



AUTUMN 2018

# mind View

## All the support under one roof



**M**ind launched its first Centre for Mental Health and Wellbeing in Abbotsford, Victoria last year. These centres are a new service model offering a whole range of support, counselling, coaching and group learning activities under the one roof. Our aim with these is to make it easy for people to access many specialty supports as needed.

These new service centres are now operating in the Victorian regional cities of Bendigo and Ballarat and the Melbourne suburbs of Greensborough and Abbotsford.

More centres will open in the Victorian regional towns of Morwell, Wangaratta and Wodonga, and in the outer south eastern Melbourne suburb of Dandenong. We are also very excited to be opening Mind centres in Queensland and South Australia this year

(locations to be announced), with a particular focus on complex care and dual disability.

Our centres across Victoria are helping hundreds of people transition to the NDIS fee-for-service model.

Already, our centres across Victoria are helping hundreds of people to transition to the NDIS fee-for-service model, where the individual chooses what support to purchase, when. We know it takes a flexible approach to help people build a more independent and satisfying life; a better life. And we can offer that through our multi-disciplinary teams.

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# Dear friend,



**S**adly, with this edition we acknowledge the departure of our Chief Executive Gerry Naughtin after nine years of fantastic leadership. Gerry will be greatly missed across the organisation but we recognise the unique opportunity he will have in his new role as Mental Health Advisor to the National Disability Insurance Agency to ensure the NDIS accommodates the support needs of people with psychosocial disability – and the people who care for them.

Gerry has left Mind in a very strong position to significantly expand our services and reach, and the organisation's Senior Executive Group and I are committed to ensuring that Mind achieves its strategic priorities.

We are delighted to announce the appointment of Ms Robyn Hunter as the new Chief Executive Officer for Mind Australia Limited. With 25 years of management experience – most recently CEO for Multiple Sclerosis Limited – Robyn is a highly experienced CEO who is skilled in leading large and complex organisations, managing cultural change and building collaborative and enthusiastic teams. We would like to congratulate Robyn on her appointment and the Board and senior management look forward to working with her on the challenges ahead in the coming years.

The transition to the new NDIS model of service delivery remains a key focus in 2018. Moving from block funding to a consumer centred model requires us to change the way we engage with the people we support.

In this edition, you can read about our growing number of new NDIS aligned centres for mental health and wellbeing. You can also read about the number of support services we have put in place to help guide people through their NDIS journey and ensure they receive the best possible support from Mind.

Last month, Mind completed its latest accreditation assessment. Held every three years, accreditation is a process of independent external review and examination across our entire organisation that allows Mind to demonstrate we meet the relevant agreed national industry Standards for mental health and disability. Achieving accreditation gives people using our services – and funding and referring agencies – the confidence that services we provide are safe, appropriate and reliable.

I am delighted to say we achieved accreditation across all four Standards and I am particularly proud that we were recognised for exceeding the Quality Improvement Council Standards of *Incorporation*

*and contribution to good practice, and Community and professional capacity building.*

Last month I also had the pleasure of attending the official opening by Gayle Tierney MP of the impressive new Prevention and Recovery Care (PARC) service in the Victorian regional town of Warrnambool. We are excited to now be partnering with South West Healthcare to deliver this important new recovery based service to the region.

It will be the first of a number of service openings we can look forward to in 2018. I invite you to find out more in this issue about our growing number of services, the ways we are helping people transition to the NDIS service model and, best of all, about how, with some support from us, people are achieving great personal advancements in their self-determination and quality of life.

Warm regards,

Simon Wrigley  
Acting Chief Executive



## Mind Australia Limited

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Mind cares for the environment and uses environmentally-friendly inks on recycled paper.



At a Mind centre, people can do a course or activity, get support coordination (help linking all the different supports they need), access counselling or mental health coaching and get help with things like housing, employment and skill development – all under the one roof.

Our model of service begins with a holistic assessment of the person. We look at the areas in which a person may need support relating to their individual recovery goals, particular functional abilities, and what the enablers and barriers are to them living a better life. We then create and implement a support strategy that is developed with them, and their family or other carers involved in their support (including guardians and other professionals).



## Abbotsford – a Mind centre in action

Mind’s Centre for Mental Health and Wellbeing – Abbotsford, is housed in part of Melbourne’s legendary Victoria Park football ground. It is a friendly and welcoming place. When you walk in the door, the concierge at the front desk is there to greet you, to let your support worker know you have arrived, show you where your group is meeting, or where you can make yourself a coffee and relax before your activity or appointment.

As well as counselling, coaching and group learning, the Mind centre provides group recreation and leisure activities. These help people with mental health challenges to connect socially and follow their interests; an important step to building a better life. We help people get back out into the world and back into the community, to make new and supportive friends and enjoy getting active again.

### Making new friends

Some people need encouragement at first to come to a Mind centre, says centre lead, Linda Massa; especially if they are not used to getting out of home and meeting new people in new settings, but that often quickly changes.

“People who couldn’t leave their homes at first are now coming in on a regular basis. They’ll come in early before an appointment or activity so they can have a coffee and a chat with someone first.”

“It’s very gratifying to see people who have been isolated because of their mental ill-health coming in here and learning that they are able to build different relationships with different types of people. People develop connections that extend outside here as well. It’s great!”

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### Mindfulness

In the Activities Room, a group of people are sitting silently and looking very serious. “That’s the Mindfulness class,” Linda says. “People come and learn different techniques to calm themselves, including breathing and meditation, that they can take with them and apply when they are in stressful situations.”

It is a two-hour session but Linda says participants love all the soothing activities they do. “It’s amazing, I can physically feel the calmness in the room after a mindfulness class,” she says.

### Art classes

The same room is also the location for Fluid Arts, a weekly art class where people can learn art techniques – from painting to papier-mache – and help their creativity blossom. Activities like this are fun, Lisa says, but they have additional positive





benefits that help people develop strategies for managing their mental health.

The Abbotsford centre’s counsellor, Kim Thomas, agrees. “The different activities and the social nature of the Mind centre really complement the work we do in one-on-one counselling,” she says. “I see people developing the confidence to try new things and really blossoming in the welcoming community here.”

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“It’s great when people who come to us can look back and see how far they’ve come.”

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**Counselling and support services**

While Mind centres such as Abbotsford offer mental health coaching, their counselling services provide that extra level of support, for more serious psychological issues like grief, loss, trauma, depression and anxiety. “It’s great when people who come to us can look back and see how far they’ve come,” Kim says. Other allied health supports such as occupational therapy are likely to be added to Abbotsford’s service offerings in the near future.

Every Mind centre client has a dedicated support worker who can assist them to choose the best mix of services and activities for their needs. Some Abbotsford clients were recently supported to get a Mind scholarship, which helps people pursue education that will improve their employment opportunities.

**Walking**

Support worker Steve’s weekly walking group along the Yarra River to the Abbotsford Convent arts precinct is one of the most popular group activities. “Everyone’s favourite part is stopping at the Lentil as Anything café at the Convent – it’s all about the food,” Steve says laughing, “but it’s fun along the way too, just chatting and feeding the water birds and enjoying the fresh air.”





# Sprouting in Abbotsford

There is plenty of fresh air to be had also in Mind's very successful Sprout Community Garden program, which for the past 13 years has been providing valuable recovery and vocational training opportunities to people with mental health challenges in nearby Thornbury.

It has now relocated to Abbotsford where the long beds of silverbeet, broccoli, herbs and other growing produce are a happy, if unexpected, sight between Victoria Park football stadium and the nearby railway line.

Abbey De Prada, the community mental health practitioner in charge of the Sprout program hopes the new site will soon be as wonderfully lush as the Thornbury Sprout, pictured here.

Sprout is co-located at the Abbotsford site with the Fareshare program, which provides around 25,000 meals per week for the homeless and has over 800 volunteers operating out of its Richmond factory. It also has a number of horticultural plots around Melbourne, including the Abbotsford site.

This exciting new partnership is sure to enhance and strengthen our existing Sprout program.

In this great program, participants learn how to grow produce from seed, and help sell it at Sprout's regular farmer's market. They also learn how to develop creative and saleable horticultural items such as terrariums, nature photography and pressed flower pictures in the program's affiliated arts program.

As well as developing these skills, participants enjoy the convivial atmosphere and the healing benefits of working in nature.

"Growing fresh produce in the open air like this, people are also learning about nutrition and you can see it having a positive influence on the participants' health across all life domains," says the programs art facilitator Nicole Lugano.

"The connection with nature really resonates with people. It helps foster new friendships when people are working together in that harmonious environment." ■



Abbey de Prada in the old Thornbury Sprout greenhouse.

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“The connection with nature really resonates with people. It helps foster new friendships when people are working together in that harmonious environment.”

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## Helping people with the NDIS

**M**ind centres across Victoria are helping hundreds of people to transition to the NDIS fee-for-service model, where the individual chooses what support to purchase and when.

We could see that the complexity of the transition process could discourage people from obtaining NDIS support and we knew it was important to make sure they were supported through it.

Our Centre for Mental Health and Wellbeing - Wangaratta is a great example of how we are successfully supporting people through the transition.

“We started transitioning our Wangaratta area clients in October last year,” says Werner Vogels, Mind’s Service Manager for North East Victoria. “We had information sessions and also a Mind Recovery College™ course on the NDIS, which was really well attended and we had great feedback that it was very helpful.”

Wangaratta’s Day-to-Day Living program also provides drop in sessions on the NDIS. “Our facilitators spend two hours every Monday preparing people to get the NDIS package that’s right for them,” Werner explains.

“We provide books to help them to think about and write down their personal life goals and aspirations, so they have a clearer idea of what they want before they go into their NDIS planning meeting. We also help them to understand the kind of information the NDIS planner needs to assess what kind of support package they’ll be allocated.”

Werner says when clients have their NDIS planning meeting to determine their NDIS package, Mind are ready to support them then too if they need it.

“The NDIS process requires a lot of evidence, but our staff have been well-trained to help our clients through their transition.”

Looking to the future, staff from the Wangaratta centre have also provided NDIS information presentations at the local TAFE. “Their clinical health students will need to navigate the NDIS system themselves in the near future,” Werner says. “We can help ensure that clinicians will be better prepared to diagnose psychosocial disability issues.” ■

Our Centre for Mental Health and Wellbeing - Wangaratta provides a great example of how we are supporting people through the transition.

## Understanding the NDIS at Mind Recovery College™

The Mind Recovery College™ runs a three session course *Understanding and planning for the NDIS*, designed to help people understand the system and language of the NDIS and what it might mean for them. The course has now been attended by over 200 people.

We recognised the need for this course after seeing how difficult and emotionally challenging the NDIS planning process can be for people, because of its focus on the negative impacts of their mental health on their life. The course works to restore the balance by helping students remember their strengths, as well as providing information about the NDIS system.

The course is co-produced by participants, carers, a member of the Mind NDIS team, local Mind Partners in Recovery (PiR) staff and staff from the college's Central Campus.

## What course participants told us

“The course made a huge difference, I have a much better understanding of the process and confidence that the NDIS will change people’s lives.”

“I feel confident that I can help my son with ideas and hopefully work with him to achieve positive outcomes.”

“I feel confident about the scheme and procedures to achieve life-changing events.”

“I took away the philosophy of dare to dream, re-imagine your life, your health and your recovery.”



For locations and dates of upcoming sessions of the Mind Recovery College™ course: *Understanding and planning for the NDIS*, call Mind Connect on 1300 286 463.





# Mind Connect: linking you with the support you want

**W**hen you or a loved one are struggling with mental ill-health and need help, we know it is challenging to locate and access the right support services. That's why, when you call or email Mind for help, our goal is to provide the information you need and connect you to the appropriate service, as quickly and smoothly as possible.

Mind Connect is our one-stop customer service centre for enquiries about all Mind services across Australia.

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Mind Connect's highly trained customer service staff have great knowledge right across our organisation's service offerings and can connect you with the right service or information with ease.

Our customer service team is supported by experienced community mental health practitioners whose background means we understand what people who come to us for support are going through.

We also have people with the strong organisational expertise to ensure we maintain an efficient, well-coordinated service. Our customer service team receive training in areas such as risk management and mental health first aid, to ensure they are well resourced to provide a supportive service to the wide range of calls we receive.

#### **NDIS expertise**

Our great team is supplemented with staff with NDIS expertise so we can help callers with NDIS information and intake support.

#### **New technology**

Mind has invested heavily in technology including new client information management systems to ensure that people who contact us have a seamless experience from that first point of contact to being linked with and using our support services. Better systems mean you won't have to tell your whole story at every step and our staff will be able to develop your Mind service agreement faster. ■

**Mind Connect**  
**1300 286 463**

9:00 am to 5:00 pm  
Monday to Friday  
or email [mindconnect@  
mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)



# Carer connections in Adelaide



**W**hen a group of carers completed their *Caring counts* Mind Recovery College™ course in Glynde, Adelaide, they had bonded so strongly that organisers could see it was important to keep them all connected.

“One of our carer champions\* who was attending the course could see that all the participants wanted to continue to meet, so we created the ‘Coffee and Chat’ groups”, says Mind carer consultant, Gabrielle Harkin. The groups are now held twice a month out of Mind centres in the Adelaide suburbs of Glynde and Morphett Vale.

“These casual meetings are a great opportunity for people who are caring for someone with mental ill-health, autism or an intellectual disability to share their common experiences and learn and share some coping strategies,” Gabrielle says. “These include setting boundaries with the loved one you are caring for and learning how to care for yourself as well.”

Caring for a loved one with mental ill-health, autism or an intellectual disability can be highly demanding and often isolating so the chance to get together with others who are facing the same challenges can really make a difference.

\***Carer champions** are Mind staff members specially trained to help raise the whole organisation’s awareness and support of carers and to help Mind increase its inclusive practice to include workers and family, as laid out in Mind’s strategic plan.

“I look forward to being with lovely, caring people who ‘get it’, who understand and appreciate me,” one of the regular attendees told *Mind View*. “I can talk and be me, be accepted, and feel free to discuss my concerns.”

“

“It’s the only place I can feel truly comfortable. When I go, it lifts me up for the next few weeks. I always love to hear what everyone is doing and how they are going.”

“I’ve gone on to think of myself more and have met some lovely life-long friends.”

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Mind’s family and carer support services in Morphett Vale also offer carers a three-month support program. Anyone can refer themselves. “We meet the carer and together we assess their needs. It’s very focused on what the carer wants to achieve. It may include support with education, employment, with therapies or help transitioning their loved one to the NDIS,”

explains team leader Kessie Poole. “We have provided this support to between 150 and 200 carers in the past 12 months.”

Anyone interested in the Adelaide ‘Coffee and Chat’ group, the carer support service and carer services in other states can get more information at **Mind Connect 1300 286 463**.

Another way for carers to talk to other carers (around Australia) is the **online peer support** forum, an online community for families, friends and other carers of someone living with mental illness. It is not a crisis or professional counselling service but provides a safe, anonymous online space to share stories and provide support to fellow carers. **Go to [mindaustralia.org.au/forums](http://mindaustralia.org.au/forums)**

Our **Carers Helpline 1300 554 660** provides confidential information, support and referral for family members, carers and friends of people with mental health challenges. ■

## Attention carers

Mind is preparing a national campaign that will focus on improving mental health carers’ access to employment opportunities, and other social issues. You can support the campaign by telling us your experiences, especially those of balancing your caring responsibilities with paid employment. See **In brief**, next page, for details.

# In brief

## New PARC in Warrnambool



Australia's newest Prevention and Recovery Care (PARC) service, in the far southwest Victorian town of Warrnambool, was officially opened last month.

Mind has been contracted to deliver non clinical and support services at the new \$4.8 million state funded PARC's for local health agency, SouthWest Healthcare.

The 13 bed centre has been named Ngootyoong, a local Aboriginal word meaning new, fresh, healthy, good and strong. It is expected to begin taking residents in Autumn.



*L-R: Mind Regional Manager Phil Dunn, General Regional Manager Ruth Davenport and Service Development Manager Julie Billett inspect the new PARC.*

## A place to call home in Frankston

Mind has partnered with Haven Foundation to offer supported independent living services in their well-appointed new apartment complex of 20 one bedroom units in Frankston, Victoria. The Haven Foundation is a specialist agency providing quality housing to people with mental health related disability and dual intellectual/mental health disability. The complex will open in April.

Expressions of interest are invited from people who:

- are over 18 years of age and have daily support needs relating to their mental health
- are eligible for and will be able to secure an adequate level of NDIS funding for the accommodation and the support services

- have the financial means to pay rent and utilities and are prepared to sign a residential agreement
- will commit to participating in the Haven Frankston community and the model of care
- are a current resident of or have an association with the Frankston area
- are currently on the Victoria Housing Register
- have no recent history of problematic drug and alcohol use or aggressive behaviour.

**Enquiries to Mind Connect  
on 1300 286 463 or  
[mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)**





## Mind carers campaign

Mind's Advocacy and Research team is preparing for a national campaign that will focus on unpaid care and access to employment opportunities, especially for mental health carers.

The Advocacy and Research team wants to hear from carers who would like to contribute their experiences and views to the campaign. The team is especially interested to hear about your experiences of balancing caring responsibilities with paid employment, and what you think about current government policies designed to support mental health carers.

**To participate, please contact John Foley, Manager of Policy and Campaigns at [john.foley@mindaustralia.org.au](mailto:john.foley@mindaustralia.org.au) or (03) 9455 7037.**

## Peer Recovery Communities paper published



An overview of research showing how well Mind's Peer Recovery Communities (PRCs) are working to support residents' mental health recovery has been published in the latest edition of *newparadigm*, the peak journal for psychosocial rehabilitation.

Written by Mind's Principal Research Fellow Lisa Brophy, Business Development Manager Mark Heeney and Mind Community Mental Health Peer Practitioner Cassandra Politanski, the article was based on presentations by the authors at the 2017 TheMHS conference and the Disability Research to Action Forum.

As well as giving Mind a very positive reinforcement of our strategic direction in investing in peer focused, recovery oriented support services, the evaluation was also able to provide several recommendations for ongoing service improvement, mostly focused on achieving even greater participation by people with lived experience in development and implementation of PRC services.

**Read the article here (p44):**  
**[vicserv.org.au/publications/newparadigm](http://vicserv.org.au/publications/newparadigm)**

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## Adieu Gerry!

An evening function to acknowledge and farewell our outgoing Chief Executive Gerry Naughtin attracted a varied crowd of around 80 people including board members, executive and staff past and present, his family, and a variety of key stakeholders from across the health sector.

Speakers all testified to Gerry's warmth and integrity – and the words "The best boss I have ever had" were said more than once.

While sad to lose Gerry we know he will continue to make a fantastic contribution to improving outcomes for people with psychosocial disabilities in his new role as mental health advisor for the National Disability Insurance Agency.

Goodbye Gerry and thank you for your incredible leadership.



*Gerry Naughtin and family*



## DONATION FORM

Make a real difference to the lives of people recovering from mental ill-health.

I would like to make a tax deductible donation to Mind (Donations of \$2 or more are tax deductible)

monthly  quarterly  half yearly  
 annually  one-off

Amount  
 \$25  \$50  \$100  \$200  Other \$

### Payment options (choose one)

Website: visit [www.mindaustralia.org.au](http://www.mindaustralia.org.au)

Cheque/money order: made payable to Mind Australia Ltd

Credit Card:  VISA  Mastercard  Amex

Credit card no.

Expiry date  /

Name on card

Signature  Date

### Donor details

Mrs  Mr  Ms  Miss  Dr  Other

First name(s)

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### Getting involved

Please contact me or send me further information on:

- fundraising opportunities
- remembering Mind in my Will
- upcoming events
- workplace giving

Please return the completed form to:

Fundraising  
Mind Australia Limited  
86 - 92 Mount Street  
PO Box 592  
Heidelberg VIC 3084

The personal information we collect on this form will be used to track and manage donations and for marketing purposes. This information may be disclosed to other members of the organisation or third parties who do things on our behalf where it is required or allowed by law or where you have otherwise consented. You can access your personal information we have collected, if we have retained it, by calling the organisation.

ABN 22 005 063 589

MVA18



# Connect up!

Mind's Connect Up group recreation and leisure activities are fun and have lots of benefits.

- Get back into your community
- Feel more confident
- Make new and supportive friends
- Enjoy getting active
- Develop new skills
- Build a better life.

Call Mind Connect on 1300 286 463 for more information, or email [mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)

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