



openminds

Annual Report
2017/2018

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**

Chair Report | Professor Paul Mazerolle



In the past year, Open Minds has continued to respond to the challenges arising from the NDIS and has welcomed the opportunities to support clients to navigate this new landscape. Whilst sectoral changes abound, we continue to deliver services that are high quality, client-centred, recovery-focused, innovative, and sustainable.

The Board has experienced some changes across the year. We say farewell to and honour the service of Julie-Anne Schafer and Mike Gilmour. It is also my pleasure to welcome new Board member, Claire Davis, who is an experienced non-executive director, chairperson and business leader.

Open Minds continues to evolve as an organisation and we look forward to delivering high quality services into the future.

CEO Report | Simon James



Re-forming at a time of reform might best describe a busy 2018 for Open Minds.

Following a challenging 2017, Open Minds successfully refocused on its core purpose for operation and strengthening organisational capability to ensure a stable work force through the NDIS roll out in 2018 / 2019.

Open Minds made an important decision, to reduce expenditure and exit 'non-core' activities including Employment Services. During this time the Open Minds' team demonstrated great resilience and, exceptionally, employees continued to deliver high quality services to our clients - upholding over 105 years of service to our community.

The result, a significant improvement in our financial sustainability and a team ready to embrace the challenges and opportunities in 2019 - 2020.

Simon James
Chief Executive Officer



Jon Mewett
General Manager
Service Development
and Quality



Our Executive Leadership Team



Michelle Smith
General Manager
Human Resources



Chris Attard
Chief Financial Officer



Claire Honey
General Manager
Client Services

Year In Review



New Website Launched
openminds.org.au



Open Minds Mental Health Hub Opened at Morayfield



Hosted another successful **QLD Mental Health Week Achievement Awards**



NDIS rollouts in **Ipswich and Bundaberg**



Experience of service survey: **89%** of clients rated us **Good, Very Good or Excellent**



Extended **CREST** (Community Re-Entry Services Team) contract in Townsville **until 2021**



Closed **Employment Services** to focus on **core purpose**



Serviced **1884** young people through **headspace Redcliffe and Taringa**

Our Clients

2700+
Clients

That we've worked with in the last 12 months across Queensland and Northern New South Wales

44% Females

49% Males

7% non-binary

7.1% Aboriginal and Torres Strait Islander

3.8% LGBTI

Our People
420
Employees

across 17 offices and 15 residential houses

64.3% Females

35.5% Males

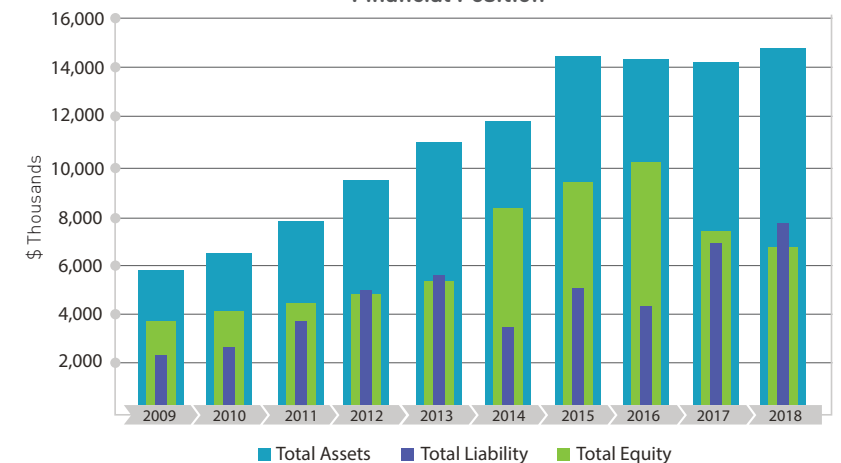
0.2% non-binary

4.5% Aboriginal and Torres Strait Islander

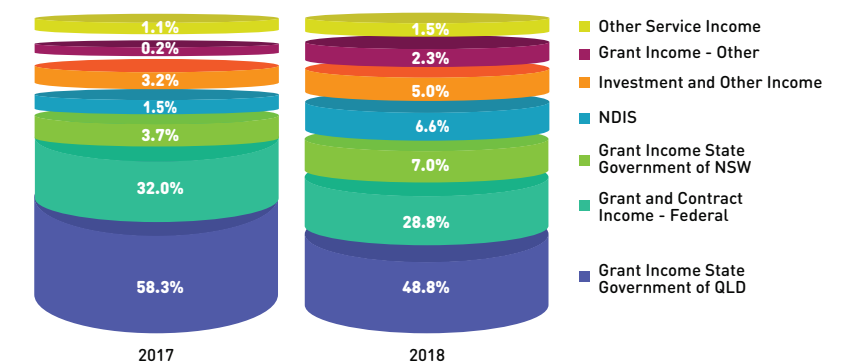
3.8% LGBTI

Financial Report

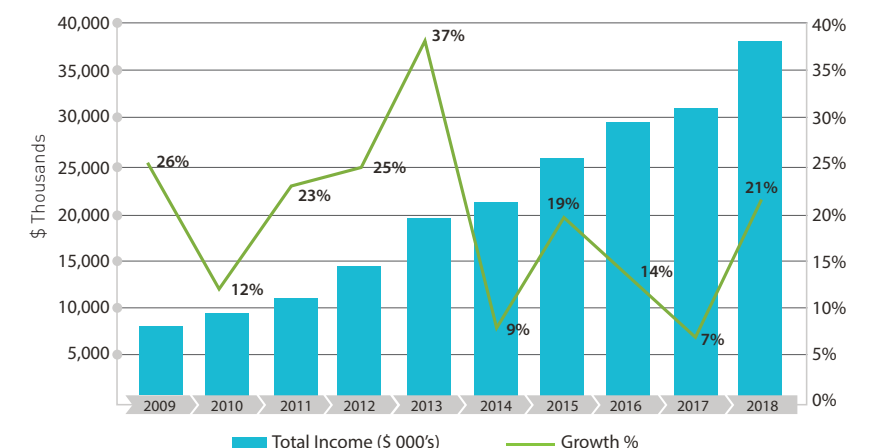
Financial Position



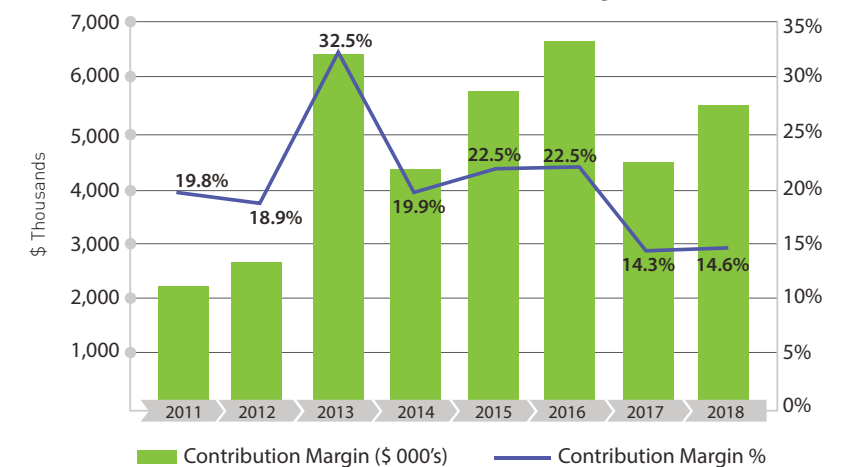
Revenue Breakdown



Year on Year Growth



Year on Year Contribution Margin



Meet one of our Complex Support Specialists

Sarah Lysaught started with Open Minds in 2012 as a passionate student completing a University placement. She quickly felt Open Minds was a place to develop her career and applied for a role as a Support Worker, and has been with Open Minds ever since.

From Support Worker, Sarah stepped into roles within Open Minds which deepened her experience in providing care to those with complex support needs. This included Youth Specialist, Case Manager for Complex Case Management, Intake Officer, and her current role of Complex Support Specialist.

Sarah and her team now work with eight clients who have Restrictive Practice orders, and an additional 30 clients who have complex care requirements. Sarah advises teams on how best to support their clients with complex care needs.

Sarah collaborates with staff, families, carers and professionals involved in an individual's life to develop Positive Behavior Support plans. This outlines the agreed way of supporting the client to increase their quality of life and reduce any Restrictive Practices that might be in place.

Sarah says: "The best part of my job is when the plan strategies I've laid out work, and I can see the client has more choice and independence in their life. My goal is to always try and minimise or remove any Restrictive Practices placed on the individual."



Living with an acquired brain injury recovery story

Open Minds worked to improve the life of a client with complex care needs through positive behaviour support. After an accident, Jamie* acquired a brain injury before the age of 25.

When the Open Minds team began working with Jamie, they took the time to get to know him and understand his behaviours. Because of significant difficulties with communication, many of his negative behaviours occurred as a result of the frustrations that come with being misunderstood. The team were committed to working with Jamie on how to best communicate.

The Team connected Jamie with a new psychiatrist, and support around his new diagnosis and medication led to a reduction in harmful behaviours.

Jamie has been supported to make positive life choices including building new garden beds and vegetable patches, building a pen for his chickens, and decorating his house. Jamie has recently started to verbalise new words, and the Open Minds team have engaged a speech pathologist and exercise physiologist to work with him to continue his great progress.

Sarah Lysaught, Complex Support Specialist, said: "We are overjoyed with Jamie's successes, and we will continue to support him on reaching his new goals of improving his literacy skills and learning to use a computer again so that he can take on some study."

**Name changed to protect the identity of the client*

Psychology and counselling services now offered

Throughout the 2017 / 2018 financial year, the team have been hard at work getting our new space ready in the Morayfield Health Hub.

The fully-integrated, multidisciplinary health hub at 19 Dickson Road in Morayfield answers a service gap in the area by incorporating relevant clinical requirements to support the expanding population. Patients can now benefit from the integrated health care available under one roof including GPs, Rehabilitation, X-Ray, Minor accident and illness, and more.

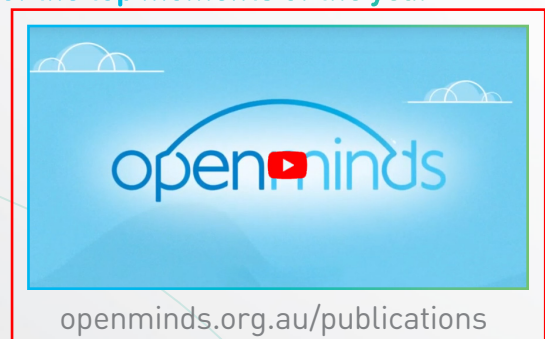
The **Open Minds Mental Health Hub** on the first floor provides patients with confidential psychology and counselling services, and our experienced clinicians have expertise in a variety of special interests such as anxiety, depression, eating disorders, PTSD, trauma and behavioural issues.

With 8 clinical rooms, space to expand in the future, and five qualified clinicians, the new centre has been off to a great start enabling people living with mental illness to live a more positive and independent future.

We are looking forward to seeing what impact this innovative health hub has on the area and how we can further expand our services.



Watch our 'Year in Review' video below to discover some of the top moments of the year




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.

1300 673 664

openminds.org.au

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