



2018 - 2019 Annual Report



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2018 - 2019 Highlights





Our Vision

An Australia where all people are valued



Our Values

Personal Responsibility

We act ethically and always take responsibility for our actions

Personal Value

We believe every person has intrinsic value

Mutual Help

We collaborate and share knowledge, skills and expertise for the personal development and leadership of all

Friendship

We support each other and act with courage in the best interests of Grow



Chair of the Board

Dr Lesley van

Schoubroeck



Foreword, From the Chairperson

This past year has been one of challenges, changes and optimism for Grow. I was honoured to be elected as Chair of the Board in October 2019 taking over from Leonie Young who has ably held this role since 2015.


Leonie's contribution as Chair consolidated Grow's reputation and community regard, leading the Board and Grow to adapt to ever-changing times and the need for improving governance, national systems, strategies and budget management, to better position Grow for the future. Her leadership and drive for a stronger, collaborative and compassionate Grow, together with the commitment and expertise of fellow directors, has enabled the organisation to move towards a vision of One Grow, with our staff across Australia working collaboratively towards a common purpose. Our best wishes to Leonie.

I would also like to acknowledge the contribution of Barbara Peach who stepped down from the Board in March this year ending a thirty-year connection with Grow that started in Victoria's Gippsland Region, in 1989. We wish her well as she answers the call of ten grandchildren knowing that she has made a valued contribution to the Grow Program and to the lives of many people.

Like so many organisations delivering community mental health services, Grow has faced the challenges that have come with the reorganisation of the mental health systems as funding is increasingly directed through the National Disability Insurance Scheme or through Primary Health Networks and Local Hospital and Health Networks. We have met this challenge head on, seeking to diversify our programs as well as our funding sources. At the same time, we have remained true to our core business fostering peer support for recovery to maintain good mental health and wellbeing.

After eight years at the helm, our Chief Executive Officer, Clare Guilfoyle advised the Board that it was time for her to step aside and make more time for herself and her family. On behalf of the Board, our staff and our Growers throughout Australia, I would like to extend my thanks to Clare for her leadership over that period. Our new National Chief Executive Officer, David Butt, commenced in June this year and we all look to working with him as he leads the organisation





through a period of change. Thanks also to Julie Ling who took on the role of Interim Chief Executive Officer for four months.

Our focus during 2018/19 was to update many of our governance arrangements and business systems and we move into 2019/20 with:

- A new statement of strategic intent and key performance indicators to drive results
- A more contemporary constitution for consideration at the 2019 AGM
- A revitalised National Program Team ready to take a role on the Board
- A stronger partnership with Mitch Dowd for Odd Socks Day on 4 October
- An updated finance system that will increase efficiencies and enhance budget management

We remain optimistic about the future of Grow. Despite a significant cut in funding from the Queensland Government from 1 July 2019, we are determined to reconfigure how we deliver our services and our growers will not be left unsupported. We know that people who participate in our programs have improved mental health and wellbeing -- be it our new Get Growing or on-line programs, our residential services in New South Wales and the ACT, or our traditional Grow groups. We know that we have the staff with the values that are necessary to remain true to our vision of An Australia where all people are valued.

My thanks to the staff for their support during this year of transition and to my fellow directors, John MacIsaac from Victoria, our deputy chair who continues to offer advice and support, Ian Sloan from Western Australia, Leonie Young from the ACT and our Queensland based directors, Peter Barker, Jeremy Morse, Steve Ryan and Barbara Cunningham who joined the Board in 2019.

I look forward to working with the Board, staff and our stakeholders in the coming year.

Dr Lesley van Schoubroeck
Chair of the Board
Grow Australia





NCEO

David Butt



Message from the National CEO

It is my pleasure to craft this National CEO Report for the 2018-19 Annual Report, albeit I was only in the position for less than 2% of the year!

My thanks and best wishes to the previous CEO, Clare Guilfoyle, for her dedicated commitment and her many successes in her eight years with Grow. In previous roles I always found Clare a pleasure to deal with and the feedback I have received is that Clare brought enhanced professionalism to Grow and significantly improved the organisation's policies, processes and range of services. I also want to thank Julie Ling who took on the role of Interim CEO in the four months leading up to my arrival.

The year was one of challenges and opportunities as Grow seeks to position itself in a fast-changing environment, driven by the priority of governments to successfully introduce the National Disability Insurance Scheme and ongoing changes in contracting arrangements from funders. The Grow Board and management have responded to these changes by developing Grow's Statement of Strategic Intent, with moving towards One Grow a centrepiece of that strategy.

One Grow means operating as an effective and efficient national organisation, not bound by state borders, but with local presence and local flexibility in approaches across the country. The strategy also recognises that if Grow is to thrive and deliver increased social and economic impact, the organisation needs to maintain and continuously improve the Grow Program. We also need to partner with consumers and staff to develop new services and products which appeal to a broader range of people, based on the Grow philosophy and Grow's strengths in personal leadership, mutual help, peer support, recovery and self-activation.

This is what Grow has done throughout 2018-19 with:

- Get Growing, our early intervention program for young people in schools aged 10 to 17
- Young Adults programs in Victoria
- eGrow, our online Grow program which can be accessed from anywhere in the world.



- Programs for carers
- Prison based programs

In my short time with Grow, I have learnt much about what a truly remarkable organisation it is. I've been delighted to learn more from staff, volunteers, growers, residents and other stakeholders about Grow and its unique, pioneering work (dating back to 1957).

Grow has helped tens of thousands of Australians recover from mental illness through its expanding range of programs and services and has been at the forefront of peer-led service design and provision – probably before the increasingly used term, “co-design”, was first coined but then I don't remember that far back!

In the coming year, we are looking to engage broadly across the mental health and wellbeing and suicide prevention sectors, to determine how Grow might work with others to better meet the needs of individuals, families and communities. From Grow's perspective, we want to enable as many people as possible, who need and want to, to get better access to Grow's distinctive services – regardless of which program or service they are accessing. I am sure that by working together in partnership with others we can provide more holistic, integrated services with a focus on prevention, early intervention and recovery.

We continue to operate in a tough environment and once again we owe our successes to all our staff and wonderful volunteers as they work together to achieve improvement in people's lives. I have been delighted and enthused by the stories of recovery which I have heard.

My thanks to the Board and our Chairperson, Lesley, for providing direction to the company and fulfilling their responsibilities in corporate governance. Also to the managers and the National Office staff who strive to make all things possible (or at least make things happen).



David Butt
National CEO
Grow Australia



The Grow Program

The Grow Group Program

Grow operates nationally to deliver a range of services to Australians to promote mental wellbeing and help those struggling with their mental health.

Grow Groups are small, weekly meetings where people who are experiencing mental illness come together to support each other through their challenges.

All are welcome to attend a Grow program. All one needs is to recognise that they need help.

No diagnosis, referral, or eligibility test is required. The Groups are free to attend. Social activities are organised beyond Group sessions to further build supportive community networks.

Grow's program of personal growth is based on changing thinking and behaviour. It offers strategies on how to deal with an emotional crisis, manage feelings, think by reason, take responsibility for one's actions, realise personal worth, and improve relationships. Speaking the truth, and developing understanding, friendship, character, acceptance, confidence, control and love, underpins the Grow program.

Grow Groups are led by recovered and trained 'Growers.' Over the course of each meeting, the group engages in a series of discussions, training interactions and readings that follow a structure and timetable to ensure everyone has an opportunity to share and participate.

The Grow program is complementary to clinical and other interventions. Many Growers have reported needing less clinical interventions and medication due to their participation in a Grow group, helping them to be more self-reliant.

General Groups

140

Grow Groups across Australia

1300

people regularly attend these groups

Prison Groups

2

group programs in prison in Victoria were delivered by Grow

Carers Groups

3

Grow Better Together groups delivered in Victoria, designed to support the caregivers of people experiencing mental illness.

Online Groups

4

eGrow is a national initiative, five separate meeting times are available for potential participants to log on to a online Grow group at a time most convenient to them.



Young Adults

Grow groups catering specifically to young adults (18-35) have been held in Victoria since early 2017. It utilises the same key elements of the Grow Program with a tailored agenda which encourages young adults to further develop their own personal resources, friendships and supports to overcome barriers they are experiencing.

As this is a Grow Vic/Tas initiative there are currently 4 groups available only in Victoria: Caulfield, Carlton, Hawthorn and Springvale.

Youth Programs

Our Get Growing programs are delivered in partnerships with schools and are proving to be very successful by targeting teenagers and younger children who are experiencing difficulties or bullying, or are at risk of mental illness.

Get Growing develops skills in self-reflection, problem solving, and encourages personal responsibility and resilience, empowering youth with timeless and practical life-enhancing skills and friendships.

We currently have Get Growing groups in the Northern Territory, New South Wales, Western Australia Queensland and South Australia.

Residential and Supported Accommodation Programs

The Residential Rehabilitation Program is a highly effective recovery and transition service for people with co-existing mental health and substance abuse issues or mental health problems only.

50%
of adult mental illness
emerges by
the age of **15**

this is a critical area of
preventative work



Get Growing runs over a
10-week course for up to 15
participants

Target age is
10-17
years of age

The residential program has



beds for adults and is
located in a rural farm
setting in NSW



psycho-social rehabilitation
places in ACT as part of an
additional residential program



Photos from the Community



VIC Community Weekend at
Merricks Lodge



VIC Branch Regional
Social
In Western Region
Whale Watching and
12 Apostles



SA Branch
North Social



QLD Branch Team





For all those people who can't get out of that hole, please be patient, take one step at a time. Hold on to the Grow Group, little steps bring us a long way. Everyone has pain and sadness and we as people can't do it alone. Never be afraid to ask for help.

**Arthur, Grower
Queensland**



National Program

Team Update



Photo:

(From Left) Alison Francis, Mark George, Heath Fereday, Frank Carsburg, Dave McLaughlin, Dr Lesley Van Schoubroek (Grow Chair), Darryl Ballestrin, Mel Hayward.

The 2018/2019 financial year was a time of great progress for the National Program Team (NPT). The NPT had been dissolved prior to this financial year. Grow felt that to be a truly consumer led program, it was paramount that there be a team to lead the ongoing development and quality control of the Grow Program. In late 2018 an Acting NPT was formed with all new members. There has been considerable work done to develop the leadership and skills of the team members.

In May 2019, the board endorsed the team and they became a fully

functioning NPT. This was a huge achievement for all involved and it was inspiring to see these committed Growers reach the pinnacle of leadership within the program. The focus the last few months has been to develop strategic thinking within the team. There has also been leadership development through encouraging members to take their responsible and caring place in the wider community.

Some positive outcomes of this include that there is a cohesive team being responsive to the needs of the Branch Program Teams. Additionally, we elected a new chair. Mr Frank Carsburg will chair the NPT for the next 12 months. Alison Francis was elected as Deputy Chair. The team also nominated Mark George and Heath Fereday to be members of the Grow Board. Perhaps one of the biggest achievements of the team in the past 12 months is the approval of new National Program Commentary. New Program Commentary has not been achieved in the previous decade. We are thrilled that there are new resources available that detail how people were able to apply the Grow Program to better their lives and recover from mental illness.

Our aim for the next 12 months is that the strong leadership will filter down to the Branches and the quality control of the program will be achieved through the evaluation cycle. Additionally, we are looking forward to more quality literature being produced.



Odd Socks

Day 2018

Odd Socks Day is Grow's major awareness raising campaign that kicks off Mental Health Week. It's a fun and light-hearted approach to supporting mental wellbeing, raising awareness about the issues surrounding mental illness and "stomping out stigma" which is the greatest barrier to people seeking help. We have started a nation-wide conversation about mental health and learning that we can all make a difference.

On 5 October 2018, Grow delivered its fifth annual, Odd Socks Day, as the lead in to Mental Health Week. This allowed the campaign to harness the focus on the mental health sector and use this momentum to promote Grow as a leading force in this.



In addition to reaching over 500,000 Australians, Grow introduced some unique new approaches. The key strategy for Odd Socks Day 2018 was to encourage our participants to not just wear odd socks but take a pledge to stomp out stigma.

This helped us with a number of objectives:

- 1) A 'pledge' is a more than just wearing socks and puts more onus on the participants to commit to having conversations that positively change attitudes and behaviours.
- 2) By 'pledging', they submit their information to Grow, not only bolstering our Database for Odd Socks Day updates, fundraising reminders and evaluation forms but also for Grow's purposes such as a newsletter and donor database building.
- 3) As the 'pledge' can exist without committing to fundraising, those who are not able to contribute financially can still contribute on an awareness level through methods such as Facebook Frames.





Program Update

eGrow National

The establishment of virtual groups (online groups) is in response to the sustainability challenges of groups in more rural and remote regions as well as those in cities or major centres who are otherwise isolated.

Small communities in rural towns can be a barrier to seeking help because of fear of stigma associated with mental illness. Also, residents are often required to travel long distances to access services. Furthermore, the costs associated with the travel for Grow staff and volunteers supporting the rural groups can be significant.

An alternative option of providing services to these regional and rural communities was the introduction of videoconferencing for virtual groups (eGrow). This mode of service delivery also provides benefit to metropolitan Grow members who for various reasons are unable to attend a face to face group.

Grow has been successfully running online groups in both Queensland and Victoria for some years now. With the strategic drive to establish borderless programs across the nation, eGrow is now looking to establish itself nationally whereby any participant can join an online group from any location within Australia.

The greatest challenges to such an initiative are to develop practice and administrative protocols of consistency and congruency for the delivery of the online groups within a borderless environment as well as provide an online service which is easily accessible, intuitive and mitigates any technological challenges encountered.

Developing a national eGrow program has necessitated a greater understanding and appreciation of the unique nuances specific to an online group. Each member is attending a group from a different and often anonymous location.

Participants may experience technical issues due to fluctuating internet strength in their area and having access to all the written material and group resources which needs to be uploaded and shared online, building a sense of community within a virtual environment, addressing issue surrounding risk management, the consistent and reliable collation of data, technological



training and support of for leaders and enabling a safe and inclusive online forum for potential members.

These are just a few of the challenges as we roll out a national program which aids in removing geographical and personal barriers to accessing mental health support.

Yet we also are able to celebrate the achievements thus far and share personal stories and testimonials of the benefits afforded to those who otherwise may not have had the opportunity to connect with others in a community of wellness and support.

With such positive feedback Grow will continue to expand its scope of online support throughout regional and rural Australia. With concerted efforts in promoting eGrow, networking with local organisations and media outlets and connecting with isolated community members it is hoped we can engage with the more 'hidden' consumer who otherwise is unable to seek the mental health support that's needed.



Performance Finance

Grow is predominantly funded by Commonwealth, State and Territory governments and through private and community sources. Revenue from both government and the private sector increased in the 2018/2019 financial year from the previous fiscal year.

Our Major Funders

ACT

ACT Government Health Directorate

South Australia

South Australia Department of Health

Queensland

Queensland Department of Health
Queensland Mental Health Commission

Tasmania

Tasmanian Department of Health and Human Services

Northern Territory

Department of Health
Federal Department of Defence

Western Australia

Mental Health Commission, WA

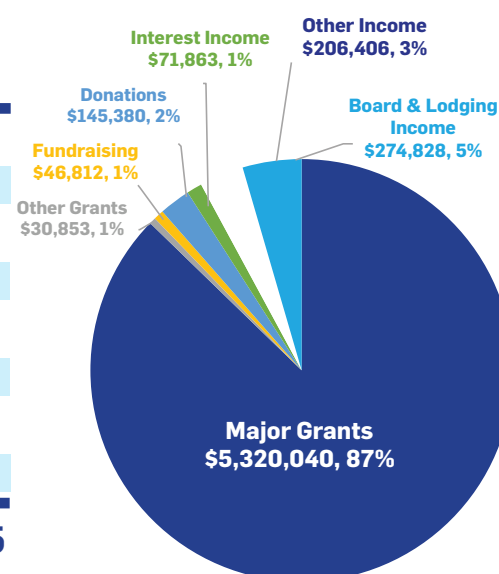
Victoria

Federal Department of Social Services
Victorian Department of Health and Human Services

New South Wales

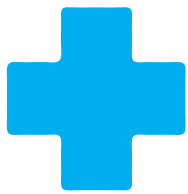
Northern NSW Local Health District
South Western Sydney Local Health District
Southern NSW Local Health District
Western Sydney Local Health District

Sales Revenue	FY 18-19	FY 17-18
Major Grants	\$5,320,040	\$5,088,040
Projects Grants	-	\$129,308
Other Grants	\$30,853	\$46,603
Fundraising	\$46,812	\$38,411
Donations	\$145,380	\$122,133
Interest Income	\$71,863	\$65,496
Other Income	\$206,460	\$178,132
Board and Lodging Income	\$274,828	\$200,752
Total Revenue	\$6,096,236	\$5,868,875



Impact Summary 18-19

Hospitalisation



44%
have been hospitalised for their mental illness



81% state that Grow helped significantly reduce their need for hospitalisation



70%
have not required hospitalisation since commencing with Grow

Medication



40%
no longer require medication



44% state that Grow has helped significantly reduce their need for medication



84%
members have been prescribed medication to treat their mental illness

Employment



38% Employed



42% helped to attain employment or with job readiness



63%
received a benefit or pension

Professional Help



76%
Grow reduced the need for professional help



87%
Grow helped to co-operate with professional help under treatment



40%
no longer need professional help



Board of Directors



**Chairperson
Dr Lesley van Schoubroek**

is well known in the mental health sector working for over five years as Queensland inaugural Mental Health Commissioner and before that, with the Mental Health Commission in Western Australia.



**Deputy Chairperson
John MacIsaac**

has worked as a consulting engineer for over 30 years in the minerals industry. He has participated and volunteered in the Grow program in various roles since 2006. He is a Member of the Australian Institute of Company Directors.



Peter Barker

is a senior finance executive with significant domestic and international experience. He is the Chief Financial Officer & Company Secretary of multi-national engineering, scientific and international development company Cardno Ltd.



Barbara Cunningham

has strong research, mental health and aged care credentials and experience, along with experience with Non-for-Profits at the executive level.



Jeremy Morse

is a Business Performance Analyst at Anglicare Southern Qld. He was Financial Accountant & Analyst for Anglicare Tasmania, and during the NDIS trial period, he oversaw the transition of contracts into funding under the NDIS.



Steve Ryan

has had extensive exposure across the public, union, superannuation and not-for-profit sectors in his various roles as a secondary school teacher, Qld Teachers' Union President, a Trustee of the QSuper Board, and a director of QInvest.



Ian Sloan

is a member of the Australian Institute of Company Directors and has considerable experience in business and technology and has worked with government, private business and other not for profit businesses. Ian is the Managing Director of DSBS IT Consulting and Contracting.



Leonie Young

has had a 25 year national leadership career in the public and not-for-profit sectors in Australia, including implementing and leading Australia-wide health, mental health and primary care reform strategies as a successful CEO, Board Director, NGO leader, State Manager and public sector executive.





I have volunteered for Grow for the past 4 years, and it has become an important part of my life. The people I have met have come from all walks of life, but what I have learned is we are basically all the same. Everyone is warm and caring and it gives me the opportunity to give back.

I will be volunteering for as long as they will have me!

Dorothy, Grower
South Australia



You Alone Can Do It
But You Can't Do It Alone

