



Therapeutic Engagement Support Services Association Incorporated

Annual Report 2020



TESSA Inc. is proud to work on the Traditional lands for the Wurundjeri People of the Kulin Nation.
We pay respect to Elders past, present and future, and recognise that sovereignty was never ceded.

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Chairperson report

2019–20 has been a challenging yet exciting year for TESSA Inc. We faced, along with the rest of the world, a sudden halt to our service delivery due to the onset of COVID 19. The initial prognosis of forced closures took TESSA Inc. on a journey of discovery. We sought, and were successful, in finding ways to deliver innovative programs that met requirements in schools and communities in this new locked down world.

Some of our programs were redeveloped and deployed in online formats. We would like to thank the schools and community organisations who participated in and supported these new delivery formats.

I would like to thank the Program Managers, Clint Cassell and Rodrigo Castellanos, both of whom worked tirelessly to shift our programs into an online COVID safe format. Steve Golding, Project Development Coordinator is thanked for his initiative and support.

I would like to thank all Board members for their continued support and dedication with the focus on keeping TESSA Inc. viable and relevant during these difficult times. Victoria Triggs, our CEO, thank you for protecting TESSA Inc. by establishing the most up to date COVID safe policies and procedures. Thanks also to Jane Weston, Company Secretary; Moazam Shah, Treasurer; Darek Lebek, Chid Safe Officer and Rodrigo Castellanos, Co-Treasurer for their ongoing commitment and support.

I would also like to acknowledge the return of Pat Mannix to the TESSA Inc. Board. Pat was an inaugural Director, who has promoted TESSA Inc. via his company website, and is a strong business advisor.

I would like to thank Robyn Webb, previous TESSA Inc. Chairperson, for her knowledge and commitment to improving our communication strategies.

I would like to thank all Directors, our Administration officer, our Life Skills Instructors and our Engagement Support Services and Professional Learning staff. We adapted and thrived in a challenging and new environment which demonstrated living the CODE.

Warm regards

Natalie Deacon

Acting Chairperson

Chief Executive Officer report

The 2019–20 financial year is a tale of two very different half calendar years. The focus of July to December 2019 represented the collaborative efforts towards achieving the goals of the Therapeutic Engagement Support Services Association Incorporated (TESSA Inc.) Strategic Plan. January heralded the development of our 2020 Business Improvement Plan, by the Board of Directors, Program Managers and Coordinators. A key outcome being the TESSA Inc. system diagram applicable across the whole organisation, thanks to Jane Weston, Company Secretary.

February to June saw TESSA Inc. rising to the challenges of the first pandemic lockdown. In response to the increasing restrictions, our key staff motivated and engaged their team members and connections to keep focussed on what could be offered and achieved to assist our clients. Establishing initiatives and adaptations in the online environment to assist schools, families and the community, as a catalyst for trialling flexibility of TESSA Inc. programs and services.

The Directors, meeting virtually, were committed to continuing effective governance to underpin and sustain our efforts. Natalie Deacon ably stepped up to become the acting Chairperson, and Rodrigo Castellanos as co-treasurer ensured that the Directors were well informed of our financial status. We received financial grants and for some staff direct access to Job Keeper payments, thanks to the diligence of Jacinta Hewer, via Paris Financial Services. The Acknowledgment section indicates donors who supported our efforts in continuing to meet the needs of our clients.

Felicity Cassell is thanked for her significant work as our Administrative Officer (part time), in particular supporting professional learning programs and ensuring accuracy of invoicing and reconciliation processes across TESSA Inc.

I highlight the excellent leadership, resilience and initiative of our Program Managers and Coordinators: Rodrigo Castellanos, MAT Life Skills; Clint Cassell and Natalie Deacon, Professional Learning and Engagement Support Services; Steve Golding, Project Development Officer; and Darek Lebek, Child Safe Officer.

The flagship **MAT Life Skills** Program increased its reach over Terms 3 and 4 2019, with a focus upon Sustainability via a longer timeframe approach, and for regional Victorian schools.

Participating students described their learnings as:

‘I learnt how to keep calm and focus and I learnt how to work as a team.’

‘I learnt how control my emotions in a better way. I also learnt lots of helpful life lessons.’

‘I learnt how to stay more focussed on my task and if I think positive thoughts positive things will come my way.’

Staff feedback included:

‘The program is unique in its ability to link social/emotional curriculum links with being physically active and supporting students to step out of their comfort zones. Our students are able to confidently discuss strategies they can use to calm themselves. The messages being taught within the program are easily transferable to a class setting.’

The pandemic closure of schools in 2020 necessitated the Life Skills Program re-design for live online and pre-recorded sessions. Feedback from schools, families and agencies showed the positive impact of the MAT Program in this new modality for children and young people. Delivery of 50 sessions in Term 2, 2020 is a remarkable outcome, testament to the commitment of Rodrigo Castellanos and the Life Skills Instructors.

Professional Learning Programs of Protective Intervention Training (PIT), Professional Learning Coaching and Managing Challenging Behaviour increased from 2019 into 2020. The awarding of a Department of Education and Training (DET) contract as a preferred PIT provider is a testament to the quality and value of the former TESSA Inc. Protective Practice training. Effective implementation by Clint Cassell, lead facilitator, is evidenced by positive evaluation against the DET Key Performance Indicators and participants feedback (below). Continuing support to school staff was provided through Professional Learning Coaching, emerging as a key growth area. Team members Natalie Deacon and Rebecca Konstantinou are thanked for their efforts.

‘Loved the interactive elements – mix of discussion, quizzes & practical’
‘The course was very engaging and discussions were on target’
‘A fantastic session and have taken lots of strategies to use’
‘Good balance between talk & practical’
‘The social distancing measures worked well to get the point across’

Transition to online professional learning delivery enabled timely support to school staff wellbeing, retaining the engaging and interactive approach in this new modality.

Engagement Support Services

This core stream involves deployment of accredited **Engagement Support Officers** within an intervention framework to assist individual children and young people who exhibit high level challenging behaviours. Also, training of tertiary students through our **Engagement Support Officer Placement Program** to assist classroom teachers engage their students in learning and to support wellbeing.

A continuing uptake of the Engagement Support Services was evident in 2019, however the impact of school pandemic closures meant that in situ delivery was suspended.

Project Development

A specific part time position has enabled the pursuit of our Constitution’s purpose ‘to support members in the creation and delivery of new applications of therapeutic engagement support programs and services’. This has encompassed development of the Core Program, the 4Cs Program and Networking as a promotional and fundraising strategy.

Four **CORE Program** instructors were trained and delivered sessions in three secondary colleges. The further implementation of the Program was primed to be independently delivered in 2020 by Physical Education teachers, resulting from the train the trainer approach developed by Steve Golding. The Program was successfully translated to online delivery by Evan Dowling.

The developing partnership between TESSA Inc. and David Davenport, MetaSkill Consulting, to apply his **4Cs** conflict management model to the Education context saw delivery of trial sessions, with positive feedback. Adaptation to live online presentation via a series of shorter sessions enabled the continuation of this initiative.

A project to record the longer-term impact, into adulthood responsibilities, of the MAT Program was initiated by Steve Golding and undertaken by Tamara Small. A presentation by the participants will be a highlight of the 2020 Annual General Meeting.

Together **W**e **A**chieve **M**ore shows why as a small not for profit we strive to make a lasting difference to the present and future of the children, young people, their families and school communities we serve. Directors, staff, members, volunteers and supporters of TESSA Inc. are sincerely thanked for their passion and commitment to our Vision, Mission and in living our Values (the CODE).

The challenges of 2020 to date have been well met, and built our capacity to use virtual delivery to extend the reach of our programs and services beyond physical boundaries in the future!

Victoria Triggs

Chief Executive Officer

Governance

The Therapeutic Engagement Support Services Association Incorporated (TESSA Inc.) is a not-for-profit organisation established on 12 April 2013, with a Board comprising seven Directors.

The TESSA Inc. Constitution, 13 June 2018, specifies the Board composition as one founding partner nominee (MAT Pty Ltd), and six elected member representatives. To provide continuity, only two or three of the elected positions fall vacant each year. Directors receive no remuneration for their services and pay the full membership fee annually.

The constitution designates Board Director portfolios of Chair, Vice-Chair, Secretary, Treasurer and Child Safe Officer.

The purposes of the Association reflect the scope of programs and services provided by TESSA Inc. and support to members, staff and volunteers.

Purposes

- To provide a framework for the creation and delivery of therapeutic engagement support programs and services in Victoria and beyond,
- To licence therapeutic engagement support programs and services that assist individuals and groups within the wider community to develop personal skills to improve the quality of their lives,
- To support members in the creation and delivery of new applications of therapeutic engagement support programs and services,
- To set and maintain standards for all therapeutic engagement support programs and services licenced and supported by the Association, and
- To promote the health and welfare of Association members, staff and volunteers.

TESSA Inc. is now a registered charity under the Australian Charities and Not-for-profits Commission.

Strategic focus

The Board and Program Mangers co-developed the second TESSA Inc. Strategic Plan 2019–2022 with Goals:

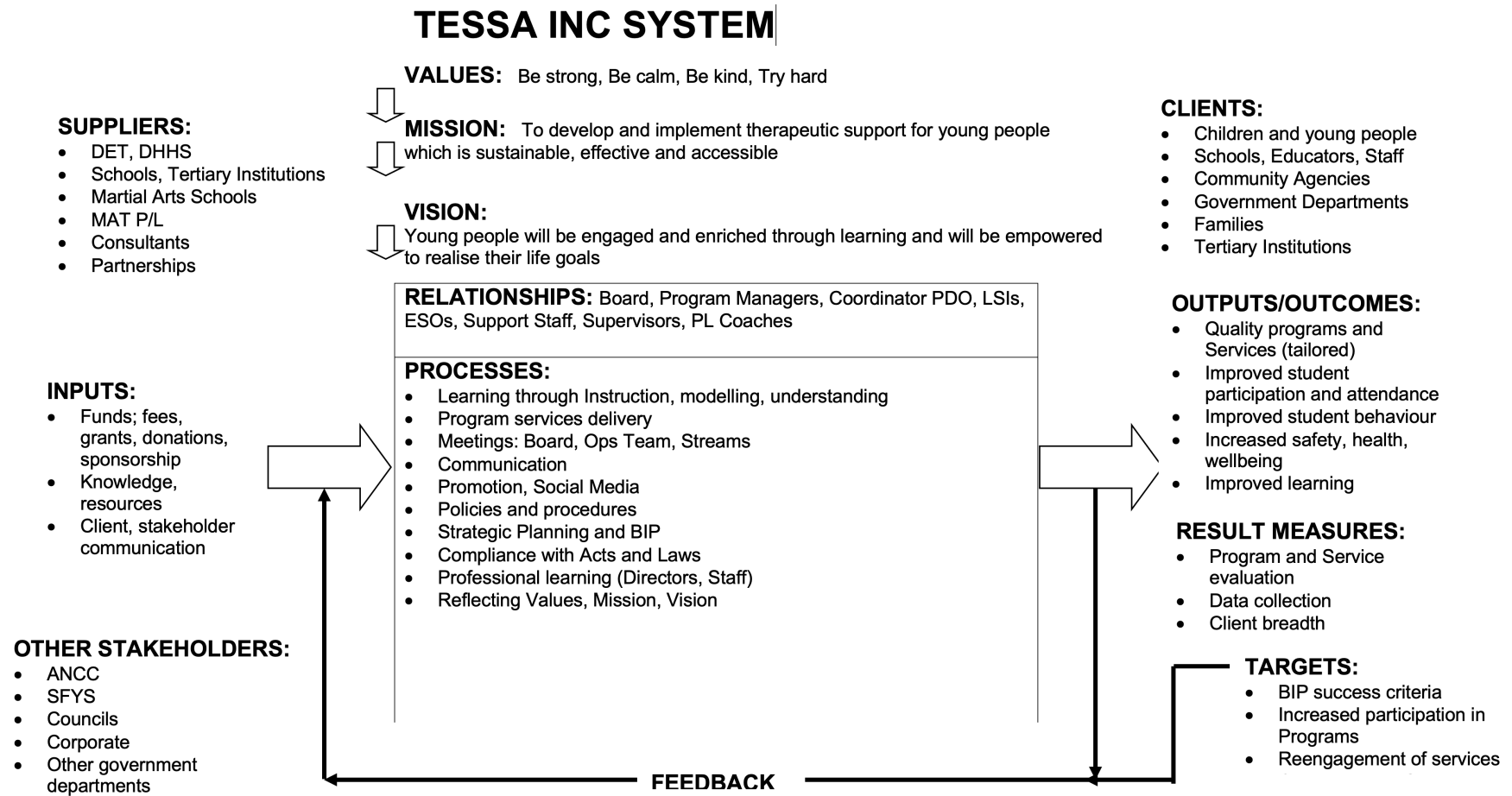
- to achieve a long-term sustainable organisation
- to fully encompass the potential of TESSA Inc. (Vision, Mission and Purpose).

This is used as the framework for the Business Improvement Plans, which translate the key improvement strategies into annual actions and measurable success criteria.

The Board sustains the organisational focus upon achievement of our Vision and Mission, in accordance with our organisational Values of the Code.

Systems View

In January 2020, TESSA Inc. drew together the key elements of our strategic focus and developed a systems view document to further assist the organisation to understand and direct its efforts into the future.



Vision

Young people will be engaged and enriched through learning, and empowered to realise their life goals.

Mission

To develop and implement support services for young people, which are sustainable, effective and accessible.

Values

Be strong	力
Be calm	稳
Be kind	慈
Try hard	努

The Board oversees the Association's performance by meeting at least four times a year, with the quorum being a majority of Directors holding office being present.

The Board presents the Association's Annual Report at the Annual General Meeting, which is then publicly accessible via the TESSA Inc. website.

Child Safe Standards

As an organisation, TESSA Inc. is strongly committed to ensuring the safety and wellbeing of all the children and young people we work with. One of the many challenges of 2020 was ensuring that our Child Safe Standards, Policies and Procedures and our Code of Conduct were adequately reviewed, updated and implemented across all our programs. Importantly, our processes strongly referenced Government Guidelines to ensure every child's safety, not only in face-to-face delivery but also in online interactions with young people across the organisation. Keeping children safe, protecting the physical and emotional safety of children and ensuring that every child is treated with respect and dignity is central to the culture promoted across TESSA Inc.

Board members



Victoria Triggs GAICD

Chief Executive Officer

Victoria is an educational and leadership consultant, engaging in pro bono and paid employment to support school and community leaders in leadership development, governance and strategic planning.

She is an accredited school reviewer, assisting primary, secondary and specialist schools to examine student outcomes and develop directions for improvement.

Victoria is an appointed lay member of the Ethics Committee of the Australian Institute of Family Studies.

She was a regular presenter to Leadership Victoria Board Leadership and specialised leadership programs, for business and community leaders.

Victoria held key educational leadership roles as a secondary school principal and as a Regional Director of Education.

Victoria engages in professional learning through the Australian Institute of Company Directors, Department of Education and Training and Our Community.

Qualifications

- Accidental Company Secretary, Governance Institute of Australia
- Graduate Australian Institute of Company Directors Course
- Graduate Diploma Educational Administration, University of Melbourne
- Leadership Victoria Fellow
- Bachelor Science Education, University of Melbourne



Rodrigo Castellanos

Co-Treasurer, MAT Life Skills Program Manager

Rodrigo has over 15 years' experience in project management, sustainability and environmental markets. In 2010 Rodrigo cofounded RAMP Carbon Pty Ltd while leading the development of a series of major environmental and social programs in Latin America and Africa such as distribution off-grid lighting technologies, avoided deforestation and ecological restoration projects and energy efficiency solutions for commercial buildings.

Prior to founding RAMP, Rodrigo worked as the Head of Latin America for Cool nrg, developing a successful carbon finance business model in Mexico, and overseeing the development and implementation of 10 the world's largest energy efficient programs for households.

In 2005 Rodrigo joined as Director of Research the corporate social responsibility ratings agency RepuTex in Melbourne, Australia focusing on Risk Assessment and Carbon Finance. Prior to this he worked in the Citigroup Private Bank in New York and Mexico City. Rodrigo has been training in the Japanese martial art of Aikido for 20 years and is currently the National Representative for the Children Program for Aikikai Australia.

In February 2017 Rodrigo was employed as the inaugural MAT Life Skills Program Manager for TESSA Inc.

Qualifications

Bachelor of Economics (BEc)

Play by the Rules (PBTR)-Child Protection professional development program.



Jane Weston

Company Secretary

Jane Weston is an experienced educator, writer and project manager. Jane's 35-year education career includes work as a teacher, policy maker, manager and resource developer. Jane has managed a range of national and international education initiatives, and has extensive experience in developing resources for teachers and school leaders in areas of considerable educational significance, including Indigenous education, Studies of Society and Environment, body image, values, conflict resolution and peace education. Jane is currently an education consultant and writer. Jane co-wrote the 2014 publication 'Understanding and Addressing the Needs of Children and Young People Living With Fetal Alcohol Spectrum Disorders (FASD) - a resource for teachers'. In 2018, the resource was updated to reflect recent research in to the role of trauma on the developing brain. The resource, Fetal alcohol spectrum disorder (FASD) and complex trauma: A resource for educators is accessed both in Australia and internationally.

Qualifications

- Most Significant Change evaluation methodology - Accredited Facilitator
- Graduate Diploma in Education (University of Melbourne)
- Graduate Diploma in Librarianship (University of NSW)
- Bachelor of Arts, Hons (La Trobe University)



Darek Lebek

Child Safe Officer

Darek has extensive teaching and coaching experience with men, women and children of all ages. He began studying Martial Arts in 1986 and currently holds the rank of 5th degree Black Belt. Darek has been running a karate school since 2003. He was introduced to meditation and personal development in his early teenage years and the exploration of mind and personal development quickly became

one of his passions.

Professionally Darek has worked in the Building and Construction sector as a Project Manager and Site Manager where he has been involved in the delivery of several high-profile projects world-wide for prominent clients including Microsoft, McDonalds, Westfield to name a few.

He has taken part in many National and International Tournaments and has travelled many times to Japan, USA and other parts of the world to compete but also to participate as a referee and a guest.

Some of his martial arts highlights include:

- 1998 Winner – FIRST PLACE, KATA, World Seido Karate Tournament, New Zealand
- 2006 Winner – BEST TEAM, World Seido Karate Tournament, New York
- 2013 WINNER – Australian SOGO (Grand Champion) Title, Australian Seido Championship, Sydney

His life mottos are ‘Life is a path of continuous learning’ and ‘If you fall down 7 times, get up 8 times.’

Qualifications

- Diploma in Building and Construction
- Diploma in Project Management.
- Play by the Rules (PBTR)- Child Protection professional development program.



Clint Cassell

Engagement Support Services Program Manager

Professional Learning Coordinator

With an art therapy background working with adults, Clint became more and more interested in working with people and behaviours, becoming a specialist in challenging behaviours. Clint is a strong believer in having guiding principles for life, a positive behaviour philosophy and working towards improving oneself to better meet the challenges we all experience in life.

Clint has a certificate IV in Training and Assessment and is the coordinator and lead facilitator of TESSA Inc’s Professional Learning program. Clint works with all levels of

school staff through both Professional Learning sessions and 1:1 coaching. Training areas include 'Managing Challenging Behaviour' and 'Protective Practice' where Clint draws upon his skills and experiences when working with those with challenging behaviours.

Clint also manages TESSA's Engagement Support Officer (ESO) program, where skilled support staff work with mainstream schools to better cope with and manage students presenting high level behaviours of concern.

Clint is passionate about making a positive difference in the world and is a strong believer that having an impact for the better isn't easy; however, it is important to do.

Clint has received consistently strong positive feedback as a trainer and presenter, drawing on his considerable experience in the field and work with a wide range of staff groups experiencing different challenges.

Clint has completed the Play by the Rules (PBTR)-Child Protection professional development program.



Natalie Deacon

Acting Chairperson

As well as taking on the role of Acting Chairperson, Natalie is the TESSA Inc. Engagement Support Placement coordinator and professional learning coach. With a background in community development, Natalie has completed a Diploma of Community Service.

Natalie works alongside TAFE colleges to facilitate and support adult learners requiring a placement experience. Natalie's other role involves supporting all school staff directly and indirectly with training and onsite interventions.

Natalie is an experienced trainer and delivers the TESSA Inc. Managing Challenging Behaviour training to school staff and adult learners.

Natalie ran her own interior decorating business for over 20 years and chose a complete career shift after volunteering with a group of young people. She loves to inspire others to understand why our young people behave the way they do and the best interventions to support them.



Pat Mannix

Board Member

Since 1997, Pat has managed a family-owned financial business. Paris Financial was established by his Father Noel in 1978. Pat has helped build the business up to a team of 65 members across three locations in Eastern Melbourne.

He was one of the inaugural TESSA Inc. Board members and has supported TESSA Inc. and the MAT program via administrative, tax and accounting services since inception.

Pat has sat on local boards, including St Thomas the Apostle Parish in Blackburn, and as Treasurer and President of the Blackburn Junior Football Club.

Pat has a passion for creating opportunity and fairness for young people; a core focus for TESSA Inc.

Qualifications

- Bachelor Business in Accounting
- CPA



Moazam Shah

Treasurer

Moazam Shah is a highly qualified finance professional, with strong national and international expertise in financial reporting, management accounting, treasury, and digital transformation projects. He champions integrity in the practice of risk assessment and management, and has expertise in financial analysis in line with chief financial officer roles.

Moazam has undertaken many speaking engagements at international conferences and summits on business transformation and the digital agenda. His keys to success are integrity, honesty and specialised knowledge of the operations in industry-specific accounting and financial management, coupled with keen attention to detail, computer skills, and the drive to deliver excellent quality services. Moazam brings high level finance and business knowledge to his role as Treasurer following a successful and prolific career in the Middle East, North America and Europe.

Strategic Plan progress report

Two goals were identified for the Therapeutic Engagement Support Services Association Incorporated (TESSA Inc.) Strategic Plan 2019–2022.

1. To achieve a long-term sustainable organisation.
2. To fully encompass the potential of TESSA Inc. (Vision, Mission and Purpose)

Key improvement strategies have been pursued via actions identified in the Business Improvement Plans of 2019 and 2020, below is an indication of progress to date:

Build staff capacity and pathways

Emphasis on staff acknowledgments for achievements as timely feedback throughout the financial year, via Program Managers, Chief Executive Officer (CEO) and reported to the Board.

Staff invited to attend professional learning workshops, for example Youth Mental First Aid training. Regular distribution of links to online professional learning, via webinars and websites.

Documentation of evidenced-based theories underpinning MAT Life Skills and CORE programs, to build staff and volunteer knowledge and understanding.

Increase Board diversity

Completion of the TESSA Inc. Director Matrix to identify range of existing skills, experiences, professional associations, and thus identify target areas for recruitment of new Directors (vacancy filling).

Two directors attended the July 2019 Managing Challenging Behaviours training, to build their knowledge and understanding of TESSA Inc. professional learning program.

Regular provision of links to online professional learning, for example, Bastow Educational Leadership Institute and GENOS webinar series for educators. The recordings of Boosting Psychological Wellbeing, Remote Control and Leading Remotely webinars were subsequently circulated. Also, provision of professional readings, for example the Victorian public health and wellbeing plan 2019–2023.

Develop a viable funding model

The fee for service model, with costs to clients (schools, community agencies, families) kept to a minimum and affordable level, has enabled TESSA Inc. to continue delivery of its programs independently of any direct Government funding. TESSA Inc. support schools, agencies and families to access external funding sources, such as the School Focussed Youth Service, National Disability Insurance Scheme.

TESSA Inc. was awarded a contract with the Department of Education and Training as a preferred provider of the approved Protective Intervention Training. The successful face-to-face delivery for the first half of the financial year was transferred to a hybrid online and follow up in-situ model (awaiting pandemic restrictions being lifted).

Participation in The Funding Network events, with an application to present (as yet unsuccessful).

Increase range and reach of TESSA Inc. therapeutic programs and services

Project Development role to identify, trial and evaluate new adaptations, such as the CORE program. Identifying partnership arrangements aligned to TESSA Inc. philosophy, to expand our portfolio, saw the introduction and trial of the MetaSkill 4C Conflict Management Program.

The impact of COVID-19 on direct access to schools and community agencies necessitated the development of online programs and training, which Program Managers positively embraced. This has built the capacity to extend our reach beyond the limit of physical and face-to-face delivery, including regional Victoria and interstate, which we can pursue in 2021.

Build TESSA Inc. profile, brand and marketing

Two Program Managers presented at the National Education Summit, August 2019, with workshop videos subsequently uploaded to Facebook.

Distillation of relevant advice from the RMIT Marketing Project, with presentation by an EMBA team to the TESSA Inc. Annual General Meeting, November 2019.

Completion of Our Community online survey re impact of COVID 19 on Not for Profit organisations, TESSA Inc. selected as one of three winners being highlighted in the May 2020 Report.

Advance commitment to TESSA Inc. as a whole organisation

17 January 2020 launch event hosted by the TESSA Inc. Board, participation by staff (employees, contractors), volunteers and family members.

Joint Board and Operations Team strategic planning, with the TESSA Inc. Systems Diagram developed at the 31 January 2020 session. Also, evaluation of 2019 Business Improvement Plan and development of the 2020 Business Improvement Plan.

Development of TESSA Inc. policies and procedures applicable across the organisation: Privacy Policy and Privacy Statement; Volunteer Policy, approved by the Board.

Regular updates of TESSA Inc. Risk Management Plan, inclusive of changing circumstances, endorsed by the Board.

Development and implementation of TESSA Inc. COVID-19 Safe Plan, discussed via stream meetings and support through external training access, for example Play by the Rules: COVID-19

Commit to Child safe standards 2020

TESSA Inc. maintains a strong commitment to ensuring the safety and wellbeing of all children and young people. One of the many challenges of 2020 was ensuring that our Child

Safe Standards, Policies and Procedures and our Code of Conduct were adequately reviewed and updated. We ensured Government Guidelines were embedded in all our policy documents and implemented by our staff. This included face-to-face delivery as well as online interactions with young people across the organization. Keeping children safe, protecting the physical and emotional safety of children and ensuring that every child is treated with respect and dignity is at the heart of the TESSA Inc. culture.

Therapeutic Engagement Support Services and Programs

Engagement Support Services

Engagement Support Officer (ESO) program

	2019		2020	
	Term 3	Term 4	Term 1	Term 2
ESO shifts delivered to schools:	185	190	81	0
Number of schools using ESO Support:	10	11	5	0

The 2019–20 year presented some significant challenges to our Engagement Support Services programs due to the global COVID-19 pandemic. Term 2 saw schools close with no face-to-face program delivery possible. However, ESOs continued to be accessed as part of an intervention-based framework by schools with particular cases of high-level challenging student behaviours. We have supported schools transitioning students who have changed their learning environments.

The transition of some selected ESOs to complete the professional learning training has been the focus of 2020, with TESSA Inc. focussing on the opportunities to develop these skills using online platforms.

Engagement Support Officer Placement (ESOP) program

	2019		2020	
	Term 3	Term 4	Term 1	Term 2
Placement shifts delivered to schools:	254	248	67	0
Number of schools using ESOP Support:	10	9	5	0
Number of placement students during 2019–20:				69
Number of placement students going on to do ESO work during 2019–20:				7

The ESOP program maintained its position as a strong and sought-after resource to schools and their staff. Feedback from schools indicates that this ongoing focussed support has been extremely helpful for classroom teachers and students. Our placement students provided positive engagement opportunities for young people, focussing on their wellbeing and engagement in learning.

2020 saw a decrease in opportunities to support schools with face-to-face programs; and the implementation of our second placement with TESSA Inc. was delayed. However, TESSA Inc. actively searched for ways to continue supporting schools remotely and continued to provide tertiary student placement.

MAT Life Skills Program

	T3 2019	T4 2019	T1 2020	T2 2020	Total
Students	468	576	504	70	1,618
Schools	47	49	32	6	134
Sessions	343	372	210	50	976
Hours	412	446	252	50	1,161
Programs	49	62	42	10	163

During Term 3 and Term 4 of 2019, the MAT Life Skills program gained momentum, being delivered in 49 and 62 schools respectively. At the end of 2019, we achieved the milestone of positively contributing to the lives of 20,000 young people since the beginning of the program.

Our work continued to be supported by School Focused Youth Services in every region. Programs delivered in the Western suburbs of Melbourne were especially numerous. We continued to deliver Sustainability Programs across Melbourne. These special programs funded by SFYS include a comprehensive long-term approach to Life Skills with a core number of sessions in one term and follow up sessions in subsequent terms. These programs also include Professional Development sessions for participating schools.

With over 60 programs delivered in Term 4 2019, this was one of the busiest terms ever for us. Of special significance was our work in regional Victoria including Broadford, Wallan, and Mount Beauty. The CORE Program also gained significant traction, with the programs in Mooroolbark College and Salesian College reporting significant levels of engagement from students. At Mooroolbark, the Physical Education teachers were keen to continue the CORE program on their own in 2020 with minor support from TESSA Inc. Life Skill Instructors.

“CORE mentors provide a different dimension and creates greater ownership of the program.

It gave students a sense that change was possible and gave them something to look forward to at school. I really recommend the program.”

Wellbeing Leader, Mooroolbark College

The 2020 year started with a solid number of programs (42) and provided the foundations of what appeared to be a very busy year for our instructors. Sustainability programs were booked, and organised, with regional activity in the pipeline as well as ongoing support of key partners such as School Focussed Youth Services (SFYS).

By the end of Term 1 however, all the plans were affected by the arrival of COVID-19 and the suspension of all on-site classes across Victoria.

Although we had a Term 2 timetable with over 50 programs booked, all programs were immediately suspended.

As Term 2 commenced, and schools started to become familiar with their remote learning tools and systems, a few schools agreed to participate in both LIVE online sessions as well as pre-recorded sessions. This created significant challenges for our instructors and our

programs, as one of its key features is a reliance on physical activities and face-to-face engagement between instructors and students.

Thanks to the fact that the majority of our instructors operate their own businesses outside of TESSA Inc., their capacity to build up online presentation skills and adapt the exercises and games to the online environment grew exponentially in the first few weeks of Term 2.

By the end of the term our team delivered over 50 sessions during a time when it appeared that no activity was possible at all. This ability to pivot to new ways of being was a feature of the period and a testament to the successful implementation of our CORE values.

The schools accessing our online sessions were very thankful for the effort and care put into the production and delivery of the sessions. They provided us with very useful and positive feedback which we used to continue our program delivery.

“The program created an essential outlet for students to re-engage in school during the remote learning period and while we transitioned back to face-to-face learning.”

Student Agency Leader, Rosehill Secondary College

“The connection with martial arts and life skills/wellbeing in a school environment is unique. The students have all fondly remembered the main message of being strong, being kind, being calm and try hard.”

Teacher, Beaumaris North Primary School

While the majority of the sessions were delivered online, a small number of programs, particularly with families, were delivered outdoors following appropriate COVID-19 social distancing and hygiene regulations. The families who participated in these sessions commented on the enormous benefits observed for their children, especially given issues around mental health and the difficulties presented by social isolation.

2020 presented new opportunities, partnerships and the development and launching of new products. While the year was full of challenges, we feel very proud that as a community we rose to these challenges and delivered innovative and highly regarded programs.

“The TESSA Inc. Life Skills Instructor is wonderful. Again, I must thank you for your dedication to your job and to us in persevering through a difficult initial phase. My son is really engaged with the program as well as his support worker.”

Mother of a 13-year-old program participant

TESSA Inc. Professional Learning

Professional learning session delivered to schools				
	2019		2020	
	Term 3	Term 4	Term 1	Term 2
Protective Intervention training sessions delivered to schools	29	24	61	34
Managing Challenging Behaviour sessions delivered to schools	7	7	9	0
Professional learning coaching sessions delivered to schools	18	13	18	5
Managing Challenging Behaviour 3 day training run by TESSA Inc.	1	1	1	0

2019–20 saw a significant increase in TESSA Inc. trainings for schools, particularly the Protective Intervention staff safety training (previously known as Protective Practice training). This increase reflects the strong need expressed by school staff to be able to better manage challenging students and behaviours of concern. The increase in service delivery has been due to the increasing positive reputation of TESSA Inc. in this space. TESSA Inc. has developed a strong working relationship with the Department of Education, and was awarded a contract with the Department as a preferred provider on a panel for Protective Intervention Training.

Demand has also increased for professional learning coaching where the objective has been to support staff in how to apply the learnings in training sessions to their day-to-day practice. This onsite support for small teams of staff has been thus far a successful approach and increasingly the three streams of TESSA Inc. Professional Learning programs are being used in conjunction as an overall support package to empower school staff to deal with challenges.

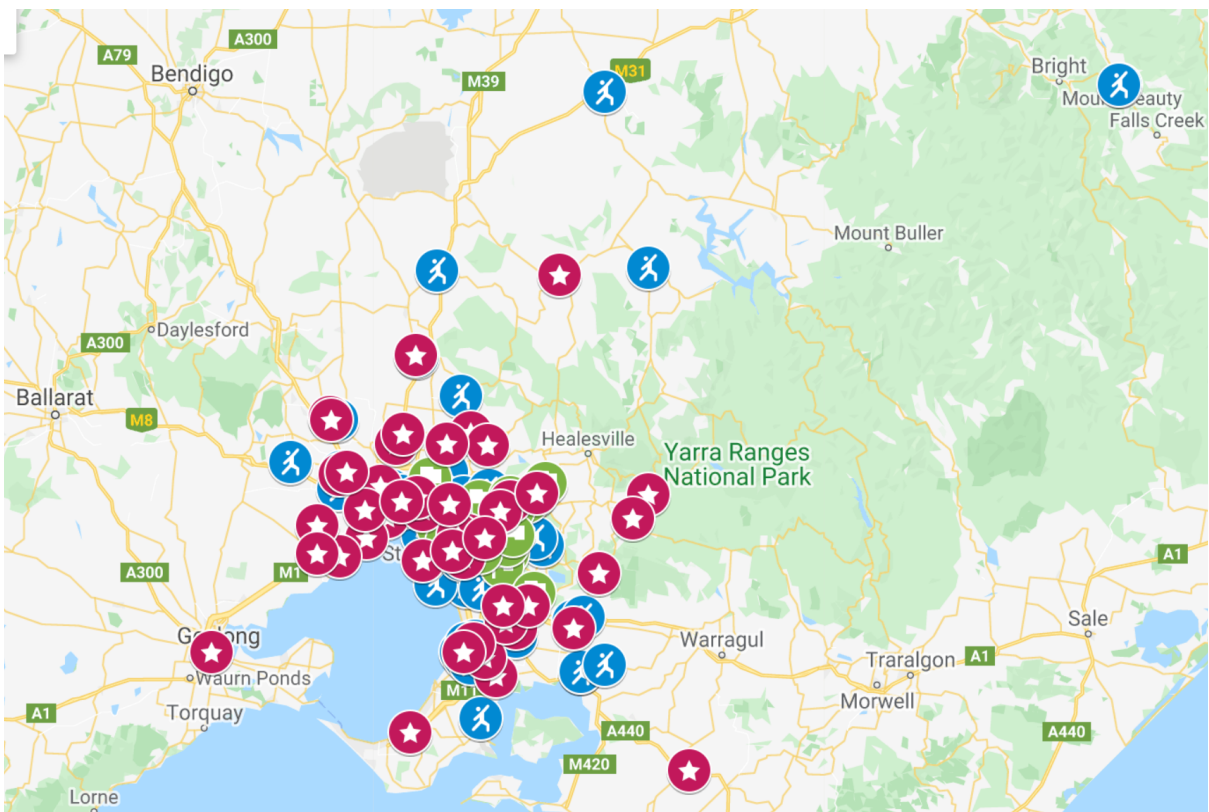
COVID-19 has of course had a significant impact on TESSA Inc's. work with schools. This has seen a conversion of many training sessions to an online format. Delivering on the TESSA Inc. brand as engaging, hands on and interactive in the online format has certainly been a challenge for us. However, school staff response to the online sessions has essentially been positive, all things considered. During COVID-19, the need to support and preserve the wellbeing of school staff has never been more important.





TESSA Inc. Protective Intervention staff safety training session

TESSA Inc. programs: In summary

The map below shows the spread of TESSA Inc. programs delivered during the 2019–20 financial year.



 Life Skills Programs  Engagement Support Services  Professional Learning

TESSA Inc. Project Development

The TESSA Inc. Constitution, 13 June 2018, outlines the purposes of the association, including:

(3) To support members in the creation and delivery of new applications of therapeutic engagement support programs and services.

In 2019/20, Steve Golding, Project Development Officer worked in a part time capacity to implement this purpose via direct support to program adaptation to meet newly identified needs of clients. A further focus was researching and establishing network connections for promoting existing TESSA Inc. programs and services, and identifying potential partnerships aligned to our vision, mission and values. During the reporting period, the following outcomes were achieved:

CORE Instructor Program

- Four staff were trained as CORE Instructors
- Programs delivered in Mooroolbark, South Oakleigh, Wellington secondary colleges, Lilydale High School and Salesian College.
- Standardised lesson plans with assistance from Leon Bishop to match session language to school settings prepared
- Train the Trainer with a Physical Education teacher leading the session with our support is working well at an initial trial college
- CORE successfully moved online in Term1, 2020.

4C Conflict Leadership Program

- A tailored 4C program was pursued in collaboration with the originator David Davenport, MetaSkill consulting, to trial in education settings following inclusion of TESSA Inc. philosophy and values
- David Davenport presented the 4C concept to the Operations Team, and TESSA Inc. Board who approved a trial in identified schools
- First sessions delivered at trial schools gave rise to very positive feedback
- Meetings with Department of Education and Training, Central and Regional office staff gave support to trial and evaluate the 4C program
- Model moved online and planning commenced with school clusters to attend upcoming sessions, including restructuring program into 3 x 45-minute online sessions to fit in with school remote learning context.

Research

- TESSA Inc. through Robyn Webb, initiated a project with Royal Melbourne Institute of Technology (RMIT), Executive Master of Business Administration (EMBA) students and

MBA students in the Marketing stream. As a major assessment task, the students researched TESSA Inc. from the perspective of how to improve marketing and branding of the organisation to appropriate audiences

- TESSA Inc. was provided with a wealth of innovative and useful marketing and branding advice from these talented student teams
- TESSA Inc. Directors and Operations Team members ranked projects and provided informal feedback on the applicability and feasibility of the student team reports
- A presentation of the KICKIT student team at our 2019 Annual General Meeting is featured in this Annual Report.

Networking

- National Education Summit – Clint Cassell and Rodrigo Castellanos booked to present workshops in the April event, however re-scheduled due to pandemic
- The Funding Network (TFN) – Attendance at two events and established good contacts such when a “theme” comes up that aligns with TESSA Inc. services an application to present can be made.

Post participant Narratives

- Former Education Support Officer Tammy Small interviewed four adults who had been long term students of the MAT Program to see how the program impacted their lives. The first draft is great reading.
- The final draft will be finished in July and the two women (both in their 30's) and two men (22- and 36-year-old) will be invited to present at the 2020 TESSA Inc. AGM.

Special feature

Kick It – This is Your Time

The special presentation at this year's AGM involved a dynamic team of students from the Royal Melbourne Institute of Technology (RMIT) Master of Business Administration (MBA) and Executive Master of Business Administration Marketing, (EMBA). At the start of the academic year, TESSA Inc. formed a partnership with RMIT course management. It was agreed that as part of formal student assessment for the course, teams of students would be tasked with liaising with TESSA Inc. to research the organisation and produce comprehensive marketing and branding reports.

The process was an exciting initiative involving the whole organisation thinking about our audiences, reach and branding. It delivered many useful ideas through multiple team projects. A student team comprising Felicity Gaylard, Joyce Chak Lam and Ruba El-Afifi presented the *Kick It – This is your time* marketing plan. The presentation was built around the notion that the future is in the hands of the younger generation, the students in our schools. The team's contention for students in schools was that:

TESSA Inc. respects your worldview. We have the knowledge to help you make an impact on the people around you, the world and yourself, in whatever you choose to do. We offer action packed courses that teach you key skills to help you get the most out of your life, and guess what? They are fun.

The Kick It team deployed a range of consultation tools to glean the essence of the TESSA Inc. brand and fed the data back to the organisation. One of the suggested activities was a series of challenges to engage students in the TESSA Inc. core values and encourage active participation in personal and community building:

Challenge 1: Try It	Complete a physical challenge that you set for yourself according to your own goals. Run 5 kms, complete a 30 day yoga challenge, hula hoop until you can go 30 times without stopping. It's all up to you. Set your goal, fill in the online form. When the challenge is done, post about it on social media with #TESSAkickit
Challenge 2: Share It	Share the TESSA Inc. learnings with someone you know: this could be by doing one of the TESSA Inc. activities with your mum, or cool a meal for your nan, or help your dad build some shelves. Again, it's up to you. Fill in the online form, and when the challenge is done, post about it on social media with #TESSAkickit
Challenge 3: Pay It Forward	Find a way to share your TESSA Inc. learnings with your community.

The presentation certainly delivered much for TESSA Inc. to consider as we continually seek to improve and extend our programs to audiences in schools and beyond.



Felicity Gaylard and Joyce Chak Lam presenting Kick It at the 2019 TESSA Inc. AGM



**Therapeutic Engagement Support Services Association
Incorporated**

ABN 19 730 722 494

**Financial Statements
For the year ended 30 June 2020**

Paris Financial
5/2-6 Albert St, Blackburn VIC 3130
1/128 Jolimont Rd, East Melbourne VIC 3002

Phone: 03 8393 1000
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Therapeutic Engagement Support Services Association Incorporated
ABN 19 730 722 494

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ABN 19 730 722 494

Committee's Report

For the year ended 30 June 2020

Your committee members submit the financial accounts of the Therapeutic Engagement Support Services Association Incorporated for the financial year ended 30 June 2020.

Committee Members

The names of committee members at the date of this report are:

Position	Director
Co-Chairperson Elected Director	Natalie Deacon
Treasurer Elected Director	Moazam Shah
Co-Treasurer, Communication Officer Elected Director	Rodrigo Castellanos
Secretary Elected Director	Jane Weston
Chief Executive Officer Elected Executive Director	Victoria Triggs
Founding Member Nominee Child Safe Officer	Darek Lebek
Co-opted Director	Pat Mannix

Principal Activities

The principal activities of the association during the financial year were to provide programs and services in three core streams:

- MAT Life Skills Programs
- Engagement Support Services
- Professional Learning

and Project Development, for creation of new applications of therapeutic engagement support services and programs.

Significant Changes

November 2019, Tender Contract signed between Therapeutic Engagement Support Services Association Incorporated and Department of Education and Training to deliver Protective Intervention Training.

December 2019, Memorandum of Understanding signed between Therapeutic Engagement Support Services Association Incorporated and Martial Arts Therapy Pty Ltd for delivery of MAT Life Skills Programs.

Therapeutic Engagement Support Services Association Incorporated
ABN 19 730 722 494

Committee's Report
For the year ended 30 June 2020

Signed in accordance with a resolution of the Members of the Committee on:

A stylized handwritten signature in black ink, appearing to be a monogram or initials.

Date 24 November 2020

A handwritten signature in black ink that reads "V.H. Triggs".

Date 24 November 2020

Therapeutic Engagement Support Services Association Incorporated

ABN 19 730 722 494

Detailed Profit and Loss Statement

For the year ended 30 June 2020

	2020	2019
	\$	\$
Income		
Sales of Goods		9
Membership Fees	4,774	6,255
ESO Service Income	116,448	198,317
Life Skills Program	230,845	307,539
PD Training Income	107,741	61,522
ESO Training Fee		5,846
Grants		20,000
Donation	2,319	150
Interest received	2	129
Total income	<u>462,128</u>	<u>599,766</u>
Expenses		
Audit Fee	3,150	4,577
Advertising and promotion	4,919	4,037
Bank Fees And Charges	410	437
Opex - IT Expenses	1,767	4,899
Opex - Rent		373
Opex - Office Supplies	471	1,556
Opex- Insurance	3,939	5,861
Opex - Book Keeping & Accounting	6,649	5,681
Opex - Business Meetings	321	
Opex - Travel & Accommodation	1,762	
ESO Cost	72,636	97,559
Instructor Cost LS	150,677	218,382
Program Costs LS	78	449
Interest Deductions		1,400
Life Skills Program Manager	80,100	87,294
MAT Admin Fees_Life Skills	6,685	9,563
PD Trainer Cost	20,161	15,455
PD Training Cost	347	971
Professional Services	573	26,977
Professional Development	1,015	300
ESO Program Manager	66,707	60,664
ESO Admin	8,824	30,538

The accompanying notes form part of these financial statements.

Therapeutic Engagement Support Services Association Incorporated

ABN 19 730 722 494

Detailed Profit and Loss Statement

For the year ended 30 June 2020

	2020	2019
	\$	\$
ESO Coordinator	29,058	
Project Development Officer	28,323	
Total expenses	488,570	576,974
Profit (loss) from ordinary activities before income tax	(26,442)	22,792
Income tax revenue relating to ordinary activities		
Net profit (loss) attributable to the association	(26,442)	22,792
Total changes in equity of the association	(26,442)	22,792
Opening retained profits	86,238	63,446
Net profit (loss) attributable to the association	(26,442)	22,792
Closing retained profits	59,796	86,238

The accompanying notes form part of these financial statements.

Therapeutic Engagement Support Services Association Incorporated

ABN 19 730 722 494

Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
Current Assets			
Cash Assets			
Cash at bank - CBA Business Trans #2713		43,263	104,247
Cash at bank - CBA Online Saver #4461		17,985	4,517
		<u>61,248</u>	<u>108,764</u>
Total Current Assets		<u>61,248</u>	<u>108,764</u>
Non-Current Assets			
Property, Plant and Equipment			
Plant & equipment - at cost		1,086	1,086
Less: Accumulated depreciation		(1,086)	(1,086)
		<u> </u>	<u> </u>
Total Non-Current Assets		<u> </u>	<u> </u>
Total Assets		<u>61,248</u>	<u>108,764</u>
Current Liabilities			
Current Tax Liabilities			
GST payable control account		17,698	17,737
Input tax credit control account		(16,247)	(15,213)
		<u>1,451</u>	<u>2,524</u>
Total Current Liabilities		<u>1,451</u>	<u>2,524</u>

The accompanying notes form part of these financial statements.

Therapeutic Engagement Support Services Association Incorporated

ABN 19 730 722 494

Detailed Balance Sheet as at 30 June 2020

	Note	2020 \$	2019 \$
Non-Current Liabilities			
Financial Liabilities			
Unsecured:			
Loans from related companies			20,000
			20,000
Total Non-Current Liabilities			20,000
Total Liabilities		1,451	22,524
Net Assets		59,797	86,239
Members' Funds			
Issued Capital			
Issued & paid up capital		1	1
Accumulated surplus (deficit)		59,796	86,238
Total Members' Funds		59,797	86,239

The accompanying notes form part of these financial statements.

Therapeutic Engagement Support Services Association

Statement of Cash Flows
For the Year Ended 30 June 2020

	2020	2019
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	462,126	579,638
Payments to suppliers and employees	(489,646)	(563,715)
Grants received	-	20,000
Interest received	2	129
Interest paid	-	(1,400)
Net cash provided by/(used in) operating activities	<u>(27,518)</u>	<u>34,652</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of borrowings - Mat Pty Ltd	<u>(20,000)</u>	-
Net cash provided by/(used in) financing activities	<u>(20,000)</u>	-
Net increase/(decrease) in cash and cash equivalents held	(47,518)	34,652
Cash and cash equivalents at beginning of year	<u>108,766</u>	<u>74,114</u>
Cash and cash equivalents at end of financial year	<u><u>61,248</u></u>	<u><u>108,766</u></u>

Therapeutic Engagement Support Services Association Incorporated

ABN 19 730 722 494

Notes to the Financial Statements

For the year ended 30 June 2019

Note 1: Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Reform Act 2012. The committee has determined that the association is not a reporting entity.

The financial report has been prepared on a cash basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The financial statements have been rounded to the nearest one dollar.

(a) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

(b) Revenue and Other Income

Revenue is measured when the entity receipts the funds.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

Training income and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(c) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. GST asset and/or liability is included in the Financial Report and recognised at the end of the financial year.

(d) Income Tax

The association is exempt from income tax under Section 50-5 of the Income Tax Assessment Act 1997.

Therapeutic Engagement Support Services Association Incorporated

ABN 19 730 722 494

Notes to the Financial Statements

For the year ended 30 June 2019

Note 2: Contingent Liabilities

There is no contingent liabilities.

Note 3: Events Subsequent to Reporting Date

There is no subsequent events after the reporting date.

Note 4: Cash Flow Information

	2020	2019
Operating Profit	(26,442)	22,792
Add back non-cash items	-	-
Changes in operating assets and liabilities		
(Decrease)/Increase in trade and other payables	(1,076)	11,160
	<u>(27,518)</u>	<u>34,652</u>

Therapeutic Engagement Support Services Association Incorporated

ABN 19 730 722 494

Statement by Members of the Committee

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements and the Associations Incorporations Reform Act 2012.

In the opinion of the Committee the Detailed Profit and Loss Statement, Detailed Balance Sheet, and Notes to the Financial Statements:

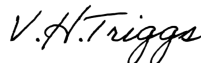
1. Presents fairly the financial position of Therapeutic Engagement Support Services Association Incorporated as at 30 June 2020 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

The Committee is responsible for the reliability, accuracy and completeness of the accounting records and the disclosure of all material and relevant information.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:



Date 24 November 2020



Date 24 Nvember 2020

LDB Audit Services Pty Ltd

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Working as One

Therapeutic Engagement Support Services Association

Independent Audit Report to the members of Therapeutic Engagement Support Services Association

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report, being a special purpose financial report of Therapeutic Engagement Support Services Association (TESSA), which comprises the detailed balance sheet as at 30 June 2020, the detailed profit and loss statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial report of TESSA for the year ended 30 June 2020 is prepared, in all material respects, in accordance with the Associations Incorporation Reform Act 2012.

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 TESSA in accordance with the auditor independence requirements of 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.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report is prepared to assist the Association for their reporting requirements under the Associations Incorporation Reform Act 2012. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for TESSA and should not be distributed to or used by parties other than TESSA. Our opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Associations Incorporation Reform Act 2012, and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing TESSA's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate TESSA or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing TESSA's financial reporting process.

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Working as One

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.

LDB Audit Services Pty Ltd
1-3 Albert Street
BLACKBURN VIC 3130

HILTON MILLER
DIRECTOR

Dated this.....day of.....2020

Acknowledgements

The Therapeutic Engagement Support Services Association Inc. acknowledges the following organisations and individuals in appreciation of their valuable support for the **2019–20 financial year**.

Founding organisation

MAT Program Pty Ltd

Government

Department of Education and Training

- Complex Matters Team
- South Eastern Region Student Wellbeing

Department of Health and Human Services
Australian Commission for Children and Young People

Education networks

School Focused Youth Service (SFYS)

Community agencies

Uniting Care Connections
Eastern Health
Kildonan Strengthening Family Services
Headspace Frankston
YSAS Box Hill
Monash Health
City of Greater Dandenong Family Services
JobCo. Employment Services Inc
Play by the Rules

Pro bono

Paris Financials – Board support

Host schools

Boronia West Primary School
Carrington Primary School
Harkaway Primary School
Highvale Primary School
Kent Park Primary School
Whealers Hill Primary School
Yarra Road Primary School

Partnership

MetaSkill consulting

Consultants

Paris Financial Services- Jacinta Hewer
Lan Wang
Tammy Small

Tertiary institutes/courses

Swinburne Institute Community Services and Mental Health Services
RMIT Youth Services
Box Hill Institute Youth Services, Certificate III Education Support and Community Services
Victoria University
Holmesglen TAFE

Martial arts

Mindfulness in Motion
Melways Fitness
Rumblefish
Seido Karate Bayside
Warrandyte Aikikai
Trans Martial Arts supplies

Administrative support

Felicity Cassell

Donations (Birthday)

Vihra Migios, Sue Southan-Sahin, Peter Sullivan, Trudy Thomson, Sue Watson, Alan Taylor, Jane Weston, Helen Astarte, Patricia Hillard, Bob & Lorri de Boer, Ben & Jo Taylor, Susan Anderson, Sandie Hall, Sunflower 1