

Annual Report 2017



Let's Talk

Contents

President and CEO's Report	02 - 09
HelpingMinds Board	02 - 03
HelpingMinds Leadership Team	04 - 05
HelpingMinds turns 40	10 - 11
HelpingMinds Services	12 - 17



President & CEO

Report 2016/2017



Another year seems to have rushed by and we find ourselves compiling our third Annual Report as HelpingMinds. We have been reflecting on the great work our Board undertakes, and the HelpingMinds team offers, throughout Western Australia.

At the start of this year we welcomed Ian Ludlow as Deputy CEO. Ian has been an enormous support in ensuring that we continue to implement consistent policy and process.

Over the years we have welcomed many new faces and now have 86 staff members. As our team has grown we have built further organisational capacity-building strategies, recognising the need to be agile in the current uncertain environment. To help with this, the Board has made a commitment to an ongoing position of Head of Strategy.

"Over the years we have welcomed many new faces and now have 86 staff members"

Board Members

Patrick Hardwick (President)

Kerry Hawkins

Andrew Reynolds (Treasurer)

Ann Elliot (resigned)

Franco Guazzelli (Vice President)

Allison Fillery

Bernadette Wright (Vice President)

Joel Stein

Mani Vekaria (Secretary)

Elisabeth Stevenson

Kristy Bradshaw (resigned)

Debbie Childs (CEO)



Leadership Team

Chief Executive Officer: Debbie Childs

For over 41 years HelpingMinds has had a passionate team delivering a variety of supports to clients, carers and families. We have grown significantly in our service delivery yet the grass roots that Arafmi was originally built on are never forgotten. We are realistic when we look at the community needs versus the money available to meet these needs so we work in innovative and collaborative ways. Working with our communities we listen to what is needed. We are adaptable which allows us to continuously improve what we do. We have hope as life for our clients and carers improve and most of all we CARE about everything we do. I feel truly blessed to have the opportunity to lead a group of amazing and empathetic people who invest personally in all we do.

"I often receive emails about how our HelpingMinds team has helped in a time of need and made life better. I love receiving these as it gives us confidence we are making a real difference."

Deputy CEO: Ian Ludlow

The Business Services Team includes ICT, HR, facilities management and workplace improvement which includes policy, procedure and safety. Our challenge is to provide efficient and effective support to the front line service delivery of the organisation in all of these support areas and to operate behind the scenes for all clients.

Key focus in the next 12 months is the implementation of a new communication system between our offices, significant updates to our data management systems, and more mobility for the staff in the community.

Head of Regional Services & Health Promotion: Taryn Houghton

From Kununurra to Dongara and everywhere in between our regional teams support regional WA. Within 200km of our regional offices we offer face to face supports, early intervention, information, advocacy, and education to schools and community members.

Beyond these areas regional WA continues to be supported with our free call 1800 support line which allows initial assessment for supports via phone or video conferencing. Our regional support services are enriched by our collaborations with diverse government and non-government organisations.

Our Mental Health Promotion Team imparts up-to-date and accurate information to reduce mental illness misunderstandings in school aged children and the community.

"HelpingMinds is a collection of amazing people working towards one common goal to support the friends and family members of people going through mental health concerns."

Head of Metro Support Services: Danielle Moore

With a dedicated team of Family Support Counsellors, Youth Workers and Peer Support Workers we continue to provide a high quality service to our clients including face to face counselling, support, advocacy, psychoeducation and therapeutic workshops.

We introduced 'Being There' to allow our clients support through online technology, which offers greater flexibility for clients. We are rolling out new Youth Workshops, that offer a range of resilience and skills based activities to empower young people to achieve goals, and improve personal mental health. In the near future, Family Therapy will also be available to our clients, identifying strengths and building on communication to improve relationships.

We are committed to act as beacons of hope bringing young people, adults, families and communities closer together.

"I feel honoured to work with HelpingMinds, and greatly admire the passion, dedication and support our staff provide to empower our clients to live their best lives possible."

Head of Finance: Sandra Baudach

The Finance Department will continue to accurately report on income and outgoings. Information will be analysed throughout the year to ensure adequate use of our fundings.

"I admire the ongoing quality support we provide for our community and the openness to offer new services and always look into new opportunities to secure the organisation for the future."

Head of Client Services: Julie McChesney

Our Client Coordination team manages and coordinates client intakes, linking clients with HelpingMinds services including counselling, peer support, advocacy and education; and also providing introductions to other services that can assist.

This team also coordinate respite activities including access to HelpingMinds houses, carer days, and attendance at online and face to face education. Our focus in the coming year is to streamline intake processes for families, carers and consumers.

Our Individualised Services teams actively support consumer clients engaged under our Personal Helpers and Mentors (PHaMs) contract and those with or applying for plans under the National Disability Scheme.

"Our teams bring passion, energy, genuine care and interest to their support of our clients. It's an inspirational place to work."

Head of Strategy: Brigette Sheen

In this newly-created role, I am tasked with leading our business growth and development. This involves assessing community need in existing and new geographies, and matching this to potential funding sources. These opportunities are aligned to the Board's strategic vision, and include considering partnerships and acquisitions, as well as organic growth.

I also invest time in stakeholder management, which ensures that we have a strong group of supporters aligned to our aims. Working in partnership with the other Heads, I determine how to operationalise service expansion opportunities so that we can hit the ground running as new services commence.

"I admire the passion of each individual across our organisation"

Head of Advocacy and Research: Donna Turner

The Advocacy Team is looking forward to working with carers who use our service to learn from their wisdom and ensure our service is delivered in the way that meets their needs. We are developing more online information about the rights of carers in the mental health space in order to support carers to feel confident in self-advocacy.

"HelpingMinds is able to provide carers with the information they need to feel more confident in seeking services and supports for themselves and for the person they support."

Head of Marketing: Heather Bush

Our primary purpose is to connect with people who are affected directly or indirectly by a mental health condition. So often carers do not realise that they have become, by default, a mental health carer. Our aim is to connect with these people on an emotional level, then to show them that they are not alone and that there is support available.

With the mental health sector becoming more competitive, the marketing approach over the next 12 months will be very much client focused rather than service focused, this will include breaking down the customer journey from that initial point of contact through the various touch points to the point where they are no longer utilising our services.

"HelpingMinds is an organisation that saves lives in many ways and is something I am very proud to be part of"

Chief Information Officer: Gary Tindale

The main aim in IT is to continue to deliver our Client Database, developed to provide staff with a single source for live data capture, Client/Contact Management and statistical reporting. With the ongoing expansion of the NDIS this project will reduce overheads and drive staff efficiencies.

Throughout our ICT there is a continual improvement plan for our corporate network infrastructure and IP telephony aiming to integrate the various solutions, decrease costs, increase functionality and improve our ROI.

"I admire the HelpingMinds team: their empathy, passion and drive"

Executive Assistant: Trudi Baker-Flach

As the first point of contact for the CEO and the Board of Governance, I will continue to provide professional, timely and friendly assistance to our team members and clients, and to live the values of HelpingMinds in my daily work.

"I most admire the passion and empathy at HelpingMinds that drives team members to go above and beyond for our clients."

We are now well positioned as we continue to develop our services into the future.

As we reviewed our reports from last year we noted that we were then awaiting the decision regarding the direction of the National Disability Insurance Scheme (NDIS) model in WA.

At the end of January, the WA government opted for a WA model of NDIS. We are now awaiting confirmation from the new government that this will be continued. So again, we find ourselves in uncertain times, especially for families and carers.

HelpingMinds receives Commonwealth funding for the 'Mental Health Respite: Carer Support (MHR:CS)' program.

This is the second largest carer support program in the suite of carer programs delivered by the Department of Social Services (DSS).

- It supported 40,644 carers throughout Australia in 2014-15 alone.

- The program not only funds respite, but also a range of other supports directed to the special needs of mental health carers.

- In 2015-16, \$63.974 million was allocated to MHR:CS.

This funding is incrementally being transitioned into the NDIS as NDIS rolls out. Upon full rollout in 2019/2020 all funds will have transitioned ². In the latest June report from WA NDIS, family and carer support comprised four percent of funded strategies ¹.

This clearly shows that services to mental health carers are in serious decline. DSS is currently designing a new national service of integrated carer support services to provide better co-ordinated and more streamlined carer services, however there is nothing in this model that pertains specifically to mental health carers.





In the media in recent weeks there has been increasing concern about the number of people with severe mental illness being declined NDIS supports. At the start of the last financial year, our HelpingMinds' Board acknowledged the importance of a Head of Advocacy and Research. Dr Donna Turner undertakes this role for us and is a passionate advocate for carer rights on behalf of HelpingMinds. She continues to monitor and advocate to ensure that services are not lost and supports that are required continue, if not in their current form, in a meaningful way for our clients, carers and families.

Our maturity as an organisation at 41 years old continues to grow. Notwithstanding the uncertain environment, HelpingMinds has had a successful year and we have continued to focus on holistic family supports to ensure that every member of the family is recognised as part of the recovery journey. HelpingMinds continues to develop new services and supports to meet our community requirements. These services continue to be developed in a co-design process to ensure that all needs are captured and the supports are those most required.

1 Carers Australia. 2017. Submission to the Joint Standing Committee into the provision of services under the NDIS for people with psychosocial disabilities related to a mental health condition

2 Disability Services Commission. 2017. Quarterly Report to the Commonwealth Government. June 2017. <http://www.disability.wa.gov.au/Global/Publications/WA%20NDIS/Reports/Quarterly%20Reports/Quarterly-Report-Q-12.pdf>

Raising carer awareness has been a particular focus this year:

In March we joined with Mental Health Carers Australia to launch the report from the University of Queensland that showed the economic value mental health carers provide to the Australian economy each year.

It would cost us \$13.2 billion annually to replace informal mental health carers with formal supports.

Throughout Australia, it is estimated that 240,000 Australians care for an adult with mental illness; with most carers providing emotional support.

On 3 October this year we launched a number of HelpingMinds' videos that feature our clients and carers talking about their experiences and the effect mental ill health has had on their families.

All too often we find that mental health carers do not recognise the role they are undertaking.

It is more than the relational role as Mum or Dad, Brother or Sister, Son or Daughter, Husband or Wife. Being able to recognise the essential role you are playing as a mental health carer is vital, and HelpingMinds will continue to spread the word through our communities to ensure that the stigma around mental health continues to diminish with time.

We have also undertaken a number of conference presentations to ensure that the importance of engaging with mental health carers is widely recognised and understood. This has been promoting the use and practice of the "Practical Guide for Working with Carers of People with a Mental Illness". The main aim of attending and presenting at these conferences is to raise awareness around carers and the importance of involving them in all stages of their loved one's recovery plan.

HelpingMinds now has an annual operating revenue in excess of \$7 million and employs over 86 staff. In reviewing the governance of the organisation, and to ensure we can deliver our strategic plan effectively, we recommended to members that we transition to a company limited by guarantee. As a charity, we will continue to report to the Australian Charities and Not-for-profit Commission (ACNC) and will additionally be governed by legislation through the Australian Securities and Investments Commission (ASIC). At our Special General Meeting on 15 August 2017, our members present voted in favour of this recommendation.

This change means HelpingMinds will have the opportunity to seek funding and services outside of WA, allowing us to expand our existing community mental health support services more broadly throughout Australia. We will always remain a not-for-profit charity. Our purpose remains as it always has.

This is an exciting time for our organisation as we continue to grow our service supports and networks throughout WA and beyond.

We would like to thank our Board of Governance for its ongoing support and dedication to HelpingMinds; and a special thanks to each and every one of our team members for their continued passion, commitment and enthusiasm. We continue to deliver quality supports to our clients even in times of change. We have again made significant progress over the last 12 months ensuring we have a solid foundation on which we can continue to grow our supports.

Patrick Hardwick - President
Debbie Childs - CEO



HelpingMinds Turns 40

ARAFMI has a great heritage in the mental health sector; we have always been well known in the industry for providing quality supports for mental health carers. In 1976, a group of parents and carers (who were in need of their own support because of their caring role) came together to start the first support group. They reflected, over coffee, the similarities and differences of their situations and listened to one another, providing sound advice and support.

This continues today with our peer support groups. Carers today have many more supports available such as respite, school holiday programs, education and one to one counselling.

Thankfully times have changed since 1976 and mental illness is now discussed far more openly than it ever has been. People are able to seek the supports they need without fear of stigma. HelpingMinds now has offices throughout Western Australia, and a team that is committed to ensuring our great legacy continues over the coming 40 years.

To celebrate HelpingMinds turning 40 a Gala Dinner was enjoyed in November 2016 at the Royal Perth Yacht Club with staff and board members.



40th Anniversary



HelpingMinds Services



CARER SUPPORTS

Telephone

Carer education, information and supports are available via our 1800 number. This allows access to our various services throughout regional WA.

148 support hours delivered in 2016/17

256 clients supported in 2016/17

Funded by WA Mental Health Commission

Individual Advocacy

Provided from our Perth Office across WA.

Services:

- Providing advocacy support to families and friends of people with mental illness
- Develop a carer advocacy plan
- Provide people with information about their rights as a mental health carer

This service is delivered by one to one sessions as well as group information and education sessions.

1027 support hours delivered in 2016/17

173 clients supported in 2016/17

Funded by WA Mental Health Commission

Mental Health Promotion

Operating at a population level this service provides education aiming to raise awareness of mental illness, improve mental health literacy, reduce stigma and discrimination and maximise the populations mental health and wellbeing.

Specific Programs:

- ChangingMinds
- COPMI Education

2195 support hours delivered in 2016/17

96 schools/locations supported in 2016/17

Funded by WA Mental Health Commission

Young people Metro Area

These services are designed to support the youth mental health carer to sustain their caring role.

Aged from 8-18 years.

Services:

- One on one counselling support
- School holiday program
- SMILES
- KOPING

3000 support hours delivered 2016/17

439 clients supported in 2016/17

Funded by WA Mental Health Commission

"The friendly and caring support workers were willing to listen to my needs but also provide balanced offering solutions that I hadn't thought of. Dignified me in the role I was already carrying but helped me improve being a carer."



HelpingMinds Services



Family and Carer Supports

Areas supported: Perth Metro, Broome, Geraldton, Carnarvon and Port Hedland.

Services:

- Individual counselling
- Phone support
- Online support
- Carer peer support
- Advocacy
- Carer support groups
- Information
- Education

Perth Metro (Adults only)

4503 support hours delivered 2016/17

1343 clients supported in 2016/17

Regional WA (Adults and young people)

2128 support hours delivered 2016/17

202 clients supported in 2016/17

Funded by WA Mental Health Commission

"not only did it save us as individuals but also helped in saving our marriage. When times were extremely tough and we had no clarity you were there to support and pick us up"

Carer Respite

Areas supported: Joondalup, Wanneroo, Swan, Perth North Metro, Geraldton, Pilbara

These services are designed to support the mental health carer to sustain their caring role.

Services include:

- Carer support groups
- Short breaks
- Therapy days:
 - o Massage
 - o Reflexology
 - o Meditation
 - o Yoga
- Men's carer support days
- Therapy retreat days
- Youth camps
- Swimming therapy groups
- Art therapy groups

4959 support sessions delivered 2016/17

1228 clients supported in 2016/17

Funded by DSS through Mental Health Respite: Carer Supports

Carer Education

Education programs for carers to assist them in maintaining their caring role.

Services include:

Family Connections: A 12-week psycho-education program for adults caring for a person with Borderline Personality Disorder. This is a face to face program offered in Whitfords and Midland.

Expressive Therapies: where participants are able to express their feelings and emotions through art.

Recovering Our Families is a fully facilitated, interactive online 8 week course designed to educate and support individuals and families in a safe supportive space to provide tools in the mental health recovery journey. Face to face support groups are available as part of this program in Perth.

685 participants welcomed in 2016/17

HelpingMinds Services

Early Intervention for Young People

"YoungMinds" in Kimberley, Gascoyne and Midwest. "Talk It Out" in Swan.

These programs are for vulnerable families with children and young people who are showing early signs of, or are at risk of developing, mental illness.

Our services are provided as a responsive, flexible non clinical mental health support service to meet the needs of children and young people affected by or at risk of mental illness.

Delivered outcomes:

Children and young people

- Have improved emotional health and well being
- Better manage aspects of their lives
- Families and carers are helped to support their young person
- Communities have a better understanding and response to mental health issues that affect children and young people.


Outcomes are delivered with a primary focus on the young person using a whole of family approach by:

- Intensive long term early intervention support by identifying needs and providing practical assistance and home based supports. Linking to other services and targeted therapeutic groups.
- Short term immediate assistance which includes assessment, provision of information, referrals and limited direct support for the young person.
- Community Outreach, mental health education and community development activities.

2674 young people supported in 2016/17

Broome:	458
Carnarvon:	129
Geraldton:	1468
Kununurra:	195
Midland:	424

Funded by DSS Community Mental Health Activity of the Disability, Mental Health and Carers Program.



**"The whole organisation
saved us. Forever grateful."**

"I have been involved with ARAFMI / HelpingMinds for many years, I am so grateful for the raft of services and I can see the positive development of the organisation over this time."

Personal Helpers and Mentors

Based in Cockburn

Service provides:

- increased opportunities for recovery for people whose lives are severely affected by mental illness
- using a strengths-based, recovery approach
- assists people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is impacted because of a severe mental illness.

This year has seen the program operate in the WA NDIS trial site, meaning much support has been given to helping clients apply for NDIS supports. Not all PHaMs clients have been eligible for NDIS. Some of the challenges have been helping clients stay engaged with the application process and the time it has taken for applications to be finalised.

80 individuals welcomed in 2016/17

NDIS

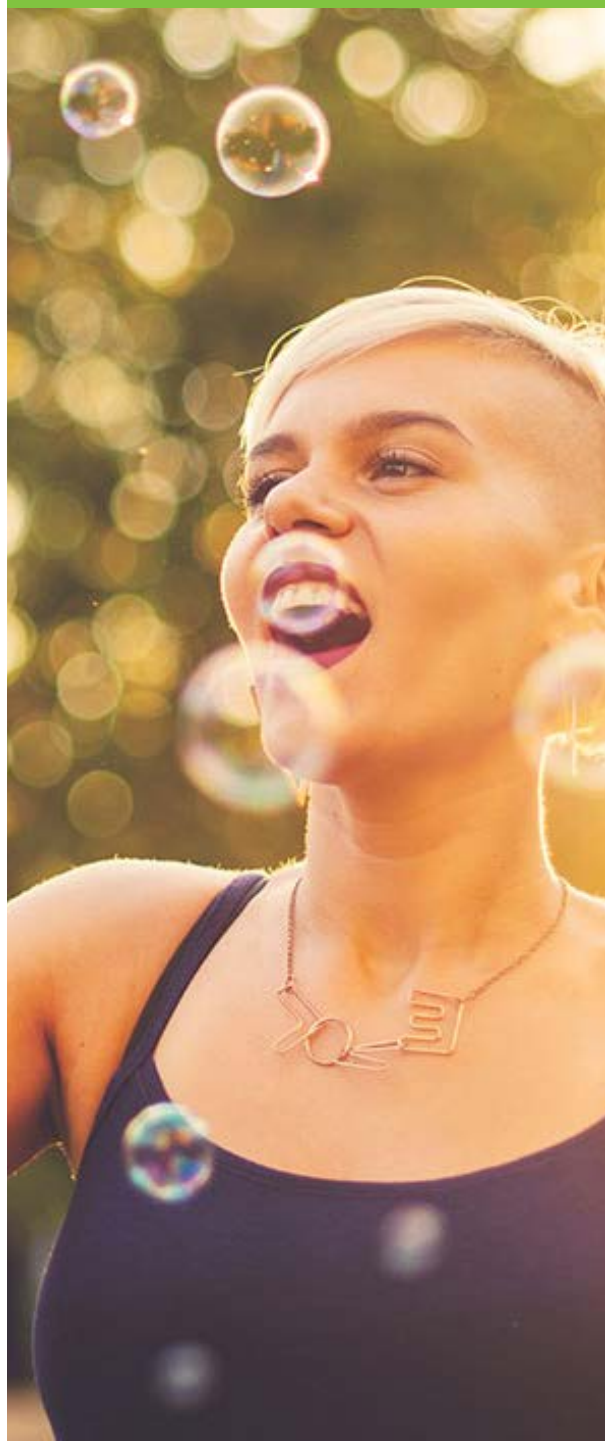
In 2015/16 HelpingMinds invested in the development of business models to support service provision under NDIS. We support the NDIS participant and their family through the entire NDIS process.

Supports:

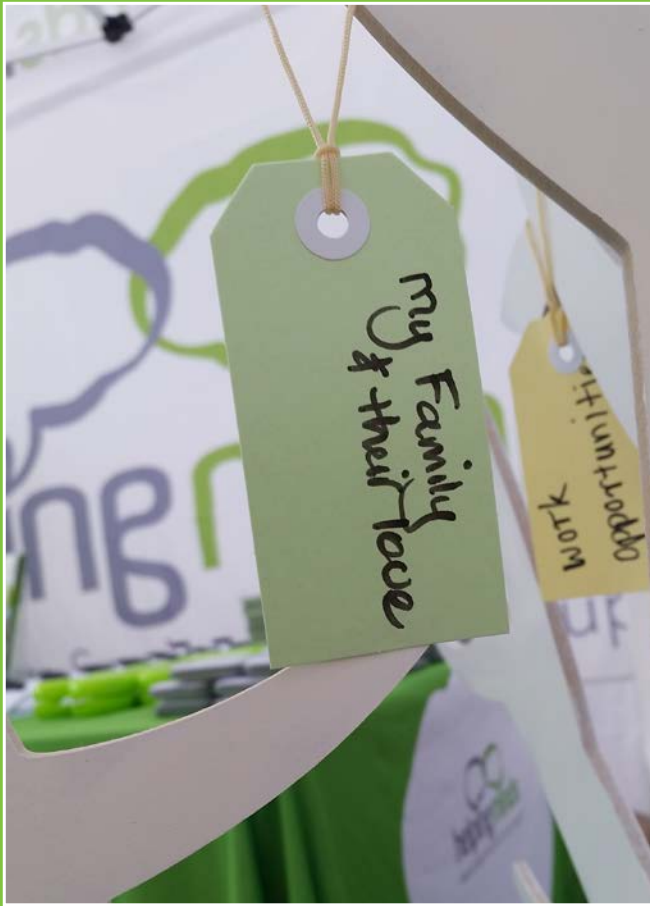
- Support Coordination
- One to One Peer Support and Mentoring
- Recovering our Families
- Taking a Break
- Youth Programs

62 individuals supported in 2016/17

Funded by NDIA & WA Disability Services Commission.



The Audited Annual Financial Report for HelpingMinds is available as a separate document and can be downloaded from our website HelpingMinds.org.au







I always come away with a
measure of hope which I did
not have when I arrived.



Head office

182 Lord Street, Perth
Western Australia 6000
T (08) 9427 7100
F (08) 9427 7119

Armadale | Broome | Carnarvon | Cockburn | Fremantle
Geraldton | Kununurra | Mandurah | Midland | Perth
Port Hedland | Rockingham | Whitfords

Mental Health Carers Arafmi (WA) Inc

www.helpingminds.org.au