

Mind Australia's Strategy Plan

2016-2020 summary

Introduction

Mind Australia is a leading non-government provider of mental health and psychosocial disability support services in Australia. Through the relationships we build with our clients, and the practical assistance we offer, we help people to better manage their mental health and improve their wellbeing. We are committed to human rights and self-determination, and the support we offer is guided by people's aspirations for the life they want to lead.

In Australia, there is a growing need to help people in their recovery from mental ill-health with rehabilitation services, as well as provision of ongoing disability support for those living with the impacts of serious and persistent mental health conditions. Many Australians who experience mental health challenges cannot access the treatment and supports they need to feel safe and secure, connected to their community and engaged in meaningful activity. We have a role to play in improving this situation through the delivery of high quality services and through our contribution to innovation in service development and policy. We know that when we work with people, we can make a valued difference to their lives.

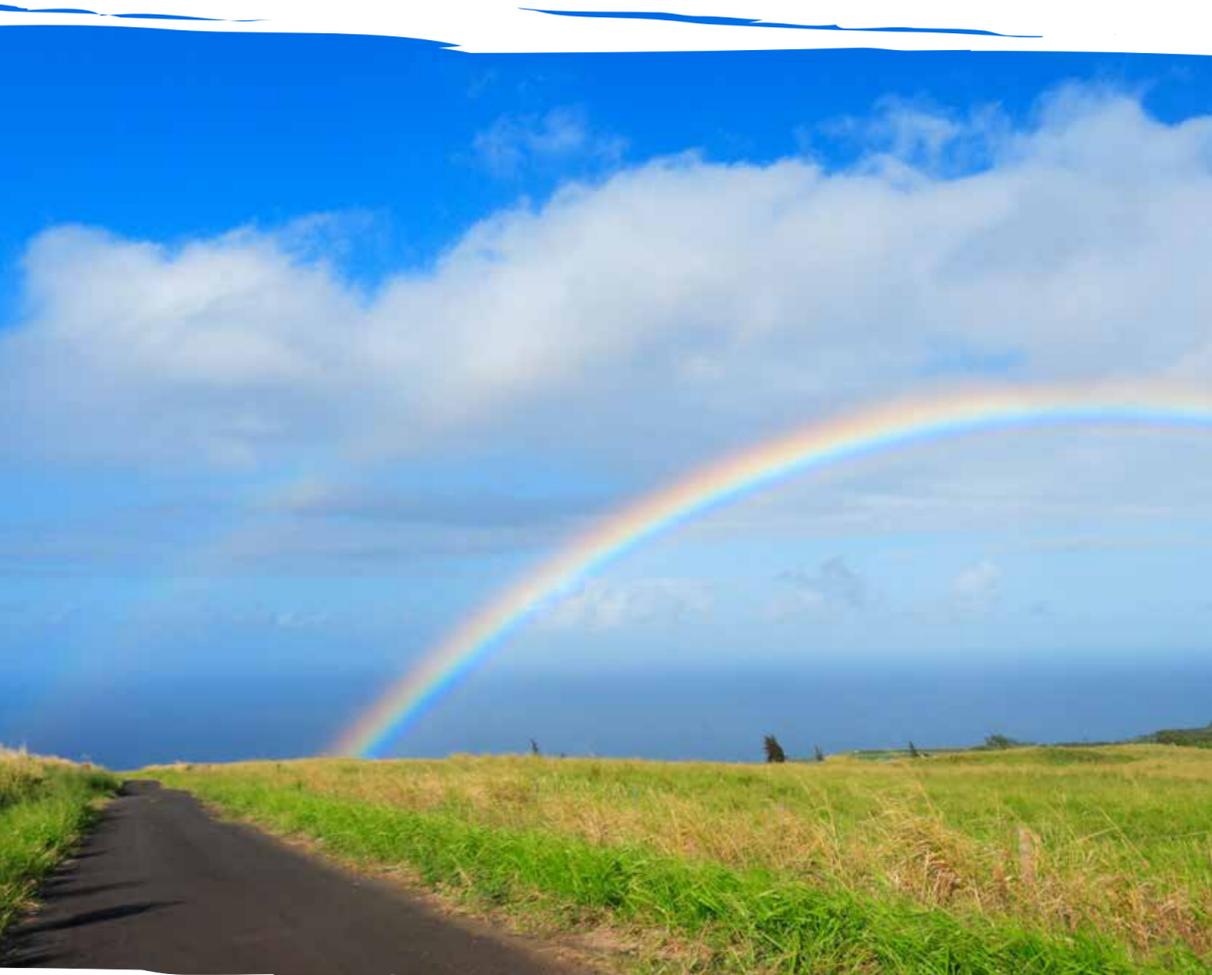
This plan makes clear the part we want to play in helping people lead better lives, and outlines how we intend to do this.

We will offer more services to more people in more places, making sure that we deliver services that people want by involving them in every stage of service planning, design and development. We will make sure that people know about our services so they can get help when, and as soon as, they need it. We will expand our role in research and innovation, and lend our voice to influence for social change and greater inclusion for people who experience mental ill-health.

If our implementation of this plan is successful, in five years we will:

- have customers who are pleased with the help they get from us and value the difference it makes to their lives
- demonstrate our impact on mental health and the quality of people's lives
- be a leading national provider of mental health and psychosocial disability services
- be a strong voice on issues that matter to the people we work with
- have broad brand awareness, so people can easily and quickly access help
- have more ways for people to take part in and support our organisation
- be a sector leader in innovation and service development
- be an employer of choice, with a capable and flexible workforce
- be a robust and financially sustainable organisation.





Purpose

Help people to gain better mental health, and improve the quality of their lives.

Organisational priorities

