total Equity
	\$	\$	\$
Balance at 1 July 2021			
Balance at 1 July 2021	597,628	6,921,423	7,519,051
Surplus for the year	-	(1,081,498)	(1,081,498)
Other comprehensive loss for the year	-	-	-
Total comprehensive income for the year	-	(1,081,498)	(1,081,498)
Balance at 30 June 2022	597,628	5,839,925	6,437,553
Balance at 1 July 2022			
Balance at 1 July 2022	597,628	5,839,925	6,437,553
Deficit for the year	-	(1,137,857)	(1,137,857)
Other comprehensive income for the year	-	-	-
Total comprehensive loss for the year	-	(1,137,857)	(1,137,857)
Balance at 30 June 2023	597,628	4,702,068	5,299,696

Ranges Community Health t/a Inspiro

Responsible Persons' declaration

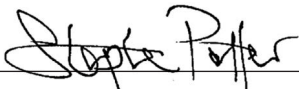
As at 30 June 2023

The responsible persons of Ranges Community Health, trading as Inspiro, declare that:

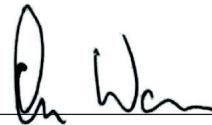
1. The attached financial statements and notes are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and:
 - a. comply with *Australian Accounting Standards – Simplified Disclosures* and
 - b. give a true and fair view of Inspiro's financial position as at 30 June 2023 and of its performance and cash flows for the year ended on that date.
2. In the responsible persons' opinion there are reasonable grounds to believe Inspiro will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

On behalf of the Responsible Persons



Stephen Potter
Chairperson



Graham Warren
Deputy Chairperson

6 October 2023

Independent Auditor's Report



Victorian Auditor-General's Office

To the Directors of Ranges Community Health

Opinion	<p>I have audited the financial report of Ranges Community Health (the company) which comprises the:</p> <ul style="list-style-type: none"> • statement of financial position as at 30 June 2023 • statement of profit or loss and other comprehensive income for the year then ended • statement of changes in equity for the year then ended • statement of cash flows for the year then ended • notes to the financial statements, including significant accounting policies • directors' declaration. <p>In my opinion the financial report is in accordance with Division 60 of the <i>Australian Charities and Not-for-profits Commission Act 2012</i>, including:</p> <ul style="list-style-type: none"> • giving a true and fair view of the financial position of the company as at 30 June 2023 and of its financial performance and its cash flows for the year then ended • complying with Australian Accounting Standards – Simplified Disclosures Requirements and Division 60 of the <i>Australian Charities and Not-for-profits Commission Regulations 2022</i>.
Basis for Opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the company in accordance with the auditor independence requirements of the <i>Australian Charities and Not-for-profits Commission Act 2012</i> and the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Australia. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Directors' responsibilities for the financial report	<p>The Directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Simplified Disclosure Requirements and the <i>Australian Charities and Not-for-profits Commission Act 2012</i>, and for such internal control as the Directors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

Auditor's responsibilities for the audit of the financial report

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors
- conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

I also provide the Directors with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, and where applicable, related safeguards.



Sanchu Chummar

as delegate for the Auditor-General of Victoria

MELBOURNE
10 October 2023



Contact

T: 03 9738 8801

E: hello@inspiro.org.au

Lilydale

17 Clarke Street Lilydale

Belgrave

Belgrave Community Hub

1616-1624 Burwood Highway Belgrave

inspiro.org.au