

2018 annual report

renewing hope strengthening resilience building community



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Outback Futures was established in 2013 to provide much needed mental and allied health support to rural and remote communities in Queensland. Since then, we have worked across nine shires with a recent invitation to focus on the remote shires of the Central West. 2018 alone has seen us working with more than 450 people across the four regions of Longreach, Barcaldine, Blackall-Tambo and Winton, through our three pillar programs: Resilience Clinics, Stay With Me and Critical Incident Response.

Our mission is to nurture rural Queensland by renewing hope, building resilience and strengthening community.

Our vision is to see:

Vibrant communities taking responsibility for their own social, emotional, spiritual and educational well-being.

Optimistic community-minded men making the connection between the wellbeing of their wives and children and property/business sustainability.

Well-connected women with renewed confidence and meaningful networks seeking and utilising assistance from clear access points and services.

Resilient kids armed with social skills seeing their own potential and a future in rural Australia.

Journey Highlights

Outback Futures established as an Incorporated Association

First Resilience Clinic delivered as part of Camp Cobbold at Cobbold Gorge

2013

Evolution of our unique, multi-disciplinary service delivery model.

First Major clinics outside Camp Cobbold in Mt Garnet, Cape River Outreach, and Charters Towers ICPA.

2015

Redefined service delivery and core programs as Resilience Clinics, Stay With Me & Critical Incident Response

Second and third Critical Incident Responses in Barcaldine

Inaugural Outback Futures Art Show "Bush Stories- Urban Tales"

Established partnership with Grow On Children's Occupational Therapy to develop remote therapy program.

Appointment of Peter Whip as Chairperson and Selena Gomersall as CEO

2017

2014

Registered charity & confirmation of Deductible Gift Receipt status

2016

Appointment of two new bush representative Board Directors

First invitation received from Barcaldine region for a Critical Incident Response

2018

Partnership established with RAPAD

First official Outback Futures vehicles in use

Meeting with Prime Minister Turnbull to discuss our model

First Critical Incident Response in Winton and engagement in Longreach and Blackall-Tambo

Two Donor Immersion Programs facilitated

Expansion of Outback Futures team to include Programs Manager, Clinical Supervisor and Clinical Director & office relocation

Batting 4 Better Mental Health campaign delivered



Message from the Chairperson

The past year has been one of major transition and transformation for Outback Futures. We carried out a restructure of the Board of Directors to facilitate sustainable growth and to support the strategic direction of the organisation. We are proud to have a group of Directors that reflects our strategy to maintain a strong bush agenda with support from city resources. I cannot pay tribute enough to our staff, both permanent and contracted clinicians, who have delivered above and beyond in conditions far removed from their normal daily practice routine. The team has been passionately and professionally led by our CEO, Selena Gomersall, who sets the bar high in terms of service delivery and expectations for health outcomes in our rural communities.

We have continued to strengthen the fabric of bush communities by building resilience and strong foundations for future generations. So many rural business owners are good at investing in things they think are going to benefit their productivity and profitability, like livestock nutrition, not realising that personal and family resilience is also critical to improved productivity and profitability in business. When we invest in the mental health and wellbeing of individuals and families, we are equipping them to then reinvest back into and strengthen their own communities.

We know that bush people have the capacity to push through, but we're here to help build resilience to allow families to bounce back, and we do this by removing the social, economic and logistical barriers to help seeking. By providing free mental health support both in person and remotely, we are able to reach those in the community who would not otherwise seek support. This model means we are heavily dependent on the support of philanthropic organisations, community groups and Local Government who share a passion for bush communities and want to realise improved health outcomes across the outback. I would like to thank each of you for being a part of our journey so far.

We look forward to God's leading as we seek to share His love with rural Queensland in practical ways through health service delivery to build resilient communities.

PETER WHIP

CHAIRPERSON

Message from the Chief Executive Officer

The last 12 months have seen enormous change and growth at every level of our organisation. Strategically, we have worked to cement partnerships with key philanthropic groups such as the Tim Fairfax Family Foundation, we have developed new relationships with Local, State and Federal Government, and we have implemented a more place-based approach to service delivery, focusing at this stage on seven of the most remote shires in Queensland.

To manage this growth, we have employed an executive management team and dramatically expanded our clinical team to continue to meet the logistical and clinical demand of our fast-growing organisation. In April, we were excited to move into our first official office space in Brisbane, where we have been able to provide our dedicated team with the space needed to coordinate and deliver services remotely through our Stay With Me program.

Another milestone for our team this year was the implementation and development of key systems and processes to improve administrative efficiency and strengthen our clinical governance. The introduction of new policies across all areas of our organisation has ensured we continue to offer quality and accountable services to our Outback Families.

It has been such a privilege to be at the helm of Outback Futures during this period of growth, working with an amazing team to protect the values and vision that led to our establishment and working with inspiring communities to ensure relational and culturally-relevant service delivery across Queensland.

I would like to personally thank everyone who has helped us get to this point and to those who have committed to come on board as new program partners

I look forward to bringing you on the journey with us to see what the next 12 months holds for Outback Futures.

SELENA GOMERSALL

CHIEF EXECUTIVE OFFICER



Our Impact Areas

The five impact areas we will be targeting from 2018 onwards are:

Stigma Reduction

Health & Wellbeing Promotion

Community Wellbeing Mobilisation

Child, Youth & Family
Mental Health

Suicide Prevention & Critical Incident Response

We will do this by delivering best-practice support through our three pillar programs:

Resilience Clinics

Pop-up multidisciplinary mental and allied health clinics in rural and remote communities. Clinicians conduct assessments and develop management plans with clients who are then connected in to ongoing support services.

Stay With Me

Ongoing remote support services across a range of disciplines. Clients are connected to a clinician who coordinates weekly or fortnightly sessions which are conducted via our telehealth software programs.

Critical Incident Response

A clinical response to a critical situation in-community, often the sudden passing of a community member. A team of relevant specialists is mobilised and travels to the community in crisis as quickly as possible to provide counselling, training and then ongoing support.

Our Impact: Program Delivery

This year saw us reimagine our offering for bush communities, transitioning from a service delivery agency to a vehicle to help build community resilience and strengthen community ties.

We have continued to work in partnership with schools, local councils, early childhood centres, local businesses and existing health service providers to better understand the gaps in mental and allied health service delivery in each region and subsequently respond by filling these gaps.

In July, we facilitated a five town tour thanks to the support of the Amanda Flynn Foundation and the Barcaldine Regional Council. Travelling between Jericho, Alpha, Barcaldine, Muttaburra and Aramac, we had the opportunity to test the revised Resilience Clinic model in a range of community settings. Towards the end of 2017, we also made our first formal connections with the Blackall and Longreach communities in response to urgent client referrals within both communities. Connections to local businesses were also strengthened this year thanks to a partnership with PRW Agribusiness, which supported us to help deliver small business resilience support sessions across these remote shires.

In February, we partnered with the Remote Area Planning And Development Board (RAPAD) to begin rolling-out our place-based model of delivery throughout seven of the most remote shires in Queensland. This four-year pilot will see Outback Futures partner with the local governments, businesses and community groups across Central West Queensland to deliver targeted mental and allied health support services in partnership with community. Since the commencement of the RAPAD rollout in February 2018, the following has been achieved:

Regions were engaged **Clinical reports processed Clients supported via Stay** With Me Hours of support provided via **Stay With Me Critical Incident Responses** were delivered **Resilience Clinics delivered Individual appointments** delivered

Our Impact: Who we're supporting

This snapshot reflects our client base since the commencement of the RAPAD rollout in February 2018:

41.5% of clients were male

19%

of clients identified as having **relationship** issues

9.5%

of clients were diagnosed with depression

27.8%

of appointments were with a **Learning & Literacy** speciaist

9.5%

of clients had experienced a traumatic event

19%

of appointments
were regarding
learning
concerns

11.9%

of clients identified as suffering from **grief and** loss

71.5% of clients were aged between 12 months and 17 years old

30.9%

of clients experienced child behaviour issues

44.5%

of appointments
were with a
Counsellor or
Psychologist



Capacity Building

As we entered our fifth year of operation and reviewed our strategic direction, we acknowledged the critical importance of building our internal capacity to enable us to better serve our partner communities. Without a solid foundation, we knew our ability to meet the growing demand for our services in rural Queensland would be hindered. Thanks to the ongoing support of our major funding partners, we invested in two core areas to build our organisational capacity: people and systems.

People

The Outback Futures family experienced its most significant year of growth. Our Clinical Team grew from 11 to 18 people covering 6 disciplines, and our office team grew from 5 to 9 people. In February we hosted our first full staff retreat to celebrate the growth in our team and to share the values, vision and goals of Outback Futures. We very quickly outgrew our humble one-room office and in May, we moved into our new Grove Street Toowong office space thanks to the support of the Toowong Uniting Church. We are so glad to finally have multiple private spaces to offer our clinicians for their remote consultations and of course enough desk and training space for our office staff.

Our clinical team also participated in the Triple P Positive Parenting Program, each member receiving their accreditation for the program. Over the years, we have found parenting support to be one of the most integral services for outback families. With each clinician accredited with Triple P, our clinical team is now trained to deliver new forms of parenting support in addition to their other specialisations.

Another milestone reached was the first year of consistent remuneration of our Chief Executive Officer. Until this year, this role had been undertaken primarily in a voluntary capacity, however due to the considerable time commitment required to manage the organisation's recent growth, it was important to secure funding to transition the CEO to a paid role. In addition to this, the position of Business/Operations Manager has been introduced to develop robust financial systems and operational processes. We would like to take this opportunity to thank the Tim Fairfax Family Foundation for its support, without which these transitions would not have been possible.

Our Board of Directors also grew this year with the appointment of two additional Directors, Sue Vandersee and Nathan Donovan. We are so pleased to welcome Sue and Nathan who both bring critical skills, passion and enthusiasm for supporting outback Queensland communities. This year our Directors participated in governance training facilitated by the Australian Institute of Company Directors, providing a good opportunity to refresh our understanding of the role of Directors and the various ways they can support the sustainable growth of Outback Futures.

Outback Futures is made up of people who are passionate about our rural and remote communities, who give above and beyond in every way. The executive team would like to thank the paid staff and our many volunteers connected to Outback Futures, who give so generously to keep the organisation growing and fulfilling its vision and values.

"I have never seen a group able to mobilise people to support hurting individuals, families and businesses as effectively as Outback Futures. I have had the privilege of hearing first hand from the clients of Outback Futures and they genuinely have had significant help, support and benefit from the services of the Outback Futures teams. The selfless commitment of the individual team members is a credit to the leadership of this organisation. This service must continue." **Bruce Vandersee**

Chief Executive Officer, Vanderfield



Capacity Building

Systems

As the organisation continues to grow, it has been imperative to update our systems and processes to improve efficiencies and ensure the highest levels of clinical governance. This year we have introduced eight new systems to support our growth, one of which is My Outcomes.

My Outcomes is a web-based system that facilitates the implementation of Scott Miller's Outcomes Rating Scale and Session Rating Scale. This evidence-based tool supports our clinicians to consistently track client functioning and well-being, as well as the quality of their therapeutic alliance across all disciplines. It acts as an effective risk stratification process and has been implemented as part of ensuring excellence in clinical governance processes, confidentiality and best practice care for our clients.

Therapy Homework 2Go is another remarkable and innovative software program that we have begun implementing across all our disciplines. This has been developed in partnership with our partners at Grow On Children's Occupational Therapy, based on the Gold Coast. Therapy Homework 2Go is a software platform offering individualised therapy programs tailored to the individual needs of each child. The program is delivered and monitored remotely, allowing even the most remote children and families to receive consistent, ongoing support which is responsive to their own unique needs.



Events & Outreach

Outback Stories- Urban Tales

In partnership with Brisbane Boys College, we hosted 'Outback Stories- Urban Tales', our first ever Art Show Fundraiser in October, aimed at bridging the gap between bush and city. Graciously opened by The Honourable Dame Quentin Bryce AD, CVO, the evening was spent sharing bush and city stories, and discussing the crucial need for support services in remote Queensland. The unique mix of bush and city artwork auctioned off, reflected the Outback Futures' model of operation, combining the knowledge of both groups to deliver best-practice mental and allied health services to remote communities. This was brought to life by one of our wonderful bush families who spoke of their experience with the Outback Futures team during an incredibly challenging period for their family. We are so grateful to those who helped make the Art Show possible and to the more than 200 guests who joined us in sharing the tales of Outback Queensland. Special thanks goes to participating artists, saleyard-turned-art auctioneer Brendan Wade and Brisbane Boys College.

Queensland Bulls Masters

In April we were fortunate enough to be chosen as the charity partner for the Queensland Bulls Masters tour to the Longreach region as part of our Batting 4 Better Mental Health campaign. The 4 day tour saw some of Australia's star cricketers including Andrew Symonds and Michael Kasprowicz visit our partner communities to build greater awareness of the challenges faced by our outback families. In between the Sportsman's Dinner in The Stockman's Hall of Fame and the T20 match against the Best of the Bush XI, the Bulls Masters facilitated skills clinics for local kids and visited schools, sports clubs and community groups, providing a welcomed distraction from the daily stresses of living in drought. We are so grateful for this opportunity to partner with the Bulls Masters and extend our thanks to all those who coordinated the tour and to the Longreach Regional Council for their generous backing and support of the event.



Events & Outreach

Prime Minister Turnbull's visit to Blackall

The 2018 drought listening tour brought then Prime Minister Malcolm Turnbull to Blackall where, at the Minister for Agriculture and Water Resources David Littleproud's personal invitation, he met with our eagerly awaiting team. The morning of meetings gave us the opportunity to share our work with Mr Turnbull, specifically the unique aspects of our service delivery model and the impact on the communities we're supporting. The listening tour provided us with the opportunity to shine a light on the experiences of our bush families who are living in Australia's most drought-affected communities. Mr Turnbull's warmth, interest and genuine engagement with the community and our team was unparalleled.



Donor Immersion Tour

Our first ever Donor Immersion Tour took place in May, with six influential Brisbane-based corporate representatives donating 24 hours of their time to experience

the work and world of Outback Futures. Thanks to our partners at Vanderfield, the six participants and some of our executive team were flown from Brisbane to Longreach where they spent the day meeting with principals, teachers, politicians, graziers and clients from all facets of community, hearing first-hand what drought and isolation means for these communities. Our Chairperson, Peter Whip and his wife Raeleen hosted the second half of the trip on their cattle property "Royston" with a camp oven dinner and accommodation in the shearers quarters overnight- a truly authentic outback experience. The whirlwind tour not only raised awareness of the mental and allied health needs of people living in outback Queensland, but it also provided a platform for city-based corporates to establish meaningful, long term partnerships with Outback Futures.

This form of partnership development fits very closely with the philosophy and values of Outback Futures. We are very much about journeying alongside our partner communities, connecting with them at both a business and heart level. Our Donor Immersion Tours aim to develop a parallel process of corporate engagement with Outback Futures through long term connections and partnerships.

Based on the success of this tour, Outback Futures will continue to host these tours. If you or your business is interested in participating in one of our upcoming tours, please contact Rhys Tregenza on 0417 703 729.

A Day In The Life

our time in community.

Speech & Language Pathologist Alex Callins joined the Outback Futures team at the commencement of the roll out in 2018. As a key member of the clinical team, Alex regularly travels to our remote partner communities to conduct assessments and provides remote ongoing support to children who would otherwise not have access to this specialist support. Below is an account of what a Resilience Clinic day looks like in the life of an Outback Futures clinician:

After waking up at the local motel, we head down the road to the bakery for our coffee to kick start the day. This is where we'll also put in our lunch orders or collect our lunch if we're travelling to a another community for the day (often on the road by 7.00am). Once we're fuelled with coffee and food, we start the day of consults. On any given clinical day, we might visit three or more different locations, for example a State School, a Catholic School and a Neighbourhood Centre. In the weeks leading up to the Clinic, we receive a list of children that require assessments. These children will have been identified by their parents and teachers as potentially needing some additional support. Aside from the child's name, we often have minimal information regarding their current situation prior to the assessment so its critical that we gather as much information as possible during our allocated time with each child. Throughout the day, we try to assess as many children as possible, which is often around six children per clinician. Each session can be up to 90 minutes. We often also receive last minute referrals, which requires us to be super flexible, fast-thinking and intuitive. Depending on the needs of the child, they may require assessments from

After a big day in the community, we have an early dinner at the local pub and then head back to our motel room for our multi-disciplinary team case conference. This gives us an opportunity to discuss our findings and major concerns for the day, and to develop a comprehensive support plan for each individual child/family which is then shared with the appropriate parties (eg: family/school) Many of the children we assess will then continue receiving weekly or fortnightly remote support via our Stay With Me, which we deliver from Brisbane through our tele-health program.

multiple clinicians to help us develop a more holistic picture of what is impacting the child's participation both at school and in the home. In between our sessions with the children, we schedule meetings and workshops with teachers, parents and groups of students to maximise

After case conference its bed time to rest up before another two or three days of assessments and workshops in community before making the journey back to Brisbane.

Community Spotlight: Blackall-Tambo

As 2017 drew to a close, the Guidance Officer from the Barcaldine region contacted Outback Futures to request support for the local school in Blackall where she also worked. By late October, we had coordinated an initial community visit to Blackall and through working with the local school we identified significant gaps in mental and allied health support services available to the community. It was decided that Blackall-Tambo would be the first site to roll out our new 2018 model of service delivery, and so in late February, our clinical and business resilience team began the process of engaging with Blackall-Tambo community leaders. From the very beginning, our team was supported by the Blackall-Tambo Regional Council which was crucial as we began to build relationships and destigmatize mental health in these communities. Our first full clinic in March covered two and a half clinical days, delivering over 60 hours of clinical services across 40 appointments. Our team delivered mental health and life skills presentations to over 80 community members.





Since the initial clinic, we have commenced group work with young people in these communities around social skills, dealing with social media and body image issues, as well as working with their parents to ensure they have the understanding and skills to build resilience in their family unit and manage anxiety in their children. We are excited to be working directly with locals to develop their skills and expertise to better identify and self-manage their own community-wide mental health and wellbeing issues. Two months later in May, we facilitated a second Resilience Clinic across three clinical days which saw our clinicians deliver 90 hours of support over 83 appointments in addition to 11 hours of group work and presentations.

We feel privileged to be so connected to the people and the heart of the Blackall-Tambo region in such a short period of time. The people and groups we're working with have been some of the most proactive we've come across and have made our team feel so welcomed. We are very much looking forward to maintaining these connections and working alongside Blackall-Tambo region to build resilience and strengthen their incredible communities.



Our Supporters

We would like to take this opportunity to thank each of our wonderful supporters this year. Without your commitment to improving the wellbeing of outback communities, we would not be able to support these groups.

Philanthropic Trusts & Foundations









THE MARIAN AND E.H. FLACK TRUST

Event Partners

Brisbane Boys College Three Girls Skipping One Girl Studio Queensland Bulls Masters

Corporate









Government & Community

















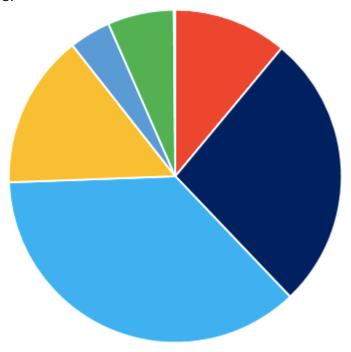
Individuals

Outback Futures would also like to acknowledge the countless individuals and families who have donated their time and resources. Your support is so valued and we would like to take this opportunity to thank you for your contribution.



Financials

Income for FY 2017-18 was \$744,939 compared to \$241,910 in 2016-17, representing major year on year growth of 207%. This growth was largely due to a major increase in philanthropic and general donations and the \$200,000 contribution from the West Queensland Primary Health Network towards the delivery of services in Central West Queensland for the RAPAD rollout. We would like to acknowledge our supporters listed on page 20, once again for their contribution to the sustainability of Outback Futures.



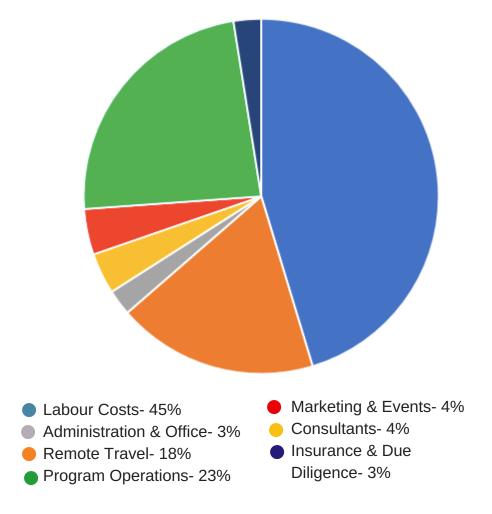
Corporate- 4%

Interest- 0.1%

Events- 6%

- Operational Income- 11%
- General Donations- 19%
- Government (Commonwealth)- 26%
- Grants (Philanthropy)- 36%

Similarly, expenditure in 2017-18 increased by 185% to \$559,411 compared to \$196,687 in 2016-17. As expected, a large portion of our expenditure was attributed to the salaries of our expert clinicians and the associated costs with facilitating Resilience Clinics in remote locations. Outback Futures partners with local businesses to reduce costs through securing in-kind support where possible to ultimately reduce expenditure.



Help us build resilient outback communities

Join us and be part of the solution to realise better mental health and wellbeing outcomes for outback Australia.

Corporate Sponsorship

Partner with us to help build resilient communities in outback Queensland through providing individuals, families and businesses with opportunities to build skills and understanding of how to manage mental and allied health challenges.

Donor Immersion Trips

Join us on one of our upcoming donor immersion trips to meet the people we work with in outback Queensland and to have an authentic outback experience.

Workplace Giving

A program that enables employees to make regular donations to Outback Futures each month from pre-tax dollars via company payroll.

Pay It Forward

If you personally, or you know someone who has benefited from connecting with Outback Futures, please consider making a tax deductible contribution to the ongoing work of Outback Futures through our 'Pay it Forward' program. http://www.outbackfutures.org.au/get-involved/pay-it-forward/

In-Kind Support

Providing resources or specialist knowledge or skills that align with our work.

Fundraising

Choosing Outback Futures as the charity of choice for an upcoming fun run, hiking challenge, business luncheon or evening function.



If you would like to discuss how you can get involved, please contact:

P: 0499 703 728

E: selena@outbackfutures.org.au

A: 16 Grove Street, Toowong, Queensland

Our People

Board of Directors

Peter Whip Chairperson

Simon Gomersall Director
Tony Simmons Director

Wayne Middleton Company Secretary

Sue Vandersee Director **Nathan Donovan** Director

Board Advisors

Scott Dale Finance Systems Support

Q4 Financial Accounting

Executive + Office Team

Selena Gomersall Chief Executive Officer

Rhys Tregenza Business & Operations Manager
Wendy Phillpotts Clinical Supervisor & Intake Officer

Tracey Cronin Clinical Director

Louise Middleton Programs Manager & Clinic Coordinator

Brian Moes IT and Systems Consultant &

Therapy Homework 2Go Consultant

Emily Shaw Marketing & Communications

Clinical Team

Laura Healy Clinic Coordinato

Pamela Seymore Learning & Literacy Specialist

Shelley Ringelstein Learning Specialist
Helen Stuart Learning Specialist
Cocupational Therapist

Jaiden PatienceOccupational TherapistRachel MarshallOccupational TherapistGrace BranjerdpornOccupational Therapist

Sunshine Macdonald Speech Pathologist

Alex Callins Speech and Language Pathologist

Gavin Brown Psychologist

Jeanne Currie Educational Psychologist

Wendy FergusonCounsellorKathy JonesCounsellorWendy SoaresCounsellorAdrienne MillerCounsellorPauline GuthrieCounsellor

Farewells

Thank you to **Lily Davison** and **Simone ThorIton** for their contribution to Outback Futures over the years. We wish you all the best with your next adventures.

