

Mind Australia

# Annual Report

2024 - 2025



Help, hope and purpose



Mind Australia supports





Mind Australia gratefully acknowledges the people photographed in this report. They are people who use our Family and Carer services, members of our Lived Experience Advisory Team (LEAT) and Youth LEAT, and Mind staff members. Thank you for your patience, enthusiasm and generosity with your time. Special thanks also to photographer Kit Edwards and Amy Day and the design team at Bigwig.

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# A message from the Board Chair and CEO

**This year has brought much to celebrate for Mind Australia. Every day in our work we meet extraordinary people whose generosity of spirit, commitment and kindness are driving the shift towards a more compassionate, community-based and person-led mental health system.**

Those who work with us from a lived experience perspective – people who use our services, families and carers, co-design and advisory team participants, peer workers and lived experience leaders – are at the centre of everything we do.

Mind is proud to be a sector leader in lived experience and lived expertise. We are honoured to have been chosen to deliver Victoria's first fully peer-led Lived Experience Residential Service, a landmark recommendation of the Royal Commission into Victoria's Mental Health System. This is the culmination of several years of dedication by members of our Lived Experience Division and many others, and marks a significant step forward in reforming our mental health system.

The foundations for this reform lie in a growing, authorised peer workforce and strong lived experience leadership. Mind has continued to strengthen both through the Peer Workforce Career Compass and the thought leadership fostered by the Stratford Lecture and Scholarship.

As communities face the pressures of a cost-of-living crisis, housing instability, floods and droughts, discrimination and other challenges, we know how critical early intervention is to prevent distress from deepening into enduring disability. Mind is proud to be delivering services such as Victoria's Mental Health and Wellbeing Locals and Connect Centres, and the national Medicare Mental Health Centres in New South Wales and Queensland, which give people in distress faster and earlier access to support within their local communities.

This year's Annual Report outlines many new services we have been entrusted to deliver, including new youth and adult sub-acute services in Queensland and Victoria. Our Allied Health division is supporting increasing numbers of people through the NDIS, private health and our new Employee Assistance Program.

Our subsidiary, One Door Mental Health, has become our national provider of Support Coordination and delivers high-quality support services across New South Wales.



Meanwhile, The Haven Foundation is delivering more housing with support residences in Victoria, with further developments planned in South Australia and New South Wales.

Despite these achievements, we are constantly reminded of the enormous unmet need for psychosocial support across Australia and the ongoing over-reliance on fragile, crisis-driven acute systems. We have much further to go as a country to achieve a fit for purpose mental health system.

Mind is proud to be a national voice advocating for change. Through our involvement with the Australian Psychosocial Alliance, we continue to champion better outcomes for people living with psychosocial disability and to call for genuine, lasting reform of the NDIS.

Through all this, Mind's greatest asset remains our extraordinary staff – people who bring deep knowledge, compassion and integrity to their work, and who recognise the privilege of walking alongside people on their recovery journeys, together with their families, kin and supporters.

We have also developed our new Strategic Plan that sets a clear direction for the next chapter of Mind's journey. It deepens our commitment to lived experience, strengthens our partnerships and embeds innovation and inclusion in everything we do. It is a plan that reflects who we are and what we will do to reshape services and housing so that people can live the life they choose.

To everyone who has placed their trust in us and in our services; thank you. Your courage, insight and partnership continue to shape a more hopeful future for mental health care in Australia.



*Allan Fels*

**Prof Allan Fels AO**  
Board Chair  
Mind Australia

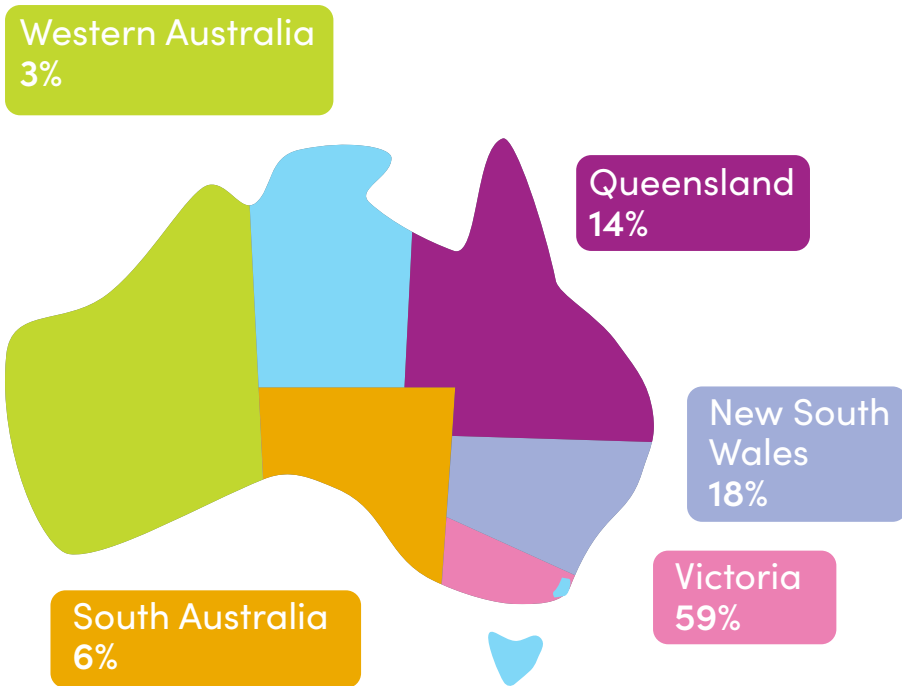


*Gill Callister*

**Gill Callister PSM**  
CEO  
Mind Australia

# Our reach

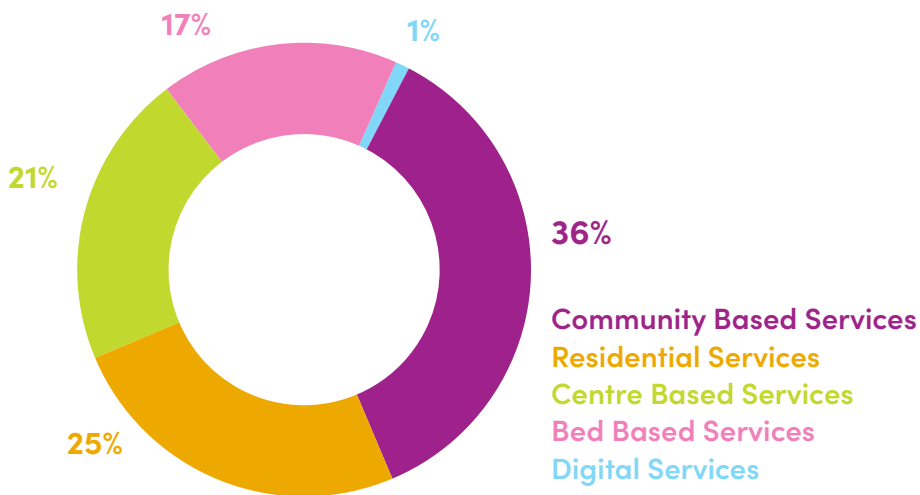
## Support by state



**25,770**  
Total unique service users

**160,521**  
Bed days

## Support delivery by service type



% based on FY revenue

**1,428**  
Total staff

# Centre-based services in Victoria

Mind is proud to be delivering a number of new services that are moving mental health support into the heart of the community where it is needed most. The shift is one of the most positive and significant developments in the mental health sector in recent years.

Funded by the Victorian Government, the Mental Health and Wellbeing Local centres (in Dandenong, Melton, Bendigo/Echuca, with Cardinia and Mt Alexander to follow), the Mental Health and Wellbeing Connect centres (Grampians and Loddon Mallee), and the Distress Support Service (Shepparton) all make it easier for people in distress to get support without the need for a referral.

People can access support early and fast, via walk-in, phone, online and outreach services. Providing this kind of early intervention often prevents distress from escalating into sustained mental health and wellbeing challenges that impact people throughout their life.

Peer support is a key feature of these services, recognising the special ability that lived experience professionals have to establish a bond of trust, safety and inspiration with people in distress.



Grampians Mental Health and Wellbeing Connect centre

Partnerships are intrinsic to the success of these services, complementing Mind's person-centred support services with support from key regional health organisations, Aboriginal and Torres Strait Islander health organisations and other support organisations with unique community or cohort connections. Mind thanks our fantastic partners who ensure these services provide support for the broadest range of people and local community needs.



Mental Health and Wellbeing Local, Dandenong



**"Having a close, trusting relationship with the staff at the Local has helped me open up and acknowledge my feelings and emotions for the first time in my life."**

Bill, Mental Health and Wellbeing Local service user

# One Door Mental Health: supporting New South Wales

**One Door Mental Health is a leading provider of Commonwealth and State funded community-managed mental health and wellbeing services in NSW, specialising in psychosocial support since 1986.**

Among our many service highlights this financial year, One Door's Medicare Mental Health Centre in Canterbury (formerly Head to Health) underwent a significant upgrade to expand and hire additional staff, following a funding boost from the federal and NSW governments. Medicare Mental Health Centres provide locals with walk-in access to free and confidential mental health care, information and support, ranging from therapeutic interventions, case management, expressive therapy for children and parenting workshops.

This year, the Centre supported 404 people and provided approximately 4,788 occasions of service. Sixty percent of the service users measured showed significant reductions in psychological distress (using Kessler 10 and Kessler 5) (n=129).

This financial year, One Door staff supported over 1,700 young people at the Campbelltown headspace service. The Eating Disorder program has been a notable highlight, providing specialised support to young people facing challenges with eating and body image. It delivered particularly strong results in the most recent quarter, engaging 51 young people engaged in CBT-E (Enhanced Cognitive Behaviour Therapy) from April-June alone.





## Support Coordination across Australia

One Door Mental Health has become Mind's national provider of Support Coordination, Specialist Support Coordination, and NDIS Psychosocial Recovery Coach services. One Door has been providing expert and compassionate Support Coordination since 2018 and that expertise is founded on more than 35 years' experience providing recovery oriented, trauma informed, and person-led mental health supports for people experiencing mental health challenges.

The One Door Support Coordination team has great expertise – it includes counsellors, social workers, people with lived experience and carers – and this really amplifies the support provided.

One Door's Support Coordination services help people:

- navigate the NDIS and make the best use of supports in their plan
- understand their goals and identify the supports they need to achieve them
- connect with a wide range of NDIS supports, community, mainstream and other government services.

Some of Mind's support coordinators have joined the One Door team to create a truly national team. This strong collaboration reinforces Mind and One Door's commitment to providing the best possible service for people experiencing mental health challenges.

Just over half of the participants (53%) experienced significant reductions in psychological distress (measured using Kessler 10 and Kessler 5) (n+45). Participants also reported feeling less anxious about food, having a better body image, and building stronger social connections.

One Door's annual Wellness Walk in October 2024 attracted over 380 people to walk across the Sydney Harbour Bridge in support of people living with mental health challenges. Since 2013, the Wellness Walk has brought people together to celebrate connection, raise awareness, and show support for people experiencing mental health challenges.

### Medicare Mental Health Centre

**404**

people supported



**4,788**

occasions of service



### headspace Campbelltown

**1,700** young people supported

including significant improvements for participants in the Eating Disorder program



# Allied Health across Australia

**Mind's Allied Health professionals provide a range of technical, therapeutic and direct health services to improve the mental health and wellbeing of the people who access our services.**

Our Occupational Therapists, Psychologists and Social Workers provide a person-centred approach to the treatment and recovery of physical and mental health challenges. These include interpersonal relationships, trauma, cognitive impairment, engagement in daily activities and adapting to major life adjustments such as work/education pressure.

Taking a collaborative approach, our clinicians work with people to create a tailored plan for their individual recovery goals. Our flexible support options - including visiting people in their homes, in the community or meeting via telehealth - make it easier to receive support.

This financial year our Allied Health team supported people through nine different Private Health fund programs including Bupa's Wellbeing4U, the Australian Health Service Alliance's Wellbeing4Life and HBF's Mind Matters program.

**"Mind provided me with the support and care I needed after coming out of hospital. Esther was amazing to work with."**

Bupa Wellbeing4U service user

NDIS support was provided through Allied Health Assistants, Psychology, Social Work, Positive Behaviour Support and Occupational Therapy.

Mind also began delivering an Employee Assistance Program for businesses and organisations.

## Support through private health in 2024-2025

518

people supported



3,850

sessions



9

different private health funds



## Support through NDIS

380

people supported



6,937

hours of support



# Bringing mental health support to the workplace

This financial year, Mind's Allied Health division established a new Employee Assistance Program so that businesses and sole traders can provide mental health and wellbeing support for their employees.



Recent Work Health and Safety (WHS) and WorkCover changes across Australia, mean employers, including small businesses and sole traders, need to take proactive steps to protect workers' psychological health. Targeted psychosocial support is Mind's core expertise, so it is timely for the Allied Health team to provide support to workplaces.

The Employee Assistance Program is delivered by psychologists and occupational therapists in Mind's Allied Health team. The Allied Health clinicians take a holistic approach to supporting employees. This includes counselling, stress management, service navigation, and providing staff with individually targeted education about what influences their mental health, and the strategies they can follow that support good mental health and wellbeing.

Mind has already seen an increase in businesses reaching out to access the Employee Assistance Program. The program is tailored to the specific business need, has no sign-up fees and provides employers with the opportunity to gain anonymised insights about their staff wellbeing, helping them to better support their staff. The Employee Assistance Program is the first step in a broader expansion into the area of workplace wellbeing for Mind.



**"We've seen a real need for support for staff and managers who are dealing with the stress of constantly changing environments that comes with operating as a small business or as a sole trader."**

Adele Henwood, General Manager for Specialist National Services

# The Haven Foundation – building across Australia

Over the past decade, The Haven Foundation has been undertaking one of the biggest social housing building programs in Australia. This year, it has grown exponentially.

Thanks to the investment and commitment of the Victorian State Government, there are now 13 Haven multi-unit residences providing housing with support for 202 people with mental health challenges across metropolitan and regional Victoria. Another 10 are currently in construction and another two in the pipeline.

When all are built, that will be 366 people in Victoria who will have the opportunity to live independently in secure housing, with psychosocial support provided onsite by Mind staff.



**“For the first time since Mum died, I feel like I’m part of a community.”**

Darren, Haven Pakenham resident

South Australia’s first residence by The Haven Foundation, in Clearview, Adelaide, is currently in construction and due to open in mid 2026. This 16-unit residence will provide the stability and support people with long term mental health challenges need to live their best life.

The New South Wales State Government has committed to funding two Haven Foundation residences, which will provide much needed housing with support in NSW.

Mind acknowledges and commends the enormous contribution of Mark Heeney, Mind’s former Executive Director of Housing Strategy, for his stewardship of this major project over several years. Mr Heeney finished at Mind in mid 2025.

## The Haven Foundation residences

13



Haven residences operating across Victoria

11



Haven residences currently in construction

366+\*



total units being built

\*NSW not included

4



new Haven residences in the pipeline

# Encouraging, empowering and connecting young people

Mind provides a range of services that support young people across the spectrum of needs, in Victoria, South Australia, New South Wales and Queensland. This includes short and long stay residential support services, centre-based and outreach-based support, early psychosis support, and youth and family focused supports.

We respond to the unique needs of young people by:

- Developing their knowledge and skills to achieve their goals
- Focusing on their strengths, values and support preferences
- Recognising their right to define wellbeing in their own lives
- Connecting them to family and community where appropriate.

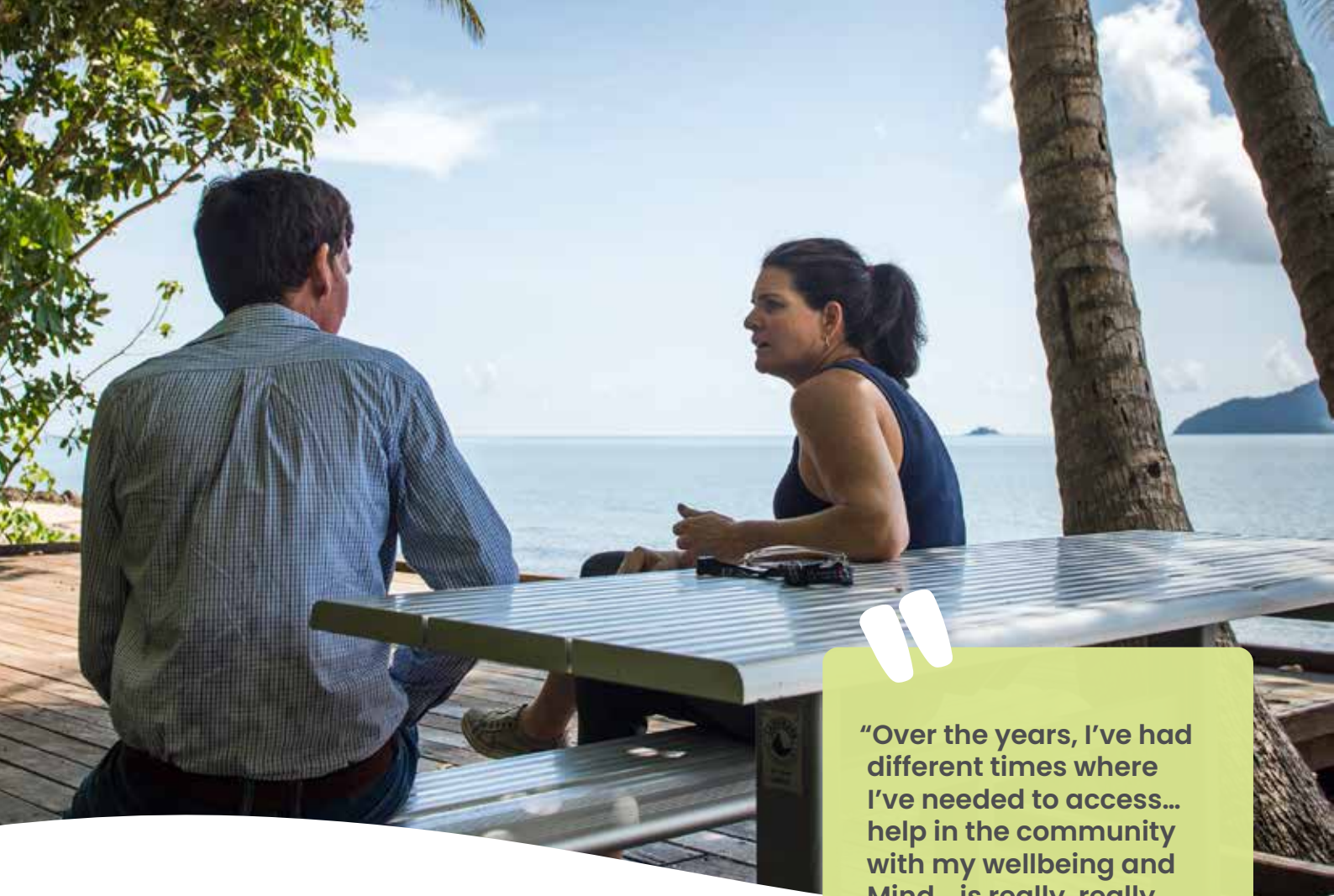
This financial year, Mind was entrusted to deliver a number of new youth services including two new Youth Prevention and Recovery Care services, in Heidelberg and Traralgon (Victoria), and a Youth Residential Rehabilitation service in Caboolture (Queensland).

With the help of our Youth Lived Experience Advisory Team (LEAT), Mind is meeting the goals of our Young Person's Strategy. We have built a flexible and person-centred approach to supporting young people and are building a dedicated youth workforce.



Formed in 2024, Mind's Youth LEAT is composed of people 16-25 years. Members ensure Mind's service offerings are tailored specifically for young people, identify service gaps and actively shape decision-making processes at all levels within the organisation. They work on advocacy projects, service design and delivery, recruitment and selection processes and lend their expertise to help make decisions at all levels of the organisation.

This year, Youth LEAT members have contributed their ideas to Mind's youth and lived experience strategies, our processes for responding to risk, our youth education and group projects, and the establishment of new Youth Step Up Step Down and Prevention And Recovery Care services. This has ensured that the voices of young people are woven throughout decision-making at all levels.



**“Over the years, I’ve had different times where I’ve needed to access... help in the community with my wellbeing and Mind... is really, really genuinely beside you through that.”**

Mind service user, Cairns

## Mind’s continuum of care in Cairns

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**Mind Australia has been delivering trusted mental health support services to the Cairns community since 2015. We now provide a full complement of services that can support people in Cairns and its hinterland across their recovery journey.**

These are:

- Cairns Community Care Unit
- Individual Recovery Support Program
- Group Based Recovery Support Program
- Step Up Step Down
- Crisis Support Space

The upcoming Medicare Mental Health Centre is an exciting addition that will further strengthen our partnerships to ensure seamless connections across these programs.

Our footprint in Cairns has given us a unique opportunity to not only evaluate individual services but to consider the advantages and any challenges that come from a single provider delivering multiple services across a support ecosystem.

Mind evaluated the performance of these services between July 2019 and February 2025 and some significant themes emerged, which are shared opposite.

## Findings

### Mind is part of the fabric of the Cairns community

The evaluation showed that service users, families, and supporters trust Mind to provide a continuum of care. The Crisis Support Space, in particular, provides flexible support as needed. This means service users could exit a program and still feel confident support was there when they needed it.

### Continuum of Care

People accessing support in Cairns can move between the Mind services with warm referrals as their needs change through life – a key benefit of recovery services being integrated through a single service provider. In a warm referral, the referral comes from someone with an established relationship with both the person being referred and the service or professional, making it more credible and trusted.

### First Nations communities

The evaluation found that a high number of First Nations people engage with Mind services across the continuum of care. First Nations people are 10% of the general Cairns population but anywhere from 27% to 40% of the participants accessing Mind's mental health services in Cairns.

While this reflects the statistically higher rates of mental health and wellbeing challenges faced by First Nations people nationally, driven by the intergenerational trauma of colonisation, it is encouraging that Cairns' First Nations communities feel able to engage with our services, many coming from remote areas to access them.

## Mind's support ecosystem in Cairns



### Cairns Community Care Unit

Up to 2 years residential 24/7 clinical and recovery support

Service satisfaction scores from residents and carers

**79-92%**

### Individual Recovery Support Program and Group Based Recovery Support Program



Up to 1 year tailored outreach support for participants, families and carers

Service satisfaction scores

**87-97%**

residents

**65-95%**

carers



### Cairns Step Up Step Down service

Up to 4 weeks sub-acute residential recovery support

Service satisfaction scores from residents and carers

**74-94%**

### Crisis Support Space

Peer support alternative to Emergency Department for people in crisis



# Supporting South Australia through drought and flood

**Mind is delivering important services in some of South Australia's more remote regional communities, where the impacts of extreme weather events can have major impacts on a community's mental health.**

Flood and drought cause financial stress, loss of livestock and crops, and impact people's employment and business. Impacts on mental health include depression, social isolation, relationship difficulties, trouble sleeping, and impacts on physical health.

Mind has continued to provide free mental health and wellbeing support to Riverland locals affected by the River Murray flooding as part of the South Australian Government's \$1 million SA Flood Mental Health Response package. This has included support to reduce psychological stress, peer support and counselling services, support coordination and help accessing emergency relief and financial assistance.

At the other climatic extreme, we are proud to have been chosen to provide free support for people in regional South Australia whose mental health and wellbeing has been affected by drought in Flinders and Upper North, Mid North and Yorke Peninsula, Eyre and Far North regions. Delivery of this service began in August 2025. The Drought Mental Health Support program provides individual counselling, and support for families and carers.



In Clearview, Adelaide, South Australia's first supported social housing residence by The Haven Foundation is well underway and construction is expected to be completed in mid 2026. The 16 unit residence will provide secure, high quality housing, a supportive community environment and recovery focused support by qualified and experienced Mind community mental health practitioners.

Mind is also providing specialist LGBTIQ+ services in metropolitan Adelaide through our Wellness Connect service. Wellness Connect offers one-to-one coaching and group activities that support recovery for people with severe mental health challenges.

# Improving mental health outcomes in Western Australia

**Mind continues to provide high quality support in Western Australia at the St James Transitional Care Unit, Kwelena Step Up Step Down service in Rockingham, and through the Youth Psychosocial Support Package.**

Located in St James, Perth, the St James Transitional Care Unit (TCU)/ Bidi Wungen Kaat Centre delivers two tiers of support, via a Step Up Step Down service and a Community Care Unit. Using validated research and outcomes measurement tools, Mind has collected data from more than 150 service users across both service streams since it opened in 2022. Service users reported a significant reduction in psychological distress between an average of 22.0 at service entry to 18.6 at service exit on the Kessler 6 scale of psychological distress.

The Community Care Unit's service users also showed considerable improvement in their mental health, entering the service with an average score of 22.9 (out of 35) and exiting with an average score of 25.7. Service users reported the most improvement in general health, accomplishing their goals and developing life skills.

The Rockingham Step Up Step Down service, 'Kwelena', is an alternative to hospital admission that provides early intervention care and a range of recovery focused supports. Mind's most recent SUSD Outcome Measures report demonstrates consistently positive improvements for service users, notably, significant reductions in psychological distress and a significant improvement in recovery between entry and exit.

The Youth Psychosocial Support Package (YPSP) supports young people (16-24) in the Perth metropolitan area. Operating since 2023, the program is making a significant difference to the lives of young participants by focusing on strengthening their social connection.

Its peer practitioners use their own lived experience of mental health challenges to connect with and inspire participants in their recovery.

In her outcomes reporting over the first six months of accessing the program, YPSP participant Susie (name changed) reported her wellbeing improved from fair to good, her life skills went from poor to good, and she had a 15% improvement in her sense of feeling in control.

Mind's work in Western Australia continues to be guided by deep respect for Aboriginal and Torres Strait Islander peoples and cultures. We recognise that meaningful partnerships and genuine relationships are central to delivering culturally safe, person-centred mental health services. Across our Western Australian services, we have strengthened collaboration with Aboriginal Community Controlled Organisations and local Elders, embedding cultural knowledge and guidance into service design, governance and workforce practice.



**"The YSPS experience has been the best from the others that I have tried. They (the practitioners) have helped me with my communication skills and getting me out of my isolated shell."**

Susie, YPSP participant



Members of Mind's Lived Experience Advisory Team (LEAT) and Youth LEAT: Oliver Grumley (far left), Jess Tran (left) and Sofia Karas (far right) with Lived Experience Service Design Lead Harriet McDougall.

# Lived Experience: at the heart of Mind

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**Mind's commitment to developing lived expertise led approaches, both within the organisation and across the sector, has deepened and strengthened over the last 12 months.**

We are guided by Mind's Lived Experience Strategy. We were proudly able to demonstrate measurable change achieved through the delivery of the first three-year Strategy in December 2024 and have evaluated this for our next Lived Experience Strategy, to be launched in early 2026.

Our work on Lived Experience Led and Centred service transformation has gained critical momentum over the last year. Community members with lived experience, and the lived experience workforce, are now involved from the beginning, in the design and development of new services (see Distress Support Service).



2025 Stratford Lecture: Key speaker, Mind Lived Experience Researcher Helena Roennfeldt

This work will intensify in the coming financial year with the recent announcement of Victoria's first Lived Experience Residential Service – delivered by Mind in partnership with the Victorian Government.

We have also remained focused on best practice systems for growth and development of designated Lived Experience workforces. We are now the largest deliverer of in-house Intentional Peer Support training in Australia and supporting new programs and activities for early career peer work across the sector through Victoria's Lived Experience Career Compass program.

We proudly presented the second annual Stratford Lecture, and Scholarship for an emerging Lived Experience Leader, in Sydney this year, and have supported full integration of Mind and One Door's lived experience approaches.

Our Lived Experience Advisory Teams continue to guide us in the work we do. We remain as committed as ever to ensuring that the voices and perspectives of those most impacted are at the heart of all we do. To achieve this, takes all of us, all the time – coming back to why we are here and who we are here for.



## Building community connection through co-design

**When Mind was chosen to deliver the new Distress Support Service – Yurri Mulana in Shepparton, Victoria, members of our Lived Experience division worked with our local partners Primary Care Connect to ensure this new national service model met Shepparton's needs.**

Shepparton has the highest percentage of First Nations people in Victoria outside Melbourne, high levels of asylum seekers and refugees and is very culturally diverse. There are also few services to support the region's adult LGBTIQ+ community.

Mind and Primary Care Connect's joint co-design team recruited a diverse group of people from the local community, specifically including people who are often excluded by health services, such as people from First Nations, African, Arabic, and LGBTIQ+ communities; people with physical disability or neurodivergence; and carers and single parents. All participants had their own experiences of distress.

The team undertook seven co-design workshops that guided the participants through a range of activities to help make decisions about how the service should operate. The workshops directly impacted the final form of the service, including engaging a bicultural worker, where to establish community engagement points, and renaming the service to make it more meaningful to Shepparton.



**“Designing services this way gives the community a sense of ownership and comfort, that they have somewhere they can reach out to when they need support.”**

Carolynne White, Mind Senior Manager, Lived Experience Design and Development



## Tomorrow's peer workforce is here

**Mind is proud to have been chosen by the Victorian Government to oversee the Lived Experience Career Compass program. We are a sector leader in building, supporting and delivering a truly lived experience-led workforce.**

This program makes it easier for people who have experienced mental health challenges, personally or as a family member or carer, to enter and build a career in the lived and living experience workforce in Victoria. It offers early career workers exciting opportunities to work in multidisciplinary teams in the lived experience workforce and be part of mental health reform in Victoria.

Lived Experience Career Compass oversees three early career programs funded by the Victorian Government:

- **Peer Cadet Program:** Certificate IV in Mental Health Peer Work students receive paid work

experience at non-government community mental health services in part-time lived and living experience roles.

- **Mental Health and Wellbeing Local Services Early Careers Program:** Paid positions for Certificate IV in Mental Health Peer Work graduates at Victoria's Mental Health and Wellbeing Local services.
- **Pilot Student Placement Program:** Placement opportunities for Certificate IV in Mental Health Peer Work students are now available throughout Victoria.

As the program coordinator, Mind is the central point of contact and support for program participants and for the organisations that employ them: Wellways, Neami National, Orygen, Eastern Health, Eating Disorders Victoria, ermha365, Ballarat Community Health, Cohealth, Each and Uniting Victoria Tasmania.

# Strengthening our support for First Nations communities

## Mind Australia prides itself on providing mental health services to diverse communities across Australia.

Mind strives to provide appropriate, meaningful and culturally sensitive support. We recognise that First Nations lived experience is unique and must be an intrinsic part of our organisation for us to understand and meet the mental health support needs of First Nations people.

While some Mind services are grounded in strong local relationships on Country, we acknowledge the importance of deepening and expanding this work across our national footprint. Mind approaches this work with a spirit of partnership, working with First Nations organisations and communities.

This year we advanced our organisational commitment to better mental health support for First Nations people, and to reconciliation more broadly, through:

- Deeper embedding of cultural safety: hundreds of staff participated in First Nations cultural awareness modules
- Stronger commitment to building intentional, long-term partnerships with Aboriginal Community Controlled Organisations (ACCOs)
- Appointment of First Nations Relationships Manager, Wayne McEwan

- First Nations community connection and recruitment in services, Haven Mooroopna being one example.
- Place-based practice and research focus on First Nations service users.

Next year Mind is developing a new Reconciliation Action Plan, alongside our ongoing First Nations workplan. We look forward to reporting on our progress next year.



Michael West, Traditional Custodian of the Metropolitan Local Aboriginal Land Council, speaking at the 2025 Stratford Lecture at Parliament House, Sydney.



# Advocating for better mental health support

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**Advocacy is central to Mind’s mission. Mind actively advocates for community and lived experience-led mental health models, and for the life changing potential of supported housing for those who need it. We also advocate to overcome stigma and discrimination towards people with mental health challenges.**

We advocate through government relations, submissions, public communications and through strategy and policy development. We do this work independently as Mind, through our peak bodies, and also in partnership with the Australian Psychosocial Alliance (APA), the Alliance20 and other organisations.

The current political landscape is a challenging one for addressing the huge unmet need for psychosocial support in the community. The National Mental Health and Suicide Prevention Agreement (NMHSPA), the key national agreement for mental health funding, ends in June 2026. Renegotiation of this agreement has likely been pushed back by a year. In the interim, Mind is advocating for a funding uplift to try to reduce the enormous unmet need.

Mind has undertaken extensive advocacy for better representation and support within the NDIS for people with psychosocial disability. We have proudly played a central role in the recently released report by the Australian Psychosocial Alliance (APA), *Access Denied: Psychosocial Disability and the NDIS*. It strongly makes the case that excluding people with psychosocial disability from the NDIS is a false economy.

Foundational Supports have been promised as an alternative to the NDIS for some people with psychosocial disability (and lower needs). But these are likely to take years to design and implement. We will continue to push for an easier-to-navigate system, with a range of supports to suit everyone’s mental health and psychosocial disability needs.

We also undertake advocacy to ensure that funding is renewed for critical programs such as LGBTIQ+ Aftercare and Youth Outreach Recovery Support. We will continue to advocate for longer funding periods, to give service users, staff and organisations the confidence in service continuity they need.

# Our financial performance

In FY2025 Mind Australia delivered another year of resilient financial performance and strategic progress despite ongoing NDIS pricing uncertainty and rising costs.

Total revenue increased to \$185.5 million, supported by strong growth in psychosocial and sub-acute service delivery. Mind Australia reported an operating deficit of \$7 million, a function of revenue growth and targeted investment in new services.

The strengthened result was driven by a combination of factors: successful tender outcomes, the continuing operational maturity of Haven residences in Victoria, and efficiencies realised through Mind’s central support hub.

Our balance sheet is stronger and better positioned for growth. Total assets rose to \$216.8 million and total equity expanded to \$118.6 million. We continue to manage risk actively. Key exposures include labour cost inflation, the evolving NDIS funding environment, and concentration risk in capital projects.

## Financial position

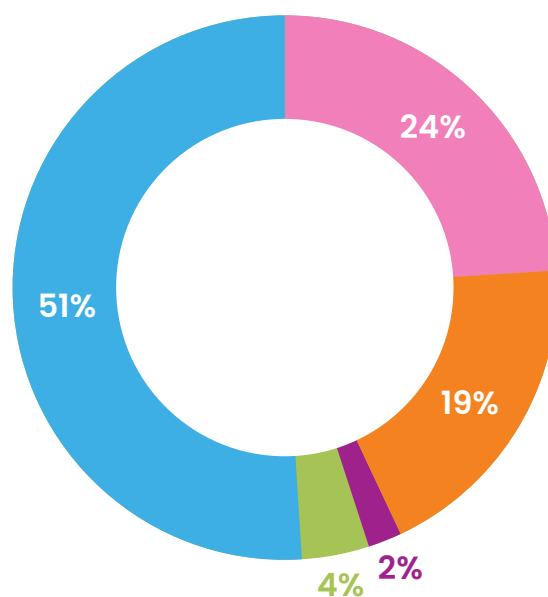
Total Revenue **\$185m**

Operating deficit **\$7m**

Equity **\$118.6m**

These are being mitigated through workforce planning, contract diversification across service lines and jurisdictions, and disciplined project governance to control cost and delivery timelines.

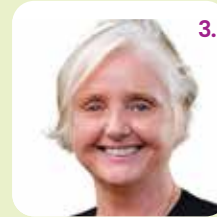
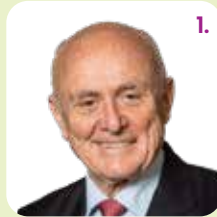
We enter FY2026 with a robust platform to expand our national footprint, refine models of care, and contribute constructively to shaping a more effective and inclusive Australian mental health system.



## Source of income

State Government grants  
Primary Health Networks  
Commonwealth Government (inc NDIS)  
Service user income  
Other

# Our Board



## 1. Professor Allan Fels AO – Chair

**Mind Board committees:** Finance, Audit and Risk; Governance and Nominations; Culture, People and Remuneration; Program, Practice and Quality

**Current and previous positions:** Professor, Melbourne, Monash and Oxford 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); Patron, Mental Health Australia; Mental Health Victoria, and Sane Australia

Allan 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. He is a former Commissioner, Royal Commission into Victoria's Mental Health System from 2019 to 2021.

## 2. Professor Anthony Harris AM Co-Deputy Chair

**Mind Board committees:** Program Practice and Quality; Finance Audit and Risk

**Current and previous positions:** Current and previous positions – Professor of Psychiatry, University of Sydney; Clinical Director, Brain Dynamics Centre, Westmead Institute for Medical Research; Consultant Psychiatrist, Prevention Early Intervention and Recovery Service, Western Sydney Local Health District; Chair, Board of trustees of the Schizophrenia Fellowship of NSW. Past chair of One Door Mental Health.

Anthony has had a long-term interest in severe mental illness. This led him into his training as a psychiatrist and later formed the basis of his research. He has been active in the NGO sphere since 1996 when he joined what was then the board of the

Schizophrenia Fellowship of NSW motivated by the need to advocate for better services in mental health. Later as chair he helped guide the organisation first into its incorporation and then into its merger with Mind Australia.

## 3. Dr Margaret Grigg OAM – Director

**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 is currently the CEO of the Victorian Institute of Forensic Mental Health (Forensicare) 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.

## 4. Auswell Chia – Director

**Mind Board committees:** Finance, Audit and Risk

**Current and previous positions:** Executive Director One Door Mental Health, Strategy Director at Accenture (current)

Auswell is a seasoned management consultant who partners with C-Suite executives and executive teams across multiple sectors, including banking, wealth management, and asset management. He specialises in reinventing business and operating models through digital transformation, with a focus on creating differentiated customer and employee experiences, sustainable competitive agility, and long-term shareholder value.

## 5. Leilani Darwin – Director

**Mind Board committees:** Program, Practice and Quality (PPaQ)

**Current and previous positions:** The Black Dog Institute, Executive Director;

Lifeline Australia Indigenous helpline, Advisory Board; Beyond Blue, The Way Back Aboriginal and Torres Strait Islander, Advisory Group; National Mental Health Commission – National Suicide Monitoring System, Expert Advisory Group; Australian Institute of Health and Welfare Steering Committee, Indigenous Mental Health and Suicide Prevention Clearinghouse; LEAP – Suicide Prevention Australia Lived Experience, Advisory Panel; Queensland Lived Experience, Advisory Group

Leilani is a proud Quandamooka woman, whose ancestral home is Stradbroke Island. She is the CEO and 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 within mainstream services. This work derives from losing many loved ones to suicide and Leilani's own lived experience of mental health challenges. Living with depression, anxiety and suicidality, Leilani navigates workplace obligations and her own wellbeing.

## 6. Teresa Fels – Director

**Mind Board committees:** Finance, Audit and Risk; Committee Chair of Culture, People and Remuneration

**Current and previous positions:** 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

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



### 7. Angela MacMillan – Director

**Mind Board committees:** Governance and Nominations; Culture People and Remuneration

Angela is the Customer Advocate of a major Australian bank with a mandate to address and prevent poor customer outcomes. Angela is passionate about advocating for people in vulnerable circumstances, in particular First Nations communities and people who identify as LGBTQIA+. Angela is a vocal supporter of other significant community issues such as mental health and domestic and family violence. Angela has a strong background in advocacy, strategic development, and organisational governance. Angela's corporate and not-for-profit experience supports Mind to continue its focus on getting the right outcomes for its service users.

### 8. Dr Bernie Mullin – Director

**Mind Board committees:** Program, Practice and Quality

Bernie is an experienced health sector manager and Public Health Physician, who has had diverse roles in public health, consulting and implementing evidence-based health programs. With her partner, she is an active carer for their daughter who is living with schizophrenia, working to deliver person-centred services. Through self-managing NDIS funding, and with the support of visionary health professionals, they have created a wrap-around multidisciplinary team including peer support workers to give their daughter hope, and support her to meet her personal goals.

### 9. Richard Wynne – Director

Richard spent over 12 years as the Victorian Minister for Planning and Housing. During this time, he initiated significant changes to Victoria's housing sector, including the Big Housing Build. Prior to his appointment as Minister for Planning and Housing, he held a number of Ministerial portfolios including Local Government, Aboriginal Affairs and Multicultural Affairs.

Richard is a former Lord Mayor of Melbourne and served as a Melbourne City Council member. He started his career as a social worker at the Flemington Community Health Centre where he worked in the public housing towers for seven years.

### 10. Simon Dubois – Director

**Mind Board committees:** Chair, Finance, Audit, and Risk Committee

Simon is a Partner of KPMG in the Audit and Assurance division and their National Technology Sector Lead. He is also a current member of the Audit and Risk Committee of CEDA (Committee for Economic Development of Australia). Simon is passionate about ensuring communities, and particularly vulnerable individuals within them, have access to appropriate mental health support.

### 11. Erandathie Jayakody – Director

**Mind Board committees:** Governance and Nominations; Culture, People and Remuneration

**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. She advocates for mental health services that recognises the most basic human desire to have control of one's own life and future, and services built on the belief that believe people living with mental health conditions have the ability and autonomy to achieve that.

Erandathie has experienced first-hand the power of peer support. Coming across a peer support network and finding her 'people' was a life changing experience and one 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'.

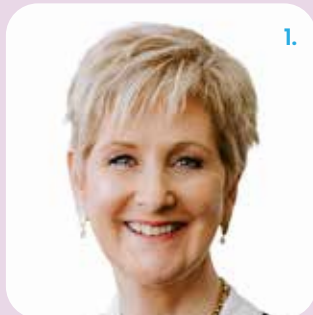
### 12. Jeremy Coggin – Director (Retired November 2024)

**Mind Board committees:** Finance, Audit and Risk; Governance and Nominations; Culture, People and Remuneration  
**Professional associations:** Australian Institute of Company Directors  
**Other Board roles:** Mental Health Carers Australia, Mental Health Australia

Jeremy has worked on boards with a mental health mission since 2012, starting at mental health carer support organisation ARAFMI Victoria through to its merger with Mind Australia. He is currently president of Mental Health Carers Australia, the only national group solely concerned with advocacy on behalf of mental health carers, and is also the carer board member of national advocacy peak body, Mental Health Australia.

He 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. He is a design and innovation professional with expertise and qualifications in business, digital, design and facilitation. He currently heads Experience Design and Innovation for CPA Australia, and has over 20 years of management consulting experience working in senior management roles at Areeba, Deloitte, and CPA Australia.

# Our Executive



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## 1. Gill Callister PSM • She/Her 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.

Most recently 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 10-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. Nicola Ballenden • She/Her 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.

### 3. Kathi Boorman • She/Her Executive Director One Door Mental Health and Group Transformation

Kathi has over 30 years' experience working in the NSW mental health sector across government mental health services and the community managed sector. Kathi played a pivotal role in the merger of One Door Mental Health and Mind Australia.

Kathi's expertise lies in developing innovative services and facilitating organisational transformation. Drawing from her background as a social worker, she advocates for holistic, person-centred, and recovery-focused mental health services across all age groups. Kathi's passion centres on ensuring organisations prioritise improving the lives of individuals with lived experience and fostering collaborative work environments.

As a leader, she strives to create purpose-driven workplaces where individuals are trusted, respected, and empowered to pursue their passions. Kathi is a board member of Perinatal Anxiety and Depression Australia (PANDA) and sits on the Community Advisory Council for the NSW Mental Health Commission.

### 4. Denise Cumming • She/Her 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. Jeff Kagan • He/Him Chief Financial Officer and Executive Director Business Services

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.

### 6. Gracie Karabinis • She/Her Executive Director People, Practice and Learning

Gracie is an accomplished People and Culture leader with more than 20 years' management experience, including a strong background in Local Government, and extensive expertise in cultivating positive, engaged and adaptive organisational cultures.

Throughout her career, Gracie has provided leadership across the full breadth of People and Culture functions, including Human Resources, Payroll Services, Diversity and Inclusion, Organisational Development, Workplace Health and Safety, Risk and Audit Management, Quality, Practice and Learning. She has significant experience in strategic planning, structural reviews and driving systemic change to enhance organisational efficiencies, streamline practices, and integrate people, systems and processes for sustainable impact.

Recognised for her outcomes-driven approach, energy and commitment to continuous improvement, Gracie is dedicated to fostering a culture of collaboration, learning and excellence that strengthens Mind's capacity to deliver meaningful outcomes for the people and communities it serves.

### 7. Katie Larsen • She/They Executive Director Lived Experience

Katie works from a lived expertise and social justice perspective, drawing from her own lived experience of mental health and wellbeing challenges and LGBTIQ+ identity.

At Mind, Katie leads the delivery of Mind's Lived Experience Strategy and provides lived expertise leadership in the development of peer led service models. Katie is a PhD Candidate at Deakin University researching intersectional leadership and decision-making in mainstream mental health services. She holds a Bachelor of Arts (Journalism and Master of Social Work).

### 8. Belinda McCullough • She/Her Executive Director Victorian Operations

Belinda has over 30 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 projects including the coordination of mental health services' response to COVID-19. 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.

### 9. Mark Heeney • He/Him Executive Director Housing Strategy (until July 2025)

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 has a BA in Applied Science (Disability Studies) RMIT and a Dip Management (Insight Academy). A passionate and adaptive executive leader, Mark is motivated to continuously drive improvement in service design and delivery. Mark has significant experience and expertise in community housing and NDIS.



## Environmental, social and governance statements

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Mind Australia has completed Phase 1 of its Environmental, Social and Governance (ESG) strategy. By integrating ESG principles into our operations, we aim to enhance our governance, ensuring that every action we take aligns with our mission to positively impact both the lives of individuals and the broader community.

We have consolidated risk management arrangements with our subsidiary, One Door Mental Health, improved our modern slavery prevention efforts and continued to develop Lived Experience governance across our business.

We have developed an environmental plan to reduce our footprint and embed sustainability practices across our operations and are reviewing our emergency management plans to ensure service users are kept safe in light of increasing natural disasters.

Social impact is central to Mind Australia's identity and is deeply embedded in our newly launched organisational strategy. We continue work on our First Nations Strategy, First Nations Partnership and revised Innovation RAP, and Aboriginal and Torres Strait Islander Cultural Learning Program. Strengthening the role of lived experience, Mind continues to develop its peer workforce and is launching Victoria's first Lived Experience Residential Service.

## Meeting the principles of the Mental Health and Wellbeing Act 2022 Victoria

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Mind Australia Group is strongly committed to the mental health and wellbeing principles of the Mental Health and Wellbeing Act 2022 Victoria.



These are listed **here** and include promoting and protecting the rights, dignity and autonomy of people living with mental illness or psychological distress, providing access to a diverse mix of care and support services, and promoting and supporting the health, wellbeing and autonomy of children and young people receiving mental health and wellbeing services.

We proudly submit this Annual Report as a showcase of many examples of our commitment to and actioning of these principles in everything we do.

# 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 Committee (CPaR) 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, Board 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 – Board Chair, Mind Australia

# Acknowledgements

Mind Australia and its subsidiaries, The Haven Foundation and One Door Mental Health, would like to thank the following organisations, groups and people.

## Government funders

Mind Australia receives funding for its services from a number of government departments. Mind Australia 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
- Department of Health and Aged Care

### State Departments and Agencies:

- Department for Health and Wellbeing (SA)
- Department of Communities and Justice (NSW)
- Department of Communities, Child Safety and Disability Services (Qld)
- Department of Education Nurses Program (Vic)
- Department of Families, Fairness and Housing (Vic)
- Department of Health (Qld)
- Department of Health (SA)
- Department of Health (Vic)
- Department of Health (WA)
- Department of Human Services (SA)
- Department of Treasury and Finance (Vic)
- Homes NSW
- Homes Victoria
- Mental Health Alcohol and Other Drugs Branch (Qld)
- Mental Health and Wellbeing Commission
- Mental Health Commission (NSW)
- Mental Health Commission (WA)
- NSW Ministry of Health
- Office of Chief Psychiatrist (Qld)
- Office of Chief Psychiatrist (SA)
- Office of Chief Psychiatrist (WA)
- Office of Chief Psychiatrist (Vic)
- Queensland Mental Health Commission
- SA Housing Trust
- Suicide Prevention and Response Office (Vic)

## Organisational donors

Mind Australia, One Door Mental Health and The Haven Foundation could not do all we do without the generous support of our many organisational donors. A number of organisations funded programs in 2024-2025. We would like to thank the following for their generous support.

- Australian Communities Foundation
- Carers Victoria
- Guthrie Family Charitable Trust
- Hotel Wangi
- Lundbeck Australia
- Melbourne Meeples Inc.
- Naylor Stewart Foundation
- Otsuka Australia Pharmaceutical

- PayPal Giving Fund Australia
- Rosalind Mayer / The Peter Meyer Fund

## Individual (iMind) donors

Thank you to the many individual donors who generously contributed vital funds to support the work of Mind Australia, One Door Mental Health and The Haven Foundation over the past 12 months.

## Dignitaries

Mind Australia would like to thank the following dignitaries for their support.

- Her Excellency the Honourable Margaret Beazley AC KC, Governor of New South Wales
- Leon Kempler AO, Patron of The Haven Foundation

## Service delivery partners

Mind Australia is grateful for the valued relationships it has with its partners in service delivery.

- 360 Health WA
- Aboriginal Housing Victoria
- Access Health
- Adelaide PHN
- Albury Wodonga Health
- Alfred Health
- Anglicare Victoria
- Apollo SDA
- ARC Justice
- Austin Health
- Australian Community Support Organisation (ACSO)
- Australian Health Service Alliance (AHSa)
- Ballarat Community Health
- Banyule Council
- Barwon Health
- Bendigo & District Aboriginal Cooperation
- Bendigo Family and Financial Services
- Bendigo Health
- Berry Street Gippsland
- Better Health Network
- BeyondHousing
- BlueCHP
- Brophy Family and Youth Services
- Bupa
- Cairns and Hinterland Hospital and Health Service
- Central Adelaide Local Health Network
- Central and Eastern Sydney PHN
- Central Coast Local Health District
- Central Queensland Hospital and Health Service
- Children's Health Queensland Hospital and Health Service
- City of Whittlesea Council
- Clean Slate Clinic
- Community Access and Services South Australia (CAaSSA)
- Community Housing Limited
- Community Links Wellbeing
- commUnity+ Legal
- Country SA PHN
- Darebin Council Youth Hub
- Darling Downs Hospital and Health Service
- EACH
- East Metropolitan Health Service (WA)
- Eastern Health
- Eastern Melbourne PHN
- Eastern Mental Health Service Coordination Alliance
- Echuca Regional Health
- Ermha365
- Forensicare
- Foundation House
- FVREE Free from Family Violence
- Frontyard Youth Services
- genU
- Gippsland Centre against Sexual Assault (GCasa)
- Gippsland TAFE
- Grampians Community Health
- Grand Pacific Health
- Haven; Home, Safe
- HBF Health
- headspace Albury Wodonga
- headspace Bairnsdale
- headspace Collingwood
- headspace Gippsland
- headspace Mandurah WA
- headspace Mount Gambier
- headspace National
- headspace Queensland
- headspace Rockingham WA
- healthAbility
- HOME on the Central Coast
- Housing Choices Australia
- Hunter New England Local Health District
- Illawarra Shoalhaven Local Health District
- InComPro Aboriginal Association
- IPC Health
- Kerang District Health
- Kids First
- KidsXpress
- Kindred Clubhouse
- Latrobe Regional Hospital
- Mackay Hospital and Health Service
- MacKillop Family Services
- Mallee Family Care
- McAuley Community Services for Women
- Melbourne City Mission
- Mentis Assist
- Mercy Hospitals Victoria
- Metro North Hospital and Health Service
- Metro South Hospital and Health Service
- Monash Health
- Murray PHN
- Murrumbidgee Local Health District
- Neami Limited
- Nilumbik City Council
- North East Mental Health Service Coordination Alliance
- North Western Melbourne PHN
- Northern Adelaide Local Health Network
- Northern Health
- Northern Queensland PHN

- Northern Sydney Local Health District
- NorthWestern Mental Health
- Open Dialogue Centre Australia
- Opendoor
- Orygen, The National Centre of Excellence in Youth Mental Health
- Palmerston Association
- Peninsula Health
- Portland District Health
- Possum House
- Primary Care Connect
- Quantum Support Services
- Regional Outcome Review Initiative
- Relationships Australia (Victoria)
- Royal Perth Bentley Group
- Rumbalara Aboriginal Co-operative
- Salvation Army
- SANE Australia
- Satellite Foundation
- Shapes and Sounds
- South Coastal Health and Community Services
- South Eastern Melbourne PHN
- South Eastern NSW PHN
- South Metropolitan Health Service
- South West Healthcare
- South Western Sydney Local Health District
- South Western Sydney PHN
- South-East Monash Legal Service
- Southern NSW Local Health District
- Specialist Homelessness Services Alliance
- St Vincent's Hospital
- Swan Hill District Health
- The Gathering Place (TGP)
- The Orange Door
- The Salvation Army (Victoria) Property Trust
- The Salvation Army Rockingham (WA)
- The Salvation Army Victoria
- Thorne Harbour Health
- Townsville Hospital and Health Service
- Transport Accident Commission (TAC)
- Unison Housing
- Uniting Communities
- Uniting Country SA
- Uniting NSW.ACT
- UnitingSA Housing
- Unity Housing
- Victorian Aboriginal Child Care Agency (VACCA)
- Victorian Aboriginal Health Service (VAHS)
- Victorian Legal Services Board
- Vietnamese Community in Australia / SA Chapter
- VincentCare Victoria
- WA Country Health Service
- WCIG
- Wellways
- Western Australian Association of Mental Health (WAAMH)
- Western Health
- Western Sydney Local Health District
- Western Sydney PHN
- Western Victoria PHN
- Wide Bay Hospital and Health Service
- Wise Employment
- WRAD Health
- Yarning Crescent
- Your Community Health
- Youth Support and Advocacy Service

### Research partners

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

collaboration:

- Addiction & Mental Health Services, Metro South Health, Queensland Health
- Austin Health, PARC service, MHCSU
- Community Mental Health Drug and Alcohol Research Network (CMHDARN)
- Curtin University, WA
- Health Economics Group, School of Public Health and Preventive Medicine, Monash University
- La Trobe University, Law School
- La Trobe University, Social Work and Social Policy, School of Allied Health, Human Services and Sport
- Mental Health Program, Peninsula Health / Monash Health
- Social Work Innovation, Transformation and Collaboration in Health (SWITCH) Research Group
- Social Work, Monash University
- Spectrum - Personality Disorder and Complex Trauma Service, Eastern Health
- The University of Sydney, Faculty of Medicine and Health, Centre for Disability Research and Policy (CDRP)
- 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
- Victorian Collaborative Centre for Mental Health and Wellbeing
- WISE IDEA, Wise Employment

### Representative bodies and advocacy partners

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

- Alliance20
- Australian Council of Social Services (ACOSS)
- Australian Health Service Alliance (AHS)
- Australian Housing and Urban Research Institute (AHURI)
- Australian Psychosocial Alliance (APA), including
  - Flourish Australia
  - Stride Mental Health
  - Neami National
  - Open Minds
  - Ruah Community Services
  - Wellways
- BEING - Mental Health Consumers
- Community Mental Health Australia
- Community Housing Industry Association (CHIA)
- Community Housing Industry Association Victoria (CHIA Vic)
- Consumers of Mental Health WA (CoMHW)
- DSC
- Eating Disorders Victoria
- Health Justice Australia
- Homelessness Australia
- Indigenous Lived Experience Centre, Black Dog Institute
- Indigenous Workforce Consulting
- Intentional Peer Support Hub Australia

- Intertwine
- Jesuit Social Services
- Leadership Plus
- Link Wentworth
- Lived Experience Leadership and Advisory Network (LELAN)
- Mental Health Australia
- Mental Health Carers Australia
- Mental Health Carers New South Wales
- Mental Health Coalition of South Australia
- Mental Health Coordinating Council (NSW)
- Mental Health Legal Centre (MHLC)
- Mental Health Victoria
- National Disability Services
- National Mental Health Consumer Alliance
- Private Congregate Care Alliance
- Queensland Alliance for Mental Health
- Suicide Prevention Australia
- Tandem
- Victorian Aboriginal Community Controlled Health Organisation (VACCHO)
- Victorian Mental Illness Awareness Council (VMIAAC)
- WayAhead
- Weenthunga Health Network
- Western Australian Association for Mental Health

### Lived experience advisors

Mind Australia thanks Illawarra Clubhouse Committee and the broad range of independent lived experience leaders who contribute to our work including Dr Louise Byrne, Ellie Hodges, Cath Roper, Simon Katterl and Mel Sherrin.

Mind Australia thanks our Lived Experience Advisors:

- Lived Experience Advisory Team members: Clara, Sofia, Julian, James, Melissa, Oliver, Tony.
- Youth Lived Experience Advisory Team members: Jess, Millie, Amy, Katie, Jessica, Lauren, Emely, Lilyarna, Louis, Hayley, Yasmin, and Sophie

### Business partners and advisors

Mind Australia would like to acknowledge Nous, Purpose at Work, our auditor, BDO, our risk and remuneration advisor, Mercer, VECCI, Converge International, along with the following organisations:

- Legal and audit advisors - Maddocks, RMB Lawyers, Johnson Winter & Slattery, K&L Gates, Moores and Sterling Smith.
- Banking, funding and investment partners - Treasury Corporation of Victoria, Commonwealth Bank, Westpac, Secure Investments F.I.B. Pty Ltd, Perpetual and William Buck.
- Technology providers - Microsoft, Bluescale, TechnologyOne, Frontier Software, EzeScan, Humanforce, Lumary, Winthrop, Blue Connections and Canon.
- Facilities maintenance partners - Plumbrite, Cleanforce, Kepal Building Services, Russo Electrical, Bace Building Services and PAA Air Conditioning.

Thanks also to Pont3, for their event management support, and our long standing communications production partners: Bigwig, Websilk, m&m printworks and Ography Pty Ltd.



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 recognises people with lived and living experience of mental health challenges and values their expertise, strengths and skills.

We value 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



**Mind Connect**

1300 286 463

[mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)

[mindaustralia.org.au](http://mindaustralia.org.au)



**Mind Central Office**

Building 8, Level 3, 584 Swan Street  
PO Box 5107 Burnley VIC 3121

Mind Australia Limited ABN 22 005 063 589

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Mind Australia supports

