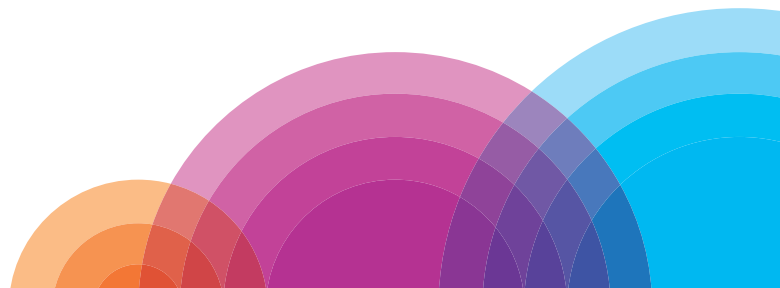




Annual Report 2014/15

OUR COMMITMENT: YOUR FUTURE. YOUR WAY.



OUR PATRON

His Excellency the Honourable Paul de Jersey AC - Governor of Queensland

His Excellency the Honourable Paul de Jersey announced his patronage to Open Minds on Wattle Day 2014.

Born in Brisbane in 1948, His Excellency is a dedicated and long –standing Queenslander.

His Excellency studied at the University of Queensland and graduated in Arts in 1969, and in Laws (with Honours) in 1971. At the end of 1971 His Excellency was called to the Bar and appointed as Her Majesty’s Counsel (QC) in 1981.

In 1985, His Excellency was appointed as a Judge of the Supreme Court of Queensland, becoming the 17th Chief Justice of Queensland on 17 February 1998, and served in that role for more than 16 years until 8 July 2014.

In recognition of his contribution to the Australian community, the Governor was appointed a Companion of the Order of Australia in 2000, and awarded a Centenary Medal in 2003. He holds honorary doctorates from the University of Queensland (2000), the University of Southern Queensland (2008), and has recently accepted an honorary doctorate from Griffith University.

His Excellency was appointed the 26th Governor of Queensland on 29 July 2014.



HIS EXCELLENCY
THE HONOURABLE PAUL DE JERSEY AC
GOVERNOR OF QUEENSLAND

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CLIENT STORY

Open Minds accept and respect you as being a whole person, not like someone who has been battered around. Before I had my car accident I was a nursing sister. I trained at the PA hospital, then nursed at The Katherine Hospital in the Northern Territory. Subsequently, I accepted the first community health job in the Moree Hospital. Then unfortunately, I had my accident.

I had a motor vehicle accident in 1986 and suffered head injuries. That was the end of me. I had so much loss sustained in such a short time. I lost my marriage, my career and my independence, but I'm here and I survived it.

Since my accident I have completed a Bachelor in Behavioural Science and have worked in a few inbound and outbound call centres. Currently, I am working one day a week at the Bupa Nursing Home in New Farm. I love it, as it's taken me back into the medical environment that I used to work in. I also love working with the oldies. Each of the patients suffer from varying degrees of dementia. My role there (at Bupa Nursing Home) is to organise activities to keep the residents' minds occupied and stimulate their memory by playing games like Bingo, Trivia and Hang Man.

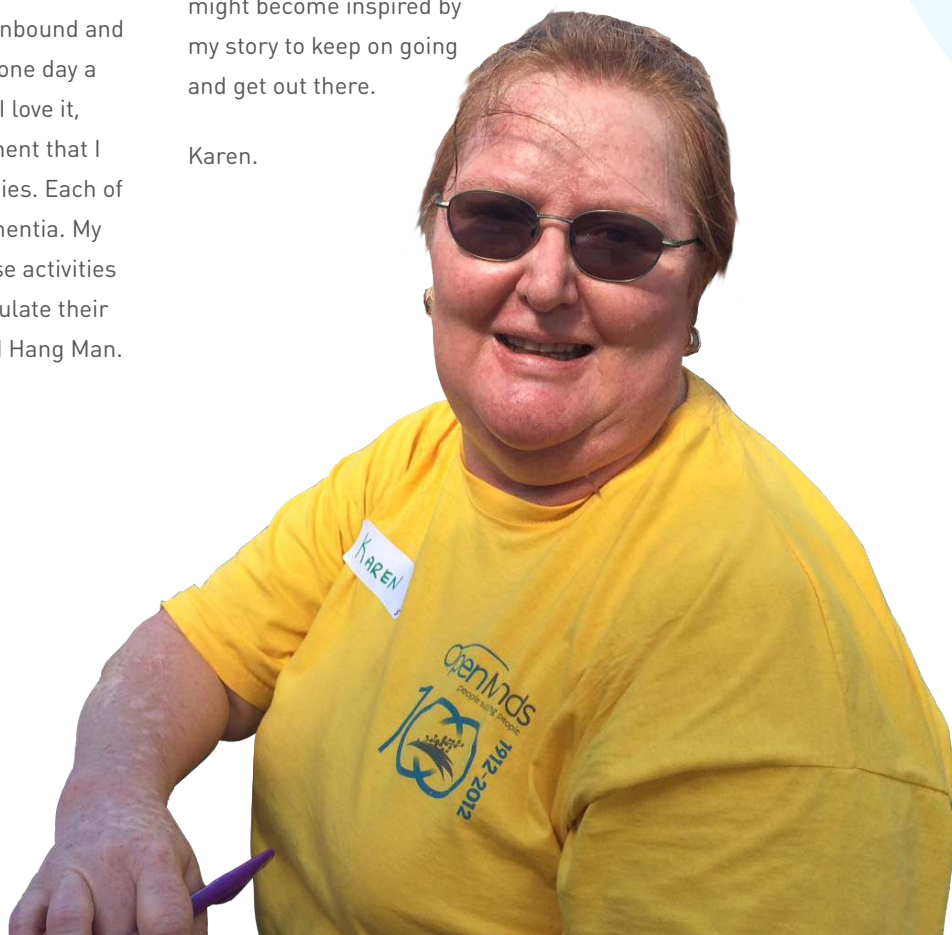
My motto is to never say no! You get a bit down sometimes but you just pick yourself up, things will always get better.

I also work as a recreational officer every Monday and do some volunteer work at a shop across the road from where I live.

My motto is to never say no! You get a bit down sometimes but you just pick yourself up, things will always get better.

I really hope that people might become inspired by my story to keep on going and get out there.

Karen.



YEAR AT A GLANCE

Interesting Facts

Financial Highlights 2014/15

\$1.1 million net surplus or
4.2% of Revenue

Revenue has increased by 20%
year on year to **\$25.7 million**

The financial position of the
organisation has strengthened
with net assets of **\$10.1 million.**

Number of Client
Hours Provided
144,858 hrs to a
total of **2,366** clients



12
sites

Social Media



1,775
Impressions



1,203
likes

268

Job Placements
for Clients

315 staff



WHO WE ARE

OUR PURPOSE

OUR COMMITMENT:
YOUR FUTURE.
YOUR WAY.

OUR VISION

A NATIONAL LEADER IN
SHAPING AND DELIVERING
CONTEMPORARY MENTAL
HEALTH AND DISABILITY
SERVICES

PROVIDING SERVICES
FOR OVER 100 YEARS.

**WE ARE HERE
TO STAY.**

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

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

RELIABLE

COLLABORATE

**MUTUAL
RESPECT**

COURAGE

INTEGRITY

**CLIENT
CENTRED**

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

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

WE'RE LED BY
THE PEOPLE
WE SERVE.

OUR STRATEGIC GOALS AND PRIORITIES



Our Commitment: Your Future. Your Way.

Our Vision: A national leader in shaping and delivering contemporary mental health and disability services.

**WE'RE HERE
FOR THE
LONG RUN**



Growth & Sustainability

Our business model ensures we will grow and be sustainable

Forward planning has prepared us for NDIS and other sector changes

Brand Recognition

We have a strong and vibrant brand

We are recognised within industry for service excellence, community inclusion and stigma reduction

Business Relationships

Strategic business partnerships will broaden service options improving business results

**OUR
CLIENTS
COME FIRST**



Clients & Services

Our client engagement is first class

We deliver reputable and reliable services

Active engagement and participation by clients and families drives service improvement

Our contemporary service model delivers high quality, value for money service options

Service Options

Service options fit the evolving market and expand to meet demand

**PEOPLE
DRIVE OUR
BUSINESS**



Workforce Capability

People are our most valuable asset

Our workforce capability aligns with our business goals and meets future challenges

Culture & Values

Our culture aligns to the values and strategic goals

We reward excellence and maximize opportunities

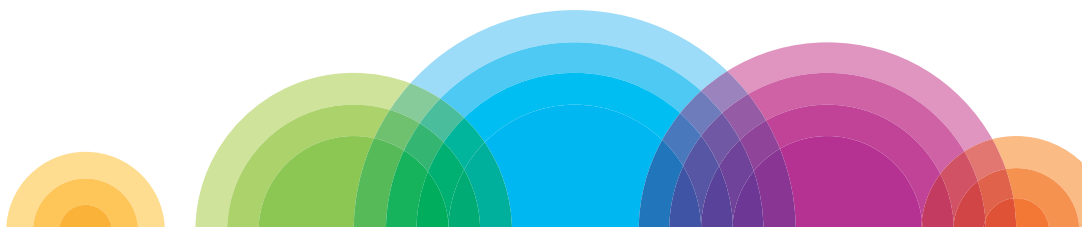
**WE MAKE
THE FUTURE
BETTER**



Information & Systems

Business solutions provide effective and efficient services

Integrated ICT systems provide business agility with user friendly technology



CHAIRMAN'S REPORT

In 2014/15, Open Minds continued on its proud journey of providing high quality support to our clients suffering with a mental illness, intellectual disability or an acquired brain injury. The Board has formalised its engagement with clients through its bi-annual meetings with the Client Advisory Group (CAG) and the Family and Carers Advisory Group (FCAG). These meetings have been invaluable to the Board as a forum for Directors to hear directly from clients and their families about their needs, the effectiveness of our services and areas where our services can look to improve.

The National Disability Insurance Scheme (NDIS) imposes on all disability support providers the challenge of changing from block funded programs to a system where consumers have a choice in the provider they engage. The Open Minds Board and senior management recognised transformational change would be needed at a strategic planning forum early in 2015. As a result, a significant budget has been authorised by the Board to ensure Open Minds is ready for this new NDIS environment. The Board is under no illusions about the risk that NDIS will bring to the sector and in particular to our company.

The Board is proud to continue its coordination role of the 2015 Queensland Mental Health Week, the Achievement Awards, and in particular our very own Earle Duus Memorial Award. This year, the Earl Duus Award winner was Rockhampton local, Maddy Dyer. Maddy has grown up providing care and support for her Dad who has a severe psychiatric illness. As a young carer, Maddy knows how

music can transform mood and provide a welcome release. Maddy is an advocate for mental health awareness at her school and in her community, the co-producer of a multi-media presentation aired on ABC TV and the recipient of an RSL Youth Development Grant. The Board congratulates Maddy on her achievement.

On Wattle Day, 1 September 2015, and with the support of the Australian Defence Force, Open Minds launched the Wattle League Foundation the fundraising and philanthropic arm of Open Minds. Our organisation has evolved from its inception as the Wattle League in 1912 established to provide scholarships, and with the onset of World War One, to support returning soldiers suffering the traumas of war.

Since our beginnings, the rehabilitation and support of our Defence forces has been a significant part of our social remit and impact. Our history provides the context for our first major project – 'Mates Stay'. The Foundation's first goal is to raise \$1 million over the next two years for the Mates Stay Project, with 100% of every donation used to support returned Australian Defence Force men and women at risk of or already homeless due to mental health issues, Post Traumatic Stress Disorder or an Acquired Brain Injury. Further details can be found at www.wattleleaguefoundation.org.au. I encourage you to support this worthy cause.

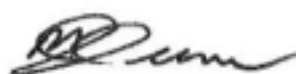
Our CEO, Ms Kristine Sargeant, resigned from her role in early May 2015 to take up another position in the aged care sector. On behalf of the Board, I extend our thanks to Kris and we wish her well in her new role. The Board has appointed Ms Marie Fox as the new CEO of Open Minds, effective from 1 November 2015. Marie was our General

Manager Operations prior to filling the role of Acting CEO. I welcome Marie to her new role and look forward to working with her during the coming transformative period.

Our staff continue to be the most important resource of our organisation, both in terms of their loyalty and commitment to our client base, and also for the quality of services that they provide. There have been some wonderful examples of staff commitment, and in particular I would like to recognise Michelle Vaughan, Client Services Team Leader, for her longstanding service and dedication to Open Minds' clients.

This year we have seen some changes to our Board membership. Dr Jonathan Mason retired in May 2015 and we wish him well for the future. Ms Maree McMahon stepped down from the Board to fill the role of General Manager, Corporate Services. In July 2015, Ms Julie-Anne Schafer was appointed as a Director to fill the casual vacancy arising from the retirement of Ms McMahon. I extend my thanks to all Directors for their untiring work in the governance of the organisation.

I also extend my thanks to Dr Fabian Bryant who has recently retired as an independent member of the Board's Service and Clinical Governance Committee (SCG) and welcome Ms Natalie Spiteri and Mr Simon James as independent members of the Board's Service and Clinical Governance and the Board's Audit and Risk Committees, respectively.



MIKE GILMOUR
CHAIR



CEO'S REPORT

2014-15 was a year of growth and consolidation for Open Minds.

Growth has been significant in the services we offer, our client numbers, our partnerships, our footprint and our financial result and I congratulate the Executive Team that led this growth. It has also been a year of consolidation especially in relation to the embedding of our recovery based practice and Client Outcome Measures and the establishment of our community hubs.

Our Growth

2014-15 saw significant growth in clients funded by Queensland Health and Disability Services as well as the establishment of several new programs. The significance of this growth was that it saw Open Minds grow from its traditional base in South East Queensland to become a state-wide service.

In July 2014 Open Minds commenced a state-wide pilot offering therapeutic case management for people with complex needs. This \$2m pilot, funded by Queensland Department of Communities, Child Safety and Disability Services, has specialist staff located in centres across Queensland including Ipswich, Toowoomba, Brisbane, Gold Coast, Townsville, Cairns, Rockhampton.

Open Minds was also successful in its consortium bid for Community Mental Health Programs in the Sunshine Coast and North West Queensland. Open Minds' Consortium is now the second largest provider of community mental health programs funded by Queensland Health. In the Sunshine Coast we partner with United Synergies and Suncare to offer the CHIME service across the region and in Gympie. In North West Queensland together with our consortium partner, SOLAS, the CHIME service is based out of Mt Isa.

In February 2015, Open Minds opened its second headspace Centre at Taringa to increase our service to young people at risk of mental illness. I would like to acknowledge our Consortium partners some of whom are also partners in our Redcliffe headspace.

Our financial result was pleasing in the achievement of a significant surplus despite a small drop in revenue. The revenue was impacted by a loss in the ABI service and less than expected revenues from the Employment Service. Underutilisation of service hours predominantly as a result of the recovery practice focus also impacted on the revenue. Open Minds continues to address this anomaly with Government.

Consolidation

By July 2014, 100% of our staff had been trained in Open Minds' Recovery Enhancement Framework and recovery practice was embedded across all of our services. In conjunction with the Recovery Enhancement Framework, during this year the Measuring Outcomes Project was rolled out across all services. We are now measuring the impact of our services on the lives of our clients and we are able to use this knowledge to change and improve our services. The most notable impact of our recovery practice is the reduction in support hours for many of our clients as they become more independent and engaged in the community.

During 2014-15 both our Client Advisory Group and Family & Carers Advisory Group grew in size and activity – and even more involvement is planned for the future based around our service hubs. The CAG and FCAG have made important contributions to our program design, strategic direction and community knowledge. The meetings between Board and our clients, families and carers have been a major step forward in ensuring that our clients have a voice and are heard. The inaugural Experience of Service 2014 Client Survey clearly demonstrated that clients are overwhelmingly positive about Open Minds' service.

Our focus on consolidation also extended to our Service Hubs. Open Minds has hubs in Woolloongabba, Stones Corner, Ipswich, Taringa, Capalaba, Redcliffe, Caboolture and Nambour. These Hubs now provide a full range of Services with a focus on presenting one Open Minds no matter which service a client may access. The growth of these Hubs has provided a template for growth which will facilitate our rollout of NDIS services.

NDIS Readiness

Being prepared for the rollout of NDIS from 2016 has been the catalyst for the establishment of the Transformational Change Project in May 2015. Although significant planning commenced in July 2014, it became clear that the changes needed for the organisation to be ready for NDIS required the establishment of a dedicated team.

NDIS requires a complete change in the way we think about clients (from client centred to client directed), our systems and processes (a move to streamlined systems built around mobility), how we are funded (from block funded in advance to individually funded in arrears) to the way our work force is structured. The Transformational Change team are driving this change across all areas of Open Minds.

NDIS Readiness and the required transformational change in the way we do business continues to be a major focus in 2015-16.

Governance

In August 2014 the Service and Clinical Governance Sub Committee (SCGC) of the Board was established to provide oversight across Open Minds' services in particular the clinical services and clinical interface of client support. This Committee has provided valuable input on a range of issues particularly in relation to complex case management and associated risks, but also in addressing service trends.

Our Staff

I would like to acknowledge the contribution of Open Minds staff to our successful result in 2014-15. The competing priorities of continuing to deliver quality service to our clients, whilst focusing on growth and expansion and the looming deadline of NDIS put increasing pressure on all staff. I would like to acknowledge and thank them for their support during the changes in leadership particularly during the last 6 months.

Finally, I would like to acknowledge the Chair and Directors for their commitment and support to the operations of Open Minds, again especially in the last 6 months whilst I was the Acting CEO.



MARIE FOX
CEO





The NDIS provides individualised support for people with a physical or psycho-social disability, to continue to thrive and grow. We have created the Evolve Project, to transform how we operate sustainably into the new environment.

OUR JOURNEY

Open Minds has courageously grown over the last 103 years to meet the changing needs of the communities we serve.

Our 2015-16 journey towards our organisations goals requires us to continue to collaborate respectfully as we work together to enhance our organisation to meet our clients' needs.

The Evolve Project will involve our clients and staff in the planning, design and implementation stages needed to enhance our organisation to meet the changing needs of the communities we serve.

Increased competition within the Community Service & Health sector, along with NDIS reforms, means that Open Minds has the opportunity to enhance our: (1) Leadership, (2) Clients Services, (3) People & Culture and (4) Systems Capabilities and Processes to remain relevant in order to meet the changing needs of the communities we serve.



The background of the entire page is a close-up photograph of water. It features a series of concentric, overlapping ripples that create a textured, wavy pattern. The color of the water is a deep, vibrant blue, with some areas reflecting a lighter, almost white, light, possibly from the sun, which adds depth and contrast to the image.

Our Services

CLIENT MESSAGE

I AM DEDICATED TO LIFE LONG LEARNING, I THINK THE WAY FOR SOCIETY TO ADVANCE IS THROUGH SHARING KNOWLEDGE AND TO LEARN FROM PAST EXPERIENCES, WHETHER THEY ARE POSITIVE OR NEGATIVE. I THINK THE EXPERIENCE THAT OPEN MINDS PROVIDES WITH EMPLOYMENT IS VERY POSITIVE - LISA



OUR SERVICES

MY LIFE



CHIME

Who: People with severe and persistent mental illness, who are referred by HHS. In partnership with local HHS, Solas, Suncare, United Synergies, Wesley Mission.

Where: Nambour (Sunshine Coast) and Mount Isa (managed by Solas).

What: Mental Health – Hospital Diversion Program, an intensive support model to prevent admission to hospital or enable an earlier discharge.

How: Local HHS referrals only. for more information email: referrals@openminds.org.au

RESPITE EFFECT

Who: People with intellectual or physical disabilities, mental illness aged 18-65, who live with an unpaid carer, under this funding consideration must be given to carers over the age of 65, or 45 Aboriginal and Torres Strait Islander.

Where: Redland City (Bayside area)

What: Independent Living Skills Development (Domestic and lifestyle supports, building capacity and capability, self confidence within the home or community). This support also provides the carer with some respite time. (57 hours week block funding).

How: DS referrals only, for more information email: michelle.vaughan@openminds.org.au

PIR (Partners in Recovery)

Who: People with severe and persistent mental illness, who have complex needs.

Where: Caboolture and Ipswich for OM, other service providers also have PIR.

What: Complex case management, people are referred to the most appropriate services (not just OM) to meet their needs and care coordinated to ensure quality.

How: Referrals can be: self, carer or family, or health professionals. For more information email: referrals@openminds.org.au

CHOOSE CHANGE

Who: People (16+) who have complex needs and multiple disabilities.

Where: Statewide service.

What: Case management and service co-ordination ensuring all stakeholders work towards the same goals as identified by the individual with the aim to improve quality of life.

How: Individuals are identified and referred by DCCSDS For more information email: referrals@openminds.org.au

LIFESTYLE SUPPORTS

Who: Individuals aged 18 to 64 years with a mental illness or other disability (physical, intellectual, sensory, co-existing disabilities or dual diagnosis) persistent or episodic in nature and may be receiving specialised community managed mental health services.

Where: Ipswich, Stones Corner, Woolloongabba, Taringa, Redcliffe.

What: Lifestyle Services uses a recovery and strengths based framework to provide unique support. Support is provided at home and within the community in accordance with their personal support plan. A broad range of services are available including:

- direct personalised support
- coordination of care with multi-agencies
- linkages to support services e.g. peer-led services, community participation activities,
- community access e.g. recreational activities
- life skills development,
- community engagement,
- recovery journey planning,
- education and supported learning options
- personal skills development,
- employment preparation

Staff will also assist the client to explore further potential entitlements/service options.

How: Referrals identified by DS, Qld Health, 'Your Life Your Choice' Insurance Companies or privately.

For more information email: referrals@openminds.org.au

OUR SERVICES (CONTINUED)

MY HOME



RESIDENTIAL

Who: Residential Support Services are for people (18+) to promote and encourage inclusion and positive Mental Health and wellbeing to assist people with a disability, Acquired Brain Injury, complex Mental Illness or dual disabilities.

Where: Greater Brisbane, North, South, West areas

What: Residential Support Services work alongside our residents to ensure that their chosen services are meaningful and responsive to need. This is achieved through person-centered planning to develop an individualised program to meet needs and goals towards their recovery journey. A broad range of services are available including:

- life skills development,
- community engagement,
- recovery journey planning,
- education and supported learning options,
- personal skills development,
- employment preparation,
- recreation activities,
- 24/7 supportive environment

What: Referrals via Pathway Funding - Department of Communities (DS), Capacity Notification, Private or Insurance funds.

For more information email: referrals@openminds.org.au

RESPIRE ACCOMODATION

Who: People (18+) with intellectual or physical disabilities, mental health issues.

Where: Brisbane areas, multiple locations.

How: Referral and funded by DS Capacity Notification, Insurance Companies or privately

For current availability
email: referrals@openminds.org.au

TRANSITION from POST CARE SUPPORT INITIATIVE – (TPCSI)

Who: Young people 15-25 who are or have been in statutory care and who have a disability that either does or does not meet requirements for formal disability supports.

Where: Logan and Gold Coast.

What: Linking to community supports and services, building skills and supporting wellbeing, stable accommodation, employment and education.

How: Self referrals, community referral and referral from Child Safety.

For more information email: referrals@openminds.org.au

MY COMMUNITY



PHaMS (Personal Helpers and Mentors)

Who: People (16+) who identify with a mental health issue, formal diagnosis is not required.

Where: Caboolture, Capalaba, Ipswich, Stones Corner, Taringa (Inner Brisbane)

What: Client centred, strengths based recovery orientated support, to increase personal capacity building, confidence and self-esteem. Support with disability applications to government orgs.

How: Referrals can be: self, GP, social worker, carer or family. Assessed via FAHCSIA portal for eligibility and one to one support provided.

Waiting lists in some areas. For more information
email: referrals@openminds.org.au

HEADSPACE

Who: Young people who are 12 to 25 years who are having a tough time. We can help you with Mental health counselling, General Health, Drug and alcohol issues, vocational services.

Where: Taringa and Redcliffe.

What: You will see an intake worker who will sit down with you and try to get a snapshot of what's going on in your life and how best we can help you.

A Private Practitioner will be provided to support you through individual sessions i.e. General Practitioner, Psychiatrist, counsellors (psychologists, social workers, occupational therapist) Alcohol and drug workers, vocational workers, PHaMs workers and Centrelink.

YOU+

Who: Clients, families, carers and the local community, everyone is welcome not just OM clients.

Where: South East Qld, various locations.

What: Community based workshops and forums, to foster local supports for people.

How: Registrations online:
www.openminds.org.au/you-plus
or email sue.batten@openminds.org.au

MENTAL HEALTH CIVIL LAW CLINIC

Who: Clients, families, carers. Free service provided by QPILCH and volunteer lawyers.

Where:
Woolloongabba (fortnightly on Tuesdays 11.30am to 1.30pm)

What: To assist clients with legal matters such as debts, fines, housing hassles, guardianship, mental health law and family matters. Does not provide family or criminal law advice.

How: Referrals can be: self, carer or family. Complete MHCLC Legal Health Check, appointments made at Woolloongabba Reception on 3896-4222 or call QPILCH on 3846-6317 or email: hplcadmin@qpilch.org.au

MY JOB



DISABILITY EMPLOYMENT

Who: A Disability Employment Service (DES) helping connect jobseekers with a disability or mental health issue in sustainable employment.

Where: Caboolture, Capalaba, Ipswich, Redcliffe, Stones Corner.

What: A DES helping connect jobseekers with a disability or mental health issue into sustainable employment.

Job preparation including: resume writing, interview experience, work based support for client and employer for up to 12 months, employer financial incentives and Job Clubs. Jobs in Jeopardy program, support for people who need temporary job redesigning or workplace modifications

How:
Referrals from people who identify or are classified through Centrelink as requiring a DES provider can register. Direct referrals once Centrelink eligibility criteria has been met. Specialist in Mental Health.

For more information
email: employment@openminds.org.au

MY HEALTH



Acquired Brain Injury (ABI)

Who: People who have an ABI.

Where: All areas.

What: Individual assessed needs with client and carers including: domestic, lifestyle and residential supports.

How: Referrals from Qld Health, Insurance Companies, Defence Force, Self. Funded by DS or privately.

For more information email: referrals@openminds.org.au

NEUROLOGICAL

Who: People who have a neurological condition e.g. Motor Neurone Disease, Muscular Dystrophy.

Where: All areas

What: Individual assessed needs with client and carers including: domestic, lifestyle and residential supports.

How: Referrals from Qld Health, Insurance Companies, Self. Funded by DS or privately. For more information email: referrals@openminds.org.au

SPINAL

Who: People who have a spinal injury

Where: All areas

What: Individual assessed needs with client and carers including: domestic, lifestyle and residential supports

How: Referrals from Qld Health, Insurance Companies, Self. Funded by DS or privately. For more information email: referrals@openminds.org.au





New Programs 2014/15

NEW PROGRAMS

CHIME© Program

Our Consortium success in receiving \$2.2 m of community managed mental health services in the Sunshine Coast and North West Queensland has seen the fruition of our very successful chime© service model resulting in great outcomes for clients and their families in these regions.

Chime (Connectedness* Hope* Identity* Meaning* Empowerment) is an integrated model that mirrors the principles of contemporary mental health services, recovery and personal enablement and community capability. This model is based on a strengths based approach aligned to the Open Minds vision and mission.

In the last 12 months we have established the new service, built productive local partnerships and have received excellent feedback from the participants, local Mental Health Service and other agencies on our collaborative approach to service delivery.

Choose Change

Following a successful tender Open Minds received \$2m to conduct our uniquely designed service model - Choose Change. This program is a Therapeutic Case Management model for people transitioning out of residential services or care. Open Minds continues to receive positive feedback from participants, their families, funders and other agencies involved in the service provision such as guardians and mental health services.

In the first year Open Minds has supported 94 people with 5 exiting the Program with minimal or no ongoing community support.

Partners in Recovery (PIR)

Open Minds continues to actively participate in the partnership Consortiums of Partners in recovery at North Brisbane and at West Moreton. This program sees local community service organisations working together to deliver service coordination and case management to people with severe and persistent mental illness that have not accessed mental health services before or for whatever reason have disengaged from services.

Our two teams have gone from strength to strength in relation to individual service provision but also to providing regionally based system reform activities to strengthen exiting service systems, address service gaps and to assist local communities to increase their community capability in relation to mental health.

As a result of service gaps in the region our teams have targeted groups in the Outer North Brisbane and West Moreton and scenic rim regions including:

WRAP (Wellness Recovery Action Planning) Programs in the Caboolture, Kilcoy, Ipswich and Scenic Rim areas with enormous success. Wise Choices and Toward a More Contented Life aimed at improving life choices for people with significant life vulnerabilities where individuals participate in 8-10 week courses with improved outcomes following their completion.

headspace Taringa

Open Minds, together with consortium partners opened its second headspace Centre in February 2015 at Taringa to increase our service to young people at risk of mental illness.



YOU+ Programs

As a result of three successful community grants from the Mental Health Commission and Brisbane City Council, Open Minds has been able to design, develop resources and implement community based groups that are conducted at 9 locations across the South East Corner.

The programs were initiated through ideas generated by the Consumer Advisory Group (CAG), our annual Experience of Service survey and through ongoing feedback from our staff based on client's feedback.

YOU+ has four modules developed at the time of this report. The aim of these programs is to provide a soft launch for people who need more confidence before they embark on mainstream community activities. Each module has a participant workbook that guides activities and discussion, a food and friendship break to meet new people from your local area and form new friendships with the final session of each day being a peer led discussion for self help and support in your local community.

Since the YOU+ Programs commenced in April 160 people have participated in a YOU+ event.



Open Minds launched our new You+ programs. Funded by Open Minds, The Queensland Mental Health Commission & Brisbane City Council, You+ is a suite of five program modules with a focus on creating a natural bridge into the broader community for people with a lived experience of mental illness and their families.

THE FIVE PROGRAMS INCLUDE:

YOU+ recovery

Focuses on how communities can positively contribute to the mental health recovery process.

YOU+ community

Focuses on how people can make meaningful contributions to their communities and as such, improve their own wellbeing.

YOU+ fitness

Aims to increase the engagement in health and fitness activity of individuals who are vulnerable to preventable lifestyle related illnesses

YOU+ fitness, health & recreation

Focuses on how a person's psychological and physical wellbeing can affect their overall health in various ways.

YOU+ planning

Focuses on getting people (consumers, carers and communities) meaningfully informed with the latest information around the NDIS, looking at what creates a "good life" and assisting them in their preparation for the scheme's introduction.



QUEENSLAND MENTAL HEALTH WEEK

Mental Health Week takes place in the week of World Mental Health Day, which is marked each year on October 10. It is a chance to reflect on mental health and take some positive steps to highlight the importance of mental wellbeing.

OFFICIAL LAUNCH - Q&A PANEL DISCUSSION ON YOUTH AND RESILIENCE



From left to right

Dr Louise Byrne Lecturer in Lived Experience Mental HealthSchool of Nursing and Midwifery Higher Education Division Central Queensland University, Ms Maggie Bell Performer, Ms Sue Murray Chief Executive Suicide Prevention Australia, Mr Jono Nicholas CEO ReachOut Australia, Prof. Paula Barrett Founder Pathways Health and Research Centre.

QUEENSLAND MENTAL HEALTH WEEK ACHIEVEMENT AWARDS



From left to right

MC ABC News Brisbane - Kathy Mcleish, Individual Award Winner - Dr Louise Byrne, Marie Fox CEO Open Minds, Mike Gilmour Chair Open Minds, Workplace Award SME winner - Psych Professionals, Workplace Award Winner Large Business - EY, Youth Award / Earle Duus Winner - Maddy Dyer, Not-for-profit Organisation Award small-medium winner - The Mindspot Clinic, Jude Bugeja Award winner - Karen Tyrell. Media Award - Leisa-jane Scott, Queensland Mental Health Commissioner -Dr Lesley van Schoubroeck, Not-for-profit organisation Award medium-large winner - Impact Community Services.



Top Right
Respiri Choir



Guest Speaker MICHAEL McHUGH from MIndfood Magazine.



Launched on Wattle Day
1 September, 2015 as the
fundraising arm of Open Minds,
the Wattle League Foundation
is an organisation working
with individuals to enhance
mental health and wellbeing.
The Foundation's first goal is to
raise \$1 million over the next
two years for the Mates Stay
Project.

100% of every donation will be used to support returned Australian Defence Force men and women at risk of or already homeless due to mental health issues, Post Traumatic Stress Disorder or an Acquired Brain Injury.

The Wattle League Foundation's first project is to campaign for funds for the purchase of a house to provide residential respite for returning servicemen and women. The facility will be utilised as a 'Mates Stay', where Australian soldiers can access the support they need to eventually return to their families, and once again feel a part of the community.

Mates Stay will enable more than 48 Soldiers to access respite and support each year, giving families peace of mind that their loved ones are safe and housed in an environment where they will access a range of services to support their rehabilitation and recovery.

Wattle Day High Tea 2015



left to right at back

Kathy McLeish ABC, Ms Lynn Smart *Open Minds Board Member*, Dr Margaret Steinberg AM *Open Minds Board Member*, Dr Benjamin Duke *Open Minds Board Member*, Ms Maxine McKew *Honorary Fellow, University of Melbourne*, Lt. Colonel Matthew Clarke *1st Division, Australian Defence Force*, Ms Marie Fox *Acting CEO, Open Minds*, Professor Paul Mazerolle *Open Minds Deputy Chair*, Mrs Mel Gilmour, Mr Stephen Roberts, *Open Minds Treasurer and Board Member, Open Minds*, Ms Ann-Maree Willett, *Designer*. (Ms Julie-Anne Schafer was present at the event but not pictured)

left to right at front

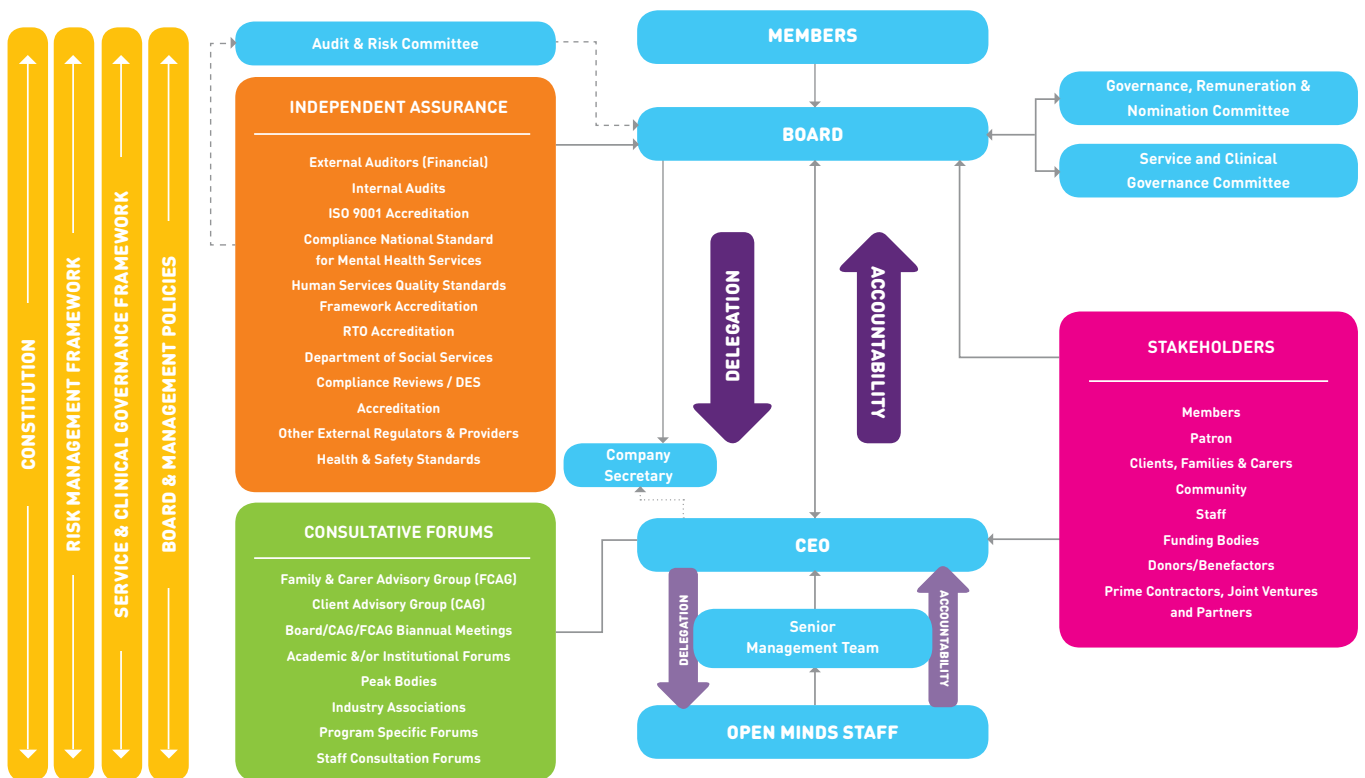
The Hon. Mr Peter Wellington MP *Speaker of the Legislative Assembly of Queensland*, The Hon. Ms Jackie Trad MP *Deputy Premier, Minister for Trade, Infrastructure, Transport, Local Government and Planning, Member for South Brisbane*, Her Excellency, The Honourable Justice Margaret McMurdo AC *Acting Governor of Queensland*, Mr Mike Gilmour, *Chair, Open Minds*



Leadership,
Governance
and Financials
2014/15

CORPORATE GOVERNANCE STRUCTURE

(FIGURE 1)



BOARD OF DIRECTORS



MR MIKE GILMOUR (CHAIR AND NON-EXECUTIVE DIRECTOR)

Dip Acctg, MBA, GradDipACG, FCPA, FAICD, FGIA

Mike is an experienced director with a strong commitment to corporate governance and the not-for-profit sector. He is an Independent Director of Isis Central Sugar Mill Company Limited, a Director of Sugar Research Australia Limited and a Director of Aviation Australia Pty Ltd. Mike is a professional accountant and experienced Chief Financial Officer, and has particular experience in the health and manufacturing sectors. He has been a Director of Open Minds since May 2005.



PROFESSOR PAUL MAZEROLLE (DEPUTY CHAIR AND NON-EXECUTIVE DIRECTOR) PhD, M Science, B Arts

Paul is Pro Vice Chancellor (Arts, Education and Law) and Director of the Violence Research and Prevention Program at Griffith University. Paul has a background in Criminology and leads research in various areas including offending across the life course, youth violence, intimate partner violence, homicide as well as criminal justice policy. He 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.



DR BENJAMIN (BEN) DUKE (NON-EXECUTIVE DIRECTOR)

BMed, MHA, MPH, FRANZCP, CertAdvTrCLPsych

Ben is a psychiatrist at Belmont Private Hospital. He has previously worked at the Royal Brisbane and Womens Hospital, Princess Alexandra Hospital (PAH) and Caboolture Hospital. Whilst at the PAH he was responsible for looking after people in the Brain Injury Rehabilitation Unit and the Acquired Brain Injury Outreach Service. Ben served two terms on the AMAQ Branch Council, and was previously the President of the Australian and New Zealand Association of Psychiatrists in Training. He was appointed to the Board of Open Minds in June 2014.



MR STEPHEN (STEVE) ROBERTS (TREASURER AND NON-EXECUTIVE DIRECTOR)

FAICD, FIPA

Steve is an experienced chairman, non-executive director, board advisor and executive having sat on the board of over 10 companies in the ASX, private, government and not-for-profit sectors in Australia and overseas. He spent 17 years with BHP Billiton managing a broad business portfolio within its Stainless Steel Materials Group. Steve brings skills in strategy and governance, business development, finance and accounting, and systems and frameworks. He is currently a Non-executive Director of Sanctuary Cove Community Services Limited. Steve has been a director of Open Minds since November 2013.



MS JULIE-ANNE SCHAFER (NON-EXECUTIVE DIRECTOR)

LLB (Hons), FAICD

Julie-Anne has experience in diverse and highly regulated sectors including financial services, member service, mutual, private health, trustee and transport (road and rail). She has ASX, unlisted public company, government and advisory council experience with associated governance, committee, risk management, strategy and stakeholder engagement experience, some international exposure.

She has led a large diversified mutual, an insurer, state law society and was Deputy Chancellor of QUT. Julie-Anne was previously a partner in professional legal service firms, and she was appointed to the Board of Open Minds on 14 August 2015.



MS LYNN SMART (NON-EXECUTIVE DIRECTOR)

B Com, CPA, FAICD, MBA

Lynn is an experienced company director, business and finance professional. She is outcome and customer focussed with varied commercial and board experience including significant mergers and acquisition exposure. Her diverse commercial experience over 25 years has included start-up, high growth, private and public companies across broad industry segments such as : construction, mining services, web hosting, energy, heavy industry and food manufacturing, assembly FMCG, franchise and transport.

Lynn is an experienced Director with strong involvement with the not-for-profit sector with previous appointments as Director of the Anywhere Theatre Festival.

Lynn was appointed to the Board of Open Minds in August 2011.



DR MARGARET STEINBERG AM (NON-EXECUTIVE DIRECTOR)

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

Margaret brings expertise in governance and ethical decision-making, as well as experience as a clinician, health administrator, academic, and director. Margaret is a former Commissioner of the Criminal Justice (CJC) and Crime and Misconduct (CMC) Commissions, former Deputy President of the Guardianship and Administration Tribunal, and former Assistant Commissioner of the Health Quality and Complaints Commission. She currently sits on a number of other boards and tribunals, including the Metro North Hospitals and Health Services Board. Margaret has a PhD (Child Health and Education) and MPhty, and has been a director of Open Minds since October 2012.

EXECUTIVE LEADERSHIP TEAM



MARIE FOX CEO

Marie was appointed as the CEO of Open Minds on 1st November 2015. Prior to this she acted as the interim CEO from May 2015 and was the General Manager Operations.

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.



MAREE MCMAHON GENERAL MANAGER CORPORATE SERVICES

Maree is an experienced executive with over 25 years' experience leading Finance and Corporate Services teams through transformational change in large listed companies, spanning industries such as financial services, mining, manufacturing and construction. The majority of corporate and business roles encompassed responsibility for a broad range of financial functions and services, as well as business continuity planning, risk management, policy development and managing multiple service providers. Maree is currently serving on the Queensland Divisional Council Executive Committee of CPA Australia and is a Non Executive Director of COTA QLD.

Maree served as a director on the Board of Open Minds from November 2013 until her retirement in May 2015 when she assumed the role of General Manager Corporate Services.



DENISE CUMMING GENERAL MANAGER OPERATIONS

Denise was appointed Recovery Services manager for Open Minds in 2013 and has recently been appointed to the role of General Manager, Operations after occupying the Acting role for more than 5 months. Denise has over 18 years experience working within the Mental Health and Complex needs Sector in non-government, government and private services, supported by her tertiary qualifications in Social Work. Human rights and social justice continue to serve as the primary motivation and justification for her continued commitment. Denise has held Leadership roles in both the government & non government sectors. Denise has a strong reputation in the delivery of high quality integrated health and social care services in accordance with recovery principles & strengths based practice.



KEVIN BEACH EMPLOYMENT SERVICES OPERATIONS MANAGER

Kevin joined Open Minds as Employment Services Operations Manager in 2015. He is an experienced manager with a proven track record of success spanning 20 years in both private and public sectors. He has played key roles in providing high-level strategic development to build consistently improved business performance and enhanced profitability.

He has built his career from being a successful Case Manager and Site Manager through to national level roles focussed on performance improvement, contract management and project management.



JOHN GIMPEL GENERAL MANAGER BUSINESS DEVELOPMENT

John has extensive recent senior management experience in allied health, including 6 years as Australian CEO of Swiss based audiology provider Connect Hearing which practices from over 150 locations Australia wide. Before that, John was General Manager of OPSM New Zealand, and prior to that managed over 110 optometry practices across all Australian States.

John's strength is in building revenue growth in allied health providers, both organically and through mergers and acquisitions, whilst achieving very high client satisfaction and quality client care outcomes - balancing commerce and care. As a founding Board member of the Hearing Care Industry Association, John has gained substantial experience in advocacy to government, and working with complex government funding models. His business mantra is simple - 'Set clear expectations, measure outcomes closely, and recognise high performance.' His personal mantra is equally so - 'I have been blessed with skills which I must use to help those less fortunate than I am.'



KAYLENNE HARTH GENERAL MANAGER TRANSFORMATIONAL CHANGE

Kaylene joins Open Minds as an executive level leader with over 25 years of experience, successful in shaping, building and leading organisations, achieving revenue and market growth targets as well as building staff capability that delivers results in a highly competitive market setting. One of her key strengths has been in building cohesive and effective executive and management teams to drive innovation and change throughout her organisations.

CORPORATE GOVERNANCE

The Board and management of Open Minds' are committed to meeting high standards in corporate and clinical governance, transparency and accountability. Open Minds regularly reviews its governance arrangements and updates its policies and practices in accordance with industry standards and regulatory requirements.

Open Minds Corporate Governance Structure is included in this report at figure 1.

ROLE OF THE BOARD

- The Board's role and responsibilities, including matters reserved to the Board, are formalised in a Board Charter, which is available on the company website.
- One of the most important roles of the Board is the recruitment, appointment and monitoring the performance of, the CEO and senior executives. The Board has adopted a number of governance policies and processes around these responsibilities.

BOARD STRUCTURE

- The Board and its Committees (see below) are structured to assist with the effective discharge of the Board's role and responsibilities.
- A range of director skills, expertise & attributes have been identified as desirable in light of the company's current strategic direction and these are identified in a Skills Matrix which is reviewed annually. A copy of current Directors' profiles is contained within this report and is available on the company website.

Open Minds' current Board Committees, which assist the Board in discharging its responsibilities, comprise:

- Audit & Risk Committee (ARC) – the ARC oversees audit, compliance, finance reporting & risk management.

- Governance Remuneration & Nomination Committee (GRN) – the GRN is responsible for overseeing Open Minds' corporate governance arrangements, including the company's governance framework, remuneration, recruitment, performance evaluation, professional development & succession planning for the Board, the CEO & senior executive;

- Service and Clinical Governance Committee (SCG) – the SCG is responsible for providing advice and recommendations to the Board in relation to the operation of Open Minds' Service and Clinical Governance Framework.

A copy of individual Committee Charters and membership details are available on the Open Minds' website.

PERFORMANCE REVIEWS

- Directors review the performance of the Board as a whole, individual directors and Board Committees annually .
- At least annually, the Board, assisted by the GRN, reviews the CEO's performance and:

- a.the remuneration of the CEO & senior executives; and
- b.the performance process for evaluating senior executives.

ETHICAL AND RESPONSIBLE DECISION MAKING

- Open Minds' Values underpin every aspect of the company's operations and decision making. In addition to living open Minds' Values, directors and employees are expected to comply with the law and act with a high level of integrity. The Board's Code of Conduct is available on the company website.

FINANCIAL REPORTING

- The ARC oversees:
 - a. the structure & management systems that are designed to protect the integrity of Open Minds' financial reporting;
 - b. the company's annual Financial Statements, making recommendations to the Board on adopting the Financial Statements.
- The ARC's current membership is made up of two non-executive directors of Open Minds and one external member with specialist expertise and knowledge to assist the Committee in discharging its responsibilities. All members have significant financial expertise and possess sufficient knowledge of the industry in which Open Minds' operates. The Chair of the Board cannot be the Chair of the ARC.
- The external auditors have direct access to the ARC Chair and the Committee reviews the independence of the auditor annually.

MEMBERS AND CLIENTS

- Open Minds respects the rights and obligations it owes to its members and clients and has adopted policies and processes to ensure that these rights and obligations are respected.
- Open Minds' Client & Family Engagement and Relationship Framework provides meaningful opportunities for clients, families and carers to connect, inform company practice and ultimately influence decisions about service delivery.
- The Client Advisory Group (CAG) and the Families and Carers Advisory Group (FACG) are the primary mechanisms by which individuals who receive services, or provide support to those who receive services, have input to and feedback on Open Minds' service delivery. The Board of Open Minds' meets with CAG /FCAG two times per year.

- In 2014/15 the Board appointed an external client/consumer representative to its SCG Committee to further enhance the dialogue between the Board and Open Minds' clients/consumers.

RISK MANAGEMENT

- Open Minds has a Risk Management Policy governing the company's approach to risk management within its risk management framework and has adopted a Risk Appetite Statement to support this Policy.

REMUNERATION

- In accordance with the company's Constitution, the directors of Open Minds are remunerated. The remuneration pool set in 2014/15, which was based on a GRN Committee recommendation and an independent external report) was \$169,000 (for 8 directors and 4 Board Committees). Directors' remuneration was increased by CPI for 2015/16.
- The remuneration of senior executives is structured separately to directors & the review of the CEO & senior executive salaries & performance is overseen by the GRN, with final approval of any remuneration increases made by the Board.

CORPORATE SOCIAL RESPONSIBILITY

- Whilst the nature of our services to the community and those facing disadvantage are the mainstay of our social responsibility aspirations, Open Minds increasingly seeks to understand and manage the impact of the organisation upon the environment and the wider community.

All information referred to in this Corporate Governance Statement as being on the Company's website may be found at the web address: www.openminds.org.au under the section 'About Us'/'Governance'.

FINANCIALS

WHERE THE MONEY COMES FROM

The main source of funding for our activities during the year was government. The Queensland State Government through the Department of Communities and Queensland Health and the Federal Department of Social Services support Open Minds through various government grants. Open Minds sub-contracts with COACT for the Employment Services program funded by the Federal Department of Social Services.

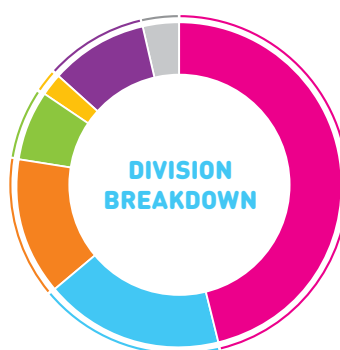
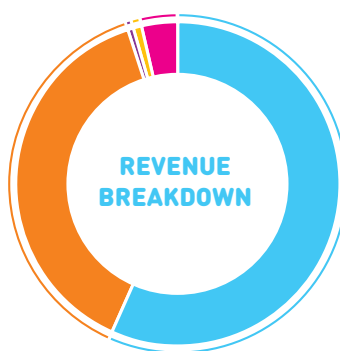
WHERE THE SERVICES MONEY IS SPENT

Expenditure for 2015 was \$24.5 million. 71.9% of these funds have gone directly to employees who deliver services to people with mental illness, disability or acquired brain injury. The Lifestyle and Residential services remain our largest support service.

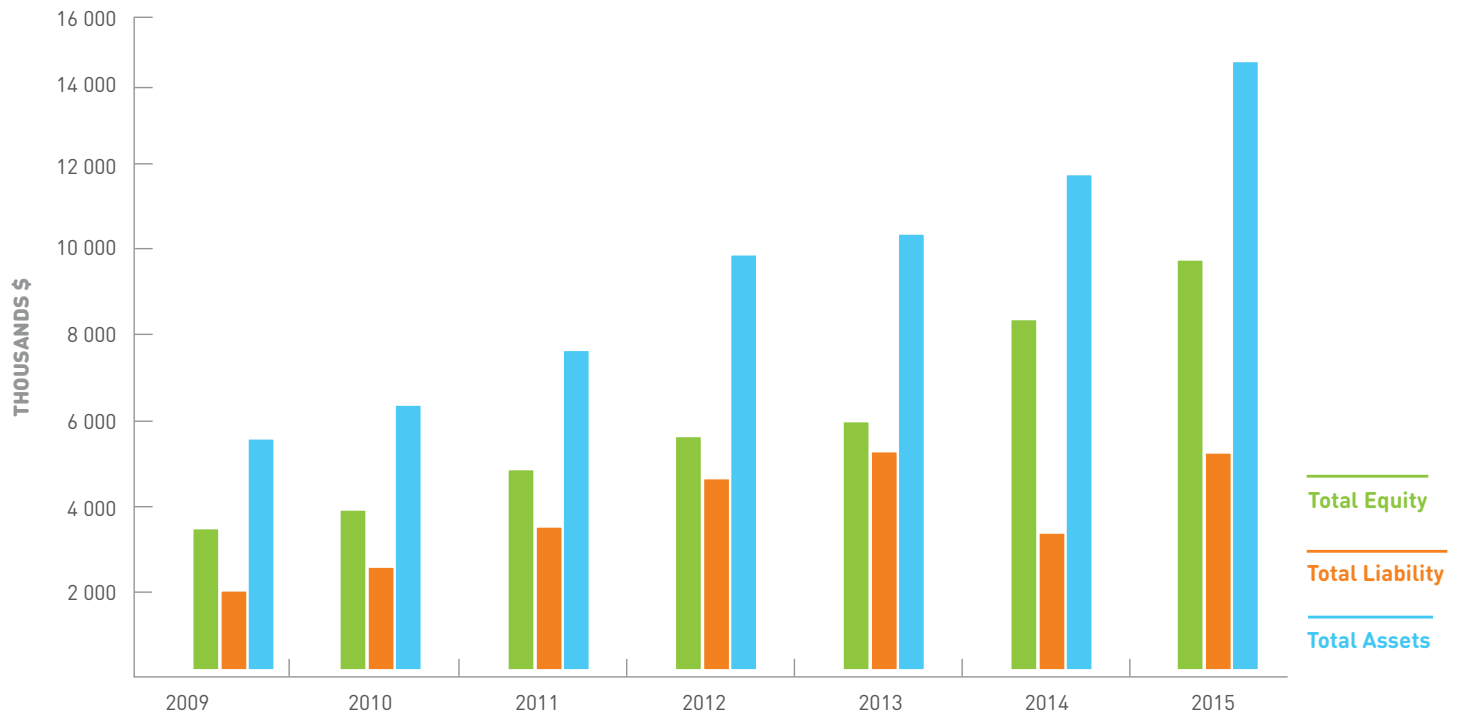
IN SUMMARY

Open Minds has had another strong year of growth. Revenue has increased by 20.2% to \$25.7 million in 2014/15. The financial position of the organisation has strengthened with net assets of \$10.1 million.

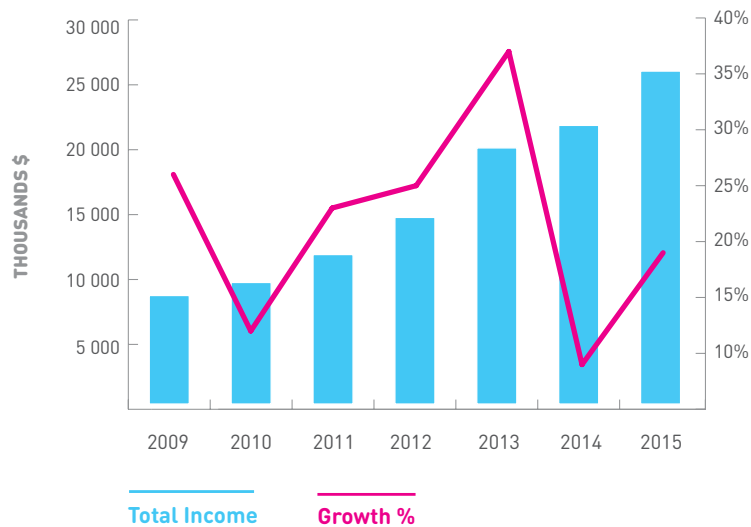
Cash balances and reserves at year end remain strong at \$8.3 million. The financial performance of the organisation resulted in a net surplus of \$1.1 million.



FINANCIAL POSITION



YEAR ON YEAR GROWTH



YEAR ON YEAR SURPLUS

