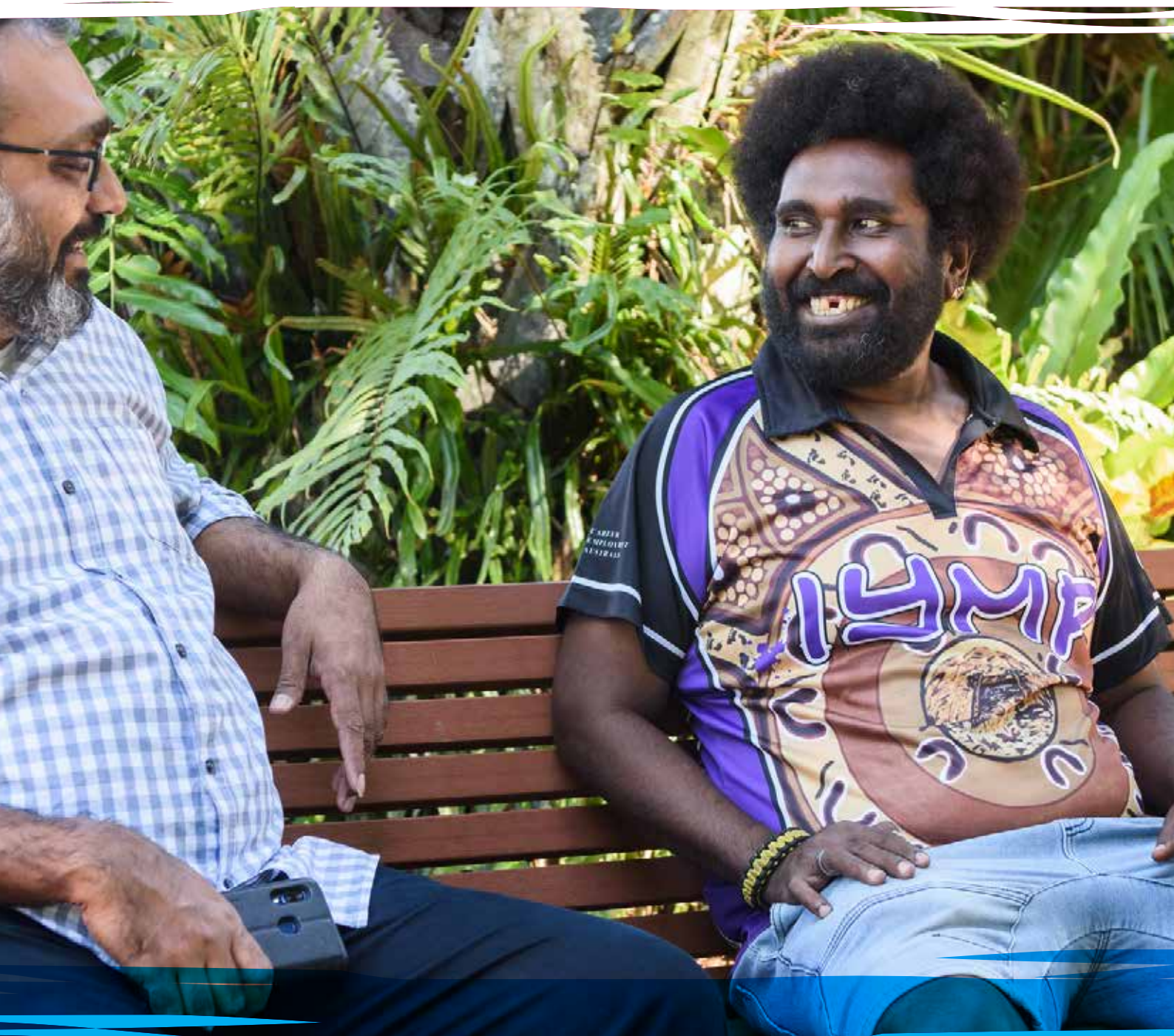
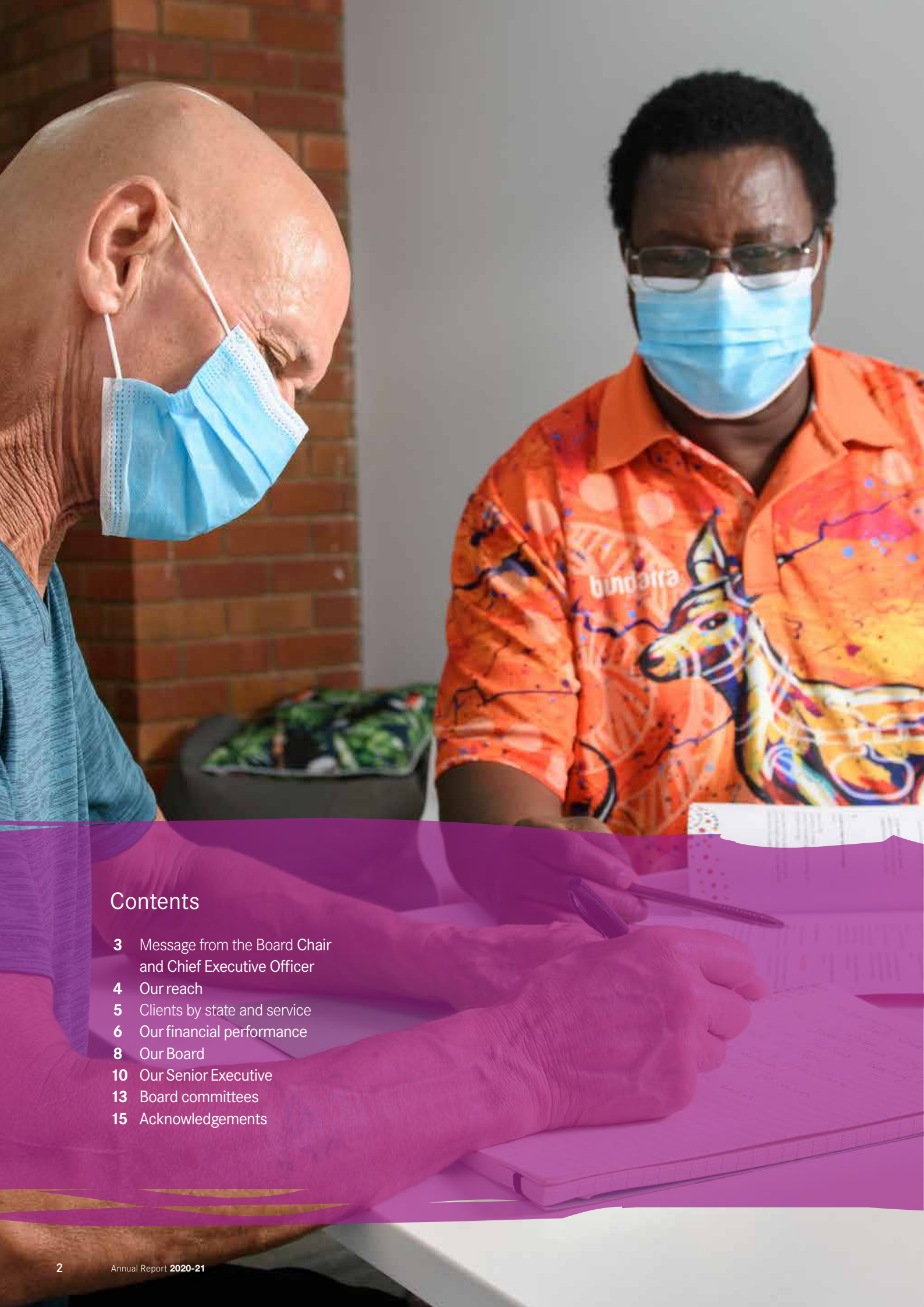


Annual Report

2020-2021





Message from the Board Chair and Chief Executive Officer

This time last year we were reflecting on our months of experience managing the impact of COVID on our service delivery. How many of us imagined that a year later we would still be delivering services through lockdowns, closed borders and the ever present need to protect our clients, staff and families from the more infectious DELTA strain?

We can only express our gratitude for the commitment and fortitude that Mind frontline staff have shown, day after day, supporting clients and families through this marathon. Our staff are truly the heart and soul of our organisation and we celebrate them. The achievement extends to divisions across the organisation, who, working remotely, have not just maintained but strengthened and expanded our services, to help more people in new and varied ways.

Despite these pressures, Mind has had an impactful year. We have extended implementation of our outcomes measurement program, enabling more services to demonstrate the progress of our clients towards their goals and showing us and our partners the impact of our recovery services.

Our My Better Life® program is now a fundamental component of our service models, supporting clients in identifying and achieving their life and recovery goals. To our immense pride it was singled out for commendation by QIP in our last Quality Accreditation assessment.

We continue to work with our sector and our funders to bring into being the more holistic, community-focused, lived-experience-led mental health system recommended by the Royal Commission into Victoria's Mental Health System and the Productivity Commission Inquiry into Mental Health.

Mind was chosen by a range of partners this year to develop and deliver new services around Australia that help do just that. These include crisis support services to better address presentations to Emergency Departments, virtual Step Up, Step Down support services to ensure more effective transition into the community,

and new youth outreach recovery support services that complement existing residential rehabilitation services.

Many of our existing partnerships were also strengthened this year, with our contracts renewed or expanded into new services and this reflects the confidence of our many partners in the quality of services we deliver.

We are proud that Homes Victoria has continued to invest in the building of Mind-managed Haven residences. Haven Geelong opened in the second quarter of 2021 and Havens in Laverton, Mooroopna, Pakenham and Epping are at different stages of construction, to open in 2022. Staffed by Mind, these multi-unit supported independent living residences will provide safety, recovery and hope for another 80 vulnerable people across Victoria, with more to come.

The new Mind Strategic Plan 2021-2026 sets our priorities for the next five years – to invest in service design and innovation, grow and expand our service delivery, enable our staff to do their best possible work, and contribute to a better, stronger Australian mental health system.

After a united effort across Mind to get vaccinated, the gradual return of face to face connection brings joy and optimism for the year to come.

We look forward to collaborating with our many partners, our staff, and our families and carers, to help more people with mental ill-health to achieve great personal transformation and to bring that hope and opportunity to more people across Australia.




Melissa Field
Chair




Gill Callister PSM
Chief Executive Officer

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- 4 Our reach
- 5 Clients by state and service
- 6 Our financial performance
- 8 Our Board
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- 13 Board committees
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Our reach

Clients supported

Please note that changing our customer information management systems this financial year may have resulted in some minimal duplication of client numbers, bed days and support hours in these figures. Due to the complexity involved, this data cannot be de-duplicated.

Support hours provided

Bed days

Calls to the Mind Connect information and advisory helpline

Calls to the Mind Carer Helpline

Visitors to the Mind website

Subscribers to *Mind View* magazine

Followers on social media (Twitter, Facebook, LinkedIn)

11,344

212,632

83,148

24,441

3,992

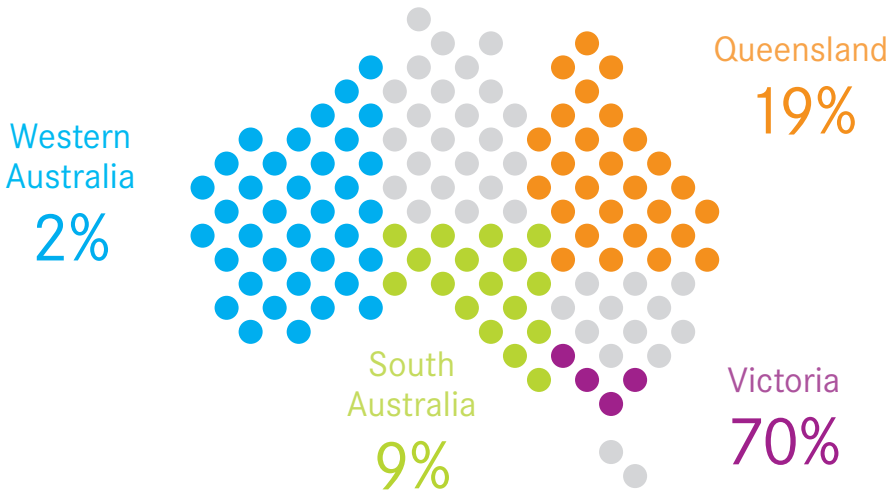
357,363

13,134

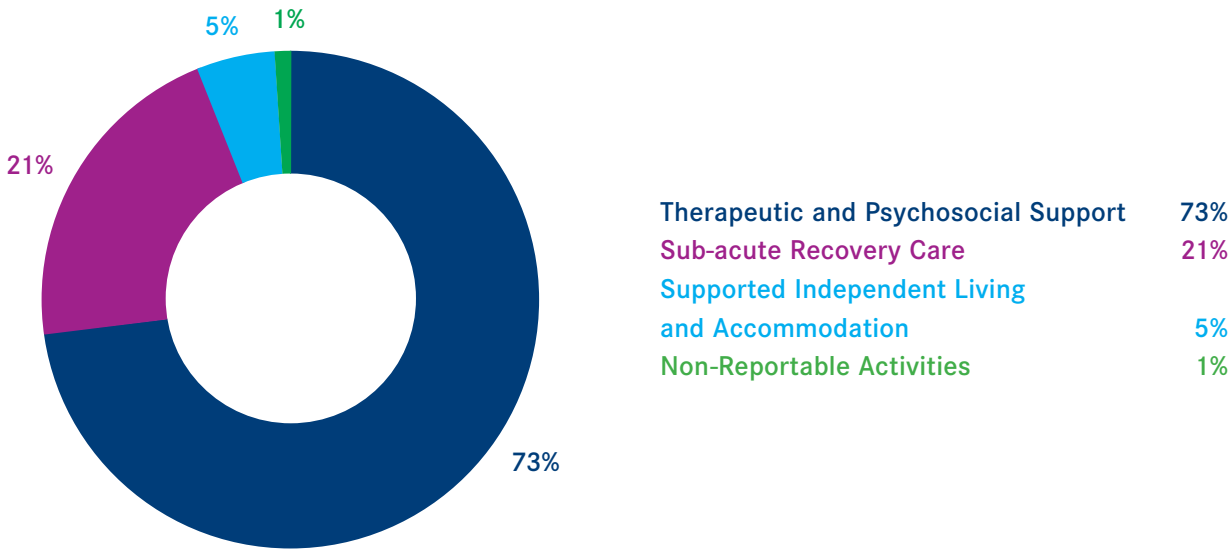
30,723



Clients by state



Clients by service



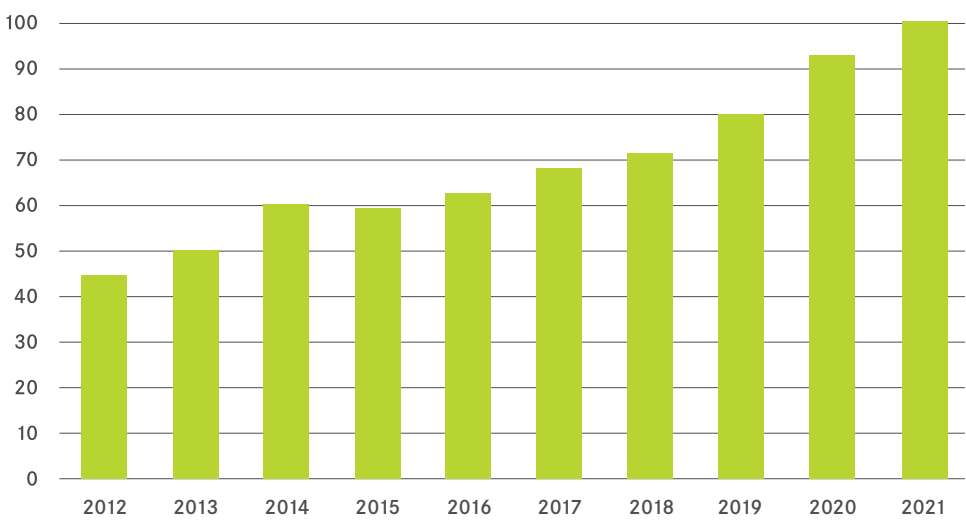
Our financial performance

The ongoing challenges of the pandemic and lockdowns throughout the year have required significant changes to program delivery and to the cost structure of delivery. Through this, Mind has shown extreme resilience.

Mind’s ability to adjust its operating model while growing its range and breadth of services is a testament to its strong balance sheet, agile business model, and capable and dedicated workforce.

Mind experienced revenue growth of 13 per cent as it continued its national investment and development of new psychosocial and therapeutic services, housing and accommodation. During the financial year, the Mind Group recorded a surplus of \$8.3 million. This deficit includes one-off COVID grants and grant funds dedicated to the development of Housing assets.

Mind Group revenue 2011-12 to 2020-21 (\$m)

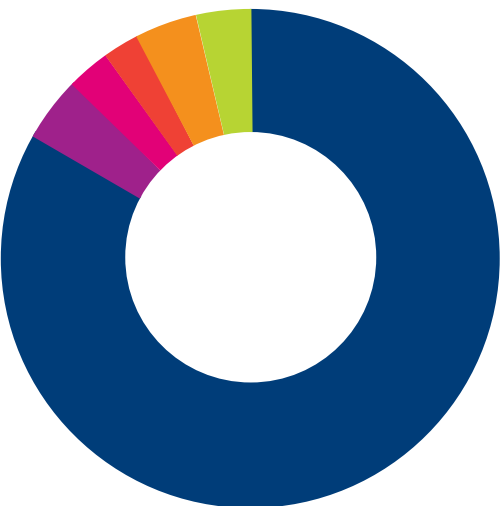


Revenue by source



Government funding
NDIS income
Health Service income
Other income

Expenditure by source



Employment costs
Premises
ICT
Motor vehicle expenses
Depreciation
Other expenses

Our Board



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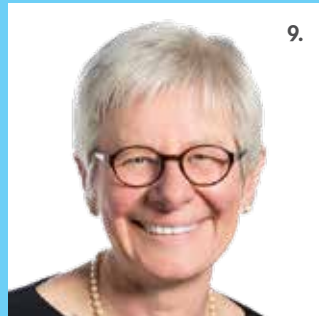
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*Please note Board committees changed names during the 2020/21 financial year as follows:

- Finance and Audit (FAA) Committee became the Finance, Audit and Risk (FAaR) Committee in February 2021.
- Remuneration (REM) Committee became the Culture, People and Remuneration (CPaR) Committee in June 2021.
- Quality, Assurance and Risk (QAR) Committee became the Program, Practice and Quality (PPaQ) Committee in April 2021

1. Melissa Field - Chair

B.Comm, CA, MBA (Hons)

Mind Board Committees: Finance and Audit Committee*, Remuneration Committee*, Governance and Nomination Committee*, Quality, Assurance and Risk Committee

Mind Controlled Companies: Director of The Haven Foundation Limited, Director of the Haven Foundation Australia Limited, Director of Home Base Services Limited

Professional Associations: Chartered Accountants Australia & New Zealand, Australian Institute of Company Directors

Other board roles: Attra Pty Ltd

Melissa is an independent governance professional and advisor. She works with owners and founders, providing advice in relation to value creation, risk management and governance as well as capital raising, corporate structuring, mergers & acquisitions, due diligence, exit preparation and execution. Her passion is helping business owners sustainably appreciate the value of their equity, by advising on decisions and practices that protect, grow and ultimately realise equity value.

2. Chris Gibbs - Deputy Chair

BA, MHA

Mind Board Committees: Chair of Quality, Audit and Risk Committee*, Governance and Nominations Committee, Remuneration Committee*

Other board roles: VATMI Industries, Victorian Centre of Excellence in Eating Disorders, Orygen Research, Australian Centre of Psychiatric Nursing Research, Community Advisory Council North Western Melbourne PHN (current)

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 Chief Executive Officer for the Mental Health Professionals Network in 2008. He has been a long term advocate of the critical importance of community managed specialist mental health services in the mental health service system.

3. Jeremy Coggin - Director

Exec MBA, B.Sc.(Architecture), B.Sc. (Computing), GAICD, GIA

Mind Board Committees: Governance and Nominations

Professional Associations: Australian Institute of Company Directors

Other board roles: Mental Health Carers Australia - President, Mental Health Australia

Jeremy is a customer and business strategist, specialising in using better design to transform customer experiences and organisations. He has 20 years of corporate and NFP experience in consulting and strategy roles, leading and managing customer experience transformation across organisations. He is passionate about designing person-led mental health systems and services that embed the voice of consumers, family and carers, and service providers at the heart.

4. Professor Allan Fels AO - Director

BEC, LL.B, PhD

Mind Board Committees: Finance and Audit Committee*

Mind Controlled Companies: Chair of The Haven Foundation Limited, Chair of the Haven Foundation Australia Limited, Director of Home Base Services Limited

Current and previous positions: Professor, Melbourne and Monash University; Former Dean, and current Professor of Government, Australia and New Zealand School of Government (ANZSOG); Former Chairman, Australian Competition and Consumer Commission (ACCC); Former Chairman, National Mental Health Commission (NMHC); Former Commissioner, Royal Commission on Mental Health Victoria; Patron, Mental Health Australia; Patron, Mental Health Victoria; Chair, Visy Australasia Governance Board

Allan Fels has had a deep interest in mental health for many years and is the father of Isabella who has schizophrenia. He was and remains Chair of the Haven Foundation from its inception until its merger with Mind Australia. He has also played an important role in the national and Victorian mental health policy in Australia.

5. Teresa Fels - Director

BEC (Hons), LLB (Uni Mel), MComm (Hons), MA (Hons Kings College London), Barrister and solicitor of the Supreme Court of Victoria

Mind Board Committees: Chair of Governance and Nominations Committee

Mind Controlled Companies: Director of Haven Foundation Limited (until August 2020), Director of Home Base Services Limited

Other roles: Executive Director, Victorian Department of Treasury and Finance (current); Competition economist, Ofcom UK and CRA International; lawyer, Freehills; Takeovers Panel, Commonwealth Treasury; Director, Hospital Purchasing Victoria (former director)

Teresa Fels has a deep commitment to mental health and people living with mental illness, including her sister Isabella. Through her work, Teresa has participated in social policy reforms including in social impact investing, the NDIS, social housing, national health reform and vocational education and training.

Teresa Fels is an executive director in the Department of Treasury and Finance working across policy, budget and infrastructure. Previously she was at Ofcom, the UK telecommunications regulator and Charles River Associates, London, working on competition policy. She started her career as a lawyer at Freehills in mergers.

6. Amanda Ford - Director

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

Mind Board Committees: Chair of Finance and Audit Committee*, Governance and Nominations Committee (until October 2021)

Mind Controlled Companies: Chair of Home Base Services Limited, Director of The Haven Foundation Limited Board

Amanda is an experienced and broadly skilled senior executive with nearly 30 years' experience in corporate services and business management across a number of sectors including: arts and entertainment, philanthropic foundations, early childhood intervention; disability, child protection, job service network and disability employment services, health, and most recently, government in her role as Director, Strategy and Transformation at the Coroners Court of Victoria. A digitally savvy executive, her focus and proven success is the driving and supporting of change in complex environments.

7. Erandathie Jayakody - Director

(appointed January 2021)

BComm, LLB

Mind Board Committees: Program, Practice and Quality* Committee

Other board roles: Co-Chair Independent Governance Board The ALIVE National Centre for Mental Health Research, Advisory Member Australian Mental Health Prize, Assistant Director Strategic Advice Mental Health NDIA

Erandathie is a mental health advocate. She draws on her personal experience of living with a mental health condition to promote the consumer perspective. She advocates for mental health services that recognise the most basic human desire to have control of one's own life and future, and for services built on the belief that people living with mental health conditions have the ability and autonomy to achieve that. Erandathie has experienced first-hand the power of a peer support network and finding her 'people' was a life changing experience that changed the narrative of her

recovery. She is the co-editor of the book *Peer Workforce in Australia: a new future for Mental Health*.

8. Bernie McCormick - Director

(retired as Director in November 2020)

Mind Board Committees: Quality, Assurance and Risk Committee*

Professional Associations: Member of the 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 30 years. Over the last 21 years he has been active in some form of consumer perspective driven role. He has worked as a consumer consultant in two Australian mental health services and as information officer at VMIAC, where he was also 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 various roles including the Assessment and Referral Court (ARC) List at the Melbourne Magistrates' Court writing educational insight documents for court staff. Bernie also works as a freelance consumer consultant in other areas of the system such as MHV and NWMH as required and where his experience is sought. Bernie has an intermittent involvement with Outdoors Inc for nearly 30 years where he recently joined the editorial panel for the participant newsletter, *Outdoors Ink*.

9. Ruth Vine - Director

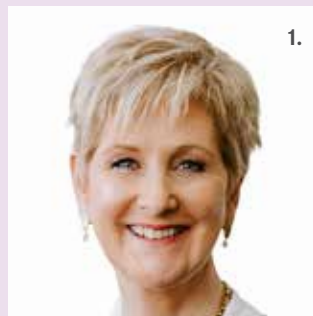
MBBS, LLB, FRANZCP, PhD

Mind Board Committees: Quality, Assurance and Risk Committee

Other board roles: Forensicare, Medical Board of Victoria

Ruth has worked as a consultant psychiatrist in clinical and administrative roles since 1991. She worked in senior roles in forensic mental health for almost a decade and was then employed in the Department of Health and Human Services for 13 years in roles including Deputy Chief Psychiatrist, Chief Psychiatrist and Director of Mental Health. Ruth was the Executive Director of NorthWestern Mental Health, a division of Melbourne Health, from 2013 - 2019. Ruth has also worked in the community sector as a consultant psychiatrist, and with the Department of Health and Aging on the 4th National Mental Health Plan. She has contributed to a number of policy and service developments initiatives across mental health, disability, and alcohol and drugs services. In May 2020 Ruth was appointed Deputy Chief Medical Officer (Mental Health) in the Commonwealth Department of Health.

Our Senior Executive



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1. Gill Callister PSM - Chief Executive Officer

Gill brings a wealth of leadership experience to the role following an exceptional career in the Victorian Public Service, most notably as Secretary of the Department of Education and Training (2015 - 2018) and Department of Human Services (2009 - 2014).

Gill began her career as a social worker and spent ten years working in child protection and family services in non-government organisations including OzChild.

Most recently, Gill was an Associate Dean at the Australia and New Zealand School of Government (ANZSOG) and was a 2019 Victorian Public Service Medal recipient. Gill is also an Adjunct Professor (Practice) in Politics at Monash University and a member of the Monash University Council.

2. Jeff Kagan - Chief Financial Officer and Director Organisational Performance

Bachelor of Economics (Monash), CA ANZ, Grad Dip in Applied Finance and Investment FINSIA

Jeff has been a part of services industries for over 20 years and held a number of CEO and Executive roles.

Jeff is experienced in leading strategic and operational change, driving business growth, process improvement and operational efficiency. As a leader, Jeff consistently delivers results, takes ownership and is relentless in identifying opportunities to improve performance and cash flow, ensuring enhanced customer value. He is a recognised change agent who successfully manages himself and others through change.

Jeff holds a Bachelor of Economics and is a Chartered Accountant having developed his career at blue chip organisations ANZ, General Electric and KPMG before embarking upon the provision of Executive Services to SMEs and 'for purpose' organisations in philanthropy, education, disability and aged care.



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3. Denise Cumming - Executive Director Queensland, South Australia, Western Australia Operations

Denise has over 20 years' experience working within the mental health and complex needs sector in non-government, government and private services both in the UK and Australia. This experience, supported by her qualifications in social work, human rights and social justice, continue to serve as the primary motivation and justification for her continued commitment to the human services sector.

Denise has held leadership roles in both government and non-government sectors and has a strong reputation for the delivery of high quality integrated health and social care services in accordance with recovery principles and strengths based practice.

Denise is driven by her belief in working with clients across a range of support needs to ensure our services meet their aspirational wishes and needs. Before joining Mind, Denise was General Manager Operations for Queensland mental health service Open Minds.

4. Mark Heeney - Executive Director Housing Strategy

BA in Applied Science (disability studies), Dip Management

Mark has over 18 years' experience in the mental health, disability and homelessness sector across metro and regional Australia and the United Kingdom. He is an NDIS housing and support aficionado backed with a passion in advocacy and research, especially in peer support and the co-designing of services.



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5. Nicola Ballenden - Executive Director Research and Advocacy

Nicola has held senior leadership roles across the not for profit sector, providing research, policy, service development and strategic communications expertise in health, welfare and homelessness organisations including the Australasian College for Emergency Medicine, the Brotherhood of St Laurence and Launch Housing.

Earlier in her career, Nicola spent time in policy roles with the Commonwealth Government and the Australian Consumers Association (CHOICE). She is passionate about using research and evidence to measure impact, build better mental health services and to influence the policy process.

6. Mikki Swindon - Executive Director People Experience

Mikki Swindon is the Executive Director of People Experience, People and Development at Mind. Mikki has an extensive background in human resources and change management. She has been consulting to public and private sector organisations for some 20 years and has undertaken significant change management projects in organisational relocation, organisation redesign, contract transition, systems implementation and executive coaching. Mikki was formerly the locum Chief People and Culture Officer at Barwon Health, Executive Director, People and Culture at WorkSafe Victoria, and General Manager Human Resources at the Transport Accident Commission (TAC). Mikki is currently an independent member of the Board People and Strategy Sub Committee of Cenitex.

7. Sandra Walker - Executive Director Innovation

As Executive Director National Innovation, Sandra's role focuses on transitioning a range of Mind's services to the NDIS and developing high quality services that offer our clients choices for support in their mental health recovery journeys. With extensive experience working in the health and disability sectors, Sandra has practiced as a mental health practitioner and a general nurse. She led the Canterbury District Health Mental Health service through the Christchurch earthquakes, which sharpened her appreciation of the longer-term impacts of trauma and the importance of peer support in recovery. Sandra's approach will be to develop high quality, evidence-based support that has been co-designed in consultation with consumers and their carers.

8. Belinda McCullough - Executive Director Victorian Operations

Belinda has over 25 years' experience working in the mental health sector across clinical, government and now non-government sectors. Belinda is a registered Occupational Therapist and holds a Masters of Family Therapy. She has significant experience working across mental health services as a clinician, operational manager and manager of quality and governance systems.

Most recently, Belinda worked at the Department of Health and Human Services (DHHS) managing a range of projects including the coordination of mental health service responses to COVID-19. Prior to this, Belinda spent several years at NorthWestern Mental Health, Melbourne Health in quality and governance, and as an operational manager at Orygen Youth Health.



Board committees

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

Program, Practice and Quality (PPaQ) Committee

The Program, Practice and Quality (PPaQ) Committee sets the quality framework for the organisation and oversees quality and service performance and risk.

Finance, Audit and Risk (FAaR) Committee

The Finance, Audit and Risk (FAaR) Committee is responsible for providing advice to the Board on budget setting, investment strategy, financial risk management and monitoring financial performance.

Governance and Nominations (GAN) Committee

The Governance and Nominations (GAN) Committee ensures best practice governance including Board performance, Director induction, professional development and succession planning.

Culture, People and Remuneration (CPaR) Committee

The Culture, People and Remuneration (CPaR) Committee provides effective management of senior management remuneration.

Risk management attestation statement

I, Melissa Field, 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 31000:2018)** 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 and the Program, Practice and Quality Committees verify this assurance and that the risks of Mind Australia have been critically reviewed within the last 12 months.

Melissa Field - 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.

Customers, families, carers and friends
Mind would like to thank the many people it has had the privilege to work with over the past 12 months in supporting them in addressing their mental health and quality of life issues. Many people provide input into Mind's consultative mechanisms and working groups. We thank them for their contributions.

Volunteers
Thank you to all the people who volunteered to help Mind in its work last year. We truly appreciate their time and commitment.

Government funders
Mind receives funding for its services from a number of government departments. Mind acknowledges the importance of their funding and expresses its appreciation for their professionalism and collaboration.

Federal Departments and Agencies:

- Department of Social Services
- Department of Health
- National Disability Insurance Agency

State Departments and Agencies:

- Department of Families, Fairness and Housing (Vic)
- Department of Health (Vic)
- Department for Health and Wellbeing (SA)
- Department of Health (SA)
- Department of Health (Qld)
- Department of Communities, Housing and Digital Economy (Qld)
- Mental Health Alcohol and Other Drugs Branch (Qld)
- Mental Health Commission (WA)

Organisational donors
Mind could not do all it does without the generous support of our many organisational donors. A number of organisations funded programs in 2020-2021. Mind would like to thank the following for their generous support.

- 10x Future Technologies Services Ltd
- Australian Communities Foundation
- Brand Foundation
- BUSY At Work
- Circle of Latitude Pty Ltd
- Colonial Foundation Limited
- Commonwealth Bank
- Dr David Sharp Plastic Surgery

- Guthrie Family Charitable Trust
- headspace National Youth Mental Health Foundation
- My Life in Lockdown (James Atkinson)
- National Australia Bank
- Naylor-Stewart Ancillary Fund
- PayPal Giving Fund Australia
- TwoScots Recruitment

Individual (iMind) donors
Thank you to the thousands of iMind donors who generously contributed vital funds to support the work of Mind over the past 12 months.

- Service delivery partners**
Mind is grateful for the valued relationships it has with its contracted partners in service delivery.
- Adelaide PHN
 - Alfred Health
 - Anglicare Victoria
 - Austin Health
 - Albury Wodonga Health
 - Australian Community Support Organisation (ACSO)
 - Banyule Community Health Service
 - Bendigo Health
 - Beyond Blue
 - BeyondHousing
 - Bolton Clarke
 - Bupa
 - Cairns and Hinterland Hospital and Health Service
 - Carer's Victoria
 - Central Adelaide Local Health Network
 - Central Queensland Hospital and Health Service
 - Children's Health Queensland Hospital and Health Service
 - Cohealth
 - Country SA PHN
 - Darling Downs Hospital and Health Service
 - Darling Downs and West Morton PHN
 - EACH
 - Eastern Health
 - Eastern Melbourne PHN
 - Eastern Mental Health Service Coordination Alliance
 - Forensicare
 - Flourish
 - Gateway Health
 - Haven; Home, Safe
 - headspace Albury Wodonga
 - headspace Mount Gambier
 - headspace National
 - headspace Swan Hill
 - Helping Minds
 - Housing Choices Australia
 - Knox City Council
 - Latrobe Regional Health
 - Launch Housing

- Mackay Hospital and Health Service
- MacKillop Family Services
- Melbourne Health
- Mentis Assist
- Mercy Hospitals Victoria
- Merri Health
- Metro North Hospital and Health Service
- Metro South Hospital and Health Service
- Monash Health
- Mullum Mullum
- Murray PHN
- Neami Limited
- North Western Melbourne PHN
- Northern Adelaide Local Health Network
- Northern Queensland PHN
- Orygen, The National Centre of Excellence in Youth Mental Health
- Peninsula Health
- Queensland Mental Health Commission
- St Vincent's Hospital (Melbourne)
- SANE Australia
- Skylight
- South Eastern Melbourne PHN
- South Metropolitan Health Service
- South West Healthcare
- Star Health
- Swan Hill District Health
- Townsville Hospital and Health Service
- Transport Accident Commission (TAC)
- The Salvation Army Victoria
- The Haven Foundation
- Thorne Harbour Health
- UnitingCare Wesley Bowden
- Unity Housing
- Uniting Communities
- UnitingSA Housing
- Victorian Aboriginal Child Care Agency
- Victorian Aboriginal Health Service
- VincentCare Victoria
- Victorian Aboriginal Community Services Association Ltd (VACSAL)
- WCIG
- Wellways
- Wide Bay Hospital and Health Service
- Wise Employment
- WorkSafe Victoria
- Youth Support and Advocacy Service

Research partners
Mind partners with universities and other research bodies on research in support of our clients. Mind thanks the following bodies for their collaboration:

- Australian Housing and Urban Research Institute (AHURI)
- School of Nursing and Midwifery, University of South Australia
- School of Medicine and Public Health, University of Newcastle
- School of Rural Health, Faculty of Medicine, Nursing and Health Sciences, Monash University
- Tandem Inc

- Australian Institute for Primary Care & Ageing, College of Science, Health & Engineering, La Trobe University
- RMIT University

Advisors
Mind thanks our legal advisors, Maddocks and Johnson Winter & Slattery; our auditor, BDO; and our risk and remuneration advisor, Mercer.

Representative bodies and advocacy partners
Mind gratefully acknowledges the value of its membership of, or partnership with many valuable representative bodies and advocacy partners. Mind also partners with many other health, community service and justice organisations in supporting our clients and thanks these organisations and their staff for their assistance.

- Alliance20
- Arafmi QLD
- Australian BPD Foundation
- Australian Council of Social Services (ACOSS)
- Australian Health Service Alliance (ASHA)
- Australian Psychosocial Alliance (APA)
- BrainLink

- Brain Injury Association of Tasmania
- Carer Support SA
- Community Mental Health Australia
- Community Housing Industry Association (CHIA)
- Eating Disorders Queensland
- Health Justice Australia
- Helping Minds
- Jobs Australia
- Koorie Heritage Trust
- Lived Experience Australia
- Mental Health Australia
- Mental Health Carers Australia
- Mental Health Carers New South Wales
- Mental Health Carers Tasmania
- Mental Health Coalition of South Australia
- Mental Health Coordinating Council
- Mental Health Victoria
- Mental Illness Fellowship of Australia
- Mental Illness Fellowship of Australia (NT) Inc.
- National Disability Services
- National Mental Health Consumer & Carer Forum
- Northern Community Legal Centre
- Queensland Alliance for Mental Health
- Tandem Inc.
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO)

- Victorian Mental Illness Awareness Council (VMIAC)
- West Heidelberg Community Legal Service
- Western Australian Association for Mental Health

Our thanks to the wonderful clients and staff of our Mind services in Cairns for participating in the photo shoot for this Annual Report.

Thanks also to our long standing communications production partners: Bigwig, M&M Printworks, Direct Mail Management and OMG.





Mind acknowledges that Aboriginal and Torres Strait Islander peoples are the Traditional Custodians of the lands on which we work and we pay our respects to Elders past, present and emerging. We recognise the intergenerational impact of the history of invasion, dispossession and colonisation and are committed to the recognition, respect, inclusion and wellbeing of Australia's First Peoples.

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds. We are committed to inclusion for all our clients, families and carers, employees and volunteers.



Registered NDIS provider



Help, hope and purpose

Mind Connect

1300 286 463

Carer Helpline

1300 554 660

mindconnect@mindaustralia.org.au
mindaustralia.org.au



Mind Central Office | 86-92 Mount Street
 PO Box 592 | Heidelberg VIC 3084

Mind Australia Limited ABN 22 005 063 589