



Arafmi Ltd Annual Report 2022/2023



ARAFMI

you are not alone

Foreword



Sandra and I would like to offer thanks and congratulations to Arafmi on your ongoing support to carers and families in our community. Carers make an invaluable contribution in supporting their loved ones as they move through their recovery journey, often compromising their own physical and psychological health and wellbeing. The knowledge, skills and experience Arafmi provides in supporting carers, family members and loved ones is truly valued.

Queensland Health recognises the value in Arafmi's role within the mental health sector in Queensland for support and advocacy. The development of *Better Care Together*, our five-year plan for state-funded mental health services, was informed through consultation with carers that was led by Arafmi. This ensured that the voices of carers supporting family members, loved ones or friends who have, or who were, accessing state funded Mental Health, Alcohol and Other Drug Services were included.

More than \$1.7 million in new investment has been provided to Arafmi under *Better Care Together* to support important work in enabling culturally and linguistically diverse communities to better identify with the role of carer, and to access appropriate supports.

"Arafmi uses its state-wide connections to provide services to mental health carers, without which our service system would be greatly diminished."

To facilitate Arafmi to continue to create strong linkages with other key organisations across the mental health sector, *Better Care Together* has enabled the establishment of a policy and advocacy role within the organisation. The importance of this role is to collaborate in bringing issues of concerns for families, carers and/or a kin of a person living with mental illness to the table.

Queensland Health looks forward to continuing our partnership with Arafmi to achieve the priorities set out in *Better Care Together*.

We acknowledge that Arafmi uses its state-wide connections to provide services to mental health carers, without which our service system would be greatly diminished. Sandra Eyre and I thank you for your efforts this year and wish you success in the future.

Associate Professor John Allan,
Executive Director, Mental Health
Alcohol & Other Drugs Branch

Sandra Eyre
Senior Director, Mental Health
Alcohol & Other Drugs -
Strategy, Planning Branch



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Arafmi Ltd acknowledges Aboriginal and/or Torres Strait Islander peoples and communities as the traditional custodians of the land we work on and pay our respects to elders past, present and emerging.



Chairperson's Report

Dear Members, Supporters, and Friends of Arafmi, I am honoured to present the Annual Report of Arafmi Ltd for the year 2022/23, marking my third year as Chair of the Board. These years have been a journey of guiding Arafmi through the turbulent Covid years, and I am proud to see the consolidation of our mission to provide unwavering support and advocacy for mental health carers.

Reflecting on the past year, Arafmi has transformed remarkably, evolving within a challenging operating environment to a state of strength and resilience. Notably, we have turned a financial deficit into a healthy surplus, a testament to our strategic financial management, and dedication to sustainability.

This year has brought significant milestones, including a considerable increase in funding from Queensland Health (Mental Health, Alcohol and Other Drug Branch), ensuring that the statewide carer program is aptly supported. This funding boost has been pivotal in establishing Arafmi as the peak body for mental health carers, enhancing our role in systemic advocacy. Our strategic plan has been refocused to ensure the delivery of quality services that directly benefit mental health carers.

In our commitment to providing comprehensive support, we have launched new initiatives such as carer respite, programs catering to culturally

and linguistically diverse communities, and increased regional engagement. The consolidation of our NDIS services and the strategic sale of a property that was no longer fit for purpose marks a new chapter for Arafmi. The Board has committed to reinvesting the proceeds from this sale into innovative programs that further our mission.

Our partnerships remain a cornerstone of our strength. Collaborations with Queensland Health, Queensland Mental Health Commission, Queensland Alliance for Mental Health, and Mental Health Carers Australia have been instrumental in advancing our goals and extending our reach and impact.

I extend my heartfelt thanks to our diligent board members, whose strategic guidance continues to steer Arafmi towards a brighter future. A special acknowledgment to our exceptional team, led by CEO Irene Clelland and COO Puji Astuti. Both Irene and Puji have consistently

displayed Arafmi values of Respect, Diligence, Service, Integrity and Compassion during this period and this values based leadership has been pivotal in our achievements. This year also saw the introduction of the Executive Manager - Policy and Advocacy role, welcoming Katie Acheson to our team. Katie brings fresh perspectives and enthusiasm, further enriching and enhancing our leadership. Finally, and most importantly, my heartfelt thanks goes to all people who provide unpaid care to loved ones. You are the backbone of society and provide irreplaceable support to

“Arafmi has transformed remarkably, evolving within a challenging operating environment to a state of strength and resilience.”

people who are impacted by mental health concerns.

In conclusion, as we look ahead, we are filled with optimism. The past year has been a period of growth, learning, and achievement. We remain committed to our mission, adapting to the evolving needs of mental health carers and the communities we serve. Together, we will continue to forge a path of excellence, compassion, and unwavering support for those who rely on us.

Denise Buckby
Chairperson, Arafmi Board



We bid a warm farewell to Ethan Edwards

Ethan decided to resign from the Arafmi Board this year. Ethan's contributions to Arafmi have been invaluable, we express our deepest gratitude for his service. His departure is a significant change for us, and we wish him all the best in his future endeavours.



CEO's Report

Welcome to Arafmi's Annual Report, covering the financial year 2022/23. This period has been a year of exciting growth, change and development. Following a year of challenge, Arafmi has stabilised and refocused on our strategic goals.

I am delighted to announce that Arafmi concluded the financial year with a modest surplus of \$596,000. This achievement is primarily attributed to thoughtful, incremental adjustments within our operational sphere and the strategic sale of a property in South Brisbane that had outlived its utility.

This year, Arafmi and mental health carers experienced a positive shift with a comprehensive review and subsequent increase in funding from Queensland Health, Mental Health Alcohol and Other Drugs Branch (MHAOD). This adjustment ensures an accurate reflection of our true operating costs and enables the enhancement and introduction of new services. These include roles to bolster regional engagement, support for culturally and linguistically diverse (CALD) communities, and carer respite, all available at our newly refurbished, fully accessible Carer Hub in New Farm.

We are thrilled to be acknowledged and funded as the 'peak body' in Queensland, representing mental health carers—a significant endorsement enabling us to address and resolve the systemic challenges carers encounter. With this funding, we welcomed Katie Acheson, a distinguished systemic

advocate, to a new executive position within the Arafmi team.

While our 'peak body' development is in its infancy, we have actively engaged with government inquiries and public hearings, contributing to crucial initiatives like 'Leading Reform' and 'Better Care Together' and shaping the design of the new national mental health carer peak body.

In our NDIS domain, we welcomed a new Manager to our Support Coordination team, enhancing our specialist support coordination services and with some changes in the leadership team Simon Moore, our Company Secretary, played a pivotal role as the interim NDIS Operations Manager, steering us through our NDIS practice standards re-registration. We also made the difficult but considered decision to close our Jerendine location, reallocating the proceeds from the property sale to future innovative projects supporting mental health carers.

Embodying our motto, "You are not alone," we have intensified our collaborative efforts, partnering with several stakeholders to optimise our service to mental health carers in Queensland. We have fortified our

alliances with Mental Health Lived Experience Peak QLD, Queensland Alliance for Mental Health, and Health Consumers QLD, exploring collaborative advocacy opportunities, and Carers QLD where we have co-delivered several exciting programs.

Internally, Arafmi has embarked on a transformative journey, participating in a six-month leadership development program led by 'A Single Step,' fostering shared values and enhancing leadership skills. Our Board of Directors also invested in their leadership development, engaging in governance training and DiSC profiles.

I extend my heartfelt gratitude to the numerous individuals and agencies that have enabled Arafmi to thrive this year, especially the mental health carers, whose invaluable and selfless contributions are the backbone of our society. Special thanks to Susan

"We are thrilled to be acknowledged and funded as the 'peak body' in Queensland, representing mental health carers—a significant endorsement enabling us to address and resolve the systemic challenges carers encounter."

Hawkins, Ann Driberg, Liz Crawford and Chris Pye for their unwavering and insightful support. We are grateful for Queensland Health – Mental Health, Alcohol and Other Drug Branch, the NDIS, and QLD Mental Health Commission for their support and commitment to Arafmi's mission.

I also want to acknowledge our dedicated employees, leadership team, and Board of Directors, led by Chair Denise Buckby, for their relentless pursuit of excellence and values-led commitment to making Arafmi a sector leader. A special mention to our outgoing Director, Ethan Edwards, for his years of dedicated service to Arafmi.

I look forward to working together to foster an environment where every carer feels supported and valued in Queensland. Here's to another year of growth, collaboration, and unwavering support for mental health carers!

Irene Clelland
Arafmi CEO





Systemic Advocacy

A Year of Growth and Collaboration

In the realm of mental health, the voices of unpaid carers often go unheard. Recognising this gap, Arafmi took a monumental step forward this year. We are proud to announce that the Queensland Health Mental Health, Alcohol and Other Drugs Branch has funded Arafmi to establish a peak body function.

This initiative is dedicated to representing the views of unpaid mental health carers to those who shape policies. Our mission is clear: to address the systemic issues identified by the families, friends, and kin of those battling mental ill-health.

Our Systemic Advocacy team has seen significant growth and has been instrumental in formulating policy papers that address issues paramount to mental health carers, including a submissions to the Senate Select Committee on Work and Care and Productivity Commission's Inquiry into extending unpaid carer leave entitlement. In partnership with Mental Health Lived Experience Peak Queensland, we share the expertise of Tim Johnston, who serves as our Carer Engagement Consultant.

A landmark moment for us was the Federal Government's announcement to fund a National Mental Health Lived Experience Carers, Families, and Kin Peak Body. This achievement

is a testament to years of relentless advocacy by Arafmi, in conjunction with other mental health carers peaks across the nation, notably through Mental Health Carers Australia.

Arafmi's Carer Advisory Committee has been instrumental in bridging the gap between the Arafmi Board and carers. Their relentless efforts ensure that the Board remains deeply connected with carers, continually enhancing their understanding of carers' needs.

Arafmi has forged strong ties with peak organisations, services, and government departments to champion the cause of mental health carers. Our collaborations span a wide spectrum, from the Queensland Carers Advisory Council and Mental Health Carers Australia to the Multimorbidity Strategy Forum and Independent Patient Rights Advisers. Our partnerships with entities like Queensland Alliance for Mental Health, Lived Experience Australia, Selectability, and Carers Queensland,

among many others, have been invaluable.

Collaboration with other peak bodies has been a cornerstone of our advocacy efforts. In April, a pivotal collaborative conversation took place between Arafmi, Health Consumers Queensland, Queensland Alliance for Mental Health, and Mental Health Lived Experience Peak Queensland team members. This meeting was centred around discussing

opportunities for joint system advocacy efforts to amplify our collective voice and ensure a more cohesive approach to systemic challenges.

This year has been transformative for Arafmi’s Systemic Advocacy work. With continued support, collaboration, and passion, we remain committed to ensuring that the voices of mental health carers resonate in the corridors of policy-making.

“We remain committed to ensuring that the voices of mental health carers resonate in the corridors of policy-making.”

Katie Acheson
Executive Manager -
Policy and Advocacy



Katie Acheson and Tim Johnston



MP Warren Entsch, Irene Clelland, Katie Acheson, Debbie Childs - CEO of Helping Minds, Hayley Abell from the Mental Illness Fellowship Australia in Canberra for the Mental Health Australia Parliament Advocacy Day.

Our People

Our Board



Denise Buckby
Chairperson



Oddur Thomas Augustsson
Director



Professor Robert Bland AM
Director



Rebecca Medway
Director



Dr Niki Edwards
Director



Melanie Mayne-Wilson
Director

Board Support



Simon Moore
Company Secretary

Our People

Executive Team



Irene Clelland
Chief Executive Officer



Puji Astuti
Chief Operating Officer



Katie Acheson
**Executive Manager
Policy & Advocacy**



Ross Mountford
**People & Culture
Business Partner**



Irma Cokic
NDIS Operations Manager

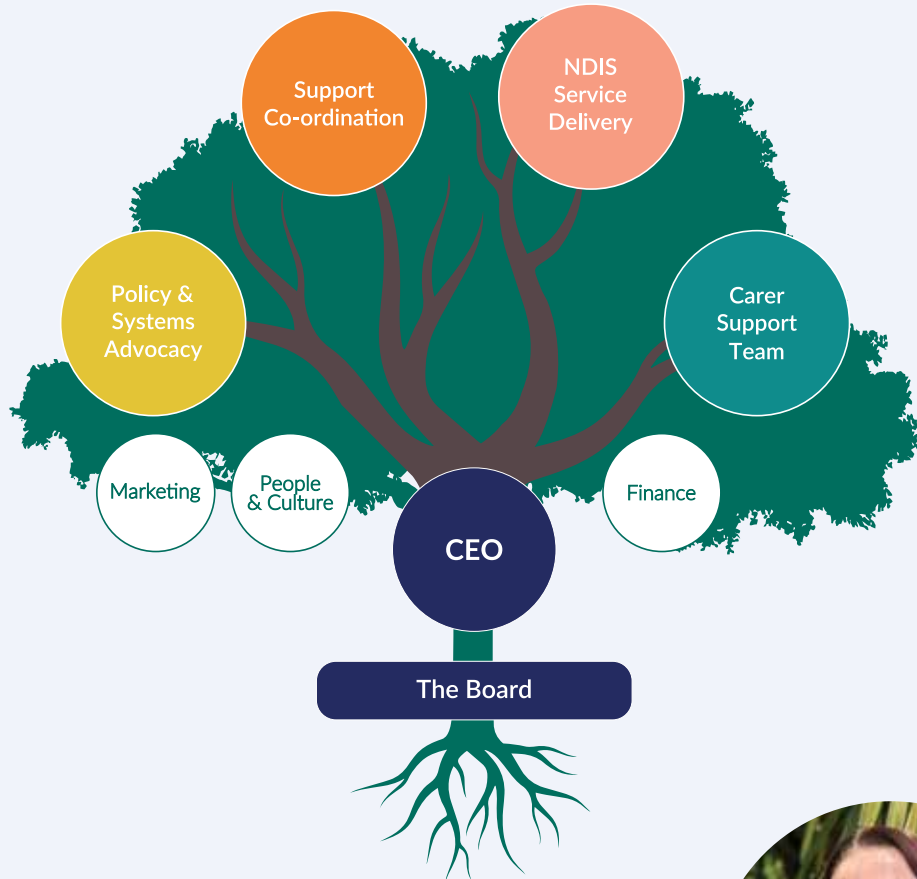


Leanne Hardcastle
**Marketing &
Communications Manager**



Frie Robinson
Carer Support Manager

Organisation Structure



Meet the team

Tameil Rostering and Administration Officer 2.5 years with Arafmi

I coordinate and manage support schedules for Service Delivery clients, overseeing STA and SIL houses. My role involves creating rosters for Arafmi Support Workers, carefully pairing new clients with the perfect match based on preferences, and ensuring continuous support by arranging replacements for sick workers. I collaborate closely with our Regional Managers and Client Care Coordinators to provide consistently high-quality support.

On top of that, I handle reception duties at Head Office – if you've called us, we've probably chatted! While the job can be fast-paced and a bit hectic, it's incredibly rewarding.

Outside of work I spend time reading (current read: Big Swiss by Jen Beagin), binge watching television series, and rollerblading. I love live music and can make a mean Negroni and Margarita.



Staff Conference

Over 70 staff came together on the day to hear from a range of speakers.

Irene Clelland, CEO opened the conference with an outline of where the organisation is and the achievements we have made. Our team also met new Executive Manager - Systems & Advocacy, Katie Acheson, who elaborated on her role in the exciting space of providing systems advocacy on behalf of mental health carers. People & Culture Business Partner, Ross Mountford provided helpful sessions covering professional boundaries, resilience and the new HR program, Employment Hero.

Staff Conference



Self-assessment of Personality/Communication style:

The team enjoyed an invigorating and educational session regarding communication and personality styles. The four-bird model, sometimes also called DOPE, as the four birds it uses to represent communication styles are the Dove, the Owl, the Peacock, and the Eagle. Arafmi's team self assessed and unsurprisingly the majority of our team identified as 'Doves'.



Arafmi board member Robert Bland spoke to our staff about Arafmi's history and the great progress we continue to make. Robert was instrumental in the beginning of Arafmi in Queensland and provided great context about the origins of the organisation.

A mental health carer joined Katie on stage for a Q&A where she spoke about her journey and how she found Arafmi.

Simon Moore then led a well received Q&A session with an NDIS participant where our staff got to hear directly from a participant how Arafmi's work impacts their wellbeing.

The day ended with managers discussing upcoming plans and future directions with small staff groups.



Leadership Development

As Arafmi recovered from several years of unpredictability, this year brought an intentional focus on stabilising and enhancing the wider leadership team. Arafmi invested in a 6 month journey of growth and development.

Working with 'A Single Step' the team engaged in group and 1-1 sessions to develop an Arafmi leadership framework and enhance skills in:



Trauma informed approaches to leadership



The power of mindfulness practice



Courageous conversations



The 5 keys of leadership



The 9 R's of conflict first aid



Workplace animations for difficult conversations

Leadership Development



The leadership team reported that they felt more aligned, understood Arafmi's Vision and Mission and could implement learnings into their day to day practice.

The outcome of the leadership development is being incorporated into Arafmi's developing practice framework, which will be implemented in 2024.

Carer Program: Our year at a glance



216

Workshops and
Information Sessions



236

Individual Support Sessions

35

Volunteers



25

Face-to-face and online
Support Groups per month
across Queensland.



1,378

Support Calls



2

Carer
Retreats



2

Policy
Submissions



Carer Supports

This year saw Arafmi receive a significant boost in funding from Queensland Health, Mental Health, Alcohol and Other Drug Branch to ensure the Family and Carer program was appropriately funded to provide enhanced State Wide Services. The increase in support from Queensland Health has allowed Arafmi to enhance and grow existing supports, to develop new programs, including carer respite, and crucially, to expand Arafmi's reach across all areas of Queensland.

Arafmi provides the following services:

Carer Supports

**24/7
Support Line**

**Individual 1:1
Carer Coaching**

**Carer Education
Sessions and
Workshops**

**Education
Sessions, Forums,
Conferences
& Training**

**Carer Support
Groups**

**Regional
Engagement**

**Suicide
Postvention**

Carer Retreats

Carer Respite



24/7 Support Line

An essential part of the Arafmi's carer program is the provision of individual carer supports.

A significant part of this program is the 24/7 Carer Support Line. Carers from across Queensland contact the telephone support line 24/7 for emotional support, information, and referral. In the 2022/23 financial year, there were 1378 calls made to the phone line, with 40% of calls coming from outside of the Brisbane Region.

A snapshot of issues presented during the phone support include:

- help to find services
- advice on how to manage a situation involving a loved one who is unwell
- carers experiencing distress and requiring immediate support, and at times emergency intervention
- regular calls to de-stress or connect with someone.

35 volunteers are engaged in this program and rostered to provide support to carers. Most volunteers are people with lived experience of being a carer. An advantage of the phone line is that carers know it is available specifically for them and can be used as a one-off or on a regular basis.



Carer Coach

The demand for Arafmi's Individual Carer Support Service has been consistently growing since the transition from counselling to individual Carer Coach.

Arafmi has been able to increase availability for individual support for carers by 200%. Since its introduction in March 2023, the Carer Team has conducted 236 individual support sessions. The coaching sessions allow carers to explore additions to traditional counselling, such as systems navigation, practical advice and skills development.





Carer Education Sessions

Arafmi hosted 216 carer education workshops and information sessions, both face to face and online. Sessions were hosted on a monthly basis.

The sessions had a strong focus on providing relevant information, capacity and skill development, and building network and support bases. They have also been available on demand for carers through requests by other organisations.

Workshops included:

- Understanding the NDIS
- Creating and maintaining health personal boundaries
- Understanding and supporting recovery
- Connecting with community supports for you and your family
- Developing a portable summary
- Motivational Interviewing for Carers
- Communicating with the person you support
- Financial information
- Developing a stay well plan
- How to make a complaint
- Mental Health First Aid
- Family Connections (Supporting families to understand borderline personality disorder)
- eCPR.

Emotional CPR

EDUCATION PROGRAM



Emotional CPR (eCPR) is an educational program designed to teach people to assist others through an emotional crisis by three simple steps:

C = Connecting

P = emPowering, and

R = Revitalising.

The **Connecting** process of eCPR involves deepening listening skills, practicing presence, and creating a sense of safety for the person experiencing a crisis.

The **emPowering** process helps people better understand how to feel empowered themselves as well as to assist others to feel more hopeful and engaged in life.

In the **Revitalising** process, people re-engage in relationships with their loved ones or their support system, and they resume or begin routines that support health and wellness which reinforces the person's sense of mastery and accomplishment, further energising the healing process.



Carer Support Groups

Support Groups and opportunities to connect with others have been an essential part of Arafmi’s supports during this period. Carers have identified that groups have been a safe space to come together, share experiences, offer and receive support and share helpful coping skills.

The groups are held all over Queensland, with this period seeing growth in the regional areas due to an intentional focus. Our team visited Cairns, Toowoomba, Crows Nest and Charleville to develop new groups.



*Gillian Kehoul,
Senior Coordinator Regional Engagement*

Some feedback from participants:

“Informative and a casual atmosphere.”

“It was informative and always expanded with extra examples and answers to questions.”

“The open communication had by all in attendance. The range of experiences had by all brought a lot to discussions.”

“The information and the way everyone respected and listened to others.”

“The friendly facilitators who acknowledged how well we were doing, even just by turning up, and who also shared from their own experiences.”

Carer Supports





Carer Forum

A crucial part of Arafmi's capacity to enhance systemic advocacy is the annual carer forum, where carers have the opportunity to engage with key leaders and stakeholders in the sector. Queensland Mental Health Commission generously sponsored the event, with Queensland Mental Health Commissioner Ivan Frkovic delivering a key note speech on Queensland's systemic reform and the opportunities to contribute to the 2023 renewal of 'Shifting Minds: The Queenslanders Mental Health, Alcohol and Other Drugs, the five year plan to improve

the mental health and well being of all Queenslanders.

Another key speech was delivered by Associate Professor John Allan, Executive Director of the Mental Health Alcohol and other Drug Branch about the crucial role mental health carers play in developing and strengthening system reform.

The forum also provided insight regarding systemic changes from previous Arafmi leaders and founders who took carers through a journey of 45 years of change and growth.

Carer Supports





Wellbeing First Innovation Hub

The Queensland Alliance for Mental Health offered this new program and 2 staff from Arafmi are taking part to learn about design thinking and how this can positively impact our services. The program will take several months.

QAMH's Wellbeing First campaign responds to some of the critical factors faced by people accessing mental health services as well as some of the stressors experienced within the mental health ecosystem. QAMH advocates that the community mental wellbeing sector is well placed to offer specialist mental wellbeing responses to all Queenslanders.

To be as effective as possible, new models of service need to be developed that are responsive to mental wellbeing indicators and go beyond simply ameliorating mental illness.

The Wellbeing First Innovation Hub uses design thinking to apply the principles of human-centered design, putting people who access our services at the centre of your thinking. It will support community mental wellbeing leaders to design innovative service models that can be implemented within services.

Arafmi used the Wellbeing First principles to measure the experiences of carers and how they self defined their wellbeing during the retreats held this year.

The charts below visually demonstrate the positive impact that retreats and connections have for carers.

Carers responses at the start of the retreat



And at the end of the retreat





Carer Hub Respite

After planning respite for several years, the redevelopment of the property in Harcourt Street, Tenerife was completed during this period.

Although no services were provided at the hub in this period, a considerable amount of work was conducted to co-design respite.

Arafmi engaged Un-tapped Customer to lead a co-design process to ensure respite would genuinely meet the needs of unpaid carers who need a break.

In response to the findings of the co-design process the Carer Support Team implemented recommendations and created a one stop shop where carers can come to genuinely rest, rejuvenate and engage in any supports they may need. In testament to Arafmi's team work and collective support, People and Culture Business Partner, Ross Mountford took the lead in the design of the Carer Hub and used his incredible eye for detail to create a beautiful, nurturing environment that any five star, boutique hotel would aspire to be.





Co-design Workshop:

Mental health carers participated in a co-design workshop where they created respite collages. Participants were asked to show what respite meant to them. Carers suggested the environment should cater to the senses including gardens and nice decor, a choice of music, aromatherapy/candles, and a range of activities (books for reading, yoga, tai chi, crafts etc.), as well as good food and tea/coffee.





Carer Retreats

Arafmi is pleased to report the return of the much loved and requested Carer Retreats, that had paused for several years due to COVID. Carers tell Arafmi that retreats provide a welcome and rejuvenating space to connect with others and reconnect with themselves. Arafmi partnered with Carers QLD, Carer Gateway and Centacare North QLD to provide two unique retreats, with one being held outside of South East Queensland.

Sandstone Point Hotel

Arafmi ran a retreat for 42 carers at the Sandstone Point Hotel near Bribie Island. Activities included a Carer Gateway presentation, a Kokedama workshop with Carers QLD, and a co-design workshop for the new Arafmi Carer Hub facilitated by an external consultant and a trivia night.

Carers valued the opportunity to have a break from their caring responsibilities and connect with other carers. The time to reflect, look after themselves and share their experiences and learnings with each other was valuable.

Cairns

16 Mental Health Carers attended the 3-day and 2-night retreat in Palm Cove which was held in collaboration with Centacare staff. Activities included reiki, sound bathing, drumming and mindfulness activities. The retreat provided carers the opportunity to connect with peers and focus on self-care. Feedback included:

"Just letting you know how very much I appreciated your time you gave with me and your kind words and your time on retreat - at a time I was in such a confused and sad place with my son. I will always be for ever grateful."

"I'm pleased to update you with my recent achievement that was very interesting and very important to my progress. And to top it off, the retreat was beyond my wildest dreams, I have made many valuable friendships, Thank you."

"I didn't realise how I was becoming unwell; I will get into this self-care thing a bit more now."

"I haven't slept like that FOR 20 YEARS."



Carer Supports





Kitchen Table Discussions

Arafmi facilitated online Kitchen Table Discussion on behalf of Carers QLD, organised by Health Consumers QLD.

The aim of these discussions was to actively listen to carers, understanding the range of available services and supports they engage with, and identifying any gaps or deficiencies in the existing assistance.

They highlighted the importance of integrated community responses, local coordinators and face-to-face interaction with carers to help navigate services for improved long-term outcomes for carers and the people they care for.



Partnerships/ Service Improvements

Following on from a very successful and positive meeting with the Carers QLD team in November, the two full teams attended a joint staff day together. The purpose of the day was to connect with each other and discuss opportunities to work together in efficient and effective ways to improve outcomes for carers and build sustainable and innovative partnerships.

An Action Plan was developed as a result of this day and this has led to more joint presentations and events and better information sharing and referral pathways for carers.

Carer Supports



ARAFMI, QLD ALLIANCE OF MENTAL HEALTH (QAMH),
HEALTH CONSUMERS QUEENSLAND (HCQ), MENTAL HEALTH
LIVED EXPERIENCE PEAK QUEENSLAND (MHLEPQ)

A MEETING OF MINDS



Mental Health Week Events

Arafmi was successful in obtaining two grants for two workshops held in Mental Health Week. We hosted a rag rug workshop and a Flipside Circus workshop

The rag rug workshop was a huge success with all registered attendees in attendance on the day. The carers were taken through two ways to create a rug using the rags provided.

Arafmi held a Circus workshop at Flipside Circus in Hamilton for Young Carers. This event was supported by the 2022 QLD Mental Health Week Community Events Grant Program. The event was an opportunity for young carers to connect, have some fun and try something new.



Movie Screening - Pieces

Helping Minds in conjunction with the Mental Health Commission and the Western Australian Association for Mental Health (WAAMH) presented the premiere of *Pieces* in association with Third Storey Pictures. Arafmi Ltd proudly supported this important movie by hosting a screening in Queensland. Invited guests included staff from the QLD Mental Health Commission, QLD Health, Mental Health Lived Experience Peak and other organisations in the mental health industry.

Pieces is a powerful film about a group of interconnected people living with mental health challenges who undertake an art therapy class that transforms not only their lives but the life of their teacher.





NDIS

Arafmi’s NDIS services transformed during this period, with several changes leading the way to stabilised services.

During this period there were several changes of leadership of the NDIS team, with Simon Moore, Arafmi’s Company Secretary temporarily stepping into the Operations Manager role to smoothly guide the organisation through NDIS Practice Standards reaccreditation.

Arafmi responded to the growing need for housing and supports by transitioning one of the Short Term Accommodation programs to Supported Independent Living and welcomed 4 participants to accommodation and supports in Lutwyche.

Closure of Jerendine

In 2022 the Arafmi Board made the decision to close Jerendine Short Term Accommodation in Mount Gravatt and sell the property. This decision was made on the basis of the building no longer being ‘fit for purpose’ or accessible to all participants needs. Services ceased in December 2022 with all past employees and participants invited to a farewell celebration.

The Arafmi board have committed to investing the proceeds of the sale of the property to develop innovative programs that support participants and carers.

NDIS





Meet John

NDIS Participant

John has been supported by Arafmi for longer than he can remember, going back to when it was the Kui Lifestyle Program.

John has the help of two Support Workers, Kathy and Marie, two days a week. They help him with grocery shopping, attending appointments and exercise programs and connect him to community activities like visiting Centacare in Enoggera every Friday for lunch, which he says is cooked by an amazing chef, all from scratch.

The help of Arafmi's Support Workers is important as John had a major heart attack and spent three months in hospital. Kathy and Marie have supported his recovery by keeping him in touch with the wider community and taking him to the Heart Support Gym at Royal Brisbane Hospital.

John extends warm thanks to Marie and Kathy for their dedication and support.

Support Coordination

The team has seen significant growth in the 2022–2023 financial year. We continued to work collaboratively with participants and their carer network to find and engage in NDIS, community, and mainstream services that helped them to achieve their goals.

We welcomed a new Support Coordination Manager, who brings over 6 years' experience in NDIS, psychosocial disability and complex care.

A few of our notable achievements this financial year include:

- Increase in Specialist Support Coordination
- Building participants' confidence and skills to use and coordinate their own supports
- Prioritising professional development through specialist training, e-Learning and mentoring.

Arafmi is looking forward to expanding in the new year by offering Psychosocial Recovery Coaching, in order to help more participants build capacity and resilience through strong and respectful relationships.





Chief Operating Officer (COO) & Finance Report

Our Financial Performance

After a couple of years full of challenges from COVID-19 through to the floods in South East QLD, Arafmi bounced back and continues to adapt to an evolving environment.

Arafmi has shown its resilience to remain sustainable during uncertainties and a challenging environment.

For the 2022-23 financial year, Arafmi Ltd posted a net surplus of \$596K.

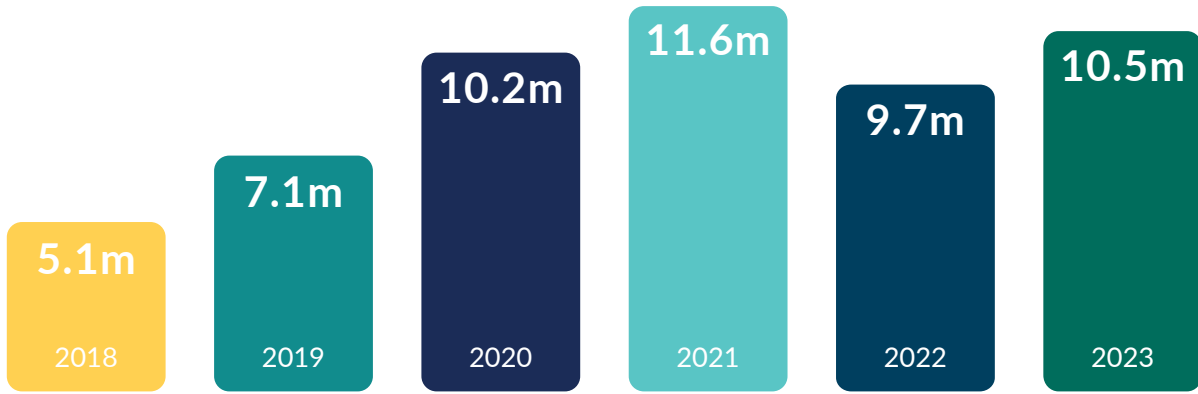
While NDIS revenue was slightly lower than the previous financial year, Arafmi successfully increased its government grants revenue. As a result, Arafmi was able to finish the 2022-23 financial year with a pleasing result.

“Arafmi has shown its resilience to remain sustainable during uncertainties and a challenging environment.”

In early 2023 Arafmi sold one of its properties, Jerendine, a short-term accommodation property much loved by many guests over the past 16 years due to the property is no longer fit for purpose. Proceeds of Jerendine sale repaid an existing mortgage and will be used to develop innovative participant-informed service model.

A property review is currently underway to support the development of a property strategy for the coming years.

Puji Astuti
Chief Operating Officer



Arafmi's Revenue Stats



Operating
Surplus

\$596k



Assets
\$8.6m



Liabilities
\$1.5m



Equity
\$7.1m

Statement of Profit or Loss and other comprehensive income

Arafmi Limited For the year ended 30 June 2023

Statement of Profit or Loss and other comprehensive income

	2023	2022
Revenue and other income	10,487,556	9,700,682
Employee benefit expenses	(8,274,037)	(8,679,378)
Depreciation and amortisation expense	(347,529)	(330,567)
Finance costs	(63,541)	(48,529)
Rental expenses	(44,898)	(35,482)
Audit, legal and consultancy expenses	(297,857)	(67,381)
Client expenses	(112,764)	(128,594)
General office expenses	(84,303)	(81,550)
Communication expenses	(167,223)	(173,329)
Other expenses	(508,958)	(281,634)
Doubtful debts recovered/(expense)	9,572	(72,469)
Results from operating activities	596,018	(198,231)
Tax expense	-	-
Profit from continuing operations	596,018	(198,231)
Profit for the year	596,018	(198,231)
Total comprehensive income for the year	596,018	(198,231)

Statement of Financial Position

Arafmi Limited For the year ended 30 June 2023

	2023	2022
Assets		
Cash and cash equivalents	1,866,635	1,580,944
Trade and other receivables	310,231	579,784
Short term deposits	2,696,393	2,629,251
Other current assets	61,583	52,516
Total current assets	4,934,842	4,842,495
Financial assets	98,648	91,028
Other non-current assets	39,110	47,241
Property, plant and equipment	3,193,085	2,866,199
Rights-of-use assets	376,231	512,747
Intangible assets	-	2,951
Total non-current assets	3,707,074	3,520,166
Total assets	8,641,916	8,362,661
Liabilities		
Trade and other payables	540,497	377,219
Deferred revenue	51,000	3,061
Provisions	422,612	388,600
Loans and borrowings	-	13,315
Lease Liabilities	146,094	196,927
Total current liabilities	1,160,203	979,122
Provisions	59,534	117,769
Loans and borrowings	-	368,397
Lease Liabilities	255,690	326,902
Total non-current liabilities	315,224	813,068
Total liabilities	1,475,427	1,792,190
Net assets	7,166,489	6,570,471
Equity		
Reserves	230,000	230,000
Retained earnings	6,936,489	6,340,471
Total equity	7,166,489	6,570,471

Statement of Cash Flows

Arafmi Limited For the year ended 30 June 2023

Statement of Cash Flows

	2023	2022
Cash flows from operating activities		
Receipts from customers and funding bodies	10,636,330	9,511,221
Payments to suppliers and employees	(9,564,970)	(9,512,909)
Cash generated from operating activities	1,071,360	(1,688)
Interest received	73,278	5,893
Interest paid	(72,163)	(13,478)
Net cash from operating activities	1,072,475	(9,273)
Cash flows from investing activities		
Proceeds from sales of property plant and equipment	877,601	-
Acquisition of property, plant and equipment	(981,742)	(163,856)
Acquisition of other financial assets	-	(100,000)
Investment in terms deposits	(67,143)	(4,265)
Net cash used in investing activities	(171,284)	(268,121)
Cash flows from financing activities		
Repayment of borrowings	(381,711)	(13,315)
Payment of finance lease liabilities	(233,789)	(268,091)
Net cash used in financing activities	(615,500)	(281,406)
Net (decrease) / increase in cash and cash equivalents	285,691	(558,800)
Cash and cash equivalents at beginning of year	1,580,944	2,139,744
Cash and cash equivalents at end of year	1,866,635	1,580,944

Partnerships & Acknowledgements

We would like to thank all our partners, in particular:



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