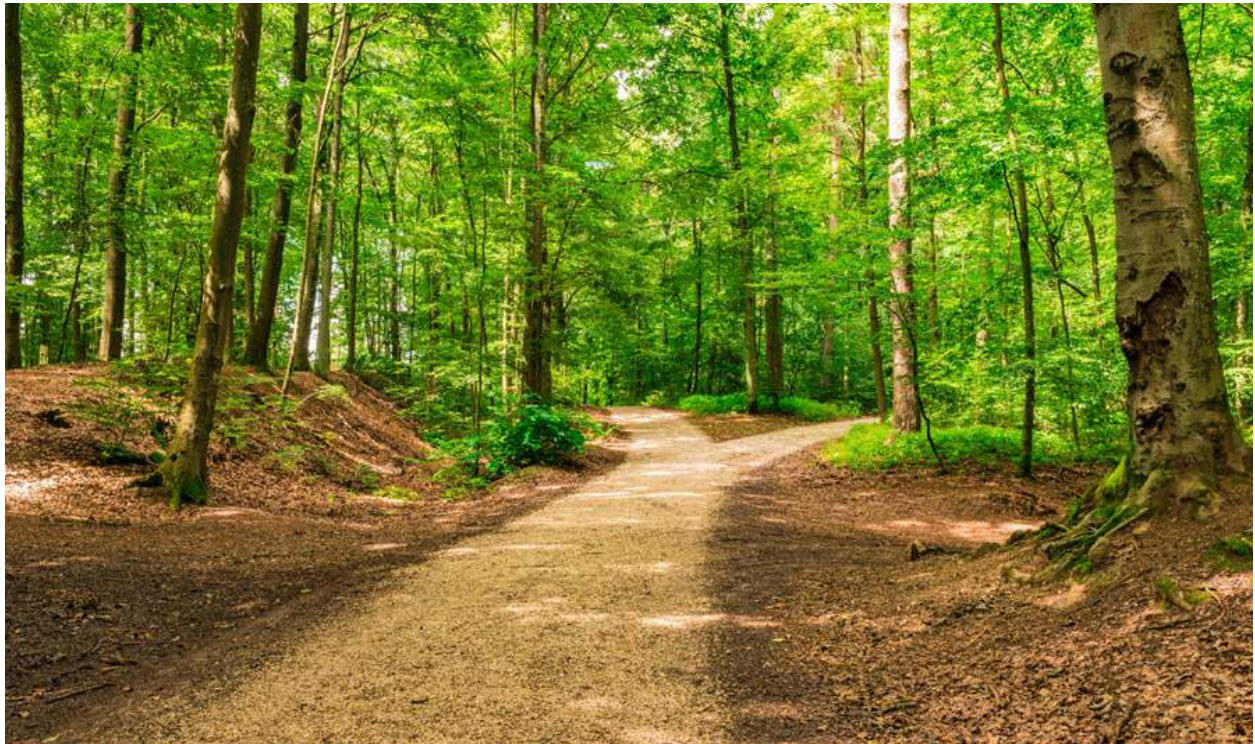




Annual report 2022



Diverge Consulting

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Managers report

2022 was a year that revealed the world may in fact be able to live with Covid and continue to function with some degree (although forever altered) of normality. The Diverge team got back to predominantly face to face client contact although the addition of telehealth to the raft of services options we have, is something we don't want to lose. It has added to the flexibility of practice and support we can offer as community-based clinicians.

Toward the back half of the year a difficult decision was made to make our long standing and highly reliable part-time Accounts & Payroll Manager, Jane Jackson redundant. The business needed broader administrative support and in October 2022, Ms. Sarah Sheridan joined the team as the new Practice Manager in a full-time role.

I would like to take the opportunity to formally note that Jane Jackson was with Diverge for almost 10 years and during that time quickly became a highly valued and reliable administrative support for the team and more specifically for myself. I was sad to say goodbye to Jane and wish her the very best in whatever future endeavors she may choose.

The team has found a broader and more expansive level of administrative support of great assistance. We are all taking time to learn more digital forms of administration and I know this will lead to increased work effectiveness and time management in a short time. Welcome to the team Sarah, we look forward to a long supportive future together.

The Diverge team was successful in their submission to present an interactive session at the 2022 CCN 'Checking our Blind spots: Evolving Neuropsychology' conference in Sydney in November. Dr. Penny Analytis, Dr. Adrian Kamer and I presented an interactive session titled: Community-Based Neuropsychology: Gaps in Behaviour Support Training and Development of Clinicians. Our session was well attended with people actively engaging in the discussion about improved training, support, and supervision for community-based clinicians.

I have continued to contribute to the important work of the Workplace Incident Consultative Committee (WICC) which advises the Minister for WorkSafe & TAC in relation to issues such improved post incident family support, the development of an immediate reporting App for use by community and employees when dangerous issues arise in a workplace. This vital work allows us to contribute to necessary improvements to both WorkSafe and TAC.

Diverge also had their annual planning day in November at Sebastian's in Williamstown which all staff enjoyed. It was a great opportunity to get out of the office and shift our focus to a more business-oriented view. Taking the time for these conversations annually is highly beneficial for the ongoing and future direction of Diverge. We look forward to 2023 with the new and unusual challenge of several staff members taking Long Service Leave for the first time. Certainly, a sign that working at Diverge is for many of us a long-term proposition!

Samantha Burns

Manager MA (Clinical Neuropsychology)

President's report

During our annual planning day, Adrian led us through a discussion about the “Why” of our work at Diverge. Some of the words that team members used when trying to capture our “Why” included “Optimism”, “Collaboration”, “Pride in our work”, “Learning”, “Empowerment”, “Connection”, “Compassion” and “Walking alongside”. The big idea that emerged was that the “Why” or our organisation is “To educate and motivate so that we create an equitable world that offers opportunity to be seen and heard”. During our planning day, we also explored the concept of the “Whatever It Takes” model that has been a foundational concept for Diverge, examining in what ways this still guides our work.

Over the last 12 months, these qualities and sense of purpose have been particularly important as Australia and the world more broadly has emerged from the uncertainties and challenges of Covid lockdowns, trying to work out our new normal. Diverge clinicians have risen to these challenges, continuing to support our clients, their families and connections in a flexible and caring way to help them navigate their way towards their best life possible after brain injury.

During 2022, following a restructure of office management at Diverge because of the change needs of the organisation, we have sadly farewelled Jane Jackson from the Accounts and Payroll Manager role and thank her for her service to the organisation during her time at Diverge. We welcome Sarah Sheridan into the new and more extensive role of Diverge Practice Manager.

I would again like to thank the Diverge clinicians – Sam, Kath, Adrian, Sara, Nicolette, Penny and Brendan – for the continued professionalism, knowledge, curiosity, collegiality and good humour that make Diverge a very special organisation to be involved with.

Genevieve McMahon

Diverge COM President

Treasurer's report

The financial year 2022 was a period of adjustment for Diverge Consulting and all businesses given the lengthy impact of Covid-19. Demand for services continued despite the substantial financial challenges of the Covid 19 business disruption as well as the expansion of staffing and increased business demand. There was a decrease in income (significant reduction is government support) and an increase in expenses this year with an associated increase in wages, superannuation, and the ongoing increased business management costs associated with Covid 19 safety requirements for staff and clients. There was also a significant financial adjustment with the end of JobKeeper and additional government fiscal supports provided during the extended Covid 19 period. Getting back to the effective and fundamental operation of the business whilst Diverge continues to face the challenge of supporting business development and maintaining adequate income to support expenses is the challenge we face in the new financial year.

Given this consideration, the basic business figures for the 2022 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 17th, 2022.

Diverge Consulting Financial Summary 2022

	Amount
Starting Balance	\$ 179,611
Expenses	\$ 1070,838
Income	\$ 983,788
Ending Balance	\$ 92,561

These figures highlight ongoing increases in business expenses that are predominantly being incurred as we attempt to manage and develop the clinical areas that we work within. In addition, there were

Treasurer's report (Con't)

associated costs in the ongoing use of telehealth psychological services requiring the team use of secure online platforms including Covui & Zoom. There was also a requirement for the business to cover the ongoing costs for staff and clients to be appropriately protected from Covid-19 as much as possible. 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. We had anticipated a year of stabilisation in 2022 however we were forced to confront and manage the incredible challenges presented by Covid and I believe the Diverge team has managed those with a high degree of success both professionally and financially despite the reduction in income and increase in costs for the business.

The year ahead provides an opportunity to re-stabilise the business, work on professional and financial growth and a well-developed plan to return the business to profit.

Samantha Burns

Treasurer

Neuropsychology assessment unit

Diverge received 118 referrals for neuropsychology assessment in 2022, an increase of over twenty percent compared to 2021. Referrals came from NDIS and TAC support coordinators, Corrections Victoria, Department of Families, Fairness and Housing (DFFH), disability support services, hospitals, psychiatrists, allied health workers, GPs, lawyers and directly from clients and their families.

We completed 14 neuropsychology assessments for the Corrections Victoria Prisoner Disability Support Initiative (PDSI), a new service to better support the rehabilitation of prisoners with disability and complex needs and their transition back into the community. We provided assessments at Ravenhall and Port Phillip Prisons in Melbourne as well as the regional prisons of Beechworth, Hopkins, Langi Kal Kal, Loddon and Marnongneet.

Thankfully, in 2022 there were no longer any metropolitan or state-wide lockdowns to contend with and we were able to return to offering in-person assessments to clients throughout Victoria. However, assessments continued to be postponed at short notice when clients or family members contracted COVID or prisons went into lockdown due to COVID.

Case study

Mr. T., a 40 year-old man with severe traumatic brain injury (TBI) in a car accident in 2019 was referred by the Prison Disability Support Initiative (PDSI) to clarify his cognitive strengths and weaknesses, support needs and eligibility for the National Disability Insurance Scheme (NDIS).

As a result of his mental health and substance dependence issues, Mr. T. did not engage with neuropsychology assessment or therapy during inpatient rehabilitation in 2019. He discharged himself early and did not attend any outpatient rehabilitation or specialist medical follow-up. Instead, he described he had been homeless and continued substance use and offending behaviour. At the time of the neuropsychology assessment, he was incarcerated in prison but was due for release in the coming months.

Mr. T. was friendly and co-operative with the assessment. He reported he had not been using substances and was receiving support from the PDSI to manage his mental health and difficulties with memory. On assessment tasks, he demonstrated severe impairment in planning/ organisation, speed of thinking, new learning and memory. His relative strengths were in general knowledge, basic reasoning, self-monitoring

and insight. These results were consistent with acquired brain injury due to the head injury in the car accident, possibly exacerbated by his previous substance use and current mental health issues.

The neuropsychologist recommended:

- An urgent application to the National Disability Insurance Scheme (NDIS)
- Urgent rehabilitation consultant review and specialist medical follow-up.
- Support co-ordination to organize appropriate services and meaningful activities to manage his complex mental health, substance use and disability-related support needs
- Accommodation organised prior to his release, providing support, structure and predictability, preferably free from substances
- Psychology, Occupational Therapy and Speech Therapy assessment and intervention, as well as a support worker program to provide a predictable routine, and prompts and reminders regarding the strategies recommended by the neuropsychology assessment and his therapy team.

A feedback session and client-friendly summary were provided. The client provided feedback that the assessment process had been validating, timely and effective to understand his cognitive and emotional strengths and weaknesses and access the support he needed to achieve his post-release goals.

Dr Kathryn Hoskin

DPsych (Clinical Neuropsychology)

Secretary

Paediatric service coordinator

Another year, another very large number of telehealth meetings, but finally the chance to get out into the community and into schools and homes again...

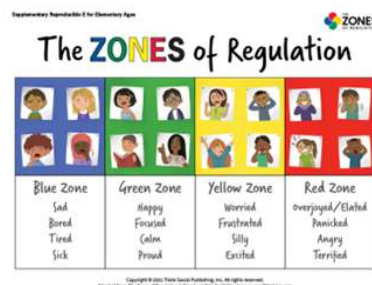
2022 was a year where masks started to come off, therapists were tentatively welcomed back into schools again, and face-to-face assessments with children became possible, all the while navigating how best to provide a Covid-safe environment for us and our clients.

One enduring benefit from Covid however has been the greater acceptability of school meetings being offered either online or as a hybrid. This has made it possible for Diverge staff to attend school meetings more easily, particularly those in regional areas where regular attendance might otherwise be impractical.

Paediatric referrals to Diverge over the year have not yet returned to pre-Covid levels, however there was an increase compared to the preceding 12 months. Between November 2021 and November 2022, there were 23 referrals of children and young people under the age of 18. This compared to 16 referrals in 2020-2021, 28 referrals in 2019-2020, and 29 in 2018-2019.

The Zones of Regulation is a framework that is used in many schools around Victoria as a way of talking with children about self-regulation and providing them with tools to help them to manage emotions and get ready for learning. During the year, I undertook online training in how to use the Zones of Regulation and purchased resources to support using this concept in our clients. This will be a valuable tool in our work with children, helping them to get into the “Green Zone” where they are calm, focussed and ready to learn, something which can be challenging for all children, but especially children who have the extra complications of ABI.

Genevieve McMahon



Training coordinator

In the past year, Diverge Consulting has maintained its reputation for excellence in providing tailored training solutions to a wide range of organisations. We are proud to report successful collaborations with esteemed partners such as the Magistrates Court of Victoria, Leadership Plus, and numerous care support agencies. Through these partnerships, we have developed and delivered bespoke training sessions designed to meet the unique needs and challenges faced by each organisation, fostering growth and enhancing effectiveness in their respective fields.

Our annual Early Career Behaviour Support Workshop once again proved to be a highlight of the year, with tickets selling out quickly and attendees representing various stages in their careers. This event serves as a vital platform for professionals to exchange insights and experiences, contributing to the ongoing advancement of the field of behaviour support.

Furthermore, Diverge had the privilege of presenting at the Australian Psychology Society College of Clinical Neuropsychology Conference in Sydney. Our team delivered a presentation titled "Community-Based Neuropsychology: Gaps in Behaviour Support Training and Development of Clinicians," which received positive feedback and recognition from attendees.

Looking ahead, Diverge Consulting remains committed to providing client-specific training and education to various agencies, families, schools, and support groups. Our clinicians are dedicated to empowering individuals with Acquired Brain Injury (ABI) to lead more fulfilling lives through targeted interventions and support services.

As we reflect on our achievements of the past year, Diverge Consulting expresses gratitude to our partners, clients, and stakeholders for their continued support. We look forward to further collaboration and innovation in our training provision efforts, striving to make a positive impact in the communities we serve.

Dr Adrian Kamer

Training Coordinator

Financial report

	2022	2021
Income	\$	\$
Health Services Income		
Health Services Pty Ltd	13,139	52,737
Health services No GST	934,561	383,726
Medicare services	-	2,040
TAC services	35,669	459,681
Gross profit from trading	983,369	898,184
Other Income		
Interest received	221	1276
Memberships Received	198	260
Total	419	1536
COVID-19 Government Assistance Payments	0	10,000
Cash Flow Boost		50,000
Job Keeper		69,000
TOTAL INCOME	963,788	1,028,720
Expenses	2022	2021
	\$	\$
Accountancy fees	4985	4,778
Annual leave expense	24,009	35,745
Assets written off	-	54,114
Assessment forms	3,325	2,416
Bad debts	2,204	5,476
Bank charges	110	221
Bookkeeping fees	3,024	1,070
Body corporate fees	3,823	3,049

Computer expenses	2,612	8,406
Insurance	12,045	12,973
Internet and associated costs	992	990
Utilities – electricity & water	2,205	1,850
Rent	36405	22,750
Library	0	54
Long service leave expense	13,556	8,554
Office supplies	5,448	6,443
Rates and taxes	1,514	1,690
Room hire	0	214
Staff amenities	4,213	14,631
Staff training	1,150	5,093
Superannuation contributions	80,999	64,725
Telephone	4,841	3,987
Traveling expenses	6,569	6,759
Wages	856,461	718,989
TOTAL EXPENSES	1,070,838	984,980
SURPLUS/ (DEFICIT) ATTRIBUTABLE to the ASSOCIATION	(87,050)	43,740
Share Capital and Reserves	2022	2021
CURRENT ASSETS		
Cash at bank	223,033	209,042
Investment Account	28772	21,770
Term Deposit Accounts	72638	72,420
Petty cash	50	50
Trade debtors	85986	115,559
Provision for doubtful debt	-8,893	-6,690
Total Current Assets	401,586	412,151

NON-CURRENT ASSETS		
Total Non-Current Assets	0	0
TOTAL ASSETS	401,586	412,151
CURRENT LIABILITIES		
Sundry creditor	55,812	22,098
Superannuation payable	80,999	64,725
PAYG Withholding payable	15,423	10,651
GST collected/paid	-928	-1,362
Provision for Annual Leave	118640	94,631
Provision for long service leave	120078	106522
TOTAL CURRENT LIABILITIES	309,025	232,540
TOTAL LIABILITIES	309,025	232,540
NET ASSETS	92,561	179,611
EQUITY		
Accumulated members funds	92651	179,611
PROFIT/DEFICIT	-87050	-39,849
Retained earnings at the beginning of the financial year	5601	135871
Total available for appropriation	92,561	179,611
Retained earnings at the end of the financial year	92561	179611