

**Business Plan**  
Open Minds FY23-FY25

# About this Plan

This plan presents our purpose, values and direction through to the end of FY25 (June 2025).

For our clients and stakeholders, it provides an important overview of Open Minds plans, priorities and initiatives.

For our people, it provides a guide of where we are heading and the activities we will undertake to achieve a sustainable future that delivers on the needs of our clients.

# What We Do

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

With over 110 years of history, Open Minds is committed to its purpose of enabling an independent and positive future for people living with mental illness and disabilities.

Open Minds is a registered NDIS provider, with over 500 employees.



## OUR PURPOSE

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

## OUR VALUES

**INTEGRITY**  
We are **accountable** and do what is right

**CURIOSITY**  
We ask questions, are interested and **never stop learning**

**TOGETHER**  
We are stronger as a **team**

**RESPECT**  
Each **person** and their **experiences** are unique

**PEOPLE CENTRED**  
Nothing for you, without **you**

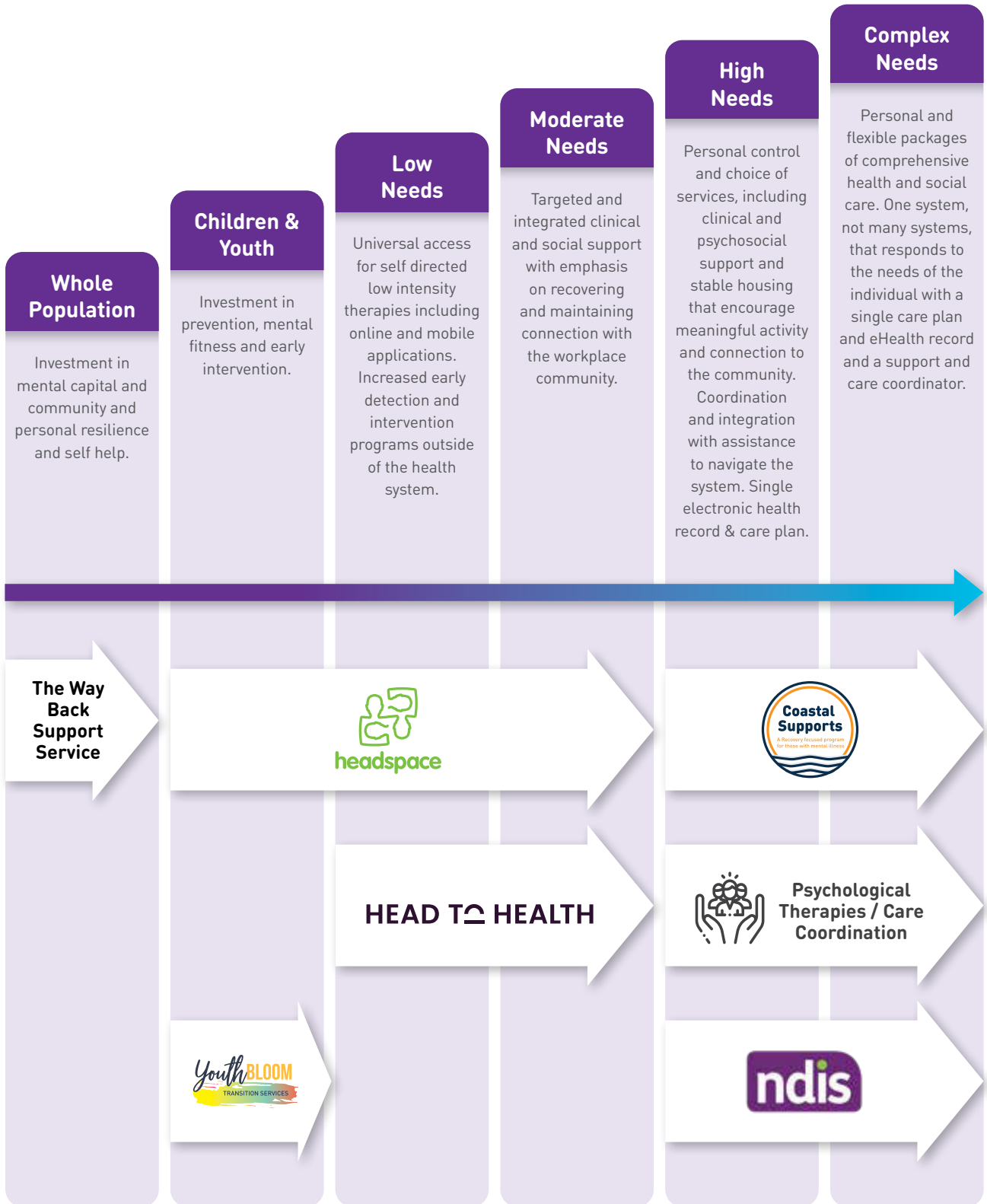
# Our Services

We provide a diverse range of services to support the breadth of our client support needs from prevention through to coordinated complex care:

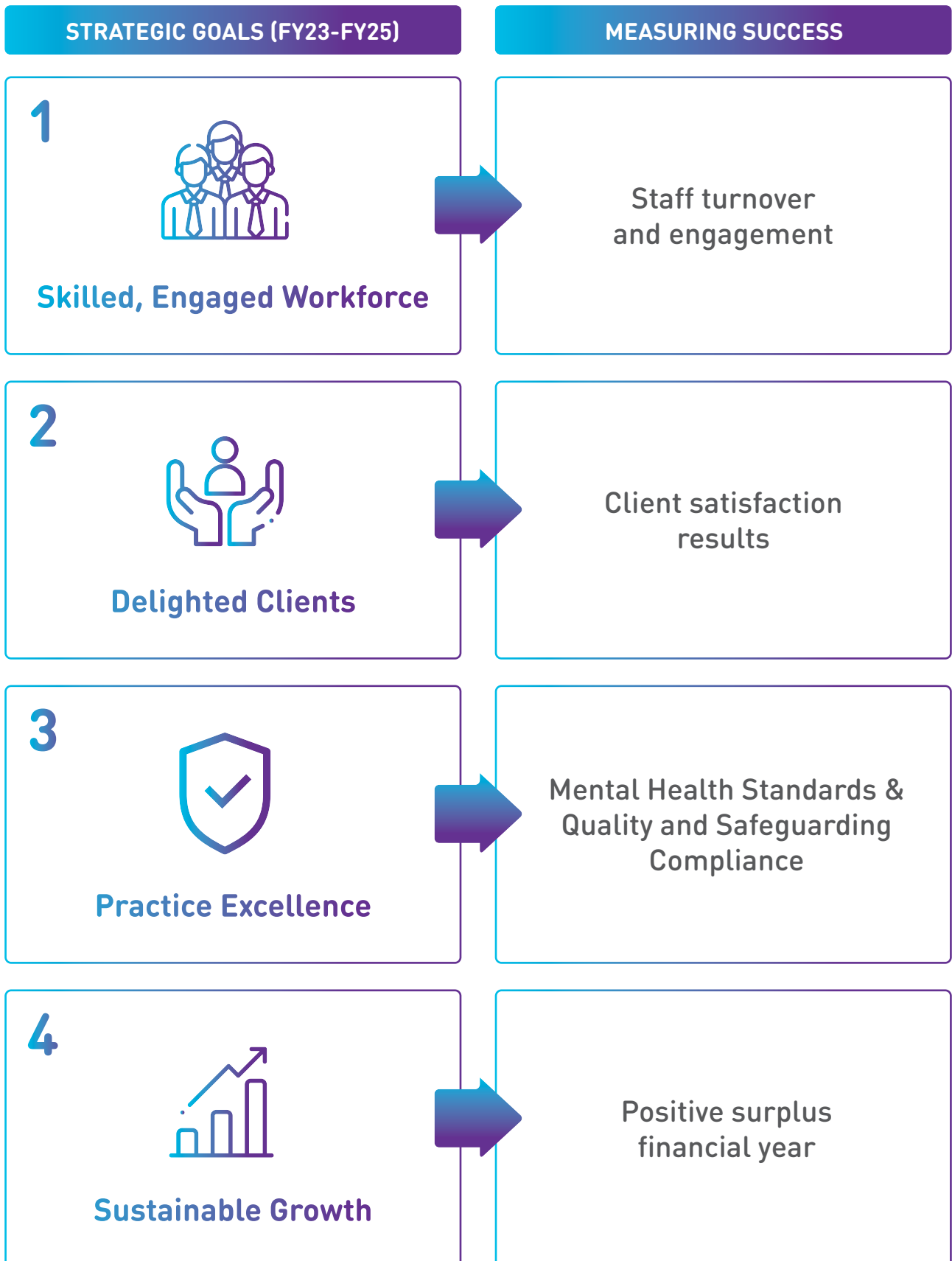
- Youth & adult community mental health services
- Clinical mental health services
- Psychosocial disability supports



# Stepped Care Mental Health Supports Model



# Our Strategic Goals



# Our Priorities

These priorities focus on delivering quality services to our clients and positioning us for growth into the future.

1



## Skilled, Engaged Workforce

- Attraction and retention strategy
  - Workforce management

2



## Delighted Clients

- Client Engagement Program
- Client onboarding experience

3



## Practice Excellence

- Quality & Safeguards Program
- Mental Services Program

4



## Sustainable Growth

- Service efficiency review for NDIS services
- Grow Mental Health Programs



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If you have questions or feedback, email [feedback@openminds.org.au](mailto:feedback@openminds.org.au)