




2012 Annual Report
Celebrating 100 Years of Service

A close-up photograph of several bright yellow wattle flowers. The flowers are in various stages of bloom, with some showing the intricate structure of the petals and stamens. The background is a soft, out-of-focus green, suggesting foliage. The overall lighting is bright and natural, highlighting the vibrant yellow color of the flowers.

This year we celebrate our centenary. We were formed in 1912 as the Queensland Wattle Day League and there could be no better theme for our annual report this year than the wattle.

Our history is a story of resilience and regrowth so it is fitting that we highlight the wattle which shares those properties.

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Now available:
"Celebrating the Centenary of Open Minds".
Download from our website
or call for your copy.

OPEN MINDS AT A GLANCE

Total number of Open Minds clients **908**

Number of support hours provided **65,000**

Total number of Open Minds staff **225**

Increase in income this year **\$2.85m**

Number of Queensland local government areas we service **7**

Number of people supported into jobs via our employment services **114**



Our Vision

Open Minds vision is for an inclusive Australian community where every person has the right to live a life of choice, fulfilment and participation.

Our Purpose

Open Minds supports people with mental illness, disability or acquired brain injury to live independently and well within the community.



Our Values

Mutual respect

between clients, staff, families, carers and stakeholders.

Empowerment and self-determination

facilitating and supporting the capacity of clients, their families and carers.

Hope, patience and persistence

the insight and experience that people can and do recover from their experience from illness, disability or injury.

Flexibility, courage and innovation

in the way we meet client's individual needs.

Our Service Principles

Client focus

ensuring our work is relevant and meeting client needs and expectations.

Expertise

the application and development of the knowledge and capacity of our people.

Accountability

accepting responsibility for each of our roles and contribution within the team.

Quality

the systems, processes and knowledge base we draw upon and build to support and guide our work.



Our Strategic Priorities

- 1 Client focus**
ensuring services are relevant and effective.
- 2 Growth through flexibility, responsiveness and innovation**
Open Minds toward the future.
- 3 Organisational capacity, development and leadership**
the right people and resources, in the right place, at the right time.
- 4 Community engagement and awareness**
spreading the word and gaining support
- 5 Relationships and partnerships**
capacity through collaboration

CELEBRATING OUR CENTENARY



Throughout this anniversary year, our clients, staff and guests have enjoyed a number of special events to mark our centenary.





1912-2012



Open Minds Wattle Day 2012



Open Minds was originally formed as the Queensland Wattle Day League in 1912. On 31 August 2012, we took a step back in time and organised a number of Wattle Day celebrations across our sites.

CHAIRMAN'S REPORT

Open Minds centenary celebrations have been a notable focus of the Board, our staff, our clients and many other stakeholders. So far it has been a fun year with many activities to celebrate this historic anniversary. Along with the Board, I am very proud to be a part of an organisation that has served the Queensland community in the arts, veterans assistance, intellectual and physical disability, mental health and acquired brain injury for so many years.

It was in 1912 that the then Prime Minister, the Hon. Andrew Fisher, suggested that golden wattle (*Acacia Pycnantha*) be included as part of the Commonwealth Coat of Arms. That same year, the Queensland Wattle Day League was formed, eventually being renamed Open Minds in 2003. The original aims of the Wattle Day League were realised in 1998 when the then Governor-General, Sir Ninian Stephen, proclaimed golden wattle as the national floral emblem of Australia. This year has seen Open Minds proudly reinstate this important feature of our history and golden wattle features strongly in this annual report and will continue to be a feature of our brand.

The year has been one of significant change in our environment. The newly elected Queensland Government is introducing substantial reforms to key agencies that fund Open Minds, namely the Department of Communities and Queensland Health. We are also experiencing the impact of the Council of Australian Government (COAG) health reforms. We are working hard to establish relationships with the organisations that are emerging from the COAG reforms, including Medicare Locals in the primary healthcare sector and health and hospital services in the acute care sector.

The Commonwealth Government's National Disability Insurance Scheme (NDIS) will create transformational change in the disability sector across Australia. Open Minds is well placed to cope with this change as we are a well supported and strong organisation with highly competent staff. From this starting point, the Board and

management of Open Minds have reviewed the impact of NDIS and will introduce changes where necessary to ensure that our services are optimised to cope with the changing environment.

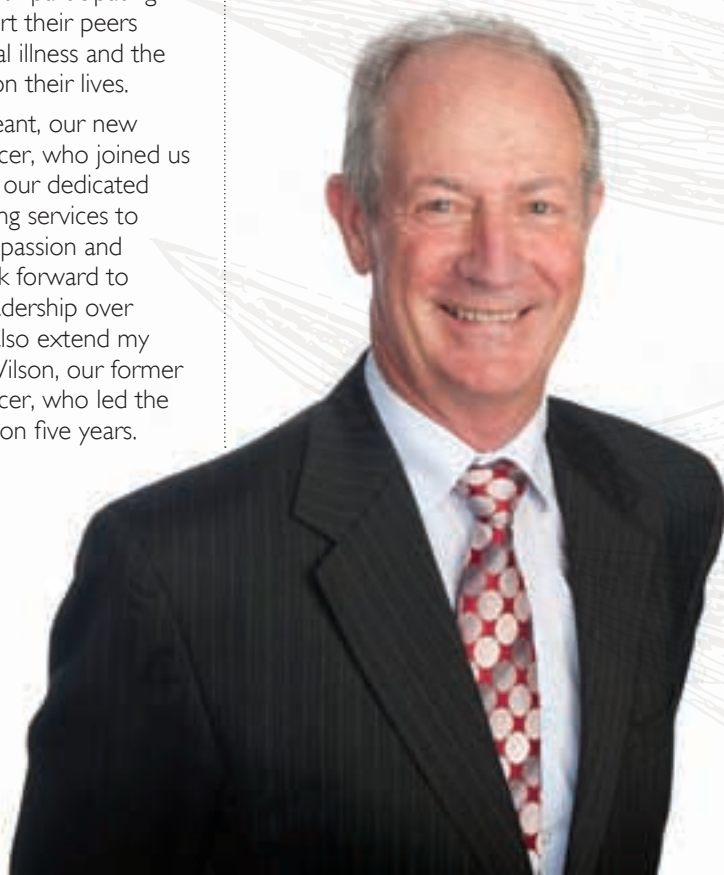
Once again this year Open Minds, in conjunction with the Queensland Alliance, sponsored the Queensland Mental Health Week Awards which includes our very own Earle Duus Award. These awards were made during the traditional Mental Health Week Awards lunch in October 2012. We were very pleased to have the attendance of the Assistant Minister for Health, Dr Chris Davis, who presented the Earle Duus Award. This year the award was given to Benowa State High School for their Peer Support Leadership Program. It is great to see our Queensland youth participating in activities to support their peers to understand mental illness and the impact it may have on their lives.

I welcome Kris Sargeant, our new Chief Executive Officer, who joined us in May 2012 to lead our dedicated team of staff providing services to our clients with compassion and respect. Kris, we look forward to your inspirational leadership over the coming years. I also extend my thanks to Bernard Wilson, our former Chief Executive Officer, who led the organisation for just on five years.

I would like to acknowledge and thank the present Board members for their commitment to Open Minds during this past year. Their contribution is substantial and time consuming, and is greatly appreciated by myself and the organisation. I say thanks to Prof Kim Meyer who retired from the Board in November 2011. In particular, I would like to farewell Ted Stewart, who has been a Board Member since 1986. Ted's contribution has been extraordinary and has been very appropriately recorded in our centenary publication.



Mike Gilmour
Chair





Celebrating
100 years of
diversity and
resilience



BOARD OF DIRECTORS



1. Mike Gilmour (Chair)

Dip Acctg, MBA, FCPA, FAICD

Director since May 2005

Mike is an experienced Director with a strong commitment to corporate governance and the not-for-profit sector. He is Chair of the Metro North Brisbane Medicare Local, Chair of the Metropolitan South Institute of TAFE, Independent Director Isis Central Sugar Mill Company Limited and a former President of the Queensland Division of CPA Australia.

Mike has a close involvement with the indigenous community through his role of Company Secretary of the Palm Island Community Company. Mike is a professional accountant and experienced Chief Financial Officer and has experience in the health and manufacturing sectors. Previous appointments as a Director, Company Secretary and senior financial and commercial management positions have included the Uniting Care Health Group, Royal Flying Doctor Service, Boystown Family Care and James Hardie Industries Ltd.

2. Prof Paul Mazerolle

Director since June 2009

Professor Paul Mazerolle is Pro Vice Chancellor (Arts, Education and Law) and Director of the Violence Research and Prevention Program at Griffith University. The Arts, Education and Law Group are the largest academic grouping at Griffith and include professional schools in the humanities and social sciences as well as the creative arts.

Professor Mazerolle's research examines the processes that shape criminal offending across the life course, the consequences of violent victimisation for criminal offending, youth violence, and intimate partner violence. He is engaged in a series of funded research projects examining juvenile offending behaviour, violent victimisation, and intimate partner homicide. Paul holds a PhD in Criminology, a Masters in Criminal Justice and a Bachelor in Sociology.

3. Dr Madonna Tucker

PhD, MPsychEd, BA Psychology

Director since May 2010

Dr Madonna Tucker is a psychologist with 20 years' experience in the areas of learning and intellectual disability. She has worked with various populations including children and adults in government, university and private settings. Her previous positions have included Lecturer, Behavioural Consultant and Project Manager at the Queensland Centre for Intellectual and Development Disability (QCIDD) at the University of Queensland.

In her role at the University, Dr Tucker ran forums, undertook research and taught health and disability professionals, carers and family members of people with intellectual disability. She specialises in the area of challenging behaviour and people with intellectual disability. Madonna holds a Doctorate of Philosophy, Master of Educational Psychology and a Bachelor of Arts with a Double Major in Psychology.



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4. Ted Stewart

Director since November 1986

Ted Stewart served as Chair of Open Minds from 1989 to 2009. He is a Solicitor who was a partner at Flower and Hart Lawyers until 1996 when he assumed a corporate career. He has held appointments as a Director with a number of companies including businesses in the equity investment, property, health, medical and leisure industries.

He is currently the Managing Director of Moonstruck Group, a retail and investment business which operates Stewarts Wine Company in South East Queensland.

5. Claude Huddy

Director since September 1994

Claude Huddy was the national programs and contract manager for Sarina Russo Job Access. For the previous 26 years he was employed by the then Department of Education, Employment and Workplace Relations (DEEWR) as senior contract manager for the Job Network, Commonwealth Employment Service regional manager and the South Brisbane area programs manager.

He was a Director and Chairman of BABI Youth & Family Support from 1982-2002, a Wynnum based organisation supporting homeless youth through the provision of accommodation and other specialised support services.

6. Melanie Nicholson

Director since December 2010

Melanie Nicholson is the owner of Consensus Enterprises, a business which mentors and coaches leaders to successfully manage organisational change or conflict in their workplaces. Melanie holds a Master of Dispute Resolution and has extensive experience in community engagement, project management and leadership positions within the Federal Government.

Melanie has been employed in customer service and management within the Defence Forces and private enterprise and is currently a lead volunteer with the St Vincent De Paul Society. She has also travelled extensively, particularly through schools and orphanages in developing countries. Melanie has experienced the challenges of an Acquired Brain Injury and brings this personal perspective to the Board.

7. Lynn Smart

B Com, CPA, FAICD, MBA

Director since August 2011

Lynn is a CPA with more than 20 years' experience in the areas of accounting, financial analysis, business improvement, compliance, governance and risk. In previous appointments, Lynn has worked with multinationals, private and public companies in construction, mining services, web hosting, energy, heavy industry and food manufacturing, franchise and transport. Lynn focuses on a business improvement and outcome based approach linking strategic goals to real operational performance, while understanding the implications for compliance, governance and risk.

Lynn is the owner of The Smarter Bottom Line, providing consulting services to the commercial sector and is a director of the Anywhere Theatre Festival. Lynn was appointed Chair of Open Minds Finance Compliance and Risk Committee in November 2011.

CEO'S REPORT

It is a great pleasure to present my first Annual Report as CEO of Open Minds. Since commencing in May, I have been impressed by the knowledge and professionalism of the Open Minds staff and their dedication to the people and communities that receive our services.

As I write this report in our centenary year, I am very aware of the 100 years that have gone before us and the incredible work that has been done by so many people to bring the organisation to this point in time.

The organisation throughout its history has been a constantly changing entity, it has evolved and developed, driven by the changing needs of the Queensland community especially the people it serves, and in response to events in the wider world. This responsiveness to change is expected to continue as Open Minds continues to grow and change in response to community and client needs. Change for Open Minds is an integral part of its DNA.

However, there are some things about the organisation which were true 100 years ago and are true today and likely to be true in another 100 years and they are:

- People supporting people – through mutually respectful relationships
- Innovation – finding new ways to meet changing need and
- A shared humanity – the idea that we are all fundamentally the same and we all deserve the opportunity to live our lives as best as we can.

I am enormously proud and excited for the opportunity to lead an organisation that has such a strong history within the community, one that has shown tremendous strength and tenacity in order to deliver important and valuable services to those who need them.

Over the last year, we as an organisation have taken time to acknowledge all the clients, staff, volunteers, Board members, members and patrons of Open Minds and the Queensland Wattle League both past and present, for their vision, commitment and passion for the work of the organisation. We celebrated our centenary launch at the State Library earlier in the year with many valuable guests and supporters of Open Minds attending. Open Minds was pleased to this year host the Mental Health Week Achievement Awards and continue the tradition of the Earl Duus Award, which was awarded to Benowa High School for their Peer Support Leadership Program.

We were also excited to host a 100th birthday party for the staff and clients of Open Minds to acknowledge their contribution to the organisation. We have also produced two historical documents to recognise and remember the past 100 years of services. The first, the full history of the organisation, will be presented to libraries to recognise the Queensland Wattle Day League and Open Minds contribution to the community. The second is a stunning coffee table book that weaves the history of Open Minds and the

Queensland Wattle League Day with the history of Brisbane and provides an important illustrative piece of work for all to enjoy.

The year has also seen a rigorous review of the organisation and the broad environment in which we operate. We recognise the significant changes in our sector, both within Queensland and nationally. We have seen mental health and disability services become a key focus of the Commonwealth Government through the funding of programs such as the Personal Helpers and Mentors Program and the imminent rollout of the National Disability Insurance Scheme. We have seen an important movement towards more person centred and client directed models and a continued emphasis on recovery focused service delivery.

Looking forward, Open Minds will position itself to be able to effectively and efficiently meet the needs of service participants, their families and carers and the communities under new self managed funding models. To do this we must be able to successfully define our service, our service model, articulate our values and service principles, and measure the effectiveness of our services.

To ensure we are able to remain robust and a leader in quality service delivery, we have completed a comprehensive review of the organisation, reviewed our IT infrastructure and have implemented a more robust organisational and leadership structure to allow Open Minds to successfully operate in these new business models within the mental health and disability sectors. The new

leadership team includes a General Manager Client Services, General Manager Business Development, Chief Financial Officer, Manager People and Culture and myself. A new client information management system has been selected and we are in the process of implementing that system to be better able to assess our performance, and report on client and service outcomes.

We are reviewing our service practice principles, our purpose, vision and values to ensure they are aligned with the expectations of those who choose our services.

Open Minds saw our revenue increase by 25% in the past year, primarily as a result of increases to funding in mental health lifestyle support programs, and increases in clients accessing support through the Acquired Brain Injury service.

We successfully retendered for our existing and new employment services, thereby enabling expansion of this program in South Brisbane, Capalaba, Caboolture and Ipswich.

We of course continue to work in partnership with philanthropic organisations such as the Bryan Foundation, the English Family Foundation, Cos' IT Caird, the Zonta Club and the Commonwealth Bank to provide additional services, programs and activities.

We thank these organisations and foundations for recognising the important work delivered by Open Minds in assisting people with mental illness, psychiatric disabilities, physical and intellectual disabilities and acquired brain injuries to live well within the community.

I would also like to acknowledge the government departments and agencies which fund Open Minds, including the Queensland Department of Communities, Queensland Health, the Commonwealth Departments of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), and Education, Employment, and Workplace Relations.

Moving forward, Open Minds will come up with new and effective ways to meet the needs of our clients and the Queensland community, and we will do this with passion, commitment and continue to build on the tradition and culture of support and innovation which is our legacy.



Kristine Sargeant
Chief Executive Officer



ACQUIRED BRAIN INJURY SUPPORT SERVICE

Open Minds Acquired Brain Injury (ABI) Support Service provides flexible and individualised support to individuals who have sustained a brain injury.

This past year the ABI service has continued to grow and expand, delivering services to more than 60 individuals and families across greater Brisbane and the Gold Coast.

Together with clients, their families and allied health specialists, we develop expert rehabilitation plans which include physical and mental health wellbeing and rehabilitation planning, personal care, social inclusion and active participation in the community as well as promoting hope, opportunity and recovery.

We support clients to establish new ways, and useful tools to better manage brain injury symptoms including short term memory loss when in the home, social environments and in the community.

Clients of the ABI Service have enjoyed many achievements including re-joining the paid workforce, attending and completing TAFE courses, developing cooking skills and significant gains in physical ability and health and wellbeing.

As the demand for our specialist services has grown, our service models have also expanded to include 24/7 supports in the home, high and complex care support, and respite effect community access services.

An Acquired Brain Injury (or ABI) refers to damage to the brain that occurs after birth. The damage may be the result of accidents, trauma, stroke, haemorrhage, alcohol or drugs, tumours, lack of oxygen, brain infection or diseases such as Parkinson's, Multiple Sclerosis or Alzheimer's.

Braden

told by his mum, Madonna Webber

The horror began on the morning of 25 August 2010 when we received a phone call from Braden's work mate to tell us that Braden had an accident and was on his way to the RBW Hospital.

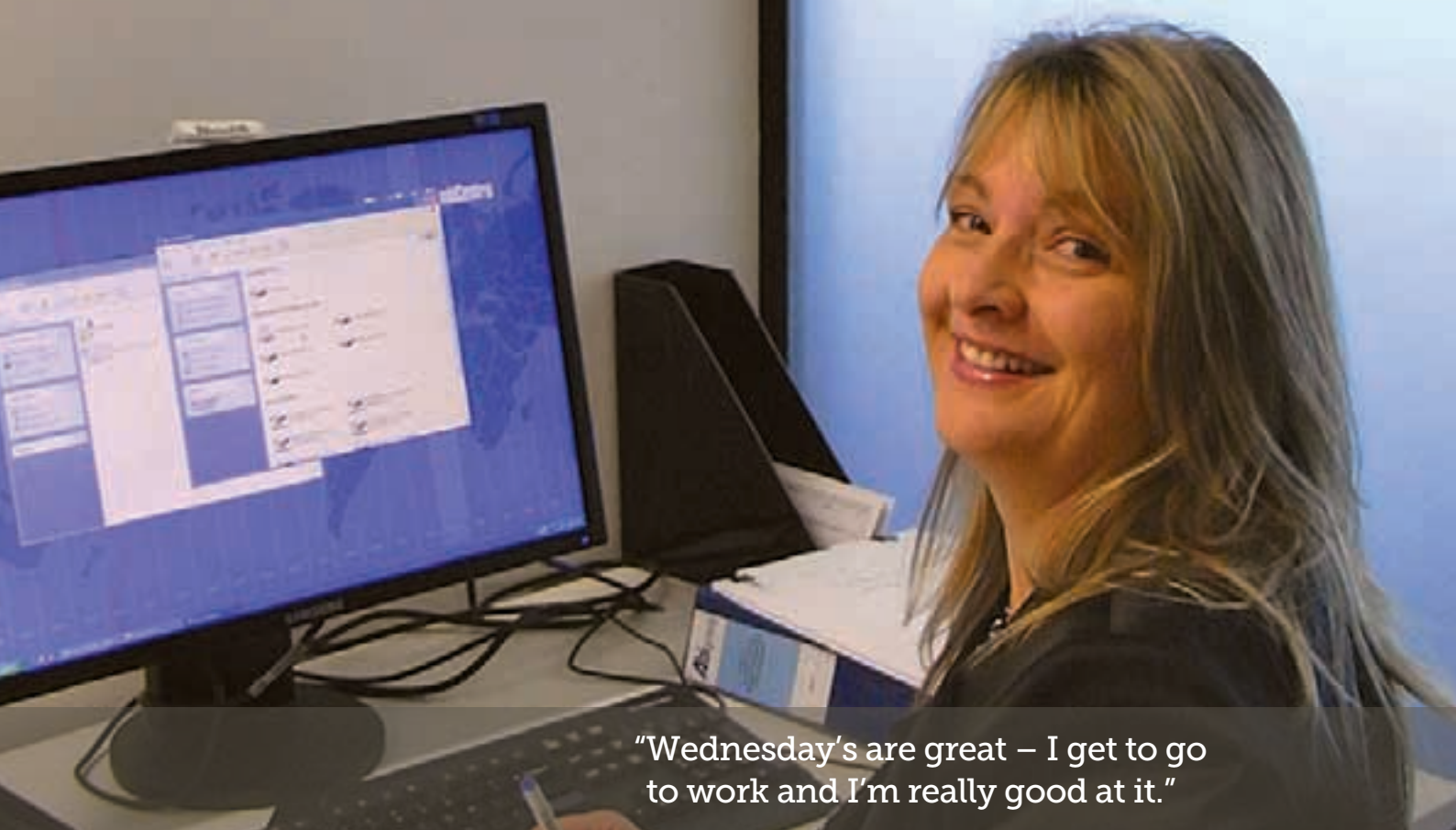
Over the next four and a half weeks we and Jaz (Braden's girlfriend) spent every minute of the day that we were allowed into the ICU. For four weeks, we were told that Braden was unlikely to live and that his Glama Scale report indicated that he had severe brain damage.

Life looked very bleak for Bray. Over the next 10 months we spent an average of 14 hours a day up at the hospital and watched him improve. One thing that we were told early on was that with a brain injury, we would be in for a rocky road, and there has been no truer word spoken, as you would see Bray progress for a period and get excited, and then he would get sick and fall back.

This pattern has continued right through. After many delays we finally got Bray into the Brain Injury Rehab Unit and with the help of some wonderful people there, we finally got him to come home after seven months in BIRU and 18 months since his accident.

Since Braden came home he's continued to slowly improve. He knows exactly what's going on, and will pick up on a joke as quick as anyone. We tell him that he's damaged a computer chip in his brain box and so we need to continually work to clear the passages. He has a laugh about this and continues to push ahead.





“Wednesday’s are great – I get to go to work and I’m really good at it.”

Cos’ IT Caird Partnership

In 2012, Open Minds ABI Service welcomed the opportunity to partner with Cos’ IT Caird and establish a new support initiative. ‘From Crisis to Control’, is a pilot support program aimed at assisting and supporting individuals who have sustained a brain injury and their families.

The program was modelled on the identified need for provision of supports and services to individuals who have sustained a brain injury as they transition from long stay hospital rehabilitation at Queensland’s PA Hospital Brain Injury Rehabilitation Unit (BIRU) to home.

The pilot program has proven to be a very worthwhile and successful initiative. Working in collaboration with BIRU, and with funding generously provided by Cos’ IT Caird, the service provides better understanding of the sometimes complex transition phase and diverse array of services, information and resources available in the community.

Open Minds sincerely appreciates the decision by Cos’ IT Caird to fund a further round of individualised ABI support packages and establish the ongoing delivery of the ‘From Crisis to Control’ program.

Cos’ IT Caird began in 2009 when Nicole Caird (above), contracted meningitis/encephalitis (HSE) which rapidly infected her brain, leaving her with significant damage to the area that looks after memory and a memory retention span of less than one minute.

Nicole’s husband worked in a large IT company and in recognition of the enormous costs of caring for someone with an acquired brain injury, his colleagues in the IT community rallied together to organise an event to raise money for the family. This, now annual event, gathers over 500 members of the IT industry to support those in similar circumstances.

Nicole Caird now works part-time at Conrad Gargett Architects. She has a huge smile on her face every Wednesday morning because she’s going to work and loves that her employer has increased her hours.

EMPLOYMENT SERVICES

Open Minds Employment Services is an ever evolving program and we are always seeking new ways to assist our clients to find employment.

Finding a job when you have a mental health condition or a disability is not always easy and unfortunately there are still many negative stereotypes to conquer in the work force.

Open Minds Employment Services helps jobseekers and employers to create rewarding and sustainable employment opportunities for people with a disability.

By assisting our job seekers to find employment within the broader community, Open Minds helps change the perspective of what it means to have a disability and work.

This year we assisted

114

clients into jobs, 95 of whom successfully sustained their employment past three months.

Chris & Carrie



Open Minds clients, Chris Graham and Carrie Jones, are employed as cleaners at KFC in Cleveland. KFC has assisted a number of our clients into work.

Chris has Asperger's Syndrome and started with Open Minds in July 2011, gaining employment in December 2011. Chris has made the position of back of house cleaner his own, with perfect attention to detail in all the tasks he completes.

Chris reached 26 weeks of employment in July 2012 and has since told Open Mind staff that he never wants to leave KFC as he loves coming to work for his three days a week. KFC think very highly of Chris and when he was off sick for a month with a foot injury, team members would consistently ask when Chris was coming back to work.

Carrie came to Open Minds in September 2011 already holding a position at KFC, but needing workplace support. Carrie had several strokes before she was 20 years old and has Central Nervous System/Cerebral Vasculitis causing mobility and dexterity limitations.

Unfortunately, in November 2011 Carrie suffered two more strokes which decreased her concentration and mobility. When she returned to work in February 2012, Open Minds assisted Carrie to implement workplace modifications as she was unable to hold a broom or mop. Since returning, Carrie has expanded her skills and is now helping serve Drive-Thru customers.

Kyle

Kyle started with Open Minds as a 16 year old in December 2011. He was struggling at high school due to Oppositional Defiant Disorder and Attention Deficit Hyperactivity Disorder. Kyle was born in South Africa and came to Australia with his family in 2009 after witnessing some of the difficulties in South Africa.

With our help, Kyle was able to gain employment working as a factory hand at The Mug Factory. Kyle started off as a casual worker, completing tasks such as grinding the artwork off the mugs and packing completed mugs into postage boxes to be delivered. Kyle excelled and was quickly moved into printing the designs onto the mugs. A role that Kyle has thoroughly enjoyed.

Kyle has become a valued member of the small team at the family operated business. Shortly after Kyle's 17th birthday, he was promoted to a full-time position within the company.



Every person
has the right to
live a life of choice,
fulfilment and
participation

DO IT CLUB

Do It Club is client led, and offers a range of community based activities, events and workshops for Open Minds clients to increase their social and community connections, skills and leadership goals. It is based on the strength of peers supporting peers, to inspire and enable clients to build sustainable support networks and take charge of their own lives.

This year has seen Do It Club offer clients the opportunity to attend and lead a number of recreational retreats and engage in leisure and outdoor activities.

Do It Club aims to:

- Respond to people's needs by using a peer support model that encourages the sharing of experiences, mutual respect, self-development, wellbeing and independence
- Enhance independence and confidence through building new life skills
- Increase participation in sport and health and wellbeing activities
- Promote clients rights as members of our society by communicating positive messages around mental health, disability and wellbeing and showcasing that inclusion creates healthier communities and better long-term outcomes.

Just some of the things Do It Club has done this year:

1. Enjoying a day out at Australia Zoo.
2. Experiencing the Story Bridge Climb at night is a great way to see the city.
3. Spending the day onboard the 'Young Endeavour'. The Royal Australian Navy crew introduced sailing and seamanship during a unique day out.
4. Trying for the catch of the day at the fishing retreat.



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PERSONAL HELPERS & MENTOR PROGRAM (PHaMs)

Open Minds PHaMs program provides outreach assistance to individuals whose daily functioning has been affected by mental illness.

PHaMs offers one on one support to participants who are working towards recovery and want to get the most out of every day. Workers also assist with access to other services, skills for increased independence and building renewed connections with the local community and family and friends.

Underpinning the overall aim of improving the recovery opportunities for people whose lives are severely affected by mental illness, PHaMs also seeks to increase:

- Access to appropriate support services at the right time
- Personal capacity and self-reliance
- Community participation.

Total number of PHaMs clients:
536

Support hours provided:
11,672

Number of PHaMs sites:
5
Ipswich
South Brisbane
Inner Brisbane
Caboolture
Bayside

Sarah*

Sarah is a qualified optometrist who had not practiced in six years due to mental health issues.

At the beginning of 2011, Sarah identified with her PHaMs worker that she wished to return to work. Sarah worked with her psychiatrist to reduce her anti-psychotic medications and worked on small achievable daily goals independently and with her PHaMs worker.

These were things like setting her alarm (so she didn't sleep all day) and developing a daily routine. She played golf to increase social participation, which led to her meeting a friend who moved in to her home. This has given her company and financial support.

Achieving these basic daily goals increased Sarah's confidence in her own ability and gave her some "direction, hope and confidence". She then began working on goals which needed greater commitment. She read through her University notes to re-familiarise herself with her profession and then volunteered to sort clothes at Lifeline one day a week.

With renewed confidence, Sarah sourced a volunteer position at RETINA Australia for two days per week. She has continued this for over six months and is now on the management committee.

Sarah also became a tutor for school aged children, completed some professional development training in her field and travelled to Melbourne to participate in a week-long conference.

She submitted an application to the Queensland Optometry Board to be "approved" to return to work as an optometrist and was approved to return two days per week (supervised for 12 months).

Sarah has since undertaken supervised work, and is now actively seeking casual employment. She remains in the PHaMs program although she does not require the level of support she once did.

**Not her real name*



People
supporting
people to live
independently
and well

RESIDENTIAL SUPPORT SERVICE

Open Minds Residential Support Service (RSS) supports a diverse group of men and women with high and complex support needs in residential settings, supported accommodation or in their own homes.

With eight 24/7 supported residential houses located across Brisbane, the service offers contemporary and individualised service models which strive to build a life of choice, opportunity and inclusion.

This year has seen many highlights for clients of the RSS and their families with holidays, fishing retreats, volunteer work, TAFE attendance, home renovations and many other adventures and activities all directed by clients and their families.

The RSS believes in community and partners many local services and organisations to offer greater opportunity and options for every individual. From cooking and painting classes, to piano and singing lessons, clients access and enjoy greater social networks and community inclusion.

Promoting Best Practice

The Residential Service has partnered with the Centre of Excellence in Behaviour Supports research project, Residential Outcomes Systems (ROS).

This exciting study is looking to establish innovative and evidence based residential service practices to improve the lifestyle of people with intellectual disabilities who live in residential settings.

ROS is a project which aims to develop procedures to guide staff in:

- conducting a lifestyle assessment
- developing an Individual Support Plan based on the assessment
- recording and summarising lifestyle outcome data
- reviewing that data at weekly staff meetings

There are four specific, but related, lifestyle outcomes that are sought for clients:

- Physical integration – participation in activities in the community
- Social integration – participation in activities with people other than paid staff, or people that live in the same residence
- Social network size
- Social network structure





RESPITE EFFECT SERVICE

The Respite Effect Service works with individuals with a disability aged 18-65, who live with an unpaid carer in the Redlands Shire.

The service supports people in consultation with their families. It focuses on continuing education and learning to develop skills and increase independence in a variety of life areas such as accessing the community, social skills, numeracy and literacy and household management.

We work with clients to establish goals such as accessing their community independently, accessing TAFE for further education and training, and cooking and life skills to promote greater independence in the home.

We provide practical help where required such as transport training skills.



TRANSITION & POST CARE SUPPORT INITIATIVE

The Transition and Post Care Support Initiative assists young people with mental health concerns, a disability and/or complex needs who are aged between 15-21, and are transitioning from or have exited statutory care.

The Initiative aims to enhance their outcomes, by assisting them to live in stable and safe support arrangements that provide the foundation for community living, involvement in work and/or community access activities.

Caitlin

“The department of Child Safety introduced me to my Transition Officer at Open Minds when I was 17. I had always had support workers, and my CSO was worried that I wouldn’t have any support once I turned 18 and they knew that Open Minds could work with me after I transitioned.

“Since working with my Transition Officer she has helped me with my decision making and problem solving so that I can make good decisions for my future. With her help, I’ve been able to access funding for a leadership camp and a laptop, which has improved my confidence and given me resources for university study.

“It has been helpful for me to have someone I trust, to talk to about relationships, university, friendships and my health and wellbeing. I feel very well supported and felt less stressed about transitioning from care because I had support.”



We are
committed to
engaging with the
local community
and building
relationships and
partnerships

LIFESTYLE SUPPORT SERVICE

The Lifestyle Support Service (LSS) delivers accommodation and community access supports to people living with a mental illness, intellectual disability or dual disability.

This diverse and dynamic client group receive individualised supports focused on their personal goals, needs and choices to optimise recovery, independence and lifestyles.

Our teams of skilled and trained staff offer flexible and creative models of practice to promote choice, meet challenges and celebrate success with clients as they reach their goals.

This includes achievements in all aspects of life from around the home, health and wellbeing, accessing further education or vocational training, building positive relationships and social networks and financial independence.

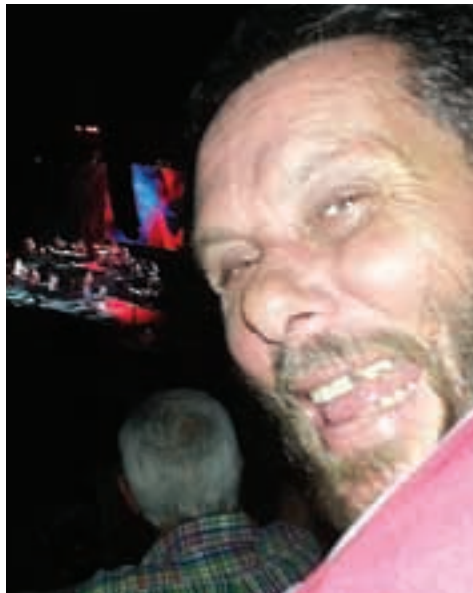
We support Queensland's largest Project 300 client group, a government initiative established in the 1990s to support the transition of individuals from long stay mental health facilities into the community, in their recovery and celebrate their wonderful achievements which can include returning to work, travelling overseas, sustaining housing, optimal health, wellbeing and independence.

We strive to build our knowledge, learning and evidence based practice through partnerships and associations.

These include:

- Centre of Excellence in Behaviour Support
- Griffith University
- Griffith Health Institute
- University of Queensland
- Queensland University of Technology

We access and participate in studies, research and support student placements to encourage sector growth and innovation.



"I had a great time at the Beach Boys concert, thank you Open Minds."

Rob





LIFELONG PLANNING COMMUNITY SUPPORT INITIATIVE

The Community Support Initiative supports people with a disability, their families and carers to access supports within their local community.

Open Minds Community Support Coordinators (CSC) recognise that supports and services should not take over from natural networks existing in the lives of people with a disability and that people with disabilities and/or their families are best placed to determine their own needs.

Coordinators assist people with a disability and their family to link in with the supports and services which they choose to access. Where support required is of a longer term, a person centred plan is developed to assist the person identify their goals.

A family story

An Open Minds Community Support Coordinator describes the supports provided to a refugee family from Afghanistan:

“The initial referral suggested the family would benefit from counselling related to issues of trauma but were finding it difficult to attend. The family had limited English and lacked knowledge of Brisbane transport systems. As a result, the initial goal with the family was to travel independently to the counselling service and it was agreed that a period of travel training would be provided.

“Ongoing work with the family quickly identified that their ability to utilise transport was severely limited by issues based on short-term memory loss and depressive episodes. The support allowed these barriers to be explored and further relevant supports identified.

“Discussions were often held in the family’s home. During this time, a number of other issues were identified as goals for the family which ranged from support with rental issues, court representation and financial concerns. Support links were successfully identified and facilitated through individual support plans.

“A significant part of these visits was the meal preparation by the mother of the family who insisted that I share a meal with them before I left the home. The meal became a significant part of the support time with them, and was identified as an important ritual in their interactions with me. The cultural connection between the task of cooking, sharing food and relationship building was evident and respected, allowing mutual respect to be affirmed at an early stage.”



We value
flexibility and
innovation in the
way services are
designed and
delivered

MENTAL HEALTH WEEK ACHIEVEMENT AWARDS

Open Minds was pleased to partner with Queensland Alliance for Mental Health for the 2012 Mental Health Week Achievement Awards.

The Mental Health Week Achievement Awards are designed to recognise and celebrate the achievement of individuals, groups, organisations and businesses devoted to improving the understanding and awareness of mental health in the Queensland community.

The Awards acknowledge the high standard and ongoing commitment demonstrated by those involved in innovative and effective initiatives and programs which address key mental health issues at a local, regional or state-wide level in Queensland.

The Awards were presented at a special luncheon on Friday 12 October 2012.



Award categories:

1. Individual Award:

for individuals who have made an outstanding contribution to mental health in Queensland through their commitment to improving the quality of life of Queenslanders living with mental illness and by promoting their inclusion in the broader community.

2. Consumer/Carer Award:

for an individual or group who through their direct experience with mental illness demonstrates a significant contribution to improving the lives of people with mental illness and their families and/or carers.

3. Organisation Award:

for an organisation that through the provision of mental health related services, programs, projects or initiatives demonstrates a commitment to improving the quality of life of Queenslanders living with mental illness by promoting their inclusion in the broader community.

4. Workforce Award:

for an employer who through the implementation of innovative workplace practices or initiatives has demonstrated excellence in the promotion of positive mental health to all employees and supports the inclusion of employees living with mental health issues.



WINNER OF THE INDIVIDUAL AWARD

Mary Woods

Founder of 'Tie up the Black Dog Committee' which was formed in 2007 by Mary and two other local Goondiwindi ladies who saw that many of their neighbours and friends on the land were struggling with depression due to difficult and demanding times. Mary and her colleagues acted quickly within their community by organising community events with high profile speakers to share information and break down the stigma of mental illness in rural and remote areas.



Mike Gilmour, Chair Open Minds with Lexi Hamilton-Smith and Dr Chris Davis, Assistant Health Minister (centre), with recipients of the various Mental Health Week Achievement Awards.

WINNER OF THE CONSUMER/CARER AWARD

Mental Health Family & Carer Connections Initiative

This is a partnership between Suncare Community Services and the Metro North Hospital and Health Service to promote good mental health and wellbeing between carers, families and individuals. The initiative provides community awareness and information sessions aimed at reducing stigma, raising awareness and exploring the concepts of wellness for carers, families and individuals with an emphasis on innovation and creating practices that build on meaningful connections within the community.

WINNER OF THE ORGANISATION AWARD

Benowa State High School Peer Support Leadership Program

A unique partnership between Benowa State High and Uniting Care Community which addresses the increasing number of issues relating to mental illness affecting young people within the school community. The program is based around a peer to peer training program which sees students themselves become the organisers and facilitators of the program. The program is focused on early intervention with the aim of identifying risk factors which can impact on a young person's problem solving capacity and also promotes protective behaviours such as interpersonal skills, positive peer relationships, self-worth and efficacy.

WINNER OF THE WORKFORCE AWARD

Queensland Rail

In 2011 Queensland Rail developed an extensive program of events to help celebrate Mental Health Week. The key messages communicated to all 7,500 employees focussed on raising awareness of the prevalence of mental illness and celebrating the achievement and recovery of people who live with mental illness and their families and carers. Activities included a Mental Health Week Expo; mental health resource kits distributed to 50 regional locations; Chill Out Sessions for staff; and a great debate which highlighted the impact of mental health in the workplace. The week of events was received so well by staff it set the scene for additional mental health and wellbeing activities for this year.

EARLE DUUS AWARD

Earle Duus Honour Roll

- 2012 Benowa State High School
- 2011 Bayside Initiatives Group
- 2010 Mrs Nadia Beer OAM
- 2009 The BrookRED Centre
- 2008 Mr Sam Thompson
- 2007 The Brain Injury Association of Queensland
- 2006 Micah Projects
- 2005 Sailability Bayside
- 2004 The Big Issue
- 2003 Nundah House
- 2001 Ms Dianne Spence
- 2000 Mr Malcolm Campbell
- 1999 Mrs Denise Ryan

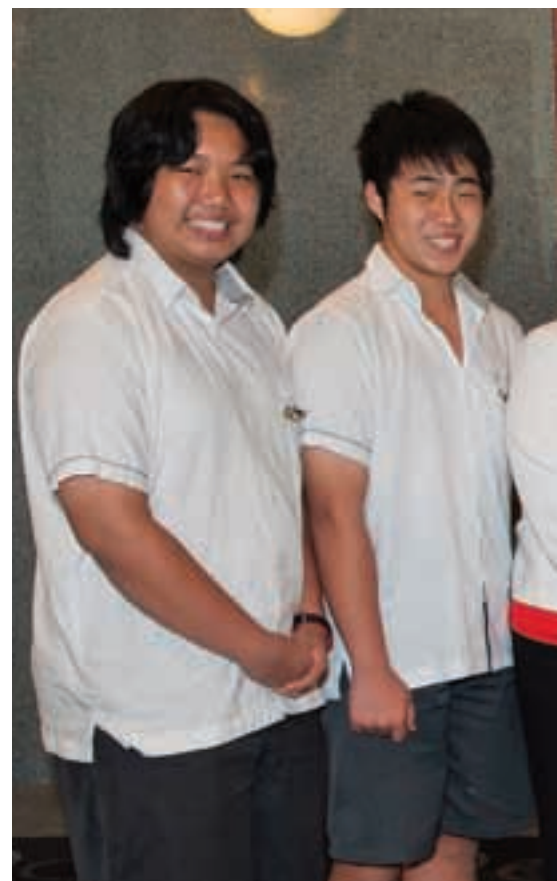


About Earle Duus and the Memorial Award

The Earle Duus Memorial Award is made possible through the bequest of the late Earle Duus, a Brisbane philanthropist. Earle Duus was an accountant and his life passions were music and the arts.

His love of the Australian bush resulted in frequent trips to Queensland's National Parks, which he captured in the many landscape paintings he produced in his later years. Earle Duus' experiences living with chronic depression motivated his bequest to enable continuing resources to be available to promote people and activities that improve the lives of people with a psychiatric disability or acquired brain injury.

Open Minds was proud to award the thirteenth annual Earle Duus Award to Benowa State High School at the 2012 Mental Health Week Achievement Awards.





Benowa State High School students, pictured with Kristine Sargeant, Open Minds CEO, and Dr Chris Davis, Assistant Health Minister.



A MINDFUL EMPLOYER

Working with individuals who experience mental illness, disability and brain injury, alongside their families and carers, is a rewarding and enriching career. Our staff believe the principals of recovery and the right of all people to live a life of choice and fulfilment. At Open Minds we believe we need to support the wellbeing of our employees with the same care and respect that we do our clients. Early 2012 saw Open Minds become one of the first employers in Australia to commit to the Mindful Employer Program. The Mindful Employer Program is facilitated by SANE Australia – a national charity working for a better life for people affected by mental illness – through education, research and campaigning.

The program is an online training resource for all employees with general information about common mental health problems, as well as practical information on how to support someone at work who is affected, directly or indirectly, by a mental illness. Additionally the program includes a Charter outlining and affirming our commitment to promoting good mental health in the workplace. By signing this charter Open Minds strives to:

- Promote good mental health in the workplace, and show a positive and enabling attitude to employees and job applicants who have, or who develop, mental health problems
- Ensure that all staff involved in recruitment and selection are briefed on mental health issues and the Disability Discrimination Act, and given appropriate interview skills
- Proactively promote that mental health problems will not be discriminated against and that disclosure of a mental health problem will enable both employee and employer to assess and provide the right level of support or adjustment
- Not make assumptions that a person with a mental health problem will be more vulnerable to workplace stress or take more time off than any other employee or job applicant
- Provide non-judgmental and proactive support to staff who experience mental health problems or who care for a family member affected by a mental health problem
- Ensure all managers have information and training about managing employees affected by mental health problems or caring for someone affected

Open Minds is proud to be one of the first employers in Australia to sign up to the Mindful Employer Program and we hope it provides a clear message both to employees and to those who are seeking work that we are committed to the wellbeing and retention our employees.

So far, the feedback from staff has been overwhelmingly positive. Open Minds Accountant Kate Lindsay said:

“The program has improved my understanding of the different types of mental illnesses. It’s also given me greater confidence to deal with those affected by mental illness in the workplace, by outlining helpful approaches. The fact sheets are a great resource to refer back to.”





We look forward
to the future with
confidence that
we will continue to
evolve in response
to the changing
needs of those
we support

QUALITY

Open Minds has implemented tailored support systems that provide measurement and control of our service deliverables in a bid to continuously meet customer excellence.

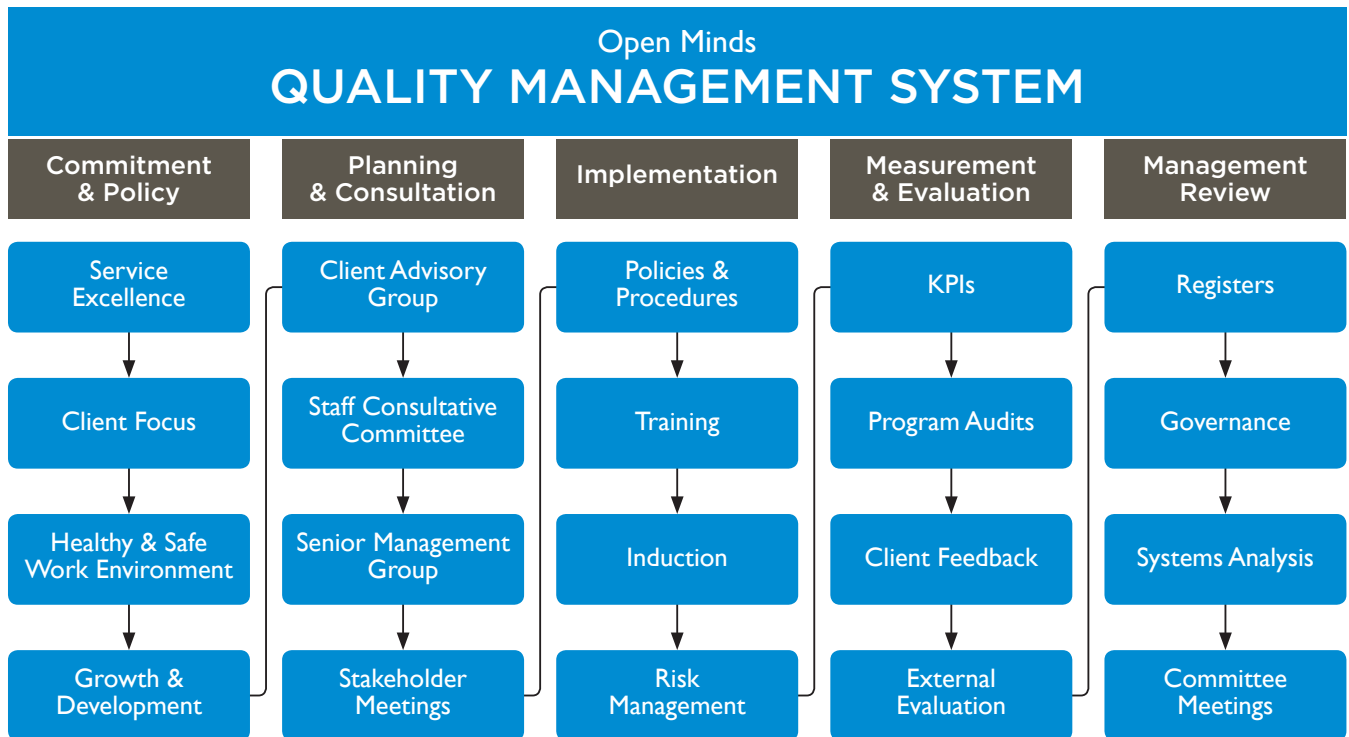
Our systems are developed to capture and manage our whole of organisation processes, such as:

- Continuous Improvement
- Identify Best Practise
- Handling of Incidents, Hazards and Complaints
- Risk Management
- Work, Health and Safety
- Policies and Procedures
- Program Audits
- Staff Training Needs
- Reporting Analysis
- Comparison Reports

Open Minds uses information obtained from our system controls to understand business trends that add value to direct, control and provide growth from within the organisation. These include:

- Staff Training
- Client Satisfaction
- Improvement Opportunities
- Business Growth Opportunities
- Early Risk Indicators
- Compliance

All avenues stemming from our Quality Systems are designed to enable us to quickly identify risk and either eliminate or minimise impact. Our stakeholders are extremely important to our organisation and we recognise our staff as our greatest asset.



FINANCE

Where money comes from

The main source of funding for activities during the year was government. Both the Queensland State Government, through the Department of Communities, and the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs, support Open Minds through various government grants.

Open Minds contracts with the Commonwealth Department of Education, Employment and Workplace Relations, for the Employment Services program.

Where the money goes

96% of funds have gone to directly support work with vulnerable people with mental illness, disability or acquired brain injury to live independently and well within the community.

These graphs illustrate activities carried out during the year by Open Minds. Expenditure for 2012 was \$14 million.

The breakdown of expenses is in line with previous years with employee expenses representing over 80% of expenditure.

Where the services money is spent

Figure 3 shows what services have been delivered. The Lifestyle and Residential services remain our largest support service.

In summary

Open Minds has had another strong year of growth. Revenue has increased by 25% to \$14.3M on 2010/11. The financial position of the organisation has strengthened with net assets of \$4.88M an increase of 8.4%. Cash balances and reserves at year end remain strong at \$6.6M.

The financial performance of the organisation resulted in a net surplus of \$376,568.

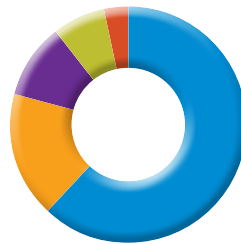


FIG. 1 REVENUE BREAKDOWN

- State Govt. grant income : 62.2%
- Federal Govt. grant income : 17.2%
- Federal Govt. contract income : 10.3%
- Other service income : 7.2%
- Investment & other income : 3.1%

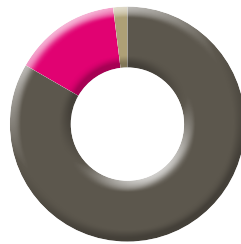


FIG. 2 EXPENSES BREAKDOWN

- Employee expenses : 83.4%
- Other expenses : 14.9%
- Depreciation & amortisation : 1.7%

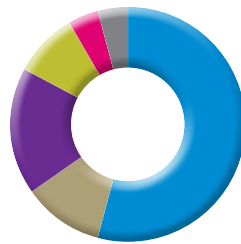


FIG. 3 DEPARTMENTAL BREAKDOWN

- Lifestyle & Residential Services : 54.3%
- ABI Services : 11.0%
- PHaMs : 17.7%
- Employment Services : 8.7%
- Community Programs : 4.4%
- Administration : 3.9%

FIG. 4 FINANCIAL PERFORMANCE

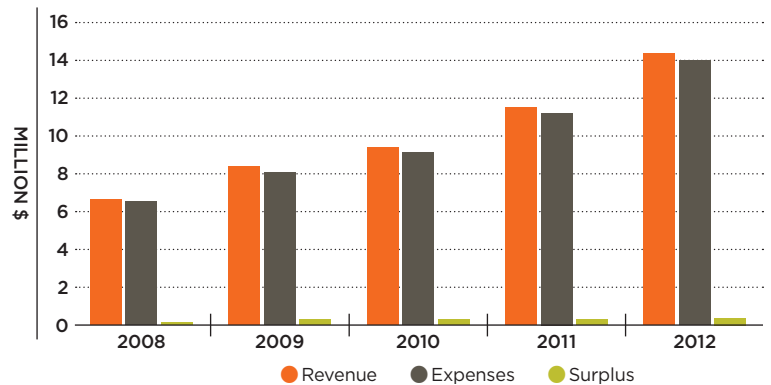
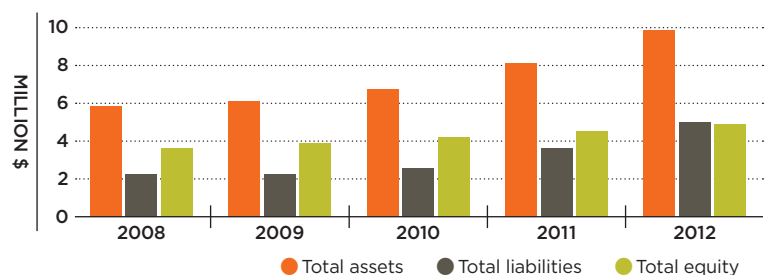


FIG. 5 FINANCIAL POSITION



GOVERNANCE

The Governance processes of Open Minds are managed and overseen by an experienced and professional Board of Directors. Open Minds has a Board of eight non-executive Directors who have an appropriate range of qualifications and knowledge of finance, business, law, marketing, human resources, fundraising, disability or lived experience

The Open Minds Governance framework has been drawn from ASX Governance principles and it forms the basis of Open Minds governance processes. Our governance practices are robust, accountable and of a standard to meet the expectations of stakeholders.

In addition to the Board of Directors meetings, formal Board committees include the Finance Compliance and Risk (FCR), Governance, and Remuneration Committees.

The role and responsibilities of the Board and its committees include:

- Ensuring good governance with a comprehensive set of policies and procedures
- Observing fiduciary duties arising from the constitution, corporations law and relevant legislation
- Ensuring the financial viability, solvency and sustainability of the organisation
- Ensuring compliance with applicable legislation, regulations, policies and procedures
- Monitoring performance against strategic plans and annual budgets
- Ensuring effective management of risk
- Ensuring optimal use of the organisations assets and resources
- Promoting the reputation of Open Minds
- Monitoring the performance of the CEO and approve the salaries of the senior management
- Periodically monitor its own performance to ensure continual improvement.

The Board maintains a high standard of internal control in all aspects of its operations. Board and Management have established internal controls including policies, systems and procedures to ensure the operational efficiency, encourage compliance with Open Minds policies and procedures and the accuracy of records.

The Board receives regular reports regarding financial conditions, operational results, compliance and risk management.

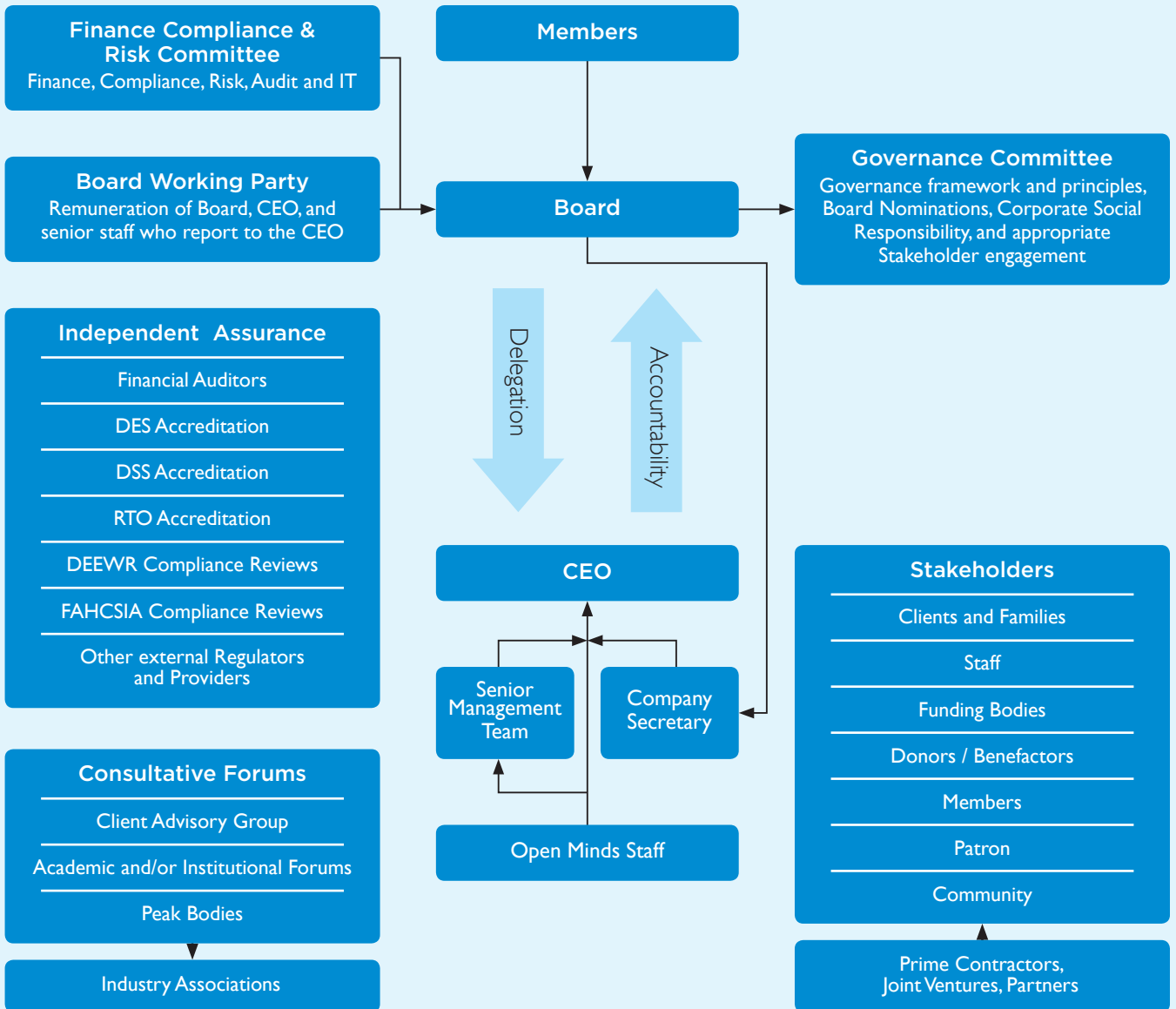
Social Responsibility

The Board and Management of Open Minds recognise the importance of the environment and community in the conduct of its service and business activities.

Whilst the nature of our services to the community and those facing disadvantage are the mainstay of our social responsibility aspirations, Open Minds increasingly seeks to understand and manage the impact of the organisation upon the environment and the wider community. Open Minds is working actively to limit its carbon footprint and has established the "Going Green" working group.

Governance Framework

Open Minds Australia
Governance Structure
 Supporting people with mental illness, disability or acquired brain injury



OUR PARTNERS AND SUPPORTERS

By partnering with like-minded community organisations and corporate partners we are able to combine and complement our expertise to provide innovative and diverse services to our clients and stakeholders.

We thank each and every one of our corporate partners, trusts and foundations, community partners, service clubs and individuals for their support and commitment to Open Minds.

It is through this generous and ongoing support that Open Minds can continue to make positive and lasting impacts on the lives of men and women who experience mental illness, disability or brain injury.

Federal and State Government Agencies



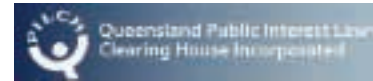
Community and educational partners



Thank you to each and every one of our corporate partners, trusts and foundations, community partners, service clubs and individuals for their generous ongoing support and commitment to Open Minds.

QAI / QPILCH

A partnership between Open Minds, Queensland Advocacy Incorporated (QAI) and the Queensland Public Interest Law Clearing House (QPILCH) see's Open Minds host a free legal clinic for people experiencing mental illness who otherwise may not have access to this support.



headspace

Open Minds is a member of a consortium of agencies led by Accoras to deliver services at the Brisbane South headspace centre.

Open Minds joins agencies including Inala Youth Service, Drug Arm and Neami who all provide a range of mental health, youth and drug and alcohol services in South Brisbane.



The Bryan Foundation

In 2012, Open Minds was thrilled to be the beneficiary of funding over three years from The Bryan Foundation to support our Do It Club.

With the support of The Bryan Foundation, Do It Club can continue to fulfil its aim to reduce the sense of isolation that individuals with mental illness or disability can feel through actively promoting involvement and participation in the broader community and providing opportunities for peer to peer leadership and mentoring.

The Zonta Club

The Zonta Club of Brisbane River is one of five very active Zonta clubs in the Brisbane Central Business District. Zonta International is a service organisation of professional women whose main focus is to advance the status of women.

Through the financial support of the Zonta Club of Brisbane, Open Minds is able to provide regular personal development courses for female clients focused on assertive communication skills.



Cos IT Caird

During the year Open Minds was excited to enter into a new partnership with Cos IT Caird. The partnership has seen the establishment of the 'Crisis to Control' Program, delivered by Open Minds, which provides short-term support services to individuals who have sustained an ABI, and their family.

We gratefully acknowledge the support from Cos IT Caird and look forward to being able to assist many more people through this extension to our ABI service.



Imago Photography

We would like to thank Frank Hurrell who has photographed many of our events this year and freely gives his time and skills.

English Family Foundation

English Family Foundation – Allan English is a Brisbane business leader and philanthropist who has a registered Private Ancillary Fund (PAF).

Following a meeting to gather more information on Open Minds, our services and client outcomes, a pledge was made for a \$10,000 donation.



Middletons

Middletons lawyers are a long term supporter of Open Minds Do it Club. Their valued partnership creates opportunities for clients to attend events, host monthly activities and participate in the wider community. The team at Middletons also provide in-kind support through advice and have sponsored several events.



Commonwealth Bank

In celebration of its Centenary year in 2012, the Commonwealth Bank distributed \$100,000 amongst ten community organisations around Australia also celebrating 100 years, and Open Minds was fortunate to be one of the ten recipients to receive a Centenary grant of \$10,000.



TED STEWART



Ted Stewart steps down from the Open Minds Board in 2012. His involvement with the organisation has spanned a quarter of a century and seen massive change, growth and development.

In fact, his family has had a connection with Open Minds for three generations, beginning when we were known as the Queensland Wattle Day League and his grandfather provided meals to Wattle Day collectors at the Criterion Hotel. Years later, Ted's father, Sir Edward Stewart, became patron of the Wattle League for the Disabled in 1982 and remained in the role until he passed away in 2006.

His period as patron overlapped with his son, Ted, becoming a Board member of the League. Ted was appointed a Director in November 1986 and assumed the Chairmanship in 1989. He followed Madeline Cottee who had chaired the organisation through some turbulent times. However, it was still a small and relatively unknown body that had a limited number of clients.

During Ted's 20 years as Chair, from 1989 to 2009, all of this was to change. The organisation underwent the most dramatic growth in its history starting with involvement in the P300 program to help people with mental health issues move from institutional care into the community. The experience gained helped develop other services such as our Acquired Brain Injury service. Our housing and employment services were strategically grown and developed over the years to help many more clients.

Perhaps most visibly, in 2003, Ted led the process that saw us change our name to Open Minds and purchase our current premises in Woolloongabba. These decisions helped increase the awareness of our work and put us on a secure footing for sustained growth.

By the time Ted stepped down as chair in 2009, Open Minds was almost unrecognisable compared with the Wattle League he began chairing in 1989. However, one thing has remained central - the clear focus on providing services that respect and empower our clients to live a life of choice, fulfilment and participation.

From everyone at Open Minds, clients and staff both past and present, we say thank you Ted.



**Thank you to all Open Minds
staff and volunteers for your
dedication and compassion.**

**And thank you to our clients,
for the privilege of working
with you.**

WOOLLOONGABBA

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