

# Annual Report

## 2017-2018



help  
hope  
purpose



# Message from the Board Chair and Chief Executive Officer

This is an exciting time for us at Mind and for people who use our services. Mind has a long and proud history helping people navigate their recovery journey.

This financial year marked 40 years of supporting people with the day to day impacts of mental illness, as well as their families and carers.

Mind is a registered provider of the National Disability Insurance Scheme (NDIS), which is one of the largest reforms in Australia's history and represents a major shift for people with psychosocial disability and the providers that support them. We are embracing the NDIS to reshape many of our community-based service offerings and become an NDIS provider of choice. We recognise the opportunities in the new funding system to continue to help more people through the great work that we do.

We are confident of the way Mind is being re-oriented to meet the challenges of the new system. The transitioning of eligible clients from previous State and Commonwealth funded service systems to the NDIS is one such challenge but we are tailoring our business models and maintaining a keen focus on change management, workforce planning and other strategic considerations to meet the challenges head on.

The transition to the new system and the changes in work practices it entails is also challenging for our workforce. Mind has made a strong commitment to keep and support our existing workforce - our most valuable resource - through this sometimes difficult process of change.

Another major focus for Mind this financial year has been to lay the foundations for our significant and strategic investment in the building of badly needed specialist disability and community housing stock around Australia. The foundations for this important building program have been created in the merger of Mind and The Haven Foundation (formalised on 1 July 2018) and the establishment of a subsidiary company, Home Base Services Limited and we thank everyone involved for their hard work.

In October 2017, we celebrated and reflected on Mind's first 40 years of achievement and the people who made it possible. In 2018, we look forward, secure in the strength of our organisation, and

particularly, in the strength of the skilled and dedicated people who make our organisation what it is.

We remain focused on our promise to the community to provide services that people need for their recovery and to have a better life. Our chief goal unwaveringly remains to help people significantly impacted by mental ill health to achieve the quality of life that most people expect in Australia.

## Farewell Gerry Naughtin

We farewelled Gerry Naughtin in February 2018. During his nine dynamic years as Chief Executive, Gerry and the Board consolidated Mind as a financially healthy entity and set it on its course of continued successful expansion. Gerry's legacy is a resilient organisation confidently meeting the challenges and opportunities of being a customer-centric not-for-profit business in the new NDIS landscape.

Mind thanks Executive Director of Business Services Simon Wrigley whose steady hand ensured that the implementation of our strategic plan continued seamlessly before handing over the reins to our new Chief Executive Officer, Robyn Hunter, whom we welcomed in June 2018. Robyn has come to Mind from Multiple Sclerosis (MS) Limited and brings significant experience in leading large and complex organisations, and in particular, successfully leading MS to achieve its goal of true sustainability in service delivery and financial stability following the enormous changes in the NDIS operating environment.



*Julian Gardner*

Julian Gardner AM  
Chair

*Robyn Hunter*

Robyn Hunter  
Chief Executive Officer

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# New developments to help more people

In the financial year just passed, Mind embraced multiple opportunities to support more people by establishing a diversity of service types and drawing from a variety of funding streams.

Adapting Mind's services to support client needs under the transition to NDIS has been challenging, but we are especially proud of our staff's innovative spirit, combined with strategic guidance from the Board for investment in development of market-leading services.

We opened the first Centre for Mental Health and Wellbeing in Abbotsford; soon followed by centres in Greensborough, Ballarat, and Bendigo in Victoria with other centres to be opened in the next financial year (in Dandenong, Wangaratta and Wodonga in Victoria, Glynde in South Australia and Ipswich in Queensland). The centres supported over 1,000 customers in their first year.

The centres offer a one-stop shop for people to choose services that will help them achieve their goals for a better life. Services available at the centres include support

coordination which assists a person to navigate service offerings from a range of providers; Mind Recovery College™ courses where a person can participate in group learning about mental health recovery; one-to-one sessional coaching and mentoring; and allied health assessments and support. The centre staff can also connect a person to our outreach service and group leisure and recreation activities.

We are transitioning several adult Peer Recovery Community residential services in Victoria into the new NDIS supported independent living model. The first to transition were sites and residents in Preston and Clifton Hill in Melbourne metro, followed by Brunswick and West Brunswick. More sites in Melbourne will transition in the new financial year (including those supporting people with dual disability) and new sites will be established in other regions.

Something we are particularly proud of is that all residents had their NDIS Supported Independent Living quotes approved and were successful in transitioning.

“

“The different activities and the social nature of the Mind Centre really complement the work we do in one on one counselling.”

Kim, Manager, Mind Centre for Mental Health and Wellbeing

”

We continued our expansion in Queensland by being awarded the contracts to manage new step up-step down services in Gladstone and Bundaberg. Work is progressing well with our Hospital and Health Service partners for opening of these sites later in 2018.

Announcements regarding more Mind services in Queensland will follow in the new financial year, with a focus on leveraging its staff expertise in complex care and dual disability.

In March, we celebrated the opening of a new \$4.8 million state-funded Prevention and Recovery Care (PARC) service in Warrnambool in Victoria's far south west, named Ngootyoong, a local Aboriginal word meaning new, fresh, healthy, good and strong. Mind is partnering with SouthWest Healthcare to deliver the PARC's non clinical and support services in the 13 bed centre.



“People who couldn't leave their homes at first are now coming in on a regular basis. They'll come in early before an appointment or activity so they can have a coffee and chat with someone first.”

Linda, Manager, Mind Centre for Mental Health and Wellbeing

”



“Coming here has been the biggest and happiest step of my recovery because it has really given me a chance to get all the parts of my life together.”

Rob, resident of a Mind Supported Independent Living service

”

# Connected and committed to our customers

We are committed to ensuring our services are responsive to people's needs and that we continue to foster the values that connect us so positively with the people we serve.

We acknowledge the contribution of clients, families, carers and our staff and Board members with lived experience in the ongoing process of improving our services. The value of lived experience is demonstrated time and time again. Lived experience drives innovation at Mind. Our engagement with lived experience inspires us to push the boundaries.

We took a moment to distil the fundamentals of what our organisation stands for. We remain true to our core purpose. We focus on personal recovery where an individual builds and sustains a life that is purposeful and meaningful to them. The Mind brand remains highly visible, credible and respected.

In July 2017, our new tagline 'Help, hope and purpose' told Australia the essence and focus of everything we do for people with mental ill-health, their carers, families and friends. Mind's new graphics bring complementary colour, light and positivity to our communication materials.

Our phone-based support and information services - Mind Connect, Carer Helpline, Carer Warm Line and the after-hours line to support the residential services (MOCA) - were consolidated into one customer service centre, which took over 22,000 calls.

To better support our customers' information and service enquiry needs, we also launched the new Mind website, making services easier to find and adding new links and resources to provide people access to more information about our services, about mental health recovery and about support in the NDIS.

We launched an exciting new pilot project with WEstjustice called *Justice In Mind*, to provide one-on-one legal assistance to Mind customers attending our Family and Carers and Day-to-Day Living programs in Williamstown. The pilot is in response to the recognition that mental ill-health can impact a person's ability to seek legal help, and impede their ability to navigate complex legal and bureaucratic systems. It is the first health justice partnership co-located within a community mental health setting in Victoria, and only the second such partnership in Australia.



# Raising awareness of Mind

We want to reach more people through more ways to make them aware of what Mind can offer.

Our new Centres for Mental Health and Wellbeing in NDIS rollout areas in both metropolitan and regional locations are hubs that offer information on how to access the NDIS and support to choose services that will help the person achieve their goals for a better life.

Continuing our efforts to raise awareness of mental health recovery and our services, we have substantially upgraded our digital marketing capability resulting in stronger social media and digital advertising presence. We are reaching more people than ever, and providing better information pathways for people seeking support.

Recognising that with the introduction of the NDIS we need to develop new referral pathways, we are investing in our capacity to reach out to and develop positive relationships with a wide range of potential referrers. In 2018 we appointed a National Sales Director and Marketing Manager to implement our strategy for building referrals.

We are significant contributors to the knowledge base in mental health recovery and community level support services. A number of our staff were accepted as presenters for key conferences including the International Mental Health Conference, VicServ (now Mental Health Victoria) Conference and the International Carers Conference.

Mind has been delighted to collaborate in a project that has gathered the evidence that supports the practice of peer work into a seminal and thought provoking book – *Peer Work in Australia*.

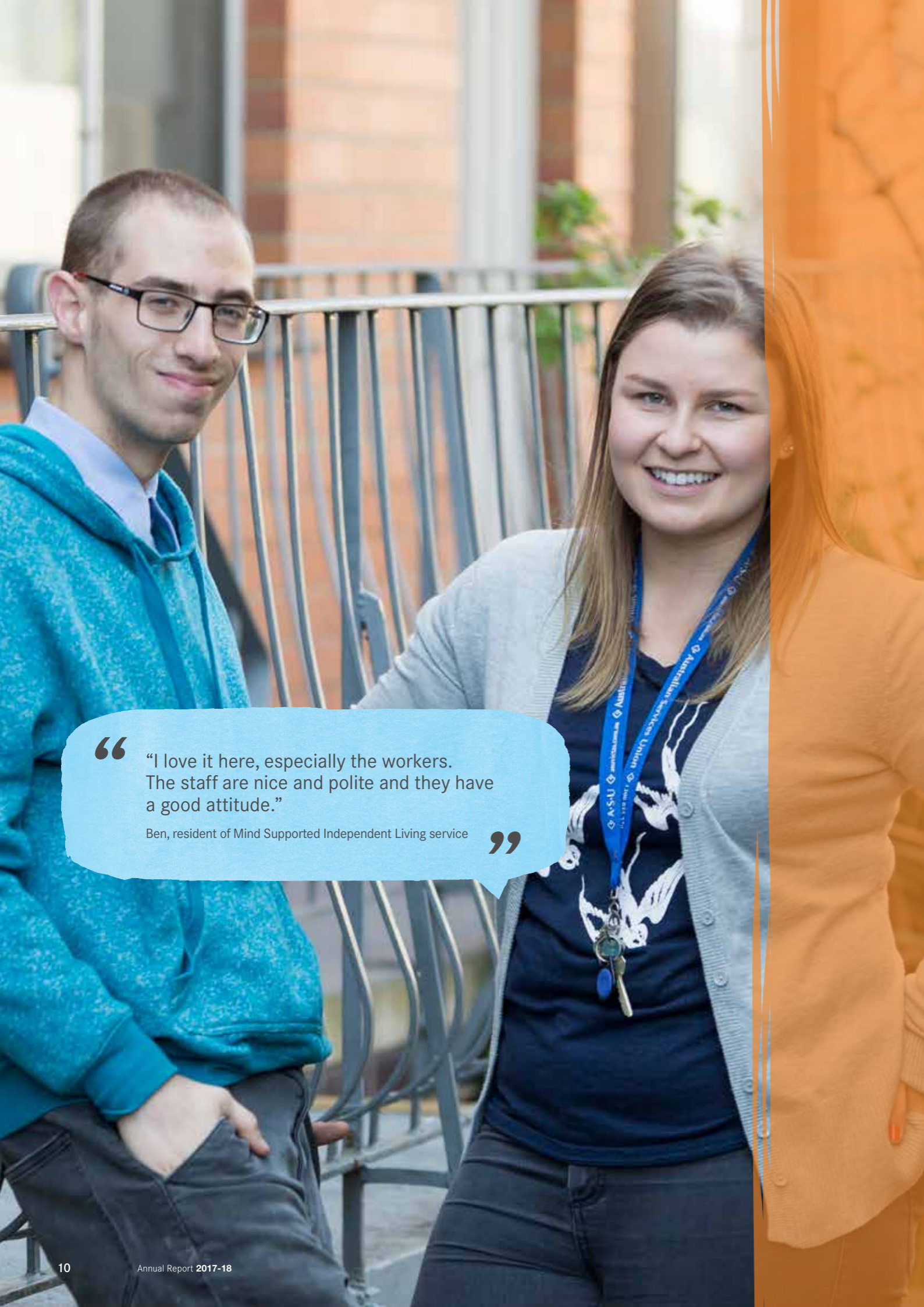
Making sure LGBTQI people are aware of our new service, the Mind Equality Centre is

important as this community is particularly vulnerable to mental illness, suicide and self-harm and dedicated services are scarce. We made ourselves known through our presence at Midsumma Festival and sponsor of the Pride Run, and as sponsor of the Melbourne Queer Film Festival.

“I see people developing the confidence to try new things and really blossoming in the welcoming community here.”

Kim, Counsellor, Mind Centre for Mental Health and Wellbeing





“I love it here, especially the workers. The staff are nice and polite and they have a good attitude.”

Ben, resident of Mind Supported Independent Living service

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# Stronger organisational capacity and service delivery

Mind’s financial strength and Board commitment to invest for future growth means we can deliver the breadth and quality of services people need.

Mind has maintained its recovery focus and has worked to enhance the My Better Life model to support people experiencing mental ill-health to achieve full citizenship. The new alignment of our operational structure into service streams has provided stronger organisational capacity to deliver high quality services in partnership with our clients, families and carers.

The Mind Board committed to a significant and strategic investment strategy to ensure people with mental health issues can access affordable and appropriate housing. Two wholly owned subsidiaries were established to manage our growing portfolio of specialist disability accommodation and community housing properties. Through the launch of subsidiary company Home Base Services and the merger with Haven Foundation (formalised on 1 July 2018), we expect to build homes for many people in the next few years.

This year, Home Base Services purchased two sites in Bendigo, Victoria, as well as sites at Oak Park and Melton South in metropolitan Melbourne, with the build of three and four-bedroom homes to begin in the financial year 2018-19.

Haven Foundation is a community housing organisation for people with enduring mental illness. It has residences in South Yarra and residences in development in Frankston and Geelong.

This financial year Mind underwent the stringent four-yearly accreditation review process. Our high results bear witness to the soundness of our governance, board leadership, policies and practices and the talent, professionalism, heart and commitment of our staff who bring them to fruition.

In March, Mind achieved accreditation in:

- Two national accreditation awards
  - National Standards for Mental Health Services
  - Continuous Quality Improvement – Health and Community Standards
- Two Victorian accreditation awards
  - Government Health and Human Services
  - Victorian Rainbow Tick (for the Mind Equality Centre only)

We are very pleased with our assessment under these awards, with the accreditors noting that Mind met all of the criteria to a very high level.

We are particularly proud to have achieved the Rainbow Tick accreditation for our new Mind Equality Centre in its first year of operation, providing customers and staff assurance that the service provides LGBTQ-inclusive service responsive to this community’s needs. Our goal is to achieve this accreditation across Mind services more broadly in the coming years.

“Training in things like trauma informed practice or family inclusive care right through to understanding the NDIS; it’s all part of the shared value of wanting to work for the best for our clients.”

Edward, Mind Community Mental Health Practitioner

”

# Influence for social change

Issues confronting carers and housing for people with mental ill-health are advocacy priorities for Mind.

Mind's new Research and Advocacy Division quickly secured partners for a push on the lack of secure, affordable housing for people dealing with the impacts of mental ill-health. The partnership of Mind and the Australian Housing and Urban Research Institute (AHURI) established a research fund to conduct a national study (titled Trajectories) on the interrelationships between mental health and housing. The exciting Trajectories research focuses on where systems are failing and could be improved. Mind has received funding from the National Mental Health Commission to help pay for community consultations for this project.

In March, Mind was proud to invite Professor Allan Fels AO, Chair of the National Mental Health Commission (and as of July 2018, a Mind Board member) to officially launch the Mind-commissioned report *The economic cost of informal mental health caring in Australia*, at a Parliamentary Breakfast in Canberra. To deliver maximum impact for the community of mental health carers that we serve, Mind's first national campaign, *Caring Fairly*, has established an impressive coalition of over 20 members.

“Words cannot describe how proud I am working for families and carers at Mind. It has given me an opportunity to use my lived experience of caring to ease the burden for others.”

Liza, Community Mental Health Practitioner,  
Mind Carer Warm Line support service

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# Our performance

## Customers supported

(Note: Due to improvements in the way our systems collect and report on customers, this figure cannot be directly compared with the figure reported last financial year – where an individual who used several services was counted multiple times.)

## Support hours provided

## Bed days

## Calls to the Mind Connect information and advisory helpline

## Calls to the Mind Carer Helpline

## Visitors to the Mind website

## Subscribers to *Mind View* magazine

## Followers on social media (Twitter, Facebook, LinkedIn)

9,008

408,581

112,009

19,175

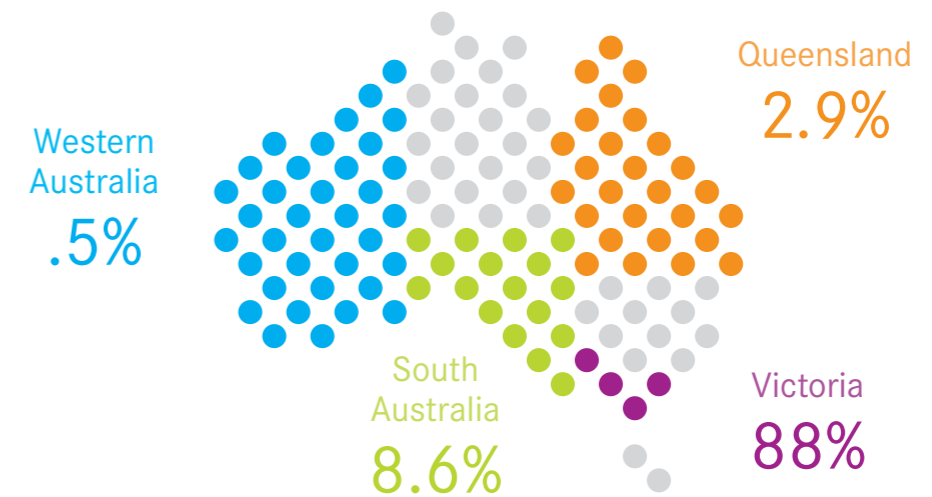
3,020

318,022

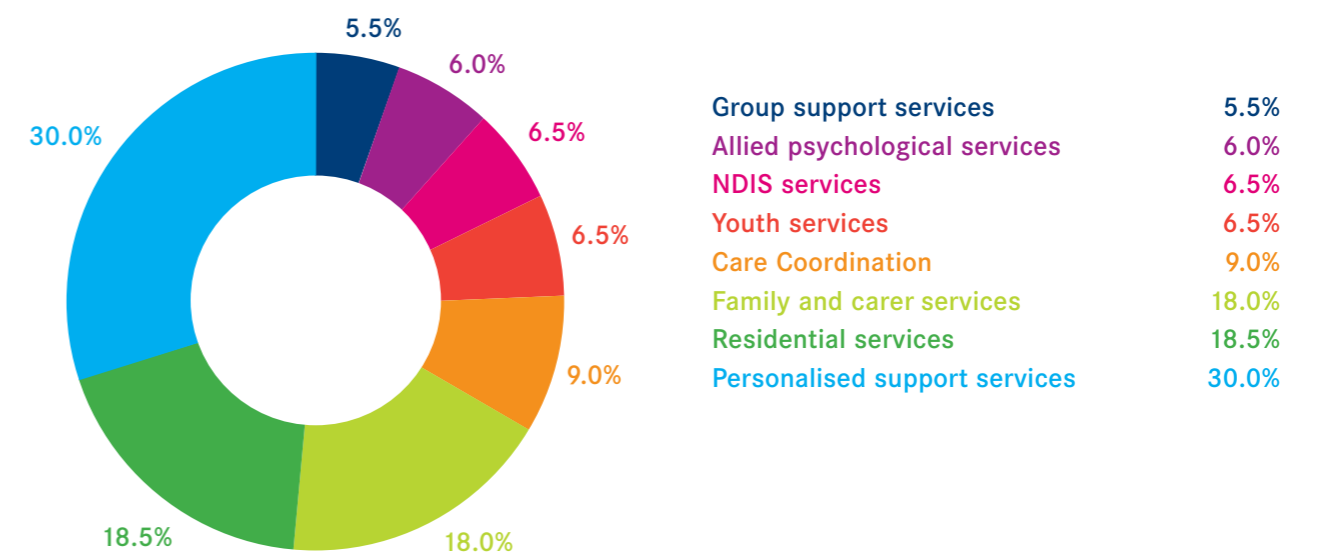
28,626

15,517

## Customers by state



## Customers by service



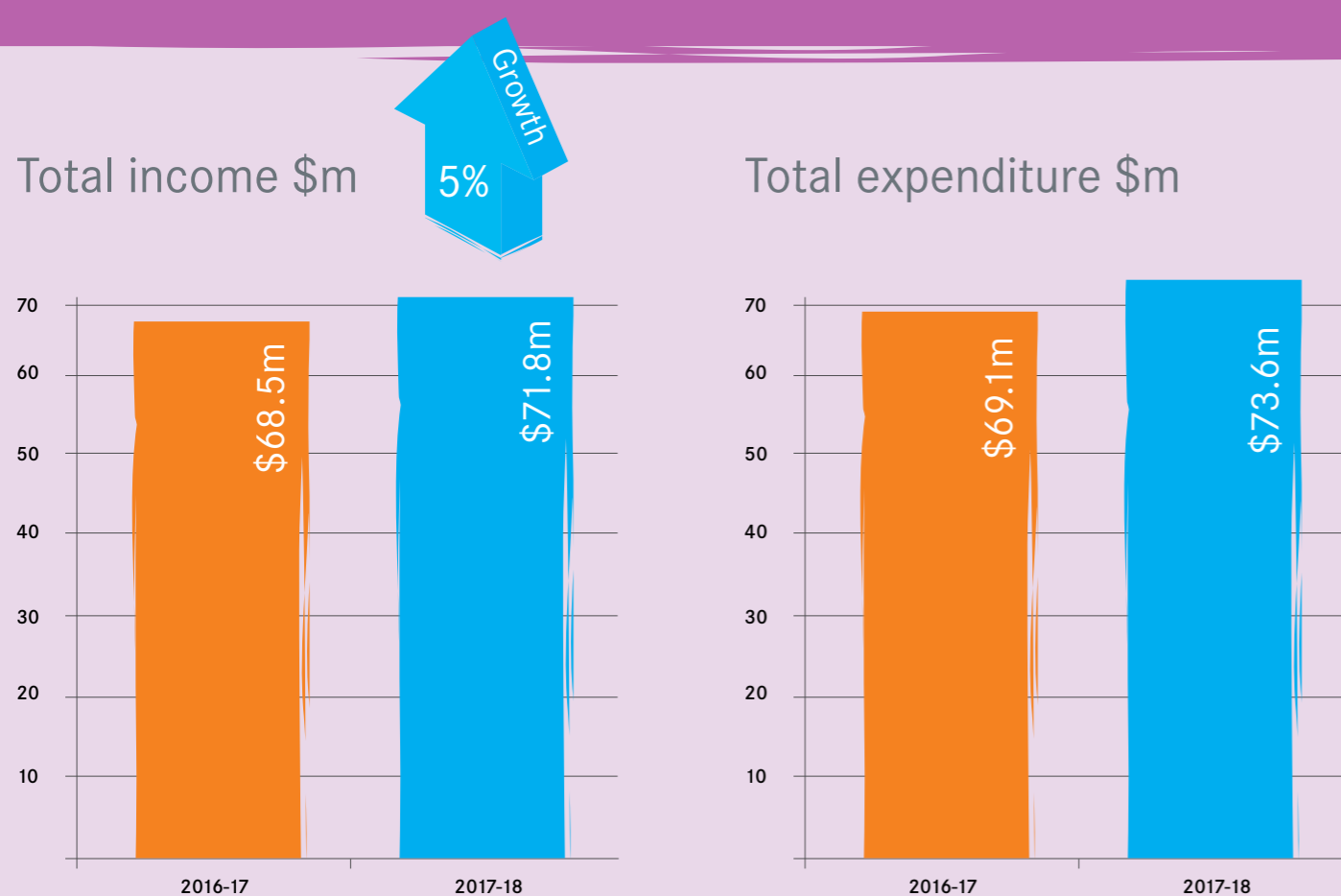


# Our financial performance

Mind continued to perform well in this financial year, the first in the transition from block funding.

Despite recording an underlying deficit this is a great result. Total income increased by five per cent due to further expansion in Queensland and Victoria. The expenditure reflects Mind's significant investment in developing and implementing NDIS service models and related business development plus extensively increasing our commitment to research and advocacy capability.

Mind's focus remained on building sustainability in the longer term.



Audited results:

The following financial information is provided by the Directors of Mind and is extracted from the audited results of Mind for the year ended 30 June 2018. The full financial statement can be found at [www.mindaustralia.org.au](http://www.mindaustralia.org.au)

## Summary income statement

Year ended 30 June 2018	2018	2017
	\$	\$
<b>Revenue from rendering services</b>		
Revenue from operations	70,424,202	66,724,944
Revenue from other sources	1,418,815	1,772,497
Total income	71,843,017	68,497,441
Total expenses	73,560,917	69,142,680
<b>Surplus/(deficit) operations</b>	<b>(1,717,900)</b>	<b>(645,239)</b>
Net gain on revaluation of land and buildings	1,256,250	4,801,267
Net gain/(loss) on revaluation of available for sale assets	84,876	565,867
<b>Surplus/(deficit)</b>	<b>(376,774)</b>	<b>4,721,895</b>

## Extract of balance sheet

Year ended 30 June 2018	2018	2017
	\$	\$
<b>Assets</b>		
Cash and cash equivalents	2,448,045	1,295,875
Property, plant and equipment	18,346,555	25,960,270
Other assets	20,794,600	20,626,484
<b>Total assets</b>	<b>48,345,092</b>	<b>47,882,629</b>
<b>Liabilities</b>		
Trade & other payables	5,014,526	4,496,293
Provisions	5,623,910	5,352,918
Other liabilities	1,405,767	1,355,755
<b>Total liabilities</b>	<b>12,044,203</b>	<b>11,204,966</b>
<b>Net assets</b>	<b>36,300,889</b>	<b>36,677,663</b>

# Our Board



## 1. Julian Gardner AM - Chair

BA, LLB, FIPAAV

**Mind Board committees:** Finance, Audit and Risk Management; Governance; Service, Quality and Risk; Remuneration

**Professional associations:** Law Institute of Victoria, Institute of Public Administration Australia

**Other board roles:** Deputy Chair Alfred Health, Chair, Implementation Taskforce for Voluntary Assisted Dying, Panel Member of the Australian Press Council

Julian has 26 years' experience as Chief Executive Officer of five public sector organisations including the Legal Aid Commission and the Mental Health Review Board. He was Victorian Public Advocate, a position that protects and promotes the rights and interests of people with a disability. In 2015, he was appointed a Member of the Order of Australia for significant service to the community through leadership roles with social welfare, mental health, legal aid and other legal organisations.

## 2. Dr John Farhall - Deputy Chair

BA (Hons), MA (Clinical Psychology), PhD, FAPS

**Mind Board committees:** Service, Quality and Risk; Remuneration

**Professional associations:** The Australian Psychological Society, Australian Association for Cognitive and Behavioural Therapy, Society for Mental Health Research, Association for Contextual Behavioural Science, British Association for Behavioural and Cognitive Therapies

John has extensive experience working, teaching and researching in the mental health field. He is an Associate Professor in Psychology at La Trobe University, a Consultant Clinical Psychologist with North Western Mental Health and a sessional member of the Victorian Civil and Administrative Tribunal. He has served on a range of advisory committees for the Victorian and Commonwealth Governments.

## 3. Jeremy Coggin - Director

Exec MBA, B.Sc.(Architecture), B.Sc. (Computing), MAICD

**Mind Board committees:** Service, Quality and Risk

**Professional associations:** Australian Institute of Company Directors

Jeremy is a business strategist skilled at leading strategy and delivering change which grows businesses. He is a multidisciplinary professional with expertise and qualifications in business, digital, design and facilitation. He has over 18 years of corporate experience in both agency and in-house management, and consulting roles, leading and managing transformation across multichannel value chains. Jeremy's previous positions include delivery head at a boutique digital agency,

senior manager at Deloitte Digital and also board member of family and carers specialist ARAFEMI. Jeremy is currently Business Planning Manager at CPA Australia and also executive board director and treasurer at the national mental health carer advocacy body, Mental Health Carers Australia.

## 4. Judith Earls - Director

LLB (Hons), LLM(MON), Cert Mediation/ Arbitration Univ. of Adelaide

**Mind Board committees:** Finance, Audit and Risk Management

**Other board roles:** Director Emmanuel College Warmambool Foundation Limited

Judith is a former partner of Phillips Fox lawyers and now practices on her own account. She has broad experience as a commercial solicitor with expertise in corporate governance, due diligence, mergers and acquisitions, business and corporate law, commercial contract drafting and estate planning.

## 5. Melissa Field - Director

B.Comm, CA, MBA (Hons)

**Mind Board committees:** Finance, Audit and Risk Management; Remuneration

**Professional associations:** Institute of Chartered Accountants Australia, Australian Institute of Company Directors

**Other board roles:** Surf Coast Shire Audit and Risk Committee, Trimantium Growth Ops Ltd (ASX: TGO), Attra Pty Ltd

Melissa has broad experience as both an executive and advisor in the commercial sector, including as an Executive Director with Ernst & Young. She has particular expertise in finance, accounting and assurance and in planning and implementing strategic change in entrepreneurial organisations.

## 6. Amanda Ford - Director

FCCA, Bach Bus.(Acc), MBA (Marketing major), Grad Cert (HRM), Dip FS (Financial Planning), Diploma Integrated Risk Management

**Mind Board committees:** Finance, Audit and Risk Management; Governance

Amanda is an experienced and broadly skilled senior executive with nearly 30 years' experience in corporate services and business management across a number of sectors including: arts and entertainment; philanthropic foundations; early childhood intervention; disability; child protection, job service network and disability employment services, and most recently, health. A risk management and governance specialist, her focus and proven success is the driving and supporting of change in complex environments. Amanda is currently Chief Financial Officer and Executive Director, Development & Performance at Melbourne Primary Care Network.

## 7. Chris Gibbs - Director

BA, MHA

**Mind Board committees:** Governance; Service, Quality and Risk

**Other board roles:** VATMI Industries, Victorian Centre of Excellence in Eating Disorders, Orygen Research, Australian Centre for Psychiatric Nursing Research, Community Advisory Council North Western Melbourne Primary Health Network

Chris has held leadership roles in the public health sector (Melbourne Health), the Victorian Public Service and the community services sector. Chris was the Director of North Western Mental Health. He has served on a wide range of industry and government advisory committees. He commenced as the inaugural Chief Executive Officer for the Mental Health Professionals Network in 2008.

## 8. Bernie McCormick - Director

**Mind Board committees:** Service, Quality and Risk

**Professional associations:** Member of the Victorian Mental Illness Awareness Council

Bernie has a varied academic background including architecture, environmental engineering and psychology. Bernie has experience in the mental health system as a consumer for the last 29 years. For the last 20 years he has been active in some form of consumer perspective driven role. He has worked as a consumer consultant in two Australian mental health services and as information officer at VMIAC, where he was also the VMIAC newsletter editor for just under 10 years. He has lectured at Universities and TAFE on consumer issues and perspectives and has been a recipient of many services similar to that which Mind provides. In the last few years he has also worked in various roles including the Assessment and Referral Court (ARC) List at the Melbourne Magistrates' Court writing educational insight documents for court staff. Bernie also works as a freelance consumer consultant in other areas of the system such as MHV and NWMH as required and where his experience is sought.



## Our Senior Executive

### 1. Robyn Hunter - Chief Executive Officer

BAppSci (Physio) MBA WCLP 2009 GAICD

Robyn Hunter is the newly appointed Chief Executive Officer at Mind Australia. Robyn has 25 years' experience spanning senior roles in corporate strategy and planning, operational management, project management and delivery, and management and purchasing of health care in the private sector. Robyn was formerly the CEO of Multiple Sclerosis Limited, a position she held since March 2013. Previously, Robyn was Chief Operating Officer at MSL and held senior roles at Medibank Private for a decade. Her earlier career encompassed management of rehabilitation service delivery in the public and private sector and ten years clinical experience as a physiotherapist in Australia and Canada.

### 2. Nicole Artico - Executive Director Business Development

BA (Hons), MBA

Nicole brings to Mind over 13 years' experience working across the government, commercial and not for profit sectors. She began her career working in the Youth Justice division at the Department of Human Services before moving into the not for profit sector. She has held senior management responsibility for community mental health, state based counselling and mediation services in the family law sector, in addition to residential and community based services for some of the state's most vulnerable children and young people. She is driven by her aspiration to make a sustainable difference to the lives of those in need, either through direct service provision, or the development and oversight of efficient, effective business systems. Nicole brings to the role, a background in business development with a proven track record with relationship building and successful growth across market segments. In her role, Nicole will coordinate, execute and drive the Mind brand across Australia and create opportunities for the business to grow.

### 3. Bronwyn Lawman - Executive Director Operations

RGN, RPN, GDCMH, DIPBUS, MNurs

Bronwyn joined Mind in 2015 as Director Clinical Practice and moved into the Executive Director Operations role on 2016. Bronwyn is a credentialed mental health nurse with 25 years' experience in a variety of clinical settings (both general and mental health). For more than a decade prior to joining Mind, Bronwyn worked in management roles in acute mental health, managing crisis and assessment teams, psychiatric triage services and homelessness teams. As the Operations Director for Peninsula Health Mental Health Service, Bronwyn was responsible for overall operations and strategic planning for service delivery in clinical mental health services. Among Bronwyn's areas of special interest are: practice supervision, trauma and LGBTIQ health needs.

### 4. Dr Sarah Pollock - Executive Director Research and Advocacy

BA (Hons), Grad Dip Ed, MBus, PhD

Sarah has worked at the executive level in the social care and mental health sectors for fifteen years. Prior to that, she worked in vocational and higher education in various roles including teaching and learning, education strategy and curriculum development. Sarah combines her strengths in applied research, policy analysis and strategy development with a sound understanding of the operating and business environments of non-government organisations. She is committed to ensuring that we continue to have a strong and vibrant third sector through the delivery of high quality services and advocacy which amplifies the voices and concerns of the people and communities that Mind serves.

### 5. Usha Sivanathan - Director Finance

FCCA, CA, CGMA

Usha is an experienced finance professional who over the past 30 years has chosen to work for not-for-profit organisations and has worked for organisations that provide aged care, nursing, employment and mental health services. Usha is especially passionate about working for an organisation that supports people who face mental health challenges. Usha joined Mind in 2009 as part of the Executive managing the implementation of Mind's strategic direction, change and growth.

### 6. Simon Wrigley - Executive Director Business Services and Company Secretary

B. Bus., MBA, GIA (Cert)

Simon is Mind's Executive Director Business Services and Company Secretary. He has over 25 years' experience in senior executive roles at global financial institutions both in Australia and internationally. As a result, he has developed a strong commercial acumen from holding leadership positions across a variety of business functions including operations, client relationship management, strategic development and business support. Simon's passion is the delivery of high quality services to clients by the business and its team members. Simon is also a Board member of Mental Health Victoria (MHV).

## Board committees

The Board has four committees appointed to undertake specific tasks on its behalf.

### Service, Quality and Risk (SQAR) Committee

The Service, Quality and Risk (SQAR) Committee sets the quality framework for the organisation and oversees quality and service performance and risk.

### Finance, Audit and Risk Management (FARM) Committee

The Finance, Audit and Risk Management (FARM) Committee is responsible for providing advice to the Board on budget setting, investment strategy, financial risk management and monitoring financial performance.

### Governance Committee

The Governance Committee ensures best practice governance including Board performance, Director induction, professional development and succession planning.

### Remuneration Committee

The Remuneration Committee provides effective management of senior management remuneration.

### Risk management attestation statement

I, Julian Gardner, Chair, Mind Australia certify that Mind Australia has risk management processes in place consistent with the **Australian/New Zealand Risk Management Standard (AS/NZS ISO 31000:2009)** and an internal control system is in place that enables the Executive to understand, manage and satisfactorily control risk exposures. The Finance, Audit and Risk Management and Service, Quality and Risk Committees verify this assurance and that the risks of Mind Australia have been critically reviewed within the last 12 months.

Julian Gardner AM - Chair, Mind Australia

# Acknowledgements

The outcomes Mind is able to achieve are only possible because of the commitment, hard work, generosity and efforts of many individuals and organisations. Mind's Board, management and staff wish to acknowledge and thank our many supporters for their contributions over the last 12 months.

## Customers, families, carers and friends

Mind would like to thank the many people it has had the privilege to work with over the past 12 months in supporting them in addressing their mental health and quality of life issues. Many people provide input into Mind's consultative mechanisms and working groups. We thank them for their contributions.

## Volunteers

Thank you to all the people who volunteered to help Mind in its work last year. We truly appreciate their time and commitment.

## Government funders

Mind receives funding for its services from a number of government departments.

### Federal Departments and Agencies:

- Department of Social Services
- Department of Health
- National Disability Insurance Agency

### State Departments and Agencies:

- Department of Health and Human Services (VIC)
- Department of Human Services (SA)
- Department for Health and Wellbeing (SA)
- Department of Health (QLD)
- The Department of Communities, Child Safety and Disability Services (QLD)
- Mental Health Commission (WA)

Mind acknowledges the importance of their funding and expresses its appreciation for their professionalism and collaboration.

## Organisational donors

A number of organisations funded programs in 2017-18. Mind would like to thank the following for their generous support.

- Apco Foundation Pty Ltd
- Australian General Practice Accreditation Limited (AGPAL)
- Bagot Gjergja Foundation
- Banyule City Council
- Carey Baptist Grammar School
- Chappell Dean
- Guthrie Family Charitable Trust
- Ian Potter Foundation
- Lendlease Foundation
- Malcolm Thompson Family Trust
- Marshall Family Foundation
- Naylor-Stewart Ancillary Fund

- Reece Group
- Rubiix Business Accountants
- Schindler Lifts Australia
- Slow Dance Social
- St John's Uniting Church Op Shop
- Synergy Yoga & Pilates
- The Bowmans-Murrungee Giant Pumpkin Festival Committee
- The Renegade Pub Football League Inc.

## Individual (iMind) donors

Thank you to the thousands of iMind donors who generously contributed vital funds to support the work of Mind over the past 12 months.

## Service delivery partners

Mind is grateful for the valued relationships it has with its contracted partners in service delivery.

- Access Housing Australia Limited
- Adelaide PHN
- Anglicare Victoria
- Austin Health
- Bendigo Health
- Beyond Housing
- Cairns and Hinterland Hospital and Health Service
- Central Queensland Hospital and Health Service
- Children's Health Queensland Hospital and Health Service
- Cohealth
- Community Housing
- Darling Downs Hospital and Health Service
- Delta Society Australia Limited
- Eastern Health
- Eastern Melbourne PHN
- Fareshare Australia Inc.
- Flourish
- Gippsland PHN
- Goulburn Valley Primary Care Partnership
- **headspace** National
- **headspace** Swan Hill
- Helping Minds
- Holden St Neighbourhood House Inc.
- Housing Choices Australia
- Life Without Barriers
- Mackay Hospital and Health Service
- Melbourne Health
- Mentis Assist
- Merri Health
- Monash Health
- Murray PHN
- Neami National
- North Western Melbourne PHN
- Northside Clinic (VIC) Pty Ltd
- Orygen, The National Centre of Excellence in Youth Mental Health
- Orygen Youth Health
- Out Doors Inc.

- Peninsula Health
- SANE Australia
- Self Help Addiction Resource Centre
- South Eastern Melbourne PHN
- South West Healthcare
- The Salvation Army Victoria
- Thorn Harbour Health
- Unison Housing
- UnitingCare Wesley Bowden
- UnitingCare Prahran Mission
- Urban Choices Property Ltd
- VincentCare Victoria
- Wellways
- West Moreton Hospital and Health Service
- Western Australia South Metropolitan Health Services - Rockingham
- Western Victoria PHN
- Wide Bay Hospital and Health Service
- Youth Support and Advocacy Service

## Research partners

Mind partners with universities and other research bodies on research in support of our clients:

- Australian Housing and Urban Research Institute (AHURI)
- Melbourne School of Population and Global Health, The University of Melbourne
- School of Health and Social Development, Deakin University
- School of Nursing and Midwifery, University of South Australia
- School of Public Health, University of Queensland

Mind thanks these bodies for their collaboration.

## Advisors

Mind thanks our legal advisor, Maddocks; our auditor, Crowe Horwath; our risk and remuneration advisor, Mercer; and our strategic business advisor, Social Ventures Australia.

## Representative bodies and advocacy partners

Mind gratefully acknowledges the value of its membership of, or partnership with, the following:

- Arafmi QLD
- Australian BPD Foundation
- Australian Council of Social Service
- Brainlink
- Carers Australia
- Carers Victoria
- Carers New South Wales
- Carers ACT
- Carers Tasmania
- Carers Queensland
- Carers Western Australia
- Carers South Australia
- Casey Cardinia Community Legal Service

- Community Mental Health Australia
- Darebin Community Legal Centre
- Eating Disorders Queensland
- Health Justice Australia
- Mental Health Australia
- Mental Health Carers Australia
- Mental Health Carers New South Wales
- Mental Health Carers Tasmania
- Mental Health Coalition of South Australia
- Mental Health Coordinating Council
- Mental Health Victoria
- Mental Illness Fellowship of Australia
- Mental Illness Fellowship of Australia (NT) Inc.
- National Disability Services
- National Mental Health Consumer & Carer Forum
- Northern Community Legal Centre
- Peninsula Community Legal Centre
- Private Mental Health Consumer Carer Network (Australia)

- Skylight
- Tandem Inc.
- Victorian Council of Social Service
- Victorian Mental Illness Awareness Council
- Westjustice
- West Heidelberg Community Legal Service
- Western Australian Association for Mental Health

Mind also partners with many other health, community service and justice organisations in supporting our clients and thanks these organisations and their staff for their assistance.

A special thanks to those who have allowed Mind to use their photos in this publication, and to our long standing communications production partners: Bigwig, M&M Printworks and Direct Mail Management.





Help, hope and purpose

**Mind Connect**

1300 286 463

**Carer Helpline**

1300 554 660

[mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)

[mindaustralia.org.au](http://mindaustralia.org.au)



Mind Central Office | 86-92 Mount Street  
PO Box 592 | Heidelberg VIC 3084

Mind Australia Limited ABN 22 005 063 589