

# Annual Report

## 2015-2016



# Message from the Chair and Chief Executive

It's with great pleasure we report to you our key achievements and performance of the last 12 months.

This year has been a year of growth, innovation and change – a fitting narrative for an organisation working to make a meaningful impact on the lives of people with mental ill-health. At Mind, we care deeply about the work that we do and are dedicated to the people we support.

Year after year, feedback from our customers shows we are making a difference and this year

we are proud to say is no different. Each and every day we are privileged to support people with mental ill-health and psychosocial disability – and their families and carers – to feel strong and healthy, gain control of their life, build resilience and participate in the community.

While this report looks back at what we've achieved over the past year, it is as much about the future as it is what has passed. 2015-16 was a year of building on what we do well, expanding our services and reach, improving our financial performance and reinvesting funds to help a greater number of people. In February 2016 the Board signed off on our new five-year strategy plan which prioritises our goals of: helping more people, being customer focused in everything that we do, raising awareness of Mind, securing our future and influencing social change.

A significant development has been the consideration of a merger with Open Minds, a leading community mental health service provider in Queensland. The Board and team at Open Minds share a common passion for quality community mental health and disability services.

We are excited by and prepared for the National Disability Insurance Scheme (NDIS), and have established a dedicated NDIS Business Development team. Helping us to fulfil our priority action to reach out and work with under-served communities, we established the Diversity and Inclusion Committee. The committee is driving a lot of work to help improve our service design and cultural sensitivity to groups, including Aboriginal and Torres Strait Islander people/s and culturally and linguistically diverse populations.

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We received recognition from peers and the wider mental health and disability sectors by winning two esteemed awards. The first being the 2015 National Disability Award in the category of Excellence in Choice and Control in Service Delivery. This was a major achievement as we won this from a national field of outstanding nominees. The second recognised the quality and contribution of our research work, led by our Director of Research Dr Lisa Brophy, and earned us the 2015 Tom Trauer Research Award which was presented to us at the 2016 TheMHS conference.

Mind surged forward with the expansion of the Mind Recovery College into South Australia and a further two campuses in regional Victoria (Wangaratta and Bendigo). The Wangaratta campus was named Thargomimba in recognition of the traditional land owners of the site. As the first provider of recovery colleges in Australia, we continue to delight in making this innovative service available to more and more people.

Mind's financial performance remained strong and stable with further expansion in Queensland. We opened two Community Care Units (CCUs) in Toowoomba and Ipswich and two youth residential services in Townsville, filling a crucial service gap in the area. We also successfully won a government tender to open a step up step down sub-acute residential service in Rockingham, Western Australia with the South Metropolitan Health Service, our first in Western Australia.

April 2016 was a highlight in terms of youth services as we proudly opened the doors to our first **headspace** in Greensborough, Victoria. Following nearly two years of lobbying by an advocacy group of over 33 organisations, this was quite the achievement. Since opening, we have had over 100 young people referred to this service and the numbers are growing.

We continued our work to support families and carers, and went on tour to 'bang the drum' for carers – a full-scale, month-long tour of our sites across Australia, promoting carer awareness and launching a suite of materials. Mind co-sponsored and funded through the Carer

Development Fund a major set of guidelines for professional and community organisations on working with carers of people with mental illness. This is a significant piece of work and is being taken up across the country. A new initiative this year was the commencement of our Carer Warmline to proactively reach out and connect regularly with customers' nominated carers and offer them support in their own right.

The Mind Board decided to continue our work with drought-affected communities in South Australia despite the withdrawal of federal funding. This program has attracted large interest, mainly from men and farmers, who – without this crucial funding – would be at higher risk of suicide.

Another foray for Mind is the establishment of our mental health nurse service, funded through the Western Primary Health Network and the Mental Health Nurse Incentive Program (MHNIP). This year we began with services in Geelong, Victoria.

We proudly invested \$1.3 million in social commitments and funded crucial initiatives such as our family and carer services; consumer engagement; key research projects and the continuation of our innovative Mind Recovery College.

This year we were a major sponsor of the 2016 VICSERV conference, and a key presence at the Victorian Mental Illness Awareness Council (VMIAAC) conference where we launched our beautiful video series, *Great Minds*, which tells the individual stories of some inspirational customers, carers and staff.

We offer sincere thanks to all members of the Board who gave generously of their time, skills and experience. It's been a busy year and their support is appreciated and valued. We bid a fond farewell to our former Deputy Chief Executive, Dr Margaret Grigg, who has taken up a new position as the Director of Mental Health at the Victorian Government Department of Health and Human Services and welcome the appointment of Bronwyn Lawman as Executive Director of Operations.

It has been a productive year, and a time to establish our future organisational goals. Our genuine thanks goes out to our incredibly passionate and dedicated staff, volunteers, donors, funders and service partners – all of whom are essential to what we achieve together.

To all our customers, their families and carers thank you for being a part of the Mind community.



A handwritten signature in black ink, appearing to read 'Julian Gardner'.

**Julian Gardner AM**  
Chair



A handwritten signature in black ink, appearing to read 'Gerry Naughtin'.

**Gerry Naughtin**  
Chief Executive

# A new plan for the next five years

In early 2016 the Mind Board approved our *Strategy Plan 2016-2020* to provide strong direction and set out the goals for the organisation over the next five years. The plan was built on in-depth analysis of feedback from our customers and stakeholders and reflects and responds to the changing landscape of mental health and disability services in Australia. This includes changes to funding, the introduction of Primary Health Networks (PHNs) and the National Disability Insurance Scheme (NDIS).

Preparation for the plan has allowed us an important opportunity to self-reflect and ask ourselves, our customers, their families and carers: are we responsive? Is what we are doing working? Will it continue to work in the future? What can we do better?

Photo credit: Justine Sanderson Flickr, 2009



Understanding the answers to these questions informed our strategy plan. The plan is ambitious and sets a five-year timeline for us to achieve our goals of:

1. helping more people
2. being customer focused in everything we do
3. raising awareness of our work
4. securing our future in a changing service delivery environment and
5. influencing social change.

It's been a time of action, time to put in place the structures, services and people needed to take us forward and help people with mental ill-health feel strong, become independent and live a life of their choosing. Two major initiatives that reflect our vision for the future are: the decision to establish a new specialist therapeutic support service for Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) community members, and the development of a major program of advocacy for system reform.

The establishment of PHNs by the Federal Government and their focus on mental health is welcomed by Mind. We already had existing partnerships with a number of the Medicare Locals and are keen to work with their replacement PHNs moving forward. We have also been preparing for the roll-out of the NDIS.

## Our goals

Goal 1	Goal 2	Goal 3	Goal 4	Goal 5
<b>Helping more people</b>	<b>Being customer focused in everything we do</b>	<b>Raising awareness of Mind</b>	<b>Securing our future</b>	<b>Influencing social change</b>
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.	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.	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.	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.	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.

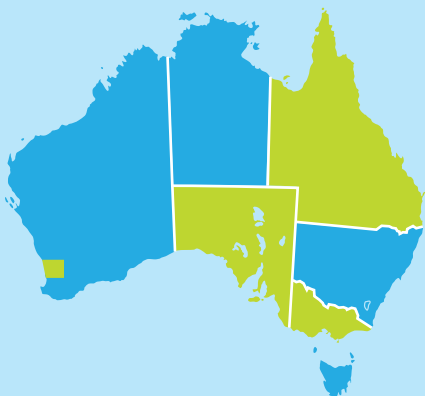


# Helping more people

We have **expanded** our reach in a number of ways; some more obvious, like our geographical expansion into Queensland and Western Australia and some more subtle, like the operational initiatives we put in place to keep up with demand and improve the quality of our services.

Mind proudly supported  
**11,790**  
people through core service provision. A  
**23% increase**  
from last year.

We supported  
an additional  
**1,708** people  
through suicide prevention assistance.



Mind opened two new Community Care Units (CCUs) in Queensland. One in Toowoomba, in partnership with Darling Downs Hospital and Health Service and another in Ipswich, in partnership with West Moreton Hospital and Health Service. Also in Queensland, we opened two youth residential rehabilitation services in Townsville where there is a crucial need for youth programs.

We won a government tender to open a step up step down sub-acute residential service in Rockingham, Western Australia in partnership with the Rockingham Peel Kiwanan Group Mental Health Service and expanded the award-winning Mind Recovery College™ into South Australia and regional Victoria. We also proudly opened the doors to our first **headspace** in Greensborough, Victoria, following nearly two years of lobbying for this service by an advocacy group of over 33 organisations. We provided services to over 100 young people within just the first few months of opening and steady growth continues.

Mind established psychological and mental health nursing services with funding from Access to Allied Psychological Services (ATAPS), the Mental Health Nurse Incentive Program, and Western Victoria PHN. We commenced work on the establishment of a psychological therapy service based on Medicare Benefits Scheme funding.

Another important initiative was the establishment of a suicide prevention program for drought-affected people in rural South Australia. This program was initially funded under federal drought assistance funding. However, when the funding ceased, Mind chose to continue to fund this program for a further year in recognition of its importance.

## Increased family and carer engagement

The organisation's focus on family and carer inclusion has continued over the past twelve months. The Carer Development Fund approved

a number of strategically significant projects including:

1. the development of national guidelines for family and carer inclusion (*A Practical guide for working with carers of people with a mental illness*)
2. the first ever Australian literature review of implications for family and carers when people with psychosocial disability have individualised funding packages
3. commissioning the first ever Australian study on the economic contribution of carers of people with mental ill-health.

Our new Carer Warmline was established to reach out and connect regularly with a client's nominated carer and offer them ongoing support and counselling. Just after the end of financial year we launched a carer resource hub on our website which helps families, friends and carers find the most useful online resources available in the mental health sector.

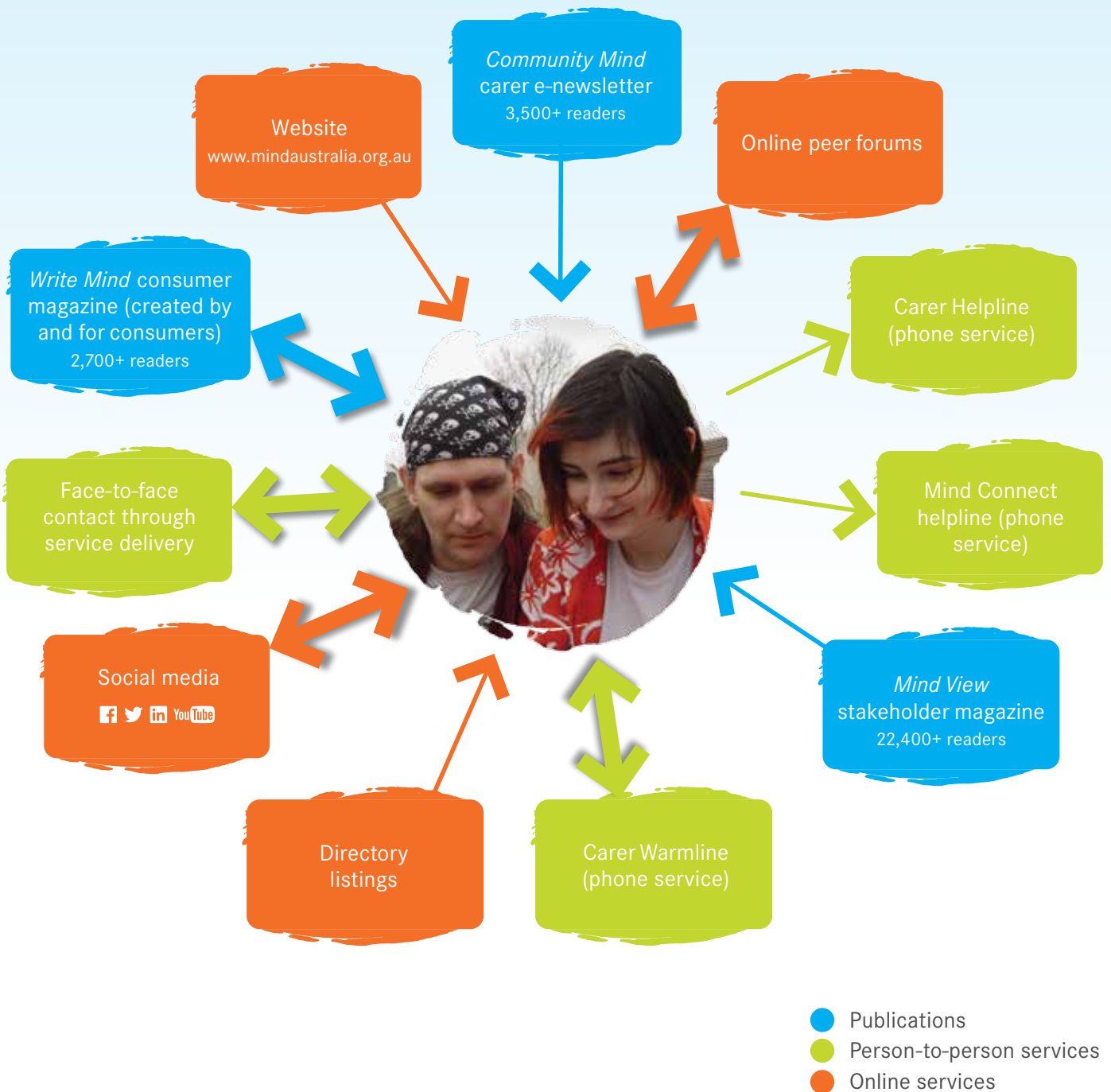
In the last financial year, readership of our monthly carers e-newsletter, *Community Mind*, tripled in size, growing from 1,000 to over 3,500.

## More channels, greater access

We ramped up our digital media engagement this year. We have over 8,500 followers across all our social media channels (Facebook, Twitter, LinkedIn, YouTube) and have consistently been the #1 referring partner (out of 36) involved in the collaborative SANE online peer forums.

We delivered a range of regular and tailored publications to specific groups within our community: customers, carers and our stakeholders. Our publications reach nearly 30,000 people. We also saw a leap in website visitors to 113,268 in the twelve month period and increased our visual presence with our engaging and inspiring *Great Minds* series of videos.

# Our multi-platform dynamic approach to customer engagement



# Our people make the difference

Our people are the heart and soul of Mind, their genuine interest in customer wellbeing and their willingness to work respectfully and engagingly with people is our difference. Our new Workforce Capability Framework sets out the expectations we have for our employees and the competencies that customers and funders can expect of them. Describing the expectations we have of our employees and providing a way to assess performance and potential, better enables us to deliver on our organisational goals.

We are committed to investing in our staff, developing their skills and building leadership. We are also growing our expertise in other areas, for example, we have an increasing number of professional staff in allied health. Expenditure on learning and development increased during the year and there was a continuing focus on management training and up-skilling, which is crucial to quality and sustainability.

Our employment strategy continues to grow a diverse workforce, encouraging the recruitment of staff from culturally and linguistically diverse backgrounds, and those with a lived experience of mental ill-health.

## Incorporating lived experience

The Consumer and Carer Participation team continues to play a significant role at Mind.

In their roles, they consult, listen, respond... they are a crucial aspect in all of the work we do and help keep us attuned to the wants and needs of our carers and consumers. We are passionate about creating a culture where the consumer and carer experience is central to improving service delivery.

As the host of the Centre for Excellence in Peer Work, our peer workforce development and leadership remains strong. We conducted multiple workshops, training and information sessions around peer work and practice, as well as presenting at the 2015 Dialog peer worker conference and the 2016 Victorian Mental Illness Awareness Council consumer workforce conference.

The role of Carer Champion was introduced, whereby staff members volunteer to 'champion' family and carer integrated practice into the



everyday running of Mind. As an organisation we increased the number of carer consultants and family engagement workers on staff, and to ensure that we are 'carer aware' these staff went on a tour of our service sites across the country, promoting our carer-inclusive work and officially launching *Mind's approach to working with family and carers*.





# Recognition and research

## Another year of great results saw our work recognised nationally.

We received recognition from peers and the wider mental health and disability sectors by winning two esteemed awards. The first being the 2015 National Disability Award in the category of Excellence in Choice and Control in Service Delivery. This was a major achievement as we won this from a national field of outstanding nominees. The second recognised the quality and contribution of our research work, led by our Director of Research Dr Lisa Brophy, and earned us the 2015 Tom Trauer Research Award which was presented to us at the 2016 TheMHS conference.

We pride ourselves on the quality and significance of the research we've led and been involved with and are confident that we are actively contributing to the mental health knowledge-base. We conducted a world-first literature review on the impact of individualised funding schemes on families and carers; launched, with partners, the Supported Decision-Making project internet resources (these resources were the culmination of a two year project investigating

the rights, agency and self-determination of people in the mental health system); and conducted an assessment of how well Mind's Peer Recovery Communities are working to support residents' mental health recovery.

In more practical terms, we established a dedicated Peer Practice Coach to develop the peer workforce at Mind and to promote peer practice. We launched *A Practical guide for working with carers of people with a mental illness*, and our Senior Advisor Lived Experience, Anthony Stratford, taught recovery oriented practice as a core subject of the Master of Psychological Medicine/ Master of Psychiatry (Monash and Melbourne Universities).

As part of our investment in research, we commissioned the project *Economic Value of Informal Mental Health Caring in Australia* with the University of Queensland. This vital piece of work is an Australian first, helping build a much needed understanding about the true economic value of the role of carer.

Together with the University of Melbourne, our Director of Research secured a National Health and Medical Research Council (NHMRC) grant for the project: *Building the evidence base for Prevention and Recovery*

*Care services* (PARCs). This is the first major academic study of PARCs. Short-stay sub-acute services (like Prevention and Recovery Care) are one of our areas of expertise, as recognised by the growth in the provision of these services experienced by Mind.

Our investment in research means our practices and modelling are based on the most up to date knowledge and insight; it deepens our understanding of the wants and needs of those we serve, and ensures that customer satisfaction is at the forefront of service delivery.

The most important recognition of all comes directly from those that we serve, as is evident in the results of our 2016 Mind Australia Satisfaction Survey (MASS), which yielded a 93% positive response. This means that an overwhelming majority of our service users are satisfied with the support they received from Mind.

Mind is moving ever-forward, bolstered by our mission to help more people. We feel privileged to have been able to work with all of you, and look forward to continuing to provide much-needed services to our community.

*“The collaborative research partnership between Mind and the University of Melbourne has proven to be extremely successful, and other non-government agencies like Mind have expressed interest in forging similar arrangements. [This work is] making a major contribution to new policy and practice directions that will have a significant impact on people with mental ill-health.”*

**Professor Jane Pirkis**  
Director, Centre for Mental Health  
Melbourne School of Population and Global Health  
University of Melbourne

# Our service performance

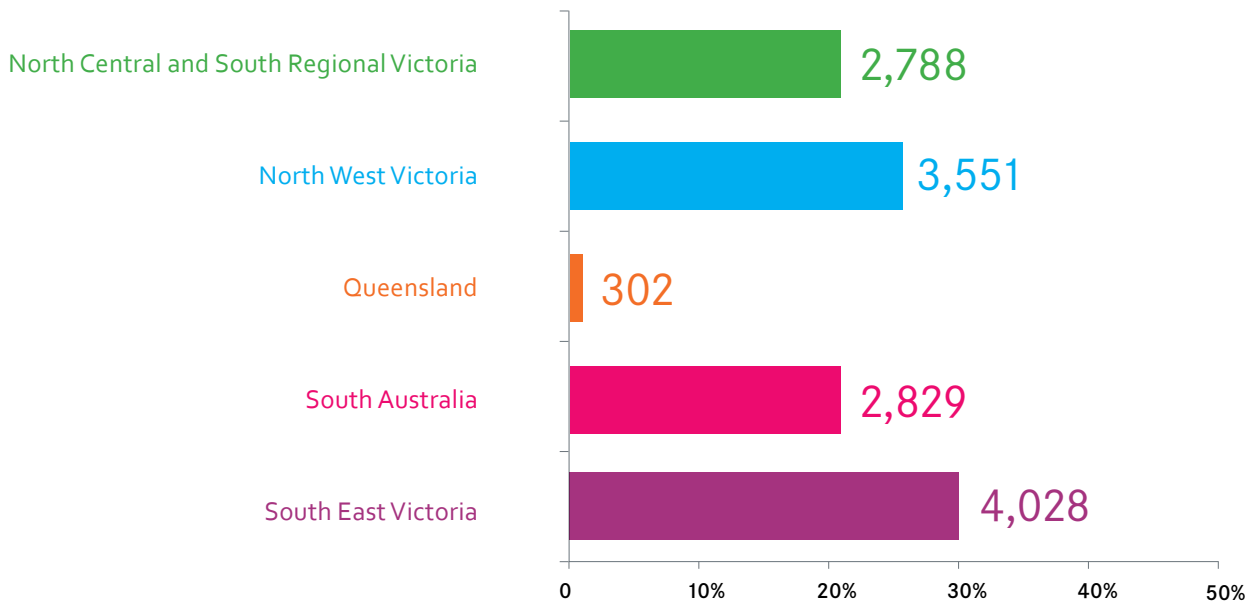
Customers supported	13,498
11,790 through core service provision	
1,708 through suicide prevention assistance	
Support hours provided	410,759
Bed days	96,954
Calls to our Mind Connect information and advisory helpline	11,150
Calls to the Mind Carer Helpline	2,587
Visitors to the Mind website	113,268
Subscribers to publications	28,800
People reached via social media (Twitter, LinkedIn and Facebook)	8,500

## Mind Australia Satisfaction Survey 2016 (MASS)

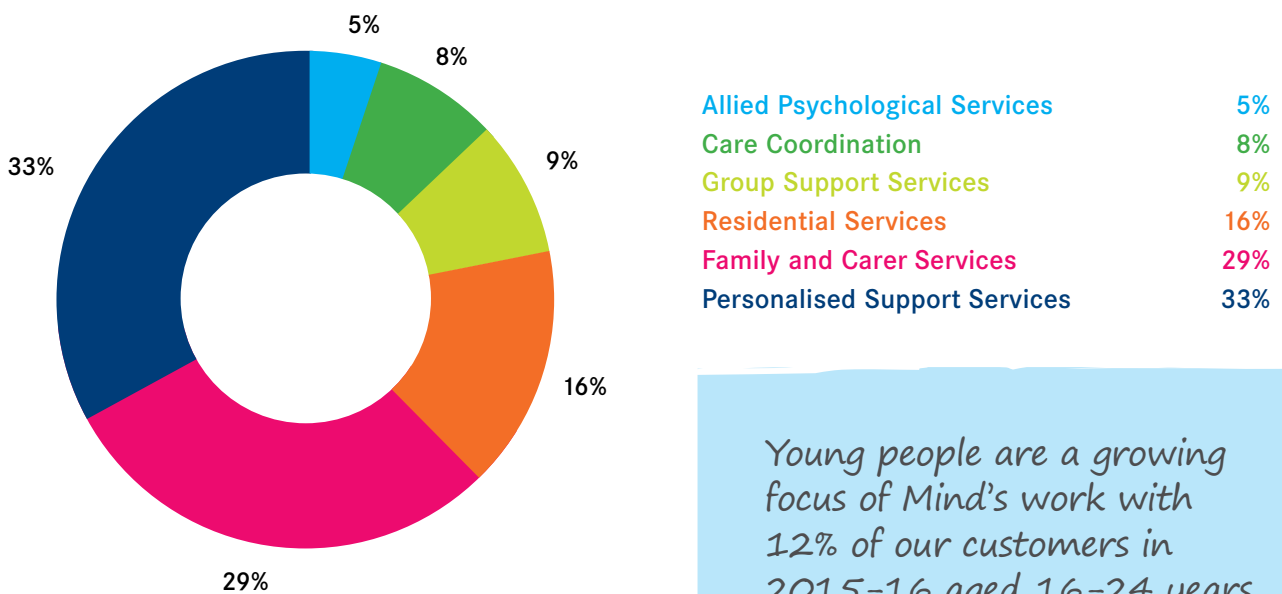
*Mind continued its annual satisfaction survey, with 93% of respondents reporting a positive satisfaction with our services, a 3% increase from last year.*



## Customers by division



## Customers by service



*Young people are a growing focus of Mind's work with 12% of our customers in 2015-16 aged 16-24 years.*



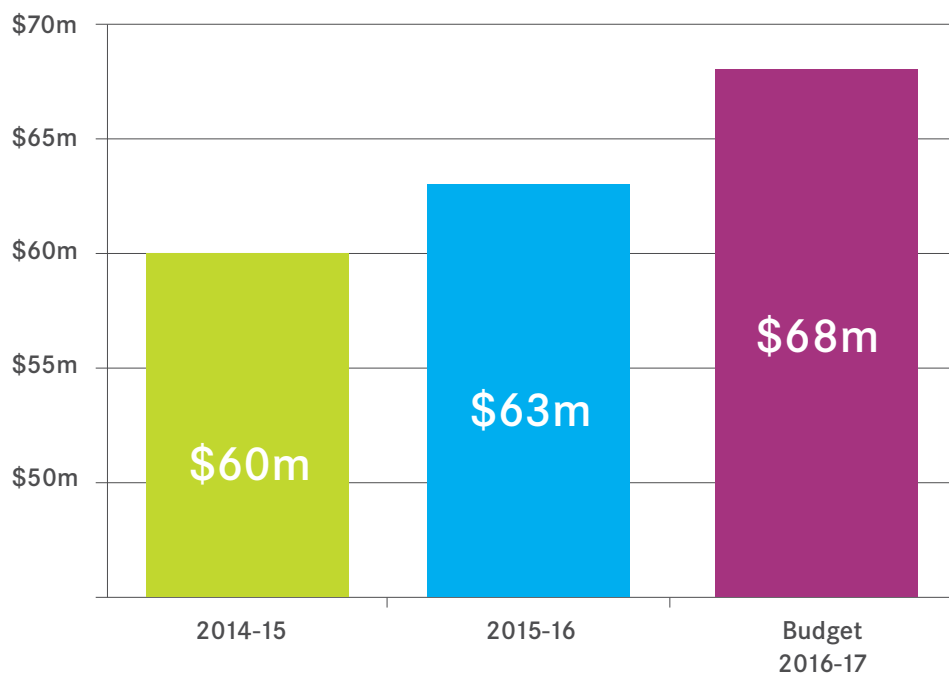
# Our financial performance

*2015-16 was another year of solid financial performance for Mind.*

In 2015-16 we generated:

- A 6% growth in income
- An income of \$62.6 million and expenditure of \$61.4 million
- An operating surplus of \$2.7 million
- \$1.3 million invested in our social commitments such as family and carer services, consumer engagement strategy, key research projects and the continuation of the Mind Recovery College™
- \$1.2 million invested in business capability building
- A net profit of \$1.2 million
- Over \$1 million received from fundraising

Income growth \$m



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 2016. The full financial statement can be found at [www.mindaustralia.org.au](http://www.mindaustralia.org.au).

### Summary income statement

Year ended 30 June 2016	2016	2015
	\$	\$
<b>Revenue from rendering services</b>		
Revenue from operations	60,537,337	56,759,328
Revenue from other sources	2,126,922	2,174,470
Total income	62,664,259	58,933,798
Total expenses	61,452,755	55,646,889
<b>Surplus/(deficit) operations</b>	<b>1,211,504</b>	<b>3,286,909</b>
*Income - mergers and acquisition	-	634,402
Net gain on revaluation of available for sale assets	(161,755)	(80,000)
<b>Surplus/(deficit)</b>	<b>1,049,749</b>	<b>3,841,311</b>

### Extract of balance sheet

Year ended 30 June 2016	2016	2015
	\$	\$
<b>Assets</b>		
Cash and cash equivalents	1,772,218	990,358
Property, plant and equipment	19,642,381	17,792,726
Other assets	21,434,642	22,883,927
<b>Total assets</b>	<b>42,849,241</b>	<b>41,667,011</b>
<b>Liabilities</b>		
Trade & other payables	3,857,685	3,977,129
Provisions	5,086,365	4,570,504
Other liabilities	1,949,423	2,213,359
<b>Total liabilities</b>	<b>10,893,473</b>	<b>10,760,992</b>
<b>Net Assets</b>	<b>31,955,768</b>	<b>30,906,019</b>

\*relates to the transfer of assets as a result of the merger with Typo Station Ltd.

# Our board



Julian Gardner AM



Dr John Farhall



Jeremy Coggin



Judith Earls

## 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 of Alfred Health, Vice-Chair 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.

## Dr John Farhall - Deputy Chair

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

**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 more than 30 years' experience working, teaching and researching in the mental health field. He is an Associate Professor in Psychological Science 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.

## Jeremy Coggin - Director

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

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

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

Jeremy is a business strategist skilled at identifying and delivering change which grows businesses. He is a multidisciplinary professional with expertise and qualifications in business, digital, design and facilitation. He has over 17 years of corporate experience in both agency and in-house management, and consulting roles leading and managing transformation across multi-channel 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.

## Judith Earls - Director

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

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

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.





Melissa Field



Amanda Ford



Chris Gibbs



Bernie McCormick

### 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 Capital Pty Ltd

Melissa has broad experience as both an executive and advisor in the commercial sector, including seven years 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.

### Amanda Ford - Director

FCPA, 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.

### 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 Advisor 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.

### Bernie McCormick - Director

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

**Professional associations:** 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 28 years and the last 19 years in some form of consumer perspective driven role. He has worked as a consumer consultant in two Australian mental health services, as information officer at Victorian Mental Illness Awareness Council (VMIAC), and was 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 a modest but influential role on the Assessment and Referral Court (ARC) List at the Melbourne Magistrates' Court writing education insight documents for court staff. This is the sixth year of Bernie's involvement at board level.

# Our executive

## **Dr Gerry Naughtin - Chief Executive** B.A., B.S.W., PhD.

Gerry Naughtin has been Chief Executive of Mind Australia for the past seven years. He is an experienced human services manager with over 30 years' professional experience in aged care, disability and mental health services. He is a Churchill Fellowship recipient. In his role as a member of the Independent Advisory Council to the National Disability Insurance Agency (NDIA), he contributes to providing advice to Federal, State and Territory Governments and the NDIA on issues for the National Disability Insurance Scheme.

## **Dr Margaret Grigg - Deputy Chief Executive**

Resigned 12 August 2016  
PhD, MS (Health Policy and Administration),  
MBio, BA, RN, RPN

Margaret is an experienced mental health professional with a demonstrated record of success in strategic leadership, operations, policy and program development, and research and evaluation. Prior to her appointment at Mind in 2011, she worked for the Victorian Department of Health as a senior executive. She is a member of the Kyneton District Health Service Board. In March 2016 she was seconded to the Victorian Department of Health and Human services as Director of Mental Health.

## **Bronwyn Lawman - Executive Director Operations**

RGN, RPN, GDCMH, DIPBUS, MNurs  
Started 27 July 2015

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 treatment 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 LGBTI health needs.

## **Simon Wrigley - Executive Director Business Services**

B. Bus.; MBA; GIA (Cert)

Simon has over 25 years' experience in senior executive roles at global financial institutions both locally and internationally and is also a board member of Psychiatric Disability Services of Victoria (VICSERV). His depth of commercial acumen has been developed over his career from holding leadership roles across a broad range of business functions including back-of-house operations, management of sales teams, business development of customer channels and relationship management of corporate client portfolios. Simon's experience in developing new business streams within large organisations brings to Mind strong strategic thinking and commercial awareness. Simon's passion is the delivery of high quality services by the support areas of the organisation so staff can focus on attending to the needs of clients, their families and carers.

## **Nicole Artico - General Manager North West Victoria Division**

Started 4 January 2016

Nicole holds an Honours Degree in Criminal Justice and an Executive MBA from the Melbourne Business School. Nicole brings to Mind over 12 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 where she has held senior management responsibility for state based counselling and mediation services within 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.

## **Ruth Davenport - General Manager Regional Victoria**

Ruth is a credentialed mental health nurse with an Ad. Cert in Systems and Family Therapy. Ruth has extensive experience in the health and community fields that has spanned for more than 35 years, undertaking practitioner and management roles in both the clinical and non-clinical mental health

sectors. Ruth has a passion for developing and maintaining high quality services and systems in rural and regional areas that are responsive to the needs of Mind's clients, their families and carers and in leading and developing staff to enable their full participation within Mind.

## **Janice Hogan - General Manager South Australia and Western Australia Division**

Janice has a Degree in Applied Science Nursing and a Post Graduate Diploma in Mental Health. Over the last 43 years Janice has worked with a broad range of mental health professionals in both the acute and community mental health settings in Australia and the United Kingdom. Janice has been part of Mind's executive for the last four years and has developed strong relationships with key stakeholders across the mental health service network. Janice is driven by her passion for collaboration, consumer participation and positive outcomes, system integration improvement and best practice.

## **Annabelle Kirwan - General Manager People and Business Development**

Annabelle holds a Professional Diploma in Human Resources and is a Fellow of the Australian Institute of Human Resources. Annabelle has worked in the field of counselling and community services and has had more than 20 years' experience as a HR practitioner, practicing in industries as diverse as retail, manufacturing, government and health with a strong governance and risk background. Annabelle is known as a change management and organisational development specialist.

## **Peter Laws - General Manager Information Systems**

Peter holds a Masters in Information System Management. Peter has worked in the not-for-profit, commercial and government sectors for over 30 years. He has a passion for developing and maintaining high quality, innovative information systems and services that assist in the outcomes for clients, their families and carers.

## **Dr Sarah Pollock - Senior Advisor Policy and Strategy**

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

Sarah has worked at the executive level in the social care and mental health sectors for more than

ten years. Prior to that, she held various leadership roles in the vocational and higher education sectors, and has substantial experience in teaching and curriculum development. Sarah brings together strengths in research and evaluation, policy analysis and strategy development. She has a sound understanding of the operating and business environments of NGOs, and applies her conceptual and strategic skills to a broad range of tasks and activities. She has specific expertise in socially inclusive approaches to service development.

### **Glen Prewett - General Manager South East Victoria Division**

Glen has been involved in the management of mental health support provision for over 12 years with prior practitioner experience as a youth worker for the long term unemployed, counsellor and in employment support. He has a Diploma in Management and has been with Mind for over nine years with direct management experience in residential services, personalised services and homelessness services. Glen is passionate about ensuring that service delivery is based on systems and frameworks which ensure accountability for high quality outcomes for all who access them.

### **Frances Sanders - General Manager NDIS Business Development**

Frances was the former Executive Director of ARAFEMI Victoria, and the Eating Disorder Foundation and has held executive roles in the mental health and employment sectors since 1995. Frances holds post graduate qualifications in psychology, change management and training. Having worked in the mental health sector for 20 years, Frances has extensive experience in the development and delivery of mental health, carer and peer service models. Frances has been responsible for leading the Mind Family and Carer Strategy, consumer engagement, tendering and the development of new services.

### **Usha Sivanathan - General Manager Financial Services** FCPA, CGMA

Usha is an experienced finance professional who over the past 25 years has chosen to work for not-for-profit organisations and those 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.

### **Anthony Stratford - Senior Advisor Lived Experience**

Anthony uses his lived experience of mental ill-health and recovery to inform his work and he is passionate that this should inform practice both internally and external of Mind. He is a Visiting Scholar at Yale University School of Medicine in the Department of Psychiatry, and is on the university's Executive Committee for International Lived Experience Leadership Academy. Anthony is also an Honorary Fellow in the School of Population and Global Health at the University of Melbourne, and Expert Advisor to the World Health Organisation, Geneva.

### **Heather Thompson - General Manager Queensland Division**

Heather holds undergraduate qualifications in Welfare, Criminology and a Masters in Social Science – Policy and Management. Heather has over 30 years' experience in homelessness, community care and mental health. Heather is committed to improving service outcomes for consumers and understands the importance of working in partnership and collaboration with a broad range of key stakeholders. She has actively participated in mental health and homelessness sector reform and contributes to a broad range of organisational and sector projects and initiatives.

Mind would also like to thank the following people for their generous contribution:

### **Judy Hamann - Senior Advisor Operations and Practice**

Resigned 28 August 2015

### **Ian Hardisty - General Manager North West Victoria Division**

Resigned 15 January 2016

### **Tania Orr - General Manager Business Development: NDIS**

Started 24 August 2015 – resigned 5 February 2016



Dr Gerry Naughtin



Dr Margaret Grigg



Bronwyn Lawman



Simon Wrigley



Nicole Artico



Ruth Davenport



Janice Hogan



Annabelle Kirwan



Peter Laws



Dr Sarah Pollock



Glen Prewett



Frances Sanders



Usha Sivanathan



Anthony Stratford



Heather Thompson



# Board committees

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



## 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.

## Major supporters

A number of organisations funded programs in 2015-16. Mind would like to thank the following for their generous support.

- Australian Communities Foundation
- Bagot Gjergja Foundation
- Beverley Jackson Foundation
- BHP Billiton
- Fibre Arts Australia
- Guthrie Family Charitable Trust
- Hobsons Bay City Council
- L.E.K Consulting
- Malcolm Thompson Family Trust
- Parks Victoria
- Reece Group
- Taj Bear Foundation
- The Ian Potter Foundation
- Uniting Church Australia - Wangaratta
- Victorian Community Foundation

## iMind donors

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

## Funders and partners

Mind receives funding for its services from a number of government departments including the Federal Department of Health, the Federal Department of Social Services, the Victorian Department of Health and Human Services, the South Australian Department of Health, the South Australian Department for Communities and Social Inclusion, and the Queensland Department of Health. Mind acknowledges the importance of their funding and expresses its appreciation for their professionalism and collaboration. Similarly, Mind is grateful for the valued relationships it has with its contracted partners in service delivery.

## Funding partners in 2015-16:

- Adelaide PHN
- Albury Wodonga Aboriginal Health Service
- Austin Health
- Banyule City Council
- Bendigo Health
- Cairns and Hinterland Hospital and Health Service
- Central Hume PCP
- Children's Health Queensland
- Darling Downs Hospital and Health Service
- Eastern Health
- Eastern Melbourne PHN
- E-focus
- Family Reconciliation Meditation Program
- Flinders University
- Gippsland PHN
- **headspace**
- healthAbility
- Life Without Barriers
- Melbourne Health
- Mental Illness Fellowship SA
- Monash Health
- Mungabareena Aboriginal Corporation
- Murray PHN
- Murrumbidgee PHN
- Neami National
- Northern Area Mental Health Service
- North Eastern PHN
- North Western Melbourne PHN
- Peninsula Health Mental Health Service
- St Vincent's Hospital
- South Eastern Melbourne PHN
- Relationships Australia Victoria
- RMIT University
- The Salvation Army
- The University of Melbourne
- The University of Queensland
- Transport Accident Commission (TAC)
- Rumbalara Aboriginal Cooperative
- Uniting Care Wesley Bowden
- West Moreton Hospital and Health Service
- Western Victoria PHN
- Youth Empowered Towards Independence (YETI)
- Youth Supported Advocacy Service (YSAS)

## Consumers, 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 to take positive steps towards addressing mental health issues.

Many of these 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.

## Partnerships

Mind partners with many health and community service organisations, along with The University of Melbourne, the University of South Australia and the University of Queensland in supporting our clients. Mind thanks these organisations for their collaboration.

## Advisers and commercial suppliers

Mind thanks our legal and audit advisers, Maddocks; and our auditors, Crowe Horwath.

A special thanks to those who have allowed Mind to use their photos in this publication.

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**Carer Helpline**

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