



Diverge

**Annual Report  
2017 - 2018**



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## Manager's report

2018 was a year of expansion for Diverge and as such 'development and maturation' will be the theme of this year's annual report. Diverge has had further sustained growth in the business in the areas of psychology, brain injury, neuropsychological assessment, behaviour support, complex client support, and training. In addition, Diverge has also continued to grow its voice and input in the disability sector that has identified the need for change around clients with disabilities and the ways their needs are met.

Diverge faced 2018 with a growth mindset and renewed enthusiasm. We advertised for new staff members to join the Diverge team and we ultimately employed two new P3 clinicians. We welcome Dr. Sara Fratti (ARBIAS & CBDATS) and Dr. Ellen Gentle (Western Health) to the Diverge team and look forward to their contributions to the important community-based neuropsychology work we continue to provide.

Our additional and very exciting staff development in 2018 was the inclusion, for the first time, of a Neuropsychology Registrar to the Diverge team. Nicolette Ingram joined the team in August 2018 and has been a wonderful enthusiastic addition to the team. We look forward too many years of working with Nicolette to develop her skills and expertise in the area of community-based assessment and behaviour support.

In addition to new staff, Diverge also moved to new premises in May 2018. After being located in North Melbourne for many years we made the decision to move to a new light filled space in West Footscray with plenty of parking, good access to public transport and a closer location for our Geelong based clinicians. We look forward to further development of the business and ongoing improvements and adaptations to the ways we engage with the disability community across the state. We had a fabulous office warming function in August this year and I would like to acknowledge the work Carl Bucovaz did in assisting us to make the office work ready when we moved in.

In 2018 we had the great privilege of being offered a full Neuropsychology library of test materials and books when Faye Simpson retired from practice. We are very grateful to Faye for her generous contribution to our work and will treasure the many test materials and books that have formed part of her long-time practice in the area of Neuropsychology – thank you Faye!

I would like to take the opportunity to thank Genevieve McMahon and the whole Diverge team who were supportive and collegiate in their understanding of the sudden and unexpected extended leave I was required to take in 2018. I felt very lucky to work with such a responsive and supportive team.



Our long time highly valued colleague, Jan Loewy has announced her decision to retire from direct client related work in 2018. We look forward to Jan remaining involved with the Diverge team in a supervisory and mentoring role – we can't afford to lose your invaluable lifetime of experience with this client group Jan. We also look forward to hearing about your regular travels and adventures!

Samantha Burns, Manager





## President's Report

Diverge has undergone a lot of changes over the last twelve months. We have welcomed three new clinicians to our team, which will provide us, with both a broadening of our practice and an ability to go much further in being able to meet the growing demand for our services. Ellen Gentle has joined us as a senior clinician with a strength in paediatric neuropsychology. Sara Fratti has also joined us as a senior clinician with an expertise in complex cases and dual disability.

We have also embarked on an exciting new project which I believe will lay strong foundations into the future for Diverge with the start of what we hope will be an ongoing Registrar Programme. Our inaugural registrar is Nicolette Ingram who is a registered psychologist with a Master's degree in Neuropsychology and boundless enthusiasm. We hope with this programme in place that Diverge is investing in expanding the skills in community neuropsychology and behaviour management into the future.

After several years based in North Melbourne, we have recently moved into a brand new office space in West Footscray which is lighter, brighter and with much better parking. I would also like to take this opportunity to congratulate Harriet and her partner Seth on the birth of their gorgeous baby son, Issac.

Jan Loewy  
CoM, President



## Treasurer's Report

The financial year 2018 has seen a period of growth and expansion for Diverge Consulting. Demand for services has grown and the business has successfully met the challenges of the introduction of NDIS and a new financial management system as well as the significant expansion of staffing and business stabilisation. There was a small decrease in income and a larger decrease in expenses this year with a small decrease in wages, stabilisation of superannuation and increased business management costs. All these areas are fundamental to the effective operation of the business and Diverge continues to face the challenge of supporting business development whilst maintaining adequate income to support expenses.

Given this consideration, the basic business figures for the 2018 year are provided below. In addition, a comprehensive financial report and audit has been completed by our accountants Collins & Co. and was presented at the AGM on November 22<sup>nd</sup>, 2018.

### Diverge Consulting Financial Summary 2018

	Amount
Starting Balance	\$114,203
Expenses	\$663,228
Income	\$680,777
Ending Balance	\$131,752

These figures highlight ongoing increases in business expenses that are predominantly being incurred as we attempt to further develop the clinical and research areas that we work within. In addition, there are associated costs in the continued development of an evidence base for the model and methods that we employ in the complex area of brain injury, behaviour management and neuropsychology. The year ahead will provide the team with new opportunities to manage our core income producing activity with development goals and will require ongoing budget planning, management and oversight to ensure all business and budget requirements continue to be met. Diverge faces these challenges with enthusiasm and optimism and we look forward to another exciting year ahead. Having achieved team expansion and a successful relocation the year ahead will bring a period of stabilisation.

Samantha Burns  
Treasurer



## Referral Coordinator's Report

In 2018 Diverge received a total of 131 referrals and re-referrals. These came from a variety of sources including Transport Accident Commission, Workcover, Department of Health and Human Service, National Disability Insurance Scheme, (NDIS managed, plan managed and family managed), Corrections Victoria, Northern Territory Corrections, Senior Masters Office, Victorian Legal Aid, case managers and self-referrals/medicare.

The services for referral include neuropsychology assessment, capacity assessment (parenting, return to work, financial, dementia, legal, decision making, driving) neuro/sensory assessment, anxiety management, behaviour management plans, staff training, behaviour support, counselling, skills development, family support and education, education support, fatigue management, mental health treatment plan for counselling and anxiety, secondary and tertiary consultations.

Clinicians from Diverge travel throughout Victoria, and interstate, to complete assessments in the community, schools, and prisons. Our clients are also able to attend the office in West Footscray for services.

Jane Jackson  
Referral Co-ordinator



## Neuropsychology Assessment Unit

In 2018, Diverge received 70 referrals for neuropsychology assessment. Referrals came from a variety of sources, including the Transport Accident Commission, Department of Health and Human Services, the National Disability Insurance Scheme, solicitors, doctors, Northern Territory Corrections, family members and clients themselves.

Common reasons for referral included clarifying support needs, providing cognitive and behaviour management strategies, capacity to make reasoned informed decisions, eligibility for the National Disability Insurance Scheme and providing expert medicolegal opinion to assist a court.

Our clinicians travel Victoria-wide and inter-state to complete neuropsychology assessments. We complete assessments in the community, prisons and schools. We continue to complete around a third of our assessments using iPads and have also adopted software to assist with scoring and analysis. I would like to take this opportunity to thank Faye Simpson for her generous donation of a vast array of neuropsychology tools, which have been put to very good use.

### Case study

A 49-year-old man with a history of severe traumatic brain injury in a car accident in his twenties was referred by his TAC case manager to assist his therapy team to understand his cognitive strengths and weaknesses and strategies to support him. He had significant financial issues and upcoming court matters relating to breaches of court orders

On neuropsychology assessment he demonstrated strengths in intellectual skills and memory for basic information, but severe impairment in attention, memory for complex information, initiation, self-monitoring and insight, consistent with the impact of traumatic brain injury. He also reported symptoms of depression.

In terms of everyday life, the assessment indicated he would present very well in conversation, masking his significant difficulties. He would need support in complex situations to recall relevant information and generate ideas and alternatives. He would have difficulty following through with things he intended to do, he would become distracted easily and would not consistently use memory aids independently. Given his limited insight, he would not necessarily see the need for aids and assistance. These difficulties would be exacerbated by his current stress and low mood.





The neuropsychologist attended a team meeting to provide feedback to the client and his therapy team, summarising these results and the recommended management strategies. Ongoing case management was recommended, along with neuropsychology intervention and medication review. If less restrictive alternatives such as setting up direct debits and financial counselling were not effective, then consideration of an application to VCAT for a financial administrator was recommended. The neuropsychologist also provided a letter to his lawyer to clarify his cognitive abilities and his limited cognitive capacity to comply with court orders.

Dr. Kathryn Hoskin  
Neuropsychology Assessment  
Coordinator





## Paediatric Service Coordinator's Report

Paediatric referrals at Diverge during 2018 were at a similar level to 2017, with 26 referrals for children and young people under 18 years of age being received during the year. This included 6 re-referrals of previous paediatric clients for reassessment or additional support.

The primary funder for paediatric clients was again TAC, accounting for approximately 70 percent (19) of the paediatric clients referred to Diverge during 2018. Numbers of paediatric NDIS clients was slight down in comparison to 2017 as a proportion of referrals, accounting for only 11 percent of clients (3), with privately funded clients. This may reflect the decision to focus more specifically on ABI clients rather than the neurodevelopmental clients who were previously being referred through NDIS.

Behaviour support was again the most frequently requested service, again accounting for about 60 percent of the referrals, with Neuropsychology assessments being requested for half of the clients referred. Primary school aged clients represented the majority, and only one referral was made for a pre-school client during 2018.

One of the big developments for the Diverge Paediatric service during 2018 was the appointment of Dr Ellen Gentle to the Diverge team. Ellen has extensive experience as a neuropsychologist both in Australia and in the United Kingdom, specialising in paediatric clients, particularly those with neurodevelopmental conditions such as autism. She also has a keen interest in music therapy and in particular researching the relationship between music and neuroscience.

The relationship between Diverge and the Heads Together organisation has continued throughout 2018 with involvement in parent workshops and parent group at camp. The process of incorporating the principles of the Childsafe Standards into the work of Diverge has started with attendance at a workshop in October to better understand the requirements for implementing the standards in organisations that provide services to children.



Genevieve McMahon  
Paediatric Coordinator



## Training Coordinator's Report

Diverge continued its focus in 2018 on tailored training sessions for individual organisations and groups, as well as offering some longstanding sessions. It has also been fantastic to have our new staff members keen to get involved in training, each of them bringing wealth of experience to the program. Diverge clinicians have continued to provide a vast number of training sessions and seminars to a variety of organisations throughout 2018, which have included numerous schools and support worker agencies, as well as training in the corrections settings.

The largest event on the training calendar this year was the Neuropsychology Early Career, Registrar and Student Workshop, which has continued to be improved and developed. This three-part workshop continues to be successful and this year included additional interactive components, role-plays and demonstrations. The sold out sessions consisted of a range of participants including students, registrars, early career clinicians and a few senior clinicians. The workshop focused on the assessment and intervention in challenging behaviour, providing practical strategies and opportunities for participants to practice their skills in a supported environment. A big thanks to Dr Sara Fratti for co-presenting the workshop, as well as Nicolette Ingram for her input in further developing the workshop.

All Diverge clinicians place a great importance on and are committed to training and up skilling all people who work in the area of brain injury. It is our goal over the next 12 months to expand our training activities into other sectors of the community and to continue to develop and provided the most up to date and practical training opportunities possible.

Dr Adrian Kamer  
Training Coordinator





## Service Development Coordinators Report

During 2018 Diverge has continued to build on strong relationships with service providers both within the disability sector and in other areas. We continue to have a strong presence within brain injury networks across regional Victoria as well as within a range of other agencies.

The National Disability Insurance Scheme is now well established in the entire state and Diverge has been well placed, with its significant state-wide presence, to be able to provide a responsive clinical and advisory service for clients and service providers around brain injury and multiple and complex needs. Impending changes to the quality and safeguards commission (NDIS) may mean Diverge needs to review our NDIS registration in 2019 – this will be done in a comprehensive manner with wide community-based consultation prior to any decisions being made.

Our new team members have brought additional experience in the areas of paediatrics, mental health and criminal justice assessment. This will bring Diverge new opportunities to expand our work in these areas. We are looking to extend our involvement with the Victorian criminal justice system and Victorian Legal Aid.

Jan Loewy  
Service Development Coordinator





## Financial Report

<b>Income</b>	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Health Services Pty Ltd	84,716	183,822
Health services no GST	116,291	99,529
Medicare services	3,848	4,849
TAC services	474,687	392,276
<b>Gross profit from trading</b>	<b>679,533</b>	<b>680,476</b>
<b>OTHER INCOME</b>		
Interest received	1,166	1,286
Memberships Received	78	-
<b>TOTAL INCOME</b>	<b>680,777</b>	<b>681,762</b>





## Financial Report (continued)

<b>Expenses</b>	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Accountancy fees	3,793	5,762
Annual leave expense	(4,654)	2,238
Assessment forms	101	1,393
Bad debts	(1,330)	1,393
Consumer Affairs	114	112
Bank charges	185	160
Bookkeeping fees	2,001	717
Equipment -immediate write off	1,858	-
Computer expenses	6,901	2,547
General expenses	1,129	2,682
Insurance	2,692	2,662
Internet and associated costs	948	763
Legal Fees	-	40,958
Long service leave expense	1,723	9,671
Office supplies	3,149	4,352
Postage	360	113
Rates and taxes	1,397	1,397
Step Therapy Services	3,792	-
Rent	19,631	22,367
Subscriptions	121	-
Room hire	91	-
Staff amenities	3,109	821
Staff training	854	2,965
Superannuation contributions	47,043	43,951
Telephone	9,342	6,383
Travelling expenses	8,474	10,292
Wages	540,802	544,455
Workers Compensation	9,602	10,675
<b>TOTAL EXPENSES</b>	<b>663,228</b>	<b>718,829</b>
<b>SURPLUS/ (DEFICIT) ATTRIBUTABLE to the ASSOCIATION</b>	<b>17,549</b>	<b>(37,067)</b>



## Financial Report (continued)

<b>Share Capital and Reserves</b>	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
Retained earnings	188,188	189,908
<b>Total share capital and reserves</b>	<b>188,188</b>	<b>189,908</b>

Represented by:

### CURRENT ASSETS

Cash at bank	67,103	36,027
Investment account	16,154	6,120
Direct Investment Account	79,413	78,285
Petty cash	50	50
Trade debtors	25,468	50,398
Provision for doubtful debt	-	(3,125)
Sundry debtors	-	11,003
<b>Total Current Assets</b>	<b>188,188</b>	<b>189,908</b>

### NON-CURRENT ASSETS

#### Fixed Assets

Office renovations	12,636	6,005
Assessment tools	18,681	18,681
Computers	10,262	7,647
Furniture and Fitting	150	150
Website development cost	7,556	7,556
Preliminary setup cost	259	259
Bond	-	5,000
<b>Total Non-Current Assets</b>	<b>49,544</b>	<b>45,298</b>

<b>TOTAL ASSETS</b>	<b>237,732</b>	<b>224,056</b>
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## Financial Report (continued)

	2018	2017
	\$	\$
<b>CURRENT LIABILITIES</b>		
Sundry creditor	14,422	12,676
Superannuation payable	3,512	3,521
PAYG Withholding payable	7,010	8,148
GST collected/paid	(875)	659
GST adjustment	90	97
Provision for Annual Leave	33,126	37,780
Provision for long service leave	48,695	46,972
<b>TOTAL CURRENT LIABILITIES</b>	105,980	109,853
<b>TOTAL LIABILITIES</b>	109,980	109,853
<b>NET ASSETS</b>	131,752	114,203
<b>PROFIT/DEFICIT</b>	(37,067)	(37,067)
Retained earnings at the beginning of the financial year	151,270	151,270
<b>Total available for appropriation</b>	114,203	114,203
<b>Retained earnings at the end of the financial year</b>	131,752	131,752



## Contact details

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