



neami annual report

Improving mental health & wellbeing in local communities

2011

Mission

“Improving mental health & wellbeing in local communities”

Vision

“Full citizenship for all people living with a mental illness in Australian society”





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Acknowledgements

Neami offers our appreciation and thankfulness for the partnerships with the following funding bodies. We acknowledge their continued confidence and conviction in our organisation and our services:

Federal

- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health and Ageing

State

- Department of Health, South Australia
- Department of Health, Western Australia
- NSW Health
- Department of Health, Victoria
- Department of Human Services, Victoria
- Melbourne Health
- Housing Choices Australia
- NSW Land and Housing Corporation
- NSW Department of Community Services
- City of Sydney
- St Vincent's Hospital Sydney
- Department of Communities, Queensland

Philanthropic

- Besen Family Foundation
- Wyatt Foundation

Partnerships

Neami has a long history of developing partnerships based on consumer needs with clinical and community agencies. Neami recognises that the expressed needs of people with a mental illness are rarely best met by a single agency alone. It is strong partnerships that deliver a service system that works to benefit people with a mental illness. In addition Neami's service development and innovation is directly related to its preparedness to share knowledge, skills and experience with partner organisations in ways that create improved shared care arrangements which see consumers as central.

Neami's strength has traditionally relied on its relationships with consumers. Neami adopts a partnership stance with consumers at all levels in the organisation. Consumers are central to decision-making in respect of having their needs met and forging their own recovery path; they are central to monitoring and evaluating the services through the state based Consumer Advisory Groups and consumers hold positions on Neami's Board of Directors. Neami continually strives to improve systems which enable consumers to influence governance, management and service development decisions.

Neami engages in formal and informal partnership arrangements with federal and state government departments and local community service organisations as a means to forge access and connection opportunities for consumers to local communities.



Robert Beisley – Shapes – Acrylic on canvas

Management Report 2011

We are honoured to present Neami's 24th Annual Report. As an organisation that is dedicated to improving mental health and wellbeing in local communities Neami is continually evolving to meet the challenge of changes in the sector, whilst maintaining a responsive organisation able to efficiently deliver robust programs and services.

In 2010 - 2011 we experienced changes in State Governments in NSW and Victoria and renewed commitment in State and Federal Budgets to mental health reform including the formation of Mental Health Commissions in NSW, WA and nationally. The Board of Directors regularly monitors these developments to ensure we are well placed to respond to new opportunities to meet the needs of people with mental illness and their families.

During the year Neami has been successful in securing funding for new services including an Aboriginal Assertive Outreach Service in inner city Sydney. This will complement the existing program, Way2Home which supports people who are 'sleeping rough'. In South Australia, Neami was successful in a tender for the Housing and Support Program and in Victoria has entered into a partnership with Housing Choices Australia in the High Street Supportive Housing Project. The Northern Prevention and Recovery Centre (PARC), a step-up and step-down program, operated in conjunction with Northern Area Mental Health Services, opened in January. There was a realignment in the HASI program which sadly resulted in the closure of Neami's Nowra service, however overall Neami continues to be the major provider of these services in NSW. Another exciting development was the commencement of individualised funding packages through the Queensland Department of Communities, where individuals have chosen Neami as their support provider. The partnerships with clinical services, housing providers and governments are critical to the success of all of these initiatives.

The other major development in 2011 was the merger between Neami and Inner East Mental Health Services Association (IEMHSA). Investigations for merging the activities of the two organisations commenced in August 2010. At the final meeting of the Merger Leadership Group in February 2011 a motion was unanimously endorsed that, following provision of a satisfactory merger proposal and confirmation of a transfer of funding contracts, IEMHSA become a part of Neami. Both Boards accepted this recommendation and the merger was effective from 1 July 2011.

The Service Development team has facilitated training, research, evaluation and service/program developments with a focus this year on Health Promotion and implementing the recommendations of the Consumer Participation Report, as well as strengthening the Collaborative Recovery Model within the organisation.

To support Neami's growth our infrastructure has been expanded in the areas of Finance, IT, HR and Operational Support. We are working on improving recruitment processes to ensure the right staff come to Neami and stay with us. In the area of leadership and governance all Board Directors and senior managers have registered with the Institute of Company Directors and will complete the Company Director Course.

Governance functions were strengthened through an update of the Constitution and recently the Board led a consultative process to establish its 2011-2014 Strategic Directions. Neami's Vision was revised to reflect our commitment to human rights and to social and economic participation of consumers.

Neami's vision is:

“Full citizenship for all people living with a mental illness in Australian Society”

The mission of Neami in fulfilling this vision is:

“Improving mental health and wellbeing in local communities”

The key strategic directions for the next three years in pursuit of the vision and mission are:

1. **Lead** through service innovation.
2. **Promote** services that achieve quality recovery outcomes.
3. **Expand** services for people with complex mental health and social needs.
4. **Develop** a skilled and diverse workforce committed to recovery.

During 2011 the experience for Neami has been one of enormous commitment by everyone towards Neami's vision and mission. We would like to thank everybody and extend our appreciation to all who have worked in partnership with us during the year.



A handwritten signature in black ink, appearing to read 'Arthur Papakotsias'.

Arthur Papakotsias
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Julie Anderson'.

Julie Anderson
President

Embedding Quality in Service Delivery



Edmond Muscat – Self portrait, 2011 – Acrylic on canvas

Collaborative Recovery Model – Two Years On

Neami took the decision to implement the Collaborative Recovery Model developed by the University of Wollongong in 2009. The implementation was accompanied by a planned roll out to all services involving planning, training for staff teams and managers, information sessions and brochures for consumers, carers and partner agencies. This year the model has been thoroughly bedded down and is now the approach taken to service delivery and individual service planning at all sites. Victoria, Queensland and some of the New South Wales services are also offering Flourish, a peer facilitated self-development program based on the Collaborative Recovery Model. The Model has been adopted with great enthusiasm by staff and consumers.

All staff are introduced to the Model through a three day induction program followed by regular boosters. Staff are supported in the implementation through a coaching approach to regular supervision. Neami now has eleven trainers accredited through the University of Wollongong who are able to support the ongoing professional development needs of staff.

Consumer Participation Projects

Neami views consumer participation as a fundamental right and is committed to promoting and providing opportunities for consumers to participate in the development, implementation and evaluation of all Neami's services. In 2009 the Board of Directors initiated a project which aimed to gather a sound evidence base to inform the development of a strategic approach to consumer participation and leadership in the future. The information gathered through the project confirmed that enormous potential exists for enhancing and expanding opportunities for consumer participation and leadership within Neami. Attention will focus on some areas requiring a more systematic and strategic approach. Three key areas identified were the development of the consumer workforce at Neami, Consumer Advisory Groups and the Complaints & Feedback processes. Projects are now under way looking at each of these areas.

Through the consultations it became apparent that there is a need to ensure Neami has a robust complaints and feedback system which is linked to its continuous improvement processes. The *Local Complaints Management for Victoria's Public Mental Health Services October 2009 Discussion Paper* provides an excellent framework and Neami decided to fund a project to implement a similar model. Neami was successful in receiving a grant through the Department of Health's *Health System and Practice Improvement Grants* to supplement the funds already allocated to the project. The project team will meet with consumers, carers and staff to fine tune the complaints management process and oversee its implementation.

The Consumer Advisory Group Review will consult with past and present Consumer Advisory Group members, other consumers and staff to explore how to strengthen the role of the CAGs, support individual participation, improve communication processes and reinforce their capacity as a mechanism for leadership development.

The Project Teams commenced their work in June 2011 and are expected to complete their tasks by the end of the year.

Peer Support Workers

Neami has a strong commitment to employing people with 'lived experience' in all roles in the organisation. We now have fifteen Peer Support Workers on the payroll and plan to extend this even further as funding and service agreements allow. Peer Support Workers are integral members of the team at many Neami sites. Drawing on their lived experience of mental health issues and recovery, Peer Support Workers instill confidence and hope in others about the journey of recovery. At some sites Peer Support Workers facilitate Flourish, a peer facilitated recovery-based self-development program. The program focuses on individual strengths and values in aspiring towards personal goals and self-directed change. At other Neami sites Assertive Outreach Peer Support Workers collaborate with outreach staff to assist people who are homeless to identify and work towards seeking suitable accommodation and address other needs. Whilst the Peer Support Worker role varies slightly from site to site, Peer Support Workers are an important element of the team approach and bring the wisdom of experience to many aspects of service delivery including intake interviews, service promotion, group programs and case reviews. As with other Neami staff, Peer Support Workers have access to a tailored training program and to regular supervision. A recent review has highlighted the valuable contribution Peer Support Workers make to supporting people on their recovery journey and has identified distinctive training and supervision requirements which will be implemented in the year ahead.

Workforce Competency

To progress Neami's strategic direction to "Develop a skilled and diverse workforce committed to recovery" the Recruitment and Selection Working Group was formed in early 2011.

The purpose of the group is to improve the recruitment and selection of Neami staff by focusing on key competencies related to each role. Whilst traditional selection criteria have a focus on industry experience and formal qualifications, the Working Group sought to expand this through looking at specific skills and attributes needed for the position, recognising these skills can be gained in a range of ways. Less emphasis is placed on written responses to selection criteria, and rather on key interpersonal skills that are important in the position. This approach will ensure Neami attracts and recruits highly skilled, values-driven staff who will deliver better consumer outcomes.

Utilising external expert HR advice to guide an extensive internal consultation process, a set of Community Rehabilitation Support Worker competencies were created, linked to observable behaviours, which will be supported with specific recruitment tools designed to assess competency as well as targeted training for managers to develop strong staff selection skills. The competencies were structured using the Universal Competency Framework, developed by Professor Bartram, of SHL Group. This is an international, structured and evidence-based method of understanding behaviour and competencies in the workplace.

Prevention And Recovery Care Service (PARC) – Six Months On

At the beginning of 2011 Neami, in partnership with Northern Area Mental Health Service, opened a newly built PARC in Preston, Victoria. The PARC is funded by the Victorian Department of Health and is a 10 bed facility offering 24 hour supported care in a home-like environment, complemented by on-site clinical support and treatment for stays of up to 28 days.

PARC services are an option for people who are becoming unwell or are still recovering from an acute illness and need a short period of additional support to complement their treatment and reduce the likelihood of an admission to acute inpatient services.

During their stay, staff support residents through both a structured group program and individual work to develop skills and understanding about managing symptoms and maintaining wellness. The program supports learning and developing skills in:

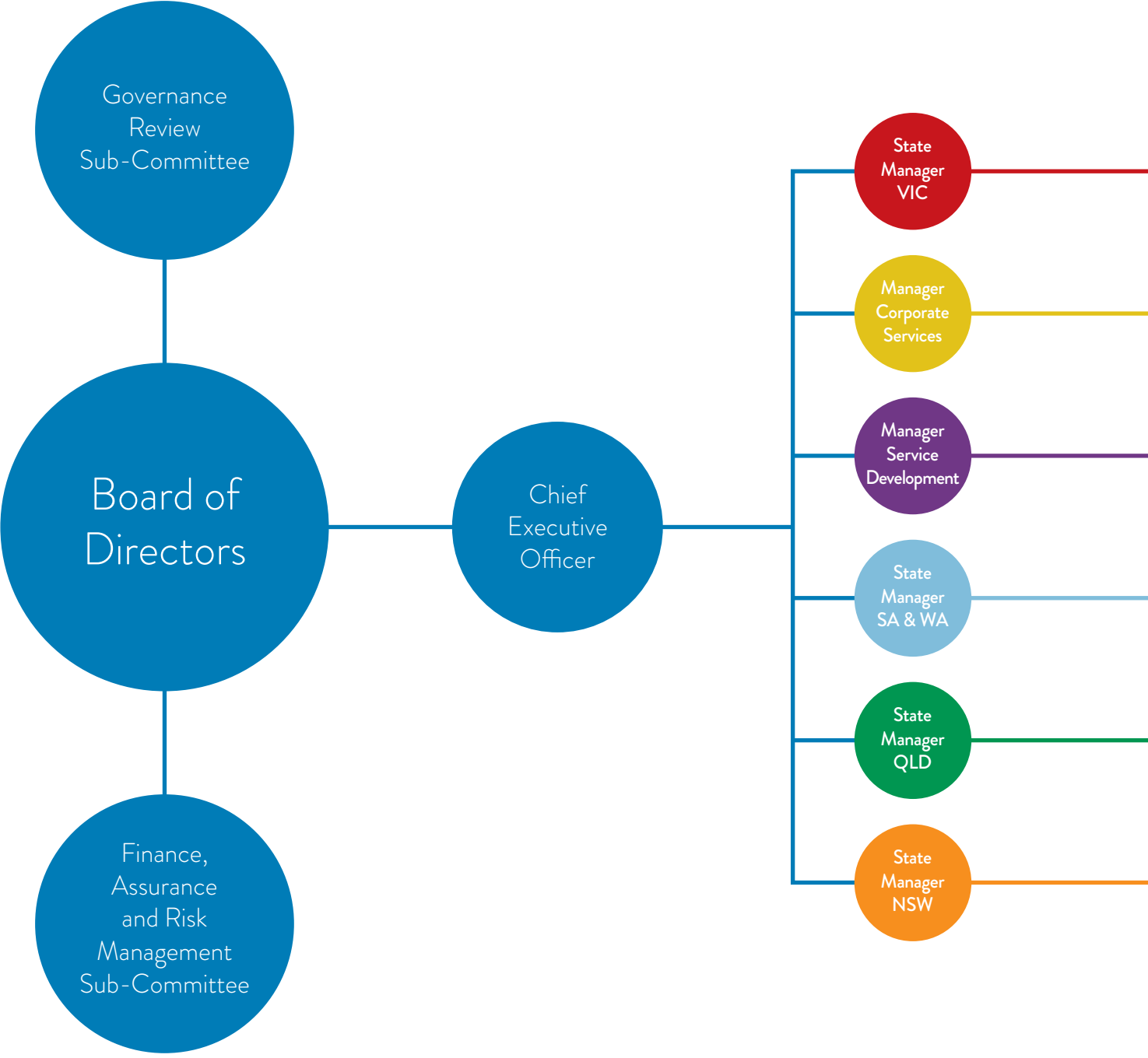
- Recognising symptoms
- Monitoring early warning signs
- Understanding stress, vulnerability and coping

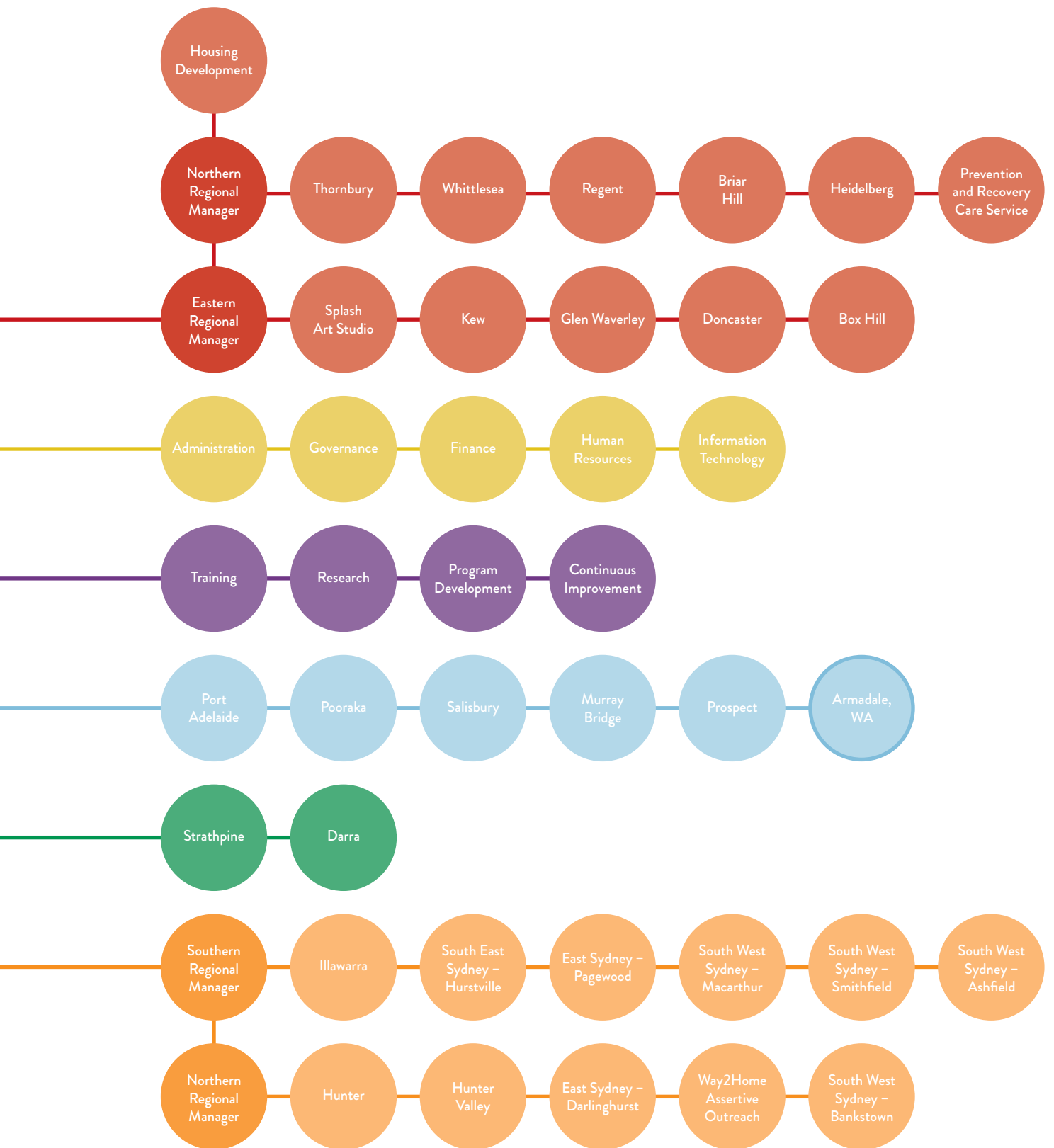
The program also assists residents in developing a relapse prevention plan to support:

- Daily coping skills
- Managing symptoms and medication
- Maintaining wellness

The effective collaboration between Neami and Clinical services at the PARC ensures that consumers receive holistic care and support that assists in their recovery and reduces their need for acute inpatient admissions.

Organisational Chart





New Initiatives and Developments



Debra Pollock – Red trees 2 – Acrylic on canvas

Aboriginal Assertive Outreach Service

The Aboriginal Assertive Outreach Service (AAOS) is new for Neami NSW commencing in April 2011. This program provides a street-to-home service for Aboriginal people 'sleeping rough' in the Sydney Coastal Region and Metropolitan Sydney with a focus on the Inner City, Inner West and the Eastern suburbs.

The aim of the service is to transition identified vulnerable rough sleepers from the street to long term accommodation with culturally appropriate 'wrap around' support to ensure their tenancy is maintained successfully. The support is provided via an assertive outreach approach which is focused on delivering support in situ, rather than requiring people to access mainstream or specialised clinical or non-clinical services. Once housed, linkages are made with Aboriginal specific services and mainstream generalist services that are required to sustain and maintain the person's tenancy and wellbeing.

The Aboriginal Assertive Outreach Support team, which includes staff from an Aboriginal background, provides a continuum of care from street to home to ensure engagement is consistent and positive so that long-term outcomes are achieved.

Housing and Support Program

The Housing and Support Program (HASP) has been operating in Queensland since 2006. In that time, approximately 242 people have been assisted to transition out from acute care hospital or extended treatment facilities into the community. Support is provided to people who are ready to move back into the community but are unable to do so due to homelessness or risk of homelessness. The program provides social housing through Housing and Homelessness Services and non-clinical support through the mental health non-government sector.

This is Neami Queensland's first opportunity to work within a program funded through the Queensland Government and the Department of Communities. Neami began providing support to two individuals through this program from Jan 2011.

Combined, Neami is providing up to 65 hours of support per week for these two people. One person has begun living in his own home for the first time, the other has started their transition after a period of living in a long stay hospital environment for two years. The support arrangements have entailed Neami moving from a 5 day to 7 day rotating roster, as well as establishing an on-call service at both Queensland's sites – Darra and Strathpine.

IEMHSA Merger

In February 2011, Neami and Inner East Mental Health Services Association (IEMHSA) made a decision to merge. This followed an extensive investigation by both Boards of Directors and management teams of the feasibility and potential benefits of a merger, with the primary aim of improving outcomes for consumers and their carers.

The primary reasons for the merger were to provide the highest quality service to consumers and their carers, attract and retain committed and enthusiastic staff and ensure the new larger and stronger organisation is well positioned and viable in the context of the service system reforms currently underway in Victoria and nationally.

In April, Neami assumed responsibility for the management of IEMHSA and on 1st July IEMHSA services officially became Neami services with all direct care staff and service managers transferring to Neami.

The merger has broadened Neami's geographic base in Victoria into the Inner Urban and Central East areas with the addition of four service sites with 30 staff providing services to approximately 400 consumers.

The organisational change process is well underway with staff being trained in Neami practices and procedures, implementation of the Collaborative Recovery Model and the roll out of the Carelink+ consumer database. Through this process all clients will be allocated a key worker and will be supported individually to work on their personal recovery goals. Individual and group rehabilitation programs will be offered based on individual needs with group rehabilitation programs being mostly community based and, where possible, facilitated in partnership with community agencies.

While the merger has been a complicated undertaking it has proceeded smoothly due in large part to the goodwill, commitment and enthusiasm of the staff in the east.



Maureen Sexton – The Vast Sky – Mixed media on paper

Supportive Housing Project

Neami in partnership with Housing Choices Australia (HCA) have been funded to operate a new Supportive Housing Project in High Street Preston, Victoria.

Long-term housing in the brand new block of 33 apartments will be provided to people who are homeless or at risk of homelessness due to mental illness or other disabilities as well as to low income individuals who are eligible for social housing but do not require support.

This project utilises a model that has been adapted from a range of supportive housing models, including 'Common Ground' which has an on-site resident support and a concierge component. The combination of long-term housing with support is relatively new for homelessness assistance in Victoria and as such provides the opportunity for Neami as support provider and HCA as tenancy manager to work together to ensure the implementation and refinement of the linked model to best meet the needs of tenants.

Effectively increasing the amount of housing in the area, this project will provide another housing and support option for Neami consumers in an excellent location that along with appropriate support will promote community integration, independent functioning and housing retention.

Ray's Story



My life started to change for the better about two years ago when I started the Neami program.

The starting of my troubles was alcohol abuse. I was living my life to drink alcohol neglecting family responsibilities.

It was causing mental breakdown for myself and family.

I knew I had to stop but couldn't. My family tried to help but I couldn't stop. With living in boarding houses feeling lonely, gave me a long time to think about the way I was going to live my life. Neami helped me choose the right path and gave me the skills to keep on this path; gradually it gave me contact with family again, which was the start of a new life. Many thanks to Neami staff at Darra.

Raymond Barrett



Strategic Directions 2011 – 2014



Robert Beisley – In a Bubble 2 – Texta on paper



Mission

“Improving mental health and wellbeing in local communities”

Vision

“Full citizenship for all people living with a mental illness in Australian society”

Neami believes that better outcomes for consumers can be achieved by:

- Assisting consumers to build their resilience and strength to make their own choices about their own recovery
- Working with consumers to build their confidence while participating in their community
- Assisting consumers to plan their own program and build their connections with their community
- Assisting consumers to develop skills and competence necessary to enjoy a full and rich quality of life

Our Values

Consumers, staff and Board members have defined the values, which drive Neami’s vision and mission. These shared values put the organisation in the best possible position to realise its vision and mission.

- Self determination
- Hope
- Change
- Respect
- Growth
- Choice
- Empowerment
- Wellbeing
- Learning
- Partnerships
- Acceptance of diversity
- Quality

Strategic Direction 1

Lead through service innovation.

On an annual basis, Neami will implement a significant service innovation that demonstrably improves consumers' wellbeing and mental health outcomes as well as participation in society.

- Improve the physical health of consumers attending Neami services
- Enhance consumer and carer participation processes and feedback
- Increase employment options for people with lived experience within Neami
- Introduce a recovery measure
- Explore and expand use of online technologies in service development and delivery

Strategic Direction 2

Promote services that achieve quality recovery outcomes

Neami will influence key stakeholders (e.g. Federal and State Government Ministers, key policy makers and academics) in order to promote effective service models and use our knowledge and evidence base to positively shape the mental health sector.

- Set Neami branding strategy including a defined audience, message and delivery mode
- Develop a research agenda about Neami's benefits, recovery and wellbeing whilst articulating consumer needs
- Create partnerships with key tertiary organisations, policy makers and/or advocacy groups
- Host an international recovery and wellbeing conference
- Develop a plan to actively influence key stakeholders

Strategic Direction 3

Expand services for people with complex mental health and social needs.

Expand forensic and complex services by 25% of total turnover by 2014. Neami will prioritise working with those consumers who have the highest need.

- Define the consumer and carer population and relevant model of service
- Build skill base of the organisation
- Research forensic and complex care markets
- Build links and partnerships with forensic system and disability services, health, justice and substance abuse

Strategic Direction 4

Develop a skilled and diverse workforce committed to recovery

Attract and retain a diverse and inclusive workforce; increasing all under-represented groups, especially those of ATSI and CALD backgrounds and those with a lived experience of mental illness.

- Implement an improved HR information system
- Develop and implement a comprehensive graduate development program
- Improve staff recruitment and selection processes
- Implement staff coaching model
- Develop targeted and balanced recruitment of new staff
- Devise strategies to increase and improve career pathways for under-represented groups

Henrique's Story

Hi, my name is Henrique and I would like to think I have redefined the word mad, as Making a Difference.

I was born in Angola, Africa but spent a large part of my life in Portugal, as a refugee from civil war. Finally I was able to come to Australia and hoped for a better life. But that did not happen.

Shortly after I arrived in Australia I was badly injured in a work accident so I could not provide for myself and my young family. Everything was really bad because I became involved in the justice system; I accumulated a big debt and became homeless. Finally I hit rock bottom with no hope with the onset of mental illness. But then Neami came to the rescue.

Neami helped me with a house to live in, help with my legal problems, drug rehabilitation and some career development. They also assisted me to be aware of the suffering of others and to develop the self-confidence to move forward that good support can bring. I feel empowered by my past difficulties and believe that as a survivor of these lived experiences I can use them to endeavour to understand human behaviour.

Now I think that Neami has enabled me to turn my life around and I have found my calling to help others. My journey has had some incredible difficulties, but humans are capable of overcoming these things if given adequate community support. I like to think this journey has made me an ambassador for hope and redemption.

I look now at Neami as being like my parents – giving me support, direction and education when I needed it. Now that I have work and direction in my life - I can never thank them enough.

Henrique



consumer statistics

Throughout the year Neami provided services to 2,286 consumers.



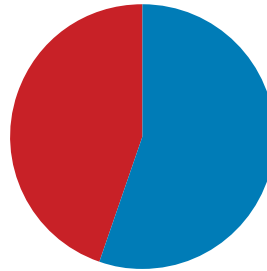
2011

National Snapshot

1. Gender Breakdown

- Male
- Female

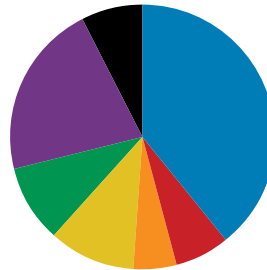
55% of consumers receiving a service are male.



2. Diagnosis

- Schizophrenia
- Schizo-affective
- Personality Disorder
- Anxiety
- Bi polar
- Major Depression
- Other

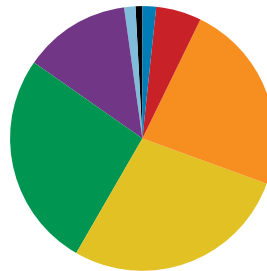
39% of consumers have a diagnosis of Schizophrenia, whilst 19% of consumers present as having a dual diagnosis.



3. Age Range

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- No age specified

27.6% of consumers are aged between 35 and 44 years and 26.5% between 45 and 54 years.



ATSI Consumers

6% of the consumers receiving a Neami service identify as Aboriginal or Torres Strait Islanders.

Housing

Neami provides housing to 229 consumers across all services. Of these, 52% are female.

There are 155 consumers waitlisted to receive a Neami service.

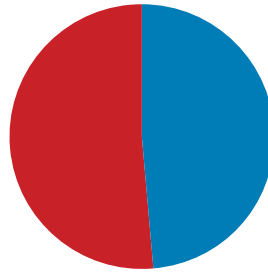
Total Consumers for Snapshot period: 1650

Victoria Snapshot

1. Gender Breakdown

- Male
- Female

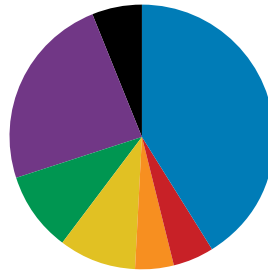
51% of consumers receiving a service in VIC are female.



2. Diagnosis

- Schizophrenia
- Schizo-affective
- Personality Disorder
- Anxiety
- Bi polar
- Major Depression
- Other

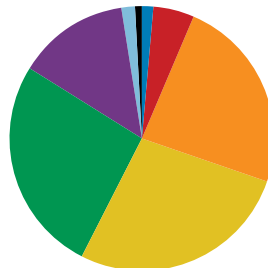
Over 41% of consumers in VIC have a diagnosis of Schizophrenia, whilst 20% of consumers present as having a dual diagnosis.



3. Age Range

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- No age specified

27% of consumers are aged between 35 and 44 years, and 26% are aged between 45 and 54.



ATSI Consumers

2% of the consumers receiving a service in VIC identify as Aboriginal or Torres Strait Islanders.

Housing

There are 108 consumers accommodated in 89 Neami properties. Of these, 61% are female.

There are 59 consumers registered in VIC as waitlisted for a service.

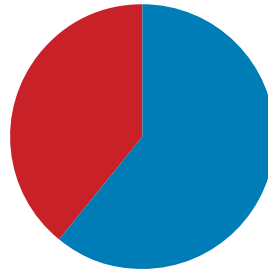
Total Consumers for Snapshot period: 574

New South Wales Snapshot

1. Gender Breakdown

- Male
- Female

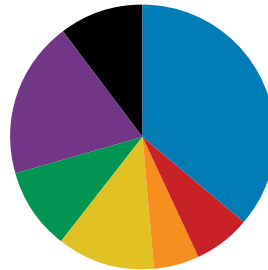
61% of consumers receiving a service in NSW are male.



2. Diagnosis

- Schizophrenia
- Schizo-affective
- Personality Disorder
- Anxiety
- Bi polar
- Major Depression
- Other

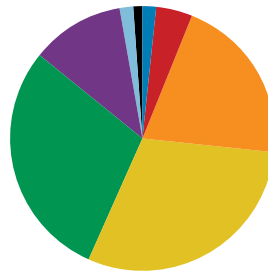
36% of consumers in NSW have a diagnosis of Schizophrenia, whilst 22% of consumers present as having a dual diagnosis.



3. Age Range

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- No age specified

30% of consumers in NSW are between 35 and 44 years and 29% are aged between 45 and 54 years.



ATSI Consumers

10% of the consumers receiving a service in NSW identify as Aboriginal or Torres Strait Islanders.

Housing

There are 112 consumers accommodated in 103 Neami properties. Of these, 42% are female.

In NSW there are 62 consumers waitlisted to receive a Neami service.

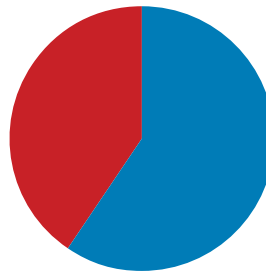
Total Consumers for Snapshot period: 691

South Australia Snapshot

1. Gender Breakdown

- Male
- Female

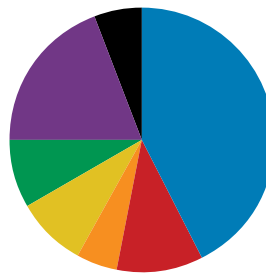
40% of consumers receiving a service in SA are female.



2. Diagnosis

- Schizophrenia
- Schizo-affective
- Personality Disorder
- Anxiety
- Bi polar
- Major Depression
- Other

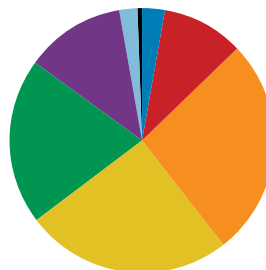
43% of consumers in SA have a diagnosis of Schizophrenia, whilst 14% of consumers present as having a dual diagnosis.



3. Age Range

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- No age specified

27% of consumers in SA are between 25 and 34 years, and 25% are aged between 35 and 44 years.



ATSI Consumers

5% of the consumers receiving a service in SA identify as Aboriginal or Torres Strait Islanders.

Housing

Neami has nomination rights to 9 housing units in SA, which are all occupied. 55% of the housing units are occupied by female consumers.

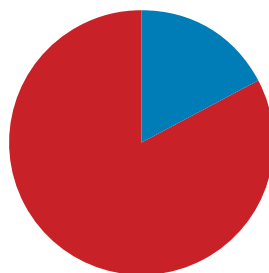
Total Consumers for Snapshot period: 277

Western Australia Snapshot

1. Gender Breakdown

- Male
- Female

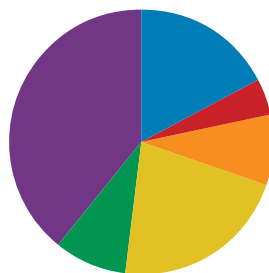
83% of consumers receiving a service in WA are female.



2. Diagnosis

- Schizophrenia
- Schizo-affective
- Personality Disorder
- Anxiety
- Bi polar
- Major Depression
- Other

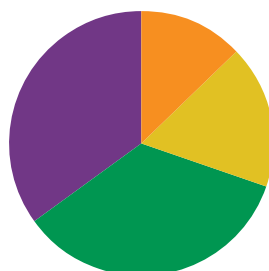
The most prevalent diagnosis in WA at 39% is major depression. During the snapshot period analysed no consumers presented as having a dual diagnosis.



3. Age Range

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- No age specified

35% of consumers in WA are between 45 and 54 years and 35% between 55 and 64 years.



ATSI Consumers

None presenting during the point in time analysed.

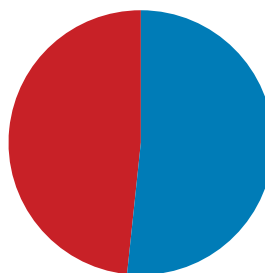
Total Consumers for Snapshot period: 23

Queensland Snapshot

1. Gender Breakdown

- Male
- Female

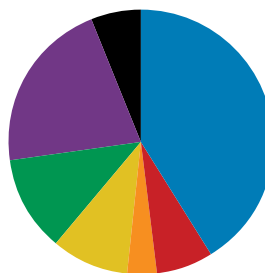
48% of consumers receiving a service in QLD are female.



2. Diagnosis

- Schizophrenia
- Schizo-affective
- Personality Disorder
- Anxiety
- Bi polar
- Major Depression
- Other

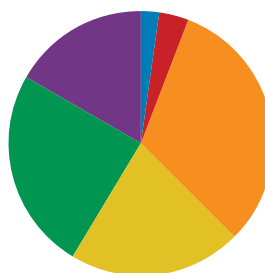
Over 41% of consumers in QLD have a diagnosis of Schizophrenia, whilst 14% of consumers present as having a dual diagnosis.



3. Age Range

- 16-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- No age specified

32% of consumers in QLD are aged between 25 and 34 years and 25% between 45 and 54 years.



ATSI Consumers

8% of the consumers receiving a service in QLD identify as Aboriginal or Torres Strait Islanders.

Other

There are 34 consumers on the service register waiting list in QLD

Total Consumers for Snapshot period: 85



Kathryn Bushell – Toby Whistling – Screen print on paper

financial statements



2011

Directors' Report

The Directors of Neami Limited (the Company) have pleasure in presenting their report for the financial year ended 30 June 2011.

Directors

The names and details of the Company's directors who held office during or since the end of the financial year are:



Julie Anderson

Certificate in Business
President

Julie has been a Board member since 1997. She is President of the Board of Directors, Chair of the Finance, Assurance and Risk Management Sub-Committee and Chair of the Governance Review Sub-Committee. Julie is employed as a Consultant within the Mental Health Sector.



Remberto Rivera

MBA, BEcon, PostGrad
– Dip of Aged Care
Management, PostGrad –
Bus. Accounting
Treasurer

Board member since 2008. Treasurer of the Board of Directors, member of the Finance, Assurance and Risk Management Sub-Committee. Aged Care, Salvation Army, Child Welfare Agency (VIC)



Alfred Mayuka

(Resigned 1/12/2010)
BA, LL.B, LL.M – Grad Dip
in Industrial Relations

Alfred resigned in December 2010, having been a Board member since 2003. He was the Secretary and Public Officer of Neami until his resignation. Alfred worked in his own practice as a barrister and solicitor.



Douglas Holmes

*(Resigned 19/10/2010;
Re-Appointed 19/5/2011)*
Diploma in Workplace
Training and Assessment

Board member since 2007. St Vincent's Hosp. (NSW) Consumer Participation Officer and is also a member of Finance, Assurance and Risk Management Sub-Committee.



Stephen Brand

Bachelor SW (UNSW)
Grad Cert, Health Service
Admin, Strategy and
Change (UNSW)
Vice President

Board member since 2006. Member of the Governance Review Sub-Committee and ex-officio member of the Finance, Assurance and Risk management Sub-committee. Stephen is currently employed as the Executive Officer, Australian College of Social Work (Australian Association of Social Workers).



**Dawn Inman-
Wyness**

MBA, B. Nursing,
B Commerce, CPA,
RABSA, MAICD

Board member since 2009. Member of the Governance Review Sub-Committee. Director of North East Housing Service, Director of the Bendigo Bank (Warrandyte Branch), numerous other Directorships.



Lindsay Oades

PhD, MBA with Distinction,
BA (Hons)

Secretary/Public Officer

Board member since 2008. Member of the Finance, Assurance and Risk Management Sub-Committee, numerous publications in health journals on Mental Health service models. Has been involved in many extensive research projects including the Collaborative Recovery Model which Neami implemented in 2009. Affiliations and Memberships of various Psychology and Research associations within the Mental Health Industry.



Khorshed Khisty

(Resigned 22/07/2010)

MA in Social Work
and Psychology

Khorshed resigned as a Neami Board member in July 2010. She has been a Director since 2003. She ran her own practice and is an Ethnic Community Consultant.



Robert Bland

PhD, M. Social Work, B.
Social Work (Hons)

Professor of Mental Health at the University of Queensland associated with Queensland Health. Works with mental health policy and models of service delivery, including working in partnership with consumers and family.



Margaret Springgay

(Appointed 22/07/2010)

Master Health Care
Management, Grad. Dip.
Health Counselling

Appointed Director in July 2010. Community nursing – state wide service, Regional Director RDNS South Aust, Health & Community Service Consultant, Coopers & Lybrand, formerly an Executive Director, Mental Illness Fellowship of Australia.

Directors were in office for this entire year unless otherwise stated.

Directors have no material interests in contracts or proposed contracts with the company.

Principal activities

The principal activities of the Company in the course of the financial year were to provide psychosocial rehabilitation, education, support and advocacy for people living with a psychiatric disability.

Objectives

The Company aspires to ensuring better outcomes for all consumers and strives for full citizenship for all people living with a mental illness in Australian society. The Company aims to achieve these objectives by undertaking the above principal activities and by implementing service innovations to improve consumer wellbeing, promoting effective service models and by expanding forensic and complex services.

Performance in achieving these objectives are measured in various ways including assessment of the following key strategic directions:

- Lead through service innovation
- Promote services that achieve quality recovery outcomes
- Expand services for people with complex mental health and social needs
- Develop a skilled and diverse workforce committed to recovery

Operating Results

The net surplus of the organisation for the financial year 2010-2011 was \$1,147,803 [2009-2010 was \$2,108,515].

Significant changes in the state of affairs

After comprehensive due diligence processes and negotiations with executive management and Board members, the Company integrated operations of Inner East Mental Health Services Association Inc. with those of Neami from 1st April 2011. The financial impact of this integration will be recognised from 1st July 2011.

In the opinion of the directors there were no other significant changes in the state of affairs of the Company that occurred during the financial year under review not otherwise disclosed in this report.

Significant events after the balance date

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the company, in future years.

Likely Developments

The Company will continue its policy of providing the principal activities set out in this report.

Directors' Benefits

No Director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the Company, controlled entity or related body corporate with a Director, a firm which a Director is a member or an entity in which a Director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by Directors shown in the Company's accounts, or the fixed salary of a full-time employee of the Company, controlled entity or related body corporate.

Indemnification and Insurance of Directors and Officers

The Company has indemnified all Directors and Employees in respect of liabilities to other persons (other than the company or related body corporate) that may arise from their position as Directors or Employees of the Company except where the liability arises out of conduct involving the lack of good faith.

Disclosure of the nature of the liability and the amount of the premium is prohibited by the confidentiality clause of the contract of insurance. The Company has not provided any insurance for an auditor of the Company or a related body corporate.

Members' Liability

The Company is limited by guarantee and there are 10 members at 30 June 2011. Each members' liability in the event the Company is wound up is \$20 (total liability of members is \$200).

Auditor Independence Declaration

The directors received the following declaration from the auditor of the Company:

Richmond Sinnott & Delahunty
Chartered Accountants



In relation to our audit of the financial report of Neami Limited for the financial year ended 30 June 2011, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of the Corporations Act 2001 or any applicable code of professional conduct.

Warren Sinnott
Partner
Richmond Sinnott & Delahunty
18 August 2011

Directors' meetings

The number of directors' meetings (including meetings of committees of directors) attended by each of the directors of the Company during the year were:

Director	Board Meetings		FARMS Meetings		Governance Meetings	
	A	B	A	B	A	B
Julie Anderson	11	12	5	6	4	4
Alfred Mayuka	4	5			2	2
Stephen Brand	11	12	5	6	3	4
Remberto Rivera	8	12	4	6		
Doug Holmes	4	5	2	2		
Lindsay Oades	9	12	5	6		
Dawn Inman-Wyness	12	12	5	5	4	4
Khorshed Khisty	1	1				
Robert Bland	9	12	5	5		
Margaret Springgay	11	12			2	3

FARMS = Finance, Assurance and Risk Management Sub-Committee.

A = Number of meetings attended.

B = Number of meetings held during the time the director held office during the year.

On Behalf of the Board

Julie Anderson, President
Signed in Melbourne on this 18th day of August 2011

Statement of Comprehensive Income

For the year ended 30 June 2011

	Notes	2011 \$	2010 \$
Revenues from ordinary activities	2	24,130,247	21,692,170
Other revenue	2	980,830	1,088,653
Salaries & employee benefits expense	3	(18,177,811)	(15,968,354)
Office and occupancy expenses	3	(2,085,783)	(1,765,969)
Other expenses from ordinary activities	3	(2,438,176)	(1,632,582)
Depreciation and amortisation expense	3	(1,261,504)	(1,305,403)
Total Comprehensive Income for the year		1,147,803	2,108,515
Total Comprehensive Income attributable to members of the entity		1,147,803	2,108,515

The accompanying notes form part of these financial statements

Statement of Financial Position

As at 30 June 2011

	Notes	2011 \$	2010 \$
Current Assets			
Cash assets	5	7,342,913	6,843,734
Receivables	6	658,154	731,412
Total Current Assets		8,001,067	7,575,146
Non-Current Assets			
Investments	7	4,206,701	4,000,000
Property, plant and equipment	8	3,065,927	3,272,022
Total Non-Current Assets		7,272,628	7,272,022
Total Assets		15,273,695	14,847,168
Current Liabilities			
Payables	9	1,684,192	1,384,476
Funding Held for Future Periods	10	3,118,816	4,165,922
Provisions	11	1,730,043	1,593,867
Total Current Liabilities		6,533,051	7,144,265
Non-Current Liabilities			
Provisions	11	239,025	349,087
Total Non-Current Liabilities		239,025	349,087
Total Liabilities		6,772,076	7,493,352
Net Assets		8,501,619	7,353,816
Equity			
Retained Earnings	12	8,501,619	7,353,816
Total Equity		8,501,619	7,353,816

The accompanying notes form part of these financial statements

Statement of Cash Flows

For the year ended 30 June 2011

	Notes	2011 \$	2010 \$
Cash Flows From Operating Activities			
Cash receipts in the course of operations		25,911,524	23,300,742
Cash payments in the course of operations		(24,944,222)	(21,223,836)
Interest and distributions received		613,499	445,699
Net cash flows from/(used in) operating activities	13b	1,580,801	2,522,605
Cash Flows From Investing Activities			
Payments for property, plant and equipment		(1,536,753)	(2,437,642)
Payments for Investments		(206,701)	(4,000,000)
Proceeds from sale of property, plant and equipment		661,832	1,074,839
Net cash flows from/(used in) investing activities		(1,081,622)	(5,362,803)
Net increase/(decrease) in cash held		499,179	(2,840,198)
Add opening cash brought forward		6,843,734	9,683,932
Closing cash carried forward	13a	7,342,913	6,843,734

The accompanying notes form part of these financial statements

Statement of Changes in Equity

For the year ended 30 June 2011

	Retained Earnings \$	Total Equity \$
As at 1 July 2010	7,353,816	7,353,816
Surplus for the period	1,147,803	1,147,803
As at 30 June 2011	8,501,619	8,501,619
	Retained Earnings \$	Total Equity \$
As at 1 July 2009	5,245,301	5,245,301
Surplus for the period	2,108,515	2,108,515
As at 30 June 2010	7,353,816	7,353,816

The accompanying notes form part of these financial statements

Notes to the Financial Statements

For the year ended 30 June 2011

1. Summary of significant accounting policies

(a) Basis of accounting

The financial report is a general-purpose financial report, which has been prepared in accordance with the Corporations Act 2001, applicable Accounting Standards and other mandatory requirements. Neami Limited is a company limited by guarantee and is incorporated and domiciled in Australia.

The financial statements of Neami Limited are prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except, where stated, current valuations of non current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The financial statements were authorised for issue by the directors on 18 August 2011.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

Australian Accounting Standards that have been recently issued or amended, but are not yet effective, have not been adopted in the preparation of this financial report. These changes are not expected to have a material impact on Neami's financial statements.

(b) Summary of significant accounting policies

Accounting policies are selected and applied in a manner which ensures that the resultant financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions and other events is reported.

(i) Taxation

Neami Limited is classified as a Public Benevolent Institution for tax purposes and as such is exempt of Income Tax, Fringe Benefits Tax (up to the \$30,000 threshold per employee) and Payroll Tax.

Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the taxation authority. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the Statement of Financial Position. Cash Flows are included in the Statement of Cash Flows on a gross basis.

The GST components of cash flows arising from investing and financing activities, which are recoverable from, or payable to, the ATO are classified as operating cash flows.

(ii) Employee Benefits

The provision for employee benefits to wages, salaries and annual leave represents the amount which the company has a present obligation to pay resulting from employees' services provided up to the balance date. The provision has been calculated on undiscounted amounts based on wage and salary rates expected to be paid and includes related on-costs. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions to employee superannuation funds are charged against income as incurred.

(iii) Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

1. Summary of significant accounting policies (continued)

(iv) Cash

Cash on hand and in banks are stated at nominal value.

For the purposes of the Statement of Cash Flows, cash includes cash on hand and in banks and investments in money market instruments, net of outstanding bank overdrafts.

(v) Revenue

Interest and grant revenue is recognised when earned. Funds remaining unspent at the end of each financial year are carried forward as a liability, to be expended in a future accounting period. All revenue is stated net of the amount of goods and services tax (GST).

(vi) Receivables and Payables

Receivables and Payables are non-interest bearing and generally have payment terms of between 7 and 30 days.

Receivables are recognised and carried at original invoice amount less any allowance for doubtful debts.

Liabilities for trade creditors and other amounts are carried at cost that is the fair value of the consideration to be paid in the future for goods and services received.

(vii) Provisions

Provisions are recognised when the economic entity has a legal, equitable or constructive obligation to make a future sacrifice of economic benefits to other entities as a result of past transactions or other past events, it is probable that a future sacrifice of economic benefits will be required and a reliable estimate can be made of the amount of the obligation.

(viii) Property, Plant and Equipment

Property, plant and equipment are brought to account at cost less accumulated depreciation and any impairment in value.

The depreciable amount of all fixed assets is depreciated over their useful lives commencing from the time the asset is held ready for use.

Depreciation and amortisation rates applying to each class of depreciable asset are based on the following useful lives:

Class of Asset	2010-11	2009-10
Buildings	40 years	40 years
Leasehold improvements	Term of lease	Term of lease
Motor vehicles	7 years	7 years
Plant and equipment	3 to 25 years	3 to 25 years

Impairment

The carrying values of plant and equipment are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable.

If any such indication exists and where the carrying value exceeds the estimated recoverable amount, the assets or cash generating units are written down to their recoverable amount.

The recoverable amount of plant and equipment is the greater of fair value less costs to sell and value in use.

In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset.

(ix) Investments

Investments are recorded at cost.

Recoverable amount of assets

At each reporting date, the Company assesses whether there is any indication that an asset is impaired. Where an indicator of impairment exists, the Company makes a formal estimate of the recoverable amount. Where the carrying amount of an asset exceeds its recoverable amount the asset is considered impaired and is written down to its recoverable amount.

Notes to the Financial Statements for the year ended 30 June 2011

	2011 \$	2010 \$
2. Revenue from ordinary activities		
Operating activities		
- Grants revenue		
Victoria	5,397,236	3,845,016
New South Wales	11,186,432	9,949,645
South Australia	3,967,505	3,874,972
Queensland	74,354	-
Western Australia	4,333	-
Commonwealth of Australia	3,500,387	4,022,537
- Other revenue	980,830	1,088,653
Total revenue	25,111,077	22,780,823
3. Expenses		
Employee expenses		
- Salaries, wages and movement in leave provisions	15,294,462	13,590,397
- Superannuation	1,297,016	1,130,558
- Workcover	274,965	237,617
- Provision for redundancy payments	-	(144,841)
- Staff Related Costs	1,311,368	1,154,623
	18,177,811	15,968,354
Office and occupancy costs		
- Office Costs	602,191	539,745
- Occupancy Costs	1,483,592	1,226,224
	2,085,783	1,765,969
Other expenses		
- Audit, Legal & Accounting	53,882	59,745
- Consumer Costs	585,000	554,243
- Finance Costs	6,441	5,893
- Motor Vehicle Expenses	578,838	551,299
- Other	454,715	359,350
- Program Establishment Costs	759,300	102,052
	2,438,176	1,632,582
Depreciation of non-current assets:		
- Plant and equipment	404,859	469,120
- Motor vehicles	682,231	658,847
- Leasehold improvements	161,754	178,043
- Buildings	12,660	(607)
	1,261,504	1,305,403
Total expenses from ordinary activities	23,963,274	20,672,308

Notes to the Financial Statements for the year ended 30 June 2011

	2011 \$	2010 \$
4. Auditors' Remuneration		
Amounts received or due and receivable for:		
- Audit or review of the financial report of the company	9,500	9,000
- Accounting, process review advice and acquittal audits	4,700	7,500
	14,200	16,500

5. Cash Assets

Cash at bank and on hand	7,342,913	6,843,734
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6. Receivables

Trade Debtors	249,458	351,376
Sundry Debtors	174,714	169,590
Prepaid Expenses	178,566	168,747
Interest Receivable	55,416	41,699
	658,154	731,412

Refer note 21 for more information on the nature of credit risks and other risk management activities of the Company.

7. Investments

Managed Funds	4,206,701	4,000,000
	4,206,701	4,000,000

8. Property, Plant and Equipment

<i>Plant and equipment</i>		
At cost	1,774,861	1,534,507
Less accumulated depreciation	(1,399,902)	(1,071,704)
	374,959	462,803
<i>Motor Vehicles</i>		
At cost	2,850,303	2,769,851
Less accumulated depreciation	(917,557)	(796,879)
	1,932,746	1,972,972
<i>Leasehold Improvements</i>		
At cost	713,628	617,239
Less accumulated depreciation	(568,250)	(406,496)
	145,378	210,743
<i>Land</i>		
At cost	326,000	326,000
	326,000	326,000
<i>Buildings</i>		
At cost	316,500	316,500
Less accumulated depreciation	(29,656)	(16,996)
	286,844	299,504
Total written down amount	3,065,927	3,272,022

8. Property, Plant and Equipment (continued)

	2011 \$	2010 \$
Movements in carrying amounts		
<i>Plant and equipment</i>		
Carrying amount at beginning of year	462,803	498,202
Additions	325,622	441,335
Disposals	(8,607)	(7,614)
Depreciation expense	(404,859)	(469,120)
Carrying amount at end of year	374,959	462,803
<i>Motor Vehicles</i>		
Carrying amount at beginning of year	1,972,972	1,631,713
Additions	1,114,742	1,740,587
Disposals	(472,737)	(740,481)
Depreciation expense	(682,231)	(658,847)
Carrying amount at end of year	1,932,746	1,972,972
<i>Leasehold Improvement</i>		
Carrying amount at beginning of year	210,743	133,066
Additions	96,389	255,720
Disposals	-	-
Depreciation expense	(161,754)	(178,043)
Carrying amount at end of year	145,378	210,743
<i>Land</i>		
Carrying amount at beginning of year	326,000	326,000
Additions	-	-
Depreciation expense	-	-
Carrying amount at end of year	326,000	326,000
<i>Buildings</i>		
Carrying amount at beginning of year	299,504	298,897
Additions	-	-
Disposals	-	-
Depreciation expense	(12,660)	607
Carrying amount at end of year	286,844	299,504
9. Payables		
Trade Creditors	933,682	479,628
Tax Payable	433,604	505,703
Accrued Expenses	316,906	399,145
	1,684,192	1,384,476

Notes to the Financial Statements for the year ended 30 June 2011

	2011 \$	2010 \$
10. Funding Held for Future Periods		
<i>Current unexpended grants</i>		
Victoria	546,819	599,179
New South Wales	1,922,178	1,906,303
South Australia	614,281	753,910
Queensland	26,205	-
Commonwealth of Australia	9,333	906,530
	3,118,816	4,165,922

11. Provisions

<i>Current</i>		
Employee Benefits: Annual Leave	955,797	941,941
Employee Benefits: Other Leave	191,442	252,723
Employee Benefits: Long Service Leave #	518,719	333,881
Resident Furniture Fund	64,085	65,322
	1,730,043	1,593,867

<i>Non Current</i>		
Employee Benefits: Long Service Leave	239,025	349,087
	239,025	349,087

All long service leave eligible to be taken (over 5 years of service) has been recorded as a current provision.

<i>Movement in employee benefits - annual leave</i>		
Opening balance	941,941	864,104
Additional provisions recognised	1,316,515	1,195,538
Amounts utilised during the year	(1,302,659)	(1,117,701)
Closing balance	955,797	941,941

<i>Movement in employee benefits - other leave</i>		
Opening balance	252,724	75,745
Additional provisions recognised	599,560	754,082
Amounts utilised during the year	(660,842)	(577,103)
Closing balance	191,442	252,724

<i>Movement in Resident Furniture Fund</i>		
Opening balance	65,322	46,726
Additional provisions recognised	19,888	24,770
Amounts utilised during the year	(21,125)	(6,174)
Closing balance	64,085	65,322

<i>Movement in employee benefits - long service leave</i>		
Opening balance	682,968	555,587
Additional provisions recognised	199,695	207,593
Amounts utilised during the year	(124,919)	(80,212)
Closing balance	757,744	682,968

Notes to the Financial Statements for the year ended 30 June 2011

	2011 \$	2010 \$
12. Retained Earnings		
Balance at the beginning of the financial year	7,353,816	5,245,301
Total Comprehensive Income for the period	1,147,803	2,108,515
Balance at the end of the financial year	8,501,619	7,353,816

13. Statement of Cashflows

(a) Reconciliation of cash

Cash assets	7,342,913	6,843,734
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There are no credit standby arrangements or unused cash facilities at 30 June 2011.

(b) Reconciliation of total comprehensive income to net cash provided from/(used in) operating activities

Total comprehensive income	1,147,803	2,108,515
Non cash items		
- Depreciation	1,261,504	1,305,403
- Net (surplus) / deficit from sale of plant & equipment	(187,738)	(336,582)
- Fixed Assets Written Off	7,250	9,838
Changes in assets and liabilities		
- (Increase) / Decrease in Receivables	73,258	(396,991)
- Increase / (Decrease) in Payables	299,716	120,433
- Increase / (Decrease) in Provisions	26,114	255,953
- Increase / (Decrease) in Funding Held for Future Periods	(1,047,106)	(543,964)
Net cashflows from/ (used in) operating activities	1,580,801	2,522,605

14. Director and Related Party Disclosures

The names of directors who have held office during the financial year are:

Julie Anderson
Douglas Holmes (Resigned 19/10/2010; Appointed 19/5/2011)
Stephen Brand
Lindsay Oades
Alfred Mayuka (Resigned 1/12/2010)
Dawn Inman-Wyness
Remberto Rivera
Khorshed Khisty (Resigned 22/07/2010)
Robert Bland
Margaret Springgay (Appointed 22/07/2010)

No director remuneration is paid as the positions are voluntary. There were no transactions with director related entities during the year.

15. Subsequent Events

There have been no events after the end of the financial year that would materially affect the financial statements.

16. Contingent Liabilities and Commitments

There were no contingent liabilities at the date of this report to affect the financial statements.

The company has entered into bank guarantees for \$22,367 (2010 \$32,679) being for office rental bonds. Term deposits are held as security for these.

17. Segment Reporting

The Company operates in the mental health sector where it provides psychosocial rehabilitation, education, support and advocacy for people living with a psychiatric disability. The Company operates in Australia.

18. Registered office/Principal place of business

The registered office and principal place of business is 305 Arthur Street, Fairfield, Victoria, 3078.

19. Guarantee

Neami Limited is a company limited by guarantee. Each member's liability is limited to \$20 and as at 30 June 2011 there are 10 members (2010: 13 members).

20. Leases

The company has entered into various operating leases for motor vehicles. The total of future minimum lease payments for these leases are shown below:

	2011 \$	2010 \$
<i>Minimum Operating Lease Payments</i>		
1 year or less	14,498	29,513
Between 1 and 5 years	-	14,498
Over 5 years	-	-
	14,498	44,011

21. Financial risk management

The Company has exposure to credit risk, liquidity risk and market risk from their use of financial instruments.

This note presents information about the Company's exposure to each of the above risks, their objectives, policies and processes for measuring and managing risk, and the management of capital.

The Board of Directors has overall responsibility for the risk management framework. The Board has established the Finance, Assurance and Risk Management Sub-Committee ('FARMS') which reports regularly to the Board.

(a) Credit Risk

Credit risk is the risk of financial loss to the Company if a customer or counterparty to a financial instrument fails to meet its contractual obligations. For the Company it arises from receivables, investments and cash assets.

The maximum exposure to credit risk at balance date to recognised financial assets is the carrying amount of those assets as disclosed in the Statement of Financial Position and notes to the financial statements.

The Company's maximum exposure to credit risk at reporting date was:

	2011 \$	Carrying Amount 2010 \$
Cash assets	7,342,913	6,843,734
Investments	4,206,701	4,000,000
Receivables	658,154	731,412
	12,207,768	11,575,146

The Company's exposure to credit risk is limited to Australia by geographic area.

Receivables are assessed for recoverability and a provision for impairment is recognised where there is objective evidence that the individual receivable is impaired. An assessment has been performed at 30 June 2011 and there are no impaired receivables (2010: nil).

A total of \$8,015 of receivables are over 90 days in arrears at 30 June 2011 (2010: \$144,265). The Company expects to recover this amount and all other receivables. No other assets of the Company are past due (2010: nil past due) and based on historic default rates, the Company believes that no impairment allowance is necessary in respect of assets not past due.

The Company limits its exposure to credit risk by only investing in liquid securities.

(b) Liquidity risk

Liquidity risk is the risk that the Company will not be able to meet its financial obligations as they fall due.

The Company ensures it will have enough liquidity to meet its liabilities when due under both normal and stressed conditions. Liquidity management is carried out within the guidelines set by the Board.

Typically, the Company maintains sufficient cash on hand to meet expected operational expenses, including the servicing of financial obligations. This excludes the potential impact of extreme circumstances that cannot reasonably be predicted, such as natural disasters.

The following are the estimated contractual maturities of financial liabilities, including estimated interest payments.

	Carrying amount \$	Contractual cash flows \$	1 year or less \$	over 1 to 5 years \$	more than 5 years \$
30 June 2011					
Payables	1,684,192	(1,684,192)	(1,684,192)	-	-
30 June 2010					
Payables	1,384,476	(1,384,476)	(1,384,476)	-	-

21. Financial risk management (continued)

(c) Market risk

Market risk is the risk that changes in market prices, such as interest rates, that will affect the Company's income or the value of its holdings of financial instruments. The objective of market risk management is to manage and control market risk exposures within acceptable parameters.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Company reviews the exposure to interest rate risk as part of the regular board meetings.

Sensitivity analysis

At the reporting date the interest rate profile of the Company's interest bearing financial instruments was:

	2011 \$	Carrying Amount 2010 \$
Fixed rate instruments		
Financial assets	2,168,392	2,612,038
Financial liabilities	-	-
	2,168,392	2,612,038
Variable rate instruments		
Financial assets	5,158,985	4,218,435
Financial liabilities	-	-
	5,158,985	4,218,435

Fair value sensitivity analysis for fixed rate instruments

The Company does not account for any fixed interest rate financial assets or liabilities at fair value through surplus or deficit. Therefore a change in interest rates at the reporting date would not affect surplus or deficit.

Cash flow sensitivity analysis for variable rate instruments

A change of 100 basis points in interest rates at the reporting date would have no impact on surplus or retained earnings. For the analysis performed on the same basis as at 30 June 2010 there was also no impact. As at both dates this assumes all other variables remain constant.

(d) Net fair values

The net fair values of financial assets and liabilities approximate the carrying values as disclosed in the Statement of Financial Position. The Company does not have any unrecognised financial instruments at year end.

(e) Capital management

The Board's policy is to maintain a strong capital base so as to sustain future development of the Company.

Capital is represented by total equity as recorded in the Statement of Financial Position.

There were no changes in the Company's approach to capital management during the year.

Director's Declaration

In accordance with a resolution of the Directors of Neami Limited,
I state that:

In the opinion of the Directors:

(a) the financial statements and notes of the Company are in accordance with the Corporations Act 2001, including:

(i) giving a true and fair view of the Company's financial position as at 30 June 2011 and of their performance for the year ended on that date; and

(ii) complying with Accounting Standards in Australia and Corporations Regulations 2001; and

(b) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.



Julie Anderson, President

Signed in Melbourne on this 18th day of August 2011

Independent Audit Report

Scope

The financial report comprises the statement of financial position, statement of comprehensive income, statement of cash flows, statement of changes in equity, accompanying notes to the financial statements, and the directors' declaration for Neami Limited, for the year ended 30 June 2011.

The directors of the company are responsible for preparing a financial report that gives a true and fair view of the financial position and performance of the company, and that complies with Accounting Standards in Australia, in accordance with the Corporations Act 2001. This includes responsibility for the maintenance of adequate accounting records and internal controls that are established to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit Approach

We conducted an independent audit of the financial report in order to express an opinion on it to the members of the company. Our audit has been conducted in accordance with Australian Auditing Standards in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

We performed procedures to assess whether in all material respects the financial report presents fairly in accordance with the Corporations Act 2001, including compliance with Accounting Standards in Australia, and other mandatory financial reporting requirements in Australia, a view which is consistent with our understanding of the company's financial position, and of its performance as represented by the results of its operations and cash flows.

We formed our audit opinion on the basis of these procedures, which included:

- on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report; and
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant account estimates made by the directors.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

We performed procedures to assess whether the substance of business transactions was accurately reflected in the financial report. These and our other procedures did not include consideration or judgement of the appropriateness or reasonableness of the business plans or strategies adopted by the directors and management of the company.

Independence

We are independent of the company, and have met the independence requirements of Australian professional ethical pronouncements and the Corporations Act 2001.

Audit Opinion

In our opinion, the financial report of Neami Limited is in accordance with:

(a) the Corporations Act 2001 including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2011 and of its performance for the year ended on that date; and
- (ii) complying with Accounting Standards and the Corporations Regulations 2001; and

(b) other mandatory professional reporting requirements in Australia.

Richmond Sinnott & Delahunty

RICHMOND SINNOTT & DELAHUNTY
Chartered Accountants

W. J. Sinnott

W. J. Sinnott
Partner
Bendigo

Date: 18 August 2011



Malcolm Derwas – Venice – oil on canvas

Neami Services



Michelle Anderson – Guarded heart – Glazed terra cotta

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Daniel Potter – The Ocean – Pastel on paper



Sean O'Leary – Smoking with a hat – Pastel on paper

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Adam Opie – Free Bird – Acrylic on canvas



Robert Beisley – Cup – Acrylic on canvas

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