



2013

ANNUAL REPORT

OUR WORK
RIPPLES THROUGH
THE COMMUNITY



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**"WE EMBRACE
A WHOLE OF LIFE
FOCUS FOR PEOPLE
WITH MILD TO
COMPLEX
NEEDS."**

OUR NEW LOOK

This year we undertook a strategic rebranding program in order to clarify our message and position our organisation for the future while recognising and respecting our past.

Our rebranding program was much more than a new look and logo. For us, it meant aligning our vision, values and goals with everything our stakeholders see, touch and experience when they engage with Open Minds.

Our technical descriptor of **Individual Community Support** exists to tell our stakeholders what we do. We focus on the individual, providing support on their recovery journey as part of a wider community. We are also a community of support for each other as individuals.



Our brand promise is **People Centred** and this supports our person-led approach to service delivery.

Our brand theme is **Better Days**. The work we do makes a difference each day for the people we serve, our community, our colleagues and ourselves by focusing on creating one thing and that is **building better lives, one day at a time**.

The core ethics of our brand are **Collaborative, Positive, Innovative**. We work together to improve lives. We will continually seek to improve our services. We are champions of possibility and potential.

In addition to the development of a robust brand strategy, the project we undertook involved a fresh new look and some modifications to our logo. Our evolved corporate identity better reflects our 'people centred' brand promise and the open and collaborative approach we take.

Our visual identity includes the positive rainbow of colours that match our four service streams and the Wattle which reflects our proud history. This rebrand has laid the foundation to empower the Open Minds team to communicate our core messages consistently both internally and externally, so that we can work together to improve mental health and wellbeing.

OUR SERVICES ARE NOW ORGANISED UNDER FOUR SERVICE STREAMS:



Supported accommodation options for people with mental illness or disability.



Employment Services for people living with disability or mental illness.



Supporting people to live well in their community of choice.



Community Health Services.

OUR VIBRANT AND COLOURFUL VISUAL IDENTITY THAT WE NOW PROMINENTLY DISPLAY ON MOST OF OUR MARKETING AND COMMUNICATIONS MATERIAL WAS DESIGNED TO REPRESENT THE POSITIVE 'RIPPLE EFFECT' OPEN MINDS HAS ON THE INDIVIDUALS AND COMMUNITIES WE WORK WITH.



OPEN MINDS PRACTICE COMMITMENT

Our commitment, as an organisation and as individuals, is to operate in accordance with an agreed set of values, principles, responsibilities and frameworks which guide us in the way we deliver services and the way in which we operate.

VISION

Open Minds vision is for an inclusive community where each person has the opportunity to live a life of choice, fulfilment and participation and where diversity is embraced and valued.

PURPOSE

Working together to improve mental health and wellbeing.

OUR GUIDING PRINCIPLES

Our Guiding Principles support thoughtful, respectful and client centred action. They guide our staff in making appropriate decisions in line with Open Minds Values.



OUR LEADERSHIP FRAMEWORK

Our Leadership Framework is our commitment to supporting and assisting our staff to carry out their work in order to achieve our practice commitment.

- We tell people what's expected
- We help people get there
- We hold ourselves accountable

OUR STRATEGIC PRIORITIES 2013-2016

- 1 Continuously improve and deliver on our Recovery Oriented Client Centred Service Model
- 2 Shape the organisation to remain sustainable and relevant in order to meet the changing needs of the communities we serve
- 3 Implement evidence based quality practice in all areas of service delivery
- 4 Work to broaden the awareness of mental health and wellbeing in the wider community
- 5 Build partnerships and work in collaboration to deliver better services



OUR VALUES



**CLIENT
CENTRED**

**WE'RE
LED BY THE
PEOPLE
WE SERVE.**

**MUTUAL
RESPECT**

**WE
VALUE EACH
PERSON'S
INDIVIDUAL
EXPERIENCE AND
WORTH.**

INTEGRITY

**WE
DO WHAT
IS RIGHT
EVEN WHEN
NO ONE IS
LOOKING.**



**COLLAB-
ORATION**

**WE WORK
TOGETHER AND
SHARE
INFORMATION
FREELY.**

COURAGE

**WE DARE
TO SEE AND
DO THINGS
DIFFERENTLY.
WE DARE
TO LEAD.**

RELIABLE

**PROVIDING
SERVICE
FOR OVER
100 YEARS.
WE ARE HERE
TO STAY.**

CHAIRMAN'S REPORT



Open Minds centenary celebrations have continued during the first half of the last year, and finished on a very high note when Her Excellency Penelope Wensley AC, the Governor of Queensland, accepted an offer from the Board to become our Patron. This appointment reflects a long history of Queensland Governors supporting the activities of Open Minds as Patron. The Board was excited when Her Excellency agreed to be the keynote speaker at our Morning High Tea, hosted by the Speaker of the Queensland Parliament, the Hon Fiona Simpson MP, to celebrate Wattle Day.

The last 18 months has demonstrated to me the importance of our history and the significant

influence it will have on our future. We have reintroduced several Wattle Day activities, the most important of which is the selling of Wattle Badges in our schools. We have also re-engaged with the Australian Defence Force in several areas of common interest.

Early in 2013 the Board and the senior executive team met to develop a new strategic plan for Open Minds for the period to 2016. Our discussion focussed on our changing environment, where the introduction of the National Disability Insurance Scheme will see greater contestability for the provision of services to clients. Open Minds needs to be ready for this changed environment and the new strategies will guide this preparation. Our vision still remains, 'an inclusive Australian community where every person has the opportunity to live a life of choice, fulfilment and participation'. I commend our key strategic goals mentioned earlier in this report for your reading. The Board recognises that transformational changes are necessary to our service delivery models, as well as an extension to our geographic outreach for the organisation to maintain its leadership in mental health in Australia.

The Board is keen to ensure that it maintains high standards for its governance processes, and amongst other activities during the last year, the Board participated in an externally facilitated Board evaluation.

The Board is proud to continue its sponsorship of the Queensland Mental Health Week Achievement Awards, and in particular with the inclusion of our very own Earle Duus Award. This year the Earle Duus Award winner was Peach Tree Wellness Inc, an organisation that provides services, education and support to those experiencing perinatal stress and mental illness, their families and friends. The Board congratulates Peach Tree Wellness Inc on their achievements.

Again this year we have experienced significant growth in our programs, which has seen our turnover increase from \$14.4M to \$17M per annum. I extend the thanks of the Board to our CEO Kristine Sargeant and her senior executive team for their excellent work in managing the company through this growth phase.

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. In particular, I extend a special thanks to Mr Claude Huddy who is retiring after 19 years as a Director, and also to Melanie Nicholson who is retiring at the 2013 Annual General Meeting. I am very pleased that Melanie has agreed to continue to support Open Minds as an ambassador for people with an acquired brain injury.

THE BOARD RECOGNISES THAT TRANSFORMATIONAL CHANGES ARE NECESSARY TO OUR SERVICE DELIVERY MODELS, AS WELL AS AN EXTENSION TO OUR GEOGRAPHIC OUTREACH FOR THE ORGANISATION TO MAINTAIN ITS LEADERSHIP IN MENTAL HEALTH IN AUSTRALIA.

Mike Gilmour
Chair



YEAR AT A GLANCE

1,246

• Number of clients supported this year

340,145

• Support hours across our services

244

• Total number of Open Minds staff

\$2.6m

• Increase in income from last year

94%

• Percentage of staff across the organisation trained so far in Open Minds Recovery Enhancement Framework



OUR PATRON

BOARD OF DIRECTORS



**Her Excellency
Ms Penelope Wensley AC
Governor of Queensland**



1. Mike Gilmour (Chair)

Dip Acctg, MBA, FCPA, FAICD

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 South Bank Institute of Technology, Independent Director Isis Central Sugar Mill Company Limited, Director of Sugar Research Australia Limited and a former President of the Queensland Division of CPA Australia.

Mike has a close involvement with the indigenous community particularly through his recent role of Company Secretary of the Palm Island Community Company. Mike is a professional accountant and experienced Chief Financial Officer and has particular experience in the health and manufacturing sectors. Previous appointments as a director, company secretary and senior commercial management positions have included the Uniting HealthCare Group, Royal Flying Doctor Service, Boystown Family Care and James Hardie Industries Ltd. Mike has been a Director of Open Minds since May 2005.



2. Professor Paul Mazerolle (Deputy Chair)

Professor Paul Mazerolle is Pro Vice Chancellor (Arts, Education and Law) and Director of the Violence Research and Prevention Program at Griffith University.

Professor Mazerolle's research examines the processes that shape criminal offending across the life course, various forms of violence including youth violence, and intimate partner violence, as well as criminal justice policy. He is currently engaged in a series of funded research projects examining repeat child abuse notifications, Indigenous experiences in prison, police responses to domestic violence, and intimate partner homicide.

Paul holds a PhD in Criminology, a Masters in Criminal Justice and a Bachelor in Sociology. Paul has been a Director of Open Minds since June 2009.



3. Lynn Smart (Treasurer)

B Com, CPA, FAICD, MBA

Lynn is an accounting and governance professional with more than 20 years' experience in the areas of accounting, financial analysis, business improvement, compliance, governance and risk. Her previous appointments have included private and public companies across broad industry segments including mining, construction, web hosting, energy, heavy industry and food manufacturing, franchise and transport. Lynn is also the owner of The Smarter Bottom Line, providing consulting services to the commercial sector.

Lynn is an experienced Director with strong involvement with the not-for-profit sector with previous appointments as Director of the Anywhere Theatre Festival and was appointed Chair of Open Minds Finance Compliance and Risk Board Sub-Committee in November 2011.



4. Melanie Nicholson

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.

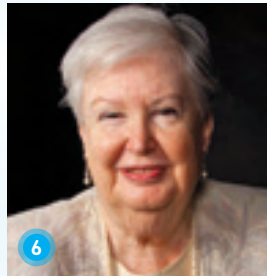
Melanie has been a member of the Open Minds Board since December 2010.

5. Claude Huddy

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 Employment and Workplace Relations (DEWR) 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 support services.

Claude has been a Director of Open Minds since September 1994.



6. Dr Margaret Steinberg AM

PhD, MPhty (Research), BPhy (Hons), Dip Phty

Dr Margaret Steinberg AM brings to the Open Minds Board expertise in governance and ethical decision-making, as well as experience as a clinician, health administrator, academic, and director of public, private and third sector organisations. She has particular expertise in public health, including mental health and community health.

Margaret is a former Commissioner of the Criminal Justice (CJC) and Crime and Misconduct (CMC) Commissions and Chair of their Audit Committees and Governance areas. She was foundation Deputy President of the Guardianship and Administration Tribunal (GAAT), Assistant Commissioner of the Health Quality and Complaints Commission (HQCC) and Chair of its Consumer Advisory Committee.

Margaret has a PhD (Child Health and Education) and MPhty. Her awards include a Churchill Fellowship (disability and early intervention), NHMRC Travelling Fellowship (Telemedicine) and WHO Study (HIV/AIDS). She was made a Member of the Order of Australia in 2003 in recognition of her work in public health, discrimination, ageing, HIV/AIDS and social justice.

7. Dr Madonna Tucker

PhD, MPsyEd, BA Psychology

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.

Madonna was appointed as a Director of the Open Minds Board in May 2010.



CEO'S REPORT



Working together to enhance mental health and wellbeing has been the shared purpose for all at Open Minds throughout this year of significant change. With our customers at the centre of our thinking, Open Minds has embarked on significant development in order to ensure we continue to deliver quality services to meet the needs of the communities we serve.

The changes in our external operating environment in the past year have been more significant than we have seen for many years. In Queensland, the past year has seen the release of the Commission of Audit for Queensland, the Blueprint for Better Healthcare, the establishment of the Queensland Mental Health Commission and significant changes to funding models by the state government. At a national level we have seen the commencement of trial sites under the National Disability Insurance Scheme and the introduction of the Australian Charities and Not for Profit Commission.

Internally, Open Minds implemented enhancements to our service delivery model to ensure a consistent person centred approach across all of our services. Further, we wanted to ensure our practice reflected and supported the Recovery Journey of the people we support. This process included training all staff in a comprehensive Recovery Oriented Service Model: Open Minds' Recovery Enhancement Framework. Our Recovery Enhancement Framework describes our approach and provides tools for delivering mental health services in a way that supports people to build and maintain a self defined meaningful and satisfying life.

We undertook a comprehensive review of our vision, purpose and values and developed a new set of strategic priorities and goals to ensure Open Minds is positioned to respond to changes in the external environment, the changing needs of our communities and in accordance with current evidence based best practice. In conjunction with our Strategic Planning, and the end of our 100 years celebrations, Open Minds embraced the opportunity to reflect on our history and our future to introduce a new and dynamic identity for Open Minds as we go forward into the next 100 years of service. The colour and ripples within our new identity represent the diversity and interconnectedness of our community and the three pillars of our purpose – individual, community, support.

Behind the scenes, we have been improving our information systems with the implementation of a new

risk management system and client information system to measure and report performance and outcomes and to seamlessly deliver the right service at the right time to meet individual need.

As our employment services experienced growth, Open Minds expanded its services with a new office opening at Stones Corner and new expanded offices in Ipswich and Caboolture. Our Woolloongabba Head Office ground floor underwent refurbishment to provide training facilities and better space for staff, clients, participants and partners to meet and learn.

As part of our new strategic focus we have continued to build on our existing relationships within our sector and have invested considerable time to engage with new partners and to develop partnership models which will add further value in meeting the diverse needs of the community.

During the first quarter of 2013, Open Minds joined Partners in Recovery as a consortium partner within the Metro North and the West Moreton and Oxley areas to work with services to assist them meet the needs of clients who have long-term, complex mental health needs that cannot be addressed by just one support service. Another key achievement has been our partnership with headspace, the National Youth Mental Health Foundation. headspace centres provide support, information and advice to young people aged 12 to 25.

Open Minds is delighted to announce that in January 2014 we will open our doors to the new headspace Centre at Redcliffe. We are looking forward to making a significant contribution in the mental health care of youth.

Open Minds, in partnership with Queensland University of Technology, welcomed four QUT students from the faculties of Social Work and Human Services to participate in our Outcomes measurement project and our Employment Services area. It proved to be a rewarding experience for both sides and I marvel at the enthusiasm and diligence displayed by the students. We look forward to welcoming further students next year.

As we do each year, Open Minds hosted a number of fantastic events, including Wattle Day High Tea at Parliament House, a new event which acknowledges our history and connections with schools and the Australian Defence Force; Mental Health Week Launch and the Queensland Mental Health Week Achievement Awards where we had the pleasure of hearing about the great work happening in the community. The passion and emotion at this year's Mental Health Week Achievement Awards was indicative of the community spirit that surrounds the mental health sector in Queensland. Congratulations to all the applicants, finalists and winners for the important work you do to support and raise awareness of mental health and wellbeing.

This year also saw Open Minds host our first ever all staff forum. It was the first time that all staff had the opportunity to come together at one venue and what a great day it was! It was so pleasing to have the opportunity for staff to get together to discuss our Recovery Enhancement framework, our shared vision and values and the Strategic Plan for 2013–2016. We were delighted to welcome some wonderful and motivational presenters who offered everyone the opportunity to reflect personally on their own life's journey, to laugh, to spend time with our colleagues and to appreciate that whilst our roles may differ, our purpose is unified.

On behalf of Open Minds, I would like to thank the clients of Open Minds for allowing us to be part of their recovery journey. We will continue to strive to ensure we hear and respond to your voice and to deliver services that meet your needs.

Thank you to the staff that deliver those services and to the support staff that ensure that the resources and systems are working to enable us to deliver the services effectively. Your commitment to the people we serve is, without doubt, the driving force behind Open Minds. Thank you.

A sincere thank you to those agencies and organisations that provide the funding to Open Minds to deliver the services: Queensland Government, Australian Federal Government, headspace, Cos' It Caird and The Brian Foundation in particular.

Thank you to our Partners, who chose Open Minds to partner with; to directly deliver services or to work together to develop models and successfully tender for services, in particular, Job Futures for our Disability Employment Services and Metro North Medicare Local and Aftercare for Partners in Recovery.

Finally, it has been a privilege to work alongside a dedicated and highly skilled group of people who represent the Open Minds' Board, Leadership and Management teams. Thank you for your time, energy and commitment to both the people we serve and to the quality of the services we provide.

Kristine Sargeant
CEO



ON BEHALF OF OPEN MINDS,
I WOULD LIKE TO THANK THE
CLIENTS OF OPEN MINDS
FOR ALLOWING US TO BE
PART OF THEIR RECOVERY
JOURNEY.

LEADERSHIP GROUP



1. Kristine Sargeant Chief Executive Officer

B Sc, MA, MBA, MAICD

Kris Sargeant has extensive experience working in the not-for-profit sector, holding senior positions in community organisations in both mental health and disability organisations in NSW. Before joining Open Minds Kris was General Manager with Macarthur Disability Services and worked as a consultant to the not-for-profit sector focusing on strategic planning growth strategies and workforce development.

Prior to that, Kris was the Deputy CEO with the Richmond Fellowship of NSW. Kris holds a Master of Business Administration, a Master of Arts and a Bachelor of Science in Psychology.

2. Janifer Willis Chief Financial Officer

B.Bus (Acc), CPA

Janifer commenced with Open Minds in September 2008 as a specialist in the not-for-profit sector, where she has worked for more than 14 years.

Prior to Open Minds, Janifer worked as the finance manager at Save the Children Queensland, the Australian Red Cross Queensland and the Ipswich Turf Club.

Janifer has a Bachelor in Business (Acc) and is a qualified CPA.

3. Marie Fox General Manager Operations

Marie was appointed General Manager Operations for Open Minds in 2012.

She has significant experience in the not-for-profit and mental health sectors. Immediately prior to joining Open Minds, Marie was Operations Manager for Aftercare Ltd. This followed three years as Program Development Manager and A/ Executive Director for NAPCAN and 12 years as CEO of Volunteering NSW.

4. Suzanne Desailly General Manager Business Development

B. Psych, Post Grad Dip Clinical Psych

Suzanne has a background in clinical psychology and has worked in the mental health sector for the past 15 years, in both not-for-profit and public mental health services in Australia and the United Kingdom. Before joining Open Minds in 2007, Suzanne was Senior Psychologist at Pine Rivers Private Hospital, a specialist mood, anxiety and substance disorders inpatient unit.

Prior to that, Suzanne spent five years working for the National Health Service in the United Kingdom where she managed a Psychiatric Day Service in London and worked as a psychiatric intake officer for a central London Community Mental Health Service.

Before moving overseas, Suzanne worked as a Psychologist with the Townsville District Integrated Mental Health Services.

5. Terrianne Redman Manager People and Culture

Terrianne is a human resources practitioner with over 20 years experience. She holds Post Graduate qualifications in Human Resource Management and Industrial Relations and has worked in both generalist and specialist roles.

Terrianne's experience spans across a range of different organisations and industries in the public, private and not-for-profit (NFP) sectors, including a short assignment developing HR policies and systems for a start-up operation in Fiji.

Prior to commencing at Open Minds, Terrianne held the position of HR Manager for one of Australia's largest private hospitals, where she was responsible for managing the HR operations and leading HR strategy development for a 2,000+ healthcare workforce.

Terrianne is currently serving as an Employer Representative on the Industrial Relations Society of Queensland (IRSQ) Management Committee.

WORKING TOGETHER TO
ENHANCE MENTAL HEALTH
AND WELLBEING HAS BEEN THE
SHARED PURPOSE FOR ALL AT
OPEN MINDS THROUGHOUT
THIS YEAR OF SIGNIFICANT
CHANGE.

DEVELOPMENTS AT OPEN MINDS

NEW SERVICE CENTRES

This year Open Minds established three new service centres to accommodate the continued growth across the organisation.

We opened a new service centre in Stones Corner and also moved into larger premises in Ipswich and Caboolture, where we had existing offices. From each of our new service centres, Open Minds delivers programs under our four service streams – Living, Lifestyle, Employment and Health.

We wanted these new service centres to reflect Open Minds commitment to each local community and create an environment which fosters a sense of creativity and inspiration for clients and staff. We thank Mode Design and Formula Interiors for working with us to help with the design and fit out of these service centres.



KRIS SARGEANT (OPEN MINDS CEO) **WITH PAUL PISASALE** (IPSWICH CITY COUNCIL MAYOR) **AT THE OPENING OF OUR NEW IPSWICH SERVICE CENTRE**

NEW WEBSITE

Our new website reflects our updated branding and has been designed to be much easier to navigate. We have taken the chance to update a lot of the content and have plans to provide even more useful information and links as we continue to develop the site.

The new website connects more easily with social media like Facebook and Twitter. The Open Minds social media presence has also been developing quickly with more and more people following us for regular updates.

The investment in the site is part of our preparation for the NDIS where we will see more people independently searching for the services they require. A strong web presence is crucial in explaining what we do and how to access our services.

NEW CLIENT INFORMATION SYSTEM

This year we began planning for the introduction of a new client information system, Carelink+.

Once implemented, Carelink+ will provide a whole of organisation data management system which will include needs assessment, tools for rostering, care planning, case notes, and tracking and reporting. The system will allow staff to be better focused on working alongside clients and spend less time on paperwork.

OPEN MINDS STAFF SATISFACTION SURVEY

Open Minds conducted its annual Staff Satisfaction Survey in July 2013, with 169 staff (70%) completing the survey, up from 44% in 2012.

The survey showed that 92% of staff either love or like their role at Open Minds, and that they're very proud to work for Open Minds. Staff also feel that Open Minds performs strongly in all areas associated with client support and service delivery.

The results indicate that there's been an improvement in staff perceptions of the performance of their teams and of Open Minds as an employer, as well as an increase in staff satisfaction with the performance of their line managers. Staff also indicate that policies and procedures are useful, and they acknowledge Open Minds' strong commitment to both training and development.

92%
of staff either
love or like their
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Minds

OPEN MINDS RECOVERY ENHANCEMENT FRAMEWORK

Open Minds is committed to providing the best service at a consistently high standard. This year Open Minds worked with the Mental Health Recovery Institute to develop Open Minds Recovery Enhancement Framework which provides a framework for service delivery which is recovery orientated in nature and forms the foundations of our staff training and the specialised tools we use with clients.



**THIS YEAR 94% OF
OPEN MINDS STAFF
RECEIVED THE THREE
DAY REF TRAINING FROM
THE MENTAL HEALTH
RECOVERY INSTITUTE**

THE RECOVERY ENHANCEMENT FRAMEWORK RELATIONSHIP

The key to performing work that promotes recovery hinges greatly on our ability to relate with the consumer. In the Recovery Enhancement Framework, the relationship is the focus of our work. It is central to what we do. Here, we steer away from pleasing people, and doing things for people, but we look at the relationship as the thing to focus on and to serve. It is well evidenced that the quality of the relationship between client and worker is the largest single determinant of the outcome for the client.



THE RECOVERY ENHANCEMENT FRAMEWORK PRINCIPLES

These are the set of values and beliefs upheld in the field of Recovery Orientated Practice. We have identified these from an analysis of the evidence about best practice and also from the experience of thousands of people with mental health problems. The principles are steeped in a humanistic tradition and it promotes respect, human rights and the right to live a full life, especially when others' choices are different from ours.

THE RECOVERY ENHANCEMENT FRAMEWORK ATTITUDE

How we show up the relationship speaks volumes. Often, our facial expression, our body language and our words betray our intentions, and we all have examples of how at times we meant one thing and it was severely misunderstood by another. Our attitude has to be one of honouring the relationship. An attitude soaked in energy free from drama, or a willingness to identify our own contribution to drama and put a stop to it.

THE RECOVERY ENHANCEMENT FRAMEWORK TOOLS

At core, the model has a set of four specialised tools that can be used to support the relationship. The metaphor of the journey is used because many people that have suffered and are suffering from mental health problems have described the situation as a journey.

LIVING

SUPPORTED ACCOMMODATION OPTIONS FOR PEOPLE WITH MENTAL ILLNESS OR DISABILITY.

Open Minds Living Support Stream supports individuals with a variety of needs to access stable accommodation. Our housing model is flexible, recovery orientated and built on ensuring choice and control for the individual.

It's about a lot more than a roof over your head – we provide support to fulfil personal goals and participate in community life. This includes social and recreational activities, employment, educational, training and personal development opportunities.

SEARCHING FOR FAMILY

GM has been living in Open Minds accommodation for over seven years where he has daily assistance from our staff. Our focus is on helping him achieve goals in his life and one of those goals has been to reconnect with his family.

GM had not had any contact with his family since 1960. With our involvement, he planned a holiday to Hervey Bay primarily to find his cousin. Open Minds staff travelled with him and, although he had very little information about his cousin, GM was sure he would find them – and he did!

He shared a few emotional moments with his cousins and their family and wants to visit again in February next year.



AN EMOTIONAL REUNION AFTER MANY YEARS APART FROM HIS FAMILY

SUPPORTED ACCOMMODATION OPTIONS

Adult Residential Support Services

We work with people to ensure they have choice in their accommodation and support. Our accommodation ranges from 24/7 supported co-tenancy houses to in-home residential support for individuals residing in their own homes.

Residential Youth Mental Health Services

Open Minds has specialist residential services targeted for young people. The service focuses on their needs and aims to enable them to make informed choices about housing and support options.

Residential Respite

We also provide short term residential respite support on an individual needs basis. This can provide respite for an individual and/ or their natural supports.

A SENSE OF BELONGING

Finding the right place to live is one of the most important decisions someone can make in their recovery journey. Open Minds is there alongside them as they start this new chapter in their life.

Finding the house is the start of creating a home and a sense of belonging in their community of choice.

To help create a home and a sense of belonging and connection with local communities, fellow housemates, neighbours and services, Open Minds offers a range of activities that assist this transition including social events, arts programs, learning and development opportunities and employment opportunities.

We all have different ideas of what a home means and how we would like to be part of our community. Open Minds offers tailored supports that celebrate and support an individual's vision for their life and home.

Dan

30 year old Dan came to Open Minds in 2009 after a lengthy period of instability and frequent hospitalisations. The opportunity to have individualised community based support was all Dan needed to get him started on his recovery journey. Dan has achieved much success having established a new home, built strong friendships with others and has had no further hospitalisations since transition.

From a non-English speaking background, Dan wanted more than anything to visit family in the Philippines which he did independently in 2011 and has since returned on several occasions. Dan leads an active social life utilising public transport frequently and regularly attending social events. Dan has a strong relationship with his family and has developed many new friendships. Dan's passion is basketball which he regularly plays but most importantly Dan has not returned to hospital since discharge and has maintained stable housing in his chosen community.



**OUR EXPERIENCE
SUPPORTING CLIENTS
WITH HIGH AND COMPLEX
NEEDS IN RESIDENTIAL
SUPPORT PROGRAMS HAS
CONTRIBUTED TO OPEN MINDS
BEING ABLE TO MAINTAIN
STABLE HOUSING FOR 100%
OF OUR CURRENT HOUSING
AND SUPPORT PROGRAM
(HASP) CLIENTS**

EMPLOYMENT

EMPLOYMENT SERVICES FOR PEOPLE LIVING WITH DISABILITY OR MENTAL ILLNESS.

Finding a job when you have a disability or a mental health issue is not always easy.

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

Our Disability Employment Consultants offer personalised support tailored to each individuals' needs. We listen carefully to encourage, motivate and assist in building a plan to help you obtain and sustain employment.



EXPANSION OF SERVICES

This year saw Open Minds significantly expand our Disability Employment Services across South East Queensland. Open Minds became a member of Job Futures, a national network of community-based and not-for-profit organisations providing employment, training and related services. With Job Futures, we successfully secured new Disability Employment Services in the Ipswich and Outer North Brisbane regions, to complement our existing services in South Brisbane.

Through our expansion this year Open Minds increased supports from 250 jobseekers to over 600 jobseekers and we now have fulltime sites in Woolloongabba, Stones Corner, Capalaba, Caboolture, Ipswich and Goodna and outreach sites in Boonah, Deception Bay, Kippa Ring, Lawnton, Lowood, Mount Gravatt and Redcliffe.



Sarnia



Finding a job can be difficult at the best of times. For some of our job seekers, it can be a long journey to be ready to work and then to maintain employment.

Sarnia was registered with us for 48 weeks when she secured work at Jeanswest. Sarnia has anxiety and with added stress this becomes severe. She has managed to control her anxiety to continue with her employment.

Over time, Sarnia has developed into a strong sales person, building rapport with customers as soon as they walk in the store. Sarnia has built up strong product knowledge to be able to answer customer enquiries quickly and accurately. She talks to the customers honestly but professionally which is very successful and illustrated by the fact that she is meeting and even exceeding her sales targets.

Open Minds provides Post Placement Support for job seekers which is conducted in our office and at their place of employment. This was important for Sarnia when she was given the added responsibility of locking the shop up at the end of the day. One Thursday she was left to lock up, and unfortunately misplaced the keys. She re-traced her steps dozens of times but couldn't find them. Sarnia phoned Open Minds the next morning and with support, no action was taken by her employer and the keys were eventually found. Sarnia also bought an extendable key chain to attach the keys too so the keys would not be lost again!

Robert

Robert was recently nominated for a Pride of Australia Award for his volunteer work with Police Citizens Youth Clubs (PCYC). This was the culmination of a long journey for him.

He had been registered with multiple job search agencies since 1999. His initial involvement with Open Minds was with our PHaMs program but began looking for work with us in April 2013.

After an initial skills and vocation assessment, Open Minds helped him begin weekly volunteer work with PCYC Driver Mentoring program. With encouragement, he started driving 24 seat buses to increase his driving skills and confidence.

He also completed our Empowerment Job Club to build up his confidence and positivity in returning to the workplace. Following interview training, he was successful in getting paid employment with Sunshine Buses in June – just two months after registering with us.

He remains in employment today and still receives weekly support from Open Minds. Robert recognises that it is own dedication and hard work that has allowed him to make such impressive progress.



ROBERT (CIRCLED)

Miles

After working with both our PHaMs and Employment teams in Caboolture, Miles secured work at Connections – a training and advocacy organisation. There, he heads a fitness program for community members who have experienced or experiencing mental illness.

Miles has OCD and had found it difficult to get a job. After achieving personal trainer qualifications, Open Minds helped him get the job and make positive changes in his life. The partnership working to achieve this also involved Reclink.



MILES TOOK PART IN THE "I AM MORE" INITIATIVE WHICH USED PHOTOGRAPHY TO DISPEL MYTHS AND STIGMA SURROUNDING MENTAL ILLNESS. THE PROJECT IS ABOUT SHOWING THAT YOU ARE MORE THAN YOUR MENTAL HEALTH, YOU ARE A PERSON.

LIFESTYLE

**SUPPORTING PEOPLE TO LIVE WELL
IN THEIR COMMUNITY OF CHOICE.**

We want you to fulfil the things you want to achieve in your life. Our Lifestyle Support Stream provides a range of supports including rehabilitation, accommodation, community involvement, employment, education and more.

Our support is based on the principles of recovery. This is different for every individual so we begin with your strengths and goals. Natural support of family and friends will be involved and your choices are central.

Alison

Alison recently accessed a Housing and Support Package (HASP) with Open Minds. This has allowed her to settle in to her own apartment and continue her recovery in the community. She gets on with her neighbours and her mum is quite close. This is important for Alison as her mum has been a huge support to her throughout her life.

Now that Alison has settled accommodation, she is able to see her son more easily and is hoping this contact will increase in the coming months. Getting into her new community has also seen Alison attend art classes, yoga and swimming.

Just after we took this photo, we heard she had got a trial job in a florist which has been a big step for her. She hopes to get her driving licence too.



THE LATEST STEP IN ALISON'S RECOVERY HAS BEEN STARTING WORK

THE B.I.G EVENT 2013

Open Minds celebrated Brain Injury Awareness Week with the annual Brain Injury Gig (B.I.G) at the Chalk Hotel. The event sees Open Minds collaborate with bands to host an afternoon of entertainment. ABI clients and their families tell us the event is a great chance to relax, enjoy some music and chat.

A huge thank you to a great group of very talented musicians who all gave their time for free. We had great support from a number of event and prize sponsors as listed below. Thanks also to the Chalk Hotel for donating the venue and the use of their BBQ.



FOLKLORE



BAD PROPHET

Over
600,000
Australians have
an Acquired
Brain Injury

THE BANDS

Ged J
Folklore
Bad prophet
The Accelerators

THE SPONSORS

The Chalk Hotel
Word of Mouth Music
Record Exchange
Egg Records
Autographic

George

George suffered an Acquired Brain Injury (ABI) nine years ago and has been living at Open Minds specialist ABI supervised accommodation for the past seven years. As with many people who suffer a brain injury George found getting motivated to do things very difficult and with this came a lot of frustration. This all changed approximately 18 months ago when George, with the support of his support workers and the Open Minds employment service, got a job as a car detailer in Woolloongabba. This employment changed George's life and he is now out of bed and showered ready to go to work at 6am and is motivated, his mood has improved and he has improved self-esteem and really enjoys his job. George has grasped the role with enthusiasm and is doing an exceptional job with many staff that use the cars complimenting him on what a professional job he does.

George also recognises how much of a positive influence the job has had on his life and states "I enjoy working, washing cars I even get up early on the days I have to work, looking forward to getting started. I take pride in the work and thing I enjoy the best is when the cars are clean and they look really good. A big thank you to Open Minds for giving me the job."

LIFESTYLE

PARTNERS IN RECOVERY

This year Open Minds entered into consortium partnerships for the establishment and delivery of the federally funded Partners in Recovery Initiative. Partners in Recovery aims to support people with severe and persistent mental illness who have complex needs, their carers and their families. It does this by working with the services and agencies that are involved in someone's care and helping them to work in a more collaborative, coordinated and integrated way.

Open Minds is part of a consortium in the West Moreton and Oxley region with Aftercare as the lead agency; and a consortium lead by the Metro North Brisbane Medicare Local in the North Brisbane region. We are thrilled to be working alongside many other organisations who share a commitment to ensuring people with complex needs receive coordinated and individually tailored support. Through a system collaboration approach, it is hoped Partners in Recovery will promote collective ownership and encourage innovative solutions to ensure effective and timely access to the services and supports required by people to sustain optimal health and wellbeing.

PARTNERS IN RECOVERY AIMS TO SUPPORT PEOPLE WITH SEVERE AND PERSISTENT MENTAL ILLNESS WHO HAVE COMPLEX NEEDS, THEIR CARERS AND THEIR FAMILIES.

COS IT CAIRD

When an individual sustains an Acquired Brain Injury (ABI) resulting in an extensive stay in a health facility, they and their families can experience significant trauma. They may feel unsure as to how and if, they can return to their family home and resume their lives. Coupled with this struggle to come to terms with the impact of their injuries, understanding what community based resources are available to assist and support them in their transition home and back into the community can be very overwhelming.

This need led to the development of the "Crisis to Control" program, delivered by Open Minds and funded by Cos IT Caird.



Zara

Zara sustained her injuries after a tree fell on her and her eldest son, while walking along Kedron Brook. Tragically, her son passed away from his injuries. The accident resulted in an extensive stay in hospital.

Support first started with Zara approximately four weeks before her discharge. Zara had been absent from her role as a mother for an extended period and it was important to her to rebuild her relationship with her two year old son. Zara also identified that her goals were to improve her fitness and knowledge of her community, through using public transport.

Support worker, Anne, was able to assist Zara to source a local gym and aqua aerobics classes to improve her fitness. Zara has also tried a Tai Chi class to help with fitness and stress. Zara is now accessing the gym independently on a regular basis.

Anne has also been able to concentrate on sourcing ways to rebuild her relationship with her son. At the moment, this is done by accessing the local park, with plans to access the local library reading group.

Amber

Amber is still getting used to catching the bus by herself but it's a big step for Amber's goal is to be a private detective. There are many steps in this journey and she has conquered the first by learning to travel around Brisbane independently with the support of Miranda – her Open Minds support worker.

Using the Open Minds REF (Recovery Enhancement Framework) tools, she has mapped this goal and her recovery journey. Another step Amber identified is education. She and Miranda have looked up courses so she can finish her Year 12 with a view to getting into the Police Academy. She'd also love to travel and lists India as one of her must-go destinations.

For her it is step by step – through recovery and achieving her goals.



LIFESTYLE

DO IT CLUB

Open Minds is thrilled to be delivering Do It Club with the support of The Bryan Foundation. Do It Club offers a range of community based activities, events and workshops to clients to increase their skills, self-reliance and connection with community.

Do It Club 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.

With the support of the Bryan Foundation, this financial year Open Minds has been able to offer clients the opportunity to participate in a wide range of community access and linkage events and personal development opportunities throughout the year. These events and activities have provided clients the opportunity to regularly access activities being held in their local community, participate actively in social activities and regain a sense of citizenship in their community.



HEALTH

COMMUNITY HEALTH SERVICES.

headspace

Open Minds was delighted to be selected as the lead agency for a new headspace service at Redcliffe which will open in early 2014. Open Minds is leading a consortium of other organisations who are also committed to providing youth friendly services for young people.

Young people need services that are designed for them and headspace has been a very welcome addition to the mental health landscape. headspace provides a place where young people can access support for a range of issues including general health, mental health, education & employment and alcohol and other drug issues.

Until the service opens in January 2014, young people have the opportunity to access eheadspace – a confidential, free, anonymous, secure space where young people can chat, email or speak with qualified youth mental health professionals – www.eheadspace.org.au



HEALTH LEADERS FORUM

Open Minds was a major sponsor at the Health Leaders' Forum, facilitated by CheckUp, held in Brisbane in September 2013. The Health Leaders Forum is a unique opportunity for Queensland Medicare Locals, Hospital and Health Services and other key stakeholders to focus on solutions that improve the health system of Queensland.



MINISTER FOR HEALTH, THE HONORABLE LAWRENCE SPRINGBORG STOPPED BY OUR STALL.

**56% OF OUR
QUEENSLAND
HOUSING AND SUPPORT
PROGRAM (HASP)
CLIENTS HAVE HAD
NO MENTAL HEALTH
HOSPITALISATION
IN THE LAST
5 YEARS**

MARK'S STORY

Mark is 41 and commenced support with Open Minds in 1999 after transitioning from a long stay facility.

Mark's personal and functional recovery over the years has been inspiring. With community based supports, Mark has returned to living independently, has maintained stable housing, works part time, has regained his drivers licence and now owns his own vehicle.

Mark has a supportive family and many new friends. His continued improvement has resulted in the reduction of his community support hours, a revocation of his legal order and a sense of hope that mark has achieved his personal goals and now feels he can live a fully independent life. Mark and his support team are extremely proud of his achievements.

WATTLE DAY

During our Centenary celebrations in 2012, we reconnected with our history and our foundation in 1912 as the Queensland Wattle Day League. To honour that history and celebrate our past, we held a number of Wattle Day activities this year.

The highlight of our Wattle Day activity was a morning tea attended by our patron, The Governor of Queensland, Penelope Wensley AC. The event was hosted by Queensland Parliament Speaker, the Honourable Fiona Simpson MP at Parliament House in Brisbane.

Amongst the specially invited audience was an impressive contingent of representatives from the Australian Defence Force. After the start of the First World War, the Wattle Day League provided support to returned service personnel. This included raising money for artificial limbs and funding a specialist orthopaedic unit at the Rosemount Military Hospital at Windsor. Open Minds is proud to be reinvigorating that link with the military with a focus on modern day issues.

Major General Stuart Smith DSC AM, Commander of the Australian 1st Division based in Brisbane attended the Wattle Day launch and said: "Army is increasing its focus on improving mental health outcomes for our troops, so I'm delighted Open Minds, with its rich history of support for returned service personnel, are re-launching Wattle Day".

EXTRACTS FROM THE GOVERNORS SPEECH

“It was with great pleasure that I agreed last year to become Patron of Open Minds, renewing a Vice-Regal link with the organisation that began in 1912 under the patronage of Governor Sir William and Lady MacGregor, and which continued uninterrupted until 1946, the last year in which Sir Leslie Orme Wilson and Lady Wilson were patrons.”

“I am Patron of more than 200 community organisations, and take the responsibility of this role very seriously, so I had to weigh up very carefully this request to assume yet another such role. However, the more I read and learned about the organisation, the more it became apparent that I should do so and in the end, the reasons were many and compelling, including: the organisation's history of focusing its energies on meeting real and pressing needs in the community; its ability to re-invent and revitalise itself, and the role played at critical times by strong and energetic women such as founder Mrs Josephine Papi, supported by Mrs Marie Campbell, Miss Doris Thain and Miss Josephine Hickey in the 1950's, and Mrs Madeleine Cottee in the 1980's.”

“Taken as a whole, this record of service represents a very significant contribution, over more than a century, to the wellbeing of communities in Queensland. Perhaps this is best captured in Chairman Mike Gilmour's first letter to me in which he said of the work of Open Minds: "... many lives have been changed for the better". Behind those simple but well-chosen words is a record of community service that is both admirable and worthy of celebration.”



FROM 1913 TO THE EARLY 1940S, MOST OF THE FUNDRAISING ACTIVITY FOR THE WATTLE LEAGUE FOCUSED ON WATTLE DAY. STALLS WERE SET UP ACROSS THE CITY AND LADY COLLECTORS OFFERED SPRIGS OF WATTLE OR BADGES IN RETURN FOR A DONATION.



(LEFT TO RIGHT):

MAJOR GENERAL STUART SMITH, COMMANDER OF THE 1ST DIVISION

DR CHRIS DAVIS, ASSISTANT MINISTER FOR HEALTH

HER EXCELLENCY, MS PENELOPE WENSLEY AC, THE GOVERNOR OF QUEENSLAND

THE HONOURABLE FIONA SIMPSON MP, SPEAKER OF THE LEGISLATIVE ASSEMBLY

MIKE GILMOUR, OPEN MINDS CHAIR

KRISTINE SARGEANT, OPEN MINDS CHIEF EXECUTIVE



STILL AVAILABLE

CELEBRATING THE CENTENARY OF OPEN MINDS.

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OF COPIES ARE ALSO AVAILABLE FROM
BRISBANE LIBRARY SERVICE.

MENTAL HEALTH WEEK 2013

WE'RE ALL IN THIS TOGETHER

Mental illness can affect anyone. Most people will know someone who has experienced a mental health issue. Mental illness can affect every aspect of a person's life including relationships, study or work. During challenging times, the support that people receive from the community is vital. This includes friends, family, employers, work colleagues and health professionals.

It's everyone's responsibility to respond and ensure those experiencing mental health issues know they are not alone. We believe mental health is about everyone. Together, we can make a difference. We're all in this together.



Open Minds coordinated Mental Health Week in Queensland this year and we were delighted with the response across the State. Many organisations held their own events and activities to highlight a wide range of mental health issues and ideas to help improve wellbeing.

The state launch event was held at the Judith Wright Centre in Brisbane and featured a panel discussion on the challenges and opportunities in mental health policy. The panellists were:

- Dr Lesley van Schoubroeck, Queensland Mental Health Commissioner
- Kylie Brown, Mental Health Awareness Advocate
- Richard Nelson, CEO, Queensland Alliance for Mental Health
- Russ O'Malley, Board Member, Australian Rotary Health
- Kristine Sargeant, CEO, Open Minds

The event was facilitated by Madonna King, Courier Mail columnist and author, and saw a wide ranging discussion across many topics and issues relating to mental health.

Questions were posed about funding, prevention, choice, substance misuse, schools and the involvement of those with a lived experience in service design. The need to simplify systems and the issue of whose job it is to do so were also raised.

Given the theme of "We're all in this together", it was not surprising that a significant discussion took place on how those within the mental health sector can work together more effectively. It was noted, though, that communities are just as important in providing support and are at their best when working together. The recent disasters in Queensland were mentioned as examples.

With questions coming in on Twitter as well as from audience members, it was simply impossible to get through every issue but the event certainly provided a great opportunity to reflect on the challenges ahead for mental health policy and practice.

Dr Lesley van Schoubroeck, commented:

"Everybody wants the mental health system to be better, so we are all starting at the right spot."

Richard Nelson commented on funding, saying:

"Overheads aren't evil – research is important; Investing in working together is important."

"We can't keep delivering the same service over and over again but there is little time <to reflect> as service providers are rushed off their feet."

Kylie Brown, wife of Jonathan, the Brisbane Lions co-captain, spoke of her struggle after the birth of her daughter until finally being diagnosed with post natal depression. Kylie discussed the "inner struggle of Post Natal Depression" and said:

"I couldn't understand what was wrong when everything was so right."



(TOP, LEFT TO RIGHT) DR LESLEY VAN SCHOUBROECK, RICHARD NELSON, KYLIE BROWN, KRISTINE SARGEANT, RUSS O'MALLEY

QUEENSLAND 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.

Open Minds organises and promotes the awards and also gives the Earle Duus Award to an overall winner.

The winners of the 2013 Queensland Mental Health Week Achievement Awards were announced at a special ceremony at the Novotel in Brisbane during Mental Health Week in October.

(MAIN PHOTO, LEFT TO RIGHT):

**SENIOR SARGEANT MICHAEL MITCHELL
COL ANDERSON**

(BOTH QUEENSLAND POLICE)

DIANNE SPENCER

BRENDA HAPPELL (CQ UNIVERSITY)

KRIS SARGEANT (OPEN MINDS CEO)

DR CHRIS DAVIS

(ASSISTANT MINISTER FOR HEALTH)

MADONNA KING (EVENT CHAIR)

DEBBIE SPINK

(PEACHTREE PERINATAL WELLNESS INC.)



INDIVIDUAL CATEGORY

Dianne Spencer

Dianne Spencer has been providing specialised counselling services for over 15 years to those in the community struggling with mental health issues, particularly those related to childhood abuse and trauma, through the organisation she created, the Breaking Free Healing Centre. As a survivor of childhood abuse herself, Dianne is a committed advocate in the battle to break the generational cycles of all forms of child abuse. Dianne receives referrals from community and government mental health services as well as through the court system. Dianne has developed a large network of support services on the Sunshine Coast and creates opportunities to publically speak out and stand up for the rights of people with mental illness.

ORGANISATIONAL CATEGORY

CQ University Mental Health Nursing Program

The Mental Health Nursing Program at CQ University is leading the way in Australia and internationally in relation to consumer involvement in mental health nursing education and research. Nursing students in the program collaborate closely with practitioners with a lived experience of mental illness in order to deeply understand consumer perspectives on mental illness and recovery and to de-stigmatise mental health issues. This helps promote understanding that mental health consumers aren't just 'patients' but rather real people with hopes, dreams and desires beyond their mental illness. The course coordinator also has a lived personal experience of mental illness and is the first mental health consumer to hold a substantive teaching and research role at a Queensland University.



THE JUDE BUGEJA CONSUMER/CARER AWARD

Peach Tree Perinatal Wellness Inc.

Peach Tree Perinatal Wellness Inc. is a not-for-profit organisation aimed at providing services, education and support to those experiencing perinatal stress and mental illness, their families and friends. The organisation was established by two friends Debbie Spink and Viv Kissane who share a personal history of postnatal depression. Realising how little the public knew about perinatal mental health, it was clear to Debbie and Viv there was a need to raise awareness on the issue and expand the limited support systems that existed. Debbie and Viv's own experience has fuelled their passion and commitment to reach out to women and their partners who are struggling with the affects of perinatal mental illness. The organisation now delivers antenatal education sessions, facilitates parent support groups and information services and provides support for partners of women experiencing perinatal mental health issues.

WORKFORCE AWARD

Queensland Police Service

Police Officers are often the first responders to suicide deaths, attempts and threats. This response can include the discovery of a traumatic death. As well as having an investigative role, police officers are also expected to recognise and respond to the needs of suicidal individuals, family members, witnesses and bystanders. These encounters can be extremely challenging for police officers and can have a lasting effect. In response to this, the Queensland Police Service engaged with the Australian College of Community Services to develop a suicidal intervention training program which was delivered to specialised staff within the police service whose role it is to directly support front line police officers to enhance their wellbeing and reduce the risk of psychological harm in the workplace.



EARLE DUUS AWARD

An overall award is given using a legacy provided by Brisbane philanthropist Earle Duus and was won this year by Peach Tree Perinatal Wellness Inc.

EARLE DUUS HONOUR ROLL

- 2013 Peach Tree Perinatal Wellness
- 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 Spencer
- 2000 Mr Malcolm Campbell
- 1999 Mrs Denise Ryan



MELBOURNE CUP FUNDRAISER

There were winners all round at our 2013 Melbourne Cup Charity Luncheon which we held at Royal on the Park in Brisbane.

Over 230 guests enjoyed a fantastic big race build up which included a fashion show, auctions and sweepstakes – all hosted by Channel 7's Ben Davis.

The excitement continued even after the Big Race when we drew the winner of our Grand Charity Raffle. Jodie was the lucky winner of a brand new Nissan Almera supplied by Keema Nissan.

Open Minds were delighted to have raised over \$15,000 from the event – the money raised enables our clients to do the kinds of things that many of us take for granted each and every day like taking a holiday, accessing sports and recreation, socialising with friends and participating in the community in a full and meaningful way.

A huge thank you to all our sponsors, prize donors and all those who attended or volunteered on the day.



HOST: BEN DAVIS

Thanks to Imago Photography



JODIE, THE LUCKY WINNER OF A NEW NISSAN ALMERA



PRESENTING PARTNERS:

KeemaCars



CORPORATE PARTNERS:



MEDIA PARTNER:



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 seven 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.

PRINCIPLE 1

Lay solid foundations for management and oversight

Open Minds has documented the roles and responsibilities of all Board and Management positions with formal processes for evaluating performance.

PRINCIPLE 2

Structure the Board to add value

The Board is composed of Independent Directors who are able to demonstrate an effective composition, size and commitment to adequately discharge its responsibilities and duties

PRINCIPLE 3

Promote ethical and responsible decision making

Open Minds promotes ethical and responsible decision making based on a strong policy and procedures system constantly being reviewed under best practice principles

PRINCIPLE 4

Safeguard integrity in financial reporting

The Open Minds has an established formal mechanism to independently verify and safeguard the integrity of financial reporting through the Finance, Compliance and Risk Committee overseeing financial decision making and both internal and external audits

PRINCIPLE 5

Make timely and balanced disclosure

Open Minds provides timely and balanced disclosures of all material matters concerning the company

PRINCIPLE 6

Respect the rights of stakeholders

Open Minds respects the rights of stakeholders by regular communications, ready access to information, encouraging feedback and providing a robust incident, complaints, grievance and whistle-blower policies and procedures.

PRINCIPLE 7

Recognise and manage risk

Open Minds has established a formal mechanism for risk oversight and management and internal control. Identified risks include compliance, financial reporting, sustainability, strategic, operational ethical conduct, reputation, human capital and environmental.

PRINCIPLE 8

Remunerate fairly and responsibly

Open Minds has a remuneration committee to ensure remuneration packages are sufficient, reasonable and roles and responsibilities are clear.

GOVERNANCE

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.

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 or 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.

Open Minds fully accepts responsibility to fulfil our wider corporate social responsibilities and sees these as fundamental to long-term sustainability and growth

Open Minds recognises that CSR is a dynamically evolving process and is committed to the effective integration of a CSR program into all areas of its work environment

In honouring our commitment to CSR Open Minds aims to:

- i. Build a compliance culture, forging strong working partnerships with staff to share responsibility for strengthening processes around compliance
- ii. Be respectful of the environment and actively manage our environmental impact (carbon footprint)
- iii. Increase awareness of environmental issues and provide assistance and encouragement to staff and clients to act to reduce their carbon footprint
- iv. Ensure all policies and practices of the organisation reflect community expectations and the principles associated with corporate social responsibility (i.e. governance, ethical conduct; employee practices; minimising environmental impact; and community support)
- v. Increase awareness of mental health, disability and acquired brain injury in the community.

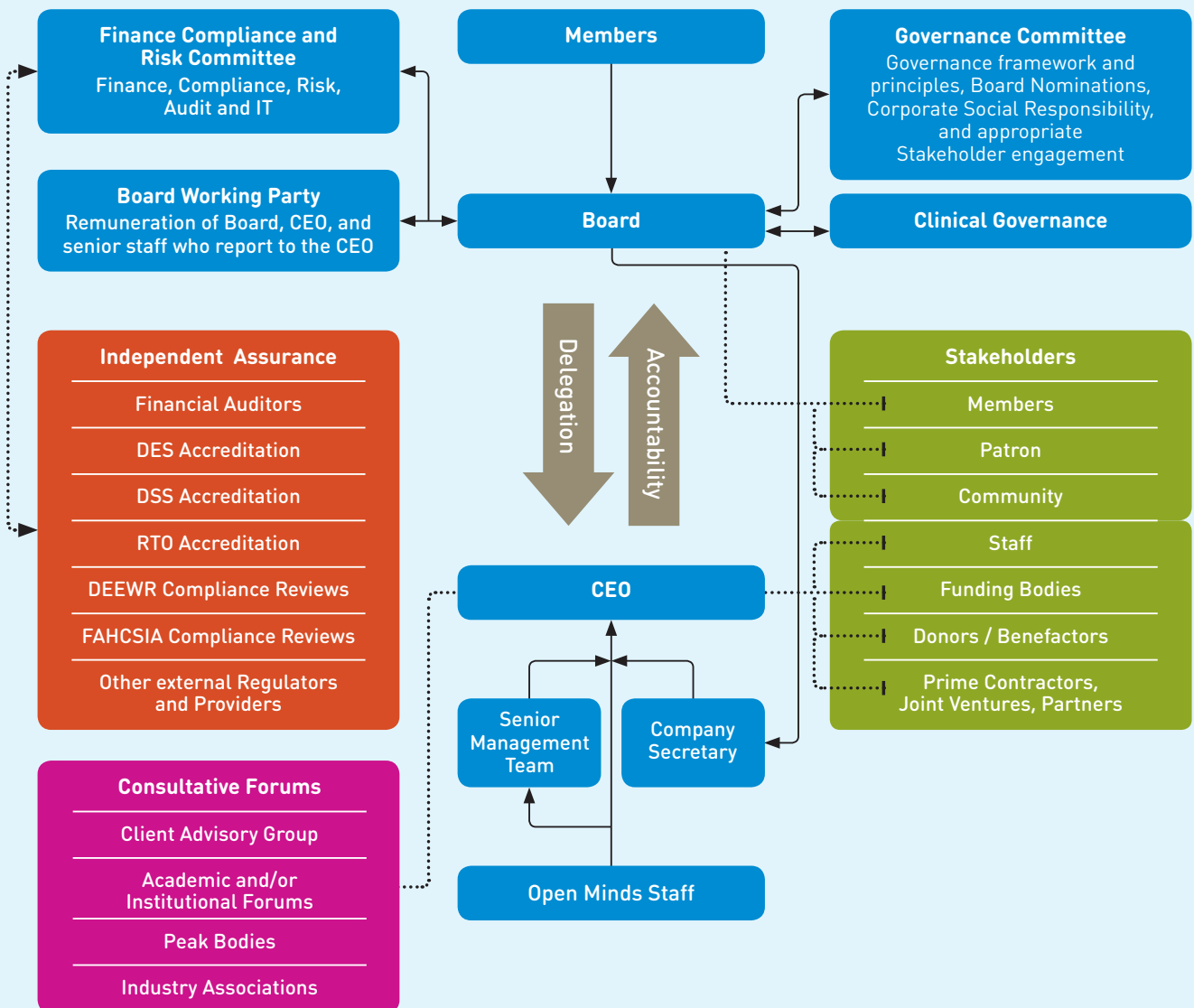


**OF OUR 62
HOUSING AND
SUPPORT PROGRAM
HASP CLIENTS, 45%
HAVE BEEN INVOLVED
IN EMPLOYMENT
ACTIVITIES OR
EDUCATION AND
TRAINING**

GOVERNANCE FRAMEWORK

Open Minds Australia GOVERNANCE STRUCTURE

Supporting people with mental illness, disability or acquired brain injury



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 Queensland Health and the Federal Departments of FaHCSIA support Open Minds through various government grants. Open Minds sub-contracts with Job Futures for the Employment Services program funded by The Federal Department of Education, Employment and Workplace Relations (DEEWR). Figure 1 illustrates income by source as a percentage.

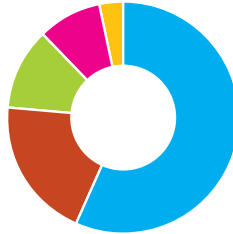


FIGURE 1 REVENUE BREAKDOWN

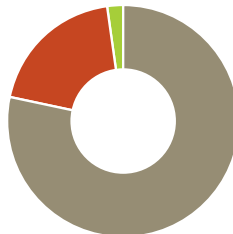


FIGURE 2 EXPENSES BREAKDOWN



FIGURE 3 DEPARTMENTAL BREAKDOWN

WHERE THE MONEY GOES

98% of funds have gone to directly support work with vulnerable people with mental illness, intellectual disability or acquired brain injury to live independently and well within the community.

Figure 2 illustrates activities carried out during the year by Open Minds. Expenditure for 2013 was \$16.4 million.

The breakdown of expenses is in line with previous years with employee benefits representing over 78% 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 17.9% to \$17M on 2011/12. The financial position of the organisation has strengthened with net assets of \$5.5M an increase of 12%. Cash balances and reserves at year end remain strong at \$6.5M. The financial performance of the organisation resulted in a net surplus of \$555,672.

FIGURE 4 FINANCIAL PERFORMANCE

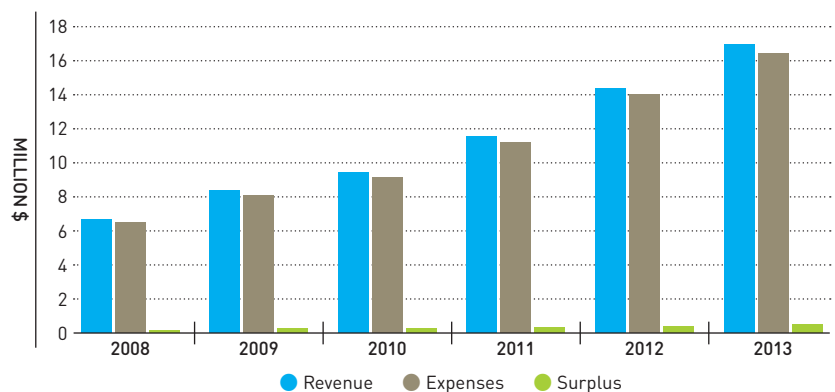
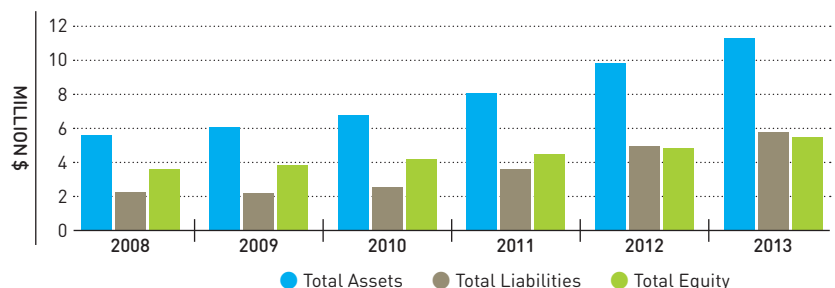


FIGURE 5 FINANCIAL POSITION



OUR PARTNERS AND SUPPORTERS

By partnering with like-minded community organisations, corporate partners and government, 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 funders, 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



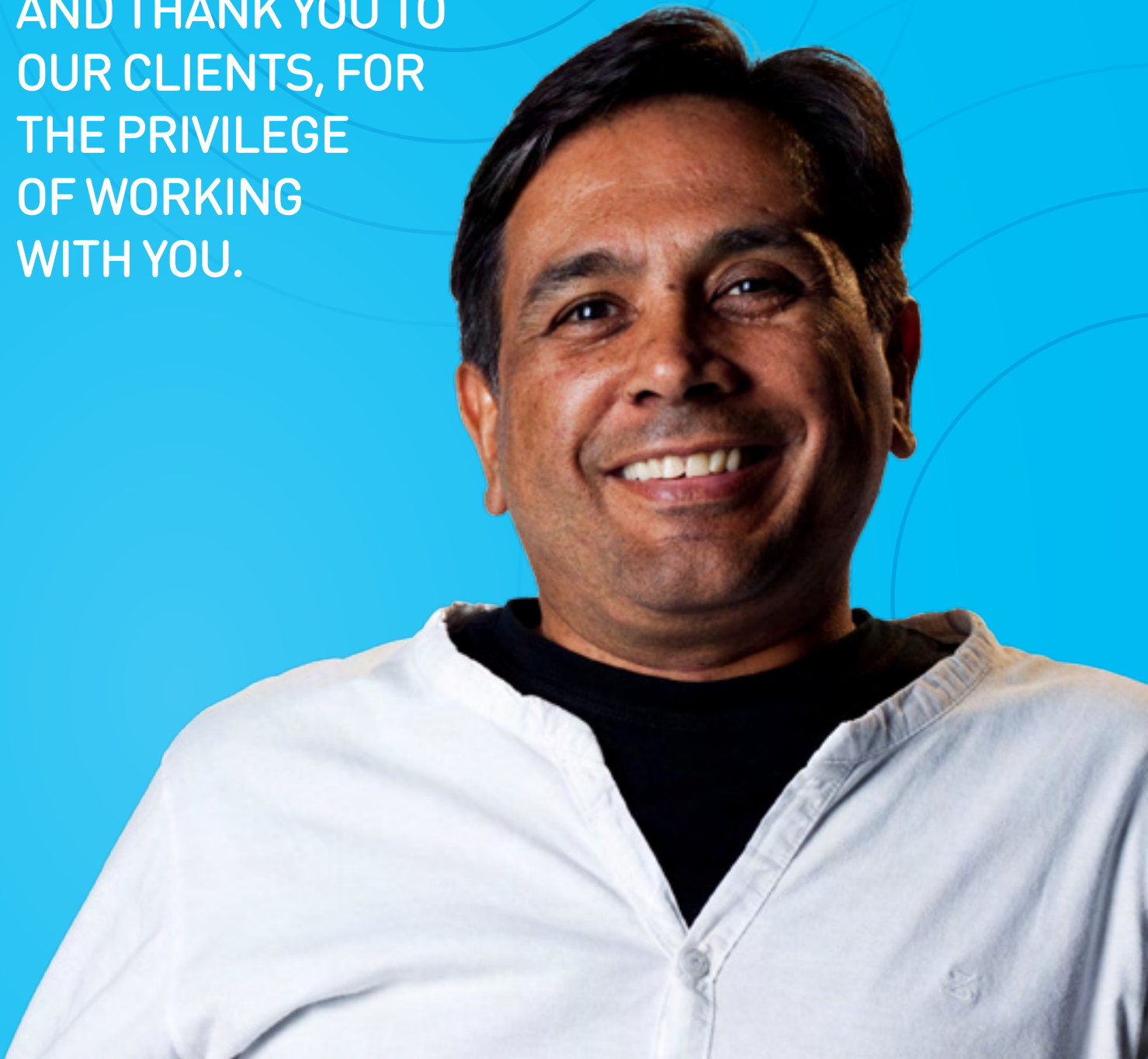
COMMUNITY AND EDUCATION PARTNERS



Accoras	National Disability Services (NDS)
Aftercare	NEAMI
Brook RED Centre	Ozcare
Bryan Foundation	Queensland Advocacy Incorporated
Care Connect	Queensland Alliance for Mental Health Inc.
Cavalía	Queensland Association for Healthy Communities
CHESS	Queensland Community Foundation
Community	Queensland Public Interest Law Clearing House Incorporated (QPILCH)
Cos' IT Caird	Queensland University of Technology
Drug Arm	Richmond Fellowship Queensland
Footprints	SANE Australia
FSG	SOLAS
Grill'd	Southside Mental Health Collaborative
headspace	Trilby Misso
Imago photography	University of Queensland
Institute for Urban Indigenous Health	West Moreton and Oxley Medicare Local
Job Futures	Worklinks
Lives Lived Well	
Metro North Brisbane	
Medicare Local	
Metro North Mental Health Service	
Metro South Mental Health Service	
Mind Out	
Moreton Bay Regional Council	

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.



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Satellite offices and co-location details
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