



Mind Australia Reflect Reconciliation Action Plan

June 2019 – June 2020





Nancy O'Dwyer is a member of the Stolen Generations who lives on the lands of the Wiradjuri, Wavereoo and Dhudhuroa peoples and is exploring her cultural heritage. Nancy's award winning painting 'New Beginnings' featured in this document represents getting back on your feet. Nancy's work helps tell a story of emotional and spiritual wellbeing, healing from mental health issues and staying strong.



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Message of commitment from our CEO

I am proud to present the Mind Australia Reflect Reconciliation Action Plan (RAP).

Undertaking our first RAP is an important part of our larger strategic vision for mental health services and workplaces that value and affirm the cultures, beliefs, languages and histories of Aboriginal and Torres Strait Islander peoples and communities.

We understand that in committing to and delivering on actions that support reconciliation we will only strengthen our capacity to provide support to communities across Australia and the broader culture and contribution of our organisation.

We recognise that an important aspect of working towards the goals of our RAP will be to commit to cultivating cultural safety for Aboriginal and Torres Strait Islander peoples and communities within our organisation – across our operational systems, governance structures and the environment at large.

We are excited to undertake these important first steps to reconciliation and we look forward to sharing the experiences of our journey over the next 12 months.

We are committed to listening to the voices of Elders and community leaders, expanding our networks and partnerships, better understanding and implementing cultural protocols, exploring new opportunities, ensuring an organisational understanding of the context of history and to committing resources and time to achieving the goals of not only this RAP, but future ones.



Robyn Hunter
Chief Executive Officer
Mind Australia Limited

From our Chair



We are very pleased to bring you the Mind Australia first Reconciliation Action Plan (RAP). Mind is committed to not only achieving positive outcomes for the people and communities we work with, but influencing social change on the issues that are core to our business.

As a mainstream provider of specialist mental health services, we see it as an obligation that we work to offset inequalities that contribute to poorer mental health outcomes for communities across Australia.

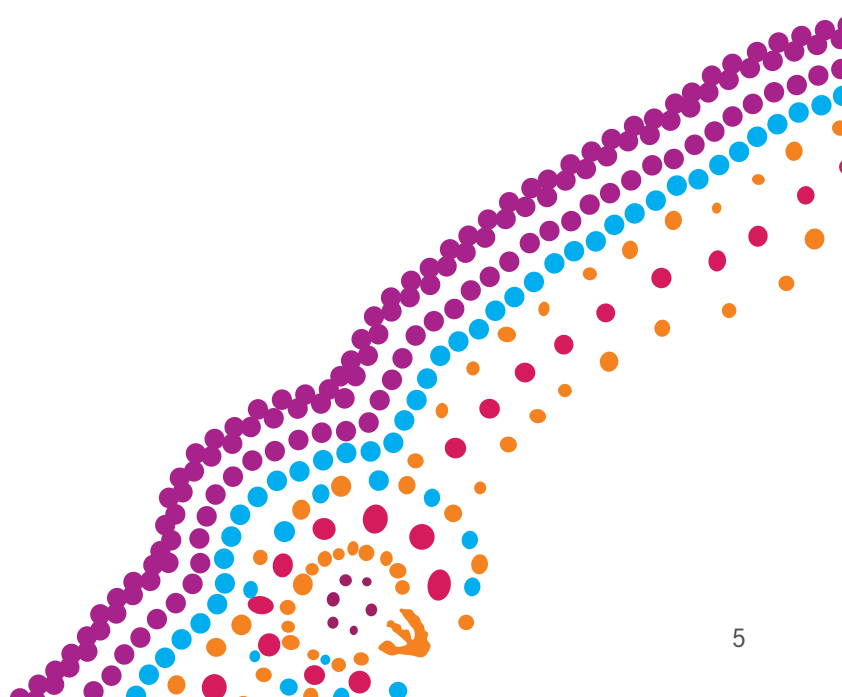
We recognise that work towards reconciliation means we must acknowledge the dispossession of land and waters, cultures and sovereignty on these lands. We recognise that our nation's history and the impacts of colonisation and dispossession impact the lives and experiences of Aboriginal and Torres Strait Islander peoples and communities to this day.

We seek to contribute to meaningful change. We understand that to do this we must cultivate greater awareness and inclusion of Aboriginal and Torres Strait Islander cultures, beliefs, languages and countries into the function and approach of our organisation.

We are grateful to Reconciliation Australia for its support and endorsement. We now take the foundational steps towards what we hope will be part of a longer journey for Mind's contribution to the reconciliation process.

Melissa Field

Chair
Mind Australia Limited





Our organisation

Mind Australia Limited (Mind) is one of Australia's largest community-managed mental health providers, operating in 27 offices across Queensland, South Australia, Victoria and Western Australia with over 900 staff. In Victoria, we have been supporting people dealing with the day-to-day impacts of complex mental illness, as well as their families, friends and carers since 1977.

We provide high quality services, with a reputation for innovation in service development. We are a leader in delivery of a wide range of recovery oriented services to people with complex mental illness and specialised psychosocial disability services including dual disability. We are the largest non-government organisation (NGO) provider in Australia of sub-acute services run in partnership with clinical mental health services. Mind also plays a major role in assisting people to access affordable housing and supporting them to live independently.

We provide a range of specialist services: sub-acute residential recovery care, supported independent living, group education, group recreation, allied health and counselling, one-on-one outreach, complex and behavioural support, family and carer services, and telephone helplines and online forums. We also have an active research program and a dedicated policy advocacy function.

In the 2017-18 financial year, we supported around 8,000 individuals in Victoria alone.

We currently employ six identified Aboriginal and/or Torres Strait Islander staff but increasing these numbers will be a core component of the reconciliation goals we develop.

Our purpose, goals and values



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

Our goals

<p>1. Help more people</p>	<p>2. Be customer focused in everything we do</p>	<p>3. Raise awareness of Mind</p>	<p>4. Secure our future</p>	<p>5. Influence for social change</p>
<p>We will support more individuals and families, in more ways and places, by expanding the services we offer. We will ensure that our services meet people's expressed needs and improve their quality of life.</p>	<p>We will value and utilise people's lived experiences in everything we do. We will deliver responsive and flexible services for people impacted by mental ill-health, and be there when people need us.</p>	<p>We will make people aware of Mind and what we offer. We will improve pathways to support and be a point of connection to people, information, events and ideas.</p>	<p>We will continue to develop an organisation that delivers sustainable, quality services. We will build a contemporary workforce with the skills and flexibility for the future, and invest in the development of effective operating systems.</p>	<p>We will engage with the Mind community to understand their experiences and what helps. We will work with them to strive for social change on issues that matter to them.</p>

Our values

Mind is committed to ensuring that our work and our engagement with people reflect the following values.

<p>1. Hope</p> <p>We value hope, courage and perseverance, knowing that people do recover from their mental health challenges.</p>	<p>2. Creativity and innovation</p> <p>We value the development of new ideas and work practices that continually improve our capacity to provide excellent services.</p>	<p>3. Consumer focus</p> <p>We value clients taking charge of their recovery and giving guidance to Mind in supporting that recovery.</p>	<p>4. Making a difference</p> <p>We are committed to action for social justice, respect for peoples' rights and to fostering the inclusion of Mind clients in community life.</p>	<p>5. Integrity</p> <p>We value honesty and accountability in our relationships with consumers, carers and families, staff and other Mind stakeholders.</p>
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Our RAP

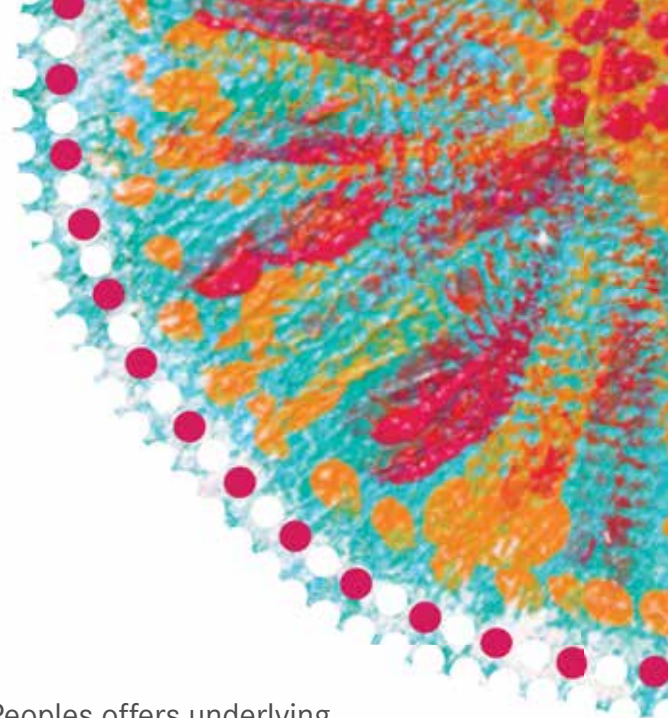


In undertaking our first RAP, we are committed to change across our organisation that will support improved outcomes and experiences for Aboriginal and Torres Strait Islander peoples and communities. We recognise that many Aboriginal and Torres Strait Islander peoples and communities experience disproportionately high rates of mental ill-health, suicide and lower life-expectancy and that these experiences are interrelated with the ongoing impacts of dispossession, colonisation, inter-generational trauma and structural racism.

Our journey to support reconciliation is about seeking substantive changes to improve lives. Our Reflect RAP is designed to ensure that we have the foundations in place to meaningfully contribute to reconciliation, through not only the activities of this RAP but as we scale up and expand our efforts with our RAPs in the future.

To do that we have developed a plan that we believe is achievable within 12 months but also recognises that to contribute to meaningful social change we will need to invest time, resources and a willingness to reflect and adjust how we operate in order to cultivate cultural awareness, safety and humility across operations and governance.





The UN Declaration on the Rights of Indigenous Peoples offers underlying principles of “participation, engagement and consultation” (Davis, 2008) and it is with those principles that we seek to undertake our first steps forwards, guided by a commitment to “justice, democracy, respect for human rights, equality and non-discrimination, good governance and good faith” (AHRC, The Community Guide to the UN Declaration on the Rights of Indigenous Peoples).

Dedicated organisational work on Aboriginal and Torres Strait Islander inclusion at Mind has been undertaken over the last two years by an Aboriginal and Torres Strait Islander Working Group reporting to our Diversity and Inclusion Committee. This group has led the development of culturally appropriate posters and signage across sites, guidelines to Acknowledgement of Country and Welcome to Country protocols, site reviews for inclusive practices and facilitating cultural awareness training for the Board and Executive Group through an Aboriginal provider. This group then put forward the recommendations to our Senior Executive Group that the next steps towards our cultural development as an organisation would be to undertake a RAP.

Our RAP implementation will be supported through a newly formed RAP Working Group. Chaired by our CEO, Robyn Hunter, the Group will seek to have organisational representatives that work in partnership with Aboriginal and/or Torres Strait Islander community representatives, Elders, staff and consumer and carer representatives. We are also seeking to recruit an Aboriginal and/or Torres Strait Islander identified person into a new position of Reconciliation Officer to support the implementation of our RAP.

Partnerships and current activities

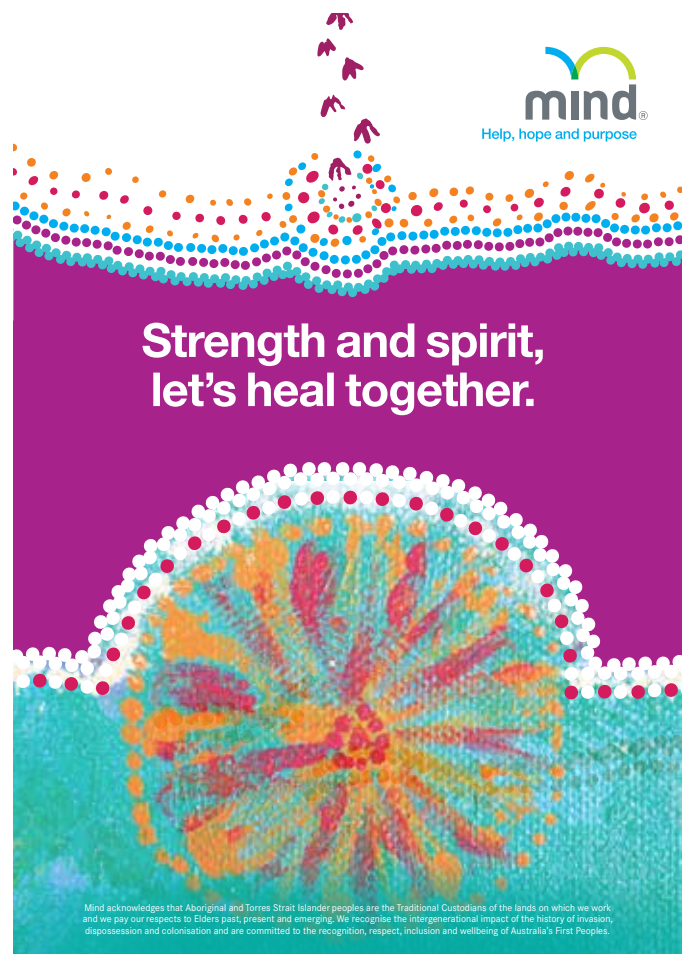
Mind's first steps towards reconciliation have been built around both organisational and local initiatives, focused on building understanding, awareness and connection.

Aboriginal and Torres Strait Islander Working Group

Our Aboriginal and Torres Strait Islander working group has been operating over the last two years developing internal strategies to improve Mind's engagement and recognition of Aboriginal and Torres Strait Islander peoples and communities. Up to three of Mind's Aboriginal staff members have participated in the group at various stages.

Achievements of the group have included:

- Increased promotion of Aboriginal and Torres Strait Islander events and anniversaries and improving education and guidelines for the use of cultural protocols such as Acknowledgement of Country and Welcome to Country.
- An artwork competition to develop a welcome poster for all sites with opportunities for entrants amongst our Aboriginal and Torres Strait Islander consumers and carers. The winning entry by Nancy O'Dwyer is shown and has also provided the artwork for this document.
- A client file audit of culturally appropriate practice and a staff survey to determine where culturally appropriate practices are occurring and where needs remain.
- The Mind Board, Executive and nominated workers from across the organisation undertook a one day cultural competency workshop.



Local services and partnerships

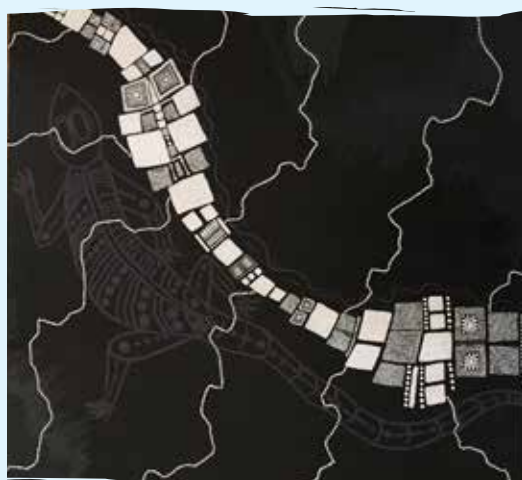


Victoria

Mind Centre for Mental Health and Wellbeing - Wangaratta

The Mind Centre for Mental Health and Wellbeing in Wangaratta has worked in partnership with the Central Hume Primary Care Partnership as part of the Koolin Balit initiative to develop a range of partnership activities with local Aboriginal communities in the region.

- Thargamimba: As a result of strong relationships developed with the local Bangerang Elders, we were gifted the name Thargamimba for our recovery college campus. Thargamimba means to walk the same path. A young local artist provided us with artwork inspired by the name.
- Closing the Gap days: These are quarterly acknowledgements of Close the Gap that focused on cultural art activities including making mosaic flags which are placed at the entry of the centre and painting totem poles for the front entrance. These projects use natural materials to express culture (for example gum leaves, gum nuts, bark).



- Aboriginal weaving Mind Recovery College™ course: Coproduced with a local Aboriginal woman, the weaving course provided a safe place for women to yarn and learn how to weave.
- Firepit yarning: Held monthly in Mansfield.
- Aboriginal Lead Practitioner: Mind's first identified position allowed the opportunity to build a strong relationship and trust within the Aboriginal community.

Maroondah PARC

In partnership with Eastern Health, Mind is the Prevention and Recovery Care (PARC) provider in Maroondah, Victoria. Eastern Health and Mind have worked to build strong connections and partnerships with local custodians Wurundjeri following the Koolin Balit initiative in 2013.

Following a smoking ceremony on-site by Wurundjeri Elder Aunty Joy Murphy in February 2018 and the development of a dedicated cultural space – Bik-Jornung. The service has seen an increase in Aboriginal and Torres Strait Islander consumers.

Aboriginal artwork, community links and stories are available throughout facility. Eastern Health was the winner in the Improving Indigenous Health category at the 2018 Victorian Public Healthcare Awards in recognition of this work.



Ngootyoong - Warrnambool PARC

Ngootyoong is a local Aboriginal word meaning new, fresh, healthy, good and strong and is the name given by local custodians to our PARC in Warrnambool.

The opening ceremony included a Welcome to Country ceremony by Peek Wurrung Elder Uncle Locky Eccles. The PARC works in partnership with Uncle Locky to support Aboriginal 'guests' (consumers).

South East Metro Aboriginal Suicide Prevention and Healing Network (SEMASPAHN)

SEMASPAHN is a community group developed by concerned community members and service providers of Boon Wurrung/Bunurong Wurundjeri Country to assist in addressing the issue of Aboriginal suicide. The group consists of a number of local service providers (including Mind) as well as an increasing number of interested community members and Elders.

The goal of our group is to promote cultural safety, develop and distribute culturally safe service finder cards to community and key agencies, yarn with Elders about Mental Health First Aid, map services and build partnerships in the South East and Frankston areas.



Balit Gulinya ("Strong People")

Mind and Care Connect worked together for two years in partnership with Local Elders to develop and deliver three 10 week therapeutic art and wellbeing programs for the local Aboriginal and Torres Strait Islander communities in Williamstown. Based around innate creativity, storytelling and personal expression, the groups used creative modalities to support physical, mental and emotional wellbeing.

Queensland

Our Queensland team work in informal partnerships with a range of Aboriginal and Torres Strait Islander services and liaison officers to ensure referral, connection, collaboration and shared learning. These include:

Mackay

Mind works in partnership with Aboriginal and Torres Strait Islander Community Health Services Mackay and the Mackay Hospital and Health Service Indigenous Liaison Officer for training, referral and consultation. Working with specialist Aboriginal staff and practitioners has increased awareness of the range of services and supports available, including programs and pathway for LGBTI Aboriginal and Torres Strait Islander people.

Toowoomba

Mind works collaboratively with Carbal Indigenous Medical Service who support consumers who identify as Aboriginal and/or Torres Strait Islander with transport, medical appointments and psychology. A strengthened relationship with the Queensland Health Liaison Officer has enabled important cultural development and awareness opportunities such as Enable training for employees, a consultation process prior to days such as 26 January and the commencement of groups on site which include storytelling, painting, and NAIDOC week activities.

(L - R) Photo of Marcus Pitt – Mackay Health service Indigenous Liaison Officer, Kiran Zunker, Kim Bradley (MHHS) and Gayle Clifford



Townsville Youth Residential Rehabilitation (YRR)

Mind works in collaboration with the Townsville Aboriginal Islander Health Service (TAIHS), Youth Services team. We are in early discussions about developing a Local Partnership Agreement, while also working to build knowledge of accessible language, talking about family and connection to country and ensuring that we understand the family kinship systems and cultural expectations.

Bundaberg

Bundaberg Step Up Step Down had a Marking Ceremony as part of its launch with a local custodian, Mr. Byron Broome, from the Taribelang Bunda People. Pictured below are Mind's Executive and staff with local custodians.



Cairns

Cairns PARC, now referred to as a Step Up Step Down facility, was Mind's first service in Queensland. It opened approximately four years ago and operates in partnership with Cairns and Hinterland HHS. We have established working relationships with a number of programs in Cairns including Wuchopperen Health Service Ltd, Apunipima Health Service, and Mamu (Innisfail Indigenous health service) where we have established two-way referral pathways to access health and wellbeing services. We also have established links with the Queensland Health Indigenous liaison workers.



South Australia

Arkaringa House (SA)

Arkaringa House is run by the Aboriginal Sobriety Group (ASG) and the Exceptional Needs Unit (ENU). This Aboriginal Torres Strait Islander Women's Supported Accommodation residence provides a safe, stable, long term, culturally appropriate facility for female clients with high and complex needs including mental health support. Mind assisted in creating this idea initially in 2014 when we referred a consumer to one of their short term crisis accommodation sites.

Mind and ASG worked in collaboration for three and a half years to provide a high level of case management and support to this client with complex needs. This pilot program was established after it became evident that there was a gap in services for people. This program was developed in conjunction with the ENU to meet the unmet needs of a select cohort of service users - Aboriginal women with a disability with high to complex needs and risks, for whom there is currently no appropriate accommodation or adequate services available.



Our South Australian services also work in informal partnerships with a range of Aboriginal and Torres Strait Islander services to ensure referral, connection and collaboration. These include:

- **Nunkawarrin Yunti**

Mind work with Nunkawarrin Yunti who lead the way in the design and delivery of contemporary culturally based health and social and emotional wellbeing services to build a healthy Aboriginal and Torres Strait Islander community.

- **Kanggawodli - SA Health**

Mind has worked in partnership with Kanggawodli to provide consumers' families safe accommodation whilst in Adelaide from the lands. We have used their Ngangkari to provide culturally appropriate healing and linked with the social work department.

- **Aboriginal Family Clinic, Noarlunga and Minunthi Tapa Inparrityya, Clovelly Park**

Work in partnership to actively support local Aboriginal people to improve their health and the health of their community. The team provides services which are culturally appropriate, accessible and responsive to the needs of Aboriginal and Torres Strait Islander people who live in the Southern region of Adelaide.

Northern Territory and Western Australia



Mind and the Australian Housing and Urban Research Institute have partnered in a national study that will develop a clearer understanding of the relationships between the housing and mental health pathways of people with mental health issues, in order to identify potential points of practical intervention and key issues for system improvement.

As part of the Trajectories research project, we have established partnerships with three Aboriginal organisations in Darwin, one in Alice Springs and one in Port Hedland. Through these partnerships we will work with local Aboriginal leaders to develop ways of working that are culturally safe and reflect local protocols. In some locations, we will employ Aboriginal researchers to facilitate authentic engagement with local communities. The partnerships will also ensure that we can feed back findings from research, so that local organisations can use the research work in their own advocacy and development, and work alongside us in shared endeavours.

Relationships



Action	Deliverable	Timeline	Responsibility
1) Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Develop State based lists of all Aboriginal and Torres Strait Islander stakeholders and organisations located on the countries that we work on with current and potential relationship opportunities identified.	December 2019	Executive Director Operations
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	February 2020	Executive Director Operations
	Explore opportunities to hold yarning circles with local Aboriginal and Torres Strait Islander peoples to explore partnerships in the communities in which we work.	April 2020	Executive Director Operations
2) Build relationships through celebrating National Reconciliation Week (NRW)	Launch Mind RAP during NRW.	June 2019	CEO
	Distribute Reconciliation Australia NRW resources and materials to staff.	May 2020	CEO
	Schedule a coordinated national plan for staff and senior leaders to attend external NRW events.	May 2020	CEO
	RAP Working Group to participate in an external event to recognise and celebrate NRW.	June 2020	CEO
3) Promote reconciliation through our sphere of influence	Provide an electronic copy of Mind's RAP on our website and promote commitments to reconciliation through social media channels.	July 2019	General Manager Marketing and Communications
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	October 2019	CEO
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	December 2019	CEO
	Hold a launch event for our RAP at our Head Office in Heidelberg, VIC and at central sites in SA and QLD.	June 2019	CEO
4) Promote Mind's commitment to reconciliation and the activities of the RAP to all staff.	Develop an intranet page with information about reconciliation and Mind's RAP commitments.	September 2019	General Manager Marketing and Communications
	Develop a reconciliation information package for Executive and Managers with expectations around knowledge and context of Aboriginal and Torres Strait Islander cultures, histories and achievements to guide implementation.	September 2019	General Manager Diversity, Inclusion and Participation
	Develop biannual communications (e.g. webinars) to update staff on the activities and achievements of Mind's RAP.	December 2019	General Manager Marketing and Communications
5) Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	December 2019	General Manager Diversity, Inclusion and Participation
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	April 2020	Executive Director Business Services

Respect



Action	Deliverable	Timeline	Responsibility
6) Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	May 2020	Executive Director Research and Advocacy
	Conduct a review of cultural learning needs within our organisation.	January 2020	General Manager Clinical Practice and Quality
	Commence the development of an organisational wide e-learning program to increase awareness of Aboriginal and Torres Strait Islander cultures, histories and knowledge and rights within our organisation.	March 2020	General Manager Clinical Practice and Quality
	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	March 2020	CEO
	Review Orientation Workshop to ensure information about culturally safe practices and corresponding resources are promoted to all new staff.	March 2020	General Manager Clinical Practice and Quality
	Investigate the development of a 'Mind's Factsheet to working with Aboriginal and Torres Strait Islander peoples and communities to support culturally safe practices and workplaces.	May 2020	General Manager Clinical Practice and Quality
7) Increase the levels of cultural safety within our services through culturally appropriate service delivery models.	Investigate existing models of culturally safe mental health practice for Aboriginal and Torres Strait Islander peoples and communities.	January 2020	Executive Director Operations
	Investigate a process for culturally auditing Mind's model of care and corresponding practice tools and approaches.	March 2020	General Manager Clinical Practice and Quality
	Identify potential adjustments or improvements in the delivery of our mental health services when working with Aboriginal and Torres Strait Islander peoples and communities.	May 2020	Executive Director Operations

Respect



Action	Deliverable	Timeline	Responsibility
8) Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop plaques for entry to sites with Acknowledgement of Country and recognition of Traditional Custodians.	September 2019	General Manager Clinical Practice and Quality
	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	February 2020	Executive Director Operations
	Implement, review and update our cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	April 2020	CEO
	Consult with Wurundjeri Council to explore the potential of developing a Woiwurrung translation of Mind values and/or purpose for display at Central Office.	June 2020	CEO
	Consult with Wurundjeri Council to explore the potential of naming one or more meeting rooms at Central Office with Woiwurrung names.	June 2020	CEO
9) Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Develop a plan for organisational acknowledgement and/or celebration of key events of importance for Aboriginal and Torres Strait Islander people e.g. NRW, Close the Gap Day, January 26th and NAIDOC Week.	September 2019	CEO
	Raise awareness and share information amongst our staff of the meaning of NAIDOC Week.	July 2019	CEO
	Promote NAIDOC Week activities in each State and provisions for staff to attend an event in their area.	July 2019	CEO
	RAP Working Group to participate in an external NAIDOC Week activity.	July 2019	CEO

Opportunities



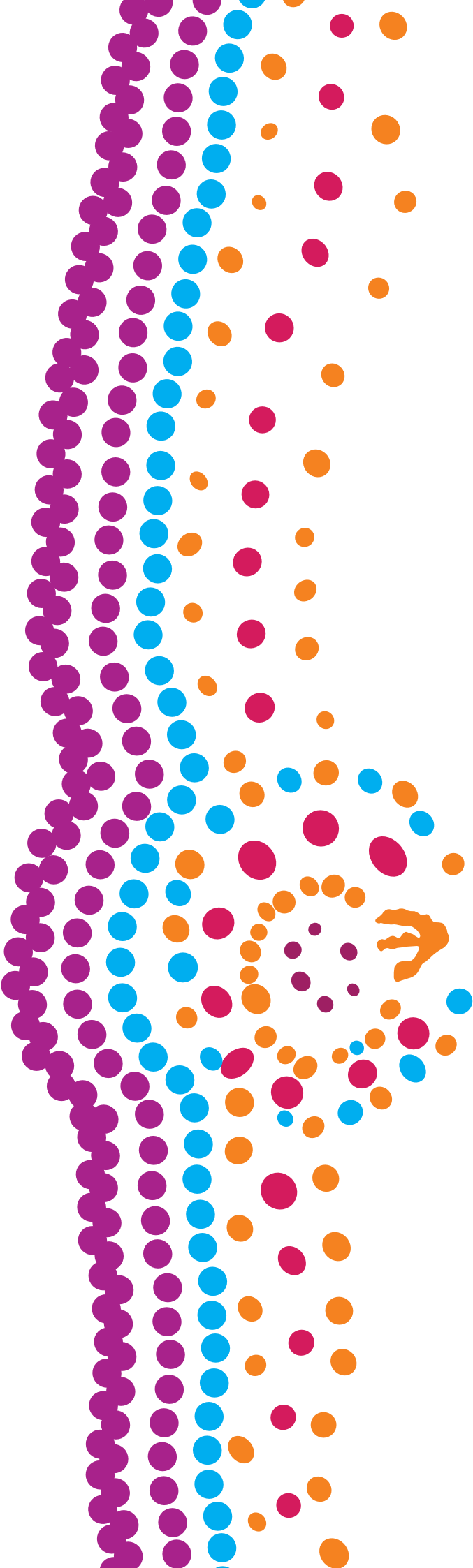
Action	Deliverable	Timeline	Responsibility
10) Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a strategy and value proposition for Aboriginal and Torres Strait Islander employment within our organisation.	February 2020	CEO
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2020	General Manager Human Resources
11) Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	November 2019	Executive Director Business Services
	Investigate Supply Nation membership.	November 2019	Executive Director Business Services
12) Increase partnership work with Aboriginal and Torres Strait Islander organisations to support better mental health outcomes for Aboriginal and Torres Strait Islander peoples and communities.	Undertake partnership mapping to identify potential new partners amongst Aboriginal and Torres Strait Islander communities/organisations/service providers in each of the States in which we work.	February 2020	Executive Director Business Services
	Investigate opportunities to contribute our resources and approach to support better social emotional wellbeing outcomes for Aboriginal and Torres Strait Islander peoples and communities through partnerships with Aboriginal and Torres Strait Islander communities/health organisations/service providers. Any outcomes will be defined by the Aboriginal and Torres Strait Islander partners we are working with.	April 2020	CEO

Governance



Action	Deliverable	Timeline	Responsibility
13) Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	June 2019	CEO
	Draft a Terms of Reference for the RWG.	September 2019	CEO
	Establish Aboriginal and Torres Strait Islander representation on the RWG – with a plan for balanced representation.	August 2019	CEO
14) Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	August 2019	General Manager Diversity, Inclusion and Participation
	Engage senior leaders in the delivery of RAP commitments.	August 2019	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments on a quarterly basis.	September 2019	Executive Director Research and Advocacy
15) Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, 2019 and 2020	General Manager Diversity, Inclusion and Participation
16) Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia’s website* to begin developing our next RAP.	March 2020	General Manager Diversity, Inclusion and Participation

*<https://www.reconciliation.org.au/reconciliation-action-plans/submit-your-rap/>



Mind acknowledges that Aboriginal and Torres Strait Islander peoples are the Traditional Custodians of the lands on which we work and we pay our respects to Elders past, present and emerging. We recognise the intergenerational impact of the history of invasion, dispossession and colonisation and are committed to the recognition, respect, inclusion and wellbeing of Australia's First Peoples.

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds. We are committed to inclusion for all our clients, families and carers, employees and volunteers.

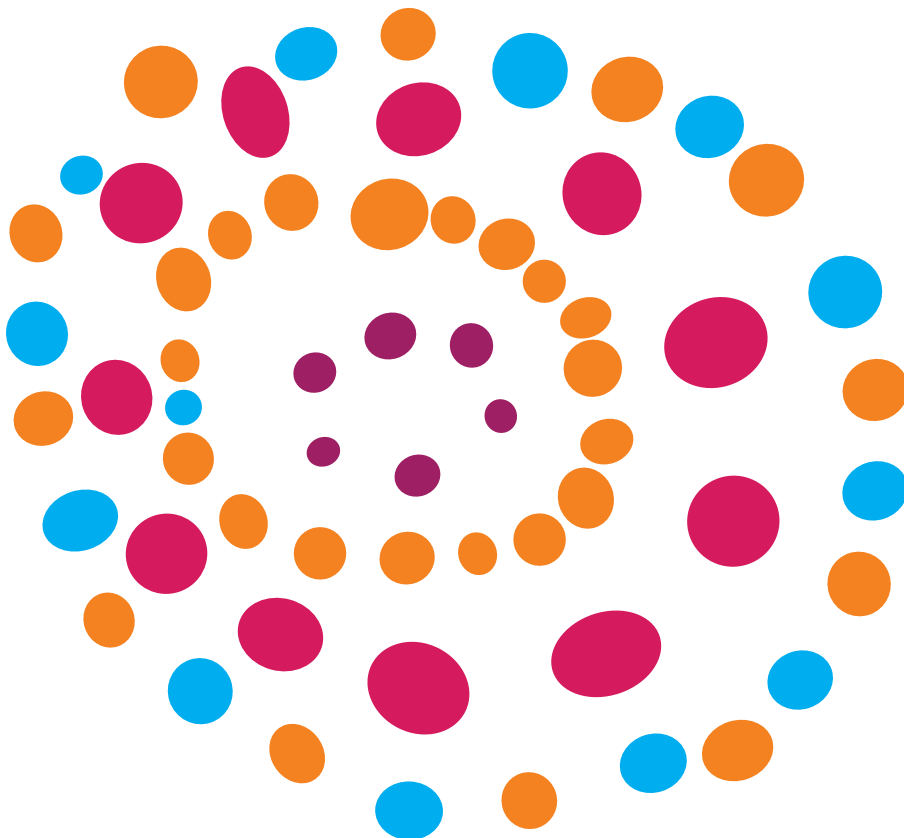


Mind Australia

Mind is one of the country's leading community-managed specialist mental health service providers. We have been supporting people to deal with the effects of mental illness and related disability for over 40 years.

Our approach looks at the whole person, helping them to develop skills to improve the quality of their lives and enhance their sense of self. All our services are shaped by evidence of what works and what our service users and their families tell us they want.

We know that everybody's journey to a life of meaning and purpose is a personal one. That is why we are committed to providing the kind of flexibility that offers genuine choice and control.



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Registered NDIS provider