



Annual Report 2019/2020

OUR PURPOSE

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

OUR VALUES

INTEGRITY **RESPECT**
CURIOSITY **PEOPLE CENTRED**
TOGETHER



Chair Report

Louise Cox

Despite the challenges confronting the world during this period, Open Minds continued to focus on delivering high quality services with the safety and wellbeing of our clients at the forefront of all we do. Our dedicated team have been fully engaged in enabling an independent and positive future for people living with mental illness and disability. It's our passion.

Last year the Board set a target of zero tolerance on harm to our clients, and we commend our staff on progressing towards this aspirational but important goal. Financial sustainability was also a key Board target and the results for FY20 are pleasing, noting ongoing pressure from NDIS for efficient service delivery across the sector.

With the CEO, Paula Mayson and a new Executive Leadership Team on board for nearly the full financial year, we have been fortunate to have a highly skilled team enabling our organisation to meet the challenges of the ongoing COVID-19 pandemic, changes to NDIS and the Disability Royal Commission head on. Our Strategic Plan to 2023 provides a clear path and purpose for Open Minds into the future and our refreshed Values will guide us through the challenges ahead.

CEO Report

Paula Mayson

Through the establishment of our Executive Team early in FY2019/2020, Open Minds Staff have continued their remarkable support of our clients. Our strong focus on the review and development of practices and processes has resulted in a significant turnaround.

The beginning of 2020 brought with it a refresh of our brand identity, the rollout of our strategic plan and a strong focus on our staff training, all before the challenge of the COVID-19 pandemic reached our shores.

Whilst the pandemic proved to be a challenge, we also saw it as a growth opportunity for Open Minds. In the face of the crisis, we were able to quickly pivot to ensure the safety and wellbeing of our clients and staff continued to be at the forefront, with the introduction of remote working options, telehealth options and constant communication around staff and shift changes to be in line with government announcements. I want to acknowledge the dedication and continued contribution of all Open Minds staff whose ongoing care and compassion for our clients is a testament to our purpose and values.



Reconnecting with the Community

Michelle, a 54-year-old Chermside resident, who has schizophrenia, paranoia and has led a relatively isolated life trying to manage her condition. Now, through her NDIS plan, Michelle is supported by Open Minds to live independently, and she said her world has just opened up.

"I'm just so happy," she said. "I was always frightened to go places and I had to fight with myself to get anywhere. "Now my support workers, Cass and Emily, take me out and when I get scared, they reassure me that everything is going to be alright."

A creative soul, Michelle loves craft, so channelling her strengths, Cass and Emily work with her visiting opshops and discount stores, sourcing materials.

"I love doing crafts," she said. "We went to

an event where there were lots of tables and each one had a different craft you could try on it. I picked crocheting. I love it."

Cass, one of Michelle's Open Minds support workers said "We have noticed the more Michelle concentrates on her craft, the less the voices annoy her in her head. It has just been incredible."

Michelle, never one to stay idle, said she is now looking forward to achieving her future goal – learning to sew.

"I've only made two dresses in my life. I did sew at high school. I wasn't very good, but I'd like to give it another go because the support I now get from the NDIS and Open Minds makes me feel so much better

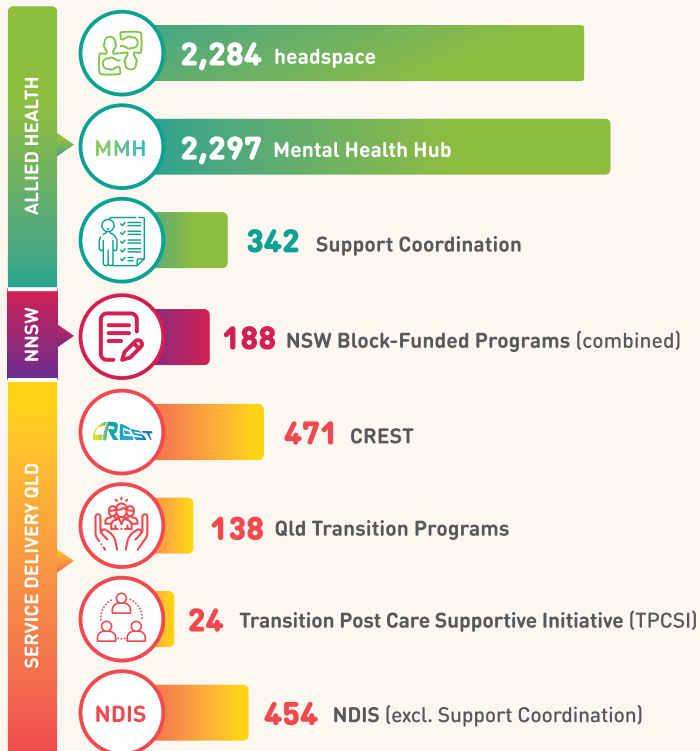


about myself," Michelle said.

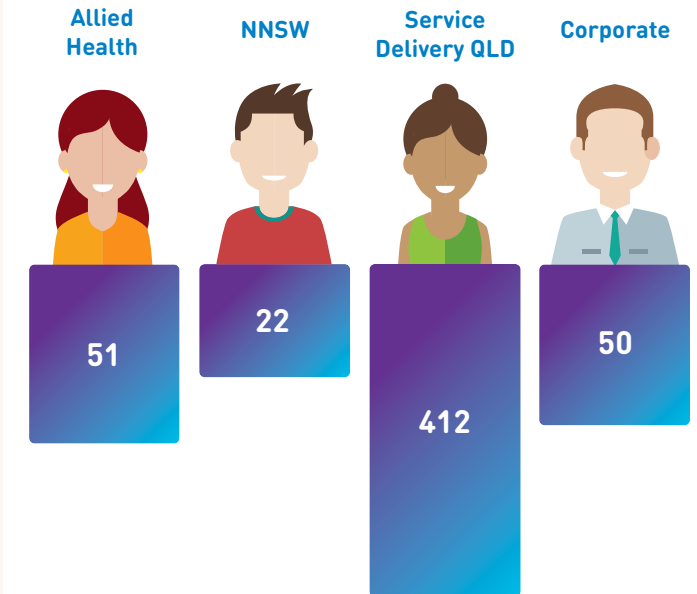
Daily Living Support is just one of the many services open minds can provide. To find out more visit www.openminds.org.au/services/open-minds-services-page

Our Clients & Our People

Number of Clients Supported FY20: 6,198

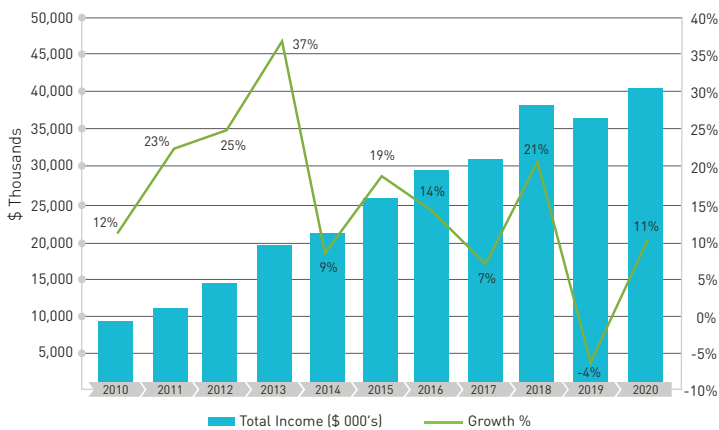


Employees: 535 Staff



Financial Report

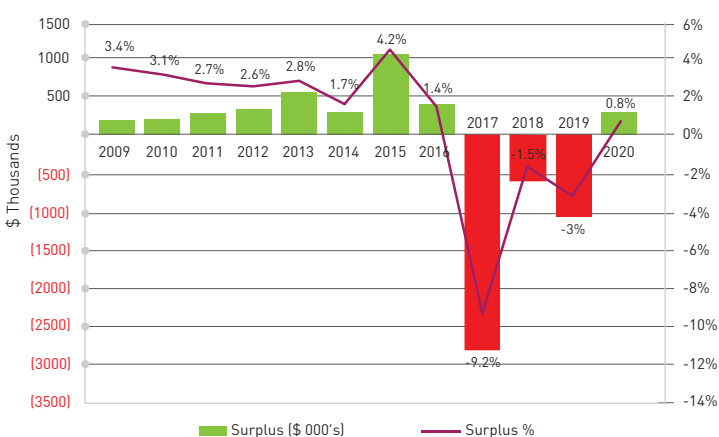
Year on Year Income Growth



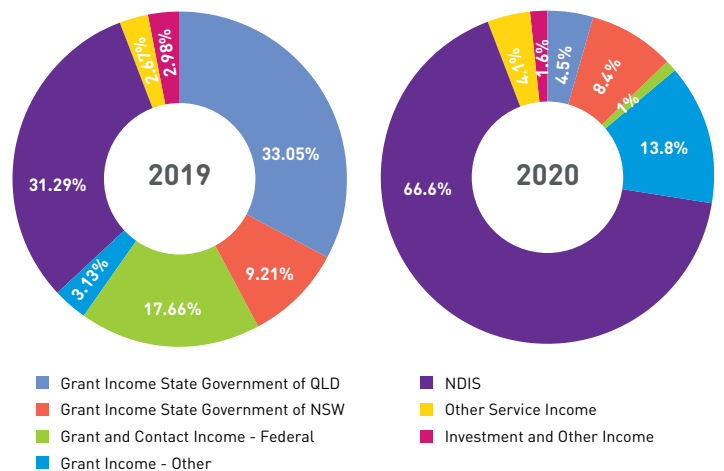
Financial Position



Year on Year Surplus / (Deficit)



Revenue Breakdown



Staff Profile:

Meet one of our Specialist Support Coordinators



Olivia is a Specialist Support Coordinator with Open Minds—assisting clients to find the best support for their unique needs. As a Specialist Support Coordinator, Olivia's role differs slightly from other Support Coordination roles; she works with people who have additional or complex needs in their situation.

As a Specialist Support Coordinator, the majority of people that Olivia works with have been in a secure mental health setting for many years and, in some cases, most of their lives.

Olivia's role is life changing for the people she works with, as it often involves her helping to transition them out of these secure mental health settings and by ensuring they have the necessary supports in place so their transition back into the community is successful so they can live a full and happy life.

"It's pretty life-changing for their families, too. One mother of a client I support said to me that she's 'getting her son back'. It really gives them hope" Olivia said.

Visit www.openminds.org.au/Services/Support-Coordination to find out more.

Client Story:

Getting back to work while living with a mental illness



Amanda, from Townsville, who has mental illness, has recently completed a Certificate III in Business Administration and is on track to achieve her goal of re-entering the workforce.

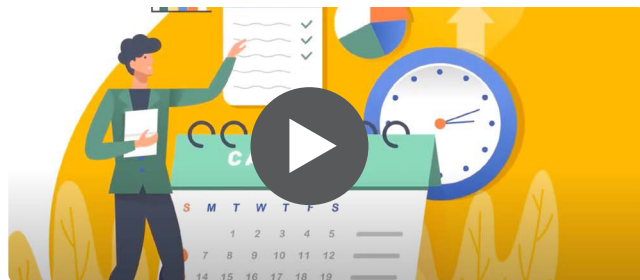
Having bipolar, schizophrenia and anxiety made holding down a job challenging for Amanda. With the support of Open Minds, Amanda set herself goals to learn new skills, eventually re-enter the workforce, and to make lasting friendships.

Amanda has already achieved one of these goals, having completed a Certificate III in Business Administration, which she opted to study online. Amanda has also started a work experience placement with atWork Australia. Open Minds has been supporting Amanda for two-and-a-half years now and her Support Worker, also named Amanda, has been helping her through the recovery journey. Amanda's incredible recovery process has allowed her to make a new friend, Renee.

"She's lovely, she's real," Amanda said. "We first met at an Open Minds barbeque and now we're hanging out at least once a week." She talked herself out of meeting Renee for the first time but her mother and her Support Worker, Amanda, encouraged it, and she's glad she did. Visit www.openminds.org.au/Services/Support-Coordination to find out more.

Our Strategy

Late 2019 we worked with our staff and the Board to produce this strategic plan. It outlines our key areas of focus and clear objectives to ensure we keep our clients at the centre of everything we do.



Our Core Services

NDIS Services



Behaviour Support Needs



Daily Support



Home and Housing Support



Support Coordination and Specialist Support Coordination

Non NDIS Services



Coastal Supports



Community Living Support



Community Re Entry Services Team (CREST)



Concierge Housing Supports



headspace (Taringa, Redcliffe & Strathpine)



Housing and Support Initiative (HASI)



Mental Health Hub Morayfield



Transition & Post Care Support Initiative

Open Minds is a leading provider of mental health, disability and specialised support services in Queensland and Northern New South Wales.

With over 100 years of history, Open Minds is also a registered NDIS provider.

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