



ANNUAL REPORT 2019

Help Now Group

Website: thehelpnow.org

Tel: 1300 019 621

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WE PUT COMMUNITY FIRST

Strategic Highlights

We have been strategic in 2019 to focus on relationship and building our public profile with the local, national and international representatives in Australia. We had the first Inaugural Charity Baseball Game which features international Australian representatives. As pictured on the cover we have focused on bringing so many people together to recognize the lifecycle of mental health.

We know in witnessing so many services just doing 'crisis' services rather than long term investment we knew we had to be different. We developed Help Now Partners Podcast to further expose local professionals to link them to the tools we have built as well as build their ability to service community in a bigger way. This can be found at <https://anchorfm.com/helpnowgroup>

We had over 10 episodes and focused from peer work to clinical experience and them building their practice.

Our director also was very humbled by being a casual host on Transforming Perceptions,

Financial Highlights

We have had the most employee assistance counselling services hours in the history of the business this calendar year. Highlights was securing new customers in the Canberra region and adding new local, sole traders to service EAP clients nationally.

Operating Highlights

Skills and delivery of the Help Now Group expanded widely this year. The highlights was returning to self-contained web hosting, new features within the technology, and resilient professionals remaining on the platform.

Mental Health Minister ACT- “A big highlight for 2019 Mental Health Month Was Help Now Group’s Charity All Star Game. It got all the community involved and looking forward to 2020”

Looking Ahead

The next directions for Help Now Group is in three streams. Mental Health Peer Support, Community Development Practice Groups, Professional Development, and implementing Marketing Builder into supporting local professionals to deliver great service. Our research this year discovered

<p>Key Issue of concern as identified by stakeholders</p>	<ul style="list-style-type: none"> • Lack of adequate support for Mental Health Peer Support workers. • Lack of adequate training for Mental Health Peer Support workers – Areas that were specifically identified by peer workers included interacting with consumers; boundaries; communication skills; effective and safe sharing of lived experience. • Inadequate work/employment for Mental Health Peer Support workers <ul style="list-style-type: none"> • Stigma associated with mental health issues. • Lack of social network /social support.
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Community Engagement and Consultation Plan

This year the community was consulted in two stages for our Charity Event.

Firstly, there were initial consultations with various actors in the mental health peer support space including; government, representatives of community organisations (who either provide or are looking to provide this support), support workers themselves, and the Canberra Institute of Technology (CIT) who provides required training for workers with lived experience wanting to enter this workforce. These consultations, along with undertaking international research, were to determine where the gaps were in provision of peer support, and whether there was initial support for a fund-raising event (celebrity baseball game) to build awareness of the importance and need for this work.

Secondly, with the project up and running, Help Now Group involved four community development students to become involved. These students worked tirelessly with us and further consulted with various sections of the community to build awareness of, support for and participation in the event.

We raised these consultations as an apolitical focus.

- *ACT Government* (Chief Minister Barr and Minister Rattenbury) and the *Australian Federal Police*; formal contact by Rodney through respective offices and via correspondence for support and participation in the event.
- *ACT Baseball/ACT Social League/Canberra Cavalry* – informally through Rodney’s networks garnering support and provision of resources (equipment, donations for prizes, use of the stadium) and provision of players (and the game day announcer) for this event.
- A range of *businesses/organisations* in Canberra – formally through distribution of a template letter seeking support/donations/sponsorship/participation in this event.
- Ongoing contact with *CIT* – both formally with CIT A/g Director and informally with CIT Community Services teachers and students for ongoing support and participation at this event, and with development and participation in the peer support training curriculum
- Richie Allen (Traditional Owners Aboriginal Corporation) – for support and further promotion of this event, participation, Welcome to Country ceremony and boomerang throwing contest arrangements (including prizes).
- Participation by CIT students in the *Help Now* podcast to further promote the event.
- Deploying of roadside signage all over Canberra advertising the event.
- Advertising of the event to all CIT students in CITSA Newsletter and social media.
- Advertising of the event through CDNet.
- A formal invitation to Duntroon students to attend event.
- Informal contact through our respective networks (including *Help Now*) to advertise event.
- An informal call for CIT volunteers for this event.
- Game day volunteers, players and community game day attendees.

Rodney Tatara-Stanton
Director
Help Now Group

FINANCIAL SUMMARY

Since 2016 Help Now Group has been a self-funded enterprise. We have taken 2019 as a great transformation in gathering more customers, more private clients, and more professionals to the platform. Our marketing was focused this year on reducing costs and increasing public visibility of the good we are doing in the community

- Maintaining 2016 Customers Contracts
- Pay-As-You-Go Prepaid EAP Secured

Statement of Services Delivered

- Income 2019
 - MIEACT Contract
 - ANU Enterprise Contract
 - 12 Private Counselling
 - 20 Private Supervision
 - Private Contract Vocational Rehabilitation
- Costs
 - Charity All Star Game
 - Free and subsidized counselling to vulnerable mums
 - Completely Revamped Servers
 - Closure of International Hosting Account
 - Domain Hosting
 - Land Line Monthly Charge
 - Mobile Monthly Charge
 - Shared Offices Charge

NOTES TO FINANCIAL STATEMENTS

Accounts

MIEACT, RedCross, and ANU Enterprise continue to remain engaged in services. Charity All Star Game will require funds to be distributed for 2020 game and marketing.



Going Concern

2019 we had considerable concerns about expenditure to establish solid ground in the local market. Spending on Charity All Star Game, new systems, and time to develop had considerable costs.

2020 is going to be even bigger relationships and connection with leads and servicing mental health of small businesses

Takeaways

2019 was the biggest learning curve for Help Now Group. We transformed to add 'Local Help Store' so that professionals did not need to rely on the name 'Help Now Group' for giving 1:1 services for their clients.

This will be our best year for saving funds, improving service levels and adding the IOS for the professionals. There will also be the build your own EAP kit for nation wide practitioners to further drive home building local practices up.