

BETTER DAYS

2019

Learning to speak again

A brain injury left Don unable to speak, but with the support of Open Minds and his family, Don is now able to speak again

Read more on page 3



Open Minds is a registered **NDIS provider**.

Our team works to **enhance mental health and wellbeing** by delivering **tailored supports** to people living with mental ill health, disability or acquired brain injury.

1300 673 664
openminds.org.au

openminds

From our CEO



Simon James
CEO

I'm delighted to see so many fantastic groups and activities being held for our clients so far this year. These activities support those with mental illnesses and disabilities to form positive relationships, reduce social isolation and develop great skills. Remember to look at the new Event Calendar feature on our website to find out what's going on near you: openminds.org.au/events.

In February 2019 we hosted a sector event, NDIS: The Melting Pot. It was great to see Open Minds taking a lead role in helping to keep our peers informed regarding the latest developments and the evolution of the NDIS. In order to keep delivering high quality services to our clients, it's important for us to collaborate and strengthen ties with other organisations in this sector.

On a more sad note it was devastating to see that some of our clients and employees were impacted by the Townsville floods in February, my thoughts go out to all effected. It is also heart-warming to see the solidarity that emerges during challenging times. Our employees in Townsville rallied to help clients and strangers both during and after the weather event. You can read more about an Open Minds client who is a wheelchair user and how she was impacted by the floods on page four.

As the NDIS has begun rolling out to the Sunshine Coast, we have diversified our service offering at this location to now include NDIS services. Previously our office in Nambour only provided the **chime program (Connectedness, Hope, Identity, Meaning & Empowerment)** and we are proud to build on this existing, strong reputation in the community with a broader range of services. Read more about the services we provide and meet some of the friendly faces who deliver there services on page nine and ten.

As we seek to embrace the needs of our clients under the NDIS, we are also consolidating some of our offices. This is mainly due to our improved client focus so we can spend more time with our clients than in the office. Services do not change for our customers, rest assured of our best attention at all times. Our Stones Corner team have moved just around the corner to Woolloongabba, and our Caboolture team has moved down the road to Morayfield. For more details on these locations please visit our website openminds.org.au/contact/locations

In the last year, we launched a partnership with SANE Australia to bring you an anonymous online forum. Whether you are a client, family member or carer, we encourage you to use this tool for online peer support. See page eight for further detail.

We were proud to host another Queensland Mental Health Week Achievement Awards in 2018, it keeps getting bigger and better each year and we are already underway with planning the 2019 Awards, so we encourage you to submit a nomination! See page 12 to find out how. Subscribe to our newsletter, or follow our Facebook page to be kept updated.

Finally, I would like to say a few farewells. Firstly to our Board Chair, Paul Mazerolle, who after many years of guiding Open Minds with strong leadership and dedication, has decided to return to his home-country of Canada. He has passed the baton onto our long standing Board Director, Louise Cox, who has been appointed as Chair in his place.

I will also say farewell to you from myself, as I have taken the decision to step down as CEO of Open Minds and explore pastures new. Our Executive Leadership Team member, Dr Peter Anderson, will be acting CEO until a suitable replacement is found. This is in addition to his role as General Manager Service Development and Quality. Open Minds has been going from strength to strength in recent years and I have no doubt that with the new leadership of Louise and Peter, they will continue to lead Open Minds down the road of sustainability.

Goodbye for now

Simon



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Contact the editor

If you have feedback about this publication or have a story to share, please contact marketing@openminds.org.au or phone 1300 673 664.

OUR PURPOSE

enabling an **independent** and **positive** future for people living with mental illness and disabilities

OUR VALUES

We work **together** and empower people to **succeed**

We act with **humility** and value **curiosity**

We are **trustworthy** and act with **integrity**

Good news stories



Learning to speak again after a brain injury

“Don’s got a great life and great people looking after him. Being able to now talk with Don and getting a response back is really good.” Rod, brother of Open Minds client, Don.

Don, aged 67, acquired a brain injury 15 years ago, rendering him unable to speak. It was important to ensure that Don would receive the support he now needed to live an independent and positive future. Therefore, shortly after the accident, Don came to Open Minds for support.

Rod, Don’s older brother, visits him every week and is delighted with the progress that he has made. Rod said: “He’s come on a lot since the early days, he didn’t know where he was and wasn’t talking at all. He’s happy where he is and I hope he can keep staying here and getting the care he’s getting now because it’s excellent. The family and myself included, can all relax knowing that Don is getting the best of care and we don’t have to worry all the time.”

Open Minds provides Don with: 24/7 care, Supported Independent Living – a home living with two men with shared hobbies and interests, community access, cooking and nutrition, activities of daily living, and personal care.

With the support of Open Minds, Don has worked towards achieving goals, most notably: speaking and communicating again, gardening, riding in a helicopter, and swimming.

Watch the video of Don’s incredible story here: openminds.org.au/news/learning-speak-again-after-brain-injury

Find out more about Supported Independent Living at openminds.org.au/services/supported-independent-living

Using a Lived Experience to pay it forward

With the support of Open Minds and her grit and determination, Natasha worked through her recovery journey and now empowers other people on their path to recovery.

A few years ago, Natasha, 33, found herself going through a tough time, and was both relieved and scared to receive a mental illnesses diagnosis.

She needed to work towards her recovery journey, which is where Open Minds came in.

Natasha said: “The Support Workers at Open Minds held hope for me, they listened to me and asked me what I wanted to do and didn’t assume. They supported me to discover who I am, they validated me and my feelings, they saw strength in me I’d forgotten I had, and strength I didn’t even know I had. They found opportunities for me to heal, supported my growth, and supported me in my recovery. They connected me with opportunities to showcase my strengths, and gave me opportunities to use my voice.”

Natasha now facilitates Wellness, Recovery and Action Planning (WRAP) groups to help others who are just starting out on their recovery journeys.

Open Minds was proud to invite Natasha as guest speaker at the most recent 2018 Client and Carer Forum.





Pictured above: Maryke (top). Open Minds employees Clynt (Area Manager Far North QLD) and Kiara (Support Worker), assisting the clean-up in Maryke's house.

Escaping the Townsville floods as a wheelchair user

Employees at Open Minds rallied to help a client, Maryke, who uses a wheelchair and lost everything in the Townsville floods. Staff cleaned up her house, saved her wheelchair from being destroyed by flood water, and provided support to access vital supplies.

Whilst Maryke was assisted to get out quickly when the flood waters were approaching, her electric wheelchair was left behind. She narrowly missed losing it in the flood, when Open Minds Support Worker Kiara intervened to save the wheelchair and get it safely into a truck before it was too late.

Maryke said: "I was absolutely blown away by the support that I received from Open Minds. I didn't expect or ask for any help but Kiara and Clynt offered to go in their own time to help my children go through my inundated unit."

"Kiara and her partner went in their own time with his truck to get past the flooded water and got to my electric wheelchair before it was too late, as I would have lost it in the floods. My wheelchair is my legs and I wouldn't be able to live my life without it."

To learn more about the services we offer in Townsville, visit openminds.org.au/contact/locations/townsville

A Blanket of hope and recovery

Margaret, aged 62, lost everything in the Lismore floods in March 2017, but with the support of Open Minds and her 'Recovery Blanket of Hope', she's back on her feet and thriving in her new home.

Before Margaret came to Open Minds, she was homeless and lived in her van, which was destroyed in the Lismore floods in March 2017. Several months later, Margaret came to Open Minds to work towards her goal of finding a home.

Georgia Cole, Open Minds Case Worker, remembers delivering the news to Margaret that they had found her a home. Georgia said: "I shared the good news with her and watched her eyes fill up with tears, she then smiled and expressed how relieved she felt."

Knowing that Margaret used to be creative, Georgia encouraged Margaret to express her creativity again. At first, Margaret was hesitant to try these activities after her mental health break down and being diagnosed with Bipolar.

Georgia said: "During some support sessions when there was no housing, medical or daily tasks to work on together, we would sit in her lounge or kitchen and talk while Margaret taught me how to knit."

This is when Margaret knitted her recovery blanket of hope, with each colour representing a significant part of her life.

Margaret wanted to offer support to those in Townsville who also have lost their homes: "Don't give up, things will get better with time. I am okay and you will be too. It has been a long, hard journey but I am finally getting there, and I am absolutely ecstatic to have a place to call home."





NDIS helps Cleo make a splash on the Gold Coast

Cleo, aged 19 and based in Redcliffe, was able to fulfil her dream of having a day out to the Gold Coast, with the help of Open Minds and the National Disability Insurance Scheme (NDIS).

Having visited the Gold Coast with her family when she was younger, Cleo had fond memories of the area and in particular, of spending time there with her late mother.

Cleo was one of the first Redcliffe based participants to have her NDIS plan approved, and one of her biggest goals that she identified with her Lifestyle Planner at her NDIS planning appointment was a trip to the Gold Coast.

Prior to the NDIS, Cleo had not been able to access much support, and now with her approved NDIS plan, she is receiving the support she needs each day to be more active in the community, have day trips and be less isolated.

Cleo said: "My favourite part of the day was going to Mermaid Beach and to Burleigh Heads look out. I also loved the 7D cinema experience: we travelled on a roller coaster to the Great Wall of China and they sprayed water on us and I could smell flowers."

Cleo started receiving support from the Open Minds Redcliffe team in February 2018 and then moved into Open Minds run Transitional Housing in June 2018.

Transitional Housing provides accommodation to people with mental illness, who are homeless, or who have experienced domestic violence.

As Cleo has Social Anxiety, she finds every day activities and daily living tasks overwhelming. Working with Adam, Open Minds Support Worker, has helped Cleo to make a plan each day and has shown her that she is able to be more independent.

To learn more how we can support your NDIS goals visit openminds.org.au/ndis



THE NDIS CONTINUES

Open Minds supported the first NDIS participant in Queensland back in 2015. With a strong NDIS team and countless learnings from the past few years, we will continue to walk with you on your NDIS journey.

HOW CAN WE HELP?

The NDIS can be daunting and maybe even a little bit scary. But don't worry, we know what needs to be done. We still provide the same high quality support to people living with mental illness, disability, acquired brain injury, complex care needs, and more under the NDIS.

We can help you with:

- Pre-planning ahead of your NDIA planning meeting
- Helping you to get good value out of your plan
- Turning your plan into action and supporting you to access the services and support you need to reach your goals
- Reviewing your supports and goals regularly
- Plan review – supporting you through your annual plan review

Once your plan is approved, we can provide the day-to-day support you need to live the life you want.

We can bring your funding to life!

Simply speak to our enquiries team today on 1300 673 664, enquiries@openminds.org.au

Jargon busting NDIS language



You may have come across two terms when looking at your NDIS plan: **reasonable and necessary** and **choice and control**. These are some of the objectives of the NDIS and are found in the National Disability Insurance Scheme Act 2013. But what do they mean?

Reasonable and Necessary

Reasonable and necessary supports refer to the supports in your plan, which are funded under the NDIS.

These are supports that help you reach your goals, objectives and aspirations, undertake activities to enable social participation, increase your independence, and develop your capacity to take part in the community.

In order to be counted as a reasonable and necessary support, it must:

- Be related to your disability
- Represent good value for money
- Be likely to be effective and work for you
- Not include day-to-day living costs that are not related to your disability support needs, i.e. groceries
- Take into account support you receive elsewhere, i.e. family, carers, government services

Reasonable and necessary supports are funded by the NDIS in a range of areas, which may include education, employment, social participation, independence and living arrangements.

Choice and Control

Before the NDIS rollout, many people with a disability did not have control over their funded supports. Service providers were allocated fixed amounts of funding and people were allocated to funded programs.

The NDIS allows each person to be funded for their individual needs to achieve a greater level of choice and control over your supports. You also can decide when and where your supports are delivered, providing a greater level of flexibility to use one or many providers. **Find out more about our services at openminds.org.au/services**

Programs

Enhance your recovery journey with our programs and workshops



Read about the programs and workshops we are running for our clients below, and head to our new online Events calendar to find out when and where they will be taking place: openminds.org.au/events

FRIENDSHIP DAY

A fun and easy way to meet new people and make new friends whilst exploring the surrounding areas. The Friendship Day allows you to build communication skills, reduce isolation, and practice the skills you need to form healthy friendships with likeminded people. Each week a fun new activity is scheduled, including cinema trips, beach days, mindfulness activities, vision board workshops, shopping at the markets, lunches, and more!



WISE CHOICES

A 10-week program that helps you identify and practice what makes a rich, full and meaningful life by exploring individual values and developing strategies to manage difficult thoughts and feelings. Wise Choices is based on Acceptance and Commitment Therapy (ACT) and mindfulness practices.

WISE CHOICES FOR RELATIONSHIPS

A 10-week follow-up program for those who have completed Wise Choices. In Wise Choices for Relationships you will deepen your understanding of the skills and strategies introduced in Wise Choices and explore how to apply this to the world of interpersonal relationships. In addition to the ACT processes of values, committed action, diffusion, acceptance, self-as-context, and contact with the present moment, you will also explore core relationship building skills such as healthy relationships, boundaries, and communication.



THE CONNECTION CREW PEER SUPPORT

Join this safe and supportive environment to meet new people and share your experiences and your recovery journey. Everyone's journey is unique, and sharing experiences can provide the opportunity to learn, encourage, and move forwards in life. Our Peer Support group is a small group of people getting together to share stories and support each other. This is based on respect, shared responsibility and mutual agreement of what is helpful.



COMMUNITY MUSIC GROUP

The Wynnum Community Music Group is now in its sixth year and is open to anyone who wants to participate. You can join in with other musicians and play along with popular songs, or even get up behind the microphone and lead other participants in one of your own songs. You are welcome to bring along your own instruments to play, or jam along on one of the percussion instruments we provide. The group is well attended by both participants and spectators.

SCHOOL OF ROCK

This music group is open to the public and is free for anyone to attend who experiences mental illness. Open Minds clients, the public, and Open Minds employees join together to rock out and create some great music. You can learn about music whilst playing together as a group. Show your musical creativity by joining in the fun - basic instruments are provided, however feel free to bring your own.

WOMEN'S GROUP

A new group allowing women to connect and understand body image, self care, socialising, relationships, and more. We guide you to create a journal to collect notes about your physical and mental health. We also discuss ways to cope with stress and resolve conflict in your relationships.

COOKING GROUP

Learn how to cook healthy and easy meals on a budget. This group will help you to understand more about food safety, and what nutritious meals you can cook to a \$3 budget.



BBQS AND MORNING TEAS

Join us for food, friends and fun! We hold numerous BBQs and morning teas in different locations throughout the year, so get in touch to find out where the next one is near you. Free to attend, all food and utensils provided.

FITNESS

Find out how to keep your physical body healthy and fit at a pace and budget that works for you. We will be using the free active parks locally to run some low intensity exercise, such as yoga.

Want to join the fun? Email us on participate@openminds.org.au or call us on 1300 673 664
Head to openminds.org.au/events to find out when and where these events will be taking place!



OPEN MINDS ONLINE FORUM

Open Minds is proud to partner with SANE Australia to provide a free and anonymous online forum for you to use! By joining this online community, you can anonymously discuss your own experiences in a safe space and benefit from the peer support available. The forum allows people who live with mental illnesses, or carers and family members, to connect, share stories, tips and words of support. The forum is monitored 24/7 to ensure it remains safe and welcoming for all users. The forum is not intended to be crisis or counselling services, and if this arises, moderators will direct users to emergency services. Visit the forum today openminds.saneforums.org



Our Services



*Trevor (name changed to protect identity) with his Support Coordinator, Tony.

Transitioning to adult life and Supported Independent Living

Open Minds supported Trevor*, a young adult, to transition to adult life from the care of the Department of Child Safety, by finding suitable Supported Independent Living accommodation.

Trevor was previously living in Child Safety Accommodation in Toowoomba; on the verge of turning 18, he needed new support and a new home. His Child Safety Officer therefore approached Open Minds to support Trevor through this change.

Tony, Support Coordinator at Open Minds, worked closely with both Trevor and his mother to secure Trevor temporary respite accommodation with a partner organisation. Tony arranged for Trevor to trial a potential long-term home, so Trevor spent the night to see how he liked it. To everyone's delight, Trevor was very happy with it.

Trevor said: "I like it because it's much quieter than where I am now, and I can concentrate on writing my Story.

"My family are happy that I'm getting the support I need, and I know that I need all the support I can get."

Following the successful trial, Trevor will soon be moving into the Supported Independent Living home. Next on his list of goals is to get a longer term NDIS plan approved, look for a job in the technology sector, and learn to drive one day to give himself even more independence.

To learn more about Supported Independent Living visit openminds.org.au/services/supported-independent-living

Meet one of our Specialist Support Coordinators



Tony started with Open Minds in 2017 as a Case Worker with our PHaMs program after graduating from a Bachelor of Social Work (Minor in Mental Health). Having started a new role as Support Coordinator in early 2018, Tony has now gone into a new role as a Specialist Support Coordinator and works alongside clients with complex care needs. Tony achieves his role by liaising with his clients, family members and other stakeholders including the NDIA, Public Guardians, Allied Health Professionals and support staff from various providers who can support his clients to achieve the best outcome and reach their goals.

Tony works closely with both clinical and non-clinical teams and attends various stakeholder meetings to ensure his clients' complex care needs are met and improve their quality of life.

Tony said: "I love to take on challenges in my job and this role can certainly give me that. The best part of my job is when I can see my clients improving their lives and can start seeing them achieve their goals."

Support Coordinators work to connect you with the most appropriate providers to suit your needs. To find out more about Open Minds Support Coordinators visit openminds.org.au/services/support-coordination

Open Minds **Services**



Aboriginal & Torres Strait Islander peoples
Culturally appropriate service and links to support networks.



Activities of daily living
We can help you with shopping, cooking, personal care and maintaining your independence.



Being active in my community
Be an active participant in your local community to provide better health outcomes.



Challenging and Complex Behaviours
We can help develop Positive Behaviour Support Plans to address Challenging and Complex Behaviours.



CREST (Community Re-entry Services Team)
Following release from prison, we're here to help people on parole with re-entry into the community.



Improved Relationships
We understand how complex behaviours are difficult for the person and the people surrounding them.



Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI)
Every person has the same human rights. We can help you to access LGBTI programs in your local community.



NDIS
Nothing has changed for us, we are still committed to ensuring you live the life you want.



People with Diverse Backgrounds (CALD)
We understand how difficult it can be when you also speak a different language or have different cultural needs.



PHaMs, Programs and Peer Support
PHaMs programs and peer support provides practical assistance for people with mental illness.



Psychology and Counselling
The Open Minds Mental Health Hub at Morayfield provides low cost counselling and psychology services.



Supported Independent Living
We know how important it is to love where you live. We can help you find a home with like-minded people.



Support and Specialist Support Coordination
Knowing how to get the most value out of your NDIS plan can be daunting. Our Support Coordinators can help.



Travel and transport
We can help you to travel independently on public and private transport to stay connected with your community.



Workshops and programs
Join our workshops and programs to overcome social isolation and increase connections to your community.

Visit openminds.org.au/services to learn more about each service.



Support Coordination

Support Coordination is an NDIS funded Support that assists you to make sure you get the most out of your NDIS funding package. Support Coordinators work with you to explore your options, and recommend where and how you can access relevant supports. They help you with:

- Explaining your plan and getting good value out of it
- Plan reviews and explaining Service Agreements
- Setting up the NDIS portal
- Contacting recommended providers
- Learning to coordinate your needs on your own

Support Coordinators assist you to build skills to understand your plan, and put the plan into action.

Supported Independent Living

Our team works with individuals and their families to identify what to look for in a home and what their goals are for living as independent a life as possible. We can support you with:

- Finding and keeping a home
- Co tenancy arrangements between like-minded tenants
- Maintaining a home and garden
- Connecting you to your community
- Daily living tasks
- Positive behaviour support and planning
- Healthy living and lifestyle
- Personal care
- Social skills development and interaction: friends and groups

Our Services

Complex Supports Service

Our Complex Supports Specialists are qualified and experienced in the use of positive support strategies to assist people to live a meaningful life in the community. Our staff are educated and trained in:

- Understanding challenging behaviours and planning for strategies to manage triggers
- Reducing and eliminating use of restrictive practices through positive behaviour support
- Encouraging positive behaviours
- Working with people with mental illness, intellectual disability, challenging behaviours and acquired brain injury

Service highlights include:

- Working in partnership with families and carers
- Specialist behaviour intervention
- Developing and implementing positive behaviour support plans
- Working with an individuals' strengths to overcome challenges, reduce distress, and support risk management.

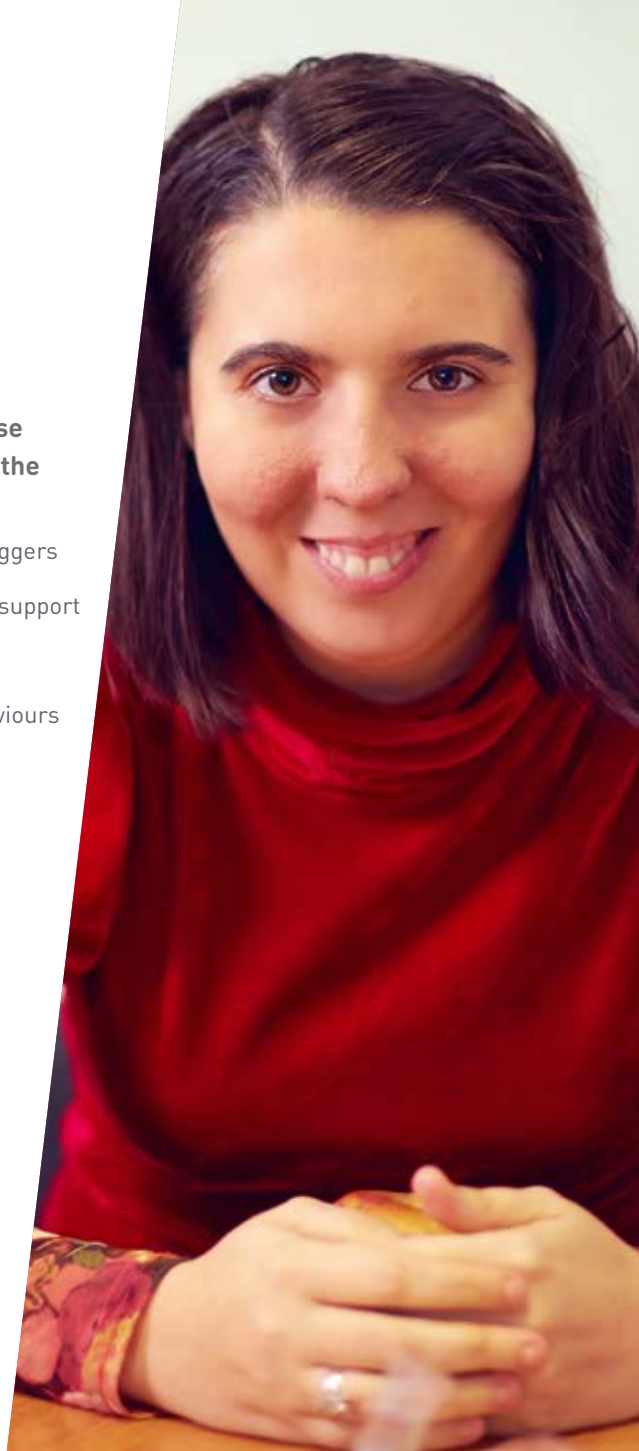
Meet our Complex Support Specialists

Our Complex Support Specialists at Open Minds are responsible for developing positive behaviour support plans which outline the agreed way to best support a client to improve their quality of life.

Sarah and Alicia work with clients who have restrictive practice orders, and clients that have complex care requirements. They are called upon by other teams to advise and help whenever required, meaning that Open Minds Support Workers can utilise their specialised skill-sets to best support their clients.

To learn more about this service, visit

openminds.org.au/services/challenging-and-complex-behaviours



“The best part of my job is when the strategies I’ve laid out in the plan work, and I can see the client now has more choice and independence in their life” Sarah

“What I love about working at Open Minds is collaborating with clients and their existing supports to reduce or eliminate restrictive practices, which ultimately means they can live a happier and more independent life” Alicia



Mental Health Achievement Awards **It's your time to shine!**

October is a pretty big deal for us at Open Minds. Not only is it Mental Health Week, World Mental Health Day, World Homeless Day, Carers Week and National Borderline Personality Disorder Awareness Week, but it's also the time we celebrate **Queensland Mental Health Week Achievement Awards**.

We are honoured to host the Awards each year on behalf of the Queensland Mental Health Commission. It's one of Queensland's best celebrations of the sometimes overlooked shining stars in the mental health industry, those who work tirelessly to help others along their recovery journeys.

The Awards keep getting bigger and bigger every year which means we're making progress on our quest to reduce stigma and raise awareness state-wide of mental illness. If you work in the mental health industry or know someone who does, nominate now by visiting openminds.org.au/achievement-awards.

Congratulations to the 2018 Award winners

- **Individual Award** - Justin Chapman at PCYC
- **Media Award** - ABC "You Can't Ask That"
- **Youth Award** - Madison Birtchnell
- **Jude Bugeja Peer Experience Award** - Peach Tree Perinatal Wellness
- **Not-For-Profit Award (SME)** - Peach Tree Perinatal Wellness
- **Not-For-Profit Award (Large)** - PCYC Healthy Bodies, Healthy Minds
- **Workplace Award (SME)** - Bremer State High School
- **Workplace Award (Large)** - Queensland Ambulance Service - Priority One
- **Aboriginal and Torres Strait Islander Award** - COOEE Indigenous Family and Community Education Centre
- **LGBTI Award** - Wesley Mission QLD - Expanded Horizons
- **Culturally and Linguistically Diverse (CALD) Award** - New for 2019!
- **Earle Duus Overarching Award** - ABC "You Can't Ask That"

WANT TO BECOME A SPONSOR FOR 2019?

This event brings together over 200 industry colleagues from across Queensland. Show your support for the achievements of mental health heroes by sponsoring the event or one of the award categories. Request a sponsorship pack by emailing us on: events@openminds.org.au. Our thanks again to our sponsors who made the 2018 Awards possible.

“It was inspiring reading the applications and seeing the scope of the work being done in the area of mental health, especially by individuals who are often the silent achievers in our community. The event was of the highest quality coupled with a beautiful Welcome to Country by Auntie Dawn and the engagement of everyone at the event with the drumming group. I would also like to compliment your team at Open Minds for the amazing work that goes into putting on this type of event”

Ged Farmer, Project Officer, Suicide Prevention, Mental Health Reform, Brisbane North PHN (Judge for the 2018 Awards)



Celebrating and recognising **our employees**

The 5th of December 2018 was a special day as we recognised some outstanding employees who work so tirelessly for our clients.

New for 2018, we recognised our VIP Award Recipients (Values, Individual, Purpose) in addition to our long serving employees. These teams and individuals are people that were employee nominated, and that the Open Minds Leadership Team felt most deserved to be celebrated. Congratulations to our joint employees of the year: Brendan and Sarah, and to our team of the year: the Henry Street team. **Well done to everyone who was recognised in 2018!**



Join **our team**

Are you passionate about supporting people to be the best version of themselves? Are you patient, considerate and understanding? Do you love a challenge? Why not work in the rewarding industry of disability and mental health!

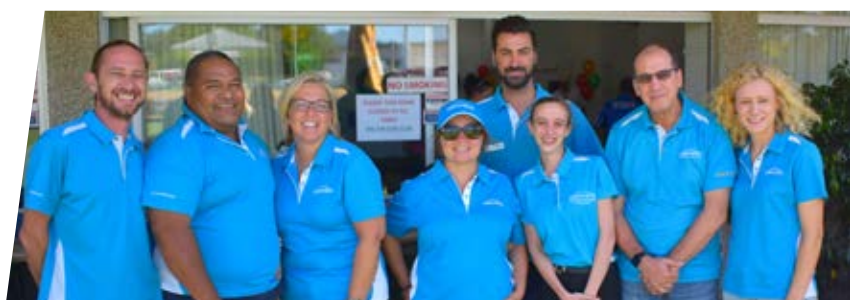
Open Minds provides a range of employee benefits including salary sacrifice and packaging options, an employee assistance program, flexible working arrangements, and ongoing learning to continue to develop your skills.

We welcome expressions of interest in the following areas:

- Support Workers
- Residential Support
- Various corporate and administrative roles
- Psychologists and counsellors

If you want to join an organisation that works towards enabling an independent and positive future for people living with mental illness and disabilities, then Open Minds could be the employer for you.

To express interest or apply for a role, visit openminds.org.au or email us on recruitment@openminds.org.au



Psychologists and counsellors – **we need you!**

If you like the sound of working in a new \$100m, 15 thousand sqm, three level integrated medical centre, look no further than Morayfield Health Hub.

We are searching for client centred, motivated and dedicated mental health clinicians with eligibility to provide services through Medicare to join us at this innovative allied health hub.

By working at Open Minds, you will have access to an allied health model and be part of a growing and dynamic team. With no appointment setting or billing to worry about, you will have clients referred to you, giving you experience across a range of mental illnesses.

To find out more visit openminds.org.au/morayfield or contact us on recruitment@openminds.org.au.

The importance of a culturally aware workforce



Since Yvette joined Open Minds in 2016, she has always enjoyed working with Indigenous Australians and has a passion for delivering cultural awareness training to others. Yvette is an Aboriginal and Torres Strait Islander woman from Far North Queensland.

Yvette began her journey with Open Minds nearly three years ago working for the Community Re-Entry Services Team (CREST) in Townsville, but in January 2019, she moved to Brisbane and brought her valuable skillset to the mental health sector.

Yvette's key responsibilities include working with the Open Minds Reconciliation Action Plan (RAP) team to continue commitment to the RAP over the coming years, and partnering with Indigenous organisations to provide the best support for our Indigenous clients.

In her new role, Yvette uses her background in education to work with employees to improve cultural awareness and capability. Yvette said: "Working with staff at Open Minds to educate them to be more culturally aware is important because it means we're enabling our staff to be more culturally capable when working with Indigenous clients."

A typical day in Yvette's role might involve: working with her Personal Helpers and Mentors (PHaMs) clients, having networking meetings to develop partnerships, and attending community events.

With a passion for mentoring, coaching, and educating others, Yvette is determined to raise awareness to close the health gap between Indigenous and non-Indigenous Australians.

Having worked with prisoners in Townsville, Yvette said: "When you think of the journeys these people have been through and all the trauma, it humbles you and you realise that you can never judge another person until you've walked a mile in their shoes."

Learn more about the services that we offer for the Aboriginal and Torres Strait Islander Peoples here openminds.org.au/ATSI

Supporting Clients to embrace difference



Conner has worked at Open Minds as an NDIS Support Worker for over a year, and is proud to make himself look different to help clients feel at ease.

As an NDIS Support Worker in Ipswich, Conner supports his clients to become as autonomous as possible.

Conner said: "Often clients who have recently been diagnosed with a mental illness will isolate themselves because they think that people will see them differently. My aim is to enable them to see that I'm different, we're all different, and if we were all the same, the world would be a very boring place!"

Conner builds a rapport with clients by making himself look different, with bright hair, in order to help them feel more at ease.

Conner works to support clients to become more independent, this can include support with budgeting, community based activities, daily living tasks, and self care.

Having been a Support Worker for over five years, Conner has developed a client centred approach and the ability to relate to people from all walks of life.

Conner said "Open Minds is an accepting environment for members of the LGBTI community like myself. I was excited to find out that there's an LGBTI employee working group and I think it's a fantastic way to engage our community of employees to best support our clients. I think more companies should have these types of committees in place to help people feel safe and secure about who they are.

"The best part of my job is watching people succeed and reach their goals. A lot of people don't think they can do it, but when they do there's a huge sense of pride and achievement."

To find out more about how we support LGBTI clients, visit www.openminds.org.au/LGBTI

Diversity Statement

As a community minded organisation, we are committed to actively welcoming all people who work in, and access, our programs and services. This applies to people from all backgrounds including, but not limited to:

- Aboriginal & Torres Strait Islander (A&TSI)
- Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI+)
- Culturally and Linguistically Diverse (CALD)

To read the full statement, visit openminds.org.au/diversity

We love Mail!

“ I am writing this email with great pleasure and appreciation to the entire Open Minds team who looked after my brother Richard, there were a number of carers and not to mention James who have made Richard's quality of life to be able to stay living at a home achievable ” Katrina, sister of Open Minds client

“ Thank you for sending me a copy of the latest Newsletter. I really enjoyed reading this and keeping up with what's happening within the organisation although I can no longer really take an active role due to my Cerebral Palsy.

I have had a long association with Open Minds commencing in 1977 when it was known as the Wattle League and retiring in 2004. I worked in almost every aspect of admin during this time.

It's incredible to see the extent of the growth of the organisation and to see it go from strength to strength. Keep up the good work ” Jonelle, Better Days reader

\$tay in the loop and win!

Subscribe to our newsletter before 31st July 2019 to be in the draw to win a \$100 voucher. All of our loyal existing subscribers will also be entered.

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Competition runs from 18/04/19 to 31/07/19. All email addresses subscribed to our newsletter by 31/07/19 will be entered into the prize draw to win one \$100 gift card. To enter the prize draw you must subscribe via www.openminds.org.au/subscribe. There will be one prize winner selected at random by Open Minds between 01/08/19 and 08/08/19. The winner will be announced on the Open Minds website by 30/09/19. Competition run by Open Minds Australia, ABN 19 009 687 030, registered address: 66 Annerley Road, Woolloongabba, QLD, 4102. The winner will be notified by 09/08/19 by email.

Read full T&Cs at www.openminds.org.au/competitionterms.



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Open Minds acknowledges the Traditional Owners of this land and pays respect to the Elders past, present and emerging. Open Minds recognise their custodianship and role in caring for and maintaining country over thousands of years and is committed to reconciliation.

