



SPRING 2018

mind View

Pictured: Rob

Getting back on track



Rob says living at a Mind supported independent living residence is bringing him new stability, focus and optimism for the future.

“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.”

Five years ago, Rob started experiencing strange and distressing voices and sensations in his body. As they became progressively more serious, his life became a destabilising merry-go-round of different hospitals, medication, couch surfing and homelessness.

Rob’s situation was so serious he was fast-tracked on the waiting list at a Mind

“Staff here help you get ready to move back into society and function on your own.”

operated residential service and fortunately a place became available two months ago.

“I wanted to come here as it had a very good review - and it is better than I ever imagined.”

Rob’s new home is a share house-style residence. Residents have their own rooms and share a common kitchen, living area and activity areas.

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Dear friends,

Thank you for your interest in the work our organisation does. In my first three months as Chief Executive Officer of Mind I have been very impressed by the organisation's achievements in improving the quality of life of so many people with persistent mental ill-health across Australia. It is a privilege to work for Mind.

Mind's current key priority is transitioning to the new National Disability Insurance Scheme, which changes the way services are funded. We are working hard to ensure that we adapt to the changes and continue to offer high quality services and achieve our goal to help more people.

We are expanding our operations in both location and service type, so that more people in more places have the choice of tailored and flexible support options that are right for them at every point in their life. The significant expansion of our service offerings in Queensland over the next three years is particularly exciting and you can read more about this in this edition of *Mind View*.

The calibre and commitment of our team at the frontline is our greatest asset in supporting people to live lives of hope and purpose. At Mind we are very conscious of our responsibility

to support the people who in turn deliver the services. I have had the exceptional privilege of meeting many of our frontline team members and I have been so impressed by their positivity, their depth of experience and commitment to Mind – and by their kindness in particular.

The relationships that our staff and the people who use our services build are of utmost importance – Rob and Ben's stories in this issue are wonderful examples of how building a relationship that makes someone feel safe, secure and appreciated can lay the foundations for some great transformation and improved quality of life.

Mind has recently launched two landmark projects, both at Parliament House Canberra. In August, Mind and a coalition of carers and over 25 carer organisations launched Caring Fairly, a national campaign to address the employment and educational disadvantages faced by unpaid carers. Despite our launch exactly coinciding with the government's leadership spill, our representatives were encouraged by the attentive and informed response from politicians and policy makers over the next three days of meetings. I encourage you to visit the Caring Fairly website (caringfairly.org.au) to find out more about this important campaign.

You will be hearing a lot more about it in coming months.

In September, the Hon. Minister Greg Hunt MP launched the new book *Peer Work in Australia: a new future for mental health*. Developed by an editorial working group of Mind and Flourish staff, the book is a comprehensive overview of the value and contribution of people with lived experience – peer workers – in mental health recovery support.

It is sure to become a benchmark resource for people involved in the planning and delivery of mental health support services; from policy makers and politicians to peer workers and service managers. Mind Australia and Flourish Australia fully funded the development and publication of this important work and I would like to give a special acknowledgement to Gerry Naughtin who, along with Janet Meagher AM, had the idea to develop this seminal and thought provoking book.

Warm regards,

Robyn Hunter
Chief Executive Officer



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Rob and staff at his Supported Independent Living residence



Artwork 'Hope' by Rob

“We live like a family as opposed to living in flats where you don’t talk to your neighbour. We all talk and get along and we all support each other as a group, which is really good.”

“We all get up around 10:30 in the morning, get something to eat, sometimes we have coffee group where we all get together and discuss what we have done through the week, or I will go and say hello to the staff in the office. I do my chores and go out for a walk every day along the beach.”

Mind’s staff provide the required day to day support, building a relationship and supporting residents in their recovery.

“One of the best things for my recovery has been sticking with the same team of people that you trust and works with you. Staff here help you get ready to move back into everyday life and function on your own - so you have all your basic needs set up like your budgets, your bank accounts, your work and you can look after yourself properly.”

“They help you keep organised with your routines - getting up, keeping your room tidy, cooking meals. We all get together on a Thursday for a shared meal and we all get involved in cooking food for everyone.”

Rob says he also appreciates how caring the staff are and how they check in on how he is going.

“They are really supportive towards individuals and getting their lives back together. They believe that through this support, we can recover from our illness and get better and do things that will help that recovery process as opposed to just getting more medication.”

Rob is looking forward to being able to work again and is considering the different programs Mind has that can help him prepare for getting a job - including one to improve communication skills.

“I’ve got my forklift license, so I’d like to get back into some forklift work. I’ve done

waterproofing and half of a carpentry apprenticeship, so I could go back and finish that when I’m well enough and I would also like to maybe get my RSA or barista course to maybe work in a cafe or local shop or something just to start off with - so I’ve got lots of options.”

Rob’s making his own contribution to the house by helping one of the staff organise community activities and programs for residents; everything from ferry and bike rides, meals at the pub, group drives out to the beach, barbeques and picnics at the park, and in-house movie nights. In the meantime, he is focused on his recovery, building the skills to manage his mental wellbeing.

“I’ll be 32 in September and, having so many difficult experiences in life, I’m learning to make things simple. There was a point in time when I couldn’t get up and do my day-to-day things and now I can very easily. This service is providing a really important part of our recovery - it is giving us a chance to get back to normality.” ■

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Supporting people to live independently

Mind specialises in supporting people with significant mental health issues to live as independently as possible, and with purpose.

The different support options that Mind offers is growing all the time. We have developed a range of services that can be provided and varied to suit a person's changing needs on their recovery journey. We have developed a very high level of expertise and quality service delivery in this area, of which we are very proud.

Today, under the new National Disability Insurance Scheme (NDIS) funding model, this type of service is called Supported Independent Living. These services can be everything from regular visits to help someone who is living at home, to providing around the clock support and supervision to people with higher level needs in a specially designed residence.

There are three categories of NDIS funded Supported Independent Living services:

- lower needs: offering daily support
- standard needs: offering daily support with staff on-site 24/7 (sleepover model)
- higher needs: offering intensive daily support including night-time and specialised behaviour support.

What makes our Supported Independent Living services special?

The key to the success of Mind's Supported Independent Living services is that they are person centred, family inclusive, recovery focused and evidence based.

Person centred means we tailor and adjust our service delivery to the needs of

the person we are supporting – and not the other way round.

Family inclusive means we recognise how important family and friends are in a person's life and in their recovery, so we work hard to engage with families, friends and other carers to involve them in decisions about their loved one's care (with consent from the person being supported). We also have support services for carers and families.

Recovery focused means we help people build and sustain lives that are purposeful to them. At Mind we focus on people's individual strengths, values and preferences rather than just on the presence or absence of mental ill-health.

Our qualified staff are skilled at working in partnership with residents in shared housing. We work with people one-to-one and in group settings.



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Evidence based means we invest in research to ensure that our support services are effective and the best they can be. Importantly, each individual's recovery is monitored and evaluated so we develop an understanding of what works best for each individual person.

Options and flexibility to suit your changing support needs

We provide Supported Independent Living services in a variety of residential settings with varying numbers of residents. This could be a private rental, Specialist Disability Accommodation, a government owned property or even your own home.

Depending on where you live, Mind can also offer specialised behaviour support if it is required. This is specialised assistance and training to support people who have difficulty managing their feelings and behaviours of concern.

Our qualified staff are skilled at working in partnership with residents in shared housing. We work with people one-to-one and in group settings.

We help build personal skills and confidence, while fostering a positive sense of community. We recognise that each person's journey to a better life is best achieved with the support and friendship of others, which is why we focus on creating mutually supportive relationships between residents.

Every resident has their own program of support, depending on what they need in order to be able to live the life they want.

Mind also helps people with short stay breaks (three to seven days) at selected locations and can provide in-home support when family or other live-in-carers are away (generally up to a fortnight).

Helping you achieve your goals

We work with each person on their goals as set out in their NDIS plan. The kinds of support residents typically seek help with include:

- decision making, daily planning and budgeting
- building skills for shopping and cooking for healthy eating
- written communication
- specialised behaviour support
- maintaining a household
- developing and maintaining connections with family and friends.

How do I get started?

For information about any of the services in this article call our customer service centre Mind Connect on 1300 286 463.

Our specialist intake team will ask you a few questions to establish if your needs meet the requirements to access NDIS funded Supported Independent Living. ■



Supporting people with dual disability in Queensland

Mind has opened a head office in Ipswich, to service our rapidly growing delivery of recovery oriented mental health services across Queensland.

With new residential services recently opening in Ipswich, Bundaberg and Gladstone, Mind now operates eight residential services across the state in collaboration with local health services.

The new Step Up Step Down services in Gladstone and Bundaberg bridge the gap between hospital and community for people with significant mental ill-health. Working in partnership with families and carers, these services provide short term stays that support people to strengthen their mental health and their ability to live well in the community.

In Ipswich, our first Queensland Supported Independent Living residence will provide long-term residential support for

people with dual disability and complex psychosocial needs. Ipswich is also home to Queensland's first Mind Centre for Mental Health and Wellbeing, which provides a range of skills building and support services.

"We know there is a service gap in Queensland, especially in dual disability and complex care," explains Nicole Artico, Mind's Executive Director of Business Development. "We have responded by drawing on the expertise of (Queensland State Manager) Denise Cumming, (General Manager Complex Care and Supported Independent Living) Leanne Lilley, and Mind's 20-year history of delivering dual disability support, to establish a Supported Independent Living model and a complex care allied health model for the state."

Expertise in complex care

Mind has established a new complex care team in Queensland, which has the expertise to support people with dual

disability – that is, who have mental ill-health and also one or more cognitive impairments or neurological conditions such as an intellectual disability, an acquired brain injury or autism spectrum disorder.

Our complex care team is multidisciplinary, allowing us to provide a holistic approach. We will support residents in our Supported Independent Living accommodation in Ipswich, Toowoomba, the Brisbane region and the Gold Coast.

"People with complex needs require specialised services that understand their disabilities and the interaction between them, explains Leanne Lilley, "We have skills working with people on forensic orders, treatment orders and people residing in mental health facilities and hospitals – who may not have previously had access to the specialised services and accommodation that can support them to live in the community. The NDIS is making this change possible."



Pictured: Leanne Lilley

Reducing restrictive practices

Earlier this year, Leanne was awarded the inaugural Public Guardian Excellence Award 2018 for excellence in the reduction and/or elimination of the use of restrictive practices by a Non-Government Organisation.

This reflects Leanne's leadership with teams to always ensure a least restrictive approach is taken to manage behaviours of harm to self or others that someone living with an intellectual or cognitive disability may use to communicate their needs. Leanne says it is wonderful to see people have the opportunity to learn different ways to manage their behaviour and to see the changes to their lives when restrictions are reduced or removed because of the work they and their support teams have done together.

Supporting people with dual disability

People who have an intellectual or cognitive disability, acquired brain injury, or autism are much more likely to have psychosocial mental health challenges also. Fortunately, the introduction of the NDIS has allowed for specialised care to support their access to services to support their complex needs.

"It is us truly understanding a client's needs that results in our getting it right," Leanne says. "We use an evidence-based framework to build the observational data so we understand each person's patterns of behaviour and support needs.

We use specialised assessments such as functional behaviour assessment and

“Because we specialise in dual disability we understand how the intellectual disability impacts on the mental illness and vice versa. That's the key to what makes us good.”

develop positive behaviour support plans where restrictive practices are required and approved. We value the person driving the supports they receive and how we can assist them to achieve their goals.

"We always get better results when we work with people to identify their risk and they help us to identify how to best support them to manage it," Leanne says. "The person we support is the centre of their life and we support them to have as much control of their life as possible."

"Because we are specialise in dual disability we understand how the intellectual disability impacts on the mental illness and vice versa. That's the key to what makes us good. We understand the impact of each disability and the interaction between them. As the interplay between them varies, we vary the support we provide accordingly as required."

Staff training makes the difference

"Mind's investment in staff training and its support for staff is unique. We provide

specialised training around the disability so that staff have the knowledge they need to understand the needs of a person requiring complex care and know how to deliver the best service to them.

Staff can receive training in things such as positive behaviour support, trauma and borderline personality disorder, dual disability, intellectual disability, autism spectrum disorder, and acquired brain injuries."

Mind has a multidisciplinary team that takes a whole approach to the person. Our complex care team can provide supports including social workers and psychologists, and is aiming to add occupational therapy and speech and language improvement to its offerings. We can also support clients who choose us as their provider to access the right supports from NDIS.

"Everyone deserves quality of life," Leanne says. "We want to make sure people have an opportunity for a good life, by tailoring the right services for their needs." ■





A place to call home

Ben glides down the driveway and jumps off his bike. He is back from the milk bar and ready for his photo-shoot. He is so friendly and welcoming you would think his life has always been this easy but Ben's life has been full of challenges.

When 20 year old Ben came to one of Mind's Supported Independent Living residences nine months ago, he had been living out of the family home since he was 14. He has a combination of mental health issues that he is learning to manage better with ongoing support.

"Ben's previous housing support worker told us he had been in 40 different types of accommodation in seven years and never more than four to six months in a single place," says Adam Bottomley, the team leader at Ben's residence. "That was everything from living on the streets to cheap hotels to emergency accommodation."

It's hard to imagine everything that happens to a young person with complex mental health issues who is fending for themselves on the street and lacking basic safety and security over such a long period. Not surprisingly, when Ben first came to our supported independent living service he was accustomed to not trusting people and feeling agitated and unsafe.

"When Ben first came here it took a while to gain his trust," Adam says, "The first three or four months were challenging as he was very volatile, but when he began to realise that now he was safe and secure there was a real turn around. It has been absolutely wonderful to see how he has blossomed since then."

Through his NDIS plan, Ben has an individual worker for four or five hours each day, with whom he does a range of activities.

"In the first few months the activities were mainly focused on Ben having things to do through the day, to help prevent him becoming

agitated, but now he is engaged in more constructive skills-building and fulfilling activities," Adam says.

Ben has learned a number of skills already, including techniques to soothe himself when he is in situations he finds stressful.

He also enjoys fixing bikes, playing soccer with the Northern Falcons All Abilities team, going to visit his girlfriend, working in the garden and helping the staff with maintenance around the property.

“

I love it here, especially the workers.

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"I love it here," Ben says, "especially the workers. The staff are nice and polite and they have a good attitude. Everyone who lives here gets along well too. We have community meetings and people are good at listening to each other."

Adam says Ben has received plenty of support and companionship from other residents but he has also shown himself to be a helpful and caring friend to others, something supported independent living is all about.

"Ben is here with us now on a 12-month NDIS plan and he can renew that every year so now he has a place to call home," Adam says. ■

Mind builds specialist disability accommodation



Mind has invested an initial \$3 million to build specialist disability accommodation for people with dual disabilities around Australia, with further investment earmarked in coming years.

We have established a new subsidiary, **Home Base Services Limited**, to build or lease homes to provide housing to people who have significant support needs.

Home Base has already purchased a number of vacant lots of land and construction has commenced on

multiple-bedroom houses around Australia. Home Base has committed to purchasing or constructing properties in Ipswich, Morayfield and Burpengary in Queensland, Bendigo, Melton South and Oak Park in Victoria.

“Australia has a significant housing shortage but it is having the greatest impact on people with disabilities,” explains Simon Wrigley, Mind’s Executive Director of Business Services.

“Our long term aspiration over four years is to build around 25-30 houses. We can

deliver supported independent living from many of these homes and also a range of other services. The homes may also be made available to other service providers supporting people with disabilities.”

Specialist disability accommodation has a number of specific design requirements to meet safety and security considerations. The homes will also provide live-in accommodation for the service provider. Residents in specialist disability accommodation owned by Home Base will be able to exercise choice and control and decide as a group who their supported independent living provider will be.

Specialist disability accommodation has a number of specific design requirements to meet safety and security considerations.

To further enhance its capabilities in providing accommodation for disadvantaged people, Mind has recently merged with **The Haven Foundation Limited**. Haven has a 14 apartment complex in South Yarra, a 20 apartment complex in Frankston and others in the planning stages. All will provide permanent accommodation for people with psychosocial disabilities.

“The plan is for Haven and Home Base to continue to grow over the next five years by purchasing, building or leasing many more properties around Australia. It aligns with our strategic goal of helping more people,” Simon says.

In line with this new expansion, Mind has also advanced its facilities management capabilities to better manage all of Mind’s properties through technology improvements and the expertise of experienced staff. ■

In brief

Caring Fairly launch



Mind and a coalition of carer support organisations have launched a national campaign to raise awareness of the disadvantages unpaid carers face in accessing paid employment and to advocate for better policies to support unpaid carers.

Over 10 per cent of Australians have responsibilities as unpaid carers, which for many makes accessing sustained paid

employment difficult and for young carers often disrupts their school attendance.

The launch at Parliament House in Canberra in August featured a welcome to country by the Hon Linda Burnie and a presentation by the Shadow Minister for Disability and Carers, Senator Coral Brown, who spoke about her own experiences as a carer.

Congratulations to Mind's Manager of Policy and Campaigns, John Foley, and Executive Director of Research and Advocacy, Sarah Pollock, who have done a remarkable job bringing over 25 carer organisations across Australia together for this important campaign.

To learn more about this important campaign visit caringfairly.org.au



Landmark book on peer work launched

A book co-produced by Mind and Flourish Australia is set to become a guiding work on the role of peer work in mental health recovery. Launched last month by the Federal Minister for Health, the Hon Greg Hunt MP, at Parliament House Canberra, the book is a panoramic review of peer work in Australia by foremost consumer rights advocate Janet Meagher AM, Anthony Stratford and Erandathie Jayakody from Mind Australia and Fay Jackson and Tim Fong from Flourish Australia. Other contributors include NDIA mental health advisor Dr Gerry Naughtin and other advocates, service providers, academics, funding agents and policy makers.

Peer support involves training people with lived experience of mental ill-health to support and guide others on their recovery journeys. Mind and Flourish have both pioneered and championed peer support in their recovery practice.

Peer work in Australia is currently being reprinted. Details of where to buy copies will be in the next *Mind View*.



Spring has sprung for family and carers

Our South East Family and Carer Services team's annual Spring barbeque is a great opportunity for people who use Mind services, their carers, families and friends to have a fun day out, share some stories and make new friends.

They couldn't have asked for better weather this year; with sunshine and blue skies all day and plenty of sausages and salads for everyone.

Congratulations and thanks to our brilliant South East team, whose energy and dedication made the day such a success.



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