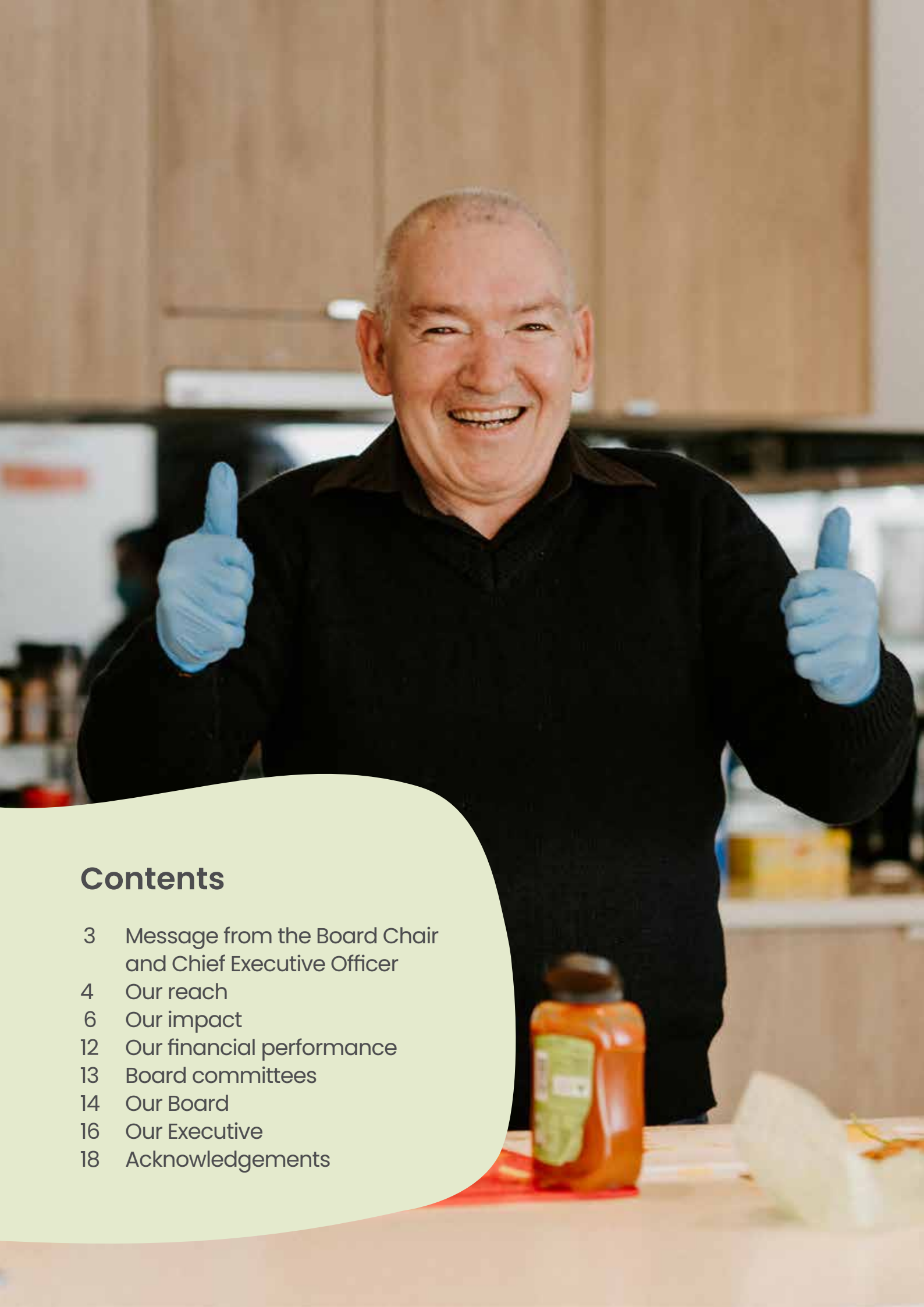




Annual Report

2022 – 2023



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Message from the Board Chair and Chief Executive Officer

Shaun generously shared his story with us to inspire others in their recovery. He tells us how, homeless and battling alcoholism, he was hospitalised, in crisis, an astonishing 122 times in one year before he moved into Haven Geelong.

Shaun (left) has an acquired brain injury and has been diagnosed with bipolar disorder and schizophrenia. Before moving into Haven Geelong he had fractured relationships with his family and his mental health supports were unstable.

Shaun has not needed to go to hospital once for his mental health since he moved into Haven Geelong in May 2021. He is not alone – the residents of two Haven residences evaluated in 2020-2021 had 86 per cent fewer hospitalisations or clinical residential admissions than in the year before they moved into a Haven residence. Having safe housing is a critical foundation for recovery, but so are the right supports. Mind staff work with residents to develop skills for independent living and help with daily tasks that can support recovery.

Shaun, a proud Wathaurong man, identifies connection to country as an important part of his recovery. He has been able to integrate this, and regular visits to Narana Aboriginal Cultural Centre, into his life at Haven Geelong. *“I feel like I’m home when I go there, or I am out in nature in a nice space,”* Shaun says. *“I think it’s important to be connected to the land and the environment.”*

Mind’s Innovate Reconciliation Plan, launched in May 2023, will help us ensure that the wellbeing principles and practices of First Nations people are embraced and embedded into our service design, delivery, leadership and governance. In many ways, Shaun’s story is emblematic of the recovery pathway Australia’s mental health system is currently undertaking – a journey from fragmented service delivery and band aid support towards holistic healing, community connection and full citizenship for all.

This financial year the South Australian and NSW State governments both committed to funding the first Haven residences to open outside Victoria. The Victorian government committed to funding another 11 Haven residences in the 2022-2023 financial year. Funding is now confirmed for 30 Haven residences estimated to open by 2028, providing support for 450 people, making us the largest provider of specialised housing with support in Australia.

Mind is proudly leading the way in new peer-led residential, centre-based and outreach services around Australia. This includes the new St James Transitional Care Unit in Perth, a non-clinical alternative to ED presentations at the new Crisis Support Space in Cairns, the development of Victoria’s first Lived Experience Residential Service – the Healing Place, Victoria’s LGBTIQ+ Aftercare service and new Mental Health and Wellbeing Connect family and carer support services, and our Connect services in South Australia.

Early in 2023 Mind and the international consumer movement lost a pioneer in peer-led recovery. Anthony Stratford was a trailblazer who laid the foundations for the lived expertise that is so fundamental to everything we do at Mind. We have announced an annual lecture and scholarship to acknowledge and extend Anthony’s legacy. That legacy is something Mind’s inspiring staff have extended every day as they bring all of Mind’s transformational new support services to life.



Allan Fels

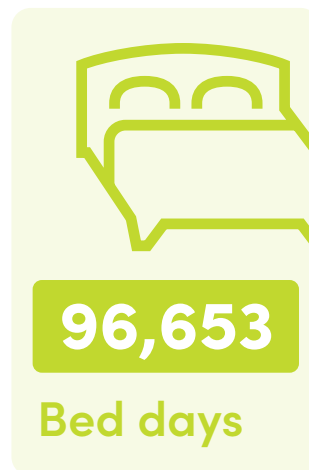
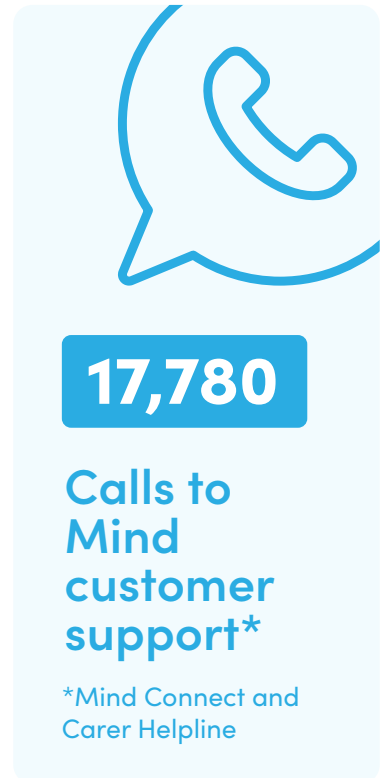
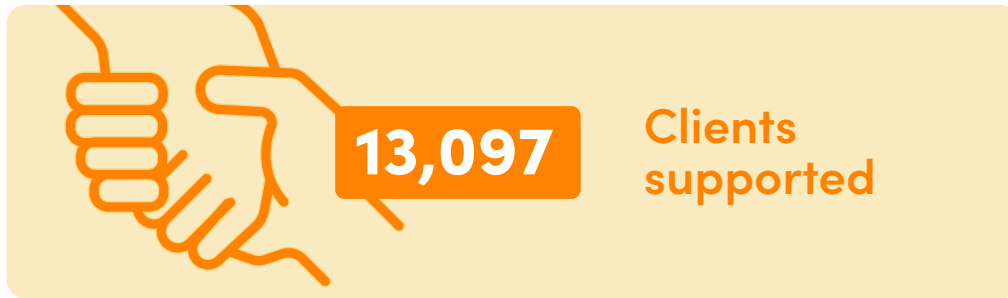
Professor Allan Fels AO
Mind Board Chair



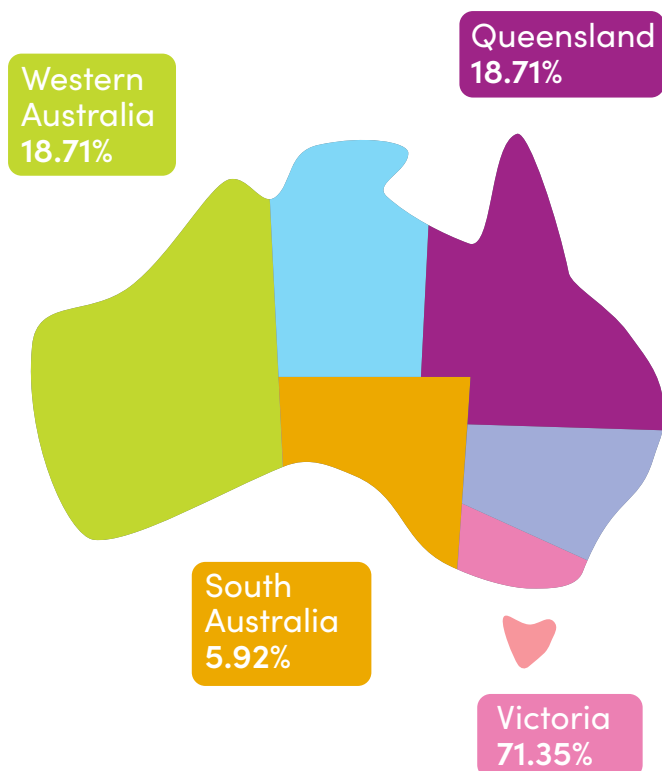
Gill Callister

Gill Callister PSM
Mind Chief Executive Officer

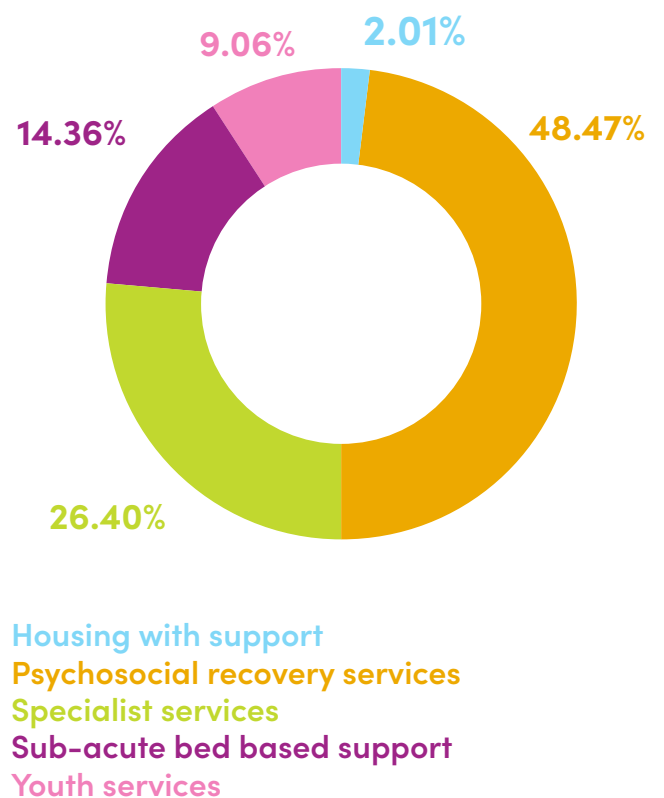
Our reach

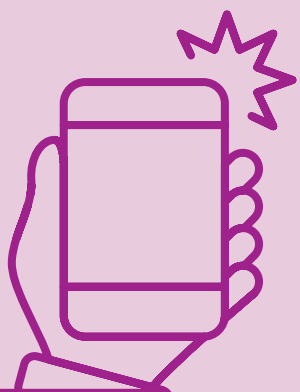


Clients by state



Client by service

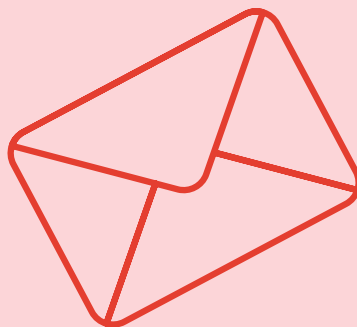




749,755

Digital engagement

*Website page views, Mind View email opens and social media engagement



11,567

Mind View subscribers

42,430

Social media followers





Our impact

Mind delivers mental health support to people across Australia across five key service streams: housing with support, sub-acute bed-based services, youth services, psychosocial community programs, and specialist services.

We use research to ensure our services and programs are best practice and to build an evidence base to measure their effectiveness. Our research division constantly evaluates our services and assesses the wellbeing and recovery outcomes our service users achieve, using internationally recognised validated survey tools such as the Kessler Psychological Distress Scale (K6). This helps to continually improve our services and ensure our service users achieve their recovery goals.

An additional 40 new Mind services began using our digital outcome measuring program this financial year. This includes new outcomes dashboards that enable service managers to use real time data to inform and follow their service user's recovery.



40 new Mind services began using our digital outcome measuring program this financial year.

Sub-acute bed based support

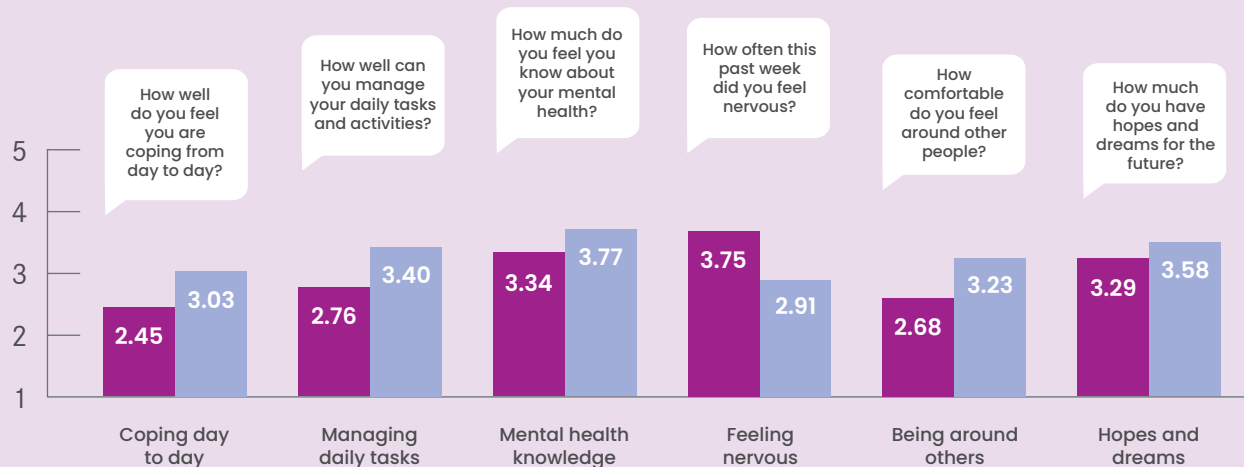
Our sub-acute services provide short-stay residential support to help people transition from, or avoid, hospitalisation.

Mind provide recovery support in short-stay (up to 28 days) sub-acute residential units as an alternative to hospital or to help people transition from hospital back into the community.

Known as Prevention and Recovery Care (PARC) in Victoria, and Step Up Step Down (SUSD) services in Queensland and Western Australia, these are delivered in partnership with local hospital networks, which provide specialist clinical support.



Improvements in recovery in SUSDs and PARCs across Australia



Scale :1 = none of the time to 5 = all of the time.

Calculated from n=1089 service users. All items are statistically significant. ($p < .001$)

→ At service entry

← At service exit

Housing with support

Mind is a leading provider of housing with support services in Australia for people living with significant mental health and wellbeing concerns. We are a registered NDIS provider, entrusted to deliver federal and state government services.

Psychosocial residential services



Psychosocial residential services provide safe, stable accommodation and 24/7 support, for up to 24 months, in a supportive community environment, for people with psychosocial disability to focus on their recovery.

Support for people with complex needs

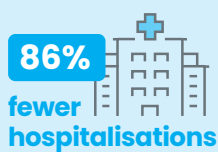
24/7 support for clients with high and complex support needs, often with a dual disability.



19 home and living places offered for people with complex support needs in 22/23 FY

The Haven Foundation – integrated housing and support

Mind's fully owned subsidiary The Haven Foundation provides long term social housing with integrated 24/7 psychosocial support for people with significant mental health issues.



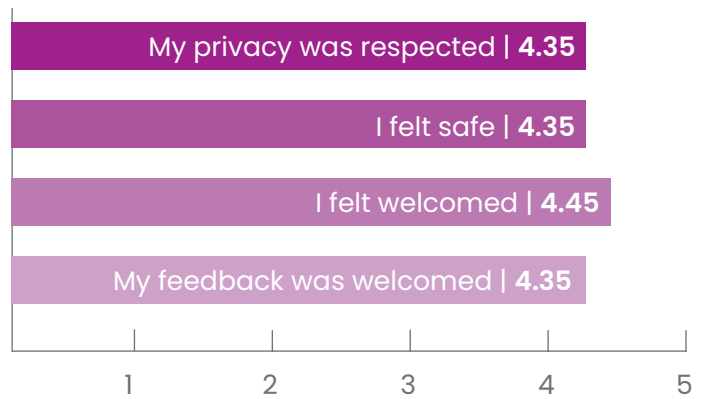
Residents of two Haven services evaluated in 2020–2021 had 86 per cent fewer hospitalisations or clinical residential admissions than in the year before they moved into a Haven residence.



Funding commitments for **30** Haven residences housing **450** people in VIC, SA and NSW by 2028.

Service satisfaction

Feeling safe, welcome, listened to and having privacy at home are essential foundations for mental health and wellbeing. 182 residents across Haven residences and Mind-managed Psychosocial residential services rated ours very highly.



Scale of 1–5 where 1 is Never and 5 is Always.





Youth services

Young people using Mind's Youth Residential Rehabilitation (YRR) and Youth Outreach Recovery Support (YORS) service showed significant improvements across a range of mental health and wellbeing indicators between entering and exiting these services.

These infographics reflect outcome measure surveys based on the Living in the Community Survey, completed by service users of Mind between December 2019 and August 2022. Service users complete the surveys at service entry and service exit.

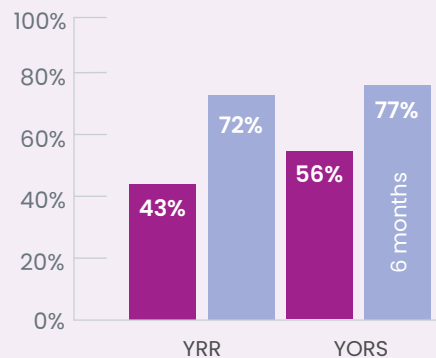


"Staff just genuinely care about people they work with."

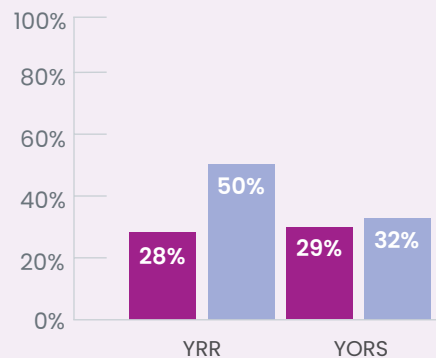
- YORS service user

Significant improvements in wellbeing for YRR and YORS services users

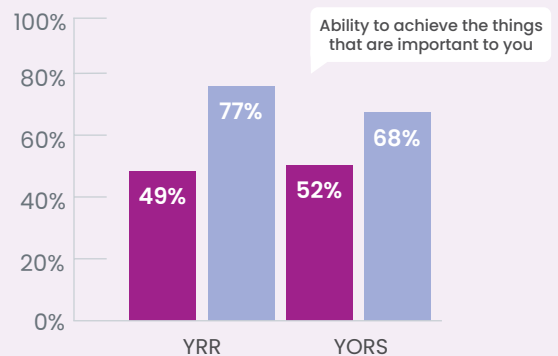
Overall well-being



Improved rates of employment



Improved sense of control



→ At service entry

← At service exit

Psychosocial recovery services



Mind offers a variety of psychosocial support services and therapies to people at home to help them gain better mental health and improve their quality of life. This includes information and advice, support coordination, specialised assessments, counselling, coaching and learning, and recovery retreats.

Aftercare

Aftercare is a peer-led program that offers a safe place for psychosocial healing for people within the LGBTQIA+ community who are having thoughts or intentions of suicide.

A recent evaluation of 27 Aftercare participants showed significant reductions in psychological distress, depression, and anxiety symptoms between entering and completing their support engagement.



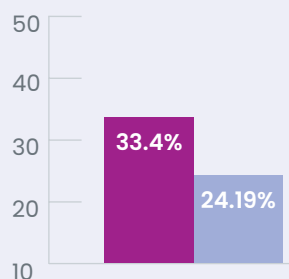
This program probably saved my life."

- Aftercare service user

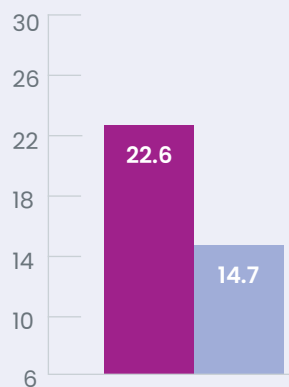
Aftercare:

Reductions in psychological distress

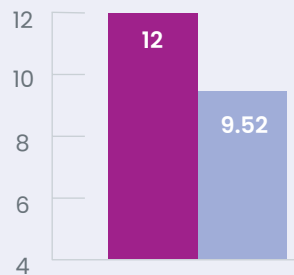
Psychological distress ratings substantially reduced from "Severe or Very high" at Entry to "Moderate" ranges by Exit, and all residents were below the cut-off point for severe distress at exit.



Reductions in symptoms of depression



Reductions in anxiety symptoms



→ At service entry

← At service exit

Note: Psychological distress data was based on the Kessler 10 and rated on a scale of 10-50. Reported changes between service entry and exit were statistically significant. (All $p < 0.001$).



Specialist services

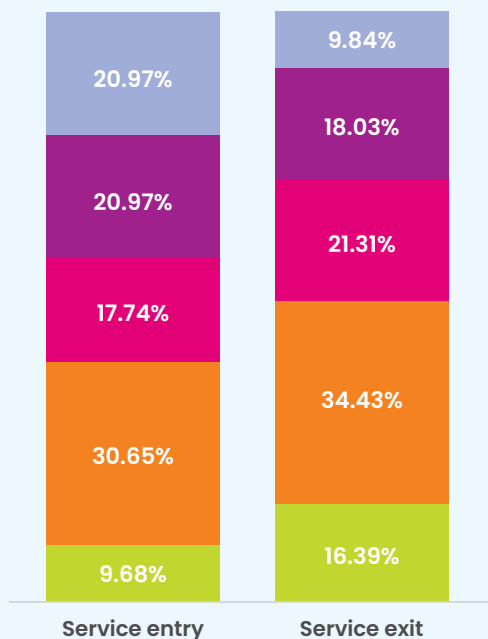
Mind provides a range of specialist services including Allied Health support, NDIS services, Care Coordination, SANE Online, Carer Helpline and other carer support services.

Wellbeing4U

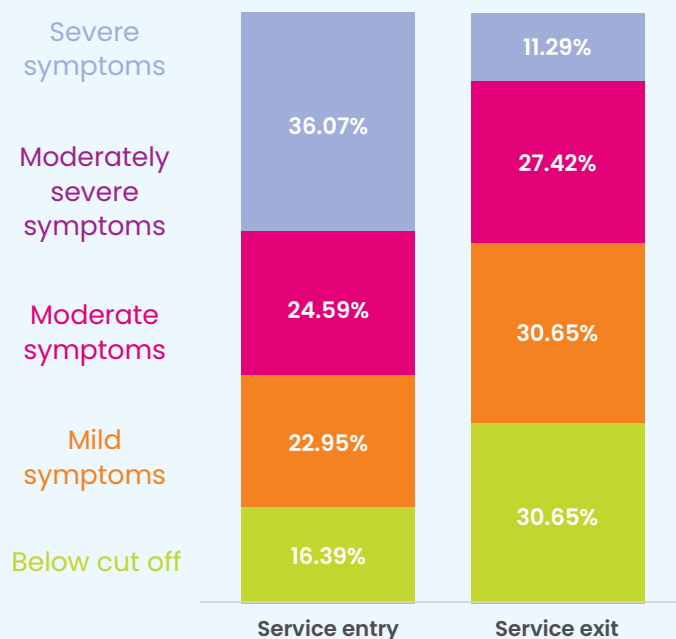
Mind provides support to eligible members of Bupa Private Health Insurance who are hospitalised due to mental health and wellbeing concerns. Wellbeing4U psychosocial support outreach services are provided by Allied Health professionals. The program aims to prevent future relapse and hospitalisation by supporting clients to work towards meaningful and achievable goals.

Wellbeing4U:

11% reduction in proportion of clients with severe depression



25% reduction in proportion of clients with severe anxiety



Service users showed reductions in depression and anxiety across the spectrum of severity from severe to mild. Data from 62 service users. Depression and anxiety were assessed with the PHQ-9 and GAD-7 respectively. All comparisons were statistically significant (all $p < 0.005$).

Our financial performance

Mind had a very successful 2022 - 2023 providing quality care across the Australian landscape in a period of inflationary pressure coupled with federal and state budgetary constraints. Mind successfully expanded all service streams, with exceptional growth in its Housing Assets.

Underlying EBITDA in 2023 was \$4.9 million (FY2022: \$3.1m). Mind increased its contribution margin from services by \$2.5 million in 2023. This improvement was a function of strong growth in psychosocial outreach services, the opening of new Haven residences in Victoria and increasing productivity of our organisation's support hub.

Mind has been able to strengthen its Balance Sheet during the year through increasing cash flows from Operating activities. Mind Group reported a surplus of \$19.4 million for the year (FY2022: \$9.3m) contributing to growth in equity to \$80.6 million (FY2022: \$55.1m).



Financial position

Total Revenue

\$121,959,968

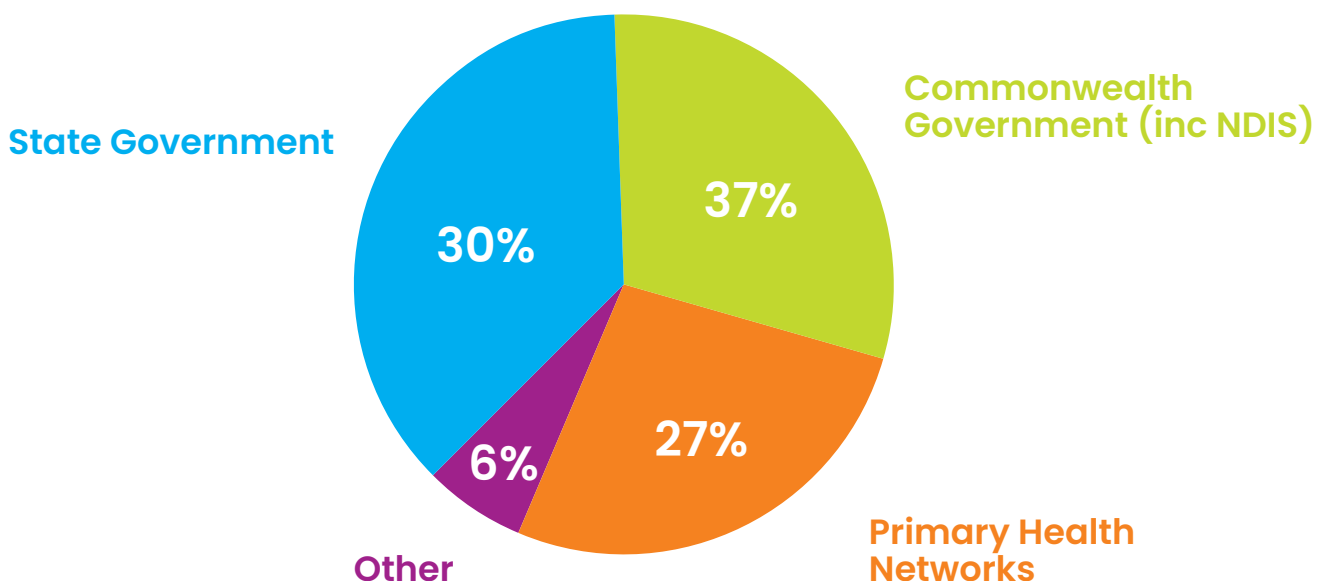
Surplus

\$19,406,669

Equity

\$80,606,052

Source of income



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.

Culture, People and Remuneration (CPaR) Committee

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

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.

Risk management attestation statement

I, Allan Fels, 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.

Allan Fels

Professor Allan Fels AO – Chair, Mind Australia



Our Board



1.



5.



2.



6.



3.



7.



4.



8.

1. Professor Allan Fels AO - Chair

BEC., LL.B., PhD

Mind Board Committees: Finance, Audit and Risk; Governance and Nominations; Culture, People and Remuneration; Program, Practice and Quality
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 of the Royal Commission into Victoria's Mental Health System from 2019-2021; Patron, Mental Health Australia; Patron, Mental Health Victoria

Allan Fels has had a deep interest in mental health for many years and is the father of Isabella who has schizophrenia. He was chairman of the Haven Foundation from its inception until its merger with Mind Australia. He has also played an important role in the national mental health policy in Australia and especially as chairman of the National Mental Health Commission from 2012 to 2018.

2. Ruth Picker AM

Director and Deputy Board Chair

B.A., F.C.A., FSIA, FCPA

Memberships: Fellow, Institute of Chartered Accountants Australia & New Zealand; Senior Fellow, FINSIA; Fellow, CPA Australia; Member, Australian Institute of Company Directors; Registered Songwriter, APRA/AMCOS

Mind Board Committees: Committee Chair of Finance, Audit and Risk (FAaR); Member, Program, Practice and Quality (PPaQ)

Current and Previous Positions: The Australian Ballet School: Independent Director and Chair of the Audit, Risk & Compliance Committee; The Mount Scopus Foundation: Executive Committee member; Macquarie Investment Management Limited: Independent Board Director; Member, International Financial Reporting Interpretations Committee (IFRIC)(London); Australian Accounting Standards Board: Deputy Chair and Acting Chair.

Ruth is an experienced finance, accounting, audit, and risk management specialist with many years of international senior executive leadership experience as a Lead Partner in the corporate finance sector. Prior to retiring in June 2021 Ruth had a long corporate relationship with the firm Ernst & Young (EY), where she was Chair, leader of numerous committees, most recently the Asia-Pacific Risk

Management Leader, and a member of its Asia-Pacific Executive, and its Asia-Pacific Diversity and Inclusion Committee.

Ruth has held many voluntary committee positions, both in Australia and internationally. She is a strong advocate for women's leadership, and diversity and inclusion more broadly. Ruth is also a published author, published songwriter and composer and public speaker.

Ruth was inducted into the Australian Accounting Hall of Fame for services to the accounting profession internationally and in Australia in 2020 and appointed a Member of the Order of Australia (AM) in the King's Birthday Honours, 2023.

3. Jeremy Coggin - Director

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

Mind Board Committees: Finance, Audit and Risk; Governance and Nominations; Culture, People and Remuneration

Professional Associations: Australian Institute of Company Directors

Other board roles: Haven Foundation (Mind Subsidiary), Mental Health Carers Australia

Jeremy is passionate about how we can design person-led systems and services by embedding the voice of consumers, family and carers, and service providers at the heart. In addition to his Mind board role, he is also currently chair of Haven Foundation, and president of Mental Health Carers Australia. He has worked on boards with a mental health service and advocacy mission since 2012.

He is a strategy, design, and innovation professional with interdisciplinary expertise and qualifications in business, digital, marketing, architecture, and facilitation. Jeremy brings over 20 years of corporate and NFP experience leading and managing experience transformation across organisations and is currently head of marketing for CPA Australia.

4. Leilani Darwin - Director

Mind Board Committees: Program, Practice and Quality (PPaQ)

Current and Previous Positions: CEO, First Nations Co., CEO; Executive Director, The Black Dog Institute Advisory Board; Chair of Board, 13YARN Lifeline Australia; Advisory Group, The Way Back Aboriginal and Torres Strait Islander, Beyond Blue; Expert Advisory Group, National Suicide Monitoring System, National Mental Health Commission; Steering Committee, Indigenous Mental Health and Suicide Prevention Clearinghouse, Australian Institute of

Health and Welfare; Lived Experience Advisory Panel, Suicide Prevention Australia; Lived Experience Advisory Group, Queensland Lived Experience.

Leilani is a proud Quandamooka woman, whose ancestral home is Stradbroke Island. She is the Founder of First Nations Co., a community-led Aboriginal and Torres Strait Islander consulting business whose sole purpose is to deliver improved outcomes for the community. Leilani is already well known within the sector for her work and leadership in suicide prevention and mental health. Leilani is a powerful advocate for Aboriginal and Torres Strait Islander led culturally informed practices. Her lived and living experience in mental ill health and suicide continues to drive her dedication and commitment to this work. Living with depression, anxiety and suicidality, Leilani continues to learn how to navigate workplace obligations and her own healing and wellbeing.

5. Teresa Fels - Director

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

Mind Board Committees: Finance, Audit and Risk; Committee Chair of Culture, People and Remuneration, Haven

Current and Previous Positions: Executive Director, Department of Jobs Skills and Industry (present), Executive Director, Victorian Department of Treasury and Finance; Competition economist, Ofcom UK and CRA International; lawyer, Freehills; Takeovers Panel, Commonwealth Treasury; director, Hospital Purchasing Victoria

Teresa Fels has a deep commitment to mental health, an interest that stems from her sister, Isabella, living with mental ill-health. Teresa has participated in economic and social policy reforms including in social impact investing, the NDIS, housing, national health reform and across human services.

6. Erandathie Jayakody - Director

BComm, LLB

Mind Board Committees: Culture, People and Remuneration, Governance and Nominations

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 and peer support to promote the consumer perspective. Erandathie 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. She is the co-editor of the book Peer Workforce in Australia: a new future for Mental Health.

7. Dr Margaret Grigg OAM - Director

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

Mind Board Committees: Chair of Program, Practice and Quality Committee; Governance and Nominations

Margaret is an experienced mental health professional with extensive experience across the health and government sectors. She recently retired as CEO of the Victorian Institute of Forensic Mental Health (Forensicare). She is the Chair of the Victorian Institute of Forensic Medicine and a non-executive Director on the Boards of Colac Area Health and HealthShare Victoria. Margaret's previous roles have included Chief Operating Officer at Mind Australia, Executive Director of Health Service Policy and Commissioning and Director of Mental Health with the Victorian Department of Health. In 2017 she was named as one of Victoria's top 50 Public Sector Women.

7. Ruth Vine Director (Retired Director in Dec 22)

MBBS, LLB, FRANZCP PhD

Mind Board Committees: Committee Chair of Program, Practice and Quality; Governance and Nominations

Other board roles: Forensicare, Medical Board of Victoria

Ruth has worked as a consultant psychiatrist in clinical and administrative roles since 1991. She is currently working in the Department of Health and Aged Care as Deputy Chief Medical Officer (Mental Health). Ruth has previously worked in senior roles in forensic mental health. She was 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 Fourth 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.

Our Executive



1. Gill Callister PSM Chief Executive Officer

Gill has dedicated her career to improving public policy and service delivery, particularly for vulnerable people in the community, and was recognised with a Public Service Medal in 2019.

Previously an Associate Dean and Vice President at the Australia and New Zealand School of Government (ANZSOG) in 2019-20, Gill served as Secretary of two Victorian Government Departments over almost 10 years from 2009 to the end of 2018 – The Department of Human Services and The Department of Education and Training.

This followed a range of senior roles in the Victorian Public Service and a ten-year stint in the community sector working with children, young people and families.

In 2022 Gill was appointed a member of the Victorian Collaborative Centre for Mental Health and Wellbeing Board, the new Centre being a key recommendation of the Royal Commission into Victoria's Mental Health system. Gill holds an Adjunct Professor role at Monash University and her leadership in public policy was recognised in 2013 when she received a Sir James Wolfensohn Public Service Scholarship to attend Harvard University's Kennedy School of Government. In October 2014, Gill was awarded the IPAA National Fellowship award and a Monash University Fellowship, and in 2017 Gill was named one of the top 50 women in the Victorian public service.

2. Jeff Kagan Chief Financial Officer and Executive Director Business Services

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

Jeff has been a part of services industries for over 30 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.

3. Nicola Ballenden **Executive Director Research, Advocacy & Policy Development**

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. She has a Master of Arts from the University of Melbourne and a Masters in Public Health from the University of New South Wales.

4. 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 and leadership, human rights and social justice continue to serve as the primary motivation and her continued commitment to the mental health and 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, safe, integrated, holistic health and social care services. Denise truly values services that are underpinned by strong clinical governance, delivered in integrated partnerships, and that are strongly evidenced based and outcome focused.

Denise is passionate about delivering contemporary services that are person centred, human rights focused, and underpinned by recovery 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, goals and needs, to enhance quality of life and health and wellbeing.

5. Mark Heeney **Executive Director Housing Strategy**

BA in Applied Science (Disability Studies RMIT, Dip Management (Insight Academy)

Mark has a diverse skillset that has assisted him to lead high performing teams, drive innovation, influence significant business enhancements and develop strong relationships across his career. Mark has extensive operational and leadership experience in the mental health, disability and homelessness sectors across metropolitan and regional Australia and the United Kingdom. This has included roles in operational leadership, business development, NDIS transition and executive leadership.

Mark is driven by his interest in the intersection of stable housing and positive mental health, wellbeing and social inclusion. He is a passionate believer that stable housing is not just a human right but good healthcare. This commitment has driven Mark’s influence on the growth of Mind’s wholly owned subsidiary, The Haven Foundation, one of Australia’s leading specialist mental health community housing providers.

6. Belinda McCullough **Executive Director Victorian Operations**

Belinda has over 25 years’ experience working in the mental health sector across clinical, government and 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, project manager of large organisational changes, and leader of quality and governance systems.

Belinda joined Mind Australia in early 2021 following a secondment at the Department of Health and Human Services (DHHS) managing a range of mental health and wellbeing initiatives. Prior to this, Belinda spent several years at NorthWestern Mental Health, at Melbourne Health in quality and governance, and as an operational manager at Orygen Youth Health.

7. Gracie Karabinis **Executive Director People Experience**

Gracie is an accomplished senior leader with more than 18 years’ management experience in Local Government. She comes to Mind as a seasoned People and Culture leader with solid experience in building positive, engaged and adaptive organisational cultures that can effectively respond to community and service needs and expectations.

Over the years, Gracie’s experience has extended to the strategic leadership and management of People and Culture programs, including Human Resources, Payroll Services, Diversity and Inclusion, Organisational Development, Workplace Health & Safety, and Risk and Audit Management.

She describes herself as “outcomes driven with plenty of energy, passion and drive to make a difference” and is keen to apply her knowledge yet grow her capability and expertise in a not-for-profit organisation which aligns with her core values and personal interests.



Acknowledgements

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 Human Services (SA)
- Department of Health (Qld)
- Office of Chief Psychiatrist (SA, Qld & WA)
- Queensland Mental Health Commission
- 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 2022-2023. Mind would like to thank the following for their generous support.

- Australian Communities Foundation

- Branded Products®
- Green Acres Golf Club (The Women's Sub Committee)
- Guthrie Family Charitable Trust
- Naylor Stewart Foundation
- Paypal Giving Fund Australia
- The Pethard Tarax Charitable Trust

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 partners in service delivery.

- 360 Health WA
- Aboriginal Housing Victoria
- Adelaide PHN
- Albury Wodonga Health
- Alfred Health
- Anglicare Victoria
- Apollo SDA
- atWork Employment Services
- Austin Health
- Australian Community Support Organisation (ACSO)
- Ballarat Community Health
- Banyule Community Health Service
- Bendigo District Aboriginal Cooperation
- Bendigo Family and Financial Services
- Bendigo Health
- Berry Street Gippsland
- Beyond Blue
- BeyondHousing
- BlueCHP

- Bolton Clarke
- Brophy Family and Youth Services
- Bupa
- Cairns and Hinterland Hospital and Health Service
- Carers Victoria
- Central Adelaide Local Health Network
- Central Queensland Hospital and Health Service
- Children's Health Queensland Hospital and Health Service
- City of Whittlesea
- cohealth
- Community Access and Services South Australia (CAaSSA)
- Community Housing Limited
- Country SA PHN
- Darling Downs Hospital and Health Service
- Darling Downs and West Morton PHN
- EACH
- East Metropolitan Health Service
- Eastern Health
- Eastern Melbourne PHN
- Eastern Mental Health Service Coordination Alliance
- Flourish
- Forensicare
- Foundation House
- Gateway Health
- genU (Karingal St Laurence)
- Gippsland Centre against Sexual Assault (GCasa)
- Gippsland TAFE
- Grampians Community Health
- Haven Home Safe
- headspace Albury Wodonga
- headspace Collingwood
- headspace Gippsland
- headspace Mount Gambier

- headspace National
- headspaces Queensland
- HOME on the Central Coast
- Housing Choices Australia
- IPC Health
- Kirrip Aboriginal Corporation
- Latrobe Regional Hospital
- Launch Housing
- Mackay Hospital and Health Service
- MacKillop Family Services
- Mallee Family Care
- Mentis Assist
- Mercy Hospitals Victoria
- Metro North Health
- Metro South Health
- Mullum Mullum Indigenous Gathering Place
- Murray PHN
- Neami Limited
- North East Mental Health Service Coordination Alliance
- North Western Melbourne PHN
- Northern Adelaide Local Health Network
- Northern Heath
- Northern Queensland PHN
- NorthWestern Mental Health
- Orygen, The National Centre of Excellence in Youth Mental Health
- Palmerston Association
- Peninsula Health
- Portland District Health
- Quantum Support Services
- Relationships Australia (Victoria)
- Rumbalara Aboriginal Co-operative
- SANE Australia
- Shapes and Sounds
- Skylight
- South Coastal Health and Community Services
- South Eastern Melbourne PHN
- South Metropolitan Health Service
- South West Healthcare
- St Vincent's Mental Health Program
- Star Health
- Swan Hill District Health
- The Gathering Place (TGP)
- The Haven Foundation
- The Orange Door
- The Salvation Army Victoria
- Thorne Harbour Health
- Townsville Hospital and Health Service
- Transport Accident Commission (TAC)
- Unison Housing
- Uniting Communities
- UnitingCare Wesley Bowden
- UnitingSA Housing
- Unity Housing
- VicHealth
- Victorian Aboriginal Child Care Agency (VACCA)
- Victorian Aboriginal Community Services Association Ltd (VACSAL)
- Victorian Aboriginal Health Service
- VincentCare Victoria
- WCIG
- Wellways
- Western Health
- Western Victoria PHN
- Wide Bay Hospital and Health Service
- Wise Employment
- WISE Idea

- WorkSafe Victoria
- WRAD Health
- 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:

- Austin Health, PARC service, MHCSU
- La Trobe University, Australian Institute for Primary Care & Ageing, College of Science, Health & Engineering
- La Trobe University, Social Work and Social Policy, School of Allied Health, Human Services and Sport
- Mental Health Program, Peninsula Health/Monash Health
- RMIT University, Social & Global Studies Centre, School of Global, Urban & Social Studies
- School of Public Health and Preventive Medicine, Monash University
- Spectrum - Personality Disorder and Complex Trauma Service, Eastern Health
- University of Melbourne, Melbourne School of Population and Global Health
- University of Newcastle, School of Medicine and Public Health, College of Health, Medicine and Wellbeing
- University of South Australia (UniSA), Clinical and Health Sciences, Mental Health and Suicide Prevention Research and Education Group

Advisors

Mind thanks our legal advisors, Maddocks, Johnson Winter & Slattery, K&L Gates and Sterling Smith; our auditor, BDO; and our risk and remuneration advisor, Mercer. Mind would also like to acknowledge Treasury Corporation of Victoria, Inspire Impact and Commonwealth Bank as funding partners.

Lived experience advisors

Mind thanks the broad range of independent lived experience leaders who contribute to our work including Dr Louise Byrne, Kerry Hawkins, Cath Roper, Helena Roennfeldt, Chris Maylea and Simon Katterl.

Mind thanks our Lived Experience Advisory Team (LEAT)

Outgoing: Jim, Vassie, Lorraine, Felicity, Anna, Graham, Sammy
Current membership: Clara, Sofia, Julian, Sharyn, James, Katie, Melissa, Oliver, Sach, Tony and Sally.

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
- Australian Housing and Urban Research Institute (AHURI)
- Australian Council of Social Services (ACOSS)
- Australian Health Service Alliance (AHSA)
- Australian Psychosocial Alliance (APA)
- Community Mental Health Australia
- Community Housing Industry Association (CHIA)
- CHIA Vic
- DSC
- Eating Disorders Victoria
- Health Justice Australia
- Homelessness Australia
- Koorie Heritage Trust
- Link Wentworth
- Lived Experience Australia
- Lived Experience Leadership and Advisory Network (LELAN)
- 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 (NSW)
- 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
- Private Congregate Care Alliance
- Queensland Alliance for Mental Health
- Suicide Prevention Australia
- Tandem Inc.
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO)
- Victorian Mental Illness Awareness Council (VMIAC)
- Western Australian Association for Mental Health

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IMAGES: Huge thanks to residents and staff at Haven Laverton, Haven Geelong and Kwelena SUSD (WA) for consenting to appear in this year's Annual Report. Special thanks to Aynur at Haven Laverton who features on the cover.



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 and present. 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



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