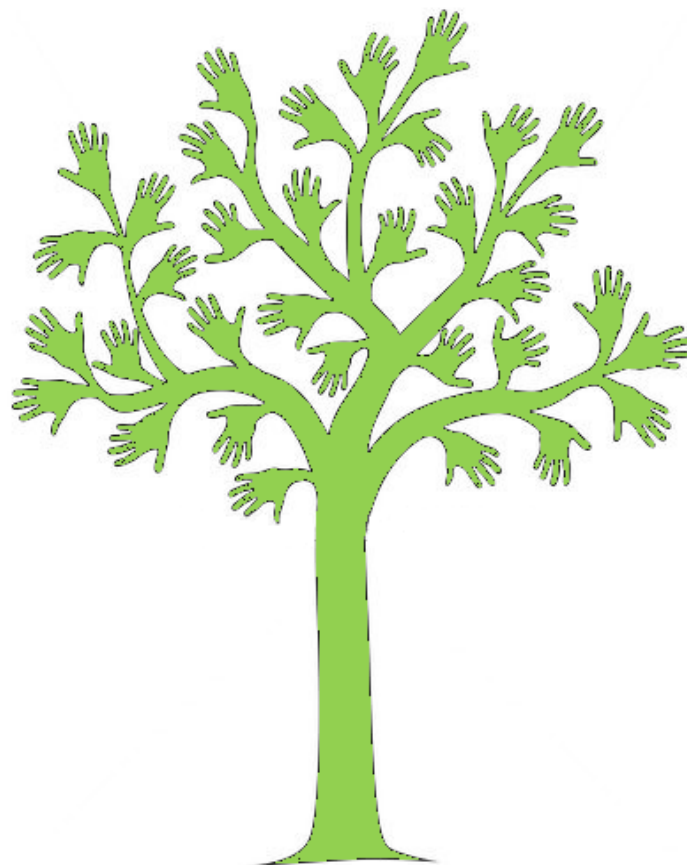


Fintry Community Inc



Annual Report 2008 - 2009

Vision Statement

Creating a caring community that empowers participants through a sense of mutual respect and well-being.

Mission Statement

Fintry Community will provide a safe and caring environment for people experiencing mental illness, and will focus on their needs and ambitions while promoting the life skills necessary for good health, a fulfilling life and participation within the broader community.

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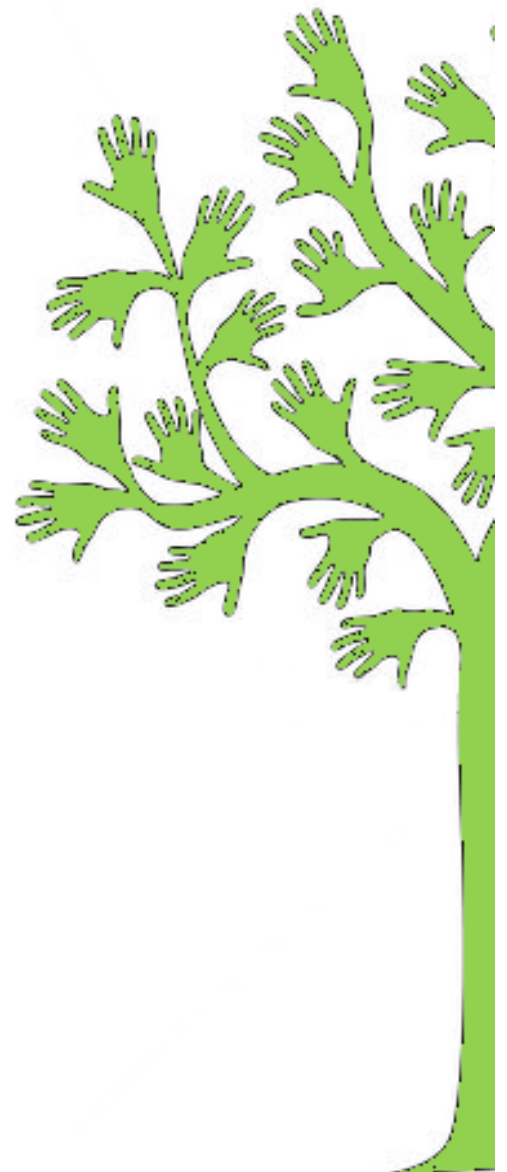
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About Fintry Community

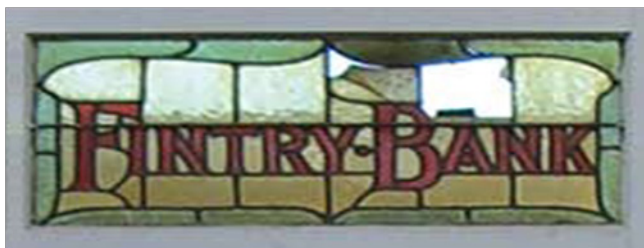
History

Fintry Bank was originally founded in 1986 under the joint auspices of the House of the Gentle Buniyip and the Community Church of St Mark. Both organisations recognised the greatest need in the wider community was for long-term accommodation and a supportive environment for people with mental illness.

Fintry was named after one of the federation houses (the original leadlight window from the front door of the house is below) whose original owner came from the Fintry river bank village north of Glasgow in Scotland. In May 1996 Fintry Bank was registered independently as an Incorporated Association (Registration No. A0033253T).

In 2005 the Association changed its name to Fintry Bank Community Incorporated. At this years Annual General Meeting the Association changed its name again. For years the “bank” within our name has caused confusion. The association unanimously voted to change the name to Fintry Community Incorporated (Fintry).

Fintry has provided secure accommodation for more than 100 people, some staying for a number of years.

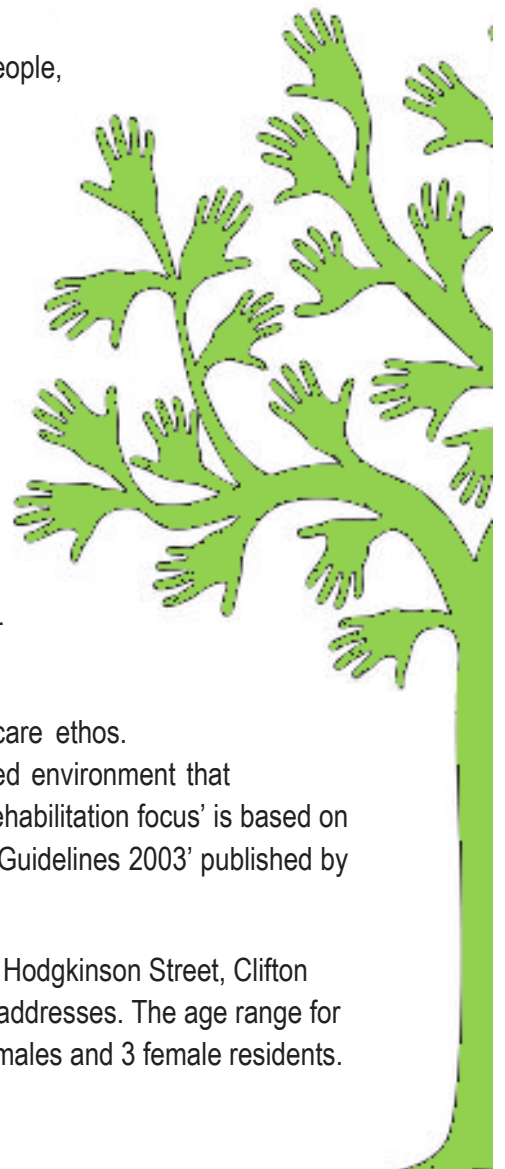


Services

Fintry provides a secure and supportive environment for people living with a serious mental illness, especially schizophrenia. The program, based in Clifton Hill, supports people living in long-term accommodation and also operates a Community Access Program.

Fintry provides a rehabilitation-focused program within a pastoral care ethos. The aim of pastoral care is to provide a supportive, community-based environment that recognises the needs of the whole person and their well-being. The ‘rehabilitation focus’ is based on the ‘Psychiatric Disability Rehabilitation & Support Services (PDRSS) Guidelines 2003’ published by the Department of Human Services (DHS).

The supported accommodation program is located at 94, 104 and 106 Hodgkinson Street, Clifton Hill. A total of 14 residents are accommodated in single units at these addresses. The age range for residents at the time of this report is between 33 and 55. We have 11 males and 3 female residents.



From the Committee of Management President

The following was the speech delivered by the President at the Annual General Meeting, October 2009.



I would like to welcome all members of the association to the Annual General Meeting and thank you for your continued support of the Fintry Community. No new members have joined since the last Annual General Meeting.

2008-09 has been an important and at times difficult year for Fintry Bank Community (FBC) as it continues to consolidate its position as a provider of recovery-focused services within a supported residential community setting for people experiencing serious mental illness. In particular the following matters require special mention:

- At times throughout the year the ongoing financial viability and the capacity to be able to deliver the program for 14 residents was under significant threat. A state-wide funding review commissioned by the Department of Human Services (DHS) resulted in a new funding model introduced for Psychiatric Disability Rehabilitation and Support Services (PDRSS) across the state. Initially the review identified FBC as having 8 residents - not the 14 residents that were participating in the program. Therefore funding was calculated and provided at a lower level in comparison to the service being delivered. The potential outcome was that FBC would be unable to maintain its current staff profile and consequently not able to deliver the program for 14 residents. Following negotiations over several months DHS have recently provided confirmation of increased recurrent funding. This will ensure the ongoing viability of the program, and importantly, the ability to continue delivering the high standard of recovery-orientated support for all 14 residents.

Preparations have commenced for the pending accreditation of the service (scheduled for March 2010) - all policy and procedure is under review and is currently being updated.

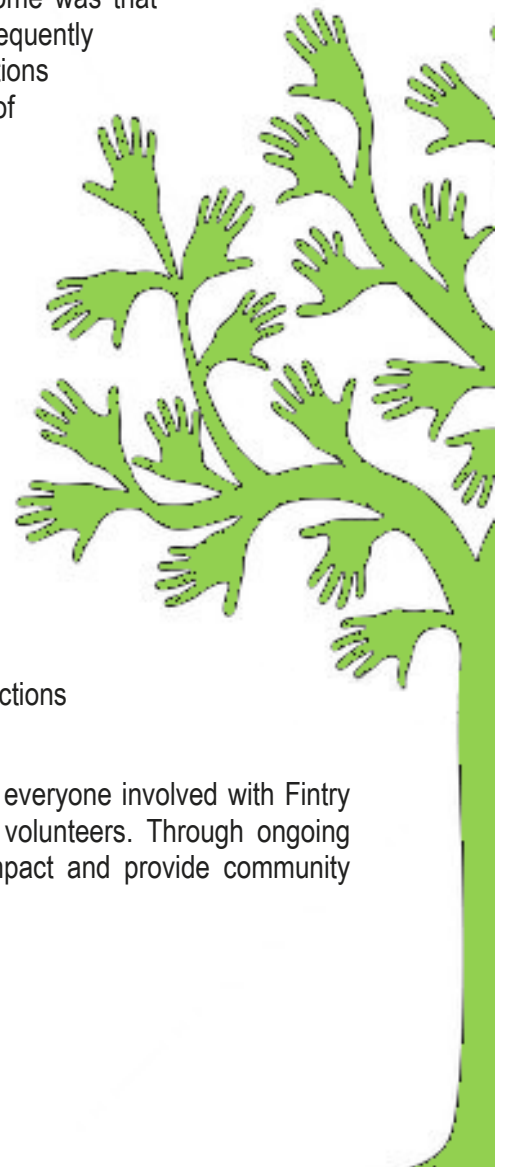
Focus for the next year:

- Services like FBC are now required by DHS to be accredited against the standards (for PDRS). An external body will assess (audit) whether FBC meets these standards early in 2010.

The Committee of Management will focus on delivering the key directions within time frames identified within the strategic plan.

On behalf of the Committee of Management I would like to thank everyone involved with Fintry Bank Community over the past year, in particular the staff and volunteers. Through ongoing commitment and support we will continue to have a positive impact and provide community connection for the people for whom we provide the service.

Mick Deans
President
Committee of Management



From the Program Manager

Fintry Community is in the first year of implementation of its three year strategic plan. We have started the process of formalising our service model of care, developing linkages and partnerships with other “like organisations” and improving the public image of the organisation, as well as stabilising our funding status.



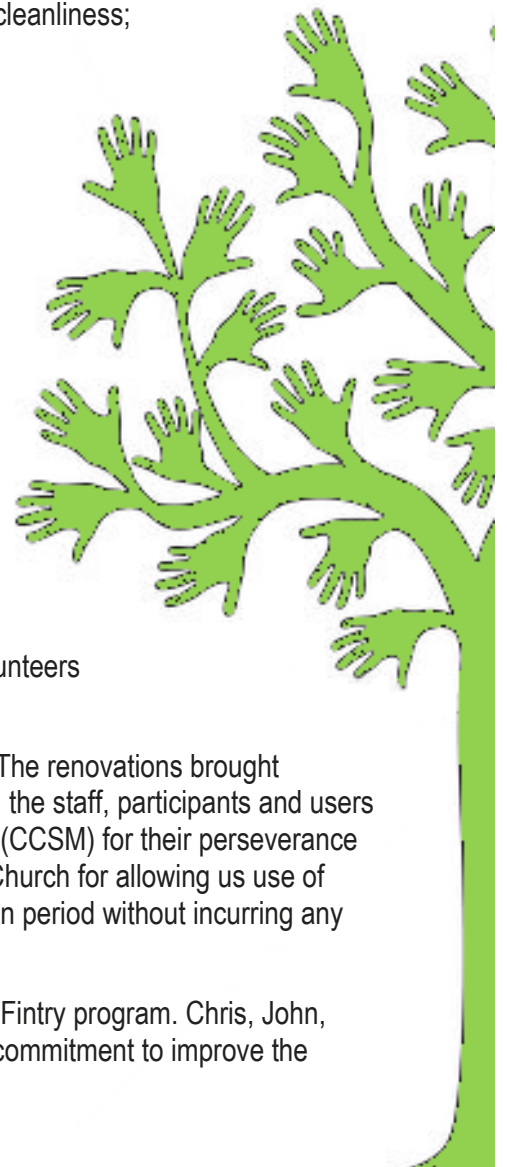
In order to sustain the viability of the organisation we have agreed to undertake the challenge of accreditation. We have adopted the process of ‘plan, do, check and act’ (PDCA) to improve our work practice for a better standard of service to our participants. It is during this year that we have engaged a professional auditor to assist us. As Continuous Quality Improvement (CQI) has become the norm, we have organised a *Fintry Annual Residential Survey (FARS)* with all our residents. Results for 2009 highlighted that a majority of residents recorded some or significant improvement in the following areas: greater independence generally; money management; overall health/wellbeing; mental health; sense of security; reduced anxiety/stress levels; standard of accommodation; household cleanliness; establishing a regular routine; complying with their *Resident Support Agreement*; increased

support networks; greater social participation; improved confidence interacting with others; spiritual growth; hope for the future; sense of belonging/acceptance; happiness level; boundaries/respect for others; motivation levels; progress with their individual program plan (IPP); and ability to identify their own need for assistance/change.

Fintry changed the name of the drop-in centre to the *Community Access Program (CAP)*. The name change was in response to meeting the Psychiatric Disability Rehabilitation Support Service (PDRSS) standard 4.1: Promoting acceptance, reducing stigma, etc. The CAP title better describes the type of service we offer to the wider community, as well as emphasising our goal of promoting social inclusion. CAP also consolidates our practice of pastoral care which is apparent by the warm welcome offered to participants by our CAP volunteers and staff.

The *Athol Gill Centre* has been renovated and is now freshly painted. The renovations brought about a sense of joy, accomplishment and heightened wellbeing for all the staff, participants and users of the centre. We are grateful to the Community Church of Saint Mark (CCSM) for their perseverance with these improvements. We are also grateful to St Luke’s Anglican Church for allowing us use of their premises in Scotchmer Street, North Fitzroy, during the renovation period without incurring any cost to Fintry.

Despite the shortage of staff, we have maintained full operation of the Fintry program. Chris, John, Simone, Kaine, Greg and I affirmed our positions of employment and commitment to improve the



quality of life of all our residents. Kaine has accepted the position of permanent On-Call Worker. While Simone was on leave we engaged the services of, and benefited by, Ms Ashton Penver as relief worker, who helped update some of our major documents. I wish to thank all the staff for their commitment and dedication. I am also grateful for our dedicated volunteers, both from the Committee of Management for their managerial support, and the volunteers of the CAP for their time and considerable contributions.



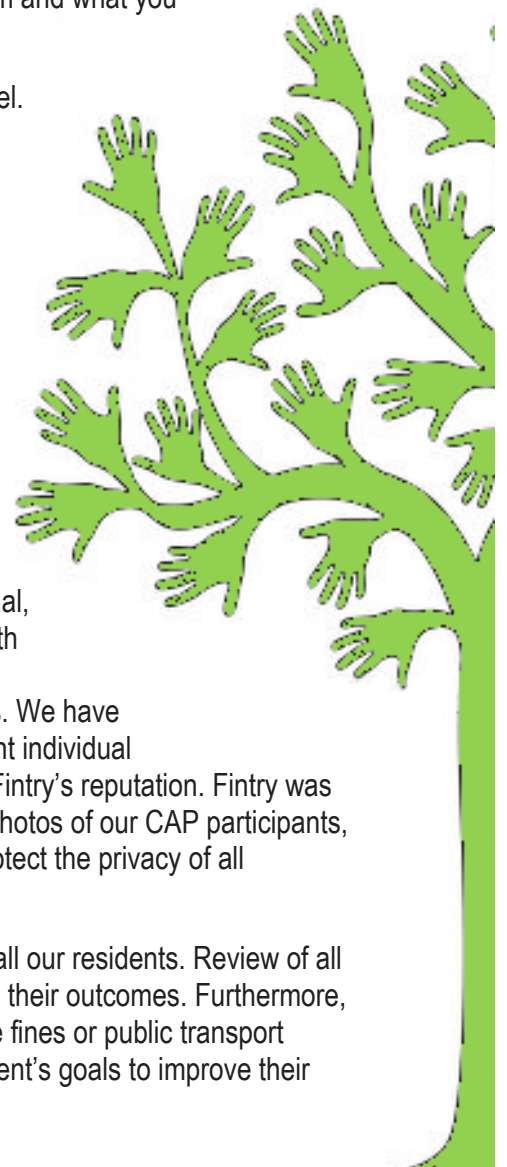
During the year staff attended the following training: the Strengths-Model of care; grief and loss with the palliative care unit; VECCI industrial relations; First Aid level one and two; food handling and safety; team leadership; risk management; dual diagnosis; cannabis and the harm minimisation program; addiction as a brain disease and recovery; and hearing voices facilitator training.

The Spirituality Group has developed from the needs of our residents to address some of their concerns. Themes discussed in the group from residents' requests explored anger; dealing with hardship, grief and loss; acceptance of all people; in whom and what you can place your trust; and some books of the bible were explored.

We were involved in discussions with DHS regarding our funding model. We have become a dual diagnosis service, as we are not only dealing with issues of mental illness but also of drug and alcohol addiction. As a service we have developed linkages with VAADA. We have worked collaboratively with Turning Point staff. We have also developed working relations with State Trustees, Psychologists, and treating doctors. We have maintained our membership with the Yarra Mental Health Alliance in response to working in partnership with different mental health service providers. We are also a member of the North Fitzroy Community Development Network. Due to this alliance the residents have linked up with a weekly walking group through the Holden Street Neighbourhood House.

With the help of Melbourne Affordable Housing (now Housing Choices Australia) we have implemented improvements to address Occupational, Health and Safety Standards (OH&S). Over the year we have dealt with Spectrum Fire Services, Exopest, Southern Cross Cleaning Services, industrial cleaners, electrical services, and Essential Tagging Services. We have had to deal with a near-miss defamation case as a result of a persistent individual publishing provocative material, and spreading slander that defamed Fintry's reputation. Fintry was also harassed by an unethical media personal trying to film and take photos of our CAP participants, which has prompted us to write a Media Coverage Policy to further protect the privacy of all participants, staff and volunteers.

Fintry has continued to develop the Individual Program Plan (IPP) for all our residents. Review of all residents IPP's have given the residents the opportunity to improve on their outcomes. Furthermore, we have advocated for our participants to pay lower utility costs, waive fines or public transport infringement notices, and negotiated with debt collectors. Due to resident's goals to improve their



wellbeing and exercise more, we have secured community memberships with the local leisure centre for our residents through the City of Yarra. Staff & residents attended “*Where the Heart Is Festival*” organised by the RDNS. A trip to the zoo, Royal Melbourne Show, St Kilda Beach, Ceres, walks around Yarra parklands & pathways, the Abbotsford Convent, and Bundoora Park were also planned. Attendance at Bethlehem Community lunches each month, by residents, has increased.



Two staff members went with five residents to Chestnut Hill Lodge Conference Centre for an overnight stay at Kallista. Activities undertaken there included walking through the rainforest, feeding the birds, playing mini golf, Scrabble or pool, holding a spirituality reflection group, watching a movie and relaxing. The overnight stay was a wholehearted success with everyone - the only complaint being that it was not long enough! Everyone felt thoroughly rejuvenated and spiritually lifted by the experience and the residents expressed their gratitude at being able to participate without financial hardship to themselves.

This year we have also emphasised the importance of our resident’s in maintaining a healthy diet. To this effect, Meals-on-Wheels was organised for some of our residents, thus improving on the diet that they used to have. During the course of this year, 5

out of 14 residents are in employment, 4 are doing volunteering work and one is undertaking a course. Three residents were admitted to hospital, and their discharge plan was thoroughly discussed with Case Managers and Doctors at St Vincent Hospital. We are also grateful to Dr Bashkar (GP) who responds promptly to some of our emergency medical calls.

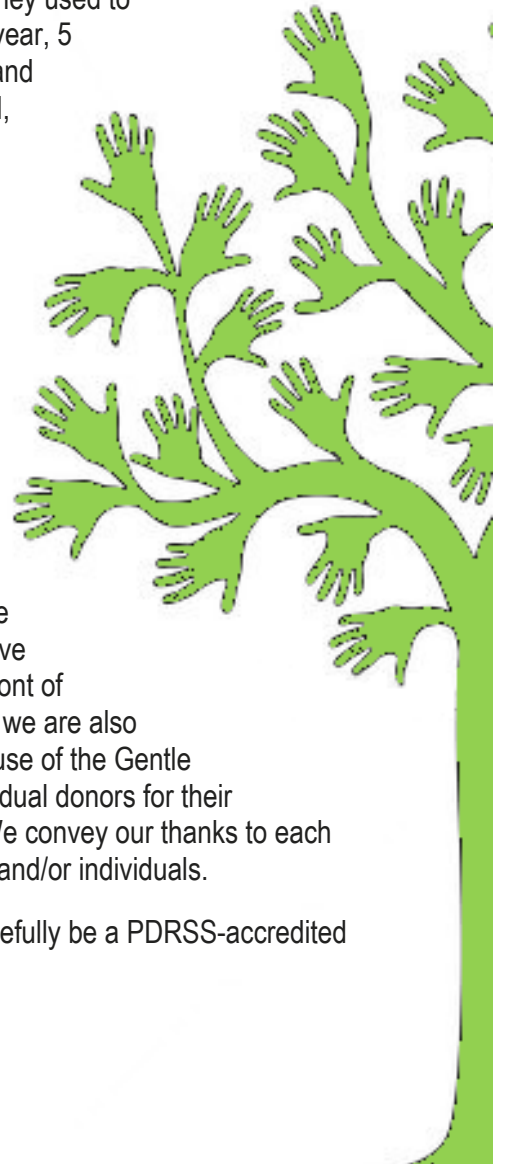
We are appreciative of four grants. Two grants were from the *City of Yarra* for the community lunches, and the *Community Cooking Program* for the residents to learn and cook a healthy diet. The third grant was from the *Bendigo Bank* which has sponsored us to



publish our quarterly news letter. The fourth grant was from the DHS in order to remove risk hazards and improve the courtyard area in front of the office. Additionally, we are also very grateful to the House of the Gentle Bunyip and other individual donors for their generous donations. We convey our thanks to each of these organisations and/or individuals.

We are looking forward to the 2009-2010 fiscal year where we will hopefully be a PDRSS-accredited service!

Jean Pierre
CEO/Program Manager



Financial Report to the Association

On behalf of the Committee of Management and staff I have great pleasure in presenting the financial report for the financial year ended 30 June 2009.



The final result as at 30th June was a small surplus of \$4,610. This was very satisfying given the challenges faced by Fintry during the year. These were;

- Funding an extra position for the new residents
- Drop in interest income and
- Maintaining programs for 14 residents, with funding only for 9.

The priority for this financial year has been to consolidate the good work of the previous years and to settle into the new premises, whilst also trying to maintain and increase the income base of the Organisation. This last aim was achieved with excellent results.

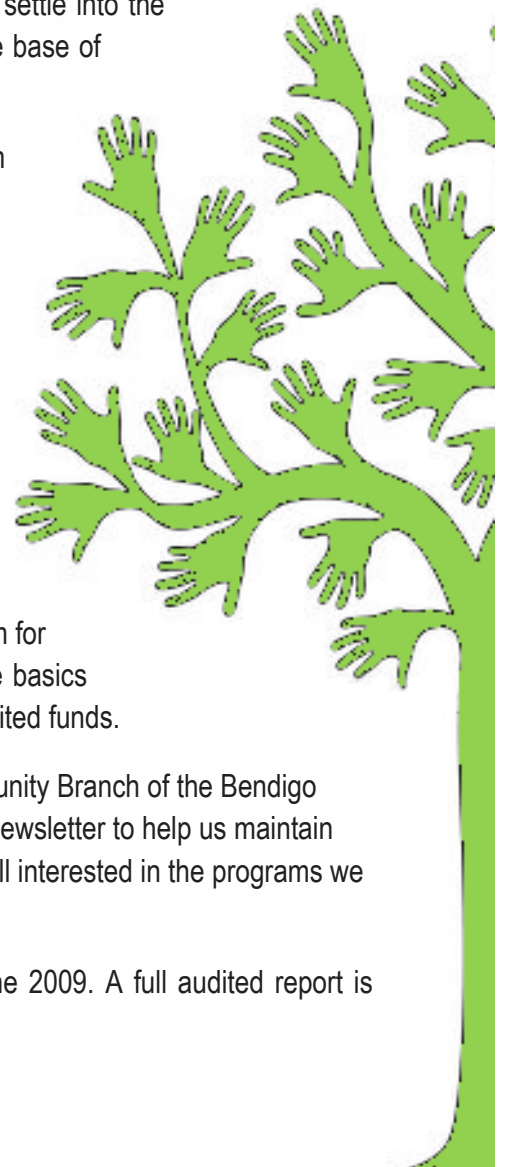
Firstly, it was pleasing to receive notification earlier in the year from the Department of Human Services that the Fintry Community bed day rate had been increased. This added a further \$40,000 to the annual base funding.

In addition, there was significant support from the House of the Gentle Bunyip (\$25,000) and the City of Yarra, who have continued to see the importance of the Community Access Program. This funding provides Fintry with the opportunity to expand and improve on this valuable service and was received with much gratitude.

This year the City of Yarra also funded a Community Cooking Program for our residents and participants (\$2,500), which is helping to teach the basics of budgeting, preparing, cooking and serving high quality meals on limited funds.

Fintry also received support from the Clifton Hill / North Fitzroy Community Branch of the Bendigo Bank (\$2,025). They have sponsored the publication of our quarterly newsletter to help us maintain contact with those we may not get to see on a regular basis but are still interested in the programs we provide.

Following is a summary of the financial statement to the end of June 2009. A full audited report is available from the Fintry Office.



At balance date, the organisation's cash reserves totalled \$125,890. However, \$76,140 of these funds is income carried forward from prior years and has already been committed to future projects or asset purchases. Therefore it is still imperative that Fintry grows its reserves to safeguard against decline in income or any unexpected costs.

It has been an exciting, yet challenging, year for the Fintry Community. We have been fortunate to have no staff turnover during the year and committee members who are dedicated to providing strong, vibrant and exciting programs for our community. This combination of a committed and loyal workforce who are passionate about what they do, and a strong committee, has seen Fintry Community go from strength to strength and as a result 2009-10 promises to be another good year.

Thank you to the committee, program manager, staff, residents and community for their ongoing support and contributions to the Fintry community.

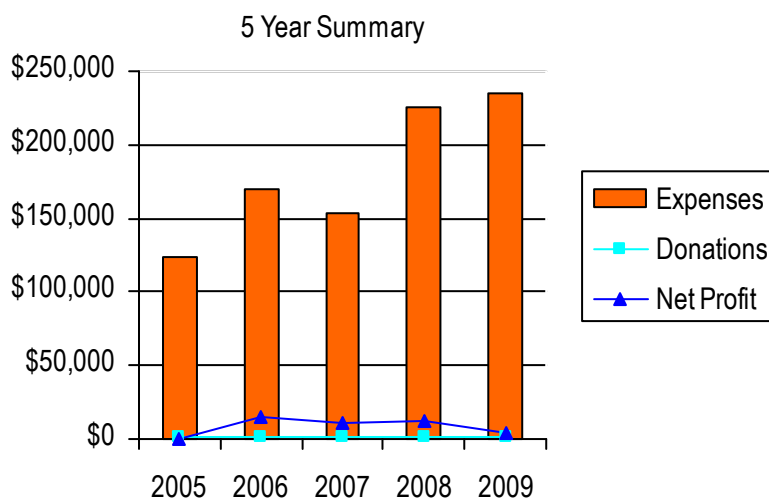
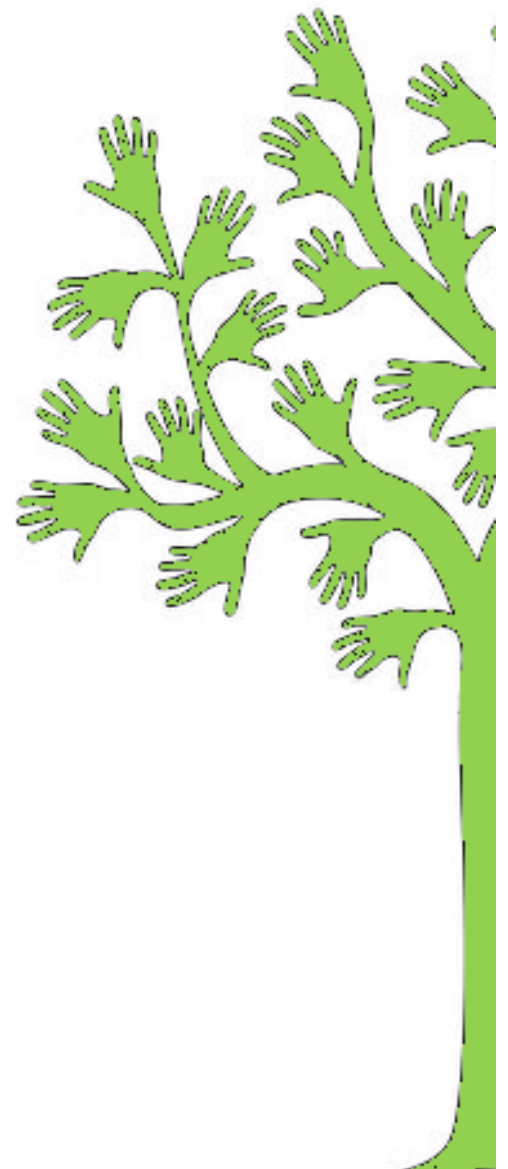
Tanya Gardiner
Accountant
NFP Solutions Pty Ltd

Simone Young
Administration Assistant

Income	08/09	07/08	Variance
Government Grants	\$232,150	\$199,685	\$32,465
Interest Income	\$3,480	\$7,270	\$3,790
Fundraising Income	\$2,348	\$2,744	\$396
Other Income	\$1,335	\$16,054	\$14,719
Total Income	\$239,313	\$225,753	\$13,560
Expenditure			
Staff Costs	\$172,086	\$148,017	\$24,069
Other Operating Costs	\$52,183	\$67,078	\$14,895
Total Expenditure	\$224,269	\$215,095	\$9,174
Total Ordinary Operating profit/(loss) before depreciation	\$15,044	\$10,658	\$4,386
Less: Depreciation	\$10,434	\$9,902	\$532
Total Ordinary Operating result after depreciation	\$4,610	\$756	\$3,854
Capital Income	\$0	\$10,897	\$10,897
Total Operating profit/(loss)	\$4,610	\$11,653	\$7,043



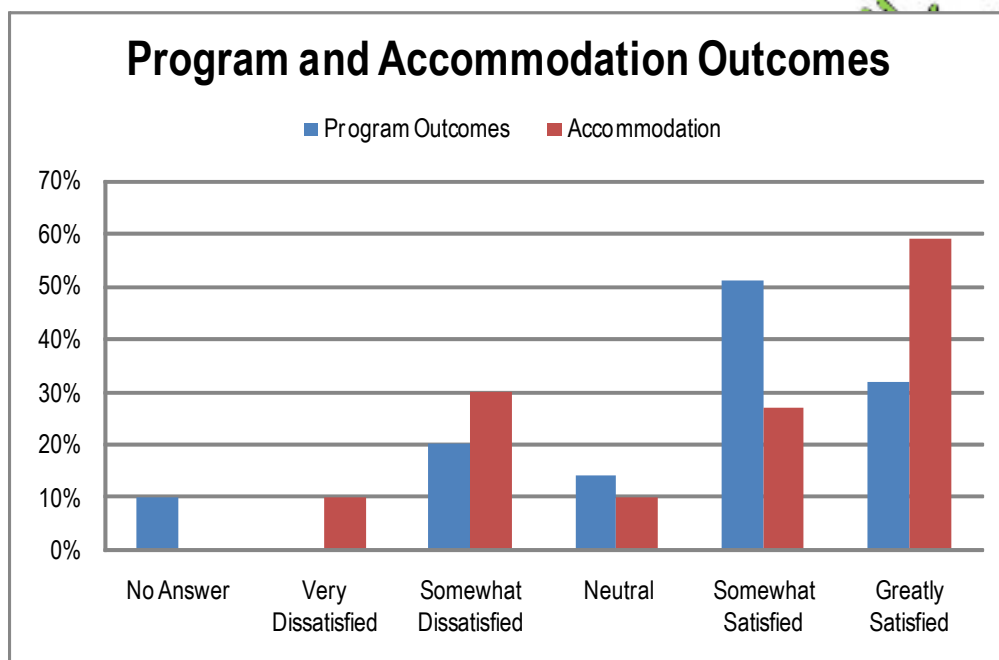
Current Assets	08-09	07-08
Cash and Cash Equivalents	\$128,960	\$91,449
Total Current Assets	\$128,960	\$91,449
Non-Current Assets		
Property, Plant and Equipment	\$48,932	\$57,957
Total Assets	\$177,892	\$149,406
Current Liabilities		
Trade and Other Payables	\$76,140	\$37,767
Annual Leave Provisions	\$8,972	\$19,681
Other	\$2,027	\$5,814
Total Liabilities	\$87,139	\$63,262
Net Assets	\$90,753	\$86,144
Equity		
Retained Earnings	\$86,144	\$74,492
Current Earnings	\$4,609	\$11,652
Total Equity	\$90,753	\$86,144



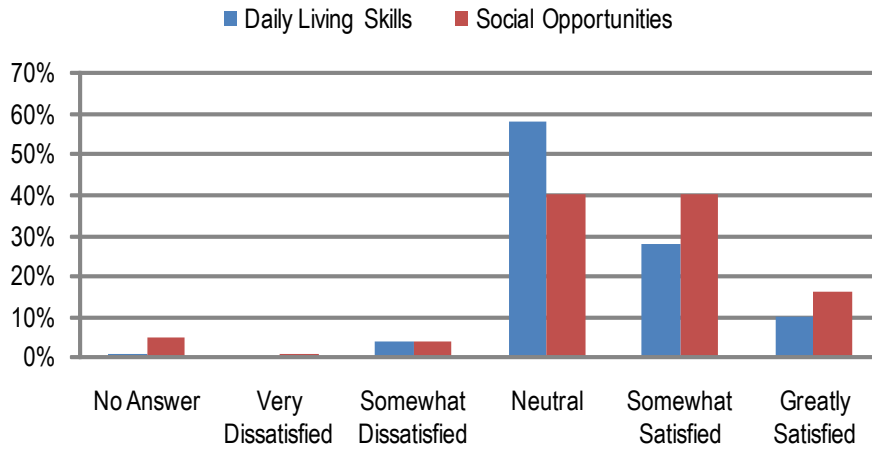
Fintry Annual Residential Survey (FARS)

As part of Fintry Community's commitment to *Continuous Quality Improvement (CQI)*, and to ensure that we comply with the *National Standards for Mental Health Services*, residents will undertake an annual questionnaire about aspects of their support and life living in a community setting. Data will be used to measure outcomes and support evidence-based practice to promote community living, and will be useful in tracking progress across time (for both the residents and the Fintry program). The extensive questionnaire includes 124 specific areas covering the Fintry program & service provision/delivery; accommodation; daily living skills; social opportunities, spiritual support and resources; learning environment /opportunities; vocational, environment and financial situation; health; leisure and recreation environment/ opportunities. Results for 2009 highlighted that a majority of residents recorded some or significant improvement in the following areas: greater independence generally; money management; overall health/wellbeing; mental health; sense of security; reduced anxiety/stress levels; standard of accommodation; household cleanliness; establishing a regular routine; complying with their *Resident Support Agreement*; increased support networks; greater social participation; improved confidence interacting with others; spiritual growth; hope for the future; sense of belonging/acceptance; happiness level; boundaries/respect for others; motivation levels; progress with individual program plan (IPP); ability to identify their own need for assistance/change.

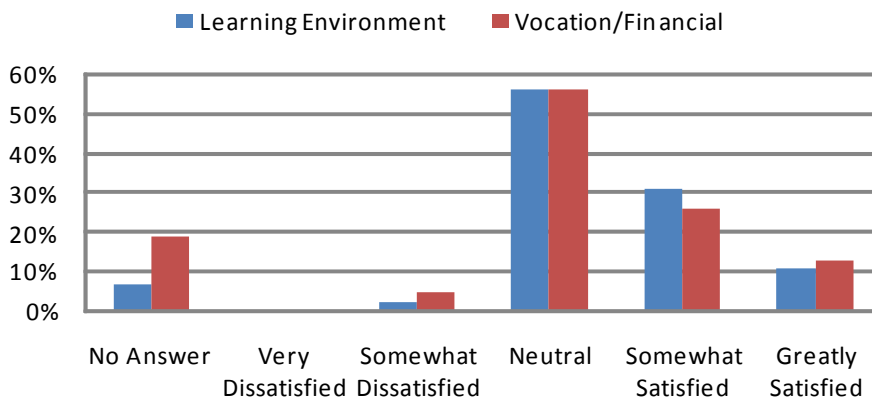
The following are graphs from the results of the 2009 survey.



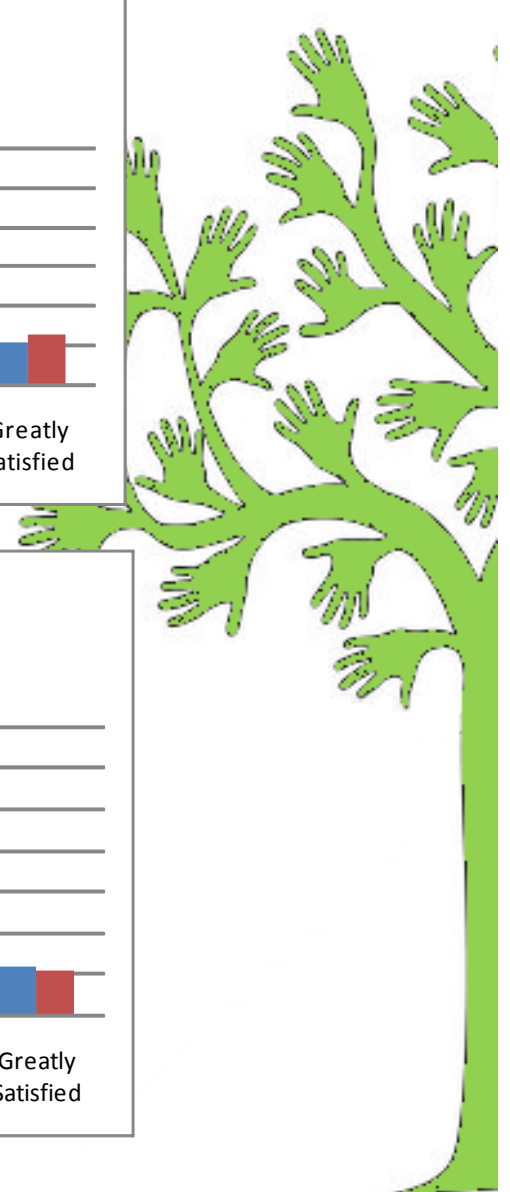
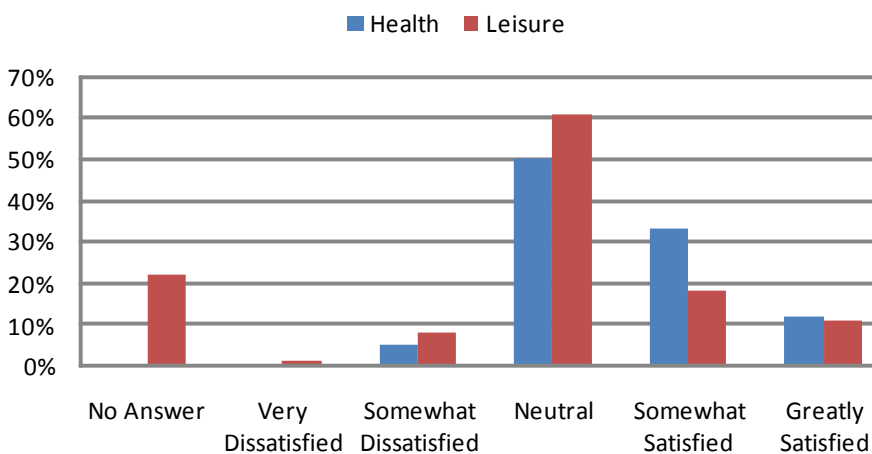
Daily Living Skills and Social Opportunities



Learning Environment and Vocation/Financial



Health and Leisure



Community Access Program

This year changes to our volunteer activities have been a regular occurrence. Firstly, we had a name change: "Community Access Program" (CAP) emphasises our goals of social inclusion, acceptance, participation and reducing the stigma attached to mental illness. It better describes the work of our volunteers and staff, using our pastoral care ethos, to welcome and acknowledge the participants.

Renovations to the Athol Gill Centre meant that for part of the year we were relocated to the hall at St Lukes. The people at St Lukes were warm and welcoming of our time with them and we would like to thank them very much for the use of their hall. The renovations to the Athol Gill Centre have given the building a new lease of life, it is now bright and clean.

Our volunteers, Barb, Judith and Bill, continue to put in many hours of help and support. The program would be difficult to run without their dedication, and that of the CAP staff, for our many residents and visitors. We would also like to thank Doug for providing musical entertainment and Anton, Mick, Maria and Kerriane for their help with preparation of the food and/or staying to clean up.

Funding

Fintry receives recurrent funding from the Department of Health (formerly Human Services)

Additional funds were received from many generous donations and from the City of Yarra, House of the Gentle Bunyip and the Bendigo Bank.

Staff

Mr. Jean Pierre
Program Manager
Ms. Chris Penver
Senior Support Worker
Mr. John Davies
Support Worker
Mr. Kaine Evans
Support Worker
Ms. Simone Young
Administration Assistant
Ms. Ashton Penver
Relief Administration Assistant
Mr. Greg Rigby
Cleaner



Thank You to:

- The Department of Health (formally Human Services) continuous support in providing funding for the operation of our service.
- Members of the COM for their tireless dedication to Fintry.
- CCSM for their generosity for the use of their property at minimum cost.
- Clarendon Clinic for their continuous clinical and employment support to most of our residents.
- Housing Choices Australia (formally MAH) for the provision of the tenant services and prompt responses to all our queries.
- VICSERV, for their support to Fintry as a Psychiatric Disability Support Service.
- City of Yarra for the provision of a cheap community membership card for the Collingwood Leisure Centre.
- City of Yarra, Meals-on-Wheels for the provision of nutritious meals to some of our residents.
- City of Yarra's Social Support Grant helping to provide some of our Community Access Program lunches.
- City of Yarra's Community Support Grant helping to provide the Cooking and Budgeting Program.
- The House of the Gentle Bunyip for a generous donation and support for some of our residents.
- The Bendigo Bank Clifton Hill / North Fitzroy Branch for sponsoring our newsletters.
- Dr Bhaskar for being such a great support for some of our residents.
- Tanya Gardiner from NFP Solutions for providing our monthly reports to the COM and excellent advice and support to the Administration Assistant.
- Chestnut Hill Lodge Conference Centre staff at Kallista for providing a wonderful location for our residents retreat.
- St Vincent de Paul for providing some of our residents with clothes and Christmas hampers. These hampers were incredibly generous and well worth obtaining.
- Mohammed Tyabb from Tyabb and Associates for auditing our accounts.
- Southern Cross Care Cleaning Services.
- Interact Employment Agency.
- Victorian Business Machines for our IT support.
- All our donors, volunteers, for their dedication and support to the cause of Fintry.



Contemplation

*Residents and staff relax and reflect during the Kallista retreat at
Chestnut Hill Lodge Conference Centre*