

BETTER DAYS

High physical support
brings smiles all round



Our high physical support service

Client stories

The Fun Feb Challenge

QMHW Achievement Awards

Our headspace centres

BETTER DAYS

ISSUE 2021



Cover

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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.



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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.





Message from CEO

Thank you to the Open Minds community for taking the time to read about our services and achievements in this issue of Better Days.

Following the outbreak of COVID-19, the mental health and disability sector has undertaken rapid development in order to continue to support clients. I have been impressed with the collaboration of our clients and staff, who have pulled together to stop the spread, and participated in the vaccine rollout in line with the Queensland Government's instructions.

I found the article on page 5 interesting. One of my main focuses is safety, and being able to provide staff with hands on training in hoisting and transferring has resulted in improved skills in manual handling and client comfort.

Open Minds has been undertaking a workforce and operational transformation over the last 18 months, with improvements to our rostering practices, employee systems and onboarding processes, in addition to streamlining our NDIS services and platforms.

The Queensland Mental Health Week Achievement Awards ceremony is scheduled for Friday 15th October this year, and we are excited to be celebrating its 25th year, and welcome new sponsors to this auspicious event.

In other news, Open Minds recently established a new headspace site, expanding our headspace portfolio from Redcliffe and Taringa to now include Strathpine, offering even more opportunities for young people having a tough time.

Reading through these articles, I can't communicate enough, how proud I am of our frontline staff who demonstrate our values and truly enable an independent and positive future for our clients.

Let's continue to remain vigilant against the COVID-19 virus, and together we will see this pandemic through to a brighter future ahead. I wish you all a safe and prosperous remainder of 2021.

Paula Mayson
CEO

A place to call home after 14 years in a mental health facility

Ashley, aged 41, lived in mental health facilities for over 14 years before Open Minds have supported him to transition into his new home where he can finally have the independence to live a full life.

When Open Minds came on board as his support provider in 2017, it was clear that Ash and his family felt distressed about his extended stay in mental health facilities, and wanted somewhere to call home.

Ashley has a diagnosis of Paranoid Schizophrenia and Intellectual Impairment, to which he is supported to manage behaviours of concern.

Open Minds worked closely with Ashley and his family to get the National Disability Insurance Scheme (NDIS) funding that he needed to change his life for the better.

The team partnered with Adapt Housing to build a Robust Specialist Disability Accommodation (SDA) home, which would enable Ashley to live safely and independently with support.

Ashley is due to move into this new home very soon with two other residents who are also clients of Open Minds and share similar interests such as music.

Ashley's sister said: "My brother has lived in hospital for over a decade. Ashley having his own house will provide him with a home instead of hospital. I couldn't be happier his hospital life is coming to an end."

Find out more about the purpose-built SDA housing that Open Minds is able to offer our clients through our partnership with Adapt Housing, see pages 10 & 11.



Top: Ashley with his sister Melissa. **Centre:** Ashley making a mark on his new home. **Bottom:** Melissa at the Adapt Housing SDA open day event.

The Fun Feb Team Colour Challenge

Earlier this year we introduced an activity for some of our Supported Independent Living clients. The aim of the game was simple: give our clients a sense of belonging to a wider team whilst encouraging exercise and of course, having fun along the way!

Each client involved was sent a bag of goodies including a coloured shirt allocating them to a team: blue, green, yellow, pink or orange.

They were also provided with a scoresheet and could compete in a leisure activity of their choice throughout the month of February.

The activities included darts, walking, basketball, and more.

The final scores were compiled – congratulations to team ORANGE who gathered the most points!



Our high physical support service

At Open Minds, we support clients who have mental illness and disabilities. Many of whom have significant physical impairments and require high physical support.

Our staff undergo a two-day training program to learn how to deliver the best support for clients with high physical needs, this training includes:

- Manual handling fundamentals
- 20 different transfer techniques
- Use of hoists and other equipment
- Transfer in and out of vehicles
- How to assess risks for both clients and staff
- Buddy up with other staff to pass on learnings

During the training program, staff are able to experience what it is like for a client to be hoisted which enables them to relate to clients and understand the importance of maintaining communication during the transfer. Staff also share tips on how to give as much control to clients through the transfer based on their abilities, such as being able to hold the controller of the hoist, unclip themselves etc.

We tailor our support plans for each person's unique needs. Where required, we can provide 24/7 sleep-over support, and/or several staff members to support one individual. We also partner with Specialist Disability Accommodation providers to build and operate purpose-built homes, see pages 10 & 11 for more information.



Finding a home fit for purpose

With the help of Open Minds, Jas has moved into a Specialist Disability Accommodation (SDA) home where she's now flourishing.

Jas has been with Open Minds for 2 years and has 16 hours of support each day, including Daily Living and Community Access support.

In 2020, the team at Open Minds supported Jas to move into her new home, which has plenty of features to enable her to have more independence than she's ever had before.

Jas said: "My Open Minds workers help me to get out of bed in the mornings, they assist me around the house with the housework, food prep, and any medication.

"Without the team at Open Minds supporting me, I'd feel lost and alone."

The home is built with wider doorframes to accommodate her wheelchair, and lower kitchen benches meaning she can prepare meals and make herself a cup of tea whenever she likes.

Clynt Connor, Open Minds Area Manager for Far North Queensland, said: "We're delighted to see Jas flourish in her SDA home, our staff have helped to build her capacity to cook and complete household tasks, and as a result her independence is really growing."

Find out more about our Daily Living support service by visiting our website: openminds.org.au or by calling us on: **1300 673 664**.



Shedding weight for better physical and mental health

Michael, age 47 from Townsville, has so far lost a whopping 6kg on his quest to get fit, healthy, and improve his mental health and wellbeing.

Michael, who has a psychosocial disability, decided he wanted to lose weight and live a healthier lifestyle to improve his overall health and wellbeing as part of his NDIS goals.

Michael said: "I really wanted to lose the weight, and now that I have lost some, I'm not breathless at the top of the stairs anymore and I can go for longer walks! I was 115kg and now I'm down to 109kg. My goal is to get down to 95kg."

His Support Worker, Trudi, is a big believer in living an active and healthy lifestyle.

When Michael told her his goals, she helped him to come up with a fitness plan including walking, cycling, jogging and going to the gym.

His mother, Kathy, has observed several changes in Michael.

Kathy said: "It's good for his health, his heart, and his mind too. I've noticed that he loses his temper less, which must be those good endorphins being released in the brain as a result of the exercise."

Find out more about our Daily Living support and Community Access support services by visiting our website: openminds.org.au or by calling us on: **1300 673 664**.



Successfully managing behaviours with Positive Behaviour Support

Andrew* is living his life to the full after receiving Positive Behaviour Support from Open Minds, in addition to Supported Independent Living and Daily Living support.

Andrew, who requires two staff to provide care at all times, became a client of Open Minds in 2019.

When Andrew first came on board the team didn't have a huge amount of information about Andrew or how best to support him.

The Open Minds Behaviour Support Team set to work in developing a

Positive Behaviour Support Plan to help Andrew and his team manage his behaviours.

In order to produce the plan, the Open Minds specialists worked to understand the reasons behind his behaviours.

The team were dedicated to listening to and observing Andrew's behaviours, and were able to produce high quality reports to assist with his care in the future.

Support Worker, Tim, said: "The insights that the team have collectively produced about Andrew is something

we have been commended for by Andrew's Support Coordinator.

"This may not sound like much, but it means that any professionals working with Andrew into the future have an existing foundation of knowledge about him, his triggers, and how to support him to live his best life."

Find out more about our Positive Behaviour Support service by visiting our website: openminds.org.au or by calling us on: **1300 673 664**.

Building a new life after domestic violence

Jennifer*, from Logan, has built friendships and reconnected with family members since receiving Open Minds support to leave a long-term abusive relationship.

With help from her Open Minds Support Workers, Jennifer had the support she needed to remove herself from an unhappy and abusive home.

Jennifer said: "My Open Minds Support Workers helped me to move away from my abusive partner, and I haven't seen him since. Without my Open Minds Support Workers, I wouldn't be here today."

Jennifer's Support Worker, Cindy, explained, "Jennifer's safety was our focus when we helped with securing alternate accommodation as well as packing and arranging removalists."

These days, Jennifer has reconnected with her family (including eight grandchildren), cultivated meaningful friendships and is generally more relaxed and happier.

Jennifer described that she is not afraid to try new things now and is excited that her physical health has improved also.

Cindy said: "Jennifer is a living and walking testament that good mental health can improve physical health."

"It is fabulous to see that she is not having as many falls as she is no longer unsteady on her feet and far less breathless when moving around," Cindy said.

Jennifer receives Core NDIS Support for Assistance with Daily Living with Open Minds. Find out more about this service by visiting our website: openminds.org.au or by calling us on: **1300 673 664**.



openminds 2020 CLIENT EXPERIENCE
SURVEY RESULTS



Survey completed in
December 2020

132

CLIENTS
PARTICIPATED
IN THE CLIENT
EXPERIENCE SURVEY

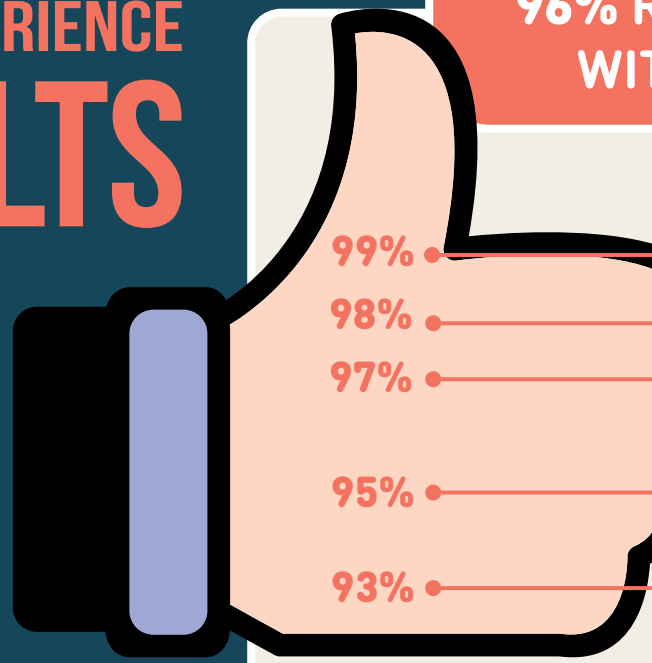


121 clients who
participated have
been receiving care
or support from Open Minds
for greater than 6 months

The best things about Open Minds are...

“The genuine and caring staff –
nothing is a bother to them and they
always make me feel happy.”

“The way staff have helped me to
understand my NDIS plan. They take
the time to explain it all to me and
helped me go to TAFE.”

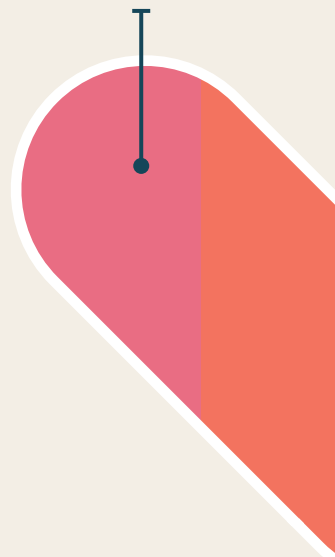


BEST T

Wha

15 Lea
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for

13 The way
staff really
listen to my
needs



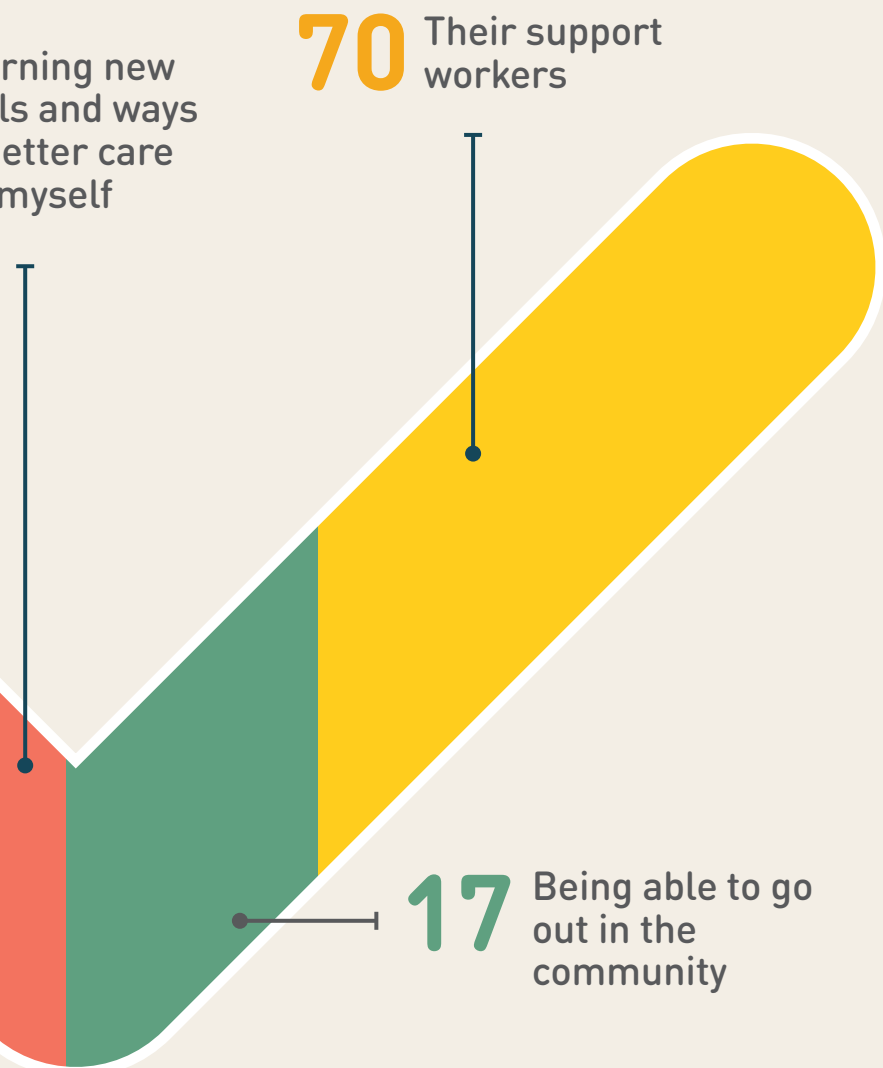
RATE THEIR OVERALL EXPERIENCE WITH OPEN MINDS TO BE POSITIVE

Other feedback...

- Staff showed respect for client's feelings
- Client feels comfortable using this service
- Staff are positive for client's future
- Staff work as a team during clients support
- Support meets client needs

THINGS ABOUT OPEN MINDS

at some of our clients said...



AREA TO IMPROVE

91%

of clients want better access to peer programs, dedicated peer workers along with advocates

AREAS TO IMPROVE EXPERIENCE

Some clients suggested focusing on...

NDIS plans suited to clients needs **24**

Social opportunities provided by Open Minds **11**

Consistency of support workers **8**

Communications of changes to shifts and staffing **7**

Increased flexibility around shifts **7**

Specialist Disability Accommodation & Supported Independent Living

Open Minds has partnered with Adapt Housing to offer clients a range of Specialist Disability Accommodation (SDA) housing with Supported Independent Living (SIL).

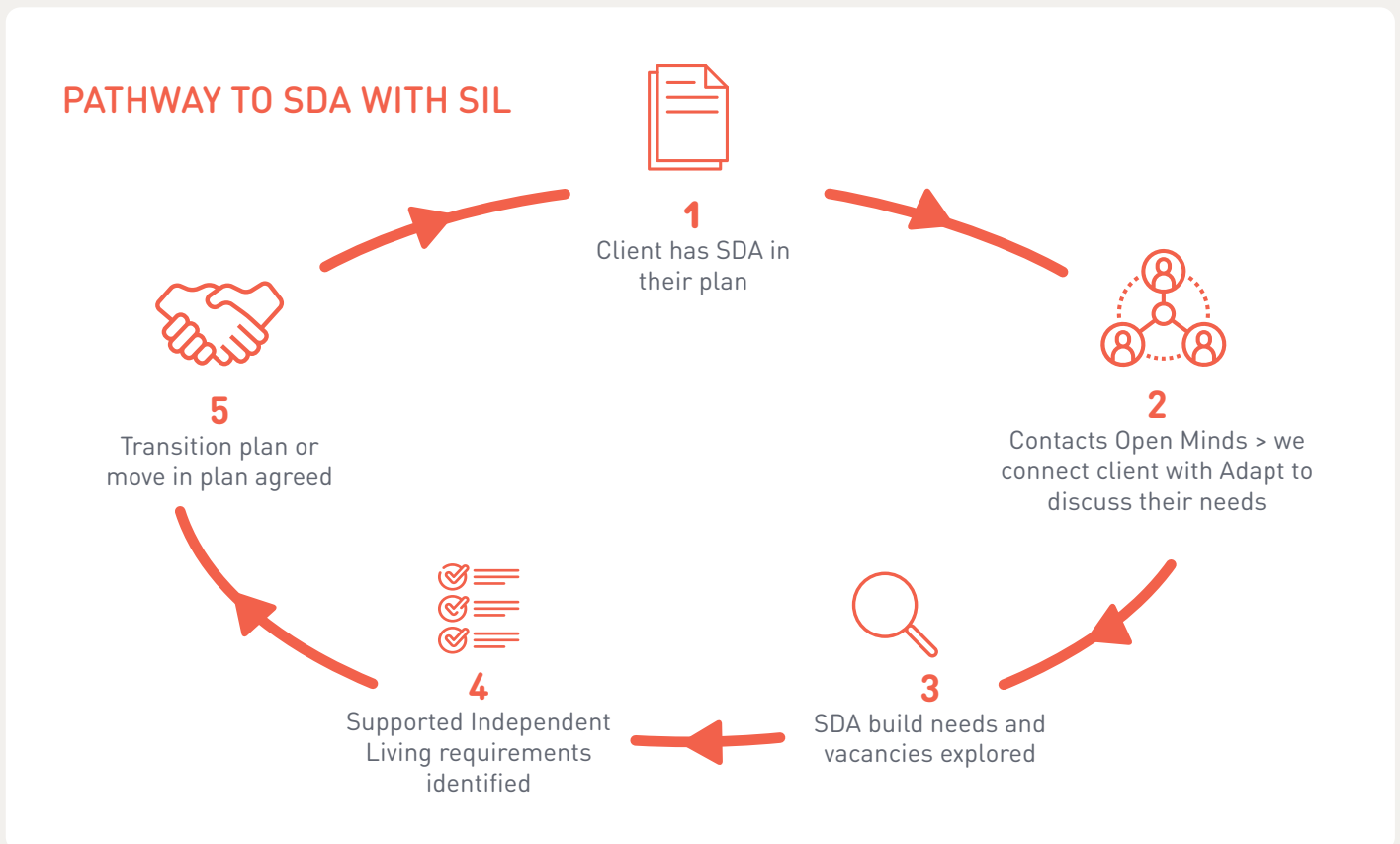
This sector loves abbreviations, acronyms and jargon. Let us break it down for you. Participants who are eligible for SDA Housing under the National Disability Insurance Scheme (NDIS) are funded to live in accommodation that has been tailored to their physical needs. Supported Independent Living is the type of funding provided by the NDIS to someone who has been assessed as needing support with daily tasks to live in their own home 24/7. Whilst support to live independently has been around in some shape or form for many years, the concept of purpose built homes funded under the NDIS has not. And the best part? Property Developers have jumped at the opportunity to provide sustainable, long term solutions. The next best thing? They are building homes, not just houses. Lifestyles, not just living. They know what people want from a home and through extensive consultation they are building homes that are literally changing people's lives.

Some of the many types of accommodation for people who need it most, just haven't existed outside of a clinical or specific setting such as aged care or disability facilities where physical aids and requirements such as wide doorways and ramps are visible from the moment you arrive – playing on your psyche of 'oh I know where I am'.

We are fortunate to live in an era where products, technology and design have far surpassed the now common, automatic sliding door.

This new era of Disability accommodation has brought socially responsible companies, investors and developers together to provide homes which are purpose built with features that would have the average home owner drooling.

They are big, spacious, accessible, technically geared homes that are modest about their presence. Seamless entries between patios and living spaces so wheelchairs don't get stuck, benches which lift and lower, walls that are reinforced to prevent damage, showers and bathrooms that accommodate two people where support is required, automated lighting and doors.....do we need to continue?



Here we explain how the NDIS have categorised the five types of SDA housing: Basic, Improved Liveability, Fully Accessible, High Physical Support and Robust Construction.



Basic

Key features:

- No special design features
- Must have outdoor areas
- Privacy, location, and sharing of supports is factored in

Homes which were occupied before NDIS came into effect, which people are happy to continue living in (no new features).



Fully Accessible

Key features:

- High level of physical access
- Bathroom fittings and kitchen appliances accessible from both seated or standing positions
- Doors and outdoor areas wheelchair accessible

Adapt Housing have recently completed a Fully Accessible home in Burpengary (pictured).



Robust

Key features:

- Sound proofing materials
- Resilient but modest materials and features to reduce maintenance
- Built to keep occupants and others safe

Open Minds are pleased to welcome residents to the newly completed home in Bridgeman Downs (pictured). Another beautiful, purpose built home by Adapt Housing.



Improved Livability

Key features:

- For those with sensory, intellectual or cognitive impairments
- Built for a reasonable level of physical access
- Reduced stimuli for those who need it

Through our partnership with Adapt Housing, Open Minds built a specialist Improved Liveability home in Logan (pictured).



High Physical Support

Key features:

- For those with significant physical needs
- Wheelchair accessible
- Provision for ceiling hoists
- Appliances and bathroom fixtures accessible from both seated and standing positions
- Provision for assistive technology

Find out more about our current SIL vacancies by visiting openminds.org.au/sil or calling us on **1300 673 664**.



ADAPT Housing are a Queensland and New South Wales based specialist disability housing provider who brings a wealth of experience and knowledge to the disability housing sector.

ADAPT Housing coordinates SDA Housing solutions by working collaboratively with stakeholders, such as Open Minds, across all SDA design categories and dwelling types.

Open Minds Supported Independent Living (SIL)

40 SIL CLIENTS
ACROSS QLD



What is SIL?

SIL is when people receive support 24/7, to help them live as independently as possible.

This can sometimes be multiple residents sharing one home, or can also be one person receiving support in their own home.

Sharing with other residents is an effective way to split the cost of support, enabling clients to use the extra funds elsewhere in their NDIS plans.

Open Minds operates a number of homes across Queensland with Supported Independent Living (SIL) for our clients. View our latest SIL vacancies here: openminds.org.au/sil.

The concierge service

Open Minds partnered with Summer Housing to provide a unique version of Supported Independent Living (SIL) – the concierge model of service.

This service allows a group of clients to live in the privacy of their own SDA* modern apartment. Each client contributes a portion of their SIL funding to have an Open Minds Support Worker available on an agreed schedule or in emergencies. This type of service is ideal for someone who is very independent and perhaps just needs support at different times of day with an activity that they cannot do on their own, such as showering or the peace of mind that staff are available in an emergency.

A resident at the Bowen Hills apartment complex and client of Open Minds, said: "I'm stoked with my new home. I prefer living on my own because I've always been independent, but I also have the security of knowing that the Open Minds staff are just down the corridor when I need them. I feel like I've won the lottery being able to live somewhere that has a rooftop BBQ area and a gym!"

*SDA is Specialist Disability Accommodation see pages 10 & 11.

About us

We are a leading provider of mental health and disability support services in Queensland and Northern New South Wales. With more than 100 years of history, Open Minds is committed to its purpose of enabling an independent and positive future for people with mental illness and disabilities. Open Minds is also a registered NDIS (National Disability Insurance Scheme) provider, with more than 500 employees.

Our NDIS services



- **Daily Living** – support to develop life skills to achieve goals, independence and to navigate choices.



- **Supported Independent Living** – live as independently as possible in your own home or get access to stable accommodation.



- **Support Coordination & Specialist Support Coordination** – operating independently to other Open Minds services, we provide options on the best type of services to get the most out of your NDIS plan.



- **Positive Behaviour Support (PBS)** – we have qualified and experienced staff to ensure complex support needs are understood by everyone, to create a rewarding plan.

Our Executive Leadership Team



Paula Mayson
Chief Executive Officer



Anthony Ragusa
Chief Financial Officer



Chris Shannon
Acting GM Service Delivery – QLD



Jamie Thompson
Regional Manager, Service Delivery - Allied Health



Jayne Staddon
Company Secretary



Mariaan Conradie
General Manager, People, Quality and Safety



Rik Barker
Regional Manager, Service Delivery – Northern NSW



YOUTH BLOOM Transition Services

A service which provides support for young people (aged 15-21 years) on the Gold Coast and in Logan who have been in foster care or have a disability or mental illness. This service works closely with the young person to help them learn new skills and become independent.

It works to identify and develop strengths, skills and goals, develop daily living skills, increase community linkages, navigate social housing options/ Centrelink/education/ QCAT applications/ NDIS application/ YHARS application/ TILA application and more.

Find out more or make a referral, call our friendly enquiries team today on **1300 673 664** or email referrals@openminds.org.au



Team of the Year 2020

Team who supported Andrew*

*Client name changed to protect identity

The Queensland Mental Health Week Achievement Awards event is back!

Last year, COVID-19 shook things up for event organisers across the world, and we made the difficult decision to postpone the 2020 Awards. This year, we're delighted to be back on for 2021 and can't wait to celebrate the 25th year of the Awards!

The pandemic has taken its toll on people's mental health, and so it's more important than ever before to recognise the incredible work that individuals, groups and organisations have been doing to support people in need.

The Awards recognise and celebrate the achievements of individuals, groups and organisations working tirelessly to reduce stigma and support and empower those living with mental illness.

Open Minds has run the Awards since 1996. The Awards were established in the honour of Earle Duus, a man who we provided support to after he'd

acquired a brain injury. Upon Earle's passing, he left a bequest to Open Minds, and the Awards were started in his honour. Today, the overarching winner of all 11 categories as chosen by the judges is named the Earle Duus Award winner and the \$4,000 prize money comes from his generous bequest.

The awards are presented at a ceremony at Brisbane Convention & Exhibition Centre on Friday 15th October 2021 - during Queensland Mental Health Week and close to World Mental Health Day. Tickets to the ceremony will be on sale from September 2021.

Want us to keep you posted about when tickets go on sale? Subscribe to our newsletter at: openminds.org.au/subscribe

Find out more about the Awards at: openminds.org.au/achievement-awards



The Disability Royal Commission (DRC)

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) began in April 2019.

At Open Minds, we recognise that the DRC is giving a voice to people with mental illness or a psychosocial disability to share their experiences of past poor practice, and how services and supports can be improved. We are committed to identifying any opportunities to improve our processes to continue to deliver the best possible support to our clients.

The DRC has some great resources and reports available on their website to help keep you informed. They also issue a regular newsletter, Connect, which you can easily subscribe to by heading to: disability.royalcommission.gov.au

Would you like to provide feedback to us? You can speak with your Care Leader, Support Worker or email feedback@openminds.org.au.

You can also provide feedback on our website <https://www.openminds.org.au/complaints-feedback>



Our headspace centres

Open Minds has partnered with headspace since 2015, and today is the proud operator of three headspace centres in Queensland. These centres provide support for young people aged 12–25 in the areas of mental health, physical and sexual health, educational and vocational counselling and alcohol and other drug supports.

headspace Taringa

5 Moorak Street, Taringa, QLD 4068

Phone: 07 3157 1555

Fax: 07 3870 7405

headspace Redcliffe

Unit 5-7, 457 Oxley Avenue, Redcliffe QLD 4020

Phone: 07 3897 1897

Fax: 07 3053 3495

headspace Strathpine

441 Gympie Road, Strathpine QLD 4500

Phone: 07 3465 3000

Our launch party!

Earlier this year we celebrated the opening of headspace Strathpine with a launch party. 250 people from the local community attended with around 50% being young people under 25. We were delighted to have artist Alison Mooney paint a beautiful wall mural, in collaboration with our headspace Youth Reference Group. We have already had excellent engagement at the centre and we're sure it will become a safe space for many more young people to feel comfortable accessing supports in the future.

COVID-19 vaccination rollout

We've compiled a simple language information sheet to give our clients a summary of resources available from the Department of Health, as at April 2021. Ask an Open Minds staff member for your copy today!



Jump in to WIN!

Win a Vuly trampoline
valued at over \$1200.

To enter the competition, simply go online
to tell us what you love about Open Minds:

[https://www.surveymonkey.com/r/
TrampolineCompetition](https://www.surveymonkey.com/r/TrampolineCompetition)

COMPETITION CLOSES 31 AUGUST 2021

Competition runs from 01/06/2021 to 31/08/2021. All submissions received during these competition dates will be entered into the prize draw to win one medium Ultra Vuly trampoline and shade cover, plus free shipping. To enter the prize draw tell us what you love about Open Minds via link provided at <https://www.surveymonkey.com/r/TrampolineCompetition>. By entering the competition, you will be automatically subscribed to the Open Minds Better Days newsletter. If you unsubscribe to the newsletter before 31/09/2021, your entry will be excluded. There will be one prize winner selected at random by Open Minds between 01/09/2021 and 08/09/2021. The winner will be announced on the Open Minds website by 30/09/2021. 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 09/09/2021 by email.

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

Open Minds is a registered NDIS provider.
Our team works to enhance mental health
and wellbeing by delivering tailored
supports to people with mental health,
disability or acquired brain injury.

HEAD OFFICE

66 Annerley Road (PO Box 8142)
Woolloongabba QLD 4102

1300 673 664

openminds.org.au

enquiries@openminds.org.au

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openminds

Mental Health • Disability • Specialised Supports

