

# Annual Report 2014-15



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## Message from the Chair and Chief Executive

We are delighted to report to you on the breadth and depth of Mind's organisational activities over the last 12 months.

Mind had another successful and eventful year. As outlined in this report, feedback is showing that we are delivering our services to a very high standard and that the way we work together with consumers, their families and carers and the broader mental health sector is greatly valued.

Evidence of our quality performance was provided this year through our successful accreditation by the independent body, Quality Innovation Performance (QIP). Feedback from the accreditation assessment team highlighted Mind's strong commitment to engaging and consulting with clients and carers, our organisation-wide respect for clients' rights, and the high standard of our reporting and management systems.

In the following pages we share with you an overview of the wonderful opportunities we had throughout the year to hear from, and engage in rich dialogue with, members of the Mind community. We are deeply grateful for everyone's wholehearted participation and for the insights they shared. We are encouraged by the positive feedback we received through these activities and excited by the potential for deeper connection and co-design of services into the future.

The Mind Community Conferences (in Victoria and South Australia) are now an established part of the Mind calendar. Hundreds of people joined us and shared in a creatively presented program of activities and performance. The conferences are a great platform for everyone to come together and engage in genuine and authentic dialogue. The Mind Community Awards were a new feature at this year's events. The Awards recognise the efforts of so many who generously give back to the Mind community. Three categories of awards were

presented, marking the significant contributions by a consumer, carer and staff team. The breadth and quality of the nominations received was truly impressive and provided a glimpse of the range of activities across Mind and the commitment our people have to working together.

We feel confident that we can embrace the arrival of the National Disability Insurance Scheme (NDIS) in 2016 – with its underlying principles of consumer choice and control – knowing that we have a positive and meaningful engagement with, and are meeting the expectations of, our clients, families and carers.

Mind delivered a strong financial performance this year through our efficient service delivery and growth in important areas. We successfully tendered for two new contracts to deliver Prevention and Recovery Care (PARC) services: one in partnership with the Austin Hospital in Heidelberg, Victoria, and the other in partnership with the Cairns and Hinterland Hospital and Health Service in Queensland. The Cairns PARC is our first service in Queensland and it is pleasing to see that our skills and experience in delivering this kind of service is recognised up north.

Mind was also appointed to lead a new headspace centre in Greensborough, Victoria. The centre will open in early 2016 and will provide youth mental health services to the growing northeastern suburbs. This initiative further extends our role in the important area of youth mental health.

The Mind Recovery College has been expanding this year, and we are planning to deliver educational activities in all our divisions over the next 12 months.

A challenge for us this year was managing the impact of recommissioning of community mental health support services by the Victorian and South Australian Governments. Mind continues to deliver services under new contracts, but along with other providers, consumers and their families and carers, we

had to manage a good deal of change resulting from government decisions.

We thank all members of the Board who gave generously of their time, skills and experience. Director Robin Collier resigned at the end of 2014 after six years of outstanding contribution to the Board. We thank Robin for her years of service to Mind. At the annual meeting, Chris Gibbs was elected as a new director. Chris brings extensive experience in the management of mental health services. He is Chief Executive of the Mental Health Professionals Network and a former director of North Western Mental Health. He also has a strong background in the governance and management of disability services.

It has been an eventful year, and our thanks go out to all of our dedicated and passionate staff, volunteers, donors, funders and service partners – all of whom are essential to what we achieve together. Our thanks to everyone who is part of the vibrant Mind community.



*Julian Gardner*

**Julian Gardner AM**  
Chair



*Gerry Naughtin*

**Gerry Naughtin**  
Chief Executive

# Hearing from our community

This year, we had an extensive program of consultation to deepen our engagement with consumers, families and carers, staff and stakeholders.

We are in the process of developing our next five-year strategy, and we are working closely with the whole Mind community to ensure it reflects their needs and expectations.

As well as our usual Consumer and Carer Reference Groups, this year we heard from the Mind community through conferences, consultations, surveys, online forums and commissioned research.

Over 500 members of the Mind community participated in 13 consultation events under the banner 'Community Conversations'. We heard from people about the realities of their lives, what support they need and what they think Mind does well and not so well. We also used these sessions to explain the National Disability Insurance Scheme (NDIS), and how it will enhance their choice and control in the support services they would be able to access.

What people told us:

- Mind gives consumers, families and carers a chance to be involved in discussions about how it could do things better in the future.
- Mind services are supportive, easy to access and provided in ways that support people's wellbeing.

*A recurrent theme throughout the Community Conversations was that the variety of groups and activities that Mind offers gives people choice about what they do, and provides support for different needs.*

We followed these sessions with an online survey where we were able to collect a lot of additional feedback on the issues that will help us shape our services and approach into the future.

Through these consultations, we were told that Mind staff are good at giving support that is personalised and suits different individuals; that they are approachable and honest in their dealings with clients, families and carers; and flexible in how they work and communicate with people. Clients and carers reported that this personal connection was greatly valued. They also told us that with Mind they feel safe, are treated with dignity and have control over what is important in their lives.

In May, we held our Community Conferences in Melbourne and Adelaide. These conferences were a way for all of us to come together face-to-face in an informal setting, and to learn about the recovery journeys of clients and their many, many talents.

The generosity and willingness of people to participate in the activities and contribute to the exchange of ideas made these events so successful. There was opportunity for participation at each stage of the project, from joining the selection panel to review expressions of interest for presenting, to volunteering to help stage the conference, to delivering an activity or presentation. More than fifty percent of the program was co-produced between consumers, carers and staff.

## Measuring satisfaction with our services

Monitoring levels of client satisfaction is a priority at Mind. This not only informs us of opportunities for improvement, but also lets us know what we are doing right!

The results of the latest Mind Australia Satisfaction Survey (MASS) indicate a very positive rating of our services by clients, families and carers. The overall satisfaction rating from this survey was ninety percent. The survey measured a range of factors from the usefulness of the service, to the way our staff interact with clients and their carers, to people's perception of their personal agency within the service.

Thank you to the many people who responded to the survey.

In addition to the MASS, this year we commenced a qualitative research study of our clients, families and carers' perception of Mind. The responses indicate that people see Mind as a source of professional, effective and deeply empathetic support, providing hope in their lives. There was clear appreciation of the relational skills and willingness to assist that staff bring to their roles. The Board and Executive believe that this research will further assist us in the development of responsive and innovative services.

## How our clients feel about Mind: Quotes from the MASS

*"Building my self esteem, helping me be more responsible and independent while living on my own and helping me out with engaging with the community."*

- Fee For Service, Inner South Melbourne

*"Being heard, listen[ed] to, having someone represent and stand up for me."*

- Individual Psychosocial Rehabilitation Support Service, Country South Australia, Eastern

*"I have been able to find housing through this service that I wouldn't have had access to had I not had help through a worker."*

- Transition Support, Inner East Melbourne

*"Overall, I have been treated with courtesy and respect. My worker has had an extremely positive influence relating to my needs. Most patient and thorough in all facets assisting me towards a better lifestyle, mentally, physically and I guess spiritually. I am most satisfied with the service I am receiving."*

- Fee For Service, North Adelaide

*"Safe place and staff always been understanding of my position."*

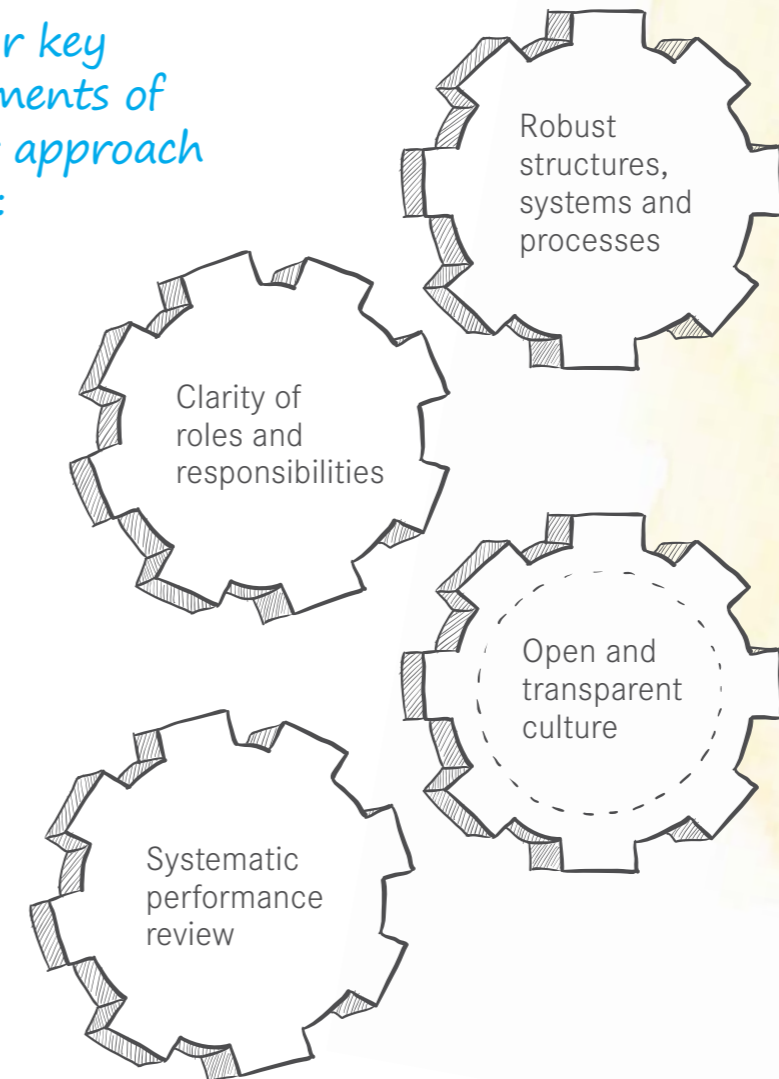
- Prevention and Recovery Care service, Cairns

*"I would seriously recommend [Mind] to anyone in need ... fantastic, awesome, and very appreciated and needed."*

- Individual Client Support Package, Loddon Mallee



Four key elements of our approach are:



What does 'quality' mean at Mind?

- Quality means:
- a positive experience for every client, family and carer
  - respectful, collaborative relationships between Mind and all the people and organisations in its vast community
  - solid, evidence-based service delivery, informed by the input of our clients
  - an engaged, capable workforce, and supporting safety and managing risk.

## Quality in all we do

Many of you will know that at Mind we invest significantly in research and development of evidence-informed models of practice. Our mission to support people in their recovery from mental ill-health is informed by what makes a difference to people's lives. That information comes from the lived experience of people we work with as well as a body of research and good practice principles.

This year, the Mind Board adopted a quality framework for the organisation. This framework will help us implement, embed and monitor our efforts to achieve continuous improvement in everything we do.

Accreditation was a highlight in 2014-15, reconfirming the value of our attention to quality and commitment to continuous improvement. The accreditation body, Quality Innovation Performance (QIP) accredited Mind against three standards. The independent umpire verified Mind's quality processes, confirming that we met all 44 elements – exceeding in some – of the three sets of standards:

1. National Standards for Mental Health Services
2. Quality Improvement Council (QIC): Health and Community Services Standards
3. Department of Human Services (DHS) Standards and (QIC) Governance and Management Standards

Our management systems, incorporation of and contribution to good practice, and our efforts in community and professional capacity building, all exceed the standards in QIC. We also exceeded the DHS standard for access to employment.

These results are indicative of the progress we have made across the organisation to ensure quality.

### Forging strong partnerships

Over the past year, we have worked with many organisations to deliver positive outcomes for our clients. The collaborative relationships we have with these organisations are greatly valued.

Mind delivered Partners in Recovery (PiR) services in conjunction with eight Medicare Locals in Victoria and South Australia. Funded by the Commonwealth, PiR provides support to people experiencing severe and persistent mental illness who have complex needs: people who often slipped through the gaps in services previously. Mind is employing care coordinators to help link services together for people, and ensure the support we provide is in partnership with other providers. Listed below, these

Medicare Locals enabled us to assist 700 people with complex needs to improve their mental health and living circumstances:

- Eastern Melbourne Medicare Local
- Gippsland Medicare Local
- Hume Medicare Local
- Inner East Medicare Local
- Loddon Mallee Medicare Local
- Northern Melbourne Medicare Local
- South Eastern Melbourne Medicare Local
- Central Adelaide and Hills Medicare Local

The Commonwealth recently replaced the Medicare Locals with Primary Health Networks. Mind welcomes our partnerships with these new entities.

Mind also works in partnership with many health networks and has formal contract arrangements with seven health networks in the delivery of Prevention and Recovery Care (PARC) services and other residential rehabilitation services. The Austin Health Community Recovery Program (CRP) is one such example. The CRP is a residential recovery program that supported 21 people during its first year. It is founded on a strong partnership with Mind and Austin Health, as well as residents and their families and carers.



## Preparing for the NDIS

The National Disability Insurance Scheme (NDIS) will improve the quality of life for many of the people we work with. The scheme will increase the funding available to clients and enable them to improve their level of social and economic participation.

The commencement of NDIS presents significant opportunities and challenges for Mind. We feel positive that Mind has a bright future in the NDIS context and are looking forward to full scheme rollout commencing in July 2016 and the opportunities it will create for participants.

Transitioning eligible clients into the scheme will have implications for the services we deliver into the future and we are preparing for this. Based on what clients and their families and carers are telling us, we consider that we are already implementing an individualised approach to services. We are confident we can adapt our current services and develop new services and resources to offer people eligible for NDIS funding.

Staff are our most valuable asset, delivering our support services in a responsive, caring and professional manner.

We aim to be a provider of choice not just for consumers, but also for families and carers. Mind is working more closely with families and carers when we support a client, but are also providing additional support direct to carers in response to their own needs.

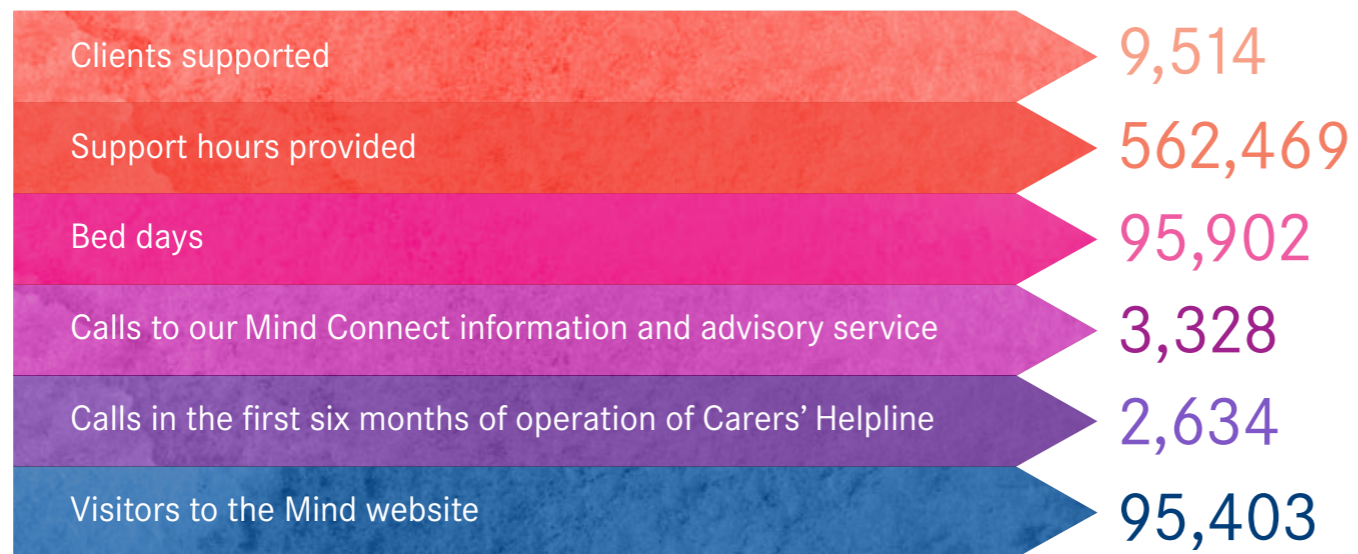
We improved our knowledge and understanding of the needs of families and carers through the various consultations held throughout the year. This input will inform the development of our Family and Carer Strategy that will guide us in the design of a comprehensive range of support services for them. Significant work has already been undertaken over the past year to bring this strategy together, and we look forward to launching the new suite of services soon. Already we have expanded our Carer Helpline to provide information and support to people in South Australia and improved education for carers across the divisions.

The Carer Development Fund, established following the merger with ARAFEMI Victoria in December 2013, is also assisting us to better identify and respond to their needs. Two major projects funded by The Carer Development Fund are in progress: a study into the economic replacement value of mental health carers' support; and development of a national best practice guide for family and carer inclusive practice.

This was an eventful year for Mind, and we look ahead with confidence and enthusiasm as we embrace the opportunities to support people to flourish and live a meaningful, gratifying life.



# Our performance



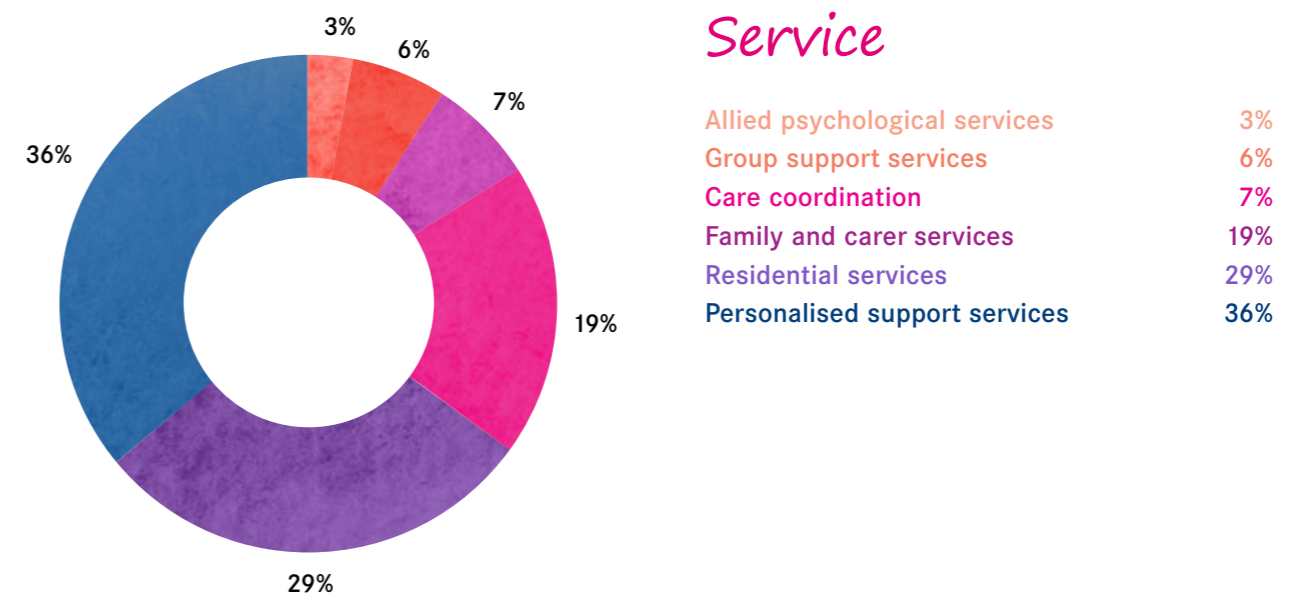
Clients by division %



## Mind Australia Satisfaction Survey 2015 (MASS)

*90% of participants reported they are satisfied with Mind's services – an overwhelmingly positive response.*

Clients by service



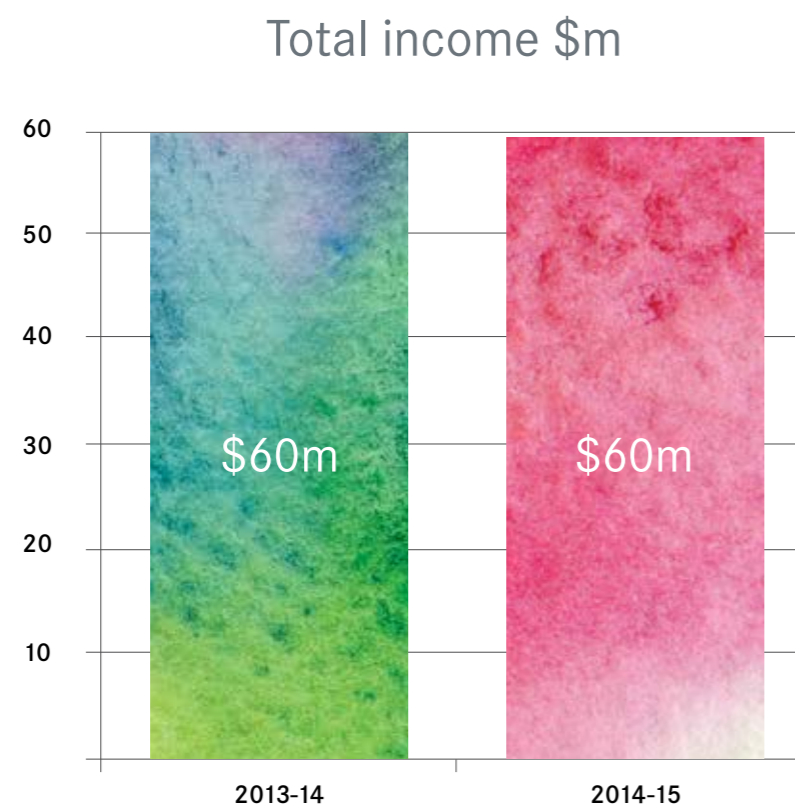
### Service

Allied psychological services	3%
Group support services	6%
Care coordination	7%
Family and carer services	19%
Residential services	29%
Personalised support services	36%

# Our financial performance

2014-15 was another year of solid financial performance for Mind.

- Generated income of \$59.6 million and spent \$55.6 million on clients, families and carers.
- A surplus of \$3.9 million due to the operating surplus and asset transfers from merger with Typo Station Ltd.
- Mind lost contracts during the year in South Australia and Victoria due to retendering. These were predominantly off-set by winning new government and health contracts.
- Generated \$1.3 million from fundraising.



Audited results:

The following financial information is provided by the Directors of Mind and is extracted from the audited results of Mind for the year ended 30 June 2015. The full financial statement can be found at [www.mindaustralia.org.au](http://www.mindaustralia.org.au)

## Summary income statement

Year ended 30 June 2015	2015	2014
	\$	\$
<b>Revenue from rendering services</b>		
Revenue from operations	56,759,328	58,213,449
Revenue from other sources	2,174,470	1,555,606
Income - mergers and acquisition	634,402	640,777
<b>Total income</b>	<b>59,568,200</b>	<b>60,409,832</b>
Total expenses	55,646,889	57,001,430
<b>Surplus/(deficit) operations</b>	<b>3,921,311</b>	<b>3,408,402</b>
Net gain on revaluation of land and buildings		338,203
Net gain on revaluation of available for sale assets (80,000)		
<b>Surplus/(deficit)</b>	<b>3,841,311</b>	<b>3,746,605</b>

## Extract of balance sheet

Year ended 30 June 2015	2015	2014
	\$	\$
<b>Assets</b>		
Cash and cash equivalents	990,358	1,341,855
Property, plant and equipment	17,792,726	17,665,413
Other assets	22,883,927	19,862,138
<b>Total assets</b>	<b>41,667,011</b>	<b>38,869,406</b>
<b>Liabilities</b>		
Trade & other payables	3,977,129	4,532,295
Provisions	4,570,504	5,437,066
Other liabilities	2,213,359	1,835,337
<b>Total liabilities</b>	<b>10,760,992</b>	<b>11,804,698</b>
<b>Net Assets</b>	<b>30,906,019</b>	<b>27,064,708</b>

# Our Board

## Julian Gardner AM - Chair

BA,LLB, FIPA AV

**Mind Board Committee:** Ex officio member: Finance, Audit and Risk Management; Governance; Service, Quality and Risk; Remuneration

**Professional associations:** Law Institute of Victoria, Institute of Public Administration Australia, Australian and New Zealand Association of Psychiatry, Psychology and the Law

**Other Board roles:** Alfred Health, International Society for Advance Care Planning and End of Life Care Limited, Vice-Chair of the Australian Press Council

Julian had 26 years' experience as CEO of five public sector organisations including the Legal Aid Commission and the Mental Health Review Board. He was Victorian Public Advocate, a position that protects and promotes the rights and interests of people with a disability. In 2015, he was appointed a Member of the Order of Australia for significant service to the community through leadership roles with social welfare, mental health, legal aid and other legal organisations.

## Jeremy Coggin - Director

B.Sc.(Architecture), B.Sc.(Computing), MAICD

**Mind Board Committees:** Service, Quality and Risk

**Professional associations:** Australian Institute of Company Directors

Jeremy is a business strategist skilled at helping organisations identify and deliver opportunities which grow their business. A digital savvy professional, he has 15 years of corporate experience in both agency and in-house consulting roles leading and managing transformation across multi-channel value chains. Jeremy's previous positions include delivery head at a digital agency, senior manager at Deloitte Digital and also a board member of family and carer specialist, ARAFEMI. Jeremy is currently Business Planning Manager at CPA Australia.

## Dr Robin Collier OAM - Director

Resigned 27 October 2014  
MBBS MHthSci

**Mind Board Committees:** Governance; Service, Quality and Risk

**Other board roles:** Australian Association for Infant Mental Health (Vic)

Robin joined the Mind board in 2008 after nine years as Chair of MHAV Hostels (Kinkora and Wynnstay) which merged with Mind in the same year. She works as a GP at North Richmond Community Health Centre and in private practice in parent-infant psychotherapy.

## Judith Earls - Director

LLB (Hons), LLM(MON), Cert Mediation/ Arbitration Univ. of Adelaide

**Mind Board Committees:** Finance, Audit and Risk Management

Judith is a former partner of Phillips Fox lawyers and now practices on her own account. She has broad experience as a commercial solicitor with expertise in corporate governance, due diligence, mergers and acquisitions, business and corporate law, commercial contract drafting and estate planning.

## Dr John Farhall - Deputy Chair

BA (Hons), MA (Clinical Psychology), PhD, MAPS

**Mind Board Committees:** Service, Quality and Risk; Remuneration

**Professional associations:** The Australian Psychological Society, Australian Association for Cognitive and Behavioural Therapy, Australasian Society for Psychiatric Research, Association for Contextual Behavioural Science, British Association for Behavioural & Cognitive Therapies

John has more than 30 years' experience working, teaching and researching in the mental health field. He is an Associate Professor in Psychological Science at La Trobe University, a Consultant Clinical Psychologist with North Western Mental Health and a sessional member of the Victorian Civil and Administrative Tribunal. He has served on a range of advisory committees for the Victorian and Commonwealth Governments.

## Melissa Field - Director

B.Comm, CA, MBA (Hons)

**Mind Board Committees:** Finance, Audit and Risk Management; Remuneration

**Professional associations:** Institute of Chartered Accountants, Australia, Australian Institute of Company Directors

**Other board roles:** Centre for Sustainability Leadership Ltd, Surf Coast Shire Audit and Risk Committee, Trimantium Capital Pty Ltd

Melissa has broad experience as both an executive and advisor in the commercial sector, including seven years as an Executive Director with Ernst & Young. She has particular expertise in finance, accounting and assurance and in planning and implementing strategic change in entrepreneurial organisations.

## Amanda Ford - Director

FCPA, Bach Bus.(Acc), MBA, Grad Cert (HRM), Dip FS (Financial Planning), Diploma Integrated Risk Management

**Mind Board Committees:** Finance, Audit and Risk Management; Governance

**Other board roles:** International Women's Development Agency

Amanda commenced her career as a corporate sector accountant, specialising in the arts and entertainment sector and adept at financial analysis, feasibilities and management accounting in fast paced organisations. Amanda successfully transitioned to the not for profit sector and spent the last 12 years building her strong finance skills and expanding her focus. Amanda is currently Executive Director, Development & Performance at North Western Melbourne Primary Health Network.

## Chris Gibbs - Director

BA, MHA

**Mind Board Committees:** Governance; Service, Quality and Risk

**Other board roles:** VATMI Industries, Victorian Centre of Excellence in Eating Disorders, Orygen Research, Australian Centre for Psychiatric Nursing Research

Chris has held leadership roles in the public health sector (Melbourne Health), the Victorian Public Service and the community services sector. Chris was the Director of North Western Mental Health. He has served on a wide range of industry and government advisory committees. He commenced as the inaugural CEO for the Mental Health Professionals Network (MHPN) in 2008.

## Bernie McCormick - Director

**Mind Board Committees:** Service, Quality and Risk

**Professional associations:** Victorian Mental Illness Awareness Council

Bernie has a varied academic background including architecture, environmental engineering and psychology. Bernie has experience in the mental health system as a consumer for the last 27 years and the last 18 years in some form of consumer perspective driven role. He has worked as a consumer consultant in two Australian mental health services, as information officer at Victorian Mental Illness Awareness Council Inc (VMIAC), and was the VMIAC newsletter editor for just under 10 years. He has lectured at universities and TAFE on consumer issues and perspectives and has been a recipient of many services similar to that which Mind provides. In the last few years he has also worked in a modest but influential role on the Assessment and Referral Court (ARC) List at the Melbourne Magistrates Court writing education insight documents for court staff.



Julian Gardner AM



Jeremy Coggin



Dr Robin Collier OAM



Judith Earls



Dr John Farhall



Melissa Field



Amanda Ford



Chris Gibbs



Bernie McCormick



# Our Executive

## Dr Gerry Naughtin - Chief Executive B.A., B.S.W., PhD.

Gerry has held leadership roles in the disability, aged care and mental health sectors over the last 30 years. He is passionate about the development of responsive and flexible human services and Mind being a leader and contributor to best practice in community mental health in Australia. In his role as a member of the Independent Advisory Council to the National Disability Insurance Agency, he contributes to providing advice to Federal, State and Territory Governments and the Agency on implementation and equity issues for the National Disability Insurance Scheme.

## Dr Margaret Grigg - Deputy Chief Executive

PhD, MS (Health Policy and Administration), MBio, BA, RN, RPN

Margaret is an experienced mental health professional with a demonstrated record of success in strategic leadership, operations, policy and program development, and research and evaluation. Prior to her appointment at Mind Australia in 2011, she worked for the Victorian Department of Health as a senior executive. She is Vice President of the Kyneton District Health Service Board.

## Ruth Davenport - General Manager North Central and South West Regional Victoria Division

Ruth is a registered nurse with Ad.Cert Systems and Family Therapy. Ruth has extensive experience in the health and welfare field, undertaking practitioner and management roles in both the clinical and non-clinical mental health sectors since 1981. Ruth has a passion for developing and maintaining high quality services and systems in rural and regional areas that are responsive to the needs of Mind's clients, their families and carers.

## Judy Hamann - Senior Advisor Operations and Practice

Judy has qualifications in Social Work, Family Therapy and a Master of Business Leadership. Judy has a social work background and worked in a variety of community based services in Australia and overseas before starting in mental health services in the early 1980s. Her work has encompassed clinical case management, family therapy and senior management. She has been a champion of consumer, family and carer engagement and of high-level partnership work. Her role at Mind was Senior Advisor Operations and Practice, leading and contributing to high quality and evidence based mental health practice, major initiatives and developments for Mind.

## Ian Hardisty - General Manager North and West Division

Ian holds a Master of Social Work and has over 30 years' experience in the provision and management of recovery-based services in government, church and community managed organisations. Ian's main aims are to create and lead innovative, client focused and recovery-based services that are strongly integrated into local communities, as well as supporting and developing the next generation of Mind managers. Ian is constantly inspired and motivated by the resilience, creativity and capacity of people experiencing significant adversity to recover.

## Janice Hogan - General Manager South Australia Division

Janice holds a degree in Applied Science Nursing and a Post Graduate Diploma in Mental Health. Janice has worked as part of the Executive to develop a range of innovative local services including Burnside Housing and Support Program, HealthCare@Home, access to psychological therapies and the Rural Primary Health Service. Over the last 43 years she has worked with a broad range of mental health professionals in acute and community mental health settings in Australia and the UK. Janice is extremely passionate about the importance of partnerships, collaboration, consumer participation and the improvement of system integration, best practice and positive consumer outcomes.

## Annabelle Kirwan - General Manager People and Development

Annabelle holds a Professional Diploma in Human Resources and is a Fellow of the Australian Institute of Human Resources. Annabelle has worked in counselling and community services and has more than 20 years' experience as a HR practitioner, practicing in industries as diverse as retail, manufacturing, government and health. Known as a change management and organisational development specialist, Annabelle is a vocal advocate for HR to influence decision-makers at all levels and on all aspects of the business. Annabelle is passionate about staff engagement, and committed to developing and growing Mind's capacity to not only meet today's but also tomorrow's workforce needs.

## Peter Laws - General Manager Information Systems

Peter holds a Masters in Information System Management. Peter has worked in the not for profit, commercial and government sectors for over 30 years. He has a passion for developing and maintaining high quality, innovative information systems and services that assist in the outcomes for clients, their families and carers.

## Sarah Pollock - Senior Advisor Policy and Strategy

Sarah holds a BA (Hons), Grad Dip of Education and an MBus. Sarah has spent the last ten years working in executive leadership roles in the social care sector, developing a strong understanding of the policy and business environment in which service delivery takes place. Sarah has worked in the vocational and higher education sectors in teaching and curriculum and strategic development roles. Her PhD (under examination) explores the possibilities for enhancing service user/family agency in diverse social care settings. Her applied research, policy analysis and strategy development skills are assisting Mind to develop as an inclusive organisation, delivering better wellbeing outcomes for people and families.

## James Ritchie - General Manager Corporate Services and Company Secretary

Resigned 5 August 2014  
MBA, B.Bus.Mgt

James brings a diverse executive management experience from both the public and private sectors within the corporate services arena. James has previously worked in the environment, water and Victorian public service sectors in strategy, policy, corporate services and project management roles. James is passionate about enabling Mind's corporate service functions to drive and deliver the best outcomes for our clients.

## Frances Sanders - General Manager Organisational Initiatives

Frances was the former Executive Director of ARAFEMI Victoria, and the Eating Disorders Foundation and has held executive roles in the mental health and employment sectors since 1995. Frances holds post graduate qualifications in psychology, change management and training. Having worked in the mental health sector for 20 years, Frances has extensive experience in the development and delivery of mental health, carer and peer service models. Frances has been responsible for leading the Mind Family and Carer Strategy, consumer engagement, tendering and the development of new services including Austin community recovery program and prevention and recovery care service, Toowoomba community care unit and headspace Greensborough.

## Usha Sivanathan - General Manager Financial Services FCPA, CGMA

Usha is an experienced finance professional who over the past 25 years has chosen to work for not for profit organisations and has worked for organisations that provide aged care, nursing, employment and mental health services. Usha is especially passionate about working for an organisation that supports people who face mental health challenges.

## Anthony Stratford - Community Advisor Recovery and Wellbeing

Anthony uses his lived experience of mental ill-health and recovery to inform his work and he is passionate that this should inform practice both internally and external of Mind. He is a Visiting Scholar, School of Medicine, and is on the Executive Committee for the International Lived Experience Leadership Academy at Yale University. Anthony is also an Honorary Fellow in the Department of Psychiatry and an Honorary Fellow in the School of Population and Global Health at the University of Melbourne.

## Heather Thompson - General Manager South East Division

Heather holds undergraduate qualifications in Welfare, Criminology and a Masters in Social Science - Policy and Management. Heather began her career as a youth worker over 30 years ago and has gained extensive experience in homelessness, community care and mental health. Heather is responsible for ensuring Mind's services deliver high quality, dynamic and responsive support to Mind clients, families and carers. Heather is committed to improving service outcomes for consumers and understands the importance of working in partnership and collaboration with a broad range of key stakeholders. She has actively participated in mental health and homelessness sector reform and contributes to a broad range of organisational and sector projects and initiatives.



Dr Gerry Naughtin



Dr Margaret Grigg



Ruth Davenport



Judy Hamann



Ian Hardisty



Janice Hogan



Annabelle Kirwan



Peter Laws



Sarah Pollock



James Ritchie



Frances Sanders



Usha Sivanathan



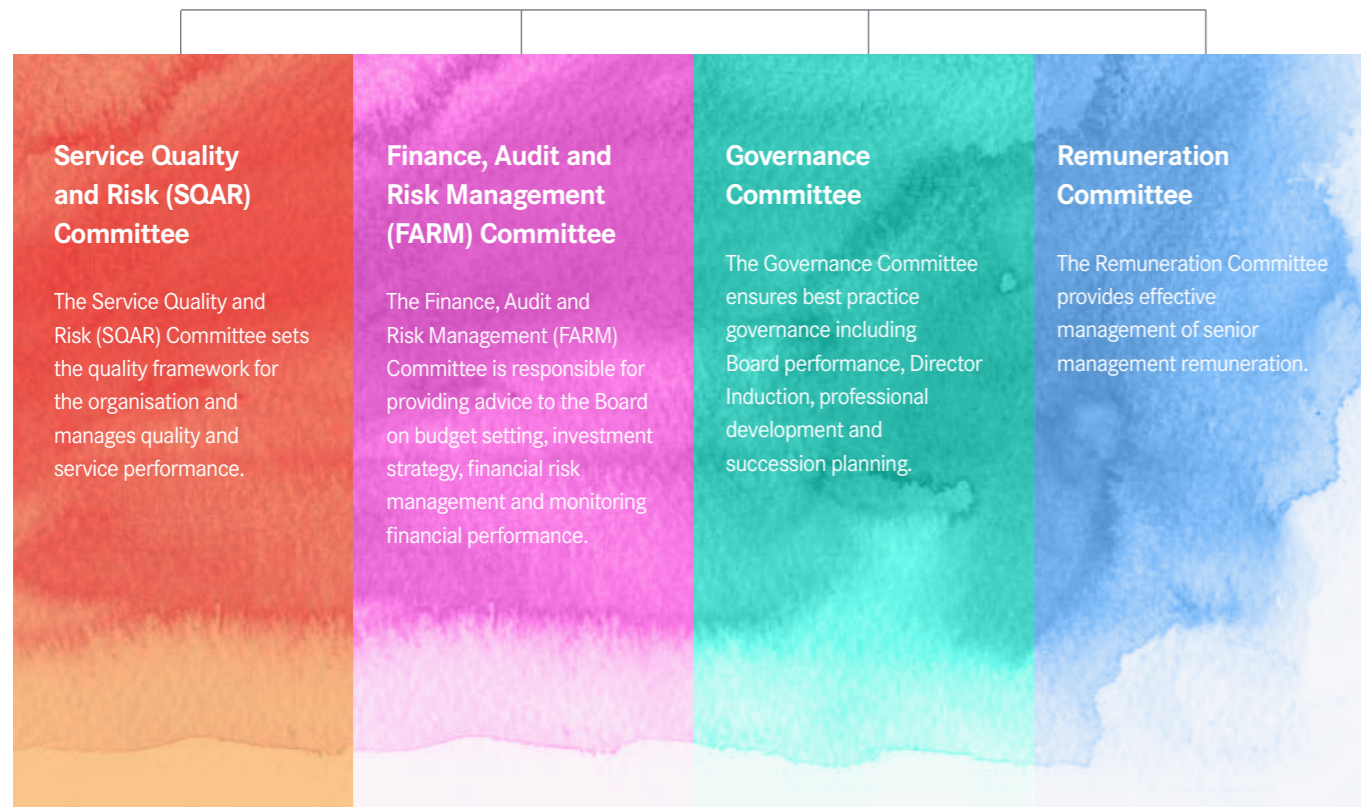
Anthony Stratford



Heather Thompson

# Board committees

The Board has four committees appointed to undertake specific tasks on its behalf.



## Risk management attestation statement

I, Julian Gardner, Chair, Mind Australia certify that Mind Australia has risk management processes in place consistent with the **Australian/New Zealand Risk Management Standard (AS/NZS ISO 31000:2009)** and an internal control system is in place that enables the Executive to understand, manage and satisfactorily control risk exposures. The Finance, Audit and Risk Management and Service, Quality and Risk Committees verify this assurance and that the risks of Mind Australia have been critically reviewed within the last 12 months.

Julian Gardner AM - Chair, Mind Australia



# Acknowledgements

The outcomes Mind is able to achieve are only possible because of the commitment, hard work, generosity and efforts of many individuals and organisations.

Mind's Board, management and staff wish to acknowledge and thank our many supporters for their contributions over the last 12 months.

### Donor organisations

A number of organisations funded programs in 2014-15. Mind would like to thank the following for their generous support.

- All Soul's Opportunity Shop
- Bagot Gjergja Foundation
- BHP Billiton
- DTN Pty Ltd
- Latrobe Valley Irish & Australian Association
- Lord Mayor's Charitable Foundation
- Macquarie Group Foundation
- Marshall Family Foundation
- Rotary Club of Hoppers Crossing
- The Ian Potter Foundation
- The Myer Foundation

### iMind donors

Thank you to all iMind donors who generously contributed crucial funds to support the work of Mind over the past 12 months.

### Funders and partners

Mind receives funding for its services from a number of government departments including the Federal Department of

Health and Social Services, the Victorian Department of Health and Human Services, the South Australian Department of Health, and Department for Communities and Social Inclusion. Mind acknowledges the importance of their funding and expresses its appreciation for their professionalism and collaboration. Similarly, Mind is grateful for the valued relationships it has with its contracted partners in service delivery.

### Funding partners in 2014-15:

- Austin Health
- Bendigo Health
- Cairns and Hinterland Hospital and Health Service
- Eastern Health
- Eastern Melbourne Medicare Local
- Family Reconciliation Meditation Program
- Gippsland Medicare Local Limited
- Hume Medicare Local
- Inner East Melbourne Medicare Local
- Island Medicare Local
- Loddon Mallee Murray Medicare Local
- Melbourne Health
- Monash Health
- Northern Area Mental Health Service
- Northern Melbourne Medicare Local
- Peninsula Health Mental Health Service
- South Eastern Melbourne Medicare Local Ltd
- Southern Adelaide-Fleurieu-Kangaroo Medicare Local
- St Vincent's Hospital
- The Central Adelaide and Hills Medicare Local Ltd
- The Salvation Army
- Transport Accident Commission (TAC)

### Clients

Mind would like to thank the many people it has had the privilege to work with over the past 12 months in supporting them to take positive steps towards addressing their mental health issues.

### Consumers, families, carers and friends

Many people provide input into Mind's consultative mechanisms and working groups. We thank them for their contributions.

### Volunteers

Approximately 125 people volunteered to help Mind in its work last year. We truly appreciate their time and commitment.

### Partnerships

Mind partners with many health and community service organisations, along with several universities in supporting our clients. Mind thanks these organisations for their collaboration.

### Advisers and commercial suppliers

Mind thanks our legal and audit advisers, Maddocks; and our auditors, Crowe Horwath.

A special thanks to those who have allowed Mind to use their photos in this publication.

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Supporting mental health recovery

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