

Annual Report 2018/19

MISA: Men's Information and Support Association

Supporting men to be better at health and wellbeing



Chairman's Report

The past twelve months has certainly presented MISA with a number of challenges. Our team rose to meet them with the compassion and commitment that I have seen time and again in this valuable organisation. Sadly, we unexpectedly lost our Practice Manager, John Swann, in late February. John was the longest serving staff member having been with MISA almost since its inception in 1997. He was one of the members who took the group out from Council's umbrella, set up incorporation and moved the operations to our present facility. Once there he was responsible for setting up and organizing the day to day operations that helped the Co-ordinator in their role. Many thanks to John and best wishes to his family.

The board continued to provide the governance and structure to support the challenges and achievements of MISA. The 2019 board listed below has actively undertaken its role through our regular Board meetings, fulfilling our governance responsibilities for audit and risk, and operational performance of MISA.

Board Member	Role(s)
Mick Gillam	Chair
Sal Barbagallo	Vice-Chair
Chris Swann	Treasurer and Secretary
Brian Ingram	
Nancye Duck	
Nikki Ingram	
Sharon Crafter	Counselling and Practice Coordinator (non-voting)

Continued delivery of MISA's services has been enabled through the Department of Social Services (DSS) Family and Relationship Services (FARS) Activity under the Families and Children Program. Counselling continues to be a core service that we have offered, along with our 12-week behavioural change program "Transformation 24/7". We have continued to see profound and life-changing outcomes for our clients.

The team has also undertaken significant challenges to uplift many of our internal systems and processes to further support MISA's service delivery and ensure our sustainability into the future. We have replaced our core Client Management System, migrating from a bespoke database to a vendor-supported, cloud-based system. Together with the current transition to a new and more streamlined accounting platform, MISA continues to look for opportunities to improve and refine our overall service delivery.

I would like to thank our Counselling and Practice Coordinator, Sharon Crafter and the MISA staff for the contribution their roles have made in delivering another incredible year for the MISA organisation.

I am proud to have been associated with this organisation for the past sixteen years. It has such a positive impact for our community. I will be retiring due to work commitments and wish the next Board the very best to improve and continue this wonderful service.



Mick Gillam



Treasurer's Annual Report_2018-19

Revenues and Funding:

MISA's underlying operating activities during 2018-19 in terms of the services and delivery manner, did not differ greatly from how they have been delivered historically. From a funding / cashflow perspective, MISA has continued to operate with 85% revenues attributable to Federal grant frameworks being programs within the Department of Social Security. The Management Committee continued in 2018-19 to closely track fees received from clients with a view to ensuring that efforts are maintained to collect a modest contribution.

Operations

During the year, brought on by departure of key staff, MISA successfully migrated to a 3rd party cloud-hosted system to replace the ageing internally-developed system. This had flow-on improvements into all scheduling and documentation processes.

Income Statement

The Income & Expenditure Statement reflects an accruals-basis including an impact of \$42k increase in staff long-service leave entitlement provisions.

	30 June 2017	30 June 2018	30 June 2019	Var vs PY	Var vs 2018 %
Income					
FRSP Grant	240,042	194,622	223,256	28,634	14.7%
FRSP Sacs Supplementation	0	29,829	34,278	4,450	14.9%
Income Counselling	37,249	43,318	34,724	(8,593)	-19.8%
Income Stosny	4,990	2,430	2,615	185	7.6%
Income Triple P	1,065	615	430	(185)	-30.1%
Other Fed Govt Grants	0	0	3,810	3,810	0.0%
Other Income	457	302	460	158	52.4%
Income Total	283,803	271,115	299,574	28,459	10.5%
Expenditure					
Salaries - Prof Staff	157,744	164,390	207,708	43,319	26.4%
Salaries - Admin	77,347	74,318	112,860	38,542	51.9%
Direct Service Activity Costs	2,390	1,835	4,911	3,075	167.6%
Other Operating Costs	56,181	17,155	27,556	10,401	60.6%
Property Costs	18,162	20,901	19,578	(1,323)	-6.3%
Expenditure Total	311,824	278,599	372,613	94,014	33.7%
Net Income / (Loss)	(28,021)	(7,484)	(73,039)	(65,555)	876.0%

Treasurer's Statement:

MISA continues to have full focus on broadening funding streams to reduce reliance on continuation of grant funding programs. 2020 plans have incorporated a range of initiatives addressing sustainability and future-proofing systems as well as succession planning. The grant funding programs have not yet been officially extended beyond June 2020 so contingency planning is kept up-to-date to manage impacts.

Yours sincerely,

Chris Swann (B.Bus-Accy, CPA)

Program Report July 2018 – June 2019

Counselling Services

The counselling program delivered 1158 counselling sessions to 203 men, women, children, and couples, compared with 1265 sessions to 222 in the previous year. The service delivery has remained constant over this period despite the last few months of this year being interrupted with many counsellors taking extended leave periods.

Records indicate there was a 29% increase in new clients introduced to the service against the previous year with an increase in referrals from Child Safety Services, Community Services, and Health Professionals. Queensland Police Service Referrals remain constant compared to the previous year.

Presenting issues remains unchanged with 80% of our clients being males reaching out for support during or post family breakdown which leads to presenting issues of suicidality, depression, anxiety, loss of employment, and housing. Many of these clients present as referrals from the Queensland Police Service after being served with Domestic Violence Orders.

Clients state they are better able to manage their challenging situations after engaging with MISA's services and procedure is currently being explored to implement processes of measuring data from client feedback. The Department of Social Services Data Exchange has added a tool for measuring client outcomes called SCORE. The implementation of this tool has commenced, and it is expected that this will be a starting point for further measuring tools to be introduced.

The awarding of a grant from the Gaming Commission allowed MISA to purchase new computers for the counselling team and the last few months have seen a transition from paper files and manual processing to a new online data management system. This has allowed for added security for client files and documentation and streamlined the process of booking appointments and other data keeping processes.

Transformation 24/7 Workshops

MISA coordinated 4 Transformation 24/7 Workshops this year with 75 participants attending these workshops. The same number of workshops were held in the previous year with the 73 participants. The highlighted difference this year was the increase in attendance that was documented. This year the average attendance of these workshops was 92% with an 11% drop out rate. This compares positively to the previous year where there was a 60% attendance rate with a 34% drop out rate.

These figures reflect the resources that have been allocated to updating the workshop content and improving delivery. Facilitators have added an experiential element to the service delivery which is proving to be well received.

Pre and Post Surveys indicate there is a marked increase in knowledge and understanding of self, an acceptance of personal responsibility taken in relationship breakdown and dysfunction, improved ability to communicate with compassion and a desire to work toward

positive outcomes within families and work situations, and a desire to work toward their best self.

Workshop evaluation indicates men are finding the pace of the group appropriate, the presentation engaging, and the facilitators are knowledgeable, prepared and are meeting the needs of the group. According to the surveys, 67% of men state they believe the workshop has resulted in sustainable change.

Triple P Parenting Program

MISA has seen a decrease in Triple P Parenting Sessions this year with the end of the ability to offer free sessions. There were 45 clients that were supported with this program as opposed to 75 the previous year. MISA was able to offer free sessions through a government scheme that trained facilitators for free and provided free resources for clients. MISA is now purchasing these resources and the costs are being passed on to clients.

The Triple P Parenting Program is available on the Triple P website free of charge and many clients opt for this option unless they are court mandated to attend one on one sessions.

MISA currently has 2 Triple P Facilitators that work part time hours. The hours are spread over the working week to provide clients with the opportunity to book after hours sessions if work does not permit them to attend during the day.

Triple P remains a program we can offer to clients as part of our commitment to supporting men in improving relationships within the family.

Personal Enhancement Program

MISA was given the opportunity to provide 2 local high schools with a facilitator to implement the Personal Enhancement Program this year. This involved a counsellor attending the schools and working with boys between the ages of 14 and 16 individually until they were group ready and then facilitating group work.

The schools indicated that there was a decrease in expulsion and suspension rates among the boys attending the program. They also stated that antisocial behaviour decreased and attendance increased. Parents also commented that their children's behaviours improved as a result of attending the program.