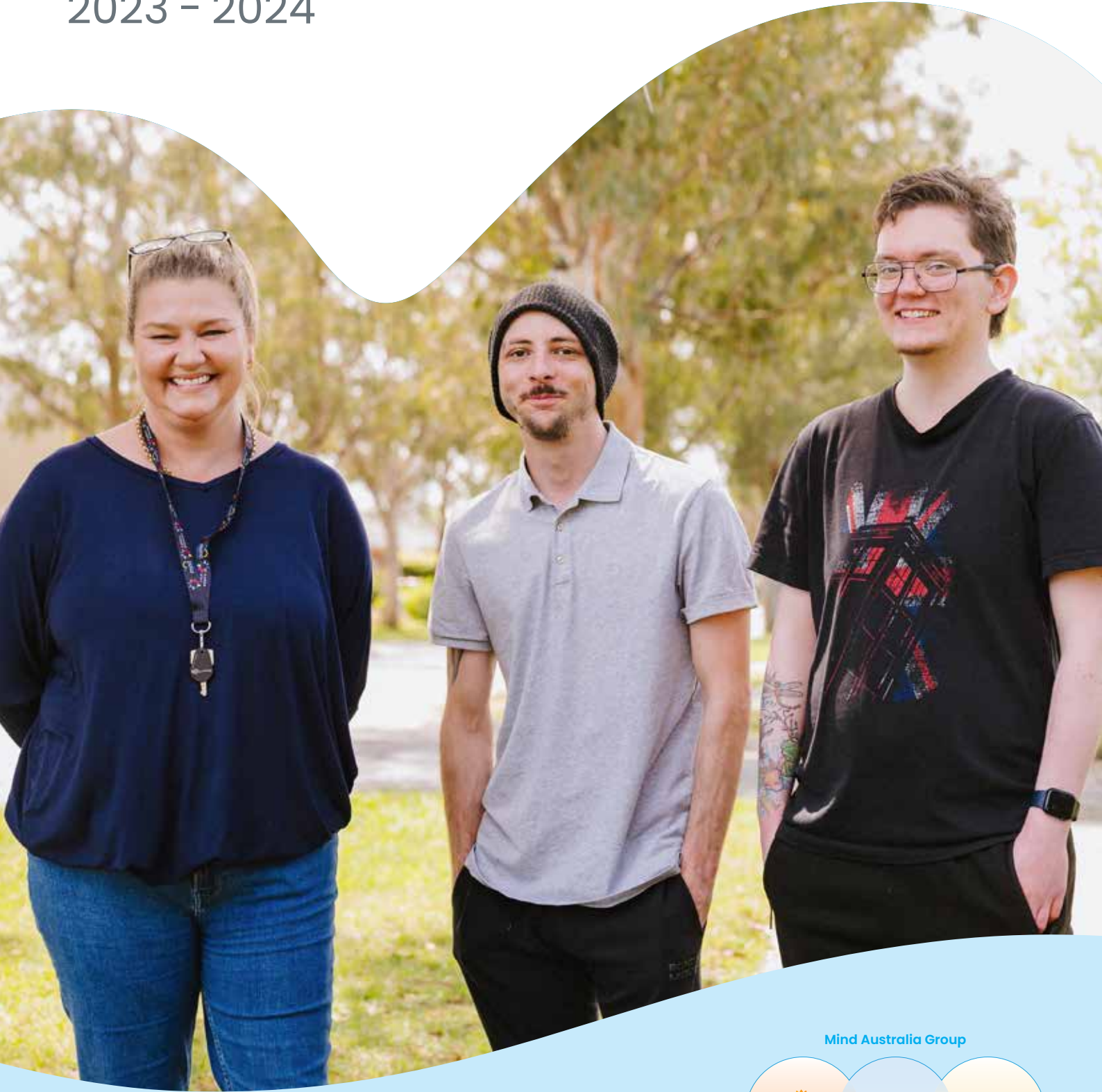


Mind Australia Group Annual Report 2023 - 2024



Mind Australia Group





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Introducing the Mind Australia Group

The merger of Mind Australia and One Door Mental Health is a momentous development for psychosocial support services in Australia.

One Door Mental Health officially became a subsidiary of Mind Australia on 1 January 2024, with both organisations retained as separate legal entities.

Collectively with our subsidiary The Haven Foundation, we are now the national Mind Australia Group. Together, these organisations represent a truly national specialist community mental health provider.

One Door and Mind combine more than 80 years of evidence-based service delivery, research and advocacy. Through this merger, we build on our strengths to offer a full continuum of mental health services, and support more people by expanding their delivery.

We will continue to provide the same high-quality, individualised and person-centred support to the people who access our services, their families and supporters. That support will continue across the Haven Foundation's rapidly expanding building program, providing exceptional housing with support across three states.

Our merger establishes the Mind Group as a leading, national voice on issues that impact people experiencing mental health challenges. Most importantly, we will continue to ensure that lived experience is at the forefront of all our practice, thinking and workforce design. Our expertise in supporting young people also remains a key focus and we are proud of the great outcomes achieved across our broad range of youth services.

This first Mind Australia Group Annual Report showcases the remarkable achievements of the three organisations across this year of transition.

The Haven Foundation has achieved exponential growth of its building program, with four new Haven housing with support residences opening in the 2023-2024 FY and a further two since then. This brings the total in operation at time of publication to 12 and there are many more on the way. It is especially exciting to be progressing the first Haven residences in South Australia and New South Wales.

One Door has delivered a rich range of person centred, recovery focused programs across New South Wales. This includes carer support, support coordination, and community psychosocial programs helping people achieve goals in areas such as financial security, housing, education, employment, social activities and self-care.

Mind Australia continues to provide exceptional residential, centre-based and outreach support services across Victoria, Queensland, South Australia and Western Australia. We have been entrusted to deliver important and innovative new services, including three of Victoria's Mental Health and Wellbeing Locals, two lived experience led Mental Health and Wellbeing Connect centres for families, carers and supporters, and two new Youth Prevention and Recovery Care services.

Mind's newly established Lived Experience division has already achieved significant milestones, as our first Executive Director Lived Experience Katie Larsen details in this report. We are especially proud of the lived expertise thought leadership Mind has demonstrated with the inaugural Stratford Lecture and Scholarship and a series of sector webinars this year.

We warmly welcome our new Board and Executive members and are delighted to be working with One Door's wonderful staff, whose commitment and values so align with our own. We look forward to aligning our purpose-driven ways of working.

Together the Mind Australia Group is consolidating its expertise and stands proudly at the forefront of the major paradigm shift transforming the delivery of mental health support across Australia.



Allan Fels

Prof Allan Fels AO
Board Chair
Mind Australia Group



Gill Callister

Gill Callister PSM
CEO
Mind Australia Group



“One Door and Mind combine more than 80 years of evidence-based service delivery, research and advocacy.”

Our Board



1. Professor Allan Fels AO – Chair BEC., LLB., PhD

Board committees: Finance, Audit and Risk; Governance and Nominations; Culture, People and Remuneration; Program, Practice and Quality and Integration and Transformation, Haven Foundation.

Current and previous positions: Professor, Melbourne, Monash and Oxford University; Former Dean, and current Professor of Government, Australia and New Zealand School of Government (ANZSOG); Former Chairman, Australian Competition and Consumer Commission (ACCC); Former Chairman, National Mental Health Commission (NMHC); Patron, Mental Health Australia; Patron, Mental Health Victoria, former Commissioner, Victorian Royal Commission on Mental Health.

Allan Fels has had a deep interest in mental health for many years and is the father of Isabella who has schizophrenia. He was chairman of the Haven Foundation from its inception until its merger with Mind Australia. He has also played an important role in the national mental health policy in Australia and especially as chairman of the National Mental Health Commission from 2012 to 2018.

2. Professor Anthony Harris AM Co-Deputy Chair MBBS, PhD, FRANZCP

Board committees: Program Practice and Quality; Finance Audit and Risk;

Co-Chair Integration and Transformation
Current and previous positions: Professor of Psychiatry, University of Sydney; Clinical Director, Brain Dynamics Centre, Westmead Institute for Medical Research; Consultant Psychiatrist, Prevention Early Intervention and Recovery Service, Western Sydney Local Health District; Chair, Board of trustees of the Schizophrenia Fellowship of NSW. Past chair of One Door Mental Health.

Anthony Harris has had a long-term interest in severe mental health challenges. This led him into his training as a psychiatrist and later formed the basis of his research. He joined the board of the then Schizophrenia Fellowship of NSW in 1996, to advocate for better services in mental health. Later as Chair he helped guide the organisation into incorporation and later into its merger with Mind Australia.

3. Auswell Chia – Director

Board committees: Finance, Audit and Risk; Integration and Transformation
Current and previous positions: Executive Director One Door Mental Health, Strategy Director at Accenture (current)

Auswell is a seasoned management consultant who partners with C-Suite executives and executive teams across multiple sectors, including banking, wealth management, and asset management. He specialises in reinventing business and operating models through digital transformation, with a focus on creating differentiated customer and employee experiences, sustainable competitive agility, and long-term shareholder value.

4. Jeremy Coggin – Director MBBS, PhD, FRANZCPExec MBA, B.Sc.(Architecture), B.Sc.(Computing), GAICD

Board committees: Finance, Audit and Risk; Committee Chair of Governance and Nominations; Culture, People and Remuneration
Professional associations: Australian Institute of Company Directors
Other Board roles: Haven Foundation, President of Mental Health Carers Australia

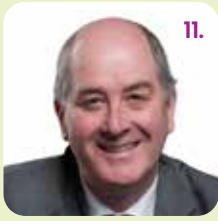
Jeremy is passionate about embedding the voice of consumers, family and carers, and service providers in the design of person-led systems and services. Currently chair of Haven Foundation, president of Mental Health Carers Australia, and head

of brand and marketing for CPA Australia, Jeremy has worked on boards since 2012. He is a strategy, design, and innovation professional with interdisciplinary expertise and over 20 years of corporate and NFP experience.

5. Leilani Darwin – Director

Board committees: Program, Practice and Quality, Haven Foundation
Current and previous positions: Board Co-Chair, YLAB Global; Executive Director, The Black Dog Institute; Chairperson, 13 YARN, Lifeline Australia Indigenous helpline; Co-Chair, The Way Back Aboriginal and Torres Strait Islander Advisory Group, Beyond Blue; Member, National Suicide Monitoring System Expert Advisory Group, National Mental Health Commission; Member, Steering Committee, Australian Institute of Health and Welfare; Member, Indigenous Mental Health and Suicide Prevention Clearinghouse; Member, Lived Experience Advisory Panel, Suicide Prevention Australia; Member, Stigma Project Advisory Group, Queensland Mental Health Commission

Leilani Darwin is a Nunukul Quandamooka woman from Stradbroke Island, based in Meeanjin, Brisbane. Her leadership is deeply rooted in her own lived and living experiences with mental illness and the profound losses of loved ones she has endured. A leader in Australia's mental health sector, Leilani is renowned for her impactful work in suicide prevention and mental health, which led her to establish First Nations Collective Consulting.



6. Teresa Fels – Director

BEd (Hons), LLB, MComm (Hons), MA (Hons Kings College London), Barrister and solicitor of the Supreme Court of Victoria

Board Committees: Finance, Audit and Risk; Committee Chair of Culture, People and Remuneration

Current and previous positions:

Executive Director, Vocational Education, Department Jobs, Skills Industries and Regions; Executive Director, Victorian Department of Treasury and Finance; Competition economist, Ofcom UK and CRA International; lawyer, Freehills; Takeovers Panel, Commonwealth Treasury; director, Hospital Purchasing Victoria.

Teresa has a deep commitment to mental health, an interest that stems from her sister, Isabella, living with mental ill-health. Teresa is an experienced executive leader, with broad experience leading budget, finance and policy reform spanning economic policy, Commonwealth-State relations, social housing, impact investment, health, NDIS, transport and insurance policy. In her current role she heads up Victorian strategy and budget work on Skills and TAFE.

7. Dr Margaret Grigg OAM – Director

PhD, MS (Health Policy & Administration), MBio, BA, RN, RPN MAICD

Board committees: Chair of Program, Practice and Quality Committee; Governance and Nominations and Co-Chair of Integration and Transformation

Margaret was the CEO of the Victorian Institute of Forensic Mental Health (Forensicare) and a non-executive Director on the Boards of Colac Area Health, Parkville Youth Mental Health and Wellbeing Service and HealthShare Victoria. She is Chair of the Council of the

Victorian Institute of Forensic Medicine. Margaret's previous roles have included Chief Operating Officer at Mind Australia, Executive Director of Health Service Policy and Commissioning and Director of Mental Health with the Victorian Department of Health.

8. Erandathie Jayakody – Director

BComm, LLB

Board committees: Governance and Nominations; Culture, People and Remuneration

Other board roles: Co-Chair Independent Governance Board The ALIVE National Centre for Mental Health Research, Advisory Member Australian Mental Health Prize, Assistant Director Strategic Advice Mental Health NDIA

Erandathie advocates for mental health services that recognise the most basic human desire to have control of one's own life and future, and services built on the belief people living with mental health conditions have the ability and autonomy to achieve that. Erandathie has experienced first-hand the power of peer support. She is the co-editor of the book 'Peer Workforce in Australia: a new future for Mental Health.'

9. Angela MacMillan – Director

Board committees: Governance and Nominations; Culture People and Remuneration

Angela is the Customer Advocate of a major Australian bank with a mandate to address and prevent poor customer outcomes. Angela is passionate about advocating for people in vulnerable circumstances, in particular First Nations communities and people who identify as LGBTQIA+. Angela is a vocal supporter of other significant community issues such as mental health and domestic and family violence. Angela has a strong background in advocacy, strategic development, and organisational governance.

10. Dr Bernie Mullin – Director

MBChB, PhD, FAFPHM

Board committees: Program, Practice and Quality

Bernie is an experienced health sector manager and Public Health Physician, who has had diverse roles in public health, consulting and implementing evidence based health programs. She and her partner are active carers, providing person-centred services for their daughter who is living with schizophrenia, with the support of a visionary, wrap-around multidisciplinary team including peer support workers.

11. Richard Wynne – Director

Richard spent over 12 years as the Victorian Minister for Planning and Housing, initiating significant changes to Victoria's housing sector, including the Big Housing Build. He previously held Ministerial portfolios including Local Government, Aboriginal Affairs and Multicultural Affairs. Richard is a former Lord Mayor of Melbourne and Melbourne City Council member. He started his career as a social worker working in Flemington's public housing towers for seven years.

Our Executive



1. Gill Callister PSM • She/Her Chief Executive Officer

Gill joined Mind in July 2020, continuing a long involvement in the provision of mental health policy and services. Previously an Associate Dean and Vice President at the Australia and New Zealand School of Government (ANZSOG) in 2019- 20, Gill served as Secretary of the Department of Human Services and The Department of Education and Training (Victoria) from 2009 to 2018 – following senior roles in the Victorian Public Service and a decade in the community sector.

Gill is a member of the Victorian Collaborative Centre for Mental Health and Wellbeing Board, holds an Adjunct Professor role at Monash University and received a Sir James Wolfensohn Public Service Scholarship to attend Harvard University's Kennedy School of Government.

Gill has been awarded the IPAA National Fellowship award, a Public Service medal, a Monash University Fellowship, and was named one of the top 50 women in the Victorian public service in 2017.

2. Nicola Ballenden • She/Her Executive Director Research, Advocacy & Policy Development

Nicola has held senior leadership roles across the not-for-profit sector, providing research, policy, service development and strategic communications expertise in health, welfare and homelessness organisations including the Australasian College for Emergency Medicine, the Brotherhood of St Laurence and Launch Housing.

Earlier in her career, Nicola spent time in policy roles with the Commonwealth Government and the Australian Consumers Association (CHOICE). She is passionate about using research and evidence to measure impact, build better mental health services and to influence the policy process. She has a Master of Arts from the University of Melbourne and a Masters in Public Health from the University of New South Wales. Nicola is a member of the Mental Health Australia Board.

3. Kathi Boorman • *She/Her* Executive Director, Transformation

Kathi has over 30 years' experience working in the NSW mental health sector across government mental health services and the community managed sector. Kathi is also the CEO of One Door Mental Health and played a pivotal role in the merger of One Door Mental Health and Mind Australia.

Kathi's expertise lies in developing innovative services and facilitating organisational transformation. Drawing from her background as a social worker, she advocates for holistic, person-centred, and recovery-focused mental health services across all age groups. As a leader, she strives to create purpose-driven workplaces where individuals are trusted, respected, and empowered to pursue their passions. Kathi is a board member of Perinatal Anxiety and Depression Australia (PANDA) and sits on the Community Advisory Council for the NSW Mental Health Commission.

4. Denise Cumming • *She/Her* Executive Director Queensland, South Australia, Western Australia Operations

Denise has 25 years' experience working within the mental health and complex needs sector in non-government, government and private services, both in the UK and Australia. This experience, supported by her qualifications in social work and leadership, human rights and social justice continue to serve as the primary motivation and her continued commitment to the mental health and human services sector.

Denise has held leadership roles in both government and non-government sectors and has a strong reputation for the delivery of high quality, safe, integrated, holistic health and social care services.

Denise truly values services that are underpinned by strong clinical governance, delivered in integrated partnerships, strongly evidenced based and outcome focused, person centred, human rights focused, and underpinned by recovery and strengths based practice.

5. Mark Heeney • *He/Him* Executive Director Housing Strategy

Mark has extensive operational and leadership experience in the mental health, disability and homelessness sectors across metropolitan and regional Australia and the United Kingdom.

This has included roles in operational leadership, business development, NDIS transition and executive leadership. Mark has a BA in Applied Science (Disability Studies) RMIT and a Dip Management (Insight Academy).

A passionate and adaptive executive leader, Mark is motivated to continuously drive improvement in service design and delivery. Mark has significant experience and expertise in community housing and NDIS.

Mark is a passionate believer that stable housing is not just a human right but good healthcare. This commitment has driven his influence on the growth of Mind's wholly owned subsidiary, The Haven Foundation, one of Australia's leading specialist mental health community housing providers.

6. Jeff Kagan • *He/Him* Chief Financial Officer and Executive Director Business Services

Jeff has been a part of services industries for over 30 years and held a number of CEO and Executive roles.

Jeff is experienced in leading strategic and operational change, driving business growth, process improvement and operational efficiency. As a leader Jeff consistently delivers results, takes ownership and is relentless in identifying opportunities to improve performance and cash flow, ensuring enhanced customer value. He is a recognised change agent who successfully manages himself and others through change.

Jeff holds a Bachelor of Economics at Monash University and a Graduate Diploma in Applied Finance and Investment FINSIA, GAICD. He is a Chartered Accountant, having developed his career at blue chip organisations ANZ, General Electric and KPMG before embarking upon the provision of Executive Services to SMEs and 'for purpose' organisations in philanthropy, education, disability and aged care.

7. Gracie Karabinis • *She/Her* Executive Director People Experience

Gracie is an accomplished senior leader with more than 18 years' management experience in Local Government. She is a seasoned People and Culture leader with solid experience in building positive, engaged and adaptive organisational cultures that can effectively respond to community and service needs and expectations.

Over the years, Gracie's experience has extended to the strategic leadership and management of People and Culture programs, including Human Resources, Organisational Learning and Development, Workplace Health, Safety and Wellbeing, Corporate Risk and Audit Management, Community Development, and Diversity and Inclusion.

She describes herself as "outcomes driven with plenty of energy, passion and drive to make a difference" and applies her knowledge, capability and expertise, aligned with her core values and personal interests.

8. Katie Larsen • *She/They* Executive Director Lived Experience

Katie works from a lived expertise and social justice perspective, drawing from her own lived experience of mental health and wellbeing challenges and LGBTIQ+ identity. At Mind, Katie leads the delivery of Mind's Lived Experience Strategy, and provides lived expertise leadership in the development of peer led service models.

Katie is a PhD Candidate at Deakin University researching intersectional leadership and decision-making in mainstream mental health services. She holds a Bachelor of Arts (Journalism) and Master of Social Work.

9. Belinda McCullough • *She/Her* Executive Director Victorian Operations

Belinda has over 30 years' experience working in the mental health sector across clinical, government and non-government sectors. Belinda is a registered Occupational Therapist and holds a Masters of Family Therapy. She has significant experience working across mental health services as a clinician, operational manager, project manager of large organisational changes, and leader of quality and governance systems.

Belinda is passionate about the right of each person to care and support which is guided by their wishes, culture and aspirations. She understands lived experience leadership is inherent in guiding quality services alongside workplace cultures which value and respect staff.



Mind Australia

We support people experiencing mental health and wellbeing challenges to find help, hope and purpose in their lives. We provide individualised, evidence-based and recovery focused support to over 13,000 people experiencing mental health and wellbeing challenges in Australia every year.

We partner with health, community, and government organisations to provide holistic support and a safe environment for people experiencing mental health and wellbeing challenges to live in the community. We have been providing support to people, and their families, friends and carers, for more than 45 years.

We are:

- one of the largest providers of community-managed psychosocial services in Australia with a range of residential, mobile outreach, centre-based and online services
- a leading employer of people with lived experience of mental health challenges, recognising their unique ability to connect with and motivate clients and guide recovery
- one of the leading specialist community housing providers in Australia for people experiencing a psychosocial disability
- a registered NDIS provider, entrusted to deliver federal and state government funded services across Australia.

Our approach

Mind provides practical and motivational support to people 16 - 64 years of age who have a range of mental health and wellbeing challenges. We work with people to set goals, and develop the knowledge and skills to achieve them. We focus on their strengths, values and support preferences to improve:

- quality of life
- daily living skills
- capacity for self-care
- mental and physical health
- social and relationship skills
- housing, education and employment.

We work with people to address poverty, housing, education and employment. We also provide specialised therapies to address more complex behaviours and needs, including supporting people who have intellectual disability and mental health and wellbeing challenges.



Approximately

13,500

People supported



1,068,704

Support hours provided

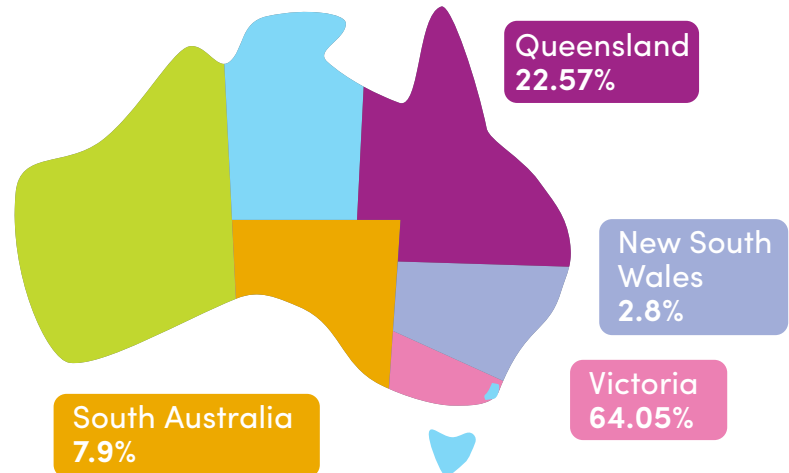


160,714

Bed days

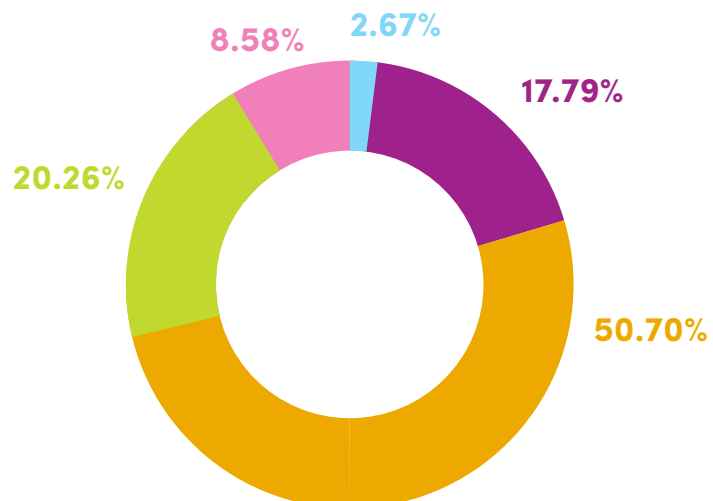
Service users by state

Western Australia
2.57%



Northern Territory, Australian Capital Territory, Tasmania
0.11%

Service users by service



Housing with support
Sub-acute bed based support
Psychosocial recovery services
Specialist services
Youth services

One Door Mental Health



One Door Mental Health (One Door) was established in 1985 under the name Schizophrenia Fellowship of New South Wales by a group of people living with schizophrenia and their families, friends, advocates, and health professionals.

For over 35 years, One Door has been a NSW provider of specialised mental health services. Our multidisciplinary teams offer mental health and wellbeing services, including clinical, psychosocial, youth, and peer-led supports, as well as support and respite for carers of people living with mental ill-health, to over 10,000 people per year.

In 2019, One Door started a new way of working. Our purpose-driven approach, 'Recovery 2gether' operates with self-organising teams, supported by coaches; and manager-led teams. We put people – not structures, or processes – at the centre. We create the conditions for mutual trust and shared leadership; so that we can improve outcomes

for the people we support, and have a healthy, enjoyable, and meaningful work environment for staff.

Operating across sectors, funding streams, and policy frameworks, we emphasise collaboration and service navigation. Guided by the principles of “stronger together” and “no wrong door,” we prioritise building relationships and trust with providers, funders, individuals, and communities. Creating a world in which people with mental health challenges are valued and treated as equals, is at the heart of everything we do.

Born out of Fellowship, our commitment to improving the wellbeing of those we support has never changed. Today, our advocacy work is putting an end to stigma and making people's voices stronger every day. Over half of our team have lived experience, fostering a community where people can connect and feel safe. The services we offer are supported by many years of experience and evidence-based practices, making us leaders in mental health support.

One Door: a 2023–2024 snapshot



During the 2023 – 2024 financial year more than 10,000 people received support through One Door Mental Health (One Door) person-centred and recovery-oriented programs and services across NSW. One Door’s diverse and passionate teams spent their time working on the front line to ensure sustainable delivery of over 94,000 services to people living with mental health challenges, as well as their families, carers, and supporters.

Our Family and Carer Mental Health Program provided information sessions, education programs, and support groups to over 2,000 carers across six NSW regions: Murrumbidgee, Southern NSW, Sydney, South West Sydney, Hunter New England, and ARAFMI Illawarra.

Our centre-based and support coordination teams delivered over 8,000 hours of support, helping participants engage in social activities, navigate the NDIS, and access services.

Our community psychosocial support programs connected people to services that improved their wellbeing and helped them achieve goals in

areas such as financial security, disability support, housing, social activities, education, employment, self-care, emotional support and over 3,500 outreach calls to people across NSW.

The One Door Mental Health Symposium brought together 200 guests to explore new and innovative ways for advancing the future of our Research Trust Fund. In its first year, the One Door Fellowship has reached a milestone of 200 members, creating a community of passionate individuals with a shared sense of purpose, interest, and lived experience.

The Recovery 2gether Institute reached key milestones, including six leadership workshops, launching a Knowledge Management Network, introducing performance practices, and developing a Conflict Resolution Guide. Since January 2024, the Institute has played a pivotal role in the Mind Australia merger, helping to align and strengthen both organisations’ transformational strategies.



“The community at Haven Pakenham is great; before I came here I only had my family, but here it’s different because you are around people like you. You get along because they understand what you’re going through - there’s still stigma and misunderstanding around mental health in the general public.”
 Darren, resident Haven Pakenham

The Haven Foundation

The Haven Foundation is a cornerstone of the Mind Australia Group. Working together, the Haven Foundation and Mind Australia are recognised as experts in social housing in the community.

Haven residences integrate social housing with support to provide long-term and individualised homes, with 24/7 on-site support from Mind Australia staff. It is this combination of stable housing and integrated support which enables residents to thrive.

We will be working in partnership with Aboriginal Housing Victoria to provide social housing with integrated psychosocial support for First Nations people in Victoria, with self-determination at the forefront of our partnership.

More homes for more people

2023–2024 has been an extraordinary year of growth for the Haven Foundation’s building program. It has grown exponentially, thanks to the Victorian Government’s commitment to and investment in our model of housing with support. This investment is providing a significant contribution to the much needed stock of social housing in Victoria, funded by Homes Victoria as part of the \$5.3 billion Big Housing Build.

We were honoured to welcome Richard Wynne as Chair of the Haven Foundation Board this Financial Year. Richard brings extraordinary knowledge and experience including over 12 years as the Victorian Minister for Planning and Housing.

Housing with support – where it’s needed

Locations for Haven residences are chosen based on data that evidences where there is a need for social housing, particularly locations with NDIS participants who experience mental health challenges.

At the time of publication there are 12 Haven residences in operation, in greater Melbourne and regional Victoria. These are in South Yarra, Frankston, Geelong, Mooroopna, Laverton, Epping, Ballarat, Pakenham, Drouin, Bendigo North, Seymour and Horsham.

New Havens are in construction or committed to in Moe, Wangaratta, Traralgon, Warrnambool, Wonthaggi, Torquay, Sunbury, Corio, a second in Frankston, Colac, Kilmore, Castlemaine and Kilmore, in Victoria.

Four new Haven residences opened this financial year. In contrast, one Haven residence opened in 2022–2023.

South Australia’s first Haven residence is currently under construction in the Adelaide suburb of Clearview. It is expected to open in mid-2026. We are grateful to the South Australian Government for its commitment to our model of housing with support.

The NSW Government has committed to funding two Haven residences, with the first to be built on the Central Coast by 2027.

We are excited to have achieved registration as a community housing provider in Western Australia this financial year. Mind is an established provider of psychosocial support in WA and Mind and The Haven Foundation look forward to working together to provide much needed social housing with integrated support in this state.

There is a significant need for supported housing in other states and the Haven Foundation is considering opportunities to provide supported housing across the country.

The Haven Foundation building program

4

WELCOME



new Haven residences opening since July 2023

188



homes with support already provided

2



Haven residences currently in construction

412



people to be housed in 28 Haven residences by 2027



Construction of Haven Clearview, SA, began June 2024



“I’ve been in hospital quite a few times for a few years while I’ve suffered. But now, since living at Haven, I don’t have hospital visits anymore.”

Shaun, resident Haven Pakenham

Haven Service Model



The Haven residence: social housing



Mind model: Recovery-oriented supports



Housing Mooroopna – a new departure

Housing Mooroopna is the Haven Foundation’s first development to provide social housing without on-site mental health support services. Housing Mooroopna features 20 self-contained one or two bedroom units and opened in January 2024. Housing Mooroopna has housed a number of people, including First Nations people, from the local area, who were impacted by flooding in early 2024. This followed earlier serious flooding in 2022.



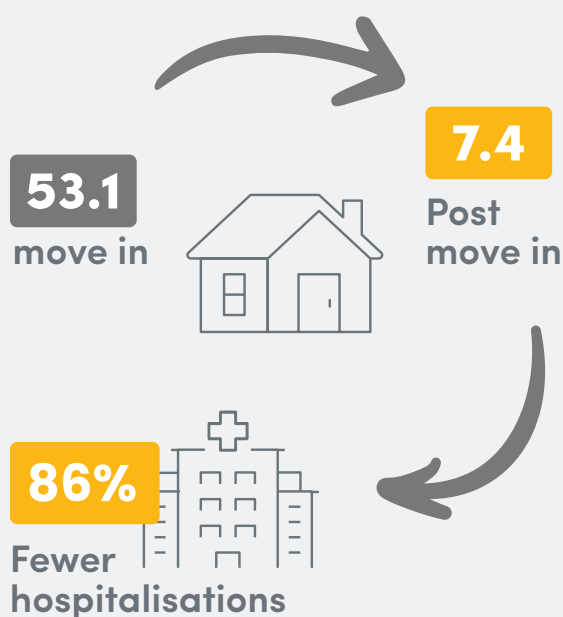
Measuring our impact

Latrobe University conducted an Evaluation of Haven residences between 2020 and 2024. It includes the experience of 103 residents in six Haven residences across Melbourne and regional Victoria. Many of the NDIS participants involved in this evaluation were previously living in hospital or were homeless. Progress Reports from the Evaluation shows that participating Haven residents experience:

- reduction in mental distress
- improved self-confidence and skills for independent living
- enhanced sense of connection, empowerment, and hope
- general trend towards reduction in psychiatry-led care to primary care management, with an increase in GP-led care.


This evaluation demonstrates that, with stable housing with integrated NDIS funded psychosocial support, participants have an opportunity to flourish, build the capacity to maintain their housing, connect with community, and stay out of hospital.

Average days hospitalised



Hospitalisations: Internal analysis of hospital length of stay in days 12 months prior, and 12 months after moving into Haven (n = 29)

Mind Australia Group: what we do



The Mind Australia Group delivers mental health support to people across Australia across five key service streams: housing with support, psychosocial community programs, specialist services, sub-acute bed-based services and youth services.

Mind's Research and Evaluation team measures outcomes across all Mind services, using validated instruments including the Kessler 6 for psychological distress. The surveys are completed at various points throughout a resident's stay so they can monitor their progress.



“People come to us because they want a different experience of the public mental health system – they want to be with a peer worker. The phrase ‘you get it’ comes up all the time.”

Melissa Asta, Team leader Lived Expertise, Mental Health and Wellbeing Local, Bendigo

Housing with support

comprises psychosocial residential services – accommodation and support up to 24 months; support for people with high and complex needs, often with a dual disability; and the Haven Foundation’s residences (see pp14–17).

Psychosocial community program

Mind Australia Group offers a variety of psychosocial support services and therapies to people at home, and centre-based programs, to help them gain better mental health and improve their quality of life. This includes information and advice; support coordination; support, advocacy, education for carers and families; specialised assessments; counselling; coaching and learning.

Specialist services

Mind Australia Group provides a range of specialist services including Allied Health support, NDIS services, Care Coordination, Head to Health, SANE Online, Carer Helpline and other carer support services.

Sub-acute bed-based services

Mind Australia’s sub-acute services are known as Step Up Step Down services (SUSDs) in Queensland and Western Australia and Prevention And Recovery Care services (PARCs) in Victoria. Delivered in partnership with hospitals, SUSDs and PARCs provide recovery support in short-stay (up to 28 days) sub-acute residential units. This is an alternative to hospitalisation (step up) or to help transition from hospital back into the community (step down).

Youth services

Mind Australia Group currently delivers the following support services for young people: Sub-acute bed based care, Youth Residential Rehabilitation, Youth Outreach Recovery, Psychosocial support, delivery of four headspace services across Victoria and New South Wales, and KEYS Out of home care.

Spotlight: Psychosocial community services: A new kind of support

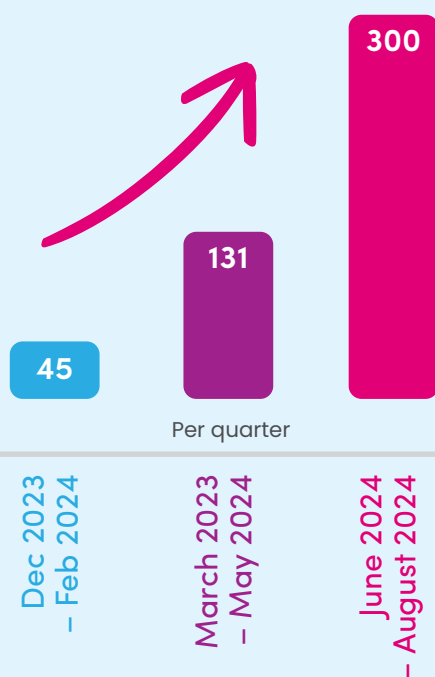
Mind has been entrusted to lead delivery of three Mental Health and Wellbeing Local services and two Mental Health and Wellbeing Connect centres for the Victorian Government.

These services are key recommendations of the Royal Commission into Victoria's Mental Health System to create a more person-centred, lived experience-led and community focused approach.

Mental Health and Wellbeing Locals

Support Victorians aged 26 years and over to get mental health and wellbeing support closer to home. All support is free, voluntary and easy to access, with no need for a doctor's referral to access help. Mind delivers these services, in partnership with other agencies, in Dandenong, Melton and at two locations in the Greater Bendigo – Loddon – Campaspe region.

Total people supported



Mental Health and Wellbeing Connect Centres

At two locations in the Loddon – Mallee region and two locations in the Grampians region, support family members, carers, kin and supporters of people with mental health and/or substance use challenges. All staff have lived or living experience of supporting someone with mental health and/or substance use challenges. Mind delivers these services, in partnership with Ballarat Community Health, Grampians Community Health and Mallee Family Care.



333

people received/receiving support since opening



100+

family members, carers and supporters participated in community engagement and co-design of the centres



17

staff trained for centres' family and carer Lived Experience workforce



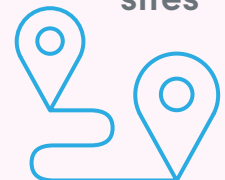
2

regions

=

4

sites



“After my son was diagnosed (with autism), I was referred to one service after another but no-one could see me. I had to do it all alone for years. It means the world to me now to be able to come here whenever I want. I just have a cuppa and a chat. The staff are all carers like me so you don't have to explain – they already know and understand. And if you need anything they can get you the support you need.”

Tanya, a service user at Loddon Mallee Mental Health and Wellbeing Connect

Spotlight: Psychosocial community services: Head to Health

One Door Mental Health delivers the Head to Health hub in Canterbury, New South Wales. This is one in a network of in person and telehealth services located across Australia and funded by the Australian Government.

The Head to Health service is open to people of any age who may be experiencing distress or mental health challenges. Head to Health Hubs have multidisciplinary teams of GPs and mental health workers as well as psychologists, social workers and AOD specialists who provide support through telehealth or onsite at a hub.

No appointments, referrals, Medicare card or Australian Citizenship are needed. People may simply visit Head to Health services or phone 1800 595 212 between 8:30 am and 5:00 pm to receive assistance.

This financial year

627

People supported



84%

Service users reported reduction in psychological distress*



*Final quarter of 2023-2024.



Spotlight: Specialist services: Mind partners with Clean Slate Clinic

Mind Australia has partnered with Clean Slate Clinic to provide accessible and tailored support for people experiencing mental health challenges and/or seeking support for Alcohol and Other Drug (AOD) dependence.

People will now be able to access detox and recovery support from Mind's Allied Health team and Clean Slate Clinic's nurses and addiction specialists via their private health insurance.

Mind's Allied Health team assists people experiencing mental health challenges with tailored plans built around individual recovery and provides flexible support options to people in their homes, in the community and online.

Clean Slate Clinic provides an innovative and tailored approach to supporting people through addiction and recovery that focuses on

accessibility through telehealth. This model of care allows people to detox and recover safely from the comfort of their homes.

The direct partnership provides a streamlined approach for service users, all completely covered by their private health insurance. This enables them to access Mind's specialist mental health support before being directly referred to Clean Slate Clinic's AOD recovery program, and vice versa; eliminating the often frustrating and fragmented nature of seeking support from multiple services.

The connection between AOD and mental health is well-documented, with the World Health Organisation reporting that the risk of depression doubles for those who experience alcohol dependence, underpinning a clear need for integrated support services.



Spotlight: Outcomes research: Identifying inequities in outcomes in sub-acute bed-based support

Mind uses outcomes research not just to confirm that support services are effective but also to identify and address inequities in outcomes. This financial year Mind's Research team took a deep dive into the outcomes data for Mind's sub-acute services.

The key aims at PARCs and SUSDs are to reduce people's psychological distress and support them to better manage daily living in the community. Accordingly, outcome measures for these services measure the service user's psychological distress and capabilities at service entry and exit.

Analysis of the outcomes data identified that women, youth and gender diverse people are

entering sub-acute services with comparatively higher levels of psychological distress than men.

These higher levels of distress at entry mean that, while all cohorts are making generally the same magnitude of improvement over their stay, these three cohorts are also exiting services with comparatively higher rates of distress.

For example, gender diverse residents' distress at exit (20.4) is higher than men's at entry (19.4).

Mind Research Manager, Dr Laura Hayes, said that while the data showed that PARC and SUSD service users as a whole were achieving significant decreases in psychological distress and other positive outcomes, it was important to identify and address cohorts that needed extra support.



Mind presented these findings at its first annual online research mini-conference. The event was an opportunity for Mind to share its findings with its clinical partners, highlighting areas of success and discussing how to achieve more equitable outcomes.

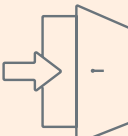
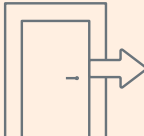
The conference provided insights from specialists in mental health support for each of the cohorts, as an opportunity for Mind and its clinical partners to find ways to address the gap.

The specialists were Dr Jennifer Babb from the Women’s Recovery Network, headspace Greensborough Service Manager Jacqueline Thompson-Bennetts and Nic Robinson-Griffith, Therapeutic Service Director - Thorne Harbour Health.



The online conference, including an overview of research findings and the specialist presentations, is available to view here

Levels of psychological distress at entry and exit of PARCs/SUSDs for different groups

	Males	Females	Gender diverse	Young people 15 - 29
 Entry	19.4	22.0	23.7	22.3
 Exit	16.1	17.3	20.4	20.5



“The Youth LEAT’s input is critical to ensure that Mind’s advocacy projects, co-design processes, and service design and delivery, are fit for purpose.”

Harriet McDougall, Mind Lived Experience Service Design Lead



Spotlight: Specialist services: Supporting young people

Most mental health challenges first appear during the crucial period of development in people between the ages of 12–25. We know that disruption caused by these challenges can have a significant impact on a young person’s life.

Mind has been working with young people for more than 25 years. Our services offer holistic support delivered by a dedicated workforce featuring young people and people with lived and living experience of mental health and wellbeing challenges.

Mind services for young people include sub-acute bed based care, residential rehabilitation, outreach services, homelessness support, out of home care, psychoeducation, family and carer support, and psychosocial services including headspace (Mind in Victoria, One Door in NSW).

We respond to the unique needs of young people by:

- Walking alongside and assisting them to build courage and bravery
- Promoting their independence and autonomy in their recovery journey
- Providing evidence-informed tools and resources that support the fulfilment of their personal goals
- Looking beyond a diagnosis and focusing on helping them meet their own developmental milestones in relationships, independent living, education and employment and identity formation
- Working to connect young people with themselves, to each other and to their community.

Youth LEAT

Mind Australia’s new Youth Lived Experience Advisory Team (Youth LEAT) is ensuring the voices of young people with lived experience actively shape Mind’s services. The Youth LEAT is made up of members aged 16 to 24, including those who support family and friends.

Workforce development

We are building a dedicated youth workforce to provide flexible and high-quality services to a wide range of young people. We aim to have at least 20% of our workforce comprising people with a lived experience by 2026.

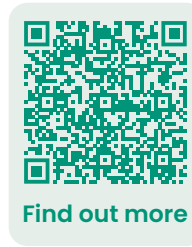
We are strengthening our expertise to ensure our staff are specialists across the areas young people have said they needed support with, including:

- understanding the intersection between trauma and development
- working with gender diverse young people
- ensuring services are culturally safe

- alcohol and other drug (AOD) and harm minimisation strategies
- supporting people with eating disorders
- supporting people who are neurodiverse.

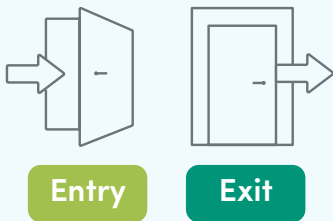
Youth strategy

Mind's new Young People Strategy 2023–2026 is our roadmap to supporting young people to flourish while living with and working on their mental health.



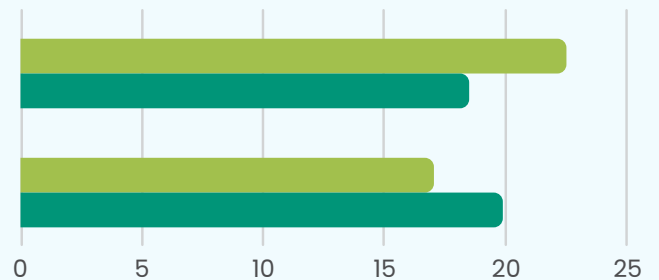
Youth outcomes

Improved outcomes for young people at Youth Prevention and Recovery Care services

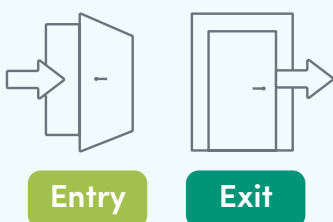


Reduced level of psychological distress (n=254)

Significant improvements in overall recovery (n=250)



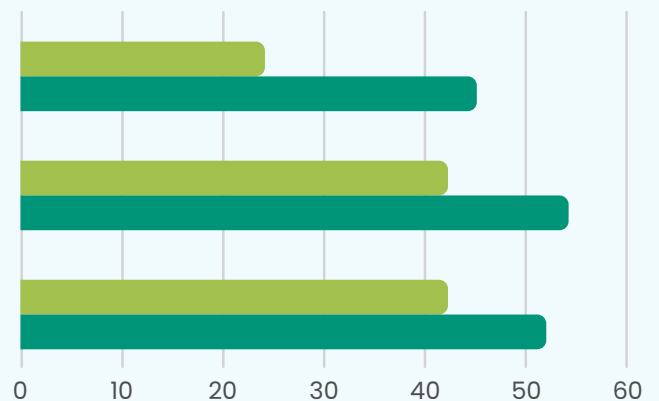
Improved outcomes for young people at Youth Outreach Recovery Support services



Social inclusion

Skills for independent living

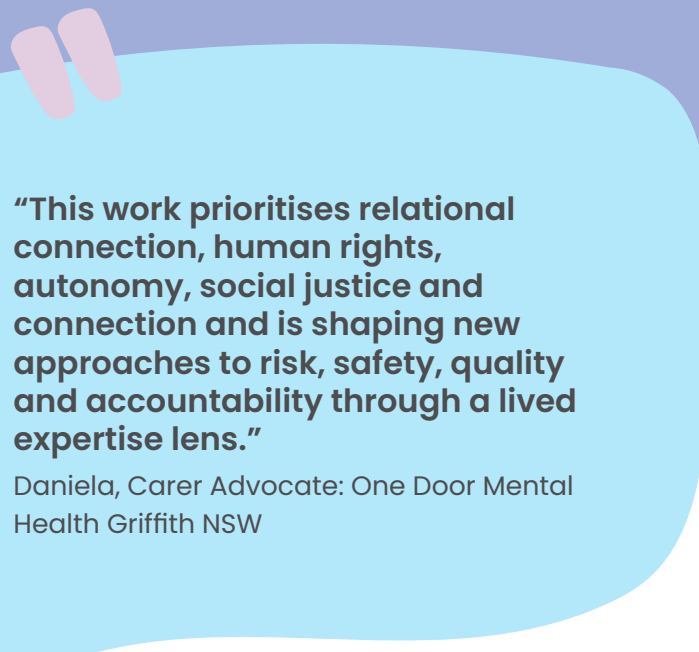
Physical health



Lived Experience leadership



The establishment of a dedicated **Lived Experience division** this Financial Year reflects Mind Australia's commitment to integrating lived experience across the organisation. Mind and One Door have a shared commitment to the goals laid out in Mind's Lived Experience Strategy.



“This work prioritises relational connection, human rights, autonomy, social justice and connection and is shaping new approaches to risk, safety, quality and accountability through a lived expertise lens.”

Daniela, Carer Advocate: One Door Mental Health Griffith NSW

We hold and actively contribute to a collective vision for a sector and community that amplifies lived expertise to drive reform and transformational change in the mental health sector.

To effectively do that requires the courage to take risks, to challenge longstanding power hierarchies, move beyond bio-medical framing and its associated responses, to centre intersectionality, rights and justice, to trust in the voices of those who have lived it and demonstrate courage to step into new ways of being and doing.

In September 2022, Mind was appointed as lead developer for the Stage 2 Co-design phase of the development process for **the Healing Place** – Victoria’s first lived experience led crisis alternative to hospital – in partnership with Alfred Mental and Addiction Health.

This provided an amazing opportunity for Mind to drive new ways of thinking, being and doing informed by lived expertise. That work has produced transformative frameworks and approaches that will guide not only the delivery of the Healing Place (still in capital development process) but models for all lived experience led and centred services at Mind.

Two of these frameworks are Mind’s recently launched **Connection and Community** approach and **Lived Experience Governance Framework**. Both were developed in partnership with the Lived Experience Leadership and Advocacy Network (LELAN). This work prioritises relational connection, human rights, autonomy, social justice and connection and is shaping new approaches to risk, safety, quality and accountability through a lived expertise lens.

Mind launched its new **Lived Experience Workforce Plan** in July 2023. Developed in partnership with Dr Louise Byrne, the Plan provides the scaffolding to support the growth and development of the lived experience workforce and broader workplace cultural change.

Mind has endorsed **Intentional Peer Support (IPS)** as preferred training for the Lived Experience Workforce as part of Mind’s commitment to align with the National Lived Experience (Peer) Workforce Development Guidelines.

This Financial Year Mind established and began delivery of two of the Victorian Government's **Mental Health and Wellbeing Connect centres** for family and carer support, in Loddon Mallee and the Grampians. In these welcoming, lived experience led community spaces, family, carers and other supporters receive practical and wellbeing supports grounded in insights from shared experience.

In March, Mind's inaugural **Stratford Lecture** brought together nearly 200 lived experience advocates and supporters – in Melbourne and livestreamed nationally – to hear nationally recognised lived experience thought leader Ellie Hodges and celebrate the capacity of lived experience leadership to challenge and change how the mental health system functions.

The inaugural **Stratford Scholarship** was awarded to Mush McLoughlan, to explore alternative peer responses to suicide. Each year the \$10,000 scholarship will support an emerging Peer leader in Australia to complete a 12-month project that supports the mental health and wellbeing of people in their own and the broader community.

The Stratford Lecture and Scholarship were established by Mind to honour and continue the legacy of lived experience pioneer Anthony Stratford, who established much of the foundations from which Mind works today.

Lived Experience Advisory Teams (LEAT) provide valued lived experience guidance to Mind's Executive and Support Hub teams, contributing to decision-making across the broadest range of services and activities. Our deep thanks to members of the Mind LEAT who have completed their terms and a warm welcome to our newly recruited advisors. We are especially excited to have just co-designed and established our first dedicated Youth LEAT to provide insights and advice to shape Mind's Youth Strategy and related services.

We would like to acknowledge the incredible contribution of so many in bringing this work to life, including the Lived Experience Division at Mind, our broader designated lived experience workforce, the allyship of so many across the Mind Australia Group and our project partners and collaborators.

We have much work to do, but strong foundations are in place to drive continued and sustained transformational change.



“My experiences with the system, particularly crisis and suicide prevention services, have highlighted the harm coercive and pathologising approaches have for many people. It has shown me the need for radically different approaches and sparked my passion for this work.”

Mush McLoughlan, recipient, inaugural Stratford Scholarship

Mind Australia Group: Our financial performance

In a challenging economic environment where Federal and State budgets are very constrained, consistent uncertainty exists surrounding NDIS pricing, and organisations are experiencing continuous upward pressure on employment costs, Mind Australia Group completed a very successful year in growing its impact in delivering more housing and quality psychosocial care.

Mind Australia Group increased its contribution margin from services by \$3.7 million in 2024. Accordingly, underlying EBITDA in 2024 was \$29 million (FY2023: \$26m). This improvement was partly a result of the merger of Mind Australia with One Door, together with strong growth in psychosocial services, the maturing of Haven residences in Victoria and increasing productivity of our organisation’s support hub.

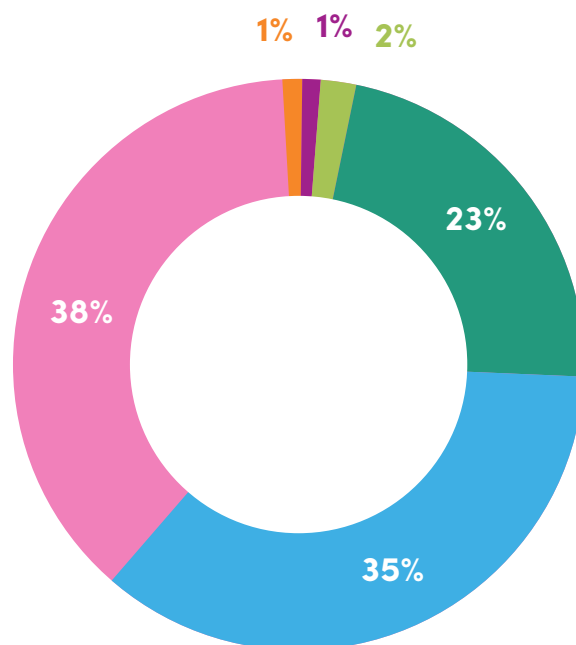
Mind Australia Group has strengthened its Balance Sheet further during the year. Mind Australia Group reported a statutory surplus of \$20.3 million for the year (2023: \$19.4m) contributing to growth in equity to \$96.2 million (2023: 80.6m).

Financial position

Total Revenue **\$151m**

Surplus **\$20.3m**

Equity **\$96.2m**



Source of income

- Other
- Federal government recurrent grants
- Client income
- NDIS
- Primary Health Networks
- State government grants



Environmental, social and governance statement

Mind Australia Group is developing an Environmental, Social, and Governance (ESG) strategy that reflects our dedication to these fundamental principles. As an organisation of significant scale, with a substantial reach across both community mental health and community housing, we recognise our responsibility to lead by example in promoting environmental stewardship and social responsibility.

By integrating ESG principles into our operations, we aim to enhance our governance, ensuring that

every action we take aligns with our mission to positively impact both the lives of individuals and the broader community.

We've established a dedicated working group, conducted an initial self-assessment to evaluate our current ESG impact and are engaging with key stakeholders to gain their insights into what matters most. Our annual ESG report will serve as a transparent way to communicate our achievements and ensure we remain accountable to the goals we set.

Meeting the principles of the Mental Health and Wellbeing Act 2022 Victoria

Mind Australia Group is strongly committed to the mental health and wellbeing principles of the Mental Health and Wellbeing Act 2022 Victoria.



These are listed **here** and include promoting and protecting the rights, dignity and autonomy of people living with mental illness or psychological distress, providing access to a diverse mix of care and support services, and promoting and supporting the health, wellbeing and autonomy of children and young people receiving mental health and wellbeing services.

We proudly submit this Annual Report as a showcase of many examples of our commitment to and actioning of these principles in everything we do.

Board committees

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

Program, Practice and Quality (PPaQ) Committee

The Program, Practice and Quality (PPaQ) Committee sets the quality framework for the organisation and oversees quality and service performance and risk.

Finance, Audit and Risk (FAaR) Committee

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

Culture, People and Remuneration (CPaR) Committee

The Culture, People and Remuneration (CPaR) Committee provides effective management of senior management remuneration.

Governance and Nominations (GAN) Committee

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



Risk management attestation statement

I, Allan Fels, Board 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 31000:2018)** 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 and the Program, Practice and Quality Committees verify this assurance and that the risks of Mind Australia have been critically reviewed within the last 12 months.

Allan Fels

Professor Allan Fels AO – Board Chair, Mind Australia

Acknowledgements

Government funders

Mind Australia Group receives funding for its services from a number of government departments. Mind Australia Group acknowledges the importance of their funding and expresses its appreciation for their professionalism and collaboration.

Federal Departments and Agencies:

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

State Departments and Agencies:

- Department of Communities and Justice (NSW)
- Department of Communities, Housing and Digital Economy (Qld)
- Department of Families, Fairness and Housing (Vic)
- Department for Health and Wellbeing (SA)
- Department of Health (Qld)
- Department of Health (SA)
- Department of Health (Vic)
- Department of Health (WA)
- Department of Human Services (SA)
- Department of Treasury and Finance (Vic)
- Homes Victoria
- Mental Health Alcohol and Other Drugs Branch (Qld)
- Mental Health Commission (NSW)
- Mental Health Commission (WA)
- NSW Ministry of Health
- Office of Chief Psychiatrist (Qld)
- Office of Chief Psychiatrist (SA)
- Office of Chief Psychiatrist (WA)
- Queensland Mental Health Commission

Organisational donors

Mind Australia Group could not do all it does without the generous support of our many organisational donors. A number of organisations funded programs in 2023-2024. Mind Australia Group would like to thank the following for their generous support.

- Australian Communities Foundation
- Carers Victoria
- Diamond Valley College
- Greensborough Junior Football Club
- Guthrie Family Charitable Trust
- Lundbeck Australia
- Naylor Stewart Foundation
- Nillumbik Shire Council
- Otsuka Australia Pharmaceutical
- PayPal Giving Fund Australia

Individual (iMind) donors

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

Dignitaries

Mind Australia Group would like to thank the following dignitaries for their support.

- General The Honourable David Hurley AC, CVO, DSC, FTSE, Former Governor-General of the Commonwealth of Australia
- Her Excellency the Honourable Margaret Beazley AC KC, Governor of New South Wales
- Mrs Linda Hurley, former Patron, One Door Mental Health

Service delivery partners

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

- 360 Health WA
- Aboriginal Housing Victoria
- Adelaide PHN
- Albury Wodonga Health
- Alfred Health
- Anglicare Victoria
- Apollo SDA
- Austin Health
- Australian Community Support Organisation (ACSO)
- Australian Health Service Alliance (AHSa)
- Ballarat Community Health
- Banyule Community Health Service
- Bendigo & District Aboriginal Cooperation
- Bendigo Family and Financial Services
- Bendigo Health
- Berry Street Gippsland
- Better Health Network
- BeyondHousing
- BlueCHP
- Brophy Family and Youth Services
- Bupa
- Cairns and Hinterland Hospital and Health Service
- Central Adelaide Local Health Network
- Central and Eastern Sydney PHN
- Central Queensland Hospital and Health Service
- Children's Health Queensland Hospital and Health Service
- City of Whittlesea
- Clean Slate Clinic
- Community Access and Services South Australia (CAaSSA)
- Community Housing Limited
- Community Links Wellbeing
- Country SA PHN
- Darling Downs Hospital and Health Service
- Darling Downs and West Morton PHN
- EACH
- East Metropolitan Health Service (WA)
- Eastern Health
- Eastern Melbourne PHN
- Eastern Mental Health Service Coordination Alliance

- Echuca Regional Health
- Forensicare
- Foundation House
- genU (Karingal St Laurence)
- Gippsland Centre against Sexual Assault (GCasa)
- Gippsland TAFE
- Grampians Community Health
- Haven; Home, Safe
- HBF
- headspace Albury Wodonga
- headspace Collingwood
- headspace Gippsland
- headspace Mount Gambier
- headspace National
- headspaces Queensland
- headspace Rockingham WA
- headspace Mandurah WA
- headspace Bairnsdale
- HOME on the Central Coast
- Housing Choices Australia
- Illawarra Shoalhaven Local Health District
- InComPro Aboriginal Association
- IPC Health
- KidsXpress
- Kindred Clubhouse
- Kirrip Aboriginal Corporation
- Latrobe Regional Hospital
- Launch Housing
- Mackay Hospital and Health Service
- MacKillop Family Services
- Mallee Family Care
- Melbourne Health
- Mentis Assist
- Mercy Hospitals Victoria
- Metro North Health
- Metro South Health
- Monash Health
- Murray PHN
- Neami Limited
- North East Mental Health Service Coordination Alliance
- North Western Melbourne PHN
- Northern Adelaide Local Health Network
- Northern Health
- Northern Queensland PHN
- Northern Sydney Local Health District
- NorthWestern Mental Health
- Open Dialogue Centre Australia
- Orygen, The National Centre of Excellence in Youth Mental Health
- Palmerston Association
- Peninsula Health
- Portland District Health
- Possum House
- Primary Care Connect
- Quantum Support Services
- Ramsay Health Care
- Relationships Australia (Victoria)
- Royal Perth Bentley Group
- Rumbalara Aboriginal Co-operative
- Satellite Foundation
- SANE Australia
- Shapes and Sounds
- South Coastal Health and Community Services

- South Eastern Melbourne PHN
- South Eastern NSW PHN
- South Metropolitan Health Service
- South West Healthcare
- South Western Sydney PHN
- St Vincent's Care
- St Vincent's Hospital Swan Hill District Health
- The Gathering Place (TGP)
- The Orange Door
- The Salvation Army Victoria
- The Salvation Army Rockingham (WA)
- Thorne Harbour Health
- Townsville Hospital and Health Service
- Transport Accident Commission (TAC)
- Unison Housing
- Uniting Communities
- Uniting Country SA
- UnitingCare Wesley Bowden
- UnitingSA Housing
- Unity Housing
- Victorian Aboriginal Child Care Agency (VACCA)
- Victorian Aboriginal Community Services Association Ltd (VACSAL)
- Vietnamese Community in Australia / SA Chapter
- VincentCare Victoria
- WA Country Health Service
- WCIQ
- Websilk
- Wellways
- Western Health
- Western Sydney PHN
- Western Victoria PHN
- Wide Bay Hospital and Health Service
- Wise Employment
- WorkSafe Victoria
- WRAD Health
- Your Community Health
- Youth Support and Advocacy Service

Research partners

Mind Australia Group partners with universities and other research bodies on research in support of our clients. Mind Australia Group thanks the following bodies for their collaboration:

- Addiction & Mental Health Services, Metro South Health, Queensland Health
- Austin Health, PARC service, MHCSU
- Curtin University, WA
- La Trobe University, Australian Institute for Primary Care & Ageing, College of Science, Health & Engineering
- La Trobe University, Social Work and Social Policy, School of Allied Health, Human Services and Sport
- Mental Health Program, Peninsula Health / Monash Health
- Social Work Innovation, Transformation and Collaboration in Health (SWITCH) Research Group
- Social Work, Monash University
- RMIT University, Social & Global Studies Centre, School of Global, Urban & Social Studies
- School of Public Health and Preventive Medicine, Health

- Economics Group, Monash University
- Spectrum – Personality Disorder and Complex Trauma Service, Eastern Health
- University of Newcastle, School of Medicine and Public Health, College of Health, Medicine and Wellbeing
- University of South Australia (UniSA), Clinical and Health Sciences, Mental Health and Suicide Prevention Research and Education Group
- WISE IDEA, Wise Employment

Advisors

Mind Australia Group thanks Purpose at Work, and our legal advisors, Maddocks, Johnson Winter & Slattery, K&L Gates, Moores and Sterling Smith; our auditor, BDO; and our risk and remuneration advisor, Mercer.

Mind Australia Group would also like to acknowledge Treasury Corporation of Victoria, Inspire Impact, Commonwealth Bank and Westpac as banking and funding partners.

Lived experience advisors

Mind Australia Group thanks Illawarra Clubhouse Committee and the broad range of independent lived experience leaders who contribute to our work including Dr Louise Byrne, Ellie Hodges, Kerry Hawkins, Cath Roper, Chris Maylea, Simon Katterl and Mel Sherrin.

Mind Australia Group thanks our Lived Experience Advisors:

- Lived Experience Advisory Team members: Clara, Sofia, Julian, James, Melissa, Oliver, Sach, Tony, Sally and Talia.
- Youth Lived Experience Advisory Team members: Jess, Triss, Jesse, Millie, Amy, Katie, Aika, Jessica, Lauren and Emely.

Representative bodies and advocacy partners

Mind Australia Group gratefully acknowledges the value of its membership of, or partnership with many valuable representative bodies and advocacy partners. Mind also partners with many other health, community service, justice organisations in supporting our clients and thanks these organisations and their staff for their assistance.

- Alliance20
- Australian Housing and Urban Research Institute (AHURI)
- Australian Council of Social Services (ACOSS)
- Australian Health Service Alliance (AHSa)
- Australian Psychosocial Alliance (APA), including
 - Stride Mental Health
 - Neami National
 - Flourish Australia
 - Wellways
 - Open Minds

- BEING – Mental Health Consumers
- Community Mental Health Australia
- Community Housing Industry Association (CHIA)
- Community Housing Industry Association Victoria (CHIA Vic)
- Consumers of Mental Health WA (CoMHWA)
- DSC
- Eating Disorders Victoria
- Health Justice Australia
- Homelessness Australia
- Indigenous Lived Experience Centre, Black Dog Institute
- Koorie Heritage Trust
- Link Wentworth
- Lived Experience Leadership and Advisory Network (LELAN)
- Mental Health Australia
- Mental Health Carers Australia
- Mental Health Carers New South Wales
- Mental Health Carers Tasmania
- Mental Health Coalition of South Australia
- Mental Health Coordinating Council (NSW)
- Mental Health Victoria
- Mental Illness Fellowship of Australia (MIFA) and fellow members, including
 - Skylight Mental Health
 - Mental Illness Fellowship of Western Australia
 - Mental Health Foundation ACT
 - MIFA Northern Territory
 - Selectability
- National Disability Services
- National Mental Health Consumer & Carer Forum
- Northern Community Legal Centre
- Private Congregate Care Alliance
- Psychosis Australia
- Queensland Alliance for Mental Health
- Relationships Australia
- Suicide Prevention Australia
- Tandem
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO)
- Victorian Mental Illness Awareness Council (VMIAC)
- WayAhead
- Western Australian Association for Mental Health

Thanks also to Pont3, for their event management support, and our long standing communications production partners: Bigwig, m&m printworks and Ography Pty Ltd.

Special thanks to the residents and staff at Haven Pakenham, and other Mind and One Door services, for permitting us to share images of them in this Annual Report.



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 and present. 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.



Registered NDIS provider



Mind Connect

1300 286 463

Carer Helpline

1300 554 660

mindconnect@mindaustralia.org.au

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M306/1124

Mind Australia Group

