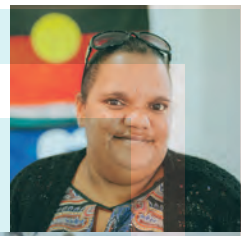


selectability

mental wellbeing and suicide prevention

Improving the mental wellbeing of regional
Queenslanders and contributing to suicide prevention



Annual report

2020-21

Acknowledgement

selectability acknowledges the Traditional Owners of the land on which we provide services and pay our respects to Elders past, present and emerging.

We acknowledge those with lived experience and those who support and partner with us to improve mental wellbeing and prevent suicide across regional Queensland.



Contents

Chair report	4
CEO report	8
Our team	
Our board	12
Our executive team	14
Our employees	15
Who we are	16
Where we are	19
Strategic direction one	20
<i>Strategic scale through consumer and stakeholder driven culture</i>	
Strategic direction two	22
<i>Regional leadership in service innovation, development and delivery</i>	
<i>selectability to transform Caledonian Hall into Burdekin Mental Health Hub</i>	23
<i>selectability launches victims of crime support program</i>	25
Strategic direction three	26
<i>Organisational performance</i>	
<i>Healthy Harmonies: singing to improve mental wellbeing</i>	29
What we do	
NDIS	30
<i>Psychosocial recovery coaching: getting Renee closer to her goals</i>	31
Community services	32
Clinical services	34
Caring for Carers	35
Suicide prevention	36
selectability Training	37
Regional service profile	38
<i>selectability opens new bike facility to help overcome loneliness</i>	39
<i>Tips for getting the most out of your NDIS plan</i>	41
<i>Shane gets closer to his goals with the support of selectability Ingham</i>	43
<i>Spotlight on Charters Towes: Locals supporting locals</i>	45
<i>Improving mental wellbeing through education</i>	47
<i>Growing to meet the needs of the community: selectability Mount Isa</i>	49
<i>selectability Rockhampton helps Casey reach goal of dream job</i>	51
A place to grow - a poem about the Mackay Mental Health Hub	52
Consolidated Financial Statements	53
Contacts	83

"We are growing, expanding our services and extending our service reach. We are ready to meet current and emerging need."

Tom Ryan

selectability Chairman

RN, CMHN, DipApp Sci, Grad Dip Ed, MMH (Psychotherapy), FACMHN, MAICD



Chair report

I am delighted to present you our 2020 – 2021 annual report.

It has been a year of organisational growth and maturity during a prolonged period of uncertainty and change. A key focus was responding positively and proactively to growing consumer and community-wide demands to improve the mental wellbeing of regional Queenslanders and contribute to suicide prevention

Robust and advanced business planning early in the pandemic has enabled selectability to adapt quickly, effectively and prudently to emerging opportunity and threats.

To further strengthen our focus, we consolidated our strategic directions from five into three:

1. Strategic scale through consumer and stakeholder driven culture
2. Regional leadership in service innovation, development and delivery
3. Organisational performance.

Leveraging our operational surplus from the previous financial year has allowed us to expand our offering to regional Queensland communities that have previously had limited or no access to

local mental wellbeing and suicide prevention services and support.

Firm in our commitment to improving access to services across regional Queensland we have extended our reach to Longreach, Ayr and Bowen.

Chief Executive Officer, Debra Burden, will detail these achievements in her report.

For more than 30 years, selectability (and predecessor organisations) has been dedicated to the purpose of improving the mental wellbeing of people in regional Queensland, and championing suicide prevention.

Today, selectability is one of the largest and most successful providers of mental wellbeing, suicide prevention, NDIS and vocational training services in the region.

I am therefore pleased to report that selectability is financially strong, with a remarkable team of dedicated people.

We are growing, expanding our services and extending our service reach. Above all, we are ready to meet current and

emerging need; prepared and resilient to whatever challenges lie ahead.

Growth and sustainability

selectability enjoyed continued growth in NDIS consumer numbers for both service delivery and support coordination along with an increase in the hours delivered.

- 41 per cent increase in NDIS service delivery
- our LSWs delivered 206,374 hours of individual support
- 44 per cent increase in NDIS support coordination consumers
- our support coordinators delivered 23,492 hours of services

selectability partners with state and federal governments to deliver vital mental wellbeing programs and services to support those who are not eligible for the NDIS. selectwellbeing individual and group support, funded through Queensland Health, is our largest contract. In the last financial year selectwellbeing saw a 27 per cent growth in consumer numbers.

Financial strength

selectability is in a strong financial position to meet the challenges of the future with anticipated ongoing reform in the mental health sector.

We will continue to strengthen this position through engaging with our communities and responding to the diverse needs of individuals across our large regional Queensland footprint.

We achieved a more than \$4M increase in revenue to \$22M.

Despite our significant investment in capital projects and the expansion of services we still reported a surplus of \$175K.

Acknowledgements

selectability has an immensely talented board of qualified, skilled and experienced directors who share a commitment to the organisation's values, purpose and strategic directions.

We saw several changes to our board with the resignation of Dr David Hartman who was replaced by Dr Tulha Aga. Stephanie Naunton also stepped down from her position with her replacement to be announced.

Our achievements and continued growth are only possible through our competent, flexible and highly-skilled workforce, dedicated to our purpose.

Our management team has been further strengthened with the introduction of the Chief Operating Officer position and the internal promotion of key staff.

As always, it has been an inspiration and great privilege to work with my fellow directors, the management team, our employees, strategic partners, consumers and their carers, to improve the mental wellbeing of regional Queenslanders and contribute to suicide prevention.

My thanks and appreciation goes to the state and federal governments for their continued support and ongoing funding that allows us to deliver vital mental wellbeing programs and services. In particular the NDIS, NQPHN, WQPHN, OURPHN (covering Central Queensland, Wide Bay and Sunshine Coast) and Queensland Health.

Yours sincerely,

Tom Ryan

selectability Chairman

*RN, CMHN, DipApp Sci, Grad Dip Ed, MMH (Psychotherapy),
FACMHN, MAICD. (Director since 2000)*

A woman with dark hair pulled back, wearing a black top and a gold necklace, is smiling and looking towards the camera. She is positioned in front of a large window that looks out onto a green landscape. Her arms are crossed, and she is resting her head on her hands. The background is slightly blurred, showing trees and a building.

"selectability is a good place to work, it has an important role in the community. The work I do with selectability is rewarding for me and the community because I love my profession."

UGUETTE

Lifestyle Support Worker | Ingham



CEO report

It has been a year of opportunity, growth and continuous improvement as selectability records another year of significant achievement.

While regional Queensland managed to avoid the full impacts of COVID-19, our comprehensive business planning at the start of the pandemic positioned us to quickly respond to the changing conditions with minimal impacts to business operations and our consumers.

We continue to strengthen our position as one of regional Queensland's leading providers of mental wellbeing and suicide prevention programs and services.

Our refreshed strategic plan provided the focus and foundation of our operational activities and supported the optimisation of all areas of our business.

Increased investment in workforce development, capital projects and branding resulted in a decrease in overall operation surplus from \$1.4m last year to \$175k this year but has left us well-positioned to meet future challenges.

Strategic direction one **Strategic scale through consumer and stakeholder driven culture**

As our service delivery model matures we have become more proactive in responding to the diverse and changing needs of the individuals and communities we support.

Fit-for-purpose facilities

We have seen a growing demand for our services across all regions, however our facilities in Cairns and

Mount Isa were not equipped to support this growth.

Over the last 12 months we have established new facilities that have room for expansion, a more prominent presence and allow for more flexible service delivery.

Since opening the new Mental Health Hubs in Cairns and Mount Isa we have seen a significant increase in enquiries and referrals.

Consumer engagement and feedback

Considerable effort has been put into understanding our consumer needs, expectations and experience of our service delivery.

To support this the role of consumer care officer was introduced into our organisation structure with the responsibility for guiding consumers, their families and carers through the intake process to understand their goals and work with them to build a framework of support.

Incorporated in this role is the coordination and delivery of monthly telephone surveys, administered to randomly selected consumers from across all regions.

Since the surveys were introduced in July 2020, we have enjoyed consistently high satisfaction rates of 90 per cent and above with a similarly ranked response to the question *'would you recommend selectability to family and friends'*.

To complement this we have introduced 'Uber' style surveys to allow consumers

"Our refreshed strategic plan provided the focus and foundation of our operational activities and supported the optimisation of all areas of our business."

Debra Burden

selectability Chief Executive Officer

BBus FIML FAICD



to provide real time service information via their smartphone.

Branding

Branding was a high-priority in our operational plan as we worked to ensure that regional Queenslanders were aware of who we are, what we do and how to access our services.

We delivered a dedicated project aimed at refining our brand and elevating it across various platforms. This involved advertising on traditional channels (TV, radio and print) along with social media. Our media strategy also saw us plan and deliver a number of media opportunities to maximise exposure across our footprint and monthly radio interviews have provided a platform for the executive team to establish a connection with the communities we support.

Strategic direction two

Regional leadership in service innovation, development and delivery

Regional expansion

We believe that all regional Queenslanders have the right to access the quality mental wellbeing support they need and deserve,

regardless of where they live.

Our regional expansion framework supports and guides our entrance to locations where services have previously been unavailable or are limited.

In the past year we have established new Mental Health Hubs in Rockhampton and Ingham, and we will be opening the doors to facilities in Ayr, Longreach and Bowen in the next financial year.

We continue to expand our affordable accommodation and NDIS supported independent living offerings following the purchase of our first group home in Townsville in late 2020. We now have dedicated facilities in Cairns, Charters Towers and Mackay – we are looking for opportunities to introduce these in our other regions.

Service innovation

Our team works closely with key stakeholders to identify services gaps and develop innovative solutions to address these.

In response to growing rates of property crime and an increase in referrals to counselling for those who had witnessed critical incidents we

collaborated with Queensland Police Service to develop the recovery support program for victims of crime - the first of its kind in the state.

The team has continued to explore new ways of embracing technology to support our service delivery.

This is well demonstrated in the development of the Real Mates Talk online campaign – an initiative designed to reduce male suicide developed by our Whitsunday, Isaac & Mackay Suicide Prevention team in conjunction with the local communities.

Clinical services

Our clinical services team is continuing to expand and a key focus has been strengthening clinical governance through supervision and driving this is our highly qualified Clinical Advisor.

We now have more than 50 accredited mental health professionals delivering counselling and therapy for better mental wellbeing.

The use of technology has allowed more regional Queenslanders to access these vital services.

Strategic partnerships

We continue to partner with state and federal governments to deliver vital mental wellbeing and suicide prevention programs across regional Queensland.

As we extend our reach, our network of strategic partners is rapidly growing. We work with key stakeholders and community leaders to ensure that services are leveraged, not duplicated – resulting in the best outcome for the individuals we support.

Strategic direction three Organisational performance

We continue to operate as one of regional Queensland's most respected and financially sound mental wellbeing and suicide prevention organisations. Central to this is our highly skilled team of almost 350 employees including accredited counsellors, general psychologists, social workers, life coaches, lifestyle support workers and peer workers and support coordinators.

In response to the impacts of COVID-19, we developed the annual operating plan to address forecasted increased demand for our services in the context of decreasing funding. A key focus was improved efficiency to reduce non-service delivery costs.

Employee engagement

Each year we measure and assess how engaged and motivated our employees are through a third-party administered employee engagement survey. Last year we achieved outstanding results with 77 per cent of respondents agreeing that selectability was a *'truly great place to work'*. This year we were thrilled to find that this has increased to 87 per cent.

Workforce development

selectability's values of integrity, innovation, compassion, respect, accountability, positivity and commitment are integral to the way we work and play a vital role in guiding our behaviours and our recruitment processes.

We know the only way we can achieve our purpose is through a capable, competent and qualified workforce. We increased our investment in workforce expansion and internal training.

We have mapped out career pathways

for all roles so that employees know exactly what they need to do to progress and we provide training opportunities through our learning management system and our RTO, selectability Training.

Our comprehensive program draws on the extensive knowledge of selectability's industry experts...and last year it earned us the title of the state's Medium Employer of the Year in the Queensland Training Awards!

selectability is committed to providing opportunities for career progression and many employees have taken advantage of professional development opportunities to increase pay levels and move to more senior roles.

Best practice service delivery

Accreditation, compliance and membership of key organisations allows us to draw on best practice frameworks to design our services.

Accreditations

- National Standards for Mental Health
- Human Services Quality Standards
- NDIS Practice and Complex Standards
- Registered Training Organisation

Memberships

- Suicide Prevention Australia
- Mental Illness Fellowship Australia
- National Disability Services
- Queensland Mental Health Alliance

Safety

selectability is committed to providing the highest quality support and services as well as a safe, supportive and productive work environment for our growing workforce.

Our WorkCover rate is almost three times lower than industry standards, demonstrating that safe work practices

are embedded into selectability's culture.

Our board

I acknowledge and give thanks to the selectability board of directors for their strategic direction and shared commitment to improving the mental wellbeing of regional Queenslanders and contributing to suicide prevention.

Our management team

To further support organisational growth we reviewed the structure of our management team, and following the resignation of Nasir Tajuddin, General Manager, Workforce Development, we combined this position into the new Chief Operating Officer role. Aaron Farrell, former General Manager, Townsville, moved into this new position at the beginning of the year and Sally Bawden, former Team Leader Support Coordination, was promoted into the role of General Manager, Townsville.

Brett Oates our Chief Financial Officer transitioned from the team into a consulting capacity to support our capital projects and Chris Attard (General Manager, Mackay) moved into this position with Colin McPherson being recently announced as General Manager, Mackay joining Ryan Wiggins (General Manager, Regions) and Ingrid Westthorp (General Manager, Cairns and Clinical Services).

They are a motivated and passionate team of professionals. I thank them, and our valued employees for their contribution to selectability's success this year.

Yours sincerely,

Debra Burden

selectability CEO

BBus FIML FAICD

Our board

selectability's Board of Directors, chaired by Tom Ryan, possesses extensive expertise across mental health, disability support, clinical practice and business management.



Chair

Tom Ryan

*RN, CMHN, DipApp Sci, Grad Dip Ed, MMH (Psychotherapy), FACMHN, MAICD.
(Director since 2000)*

Tom is a credentialed Mental Health Nurse (RPN, RGON, RCompN) and has been a practicing psychotherapist for more than 30 years. He currently works in Primary Care Liaison and practices within and coordinates the Specialist Psychotherapy Clinic for Townsville Hospital and Health Service Mental Health Service Group. Tom is also a Director of the Mental Illness Fellowship of Australia MIFA. He was formerly Nursing Director, Director of Area Mental Health Services, and has held various Clinical Nurse Consultant and other clinical, management, teaching, research and supervision roles. Tom continues to work actively in teaching, psychotherapy, supervision and publishing research.

Directors



Dr Tulha Aga

*FRANZCP, MRCPsych,
MBBS (Lond)*

Consultant Psychiatrist, Dr Tulha Aga has 20+ years' experience in healthcare. He is a Clinical Director for Townsville University Hospital, responsible for Rural and Remote Psychiatry and the Aboriginal and Torres Strait Islander Wellbeing Assessment and Engagement Service and has worked extensively with CALD communities. A senior lecturer with JCU College of Medicine and Dentistry, Tulha has tutored in Healthcare Leadership and in Communication Skills.

Appointed 30 January 2021



Marianne Bonassi

*MMH (Psychotherapy)
B. Occ. Thy. GCE (TT)*

Marianne commenced her career in mental health in 2001 as a case manager with the mobile intensive treatment team. In 2005, she became the academic advisor at JCU in Occupational Therapy where she was also undergraduate coordinator and a mental health lecturer. In 2018 she returned to work in mental health in a new role as a staff development officer, allied health clinical education at the Townsville Hospital and Health Service.



David Hartman

MBBS, FRANZCP

David is currently a psychiatrist in private practice and at the Townsville private clinic. He is a Queensland Health staff specialist and Adjunct Associate Professor at James Cook University. He was previously Clinical Director, Child and Youth Mental Health Service for the Townsville Hospital and Health Service. As a psychiatrist specialising in youth mental health, David has a longstanding commitment to working with young people with severe mental health problems.

Resigned 30 October 2020



Sandra Hubert

*AFAIM; BCom; AssocDip Bus;
CertIV Dis; CertIV WH&S*

Sandra has over 30 years' experience as an accountant for small business to multi-national companies including tax agent and project management. Over the years, Sandra has also held roles on numerous committees in our community, including the Australian Institute of Management. Sandra has her own business providing accounting services to organisations while also working as a disability support worker.



Robert (Bob) James

*CPA, BSocSc (Hons);
MIndigSt (Hons)*

Bob is a retired university lecturer, historian and accountant. He has a long term concern for those with mental health issues and their families and carers. This interest was brought about by family exposure to mental ill health and suicide over the last two decades. He joined the board of one of selectability's founding organisations Mental Illness Fellowship NQ (MIFNQ) in 2004 and was President and Chair for many years.



Stephanie Naunton

LLB; GradDip LP

Stephanie is the North West Coordinator for Community Engagement and Volunteers for Wellways. She previously worked as the Senior Adviser to the Member for Herbert (2016- 2019) and also for the Minister for Disability Services and Seniors the Hon. Coralee O'Rourke. Stephanie is passionate about mental wellbeing because she has seen the difference organisations like selectability have made on people's lives

Resigned 27 July 2021



Dr Clive Skarott AM

*DipFinSvcs, FAICD,
FAMI, JP (Qual.)*

Clive is the Chair of the Cairns and Hinterland Hospital and Health Service, Chair of JCU Dental and President of the Cairns Historical Society and Museum. He was Chair of Ergon Energy and a director of Energy Queensland Ltd as well as being Chair of the Cairns Port Authority. He has also served in a number of other positions including director and Chief Executive Officer of the Electricity Credit Union.



Professor Robert Stable AM

*MBBS, DUniv (QUT), MHP,
FRACGP, FAICD, FCHSM (Hon)*

Professor Stable's 50 year career in health has included roles as a rural and remote General Practitioner, a Flying Doctor, Hospital Medical Superintendent and Chief Executive, Director General of the Queensland Department of Health, Member and Chair of the Australian Health Ministers' Advisory Council, Vice-Chancellor and President of Bond University.



Matthew Watts

*NVQ (Estate Agency), C&G
Television and Video Production,
Cert IV Information Technology*

Matthew is an experienced IT, HR and business specialist with over 18 years' experience in client engagement roles. He is currently contracting with the Queensland State Government in a diverse range of IT projects. Prior to this, he worked in high value residential and commercial property sales, finance, and executive and public sector recruitment.

Our executive team



Chief Executive Officer

Debra Burden

BBus FIML FAICD

Debra commenced as CEO of selectability in February 2017 and has previously held CEO and executive management positions with Queensland Country Credit Union and Health Fund, 1300Smiles and Canegrowers Burdekin. Her business management expertise has been recognised with the QLD Business Review Women in Business Award and the Queensland Telstra Business Women's Award. Debra has held board positions in numerous companies and is currently a Director of Townsville Hospital and Health Service, a Director of North Queensland Primary Health Network and Deputy Chair of North and West Remote Health.



Chris Attard

*General Manager, Mackay
BBus (Comm) FCPA AGIA ACIS*



Ryan Wiggins

*General Manager, Regions
MBA BA (Human Services) DipIndigS*



Sally Bawden

General Manager, Townsville



Ingrid Westthorp

*General Manager, Cairns and
Clinical Services
BA (Nursing) MACN AIAM (mediator)
MAICD*



Aaron Farrell

Chief Operating Officer



Brett Oates

*Chief Financial Officer
Bcom ASA*

Our employees

selectability is fortunate to have an extraordinary group of people committed to improving mental wellbeing and reducing suicide in north and regional Queensland.

Our employee numbers have increased to 346 (in July 2021), up 35% for the year.

At selectability we value difference and diversity and the make up of our team mirrors that philosophy.

We have a qualified and highly skilled team including:

- psychologists
- mental health nurses
- social workers
- registered nurses
- recovery coaches
- lifestyle support workers
- peer workers
- support coordinators
- life coaches

About our employees 2021

87% of employees say selectability is a *"truly great place to work"*

12%

of employees identify as **Aboriginal or Torres Strait Islander**



18%

of employees were born **outside of Australia**



346

staff employed
by selectability



69%

of employees
identify as female



Who we are

selectability exists to improve the mental wellbeing of regional Queenslanders and contribute to suicide prevention.

We are proud to be one of regional Queensland's largest and leading providers of mental health and wellbeing services. Operating across a wide footprint, we support individuals and communities in northern, central and western Queensland.

As an NDIS service provider, our team has helped hundreds of people access and implement their NDIS plans.

We offer clinical and general psychology services for improved mental wellbeing and we own and operate a Registered Training Organisation (RTO) specialising in community services qualifications.

selectability was formed following the merger of SOLAS and MIFNQ in 2017. We've been providing mental wellbeing services to regional Queenslanders for over 40 years.

Our strategic directions

Consumer and stakeholder driven culture

Respond to current and future consumer and stakeholder needs and aspirations.

Service innovation, development and delivery

Utilise research to support innovation and expansion in mental wellbeing and suicide prevention services and delivery.

Organisational performance

Continue as one of Australia's most respected and financially sound mental wellbeing and suicide prevention service providers.

Our vision

By 2025, selectability is the provider of choice for mental wellbeing services and a recognised champion in suicide prevention in regional Queensland.





Our values

Commitment

Our consumers, their goals and their rights are everything.

Accountability

We take responsibility for our actions.

Compassion

We understand and care deeply about our consumers.

Innovation

We believe every day is an opportunity to improve.

Integrity

We do the right thing even when nobody is looking.

Positivity

We engender courage and passion for a better future.

Respect

We acknowledge that everyone is different and promote equal human rights.

"Thanks to selectability I have made new friends, become more active and learned new skills. I now invite my friends over for a coffee and go for regular walks."

NATHAN

Mental Health Hub consumer and Bike Shed volunteer | Townsville



Where we are

selectability is one of Queensland's largest mental wellbeing and suicide prevention support and service providers.

With our head office in Townsville, our footprint extends north to Cairns, south to Rockhampton, west to Mount Isa and east to Palm Island.

Our teams in each region use their local knowledge, expertise and experience to help regional Queenslanders live lives of choice and meaning.



Strategic direction one

Strategic scale through consumer and stakeholder driven culture

Responsiveness to current and future consumer and stakeholder needs and aspirations founded on strong relationships and/or research.

Understanding and responding to the current and prospective needs and priorities of our consumers and stakeholders is foundational to selectability culture. It involves close engagement, open communication and regular consultation - both formal and informal.

Consumer feedback

Consumer surveys were undertaken to assess current and future needs and priorities.

Administered monthly and at random, these studies highlighted the quality of service and relationships enjoyed by consumers. Satisfaction rates have consistently stayed at 90 per cent and above.

Our new Uber style surveys were introduced to promote even more active consumer and stakeholder engagement. The surveys allow us to assess consumer satisfaction and needs and track service outcomes against consumer goals.

Podcast series

In March we launched our podcast series *Talking Mental Health...with selectability!*

We're committed to ensuring our services are as accessible as possible and a big part of this is helping regional Queenslanders understand what we do and how our work improves mental wellbeing and contributes to suicide prevention.

Responding to consumer needs



Cairns

Our new Cairns Mental Health Hub provides a central location for individuals across the region to access a range of mental wellbeing services including NDIS support and counselling.
Location: 606 Bruce Highway Woree



Mount Isa

Operating in the region for close to 10 years, an increase in demand saw us open a new dedicated Mental Health Hub facility to better respond to community needs.
Location: 9 West St Mount Isa

Our brand

To ensure that selectability remains front of mind across regional Queenslanders investing in our brand became a high-priority.

Across the year we delivered a dedicated project aimed at refining our brand and elevating selectability across various platforms. This involved advertising on traditional channels (TV, radio and print) along with social media.

Results from the project show the direct increases we have seen across our platforms as regional Queenslanders feel more comfortable engaging with our brand.

selectability branding



8

new branded buildings
across regional
Queensland



20

branded vehicles
on the road



4000+

**radio
advertisements**



3000+

**television
advertisements**



121%

**increase in page
views**
132 230 page views



7

podcasts
produced and
launched



2071

page followers
on Facebook



1085%

**increase in
page reach**
on Facebook

Strategic direction two

Regional leadership in service innovation, development and delivery

Innovation, development and expanded provision of mental wellbeing and suicide prevention services across regional Queensland.

Regional expansion

Over the last 12 months selectability has successfully expanded its services in response to consumer and community need - this being made possible by the increased funding and support from the NDIS, NQPHN, WQPHN, OURPHN (covering Central Queensland, Wide Bay and Sunshine Coast) and the commonwealth and state governments.

Rockhampton

Officially opened 24 February 2021

As one of the first of its kind across the region, the Mental Health Hub provides a range of NDIS and government funded services to the those in the Rockhampton community.

Location: 233 Musgrave St Rockhampton



Debra Fitzgerald
Regional Coordinator

Ingham

Officially opened 27 April 2021

The Ingham community had been telling us for some time that they would like access to our services locally and we responded by opening our dedicated Mental Health Hub.

Location: 90 Lannercost St Ingham



Deborah Camp
Regional Coordinator

Longreach

We are delighted to introduce our services to the central west region. As a recognised leader, selectability is committed to improving access to vital mental health services.



Michael Llyod
Regional Coordinator

Bowen

Bowen residents will soon have access to a Mental Health Hub providing a range of new mental wellbeing services as selectability extends its service delivery to the region.



Luana Land
Regional Coordinator



Regional leadership in service innovation, development and delivery

selectability to transform Caledonian Hall into Burdekin Mental Health Hub

selectability is delighted to be establishing a presence in Ayr, transforming the currently disused Caledonian Hall (*Hornets Rugby League Clubhouse to many*) into a community Mental Health Hub and suicide prevention safe haven.

This will become a central location for those across the Burdekin to connect and link to vital mental wellbeing support and services.

This redevelopment is part of the Queensland Government's Community Infrastructure Investment Partnership.

As part of this selectability was a successful recipient of \$808k in funding to transform the Caledonian Hall.

We anticipate this project will be completed and officially opened by 30 June 2022.

burdekin mental health hub.

182 Edwards Street Ayr



"The intention of selectability's new recovery support program is to build a community of resilient people with good mental health and wellbeing. People who choose to join the four-week program, meet in a group setting where they work through different areas of their own wellbeing."

SUZANNE

selectability Counsellor | Townsville

HITACHI





Regional leadership in service innovation, development and delivery

selectability launches victims of crime support program

Townsville victims of property crime and witnesses to critical incidents now have access to tailored mental wellbeing support, thanks to a new program officially launched by selectability.

This new program, the first of its kind in the state, acknowledges the existing range of support options available for victims of domestic and family violence and sexual offences and specifically targets victims of property crimes such as burglary, break and enter, unlawful use of motor vehicles or witnesses to critical incidents or fatal traffic crashes.

selectability CEO, Debra Burden, said the organisation had seen increased levels of referrals to its counselling services for people impacted by property crimes and the program was designed to address this need.

“We are delighted to work with the Queensland Police Service to ensure that victims of crime and witnesses to critical incidents across Townsville have access to the support they need,” said Ms Burden.

“Property crime, along with witnessing critical incidents, can have significant impacts on a person’s sense of security and mental wellbeing.

“selectability has designed a structured four-week program to help individuals build resilience, understand signs of post-traumatic stress and develop strategies to improve their mental wellbeing.

“This is complemented by our one-on-one counselling so depending on their needs, an individual may choose one or both options.”

The Queensland Police Service can refer directly to the program or provide resources for individuals to self-refer if they are not seeking immediate support.

Attending the launch from QPS was Assistant Commissioner, Mark Wheeler; Chief Superintendent, Craig Hanlon; and Officer in Charge (Vulnerable Person’s Unit) Sergeant, Elise Feltham.

Strategic direction three

Organisational performance

Continue as one of Australia's most respected and financially sound mental wellbeing and suicide prevention service providers.

As an organisation, we have grown strongly and expanded our services and service reach. selectability's workforce has grown in number and in competency. We have motivated and skilled teams contributing to the wellbeing of our consumers and our communities.

Workforce development

Our employees are looking for more these days, they want to know that as an organisation, selectability, is interested keeping them long-term and has plans in place to support this.

As such we have mapped out career pathways for all roles so that employees know exactly what they need to do to progress and we provide training opportunities through our Learning Management System and our own RTO, selectability Training.

Research shows, and we believe, that if employees can see a clear path for development they are more likely to remain with their employer.

selectability is committed to providing opportunities for career progression and many of our employees have taken advantage of our professional development opportunities to increase pay levels and also move to more senior roles.

Workplace health and safety

As a reflection of our commitment to workplace health and safety, selectability's current WorkCover rate is \$0.849 (the industry WorkCover rate is \$2.276).

Having a lower rate shows that selectability has less work related injuries in comparison with other organisations within the same industry. It is a true reflection of the importance we place on ensuring our workplaces are safe for our employees.





Employee engagement survey

selectability is fortunate to have an extraordinary group of people committed to improving mental wellbeing and reducing suicide in regional Queensland.

Over the year employee numbers have increased to 346 (in July 2021), up 35 per cent for the year.

The warmth, service excellence and care of our employees has helped enrich the lives of so many. They are highly skilled, qualified and bring together a diverse background:

- 70% of employees identify as female and 30% as male
- 50% aged under 40 years old
- 18% were born outside of Australia
- 12% identify as Aboriginal or Torres Strait Islander
- 8% first language is not English
- 6% are persons with a disability
- 6% identify as LGBTIQ+

Our annual Employee engagement survey conducted by Best Practice Australia in July 2021 has again provided invaluable feedback.

Energy levels and morale are high, with 87 per cent of our employees rating selectability as a *"truly great place to work."*

Our commitment to quality

selectability is committed to providing the highest quality support and services to those in need in the community as well as a safe, supportive and productive work environment for our growing staff.

selectability is accredited under the:

- Human Service Quality Framework
- National Standards for Mental Health Services
- NDIS Quality and Safeguarding Framework

selectability Training is accredited under the:

- National Standards for Registered Training Organisations - RTO #0281

"The Mental Health Hub healthy harmonies is a really good group, it's good for me and my mental wellbeing. I like how it is an open group. I would definitely recommend it to others."

PETER

Mental Health Hub consumer | Townsville





Healthy Harmonies: singing to improve mental wellbeing

The many positive impacts that singing has on our physical and mental wellbeing are well-known and widely documented however more recently we've seen focus shift to the many added benefits of singing in a group setting.

Since the introduction of the Healthy Harmonies singing group, Townsville Mental Health Hub attendees have been experiencing these benefits first-hand.

Mental Health Hub Coordinator, Rebecca Paterson, said the new group was a hit and those participating were making social connections, having fun and improving their mental wellbeing.

"The response so far for the Healthy Harmonies choir has been overwhelming and I have seen so much growth in participants in such a short time. So much so that the choir is already planning a Christmas concert," said Rebecca.

Peter (pictured), a Healthy Harmonies regular, said he had always enjoyed singing so when he found out the Mental Health Hub was adding the group to the program he signed up straight away.

"It's a really good group, it's good for me and my mental wellbeing and I want to keep going with it," said Peter.

"I like how it is an open group. I would definitely recommend it to others."

What we do

NDIS

selectability is one of regional Queensland's leading providers of NDIS mental health supports and services.

There are three types of support budgets in NDIS plans, at selectability we provide both **core** and **capacity building** NDIS services.

Individual support

In the home

We support consumers to connect with mainstream care services, establish important links within the community and build life skills.

In the community

We support consumers to access and be a part of their community. This includes transport to and from activities, appointments and social engagements and supporting consumers while there.

Capacity building

We work with consumers to increase their independence, knowledge and resilience to provide them with the tools and resources to better understand the services and support that will get them closer to their goals.

Support coordination

We have a unique program that takes consumers through a clearly defined pathway to strengthen and enhance their capacity to coordinate their own supports and maximise the value of their plans.

Psychosocial recovery coach

A new NDIS service designed to support individuals with a psychosocial disability to take more control of their lives and to better manage the complex challenges of day-to-day living.

Supported independent living

Supported independent living (SIL) is an NDIS support package designed to help a person with a disability live as independently as possible while building their skills. SIL can include all the supports needed to be completely independent in a home environment.

NDIS consumer growth

Service delivery

41%

Support coordination

44%





What we do | NDIS

Psychosocial recovery coaching: getting Renee closer to her goals

A psychosocial disability can impact the way a person thinks, feels or interacts with others and can prevent them from fully participating in life but thanks to a tailored NDIS service, coaching is available to help people manage the complexities of day-to-day living.

According to selectability psychosocial recovery coach Margaret, the term 'psychosocial disability' can be confusing but basically describes the types of disabilities that can come about as a result of mental illness.

"Not everyone with a mental health issue will have a psychosocial disability, but for people who do, it can make life difficult and cause social disadvantage" said Margaret.

"Having coaching support available specifically for people who live with mental illness means we are able to make life easier to navigate and help consumers understand and access services that will get them closer to their goals."

Margaret has been providing psychosocial recovery coaching to consumer Renee for the last 18 months

and in that time has seen her overcome barriers, face challenges and get closer to her goals.

"Renee has made so much improvement in her life over the last 18 months. She now has a job, her learners' permit, and is making arrangements to move out of home and take her first steps towards independent living," said Margaret.

Renee said that Margaret worked with her to help her identify her strengths, build resilience and understand key processes and NDIS reporting.

"Margaret sorts all the figures for me, talks to people on my behalf, and helps me organise all my appointments which I am so thankful for," said Renee.

Renee now has access to a psychologist, physiotherapist and an occupational therapist who are supporting her to prepare for her transition out of home early next year.

"Margaret is always smiling, she always listens to me no matter how hard things are, she keeps fighting for me and persisting until we get what I need."

What we do

Community service programs

As a recognised leader in mental wellbeing and suicide prevention, selectability delivers a number of state and federally funded programs and initiatives.

selectability partners with key community organisations to ensure that our services are accessible, flexible, responsive and inclusive regardless of circumstances.



Mental health hubs

Our Mental Health Hubs offer programs, activities and support to provide an innovative recovery option to individuals in the Townsville and Mackay regions seeking support for mental health conditions.

Supported by funding from Northern Queensland Primary Health Network (NQPHN) through the Australian Government's PHN Program, the Hubs offer programs and activities to provide an innovative recovery option to individuals seeking support for mental health conditions.

Our Mental Health Hubs have an open door policy, providing safe and welcoming spaces for self-help, advocacy and socialisation.

No referral needed.



Clubhouses

Our mental wellbeing Clubhouses are open to adults with a lived experience in mental illness.

Funded by the State Government, the *Inspire* (Townsville) and *Horizon* (Mackay) Clubhouses offer supportive, non-clinical environments to give members the opportunity to reconnect with the community through participation in a range of recovery-oriented activities and programs.



What we do

Community service programs



Clubhouse activities are voluntary and members are able to choose which to take part in - allowing them control of their own mental wellbeing journey.

Members with an NDIS package are expected to make a contribution to the financial costs of running the Clubhouses.

Bike Sheds

selectability's Bike Sheds are innovative new facilities designed to help regional Queenslanders overcome loneliness and get more active.

Our Bike Sheds provide inclusive spaces for locals to connect, work on projects, join in group bike rides and improve their mental wellbeing.

It's a free service and everyone is welcome.



selectwellbeing

Our unique, selectability designed program selectwellbeing is available to individuals in the Townsville and North West Hospital and Health Service areas. It is based on a stepped care model and provides those impacted by mental illness (*but not eligible for the NDIS*) with access to up to 12 months of individual and group support.

Open to individuals case managed and referral through Queensland Health.



Child safety

After being approached by the Queensland Government we have expanded into Child Safety. As part of this we provide safe and appropriate accommodation for those under 18 and put in place a framework of support to meet developmental needs and ensure children's safety and wellbeing.

What we do

Clinical services

selectability is one of the largest private practice providers of clinical mental health services for organisations and individuals across our large regional Queensland footprint.



Ingrid Westthorp
GM Clinical Services

*BA (Nursing), MACN, AIAM
(Mediator), MAICD*

Our clinical team

Our clinical services division incorporates a dedicated in-house team led by our GM Clinical Services Ingrid Westthorp, who is a registered nurse with over 25 years' experience leading health programs.

The clinical services team is made up of over 50 AHPRA registered mental health professionals. These include:

- psychologists
- accredited mental health social workers
- psychotherapists
- counsellors
- credentialed mental health nurses

Who we help

Through this sustainable service model we are able to not only support private practitioners but deliver flexible, adaptive and widespread mental health services to achieve our purpose of improving the mental wellbeing of regional Queenslanders and contributing to suicide prevention.

We provide treatment for a wide variety of conditions including:

- trauma & post trauma stress disorders (PTSD)
- suicide prevention
- self harm
- depression
- anxiety
- eating disorders
- Child & youth mental health
- Women's mental health including postnatal depression
- Aboriginal & Torres Strait Islander mental wellbeing

Clinical specialities

Our clinical services team specialise in a range of therapies including:

- cognitive behaviour therapy
- dialectical behaviour therapy
- art therapy
- acceptance & commitment therapy
- positive psychology
- interpersonal therapy
- mindfulness

Flexible service delivery

Sessions can be delivered face-to-face, online via video link or over the phone.

Referrals are available through

- NDIS
- Medicare/Mental health care plan
- Connect to wellbeing
- Carer Gateway
- Employee Assistance Program (EAP)
- WorkCover/Veterans and Families
- Private health funds
- Self-referral

What we do

Caring for carers

selectability is committed to supporting the wellbeing of carers across regional Queensland.

Caring for carers

We understand that carers perform an essential role that is generally taken on with little support or training. As carers encounter new and confronting situations feelings of fear, grief, anger and hopelessness can arise.

Our focus is on providing services to ensure that carers have the emotional resilience and wellbeing to continue to provide the best care possible.

We have a range of initiatives and support available to carers including:

- carer respite (planned & emergency)
- individual and group counselling
- carer training
- NDIS assistance and advice

Carer Gateway

As a consortium partner of the federal government's Carer Gateway program, selectability is committed to supporting carers across regional Queensland. If you support a family member or friend who has a disability, mental health condition, chronic health condition, terminal illness, or is frail aged, then these services are for you.

We have a range of Carer Gateway support available to carers including:

- counselling
- facilitated coaching
- in-person peer support
- planned and emergency respite care

Who we help

All carers can access Carer Gateway services. You don't need to be a new carer to use our carer services - any carer can use these at any time in their caring journey.



What we do

Suicide prevention

selectability champions suicide prevention initiatives through regional Queensland.

Suicide is a complex issue and educating the community on how to help is a key strategy in its prevention.

Townsville Suicide Prevention Network (TSPN)

TSPN plays a key role in coordination, collaboration and resource exchange within the Townsville area to build the community's capacity as a foundation for the development of effective suicide prevention initiatives.

The broad-based membership includes people with lived experience, government and non-government organisations, community groups, sporting clubs, students, academics, mental health professionals, small and large businesses, and concerned individuals.

Whitsunday, Isaac & Mackay Suicide Prevention Community Action Plan (SPCAP)

The SPCAP includes the identified needs of people with a lived experience. It also gives defined strategies and outcomes that will make a difference for individuals and families across the region who may be struggling.

The SPCAP has been co-designed by

local representatives, including the Mackay Hospital and Health Service, Qld Police Service, Education Qld, headspace, Aboriginal and Torres Strait Islanders and many others.

Real Mates Talk

The Real Mates Talk men's campaign intends to prevent suicide attempts and deaths of men in the Whitsunday, Isaac & Mackay community and support them to connect with others and live well.

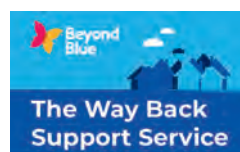
The Way Back Support Service (Mount Isa)

selectability is pleased to partner with Beyond Blue and the WQPHN to deliver The Way Back Support Service across the Mount Isa region

The service, developed by Beyond Blue, supports people during the critical three-month period following a suicide attempt or suicidal crisis.

Well Man

Our Well Man application is designed to assist all men in regional Queensland to live longer, happier and more fulfilling lives; by promoting preventative strategies, information, practical tips and life promotion skills that enhance physical, mental and social wellbeing.





"Not only do I feel better equipped to support the consumers I work with, I was able to progress awards levels and receive a pay rise. The course really helped me to grasp the role and it was very relatable to my job."

SARANNE

Support Coordinator | Townsville

What we do

select**ability** training

selectability Training wants to help set our students up for a successful carer in the community services sectors.

selectability Training focuses on supporting our students to graduate with the tools and knowledge they need to work in one of Australia's fastest growing sectors.

As the 2020 recipient of the Queensland Training Awards Medium Employer of the Year students can benefit from our innovative approach to training and workforce development.

What we offer students **Highly experienced trainers**

Our trainers have years of experience underpinned by knowledge that only comes from working in the industry.

Flexible online learning

We offer a flexible and tailored approach to suit individual needs so students can study at their own pace. All of our classes are available online via our easy-to-use Learning Management System.

Ongoing support/access to trainers

Regular access to our trainers and weekly Zoom master classes. After graduation we provide students with

three months' access to our industry experts for support and advice to help put theory in practice.

More generally, selectability Training is central to achieving our commitment to building NDIS capability and capacity and to support mental wellbeing and suicide prevention initiatives nationwide, now and for the future, through the development of a highly-skilled and qualified workforce.

Nationally recognised training

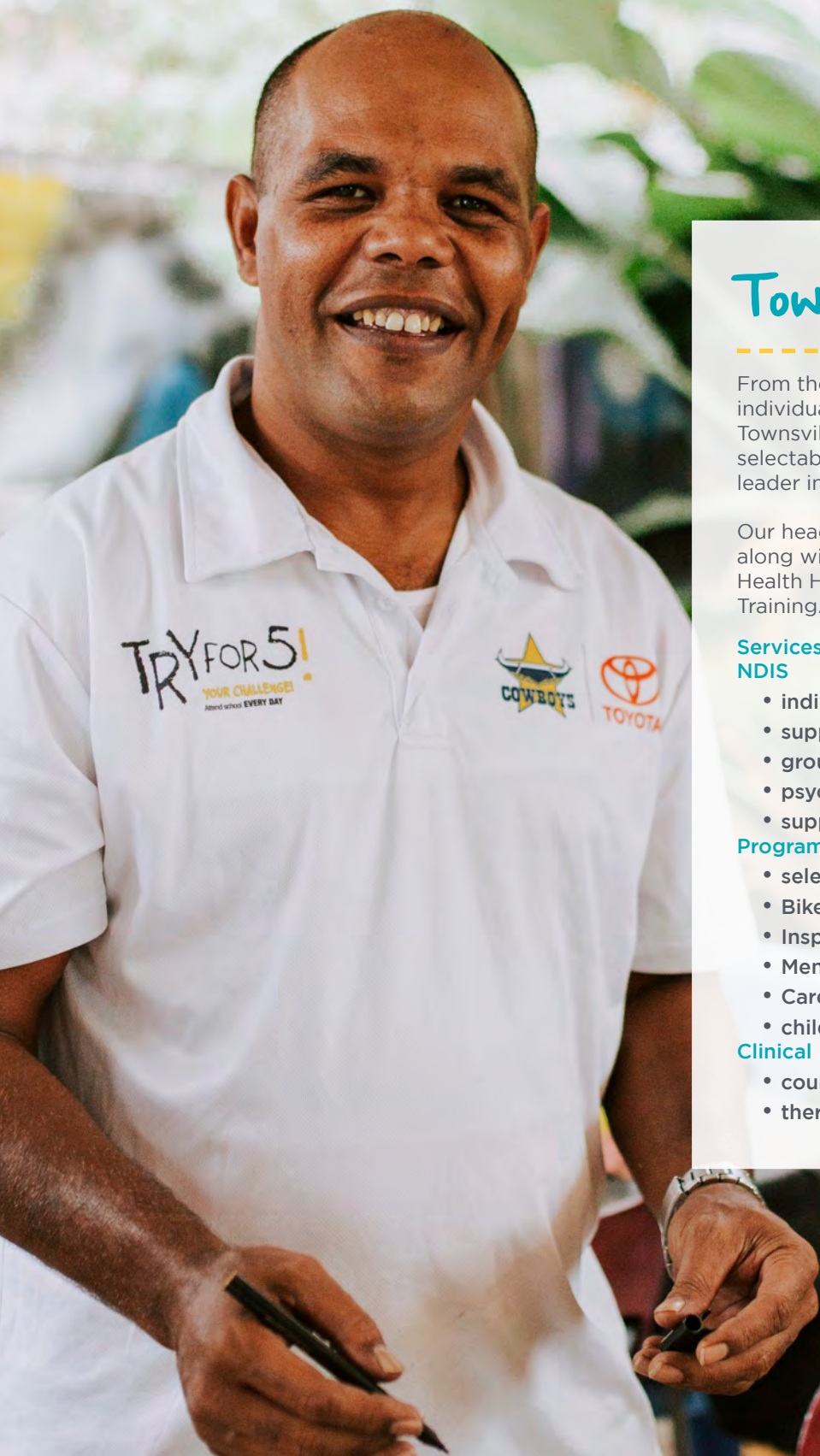
Supported self-paced

- CHC52015 Diploma of Community Services (Case Management)
- CHC53315 Diploma of Mental Health
- CHC43315 Certificate IV in Mental Health
- CHC43515 Certificate IV in Mental Health (Peer Work)
- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support

selectabilitytraining.com.au

Regional service profile

selectability offers services across diverse regional communities each with their own unique needs and challenges. Here is a snapshot of the services available in our regions.



Townsville

From the early days of providing individual support services as a small Townsville-based not-for-profit to today; selectability has grown to become a leader in the mental health industry.

Our head office is based in Townsville along with Inspire Clubhouse, a Mental Health Hub, a Bike Shed and selectability Training.

Services available NDIS

- individual support
- support coordination
- group support
- psychosocial recovery coaching
- supported independent living

Programs

- selectwellbeing
- Bike Shed
- Inspire Clubhouse
- Mental Health Hub
- Carer Gateway
- child safety

Clinical

- counselling
- therapeutic services



Around the regions | Townsville

selectability opens new bike facility to help overcome loneliness

selectability has officially launched its innovative new facility designed to help the Townsville community overcome loneliness and get more active.

Based on the proven Men's Shed concept, selectability's Bike Shed provides an inclusive space for locals to connect, work on projects, join in group bike rides and improve their mental wellbeing.

selectability CEO Debra Burden said even before the onset of the COVID-19 crisis, Australia was experiencing a loneliness epidemic and the Bike Shed provided Townsville residents with an option to become more active and connected.

"We know that social isolation and loneliness can be harmful to both physical and mental health," said Ms Burden.

"The Townsville Bike Shed provides a friendly, open and caring environment for people to make friends, get active and engage in a range of projects.

"I encourage the Townsville community to come along and check out the Bike

Shed – borrow a bike and go for a ride, do some bike repairs in the workshop or just pop in for a coffee and a chat.

"It's a free service and everyone is welcome."

The facility includes the free bicycle loan scheme 'On Your Bike For Mental Health', break out areas for socialising, organised group rides, bicycle repair workshop and easy access to other mental wellbeing supports.

The Hon. Scott Stewart MP and selectability chair Tom Ryan unveiled the plaque at the official event.

The Townsville Bike Shed, proudly supported by Queensland Health and Glencore, is the fourth of its kind in regional Queensland with facilities already open in Mackay, Charters Towers and Ingham. Bike Sheds will be open in Mount Isa, and Palm Island later in the year.



Cairns

Cairns

selectability is one of regional Queensland's largest private practice providers of clinical mental health services. With the clinical services function based in our Cairns office, we also provide a range of NDIS services and support.

As the NDIS rollout continues across the region, our focus is on providing individuals with the support they need to live their best life.

Services available NDIS

- individual support
- support coordination
- psychosocial recovery coaching
- supported independent living

Programs

- Mental Health Hub
- Carer Gateway
- child safety

Clinical

- counselling
- therapeutic services



Around the regions

Tips for getting the most out of your NDIS plan

At selectability we appreciate the unique pathway each individual has travelled to achieve their NDIS plan.

That's why we go the extra mile and think outside of the square to ensure people's plans are working for them.

To help consumers get the most out of their NDIS budget, our support coordination team leaders, Kate and Odette, share their top five tips.

1. Make sure your support coordinator is the right fit for you

It's really important that your support coordinator is right for you. They should work with you to understand your needs and goals and determine how your funds can be best used to achieve them. A great support coordinator will work with you to build your capacity and bring your NDIS plan to life!

2. Check in on your plan usage

Schedule three, six and nine month reviews with your support coordinator or Local Area Coordinator. This will help to ensure that your plan is on track and funding is being spent on working towards your goals.

3. Make sure you collate progress reports

Work with your support coordinator or Local Area Coordinator to gather evidence from your funded supports such as support agencies and therapists. This can help optimise your NDIS plan at your next review.

4. Know your local area and what's available in your community

Your support coordinator can help you find out what supports and services are available within the community that may be helpful in achieving the goals you've set out in your NDIS plan. This could be men's shed, community centres or local events, special interest classes or groups.

5. Use your funding to work for you

Work with your support coordinator to use your funding to it's full capacity - they can help you to think creatively about the services available to get you closer to your goals. Discuss your options to go agency managed, plan managed or self-managed which may offer more alternatives and flexibility.

Contact us to find out more about our unique support coordination program.



Ingham

Delivering services in Ingham for some time without a physical location, in April we moved into our Mental Health Hub so that we can better respond to the needs of those across the region.

Services available NDIS

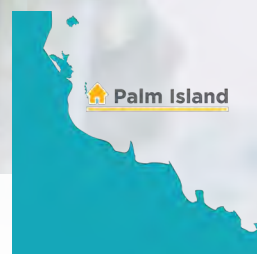
- individual support
- support coordination
- psychosocial recovery coaching
- supported independent living

Programs

- selectwellbeing
- Bike Shed
- Mental Health Hub
- Carer Gateway
- child safety

Clinical

- counselling
- therapeutic services



Palm Island

selectability is Palm Island's only community mental health service. Since establishing in 2015 we have become part of the fabric of the Palm Island community committed to providing culturally safe services to improve the mental wellbeing of locals.

Services available NDIS

- individual support
- support coordination
- psychosocial recovery coaching
- supported independent living

Programs

- selectwellbeing
- Carer Gateway

Clinical

- counselling
- therapeutic services



Around the regions | Ingham

Shane gets closer to his goals with the support of selectability Ingham

Life for Ingham local and avid Cowboys supporter, Shane hasn't always been easy but with determination along with support from selectability his mental wellbeing is improving as he progresses towards his goals...including attending his first NRL game!

As Regional Coordinator Deborah Camp tells us, selectability has been able to support Shane with his NDIS goal accessing and engaging with his community.

"Shane wants to increase community activity and get involved with things where he can meet and interact with people."

As an avid rugby league fan and supporter of the North Queensland Cowboys one of Shane's more recent goals was to attend his very first game!

Not only did he get to watch the Cowboys take on the Illawarra Dragons on 20 March at the new Queensland Country Bank Stadium he has since been back to see a second game.

"I actually had my first social outing four weeks ago, I went to a football

match. That was the first game I'd been to in my whole life," said Shane.

Shane who suffers from chronic back pain, post-traumatic stress disorder and anxiety was one of the first consumers to seek support through selectability's new Mental Health Hub in Ingham.

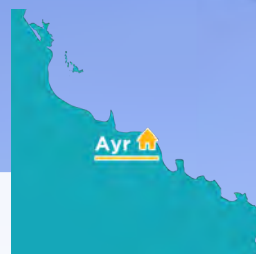
"I was one of the first people to join up to selectability, it's going pretty good. My new support worker is really good and I'm getting out a bit more.

"I've suffered from chronic back pain and PTSD all my life...since childhood. It impacted my whole life as a child growing up and as an adult it stopped me from doing things I wanted to.

"But now (with support) I'm getting out a bit more, which has made me feel more in contact with society."

Since starting with selectability Deborah tells us that she has noticed Shane growing in his ability and confidence, to consider and attend events that he would not of in the past.

"My life's slowly opening up," says Shane.



Ayr

selectability is delighted to be establishing a presence in Ayr, transforming the currently disused Caledonian Hall into a community Mental Health Hub. This will become a central location for those across the region to connect and link to vital mental wellbeing support and services.

Services available NDIS

- individual support
- support coordination

Programs

- selectwellbeing
- Carer Gateway

Clinical

- counselling
- therapeutic services



Charters Towers

With a growing need for NDIS mental wellbeing services. We continue to work with the community to develop programs and services tailored to the needs of individuals across the region.

Services available NDIS

- individual support
- support coordination
- psychosocial recovery coaching

Programs

- selectwellbeing
- Mental Health Hub
- Carer Gateway
- child safety

Clinical

- counselling
- therapeutic services



Around the regions | Charters Towers

Spotlight on Charters Towers: Locals supporting locals

Since establishing a presence in Charters Towers in 2015, selectability's team has grown from three support workers to a workforce of more than 20 locals.

Once nicknamed 'The World' for its abundance and variety of services, Charters Towers is a tight-knit community that has faced a lot of change and many challenges over recent times.

General Manager – Regions, Ryan Wiggins, said selectability was committed to ensuring its services were accessible and available to the individuals and communities they serve.

"We work to support local communities in a number of ways, including through the delivery of NDIS mental health (psychosocial) supports and services along with state and federal government mental wellbeing and carer support programs," said Ryan.

"As a regional centre, Charters Towers has a growing need for tailored mental wellbeing services and we are proud to work with the community to address this need.

"We partner with key community stakeholders to ensure the programs and services we deliver are the right fit for the Charters Towers community, and that people across the community know who we are, what we do and how to get in touch with us."

The importance of selectability becomes evident as selectability's team leader in Charters Towers and long time local, Jason, shares a recent experience helping a consumer access mental health services.

"We had a young man experiencing mental health concerns walk in off the street after seeing our Mental Health Hub sign. He was looking for some help and for someone to talk to," explains Jason.

"As a team leader, part of my role is to assist individuals and link them in with the services they need."

Thanks to Jason's support, the young man was able to connect with the Community Mental Health team about his concerns and access the support and information he needed.



Bowen 

Bowen

Bowen residents can now access a Mental Health Hub providing a range of new mental wellbeing services as selectability extends its service delivery to the region.

On offer are a range of NDIS and government funded services to improve the mental wellbeing of individuals and contribute to suicide prevention in Bowen and surrounding areas.

Services available

NDIS

- individual support
- support coordination
- psychosocial recovery coaching

Programs

- Mental Health Hub
- Carer Gateway

Clinical

- counselling
- therapeutic services



Mackay 

Mackay

Our centrally located Mental Wellbeing Practice gives Mackay residents easy access to a full range of selectability services in one location.

Services available

NDIS

- individual support
- support coordination
- group support
- psychosocial recovery coaching
- supported independent living

Programs

- Bike Shed
- Horizon Clubhouse
- Mental Health Hub
- Carer Gateway
- Affordable Accommodation

Clinical

- counselling
- therapeutic services



Around the regions | Mackay

Improving mental wellbeing through education

Housing, employment, relationships, finances and physical health all influence a person's mental health and wellbeing; that's why the Mackay Mental Health Hub partners with key organisations to deliver workshops designed to educate and empower individuals.

This year the Mental Health Hub has collaborated with other services to deliver workshops on a range of topics including financial literacy and budgeting, health and physical wellbeing, independent living, work readiness and mental wellbeing.

Mental Health Hub Care Navigator, Stacy Irwin said the workshops had been so popular that they have had to add more to the program to meet the demand.

"Partnering with local services means that we can deliver workshops on a range of topics to meet our consumers' needs and suit their interests," said Stacy.

"Educating consumers on key topics around healthy, independent living empowers them to take control

of their own mental wellbeing and get a good understanding of the support services that are available to them in the community."

"Our collaborative psychoeducational workshops are always very popular and provide a range of benefits to our consumers and our community including promoting social inclusion, personal growth and providing tools to develop resilience."

The workshops also support Mental Health Hub consumers to navigate complex, and often overwhelming health systems and allow for 'warm' referrals to new services.

The Mental Health Hub is open to adults seeking support for their mental wellbeing – no referral is required.

Mount Isa

selectability is pleased to establish the region's first Mental Health Hub to provide a central location for the delivery of all of our services.

Services available NDIS

- individual support
- support coordination
- group support
- psychosocial recovery coaching

Programs

- selectwellbeing
- Mental Health Hub
- Carer Gateway
- Community Service Facilitator
- child safety
- The Way Back Support Service

Clinical

- counselling
- therapeutic services

Longreach

We are delighted to introduce our services to the central west region.

Our new premises in Longreach will serve as a Mental Health Hub - a central point for locals to connect with services and seek support.

Services available NDIS

- individual support
- support coordination

Programs

- Mental Health Hub
- Carer Gateway
- Community Service Facilitator

Clinical

- counselling
- therapeutic services



Around the regions | Mount Isa

Growing to meet the needs of the community: selectability Mount Isa

As Mount Isa's largest provider of community and clinical mental health services, it's no surprise that selectability has outgrown its long-time Miles Street office.

Over the past 12 months, the Mount Isa team has added a number of new services to support the mental wellbeing of north-west communities, and now employs 20 locals – all working to deliver high quality services on the ground.

Renovations to the region's first Mental Health Hub are still underway, however the team made the move to the new offices, conveniently located at 7-9 West Street.

Regional Coordinator, Helen Davis, heads up the growing team and is committed to improving the mental wellbeing of the Mount Isa community.

"Being located 900 kilometres from the closest major city, Mount Isa has limited access to vital services," said Helen.

"Establishing a Mental Health Hub and expanding the number and types of services we offer is a really important

step in improving community access to vital mental wellbeing support and suicide prevention programs."

Long term Mount Isa local Helen has fallen in love with the inland city and is pleased to be living in such a wonderful community.

Helen has worked in community nursing and palliative care for 25 years, a journey that began in Dorset England.

"A great deal of my nursing career revolved around working with patients experiencing anxiety, depression, grief and loss predominately in the disabled and aged care sector," said Helen.

As Regional Coordinator Helen oversees the day-to-day running of the Mental Health Hub and works to support growth and the strategic direction of selectability's presence in the region.

"The best part of the job is meeting with our consumers and helping them meet their full potential. I've always been a people person and I love the challenge that this role presents."



Rockhampton 

Rockhampton

selectability recognised the growing need for mental wellbeing services in the Rockhampton community. We look forward to partnering with key stakeholders to improve the mental wellbeing of people across the region.

Services available

NDIS

- individual support
- support coordination
- psychosocial recovery coaching

Programs

- Mental Health Hub
- Carer Gateway

Clinical

- counselling
- therapeutic services



Around the regions | Rockhampton

selectability Rockhampton helps Casey reach goal of dream job

For 21 year-old Casey his dream of becoming a baker seemed out of reach; that was until selectability opened its Rockhampton Mental Health Hub.

As Regional Coordinator Debra Fitzgerald tells us, selectability has been able to support Casey to access his community and be a part of it and focus on achieving his goal of working in a bakery.

“Thanks to selectability’s support Casey has been able to attend his therapeutic appointments and learn the skills to become more confident and independent. Most importantly he has been supported to become job ready and access employment opportunities.”

With a team of skilled Lifestyle Support Workers (LSWs) and NDIS knowledge and expertise Casey, who has an autism level 2/ADHD diagnosis, the choice to join selectability as a consumer was an easy one for Casey.

It was then through his NDIS plan that Casey was granted School Leaver Employment Supports (SLES) funding and began working with Nolan from Mylestones Employment.

selectability’s LSWs supported Casey to achieve his goal of employment by assisting with transport and support during his SLES appointments while helping Casey to build his confidence and self-esteem.

“Working with Nolan (Mylestones Employment) we have been able to help Casey improve his confidence and overall job readiness,” said Debra.

“A big part of this was supporting and encouraging Casey to head into various bakeries in town, speak with the owners and offer them his resume.”

It was this process that saw Casey visit Dean Street Bakery where he met owners Sam and Cydelle Hayman.

Casey was enthusiastic and willing to learn which was immediately evident to Sam and Cydelle so they offered him a trial as a bakery assistant.

“Casey is a great kid. We are so pleased to give him an opportunity to work and do something he loves,” said Sam.

A place to grow

A poem about the Mackay Mental Health Hub.

Life had become so draining...
With covid 19 raining
Isolation and depression,
In a world of disconnection.

I followed a rainbow, not to the pub...
But to the Mackay Mental Health Hub,
A place where I could just be myself,
And rediscover my own inner wealth.

Social connection, and new friends to find,
New ways to grow, and improve my mind.
Games to stimulate my old gray matter,
So I won't become Wonderland's Mad Hatter.

The Hub took a place that had become empty,
And replaced it with a land of plenty.
Where depression became a thing of the past,
And strength of character something to last.

A place to leave the world behind,
And dedicate unto my mind,
To understand what I think I know,
To eternally begin to grow.

© Linda Symons 20 March, 2021

Thank you all staff members and members
of the Mackay Mental Health Hub.



select**ability** Ltd

ABN: 27 174 635 449

Consolidated Financial Statements
For the year ending 30 June 2021

Contents

For the Year Ended 30 June 2021

	Page
Consolidated Financial Statements	
Directors' Report	1
Consolidated Statement of Profit or Loss and Other Comprehensive Income	6
Consolidated Statement of Financial Position	7
Consolidated Statement of Changes in Equity	8
Consolidated Statement of Cash Flows	9
Notes to the Financial Statements	10
Responsible Persons' Declaration	25
Independent Auditor's Report	26

Directors' Report

30 June 2021

The directors present their report, together with the consolidated financial statements of the Group, being the Group and its controlled entity, for the financial year ended 30 June 2021.

General information

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Names	Position	Appointed/Resigned
Thomas Ryan	Chair	
Dr Tulha Aga	Director	Appointed 30 January 2021
Marianne Bonassi	Director	
Dr David Hartman	Director	Resigned 30 October 2020
Sandra Hubert	Director	
Robert (Bob) James	Director	
Stephanie Naunton	Director	Resigned 27 July 2021
Dr Clive Skarott AM	Director	
Professor Robert Stable AM	Director	
Matthew Watts	Director	

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The principal activities of the Group during the financial year were:

- selectability Ltd - to improve the mental wellbeing of people in regional Queensland and contribute to the prevention of suicide.
- Jobtrain Pty Ltd (trading as selectability Training) - the provision of training.

No significant change in the nature of these activities occurred during the year.

Members' guarantee

selectability Ltd is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$10 for members that are corporations and \$10 for all other members, subject to the provisions of the company's constitution.

At 30 June 2021 the collective liability of members was \$190 (2020: \$160).

Operating results

The consolidated surplus of the Group amounted to \$168,296 (2020: surplus of \$1,516,174).

Directors' Report

30 June 2021

Director Information

Thomas Ryan

Qualifications

Chair

RN, CMHN, DipApp Sci, Grad Dip Ed, MMH (Psychotherapy),
FACMHN, MAICD
(Director since 2000)

Experience

Tom is a Credentialed Mental Health Nurse (RPN, RGON, RCompN) and has been a practicing psychotherapist for more than 30 years. He currently works in Primary Care Liaison and practices within and coordinates the Specialist Psychotherapy Clinic for Townsville Hospital and Health Service Mental Health Service Group. Tom is also a Director of the Mental Illness Fellowship of Australia MIFA, Director of the Australian College of Mental Health Nurses (Vice President and acting President). He was formerly Nursing Director, Director of Area Mental Health Services, and has held various Clinical Nurse Consultant and other clinical, management, teaching, research and supervision roles. Tom continues to work actively in teaching, psychotherapy, supervision and publishing research.

Special Responsibilities

Board Chair

Dr Tulha Aga

Qualifications

Director

FRANZCP, MRCPsych, MBBS (Lond)
(Director since 2021)

Experience

Dr Tulha Aga is a Consultant Psychiatrist with over 20 years' experience in healthcare across the UK and Australia. His interest is in community and rehabilitation psychiatry and he has worked extensively with CALD communities. Tulha works clinically for Townsville University Hospital as Clinical Director responsible for Rural and Remote Psychiatry as well as the Aboriginal and Torres Strait Islander Wellbeing Assessment and Engagement Service. He is a Senior Lecturer with JCU College of Medicine and Dentistry and has held tutor positions in Healthcare Leadership and in Communication Skills.

Special Responsibilities

Member of Governance Committee

Marianne Bonassi

Qualifications

Director

MMH (Psychotherapy), B. Occ. Thy. GCE (TT)
(Director since 2008)

Experience

Marianne commenced her career in mental health in 2001 as a case manager with the mobile intensive treatment team. In 2005, she became the academic advisor at JCU in the discipline of Occupational Therapy where she was also undergraduate coordinator and a mental health lecturer. In 2018 she returned to work in mental health in a new role as a staff development officer, allied health clinical education at the Townsville Hospital & Health Service.

Marianne is passionate about making a difference in some small way to those in the community who experience mental health issues. This is reflected in both her professional and personal life.

Special Responsibilities

Member of Governance Committee

Directors' Report

30 June 2021

Director Information

Dr David Hartman

Qualifications

Director

MBBS, FRANZCP
(Director since 2019)

Experience

David is currently a psychiatrist in private practice and at the Townsville Private Clinic. He is a Queensland Health staff specialist and Adjunct Associate Professor at James Cook University. He was previously Clinical Director, Child and Youth Mental Health Service for the Townsville Hospital and Health Service. As a psychiatrist specialising in youth mental health, David has a longstanding commitment to working with young people with severe mental health problems.

Special Responsibilities

Former member of Governance Committee

Sandra Hubert

Qualifications

Director

AFAIM; BCom; AssocDip Bus; CertIV Dis; CertIV WH&S
(Director since 2016)

Experience

Sandra has over 30 years' experience as an accountant for small business to multi-national companies including tax agent and project management. Over the years, Sandra has also held roles on numerous committees in our community, including the Australian Institute of Management. Sandra has her own business providing accounting services to organisations while also working as a disability support worker. She was a management committee member of MIFNQ since 2006 and was involved in the merger with Solas Ltd.

Special Responsibilities

Member of Finance Audit and Risk Committee

Robert (Bob) James

Qualifications

Director

CPA, BSocSc (Hons); MIndigSt (Hons)
(Director since 2017)

Experience

Bob is a retired university lecturer, historian and accountant. He has a long-term concern for those with mental health issues and their families and carers. This interest was brought about by family exposure to mental ill health and suicide over the last two decades. He joined the board of one of selectability's founding organisations Mental Illness Fellowship NQ (MIFNQ) in 2004 and was President and Chair for many years.

Special Responsibilities

Member of Finance Audit and Risk Committee

Stephanie Naunton

Qualifications

Director

LLB; GradDip LP
(Director since 2018)

Experience

Stephanie is the North West Coordinator for Community Engagement and Volunteers for Wellways. She previously worked as the Senior Adviser to the Member for Herbert (2016- 2019) and also for the Minister for Disability Services and Seniors the Hon. Coralee O'Rourke. Stephanie is currently studying her Masters in Politics and Policy and has recently completed her Certificate in Leadership, Action and Organising. She is passionate about mental wellbeing because she has seen the difference organisations like selectability have made on people's lives.

Special Responsibilities

Former member of the Governance Committee

Directors' Report

30 June 2021

Director Information

Dr Clive Skarott AM

Qualifications

Experience

Special Responsibilities

Director

DipFinSvc, FAICD, FAMI, JP (Qual.)
(Director since 2019)

Clive is the Chair of the Cairns and Hinterland Hospital and Health Service, Chair of JCU Dental and President of the Cairns Historical Society and Museum. He was Chair of Ergon Energy and a director of Energy Queensland Ltd as well as being Chair of the Cairns Port Authority. He has also served in a number of other positions including as a director of Advance Cairns; Treasurer of the Regional Development Australia Committee (Far North Queensland and Torres Strait); and director and Chief Executive Officer of the Electricity Credit Union.

Deputy Chair and Member of Finance Audit and Risk Committee

Professor Robert Stable AM

Qualifications

Experience

Special Responsibilities

Director

MBBS, DUniv (QUT), MHP, FRACGP, FAICD, FCHSM (Hon)
(Director since 2018)

Professor Stable's 50-year career in health has included roles as a rural and remote General Practitioner, a Flying Doctor, Hospital Medical Superintendent and Chief Executive, Director-General of the Queensland Department of Health, Member and Chair of the Australian Health Ministers' Advisory Council, Vice-Chancellor and President of Bond University and Non-Executive Board Director/Member. He retired as Chair, Metro North Hospital and Health Board, in May 2020.

Chair of Finance Audit and Risk Committee

Matthew Watts

Qualifications

Experience

Special Responsibilities

Director

NVQ (Estate Agency), C&G Television and Video Production, Cert IV Information Technology
(Director since 2014)

Matthew is an experienced IT, HR and business specialist with over 18 years' experience in client engagement roles. He is currently contracting with the Queensland State Government in a diverse range of IT projects. Prior to this, he worked in high value residential and commercial property sales, finance, and executive and public sector recruitment.

Chair of Governance Committee

Directors' Report

30 June 2021

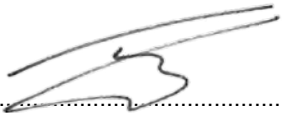
Director Information

Meetings of directors

Attendances by each director during the year were as follows:

	selectability Ltd Board		Jobtrain Pty Ltd Board		Governance Committee		selectability Ltd Finance, Audit and Risk		Jobtrain Pty Ltd Finance Audit and Risk	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Thomas Ryan	12	12	10	10	6	6	-	-	-	-
Dr Tulha Aga	4	3	2	1	2	2	-	-	-	-
Marianne Bonassi	12	11	10	8	6	6	-	-	-	-
Dr David Hartman	3	2	3	2	5	2	-	-	-	-
Sandra Hubert	12	10	10	8	-	-	7	7	7	7
Robert (Bob) James	12	12	10	10	-	-	7	7	7	7
Stephanie Naunton	12	9	10	6	6	5	-	-	-	-
Dr Clive Skarott AM	12	11	10	9	-	-	7	5	7	5
Professor Robert Stable AM	12	12	10	10	-	-	7	6	7	5
Matthew Watts	12	12	10	10	6	6	-	-	-	-

Signed in accordance with a resolution of the Board of Directors:

Director: 

Dated this 28th day of September 2021

Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2021

		2021	2020
	Note	\$	\$
Revenue	4	21,762,735	17,707,595
Interest income		19,599	38,785
Employee benefits expense		(17,526,037)	(12,921,803)
Depreciation and amortisation expense	10,9(a)	(1,018,870)	(489,816)
Other expenses	5	(3,041,569)	(2,808,734)
Interest expense		(27,562)	(9,853)
Surplus before income tax		168,296	1,516,174
Income tax expense	2(c)	-	-
Surplus after income tax		168,296	1,516,174
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		168,296	1,516,174
Surplus attributable to:			
selectability Ltd		154,288	1,444,325
Jobtrain Pty Ltd		14,008	71,849
		168,296	1,516,174

The accompanying notes form part of these financial statements.

Consolidated Statement of Financial Position

As At 30 June 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	4,482,896	5,327,894
Trade and other receivables	7	508,746	594,091
Other assets	8	478,279	539,449
TOTAL CURRENT ASSETS		5,469,921	6,461,434
NON-CURRENT ASSETS			
Property, plant and equipment	9	6,138,691	4,974,400
Right-of-use assets	10	871,710	681,228
TOTAL NON-CURRENT ASSETS		7,010,401	5,655,628
TOTAL ASSETS		12,480,322	12,117,062
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	1,305,758	843,013
Lease liabilities	10	334,236	249,963
Employee benefits	13	645,881	848,543
Other liabilities	12	1,026,584	1,352,718
TOTAL CURRENT LIABILITIES		3,312,459	3,294,237
NON-CURRENT LIABILITIES			
Lease liabilities	10	562,029	435,424
Employee benefits	13	156,742	106,605
TOTAL NON-CURRENT LIABILITIES		718,771	542,029
TOTAL LIABILITIES		4,031,230	3,836,266
NET ASSETS		8,449,092	8,280,796
EQUITY			
Retained earnings		8,449,092	8,280,796
TOTAL EQUITY		8,449,092	8,280,796

The accompanying notes form part of these financial statements.

Consolidated Statement of Changes in Equity

For the Year Ended 30 June 2021

2021

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2020	8,280,796	8,280,796
Surplus for the year	168,296	168,296
Balance at 30 June 2021	8,449,092	8,449,092

2020

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2019	6,732,034	6,732,034
Change in accounting policy to reflect the retrospective adjustments - adoption of AASB 15 and AASB 1058	32,588	32,588
Balance at 1 July 2019 restated	6,764,622	6,764,622
Surplus for the year	1,516,174	1,516,174
Balance at 30 June 2020	8,280,796	8,280,796

The accompanying notes form part of these financial statements.

Consolidated Statement of Cash Flows

For the Year Ended 30 June 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers and funding bodies		21,596,917	18,061,040
Payments to suppliers and employees		(20,271,188)	(16,665,465)
Interest received		19,599	38,785
Interest paid		(27,562)	(9,853)
Net cash provided by/(used in) operating activities		<u>1,317,766</u>	<u>1,424,507</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from disposal of plant and equipment		-	942
Payments to acquire property, plant and equipment	9(a)	(1,897,717)	(502,563)
Net cash provided by/(used in) investing activities		<u>(1,897,717)</u>	<u>(501,621)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:			
Payment of lease liabilities		(265,047)	(61,730)
Net cash provided by/(used in) financing activities		<u>(265,047)</u>	<u>(61,730)</u>
Net increase/(decrease) in cash and cash equivalents held		(844,998)	861,156
Cash and cash equivalents at beginning of year		<u>5,327,894</u>	<u>4,466,738</u>
Cash and cash equivalents at end of financial year	6	<u>4,482,896</u>	<u>5,327,894</u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2021

The consolidated financial report covers selectability Ltd and its controlled entity, Jobtrain Pty Ltd, ('the Group'). selectability Ltd is a not-for-profit Company, registered and domiciled in Australia.

The principal activities of the Group for the year ended 30 June 2021 were to improve the mental wellbeing of people in regional Queensland and contribute to the prevention of suicide and the provision of training.

Each of the entities within the Group prepare their financial statements based on the currency of the primary economic environment in which the entity operates (functional currency). The consolidated financial statements are presented in Australian dollars which is the parent entity's functional and presentation currency.

The financial report was authorised for issue by the Directors on the date that the responsible persons' declaration was signed.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. The amounts presented in the financial statements have been rounded to the nearest dollar.

2 Summary of Significant Accounting Policies

(a) Basis for consolidation

The consolidated financial statements include the financial position and performance of controlled entities from the date on which control is obtained until the date that control is lost.

Intragroup assets, liabilities, equity, income, expenses and cashflows relating to transactions between entities in the consolidated entity have been eliminated in full for the purpose of these financial statements.

Appropriate adjustments have been made to a controlled entity's financial position, performance and cash flows where the accounting policies used by that entity were different from those adopted by the consolidated entity. All controlled entities have a June financial year end.

A list of controlled entities is contained in Note 16 to the financial statements.

Subsidiaries

Subsidiaries are all entities (including structured entities) over which the parent has control. Control is established when the parent is exposed to, or has rights to variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the relevant activities of the entity.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(b) Revenue and other income

Revenue from contracts

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to clients at an amount that reflects the consideration the Group expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Group have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

The revenue recognition policies for the principal revenue streams of the Group are:

Revenue from healthcare

Where the services provided are substantially the same, for example healthcare services, which are transferred with the same pattern of consumption over time and whose consideration consists of a recurring fixed amount over the term of the contract (e.g. monthly or annual payment), in such a way that the client receives and consumes the benefits of the services as the Group provides them, the revenue recognition model is based on the time elapsed output method.

Under this method, revenue is recognised on a straight line basis over the term of the contract and costs are recognised on an accrual basis.

Some fees for healthcare services are received from the Government in relation to specific programs or clients and other fees are received from the client directly. Regardless of the sources, the revenue recognition pattern is identical.

Grant income

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations then the revenue is recognised when control of each performance obligation is satisfied.

Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and within grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract.

Where control is transferred over time, generally the input methods being either costs or time incurred are deemed to be the most appropriate methods to reflect the transfer of benefit.

Amounts arising from grants in the scope of AASB 1058 are recognised at the assets fair value when the asset is received. The Group considers whether there are any related liability or equity items associated with the asset which are recognised in accordance with the relevant accounting standard.

Once the assets and liabilities have been recognised then income is recognised for any remaining asset value at the time that the asset is received.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(b) Revenue and other income

Capital grants

Capital grants received to enable the Group to acquire or construct an item of property, plant and equipment to identified specifications which will be under the Group's control and which is enforceable are recognised as revenue as and when the obligation to construct or purchase is completed.

For construction projects, this is generally as the construction progresses in accordance with costs incurred since this is deemed to be the most appropriate measure of the completeness of the construction project as there is no profit margin.

For acquisitions of assets, the revenue is recognised when the asset is acquired and controlled by the Group.

Donations

Donations collected, including cash and goods for resale, are recognised as revenue when the Group gains control of the asset.

Other income

Other income is recognised on an accruals basis when the Group is entitled to it.

(c) Income Tax

The Group is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(d) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the consolidated statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(e) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for nil or nominal consideration have been recorded at the acquisition date fair value.

Land and buildings

Land and buildings are measured using the cost model.

Plant and equipment

Plant and equipment are measured using the cost model.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(e) Property, plant and equipment

Depreciation

Property, plant and equipment, excluding freehold land, as a majority, is depreciated on a reducing balance basis over the assets useful life to the Group, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Freehold Land	0%
Buildings	2.2-20%
Furniture, Fixtures and Fittings	10-40%
Motor Vehicles	20-25%
Computer Equipment	20-100%
Leasehold Improvements	5-40%
Freehold Improvements	2.5-50%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(f) Financial instruments

Financial instruments are recognised initially on the date that the Group becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Group classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL

Financial assets are not reclassified subsequent to their initial recognition unless the Group changes its business model for managing financial assets.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(f) Financial instruments

Financial assets

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows are solely payments of principal and interest on the principal amount outstanding.

The Group's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the consolidated statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Financial assets through profit or loss

All financial assets not classified as measured at amortised cost or fair value through other comprehensive income as described above are measured at FVTPL.

Net gains or losses, including any interest or dividend income are recognised in profit or loss.

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the following assets:

- financial assets measured at amortised cost

Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Group has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where the Group renegotiates the terms of trade receivables due from certain customers, the new expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

Other financial assets measured at amortised cost

Impairment of other financial assets measured at amortised cost are determined using the expected credit loss model in AASB 9. On initial recognition of the asset, an estimate of the expected credit losses for the next 12 months is recognised. Where the asset has experienced significant increase in credit risk then the lifetime losses are estimated and recognised.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(f) Financial instruments

Financial liabilities

The Group measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Group comprise trade payables, bank and other loans and lease liabilities.

(g) Impairment of non-financial assets

At the end of each reporting period the Group determines whether there is an evidence of an impairment indicator for non-financial assets.

Where an indicator exists and regardless for goodwill, indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss, except for goodwill.

(h) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(i) Leases

Lease assessment at contract inception

At inception of a contract, the Group assesses whether a lease exists - i.e. does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration.

This involves an assessment of whether:

- The contract involves the use of an identified asset - this may be explicitly or implicitly identified within the agreement. If the supplier has a substantive substitution right then there is no identified asset.
- The Group has the right to obtain substantially all of the economic benefits from the use of the asset throughout the period of use.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(i) Leases

Lease assessment at contract inception

- The Group has the right to direct the use of the asset i.e. decision making rights in relation to changing how and for what purpose the asset is used.

Right-of-use asset

At the lease commencement, the Group recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Group believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives received.

The right-of-use asset is depreciated over the lease term on a straight line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

Lease liability

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Group's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured whether there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Group's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Adoption of short term leases or low value asset exception

The Group has elected to apply the exceptions to lease accounting for both short-term leases (i.e. leases with a term of less than or equal to 12 months) and leases of low-value assets. The Group recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

The Group has also adopted the temporary deferral of AASB 16 Leases in relation to peppercorn leases which allows the Group to record these leases at cost.

Notes to the Financial Statements

For the Year Ended 30 June 2021

2 Summary of Significant Accounting Policies

(j) Employee benefits

Provision is made for the Group's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

(k) Provisions

Provisions are recognised when the Group has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

3 Critical Accounting Estimates and Judgments

The Directors make estimates and judgements during the preparation of these consolidated financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - impairment of property, plant and equipment

The Group assesses impairment at the end of each reporting period by evaluating conditions specific to the Group that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

Key estimates - provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Notes to the Financial Statements

For the Year Ended 30 June 2021

3 Critical Accounting Estimates and Judgments

Key estimates - useful lives

The estimation of the useful lives of assets has been based on historical experience as well as manufacturers' warranties (for plant and equipment), lease terms (for leased equipment), and turnover policies (for motor vehicles). In addition, the condition of assets is assessed at least once per year and considered against the remaining useful life. Adjustments to useful lives are made when considered necessary.

4 Revenue and Other Income

	2021	2020
	\$	\$
NDIS revenue	15,929,373	10,449,745
Grant revenue	4,924,565	6,398,617
Rental revenue	96,117	141,246
Course fees	109,050	107,606
Medicare and Private health revenue	12,793	39,460
Other revenue	690,837	570,923
	21,762,735	17,707,595

5 Other Expenses

	2021	2020
	\$	\$
Advertising and marketing expenses	121,237	94,081
Compliance expenses	95,312	175,590
Equipment expenses	7,771	3,504
ICT expenses	583,972	623,540
Insurance expenses	190,742	118,344
Motor vehicle expenses	170,543	169,351
Office expenses	188,726	162,940
Premises expenses	550,321	343,251
Professional fees	248,147	117,099
Program specific expenses	231,212	227,218
Staffing related expenses	378,191	269,542
Subcontractor expenses	345,900	569,180
Sundry expenses	(70,504)	(64,905)
	3,041,569	2,808,734

Notes to the Financial Statements

For the Year Ended 30 June 2021

6 Cash and Cash Equivalents

	2021	2020
	\$	\$
Cash on hand	3,164	1,175
Bank balances	2,208,443	3,228,063
Short-term deposits	2,271,289	2,098,656
	4,482,896	5,327,894

7 Trade and other receivables

	2021	2020
	\$	\$
CURRENT		
Trade receivables	582,866	611,026
Provision for impairment	(74,120)	(16,935)
Total current trade and other receivables	508,746	594,091

The carrying value of trade receivables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

The maximum exposure to credit risk at the reporting date is the fair value of each class of receivable in the financial statements.

8 Other Assets

	2021	2020
	\$	\$
CURRENT		
Prepayments	109,419	95,242
Accrued income	368,860	443,832
Formation costs	-	375
	478,279	539,449

Notes to the Financial Statements

For the Year Ended 30 June 2021

9 Property, plant and equipment

	2021 \$	2020 \$
Freehold Land		
At cost	1,106,016	668,797
Total freehold land	1,106,016	668,797
Buildings		
At cost	4,146,315	3,962,665
Accumulated depreciation	(834,677)	(718,578)
Total buildings	3,311,638	3,244,087
Furniture, Fixtures and Fittings		
At cost	500,133	332,623
Accumulated depreciation	(263,707)	(222,240)
Total furniture, fixtures and fittings	236,426	110,383
Motor Vehicles		
At cost	935,980	670,239
Accumulated depreciation	(534,432)	(442,766)
Total motor vehicles	401,548	227,473
Computer Equipment		
At cost	1,581,853	1,110,638
Accumulated depreciation	(1,047,095)	(615,058)
Total computer equipment	534,758	495,580
Leasehold Improvements		
At cost	416,615	277,867
Accumulated amortisation	(181,317)	(159,982)
Total leasehold improvements	235,298	117,885
Freehold Improvements		
At cost	386,828	174,863
Accumulated depreciation	(80,999)	(64,668)
Total Freehold improvements	305,829	110,195
Course Designs		
At cost	9,917	-
Accumulated depreciation	(2,739)	-
Total Course Designs	7,178	-
Total property, plant and equipment	6,138,691	4,974,400

Notes to the Financial Statements

For the Year Ended 30 June 2021

9 Property, plant and equipment

(a) Movements in Carrying Amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Land	Buildings	Furniture, Fixtures and Fittings	Motor Vehicles	Computer Equipment	Leasehold Improvement s	Freehold Improvement s	Course Designs	Total
	\$	\$	\$	\$	\$	\$	\$	\$	\$
Year ended 30 June 2021									
Balance at the beginning of the year	668,797	3,244,087	110,383	227,473	495,580	117,885	110,195	-	4,974,400
Additions	437,219	187,873	167,510	266,195	478,290	138,619	212,094	9,917	1,897,717
Depreciation	-	(120,322)	(41,467)	(92,120)	(439,112)	(21,206)	(16,460)	(2,739)	(733,426)
Balance at the end of the year	1,106,016	3,311,638	236,426	401,548	534,758	235,298	305,829	7,178	6,138,691

Notes to the Financial Statements

For the Year Ended 30 June 2021

10 Leases

Right-of-use assets

	Buildings	Total
	\$	\$
Year ended 30 June 2021		
Balance at beginning of year	681,228	681,228
Recognition of assets	475,926	475,926
Depreciation charge	(285,444)	(285,444)
Balance at end of year	871,710	871,710

The current and non-current portions of the lease liability at 30 June 2021 are \$334,236 and \$562,029 respectively.

11 Trade and Other Payables

	2021	2020
	\$	\$
CURRENT		
Trade payables	181,899	153,310
Revenue in advance	-	96,816
Deposits	-	2,000
GST payable	103,827	35,671
Accrued expenses	386,899	110,061
PAYG payable	370,387	277,152
Superannuation payable	201,641	146,123
Credit cards	61,104	21,879
	1,305,758	843,013

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

12 Other Liabilities

	2021	2020
	\$	\$
CURRENT		
Deferred grant income	917,008	1,212,960
Unexpended donations and funds	109,576	139,758
	1,026,584	1,352,718

Notes to the Financial Statements

For the Year Ended 30 June 2021

13 Employee Benefits

	2021 \$	2020 \$
CURRENT		
Long service leave	56,012	75,502
Provision for annual leave	478,474	384,711
Provision for wages	94,000	371,398
Provision for rostered day off	17,395	16,932
	645,881	848,543
NON-CURRENT		
Long service leave	156,742	106,605
	156,742	106,605

14 Key Management Personnel Remuneration

The total remuneration paid to key management personnel of the Group is \$571,143 (2020: \$571,402).

15 Contingencies

In the opinion of the Directors, the Group did not have any contingencies at 30 June 2021 other than that detailed below (30 June 2020: None).

Palm Island Property Lease

selectability Limited commenced providing services on Palm Island in April 2015. For selectability's time on Palm Island, the services provided have been conducted out of the premises located at 49A beach Road. The owner of the premises is the Palm Island Aboriginal Shire Council. selectability has been in negotiations with Palm Island Aboriginal Shire Council to secure a lease. A provision to cover twelve months lease costs has been included in this financial year, however this may not be sufficient as negotiations with the owner are ongoing and non-conclusive at the time of finalising this financial report.

16 Interests in Subsidiaries

	Principal place of business / Country of Incorporation	Percentage Owned (%) 2021	Percentage Owned (%) 2020
Subsidiaries:			
Jobtrain Pty Ltd	Australia	100	100

*The percentage of ownership interest held is equivalent to the percentage voting rights for all subsidiaries.

Notes to the Financial Statements

For the Year Ended 30 June 2021

17 Related Parties

(a) The Group's main related parties are as follows:

The ultimate parent entity, which exercises control over the Group, is selectability Ltd which is incorporated in Australia and owns 100% of Jobtrain Pty Ltd.

Key management personnel - refer to Note 14.

Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel or their close family members.

(b) Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated. There were no significant transactions with related parties during the year.

18 Events after the end of the Reporting Period

The consolidated financial report was authorised for issue on the date that the Responsible Persons' Declaration was signed by the Directors.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Group, the results of those operations or the state of affairs of the Group in future financial years.

19 Statutory Information

The registered office and principal place of business of the company is:

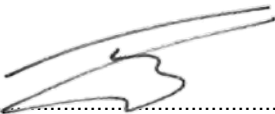
selectability Ltd
66-68 Charles Street
Aitkenvale QLD 4814

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the consolidated financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person

Dated 28th day of September 2021



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INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF SELECTABILITY LTD AND CONTROLLED ENTITY
FOR THE YEAR ENDED 30 JUNE 2021

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of selectability Ltd and controlled entity (the Group), which comprises the consolidated statement of financial position as at 30 June 2021, the consolidated statement of profit or loss and other comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion, the accompanying financial report of the Group is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- giving a true and fair view of the Group's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Group in accordance with the ACNC Act and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the Directors' report for the year ended 30 June 2021, but it does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



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Responsibilities of the Directors for the Financial Report

The directors of the Group are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements and the ACNC Act and for such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards website at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

Jessups

Paul Sapelli
Partner

Level 1, 211 Sturt Street, Townsville, QLD 4810

Dated: 28 September 2021





Townsville

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