



Annual Report

2020/2021

OUR PURPOSE

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

Chair Report

Louise Cox

Throughout the FY2020/2021, we have continued to face challenges presented by the COVID-19 pandemic, always with the safety of our clients and staff at the forefront of our minds.

We understand the impact that lockdowns have on people: isolation and loneliness. We've therefore implemented strategies throughout the year to support our clients and staff through this difficult time. This included a team challenge for clients to participate in, and regularly providing resources to staff about the importance of self-care.

I'm extremely proud of our team for some of the milestones we've achieved this year, most notably obtaining accredited certification of the National Standards for Mental Health.

It's also worth noting that our annual client experience of service survey yielded a new record for Open Minds, with 96% of clients rating their experience with Open Minds as positive.

If this is what we can achieve during a world-wide pandemic, imagine what we can achieve in years to come.

OUR VALUES

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

CEO Report

Paula Mayson

As Louise stated, the COVID-19 pandemic continues, and we are doing our bit to get vaccinated to protect our clients and vulnerable people in the community.

This year, we formed more partnerships with SDA (Specialist Disability Accommodation) providers: Summer Housing and Adapt Housing.

These partnerships enabled us to begin offering a new type of service to our clients, known as the "concierge" model, enabling clients to pool funding and get more out of their NDIS funding.

With the success of our Redcliffe and Taringa headspace centres, we won a tender to open a new headspace centre in Strathpine. This centre now provides counselling, psychology and employment support services for young people in the area aged 12-25.

My hope for the year ahead is to continue to expand with partnerships, and therefore stay true to our purpose of enabling an independent and positive future for people with mental illness and disabilities.



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

96% RATE THEIR OVERALL EXPERIENCE WITH OPEN MINDS TO BE POSITIVE

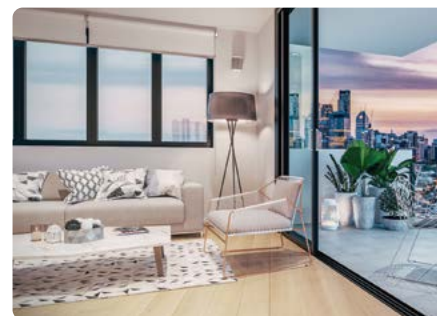
The SIL concierge model

The SIL concierge model of 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 live onsite and provide support as required.

Open Minds partnered with Summer Housing in 2020 to operate multiple SDA High Physical Support units in a modern Bowen Hills apartment complex.

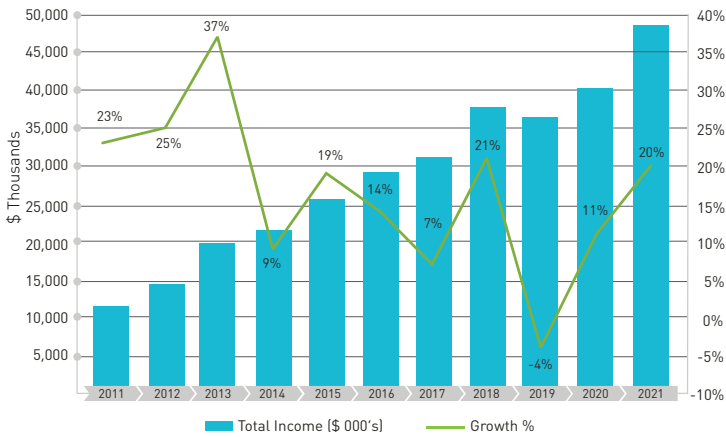
Then in 2021, Open Minds partnered with Adapt Housing, to operate multiple SDA Improved Liveability new apartment units in Loganholme.

Chole Day, Open Minds Intake and Residential Manager, said: "This type of service is ideal for someone who is very independent and perhaps just needs support at different times of the day. It's a fairly new offering to the mental health and disability sector."



Financial Report

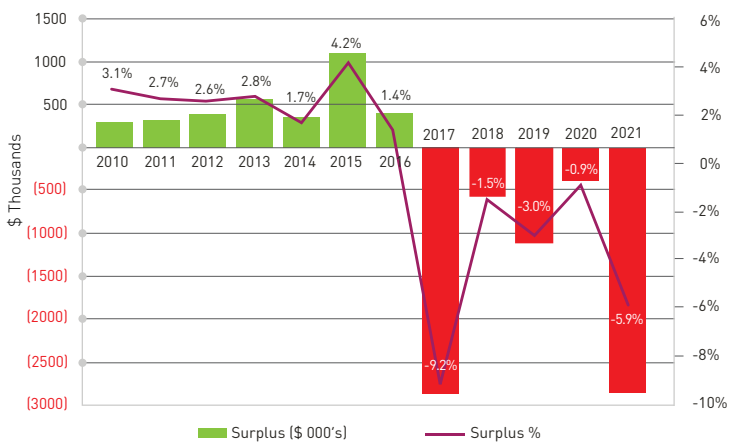
Year on Year Income Growth



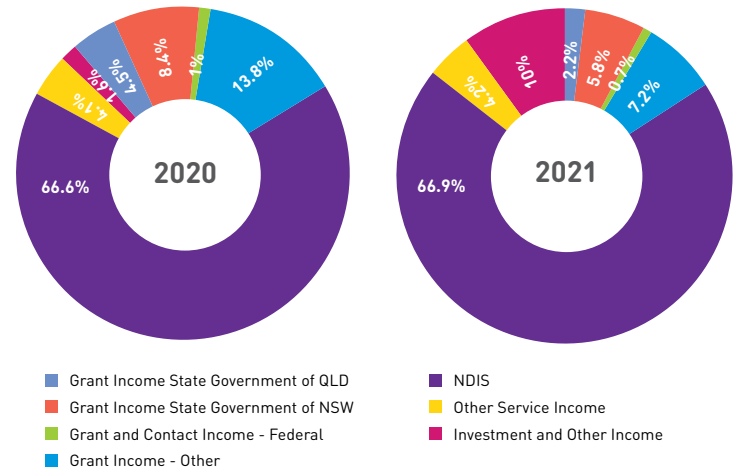
Financial Position



Year on Year Surplus / (Deficit)

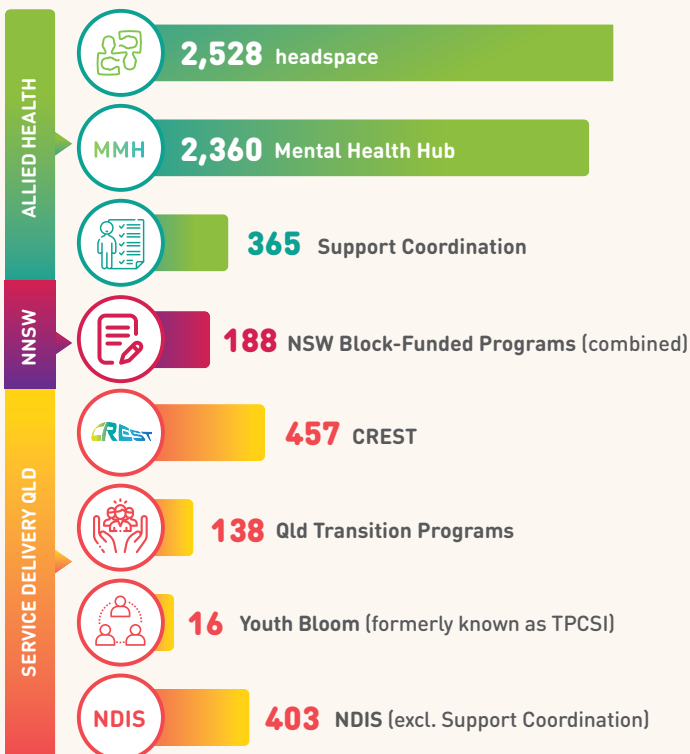


Revenue Breakdown

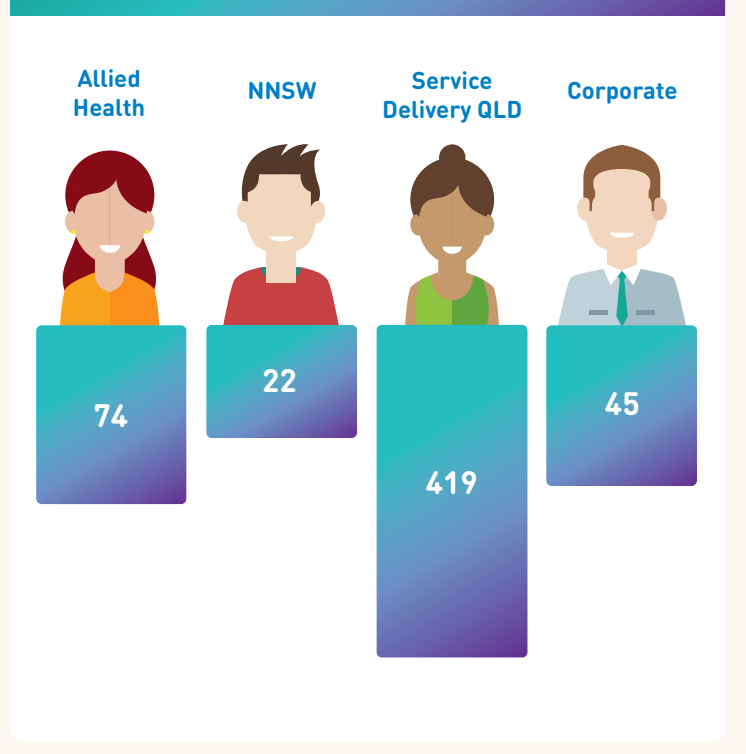


Our Clients & Our People

Number of Clients Supported FY20: **6,455**



Employees: **560 Staff**



Staff Profile:

Meet Jacenta, one of our Behaviour Support Practitioners



Jacenta has recently joined the team at Open Minds as a Behaviour Support Practitioner, covering the Brisbane and Sunshine Coast areas.

Jacenta started in Positive Behaviour Support in 2017 when she worked with people who needed assistance transitioning out of home after living in highly restrictive environments.

Inspired by the potential for transformation, Jacenta pursued a role working directly in Positive Behaviour Support in 2019 and has since finished her Bachelor of Social Science (Psychology) in 2020.

The behaviour support plans written by Jacenta are tailored specifically for the person to identify core barriers, recommend strategies, and reduce the use and impact of restrictive practices.

Jacenta said "I am passionate about improving the lives of those who experience a complex disability and/or mental health condition through advocacy, education, collaboration and integration of supports to achieve a common goal: optimum quality of life."

Find out more about our Positive Behaviour Support service at: openminds.org.au/services/positive-behaviour-support

Client Story:

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 109. 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 service at: openminds.org.au/services/activities-daily-living.

Our focus on SIL

Our video from 2020 highlights our Supported Independent Living (SIL) service. This is an area we are especially proud to deliver high quality services to our clients and it's been a big focus for us.



Our Core Services

NDIS Services



Behaviour Support Needs



Daily Support



Home and Housing Support



Support Coordination and Specialist Support Coordination

Non NDIS Services



Coastal Supports



Community Living Support



Community Re Entry Services Team (CREST)



Concierge Housing Supports



headspace (Taringa, Redcliffe & Strathpine)



Housing and Support Initiative (HASI)



Mental Health Hub Morayfield



Youth Bloom

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

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

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