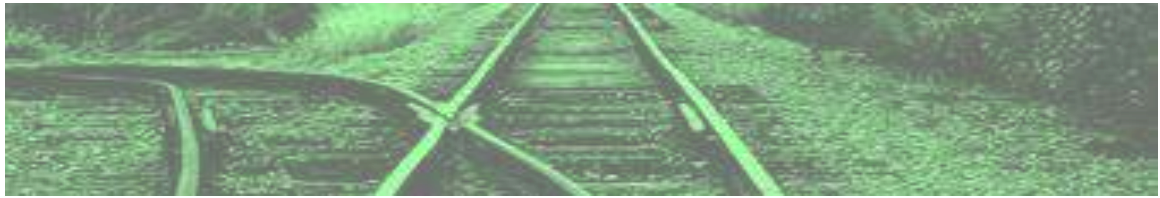




Diverge

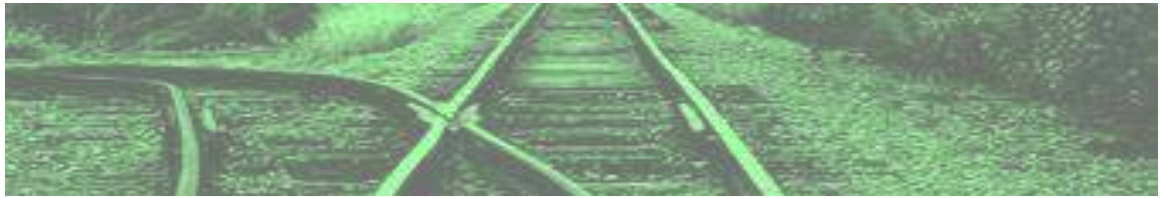
**Annual Report  
2018 - 2019**



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## Manager's report

2019 was the year to celebrate 10 years since the inception of Diverge Consulting and as such 'sustainability & longevity' 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.

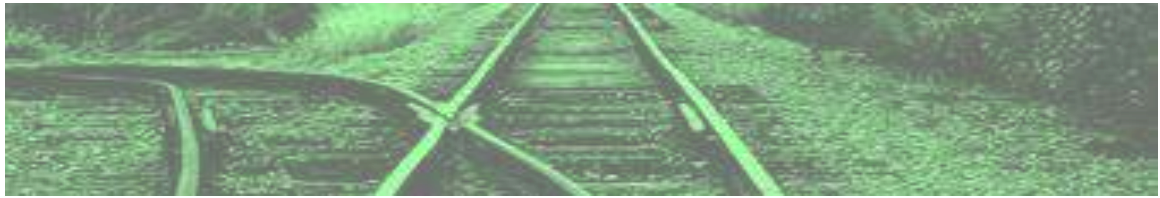
Diverge faced 2019 with a growth mindset and renewed enthusiasm. The whole staff continues their good work with a complex client group and all staff members engaged in active professional development and team development to ensure we continue to offer services and support that reflect the most up to date 'evidence based support' in the area of brain injury and behaviour support.

Diverge was asked to participate in a 'Decision Support Advisory Group' project through Leadership Plus comprising representatives from OPA, DJCS, La Trobe University and Leadership Plus. This important work focused on a project investigating how best to support clients to access and use services through the NDIS. The outcomes of this work will be both fascinating and critical for the way clients are supported in the NDIS moving forward and it was a positive inclusion to have the knowledge and experience of Diverge Neuropsychologists added to the voices in this group.

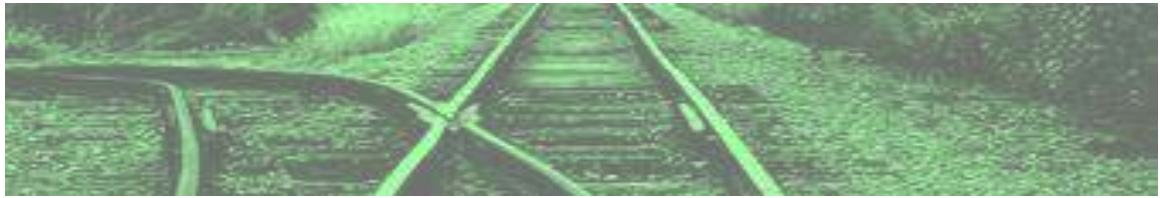
As promised, Jan Loewy has continued to provide our younger, Geelong based clinicians with excellent mentoring and supervision whilst continuing a Clinical Panel role with TAC and we thank her for her ongoing commitment to the critical role Diverge plays in the ABI and disability sector.

In October this year, the whole team went to Daylesford to celebrate the achievement of 10 years of business for Diverge. We enjoyed 2 nights in a relaxed team setting where we were able to engage in some fabulous team activities, enjoy wonderful food and committed time to planning the years ahead for this robust and resilient organisation. We thoroughly enjoyed this time away and the opportunity it provided to reflect on the achievements of the organisation and continue to plan for a bright and positive future.

I would also like to take this opportunity to acknowledge the significant contribution of some of our founding team members in the success of Diverge Consulting. Glenn Kelly, Suzanne Brown (sadly passed away in 2018) and Jenny Todd were all significant contributors to the birth, development, and success of Diverge and we both recognise and thank them for their contributions during this time of celebration.



Samantha Burns, Manager



## President's Report

2019 was the 10 year anniversary for Diverge after the founding of this service in 2009 with a group of like minded professionals who believed clients with ABI living in the community would benefit from a model of care delivered in their own settings that focused on environmental change rather than client dependent change. Diverge remains a strong and unique organisation within the sector with a focus on continued growth and the provision of high-quality psychological services.

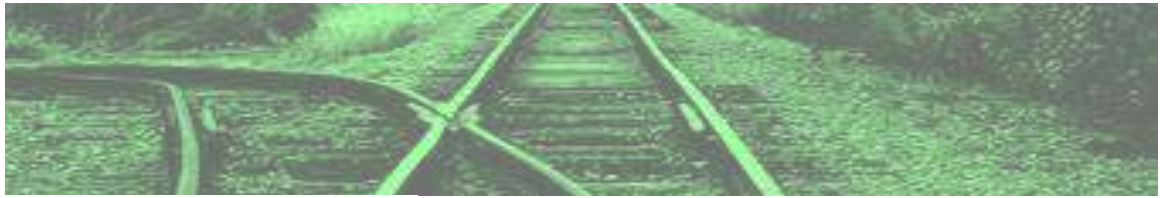
The team celebration in Daylesford in October 2019 was highly enjoyable and a well-earned reward for the team. The time was spent exploring and planning future growth opportunities and career development paths for clinical staff. Good food and a wonderful environment and long conversations were enjoyed by all.

I hand over the COM Presidency this year after many years in the role and look forward to a reduced workload. I will however remain actively involved at Diverge, supporting the Geelong based staff through mentoring and supervision. I look forward to continued connection with Diverge in the years ahead in an honorary role and wish the organisation all the best for the future. I am confident Genevieve McMahon will take over the role as incoming President with great confidence and strength.

Jan Loewy

Outgoing COM President





## Treasurer's Report

The financial year 2019 has seen a period of small but sustained growth and expansion for Diverge Consulting. Demand for services has grown and the business has successfully met the challenges of the expansion of NDIS and a new financial management system as well as the significant expansion of staffing and business stabilisation. There was a return to an increase in income and an increase in expenses this year with an associated increase in wages, 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.

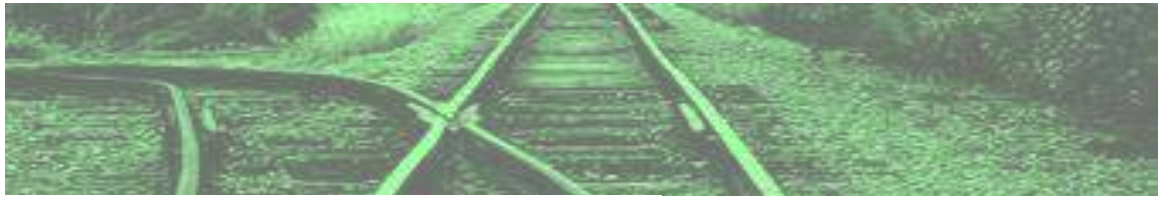
Given this consideration, the basic business figures for the 2019 year are provided below. In addition, a comprehensive financial report and audit has been completed by our accountants Collins & Co. and was presented at the AGM on October 3<sup>rd</sup>, 2019.

### Diverge Consulting Financial Summary 2019

	Amount
Starting Balance	\$131,752
Expenses	\$736,703
Income	\$700,973
Ending Balance	\$96,022

These figures highlight ongoing increases in business expenses that are predominantly being incurred as we attempt to further develop the clinical 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



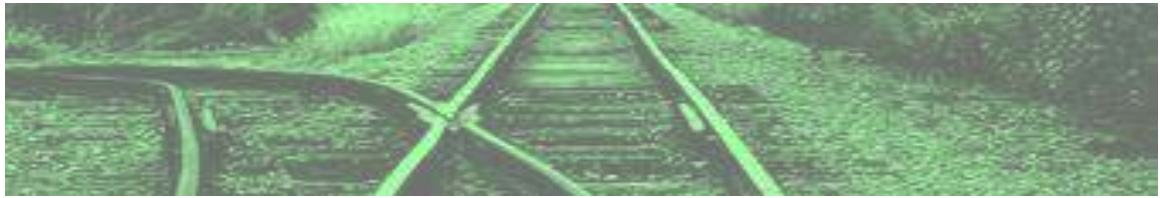
## Referral Coordinator's Report

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), anxiety management, behaviour management plans, staff training, behaviour support, counselling, skills development, family support and education, education support, fatigue management, 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 particularly good use.

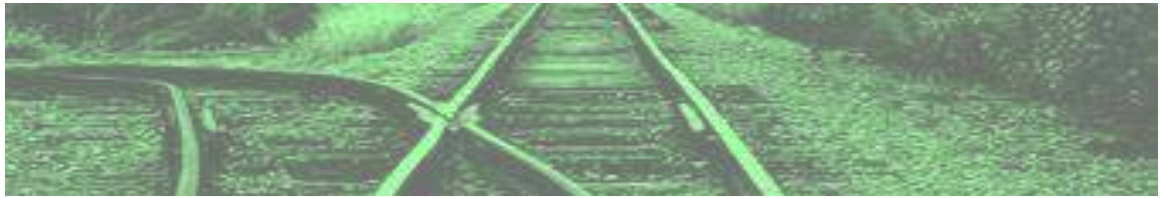
### Case study

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.

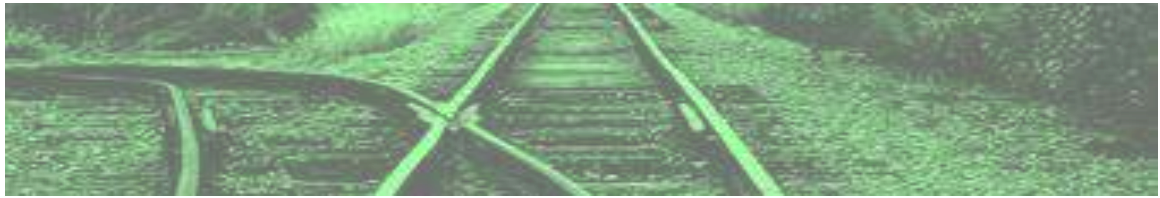




The neuropsychologist attended a team meeting to provide feedback to the client and his therapy team, summarising these results and the recommended management strategies. Ongoing case management was recommended, along with neuropsychology intervention and medication review. If less restrictive alternatives 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

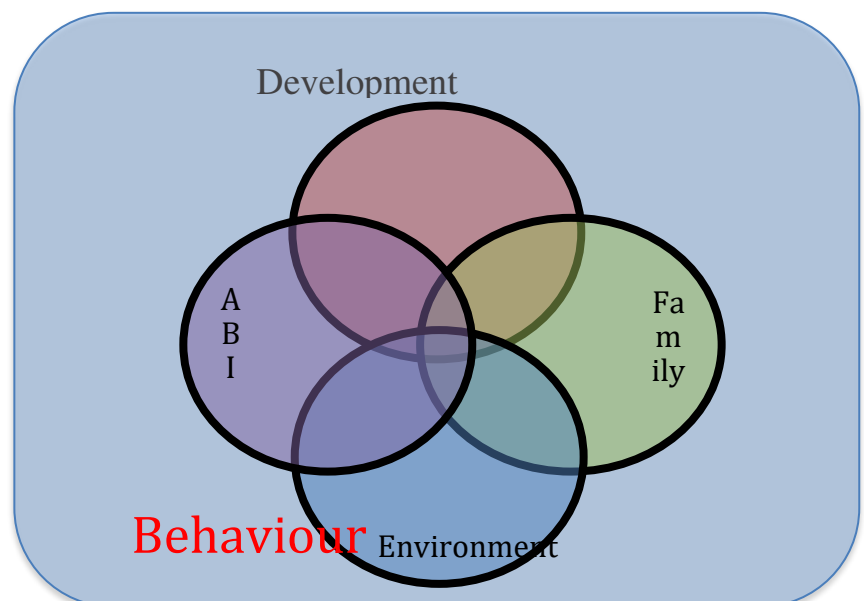
Paediatric referrals at Diverge increased slightly during 2019, with 29 referrals for children and young people under 18 years of age being received during the year. Referrals were predominantly for neuropsychology assessment or review assessment, with behaviour support comprising a smaller proportion of referrals than in 2018. Referrals funded by NDIS (44%) overtook TAC referrals (38%) for the first time. The increased use of Q-interactive has also been of benefit in being able to provide comprehensive and current assessments for children and young people.

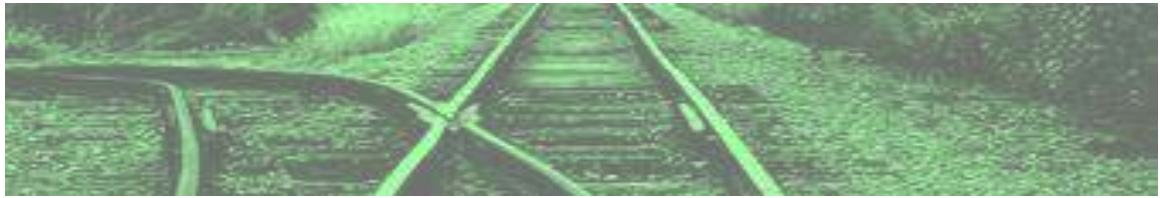
One of the highlights of the year was being invited to present to the Victorian Section of the Australian Psychology Society College of Clinical Neuropsychologists at an education seminar in March 2019 on the topic of "Evidence-based approaches to addressing behaviours of concern after acquired brain injury in the community". This presentation was a collaboration with Dr Kate Gould (Monash/Epworth Rehabilitation Research Centre) who presented an update on the literature on Behaviour management post ABI, and Dr Brooke Froud-Cummins (CBDATS) who presented a case study of Behaviour management in adults. I presented a model for managing children's behaviour following ABI (see below), based on my work at Diverge, and included some case illustrations from recent Diverge clients.

Other community engagement activities during 2019 included presentations at two Parent Education Workshops in August and November around the topic of "Making the most of Your Child's Education" looking at how parents can best advocate with their children in schools and ways to use funding to support children's education.

Future directions for 2020 include increasing capacity for accepting assessments for children and young people with neurodevelopmental conditions such as autism reflecting the interests and expertise of Dr Ellen Gentle.

Genevieve McMahon  
Paediatric Coordinator





## Training Coordinator's Report

The Diverge team throughout 2019 have continued to provide tailored training sessions for individual organisations and groups in a variety of settings. These have included training sessions in schools, support worker agencies, support groups, families, and in the corrections setting. All clinicians have been involved in presenting these sessions and bring a wealth of experience and expertise in the ABI field.

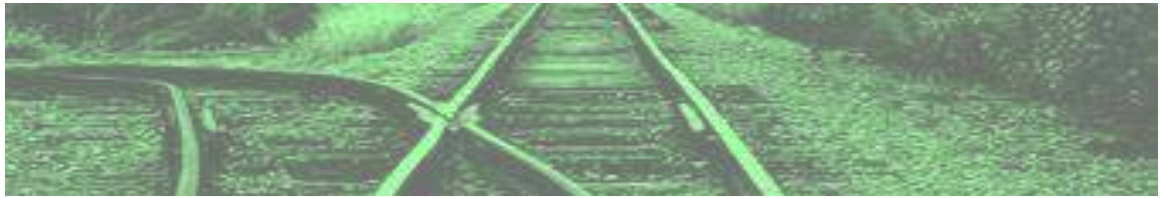
The Early Career, Registrar and Student Workshop once again was a big hit with a good attendance from a variety of professions. Those who attended included neuropsychology students and registrars, case managers and occupational therapists. The three-part workshop focused on the assessment and intervention in challenging behaviour, providing practical strategies and opportunities for participants to practice their skills in a supported environment. It provided lots of opportunity for attendees to practice and hone their skills by participating in interactive role-plays, case discussions, and group problem solving. Thank you to Dr Sara Fratti, Nicolette Ingram and Dr Ellen Gentle who presented the workshop.

One of Diverge's core focuses continues to be to provide relevant, accessible and specialist training in ABI and behaviour support to the not only clinicians working in the brain injury field, but also to the greater community in general. We look forward to continuing to provide these services and to investigate ways to expand the training opportunities in the next twelve months.



Dr Adrian Kamer  
Training Coordinator





## Service Development Coordinators Report

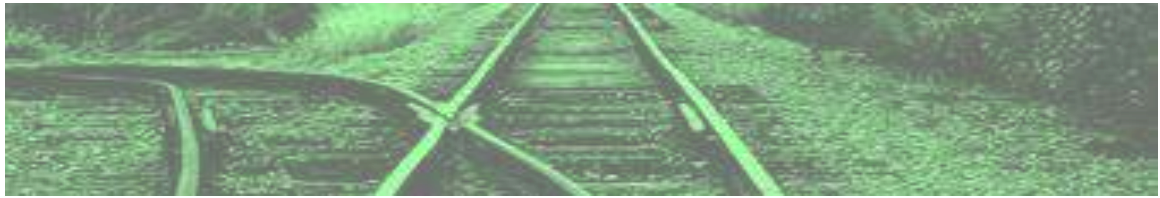
During 2019 Diverge has continued to build on strong relationships with service providers both within the disability sector and in other areas. We continue to have a strong presence within brain injury networks across regional Victoria as well as within a range of other agencies.

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. Changes to the quality and safeguards commission (NDIS) has meant Diverge needed to review our NDIS registration in 2019 – this was done in a comprehensive manner with wide community-based consultation and a decision has been made not to renew our registration for NDIS work under the ‘improved relationships’ budget. We will continue to provide NDIS services to clients using the ‘improved daily living’ budget item.

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.

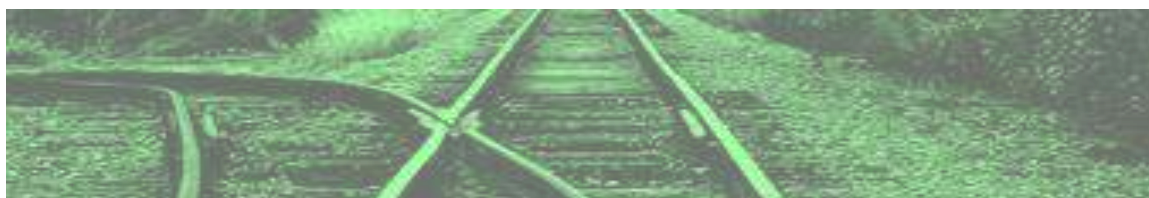
Jan Loewy  
Service Development Coordinator





## Financial Report

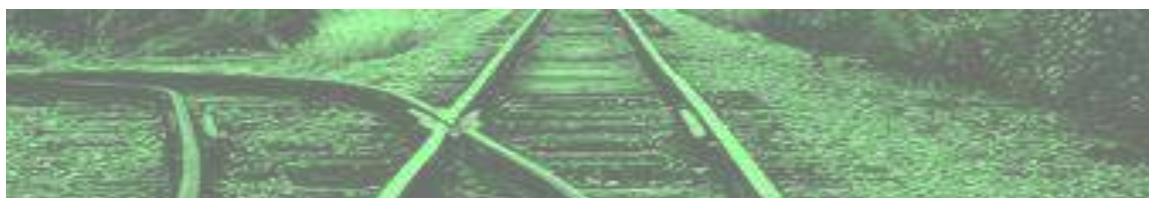
<b>Income</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Health Services Pty Ltd	62,016	84,716
Health services no GST	147,809	116,291
Medicare services	1,575	3,848
TAC services	488,268	<b>474,678</b>
<b>Gross profit from trading</b>	<b>699,668</b>	<b>679,533</b>
<b>OTHER INCOME</b>		
Interest received	1,189	1,286
Memberships Received	116	78
<b>TOTAL INCOME</b>	<b>700,973</b>	<b>680,777</b>



## Financial Report (continued)

<b>Expenses</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Accountancy fees	4,655	3,793
Annual leave expense	5,397	(4,654)
Assessment forms	3,430	101
Bad debts	2,221	(1,330)
Consumer Affairs	-	114
Bank charges	178	185
Bookkeeping fees	979	2,001
Equipment -immediate write off	-	1,858
Computer expenses	2,737	6,901
General expenses	705	1,129
Insurance	1,118	2,692
Internet and associated costs	1,004	948
Utilities – electricity & water	1,687	-
Legal Fees	1,300	-
Long service leave expense	(11,618)	1,723
Office supplies	4,268	3,149
Postage	-	360
Step therapy services	-	3,792
Rates and taxes	1,484	1,397
Body corporate fees	2,794	-
Rent	22,750	19,631
Subscriptions	-	121
Room hire	367	91
Staff amenities	5,789	3,109
Staff training	500	854
Superannuation contributions	53,819	47,042
Telephone	5,985	9,342
Travelling expenses	6,106	8,474
Wages	607,852	540,802
Workers Compensation	11,066	9,602
<b>TOTAL EXPENSES</b>	<b>736,703</b>	<b>663,228</b>
<b>SURPLUS/ (DEFICIT) ATTRIBUTABLE to the ASSOCIATION</b>	<b>(35,730)</b>	<b>17,549</b>





## Financial Report (continued)

<b>Share Capital and Reserves</b>	<b>2019</b>	<b>2018</b>
	\$	\$
Retained earnings	152,797	188,188
<b>Total share capital and reserves</b>	<b>152,797</b>	<b>188,188</b>

Represented by:

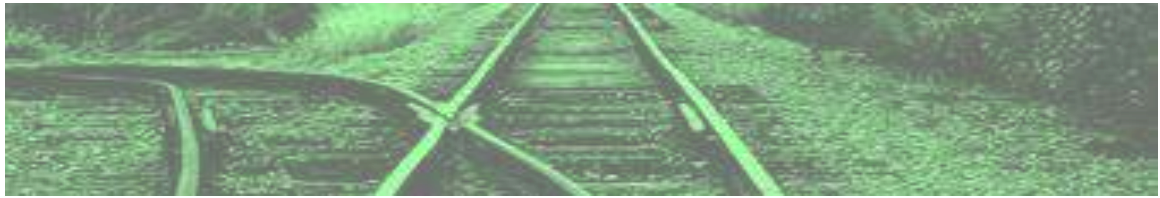
### **CURRENT ASSETS**

Cash at bank	24,246	67,103
Investment account	1,199	16,154
Direct Investment Account	70,557	79,413
Petty cash	50	50
Trade debtors	58,966	25,468
Provision for doubtful debt	(2,221)	-
Sundry debtors	-	-
<b>Total Current Assets</b>	<b>152,797</b>	<b>188,188</b>

### **NON-CURRENT ASSETS**

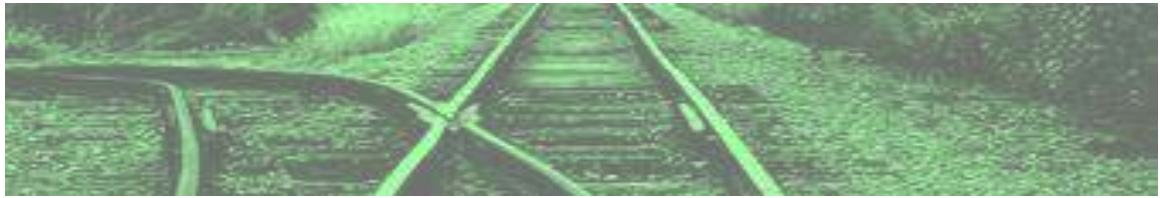
#### **Fixed Assets**

Office renovations	17,207	12,636
Assessment tools	18,681	18,681
Computers	10,262	10,262
Furniture and Fitting	150	150
Website development cost	7,556	7,556
Preliminary setup cost	259	259
<b>Total Non-Current Assets</b>	<b>54,115</b>	<b>49,544</b>
<b>TOTAL ASSETS</b>	<b>206,912</b>	<b>237,732</b>



## Financial Report (continued)

	<b>2019</b>	<b>2018</b>
	\$	\$
<b>CURRENT LIABILITIES</b>		
Sundry creditor	18,288	14,422
Superannuation payable	8,520	3,512
PAYG Withholding payable	9,686	7,010
GST collected/paid	(1,298)	(875)
GST adjustment	95	90
Provision for Annual Leave	38,522	33,126
Provision for long service leave	37,077	48,695
<b>TOTAL CURRENT LIABILITIES</b>	<b>110,890</b>	<b>105,980</b>
<b>TOTAL LIABILITIES</b>	<b>110,890</b>	<b>105,980</b>
<b>NET ASSETS</b>	<b>96,022</b>	<b>131,752</b>
<b>PROFIT/DEFICIT</b>	<b>(35,730)</b>	<b>(35,730)</b>
Retained earnings at the beginning of the financial year	131,752	131,752
<b>Total available for appropriation</b>	<b>131,752</b>	<b>131,752</b>
<b>Retained earnings at the end of the financial year</b>	<b>96,022</b>	<b>96,022</b>



## Contact details

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