



Annual Report 2021–2022



Acknowledgement of Country

We acknowledge the traditional custodians of the lands on which we work, live and care; and we pay our respects to the Elders past, present and future. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people, who are our future leaders. We acknowledge lived-experience with mental-ill health; may it inform us and guide us, for better outcomes and healing for our communities and loved ones.

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Our Mission

HelpingMinds® aims to **improve** our community's **mental health** and **wellbeing**.

Our Values

Our organisational values are the building blocks of the safe workplace we create together.

Our values are **hope, respect, trust, collaboration** and **integrity**.

Hope

We empower **hope** in clients and colleagues by: being optimistic and positive about the future; by providing opportunities; by acknowledging people's journey; by seeking solutions.

Respect

We show **respect** by communicating thoughtfully and considerately; by demonstrating empathy; by embracing diversity; and by encouraging, not judging others.

Trust

We build **trust** by helping people feel safe to speak up; by being authentic and genuine; by being consistent and reliable; by being transparent with our communications.

Collaboration

We promote **collaboration** and work together as one team; by participating and sharing; by being inclusive; by building relationships; by valuing differences.

Integrity

We demonstrate **integrity** and do what's right by: being ethical; by delivering our commitments; by being honest; by taking ownership and being accountable.

A message from our Board Chair and CEO

This year has seen our communities continue to navigate the many challenges that the COVID-19 pandemic has thrown at us all. The world has changed significantly in the last few years and at HelpingMinds we have embraced the ever-changing world to develop new ways of working as we continue to work through new challenges sent our way.

As we introduced a new strategic plan for 2021 to 2024, we recognise that, even with the best intentions, the world constantly changes and we need to be agile and adaptable to meet this changing environment. One thing that hasn't changed is the continued demand for HelpingMinds' supports and services. As you will see from this annual report, even with the impediments COVID presented, our team has continued to deliver supports in an ever-evolving environment.

At HelpingMinds we recognise the importance of an holistic family approach to supports; 'no man is an island' - we all have critical people in our lives who also need to be part of any supports, and may also need their own supports. Since 1976, ARAFMI, now HelpingMinds, has focused on the importance of ensuring that everyone involved gains the supports they need to be able to live their best lives possible.

The HelpingMinds' financial result this year is the worst result in the history of ARAFMI/HelpingMinds and reflects the current situation we find ourselves in; providing services without adequate indexation of longer-term contracts, and the financial tightrope that NDIS funded supports we, along with many other organisations, are currently traversing. We are certainly not the only organisation who has had to underwrite supports through the NDIS over the last twelve months. From October to December 2021 an external review of our NDIS services was undertaken and the recommendations from this review are currently being implemented. By this time next year, we will be seeing a turnaround of our finances to allow the continuation of community supports that have been the mainstay of our organisation for the last 46 years.

On a positive note, it is pleasing to see an increased focus in our general community on wellbeing and recognising the stresses that day to day life brings. In the last twelve months we have continued to provide flexible and supportive work environments for all our team members. Our Board and Executive team are dedicated to ensuring that the individual needs of each of our team can be met so they each have the best opportunity to delivery their roles to their best. By supporting our team to come to work inspired each day, we endeavour to have everyone leave at the end of each day fulfilled by being able to deliver their best selves to their role and, most importantly, our clients.



We are both regularly humbled by the wonderful, unsolicited feedback we receive when out and about, hearing of the great supports our HelpingMinds' team provides to our community. It is wonderful to be part of a team that always strives to go above and beyond. We could not do this without the dedication of our volunteer HelpingMinds' Board and all our team members, whether employed or volunteering.

Thank you to all our funders, stakeholders and HelpingMinds' team. Please enjoy the achievements contained in our annual report, we could not have achieved the above milestones without any of you. The strength and agility of HelpingMinds is only as good as the people on the ground delivering the services and the effectiveness of our collaborations. On behalf of the WA and NT community and all the people we serviced directly or indirectly this financial year, we say thank you for your efforts and support.

Warm regards,

Franco Guazzelli, Chair of the Board

Deborah Childs, Chief Executive Officer

Child, Youth and Family Services



Operations and service delivery were impacted during 2021/22, specifically between January – June 2022, during the Omicron wave of the COVID-19 pandemic. Our top priority was ensuring the health and wellbeing of clients, community and team members was at the forefront of decision making and service modifications. HelpingMinds responded quickly to the changing environment and created a COVID-19 Contingency Plan across the organisation, with the aim of continuing in-person supports provision to clients in both Metro and regional WA, whilst adhering to appropriate protocols and maintaining the safety of team members.

Assisting communities through direct connection

In collaboration with Community Mental Health Australia (CMHA), HelpingMinds began the 'Assisting Communities through Direct Connection' (ACDC) project, which connects people with mental health and wellbeing services in their local area. With the COVID-19 pandemic still affecting Australians, HelpingMinds reached out to households in the Beechboro and Ballajura communities through local 'People Connectors', starting conversations, distributing service information, and providing much needed links to services within the community. The project will generate data and information about barriers to accessing local support services for each of the 24 communities visited throughout Australia.



3,364 clients
assisted through our
Youth and Family Services

Stepping Stones

HelpingMinds secured a grant application to deliver the 'Healthy Body Healthy Mind – Stepping Stones' Program in the Kimberley. Supported by the Channel 7 Telethon Trust, the program supports Aboriginal youth living in the Broome and Derby communities. The aim is to break down stigma around mental health through interactive workshops which seek to empower and enable Aboriginal young people to look after their body, mind and make healthy choices.

Solutions over Supper

Six Solutions over Supper consultation sessions were held across Western Australia. This was an opportunity for carers to share their valuable experiences of caring for someone with mental-ill health who has received treatment under the Mental Health Act. The information collected contributed to the Mental Health Commission review of the Mental Health Act (2014), as part of their six-month public consultation to obtain feedback to help inform the Review.

Self care and wellbeing

Carer Respite is now available and accessible in Metro WA, and HelpingMinds is providing much-needed self-care in the form of massages for mental health carers from our Perth, Midland, Hillarys and Fremantle Offices. We are so pleased to be able to offer carers an opportunity to take a break and recharge.

Partnerships

HelpingMinds has been a member of the headspace Midland consortium for many years, which provides much-needed support to young people living in the City of Swan and their family and friends. At the Youth Focus 2021 Make a Difference Awards, the headspace Midland Consortium was awarded the Community Partner Award.

Carer Gateway In Partnership with Carers WA

In Regional WA HelpingMinds facilitated 58 expos, community events and information sessions to local groups, hospitals and service organisations promoting Carer Gateway Services.

Through localised support and promotion we have been able to register 427 individual clients to the Carer Gateway. Across eight outlets, we have provided 1,003 individual client sessions with a 9.5% increase from the previous reporting period.



Child, Youth and Family Services

Empowering individual advocacy

The mental health system in WA is complex and the advocacy team at HelpingMinds has helped 298 clients across WA navigate it with over 1,000 hours of support over the last year. The team has helped carers to understand their rights and enabled them to have their voices heard when decisions were being made about the person they are caring for. The advocacy team also assisted carers in accessing mental health supports and practical supports.

Recognising lived experience

Our carer peer workers continued to support carers through their journey of caring for someone with mental-ill health. Such lived experience provides a greater level of understanding and support, and enables those accessing services to connect in a meaningful way.

HelpingMinds is committed to developing and growing the peer workforce as well as strengthening and advancing the voice and expertise of people with lived experience of mental ill-health. This year, we had the opportunity to present to new peer workers wishing to enter the sector, providing them with unique and valuable perspectives in the peer work field.

We welcomed the opportunity to become a host organisation for students participating in the 'Advancing Successful Peer Inclusion and Readiness for Employment' (ASPIRE) project, established by CoMHW. HelpingMinds continues to be active in this space to build greater recognition of the peer workforce.

HelpingMinds was a member of the Peer Experts Panel Working Group, contributing to the development of the WA Lived Experience (Peer) Workforce Framework.



The power of mental health education

Over the last 12 months, the Health Promotion team were unable to interact in person with the community as often as they have in the past, as a result of the statewide COVID-19 restrictions.

The team utilised the HelpingMinds social media platforms, providing a range of online workshops on improving one's wellbeing. Many members who connected with the online platform joined the mental fitness workshop, which involved finding creative ways of taking care of themselves to help improve their fitness and mental health.

Youth Mental Health First Aid continues to be the most popular community workshop, there was a strong sense from community members of wanting to have a better understanding of how to support young people with their mental health.

'Let's talk mental health', was the most sought-after program in schools, which focuses on understanding mental health, identifying risk factors, increasing resilience practices, and coping strategies. Many participants who attended the workshop provided well rounded feedback, which

provided insight into how the workshop had helped bring awareness to how they could better take care of themselves.

'Aboriginal Mental Health First Aid' was also added to the program portfolio. For the next reporting period we will also be introducing more mindfulness workshops, as well as Accidental Counsellor.

The online service delivery area has been expanded from metro to state-wide allowing anyone across Western Australia to participate in an online event or online workshop.

"Thank you for coming to teach us about mental health & bullying. I learnt many things during the time I spent with you. Like how I can get help if I am being bullied & to understand why people bully. In the past I have had times where I have felt anxious or depressed. We have talked in class about all the things you suggested to have a healthy mind & that everyone deals with things differently."



"Everyone has been so lovely and wonderful to me. It makes such a difference having someone really listen to you and validate what you are going through."



"I 100% felt safe and supported by my worker, I felt confident to fully speak my truth. HelpingMinds offered me outcomes without telling me what to, she let me ponder on her advice and come to my own conclusions. After concluding my last session, I truly felt with her help that I was leaving stronger and with more confidence to better manage my life circumstances."



Continued dual focus of development and delivery at the Recovery College



Established in 2020, the Recovery College is designed to educate and deliver courses that provide an opportunity for recovery and confidence building, to allow people to return to full rights-based participation and belonging in the community.

Development and delivery

The last 12 months for the Recovery College has seen a continued dual focus of development and delivery, including a focussed consolidation phase to build critical elements of the College infrastructure before rolling into Phase 2. This consolidation phase also enabled the development of a College delivery and implementation model based on real-life data and experience to more accurately inform resources required and staffing capacities. This considerable piece of work has also informed contract negotiations to ensure appropriate resourcing, targets, and expectations.

500 students attended a WARCA course in the 21/22 financial year

Key achievements for the year

- > Development of an *Integrity Framework and Educator Practice Manual*.
- > Design, development and delivery of the Educator Foundation Program.
- > Eight Educator Foundation Programs run in a variety of locations including Perth, Joondalup, Northam, Bunbury, Kalgoorlie and Leederville, with 120 Educators attending.
- > Seven Community Information and Input Sessions at Northam, Joondalup, Rivervale, Kalgoorlie, Bunbury, Hampton House and Wandoo Prison, with 127 people attending.
- > Over 500 students attended 100 courses across the state including Joondalup TAFE, Leederville TAFE, Northam TAFE, Milligan and Yallo in Bunbury, Rivervale and Northbridge.
- > Increased to 18 Alliance partners with ConnectGroups, Holyoake Northam and Collective Hope joining, and have also entered into an MOU with North Metro TAFE.

- > Piloted the first Local Action Committee in Bunbury.
- > The Recovery College Principal was a finalist in the Employee Excellence category at the WAAMH Mental Health Awards.
- > Team expanded to include an Education Coordinator, Projects and Operations Coordinator, Logistics Coordinator and a pool of Educator Foundation Program Casual Educators.
- > Design and development of IT platforms which will make collaboration, connection and access to information readily available for our educators and local action committees.
- > Designed and delivered online training to support educators to create and deliver effective and engaging online courses.
- > Commenced First Nations approach including a strategic and local perspective, and are in the process of bringing a First Nations organisation into the Alliance.

Individualised Services



The Individualised Services portfolio encompasses two main streams, the National Disability Insurance Scheme (NDIS) and the Commonwealth Psychosocial Support Program. Within the NDIS Support Services there are several different supports services offered, including Core & Capacity Building Supports, Specialist Support Coordination, Support Coordination and Recovery Coaching.

NDIS

Across the NDIS support services, the team have provided psychosocial and capacity building supports equating to 26,668 hours of support for 336 individual NDIS participants throughout metropolitan and regional Western Australia and the Northern Territory. The number of participants receiving support has increased from 278 to 336, reflecting a 20% increase from the previous year.

The NDIS landscape continues to be a very challenging space to navigate with frequent guideline changes, new initiatives, increasing reporting requirements, and quality and safeguarding responsibilities, all within the context of a workforce shortage across Australia. With a particular deficit in workers with skills and experience in community based psychosocial support delivery, the team structure has been imperative in working towards building and developing our workforce and providing the high level mentoring and support required for team members to work autonomously and primarily in isolation in the community. The team structure, which involves our Team Facilitators, ensures that the quality of supports are monitored closely and encourages participants to provide their feedback



26,688

hours of support were provided during the 21/22 financial year

all whilst building their skills and confidence to assert their fundamental human rights around choice and control and how they choose to live their lives.

Due to NDIS supports being a fee for service business, the client records management system is not only essential for accurate data collection but critical for claiming income for services provided. The beginning of the 21/22 financial year saw the successful migration to the new Zen database. This resulted in a number of welcomed efficiencies across operations and an improved level of satisfaction for front line team members. With future system developments we are hoping to gain increased oversight of operations to maximise our income potential, ensure we can easily adapt to the changing world of NDIS and become a sustainable service within HelpingMinds suite of supports.

NDIS Access Project

HelpingMinds secured a grant application to deliver the 'NDIS Access Project' across Perth and Midwest. Funded by Mental Health Commission, this project supported 100 consumers with severe mental illness to understand, engage in and complete the NDIS access requirements. We worked collaboratively with other health services and general practitioners to gather evidence needed to coordinate the access request process for those participating in the project. This project aimed for a positive impact on supporting and preparing people with mental ill health and their families and carers to transition to the NDIS and increase their capacity to exercise choice and control.



NDIS participant James was supported to achieve a long term goal of going on a boat trip on the STS Leeuwin.

The aim for James was to build their independence. This involved planning and support around communication & organisational skills and obtaining a small grant to finance the adventure. James engaged in conversation with the boat crew, practiced his photography skills, and thoroughly enjoyed being out on the water.

After the trip James reflected that quitting smoking may now be a possibility as he had gone several hours without smoking. He also learnt skills on how to edit photos and create a movie which has given him a new interest to pursue and he was able to independently book into a group fishing trip with his support worker.

Individualised Services



Core & Capacity Building Supports

The team facilitators and support workers epitomise the heart and soul of our NDIS services and the HelpingMinds overarching core values. The core values of trust, respect, integrity, collaboration and hope are entrenched in every support encounter with the NDIS participants the team support.

Support workers are working with a wide range of individuals with various mental health challenges and functional disabilities, in a diverse range of environments from living independently in the community to supported group homes and psychiatric hostels. This requires the team to have a very broad range of skills, knowledge and experience. They are relied upon to be empathetic, positive, person-centred, patient, resilient, engaging and overall adaptable with no two days ever being the same.



Participants are frequently supported long term due to the persistent and severe mental health challenges they face and it is not unusual for support workers to work with a participant for several years. For some HelpingMinds participants who have lived in institutions for large periods of their lives, the process of recovery is not linear nor does it occur overnight. Supporting participants to regain their independence, understand their human rights, learn and develop new skills, build their self confidence and develop trust in others, all takes considerable time and patience. The support team walk alongside the participant at their pace, to provide encouragement, motivation, to listen and support and maintain these relationships over long periods of time which can be quite challenging.

Many participants experience fluctuating states of mental health throughout their recovery journey. The team is often supporting individuals through periods of considerable mental ill health and the HelpingMinds Support team are often the only support the individual has in their lives, highlighting the importance of HelpingMinds services. Due to the positive and trustful relationships built between participants and the support team members, they are frequently the first to notice and respond to a participant becoming unwell and constantly assessing and reporting when they may be at increased risk.

The nature of the NDIS participant dealing with severe and persistent mental illness means that managing these complexities are common place for the NDIS team. The team structure, escalation pathways and reporting lines are continually reviewed and improved to ensure all team members are well supported and a team approach to risk management is implemented. With the added support of the Care Governance Lead and Executive, the entire team has continued to adapt, learn and refine their practices to better deal with these challenging situations.

Support Coordination, Specialist Support Coordination & Recovery Coaching

The essence of this service stream is to assist individuals to develop skills and build their capacity to understand and implement their NDIS plans. The team provide a supportive framework for individuals to explore their options and make informed decisions about what services and supports best meet their needs and to continually build their independence in managing their own supports into the future.

The team have successfully supported NDIS participants to link in with services ranging from in-home support, community access and activities, therapy services, and purchasing assistive technology items. They have supported many participants to secure permanent accommodation options which meets their specific needs and foster their independence through accessing a range of community based supports.

Connection and communication is key to successful outcomes for NDIS participants and the team have been instrumental in bringing together each individual's informal and formal support services to foster positive working relationships amongst all key stakeholders to ensure the best wrap around support for the individual to enable them to achieve their goals.

Individualised Services



NDIS participant Geoff who has been a longterm resident of a psychiatric hostel has been supported to develop a variety of independent living skills to improve his physical & mental well-being, including budgeting, meal planning, cooking and participating in physical exercise in his local community.

Good new stories

Good news stories celebrating participants achievements are collated every month within each team. They provide a wonderful lens through which to understand what recovery looks like for each individual the team works with and there are literally thousands of good news stories over the course of the year.

Over this period, they have ranged from participants allowing someone into their home for the first time in years, learning skills to maintain a safe and clean home, finding a hobby, learning personal care and grooming skills, using public transport for the first time, gaining employment, attending cooking classes, engaging in therapy sessions and making a friend, to name only a few.



Strengthening capacity with a new support program

The Commonwealth Psychosocial Support Program (CPSP) brings together the three programs of National Psychosocial Support – Transition, National Psychosocial Support Measure and Continuity of Support under the one program. The Program continues support for consumers with severe mental illness who are not currently accessing services under the National Disability Insurance Scheme (NDIS) or state and territory led programs. The Program aims to strengthen the capacity of consumers to live independently, safely, and productively in their community, form meaningful connections in a supportive environment, and reduce the need for acute care.

In addition to service delivery, providers are also funded to support service access through:

- > the introduction of a capacity and strengths-based assessment tool for determining suitability, support needs and ensuring services are tailored to individual’s needs, with assessments undertaken by service providers with consumers.
- > service navigation support to provide information, advice and referral assistance to consumers, their families and carers, and discretionary testing of eligibility for the NDIS.

The Commonwealth Psychosocial Support Program supported 44 clients over 1,936 hours in Cockburn and Kwinana.

- > Throughout the last year, 18 clients were supported to test their eligibility for NDIS with ten being successful and transitioning to NDIS funded services.
- > The Program received 546 hours of support from the East Metropolitan Health Service to support active clients of the Commonwealth Psychosocial Support Program prepare NDIS applications.
- > A successful application for \$5,000 worth of GIVIT funding was obtained to go towards food, petrol, necessary furniture, and other items for clients.
- > The team provided a presentation to the Melville Rotary Club on the psychosocial support program and received a generous donation of \$1,100 that went towards the client Christmas party.

Funded by Western Australian Primary Health Alliance





"I am very happy with my supports. I have each support worker Helping me in different areas. One helps me with going out, the others help with appointments, shopping, looking after my house and teaching me to do things on my own like catch an Uber"



"Thank you for listening to me. Thank you for validating my needs and requirements. Thank you for always easing the anxiety.
Your professional application is brilliant. Speaking to you today is what sets helpingminds apart as a vital service. Thank you for putting my needs as a priority."



Strengthening relationships and improving operations

Developing a collaborative culture

This year has seen increased collaboration across all HelpingMinds teams as an exciting team project was rolled out which aimed to provide teams with the tools to drive collaboration successfully across the organisation despite the outreach nature of our workforce. This project strengthened team spirit and increased shared knowledge, vision and learnings which further complemented the team member efforts achieving strategic organisational goals.

Workforce

This past year, like many organisations, HelpingMinds has continued to face challenges due to skilled workforce shortages. The team focused on establishing and strengthening relationships with registered training organisations to attract and acquire stand-out entry level students. This approach allows for a career pathway within the organisation, supported by structured professional development and peer to peer learning.

Focus has been placed on the induction and on-boarding processes through continuous improvement initiatives; changing the induction programs has led to greater role clarity, better alignment with the strategic plan as well as a shared understanding of HelpingMinds as an organisation.

Training & Professional Development

This year training and professional development opportunities were provided to team members by introducing a new training platform to the existing suite of training. The platform means that all new team members can undertake mandatory training from day one as well as having the ability to select from a wide range of course to continue to develop professionally and personally.

HelpingMinds Staff Agreement 2022-2026

The HelpingMinds Staff Agreement 2022-2026 was launched in August 2021. This was an exciting time for the organisation as the team worked together to establish a staff agreement that they can all be proud of. The agreement has a focus on rewarding and recognising team members for their commitment to the organisation, offering attractive benefits that increase throughout the longevity of their employment with HelpingMinds.

System Improvements

To support the growing service delivery functions, investment was made into the development of a purpose-built CRM, Zen. Zen became operational in July 2021, the system allows team members more time with clients and less time with manual operational requirements. System integration and efficiencies continue to be a focus for HelpingMinds as we invest in our systems and our people to continue to deliver high quality services to the community.

Our facilities are growing

To accommodate the growing organisation and to continue to meet the needs of the community, several offices were relocated throughout 2021/22 as well as the opening of a hub in the City of Bunbury.

The team continue to offer high quality services in the heart of the community, whilst ensuring that the facilities allow for a safe, accessible and welcoming environment for all.

Office relocations

Geraldton office
76 Forrest Street, Geraldton

Broome office
1/50 Dampier Terrace, Broome

South Lake office
2A South Lake Drive, South Lake

New offices

Bunbury Office
3/4 Stirling Street, Bunbury



Our Impact and Commitment

Youth and Family Support in Perth Metro

2,993 clients

individuals and groups supported

7,911 hours

of support provided

Early Intervention in City of Swan, Kimberley, Gascoyne & Midwest

399 clients

33 workshops

delivered to individuals and groups

Youth and Family Support in Broome, Carnarvon, Geraldton and Port Hedland

371 clients

individuals and groups supported

9,712 hours

of support provided

Carer Phone Support through statewide 1800 number

199 clients

supported in Regional WA

199 hours

of support provided to Regional WA

Youth and Family Support services and the Statewide 1800 Carer Support Line are funded by



Government of **Western Australia**
Mental Health Commission

Early Intervention funded by



Australian Government
Department of Social Services





Strong and Resilient Communities - Community Resilience

in Broome, Derby, Fitzroy Crossing

534 clients

individuals and groups supported

51 sessions

Strong and Resilient Communities - Inclusive Communities

Family LINK programs in City of Swan

27 clients

individuals and groups supported

18 sessions

attended in City of Swan

Strong and Resilient Communities - Community Resilience and Inclusive Communities (Family LINK) funded by



Australian Government
Department of Social Services

Statewide Advocacy in Metro & Regional WA

298 clients

1,000 hours of support

Health Promotions: Mental Health Education in Perth Metro

303 unique locations

in Perth Metro where Health Promotions team presented

606 program sessions

delivered by the Health Promotions team

1,604 program hours

delivered by the Health Promotions team

State-wide Advocacy and Health Promotions (Mental Health Education) is funded by



Government of Western Australia
Mental Health Commission

National Disability Insurance Scheme (NDIS)

336 participants

supported in WA and NT

26,668 hours

of NDIS support provided

Commonwealth Psychosocial Support Measure (CPSM) in Perth South

44 individual clients supported

1,936 hours support provided

National Disability Insurance Scheme (NDIS) funded by the National Disability Insurance Agency (NDIA).

ndia National Disability Insurance Agency

ndis

National Psychosocial Support Measure funded by

WA Primary Health Alliance
Better health, together

phn
PERTH NORTH, PERTH SOUTH, COUNTRY WA
An Australian Government Initiative



WA Recovery College Alliance



Student Courses & Informations Sessions

500 students

attended a WARCA course during the 21/22 financial year

100 courses

facilitated across Joondalup, Leederville and Northam TAFE, Milligan and Yallo in Bunbury, Rivervale and Northbridge

7 info & input sessions

conducted in Northam, Joondalup, Rivervale, Kalgoorlie, Bunbury, Hampton House and Wandoo Prison

Educator Foundation Programs

120 educators

attended an Educator Foundation Program

8 programs

conducted across Perth, Northam, Joondalup and Bunbury

WA Recovery College Alliance is funded by



Government of Western Australia
Mental Health Commission

Impact Snapshot

During the 21/22 financial year, we delivered **212,434 individual sessions** and **9,133 group sessions** to active clients.

 **212,434**
individual sessions

 **9,133**
group sessions

HR Snapshot

111 total team members
1 July 2021

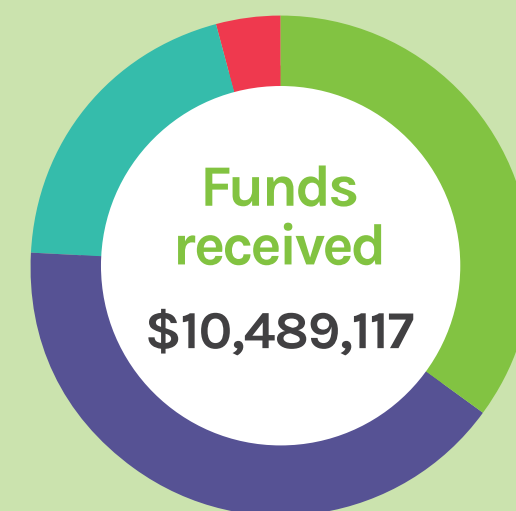
102 total team members
1 July 2022

1740 hours of staff training

6 staff celebrating their
5-year anniversary

4 staff members celebrating
their **10-year anniversary**

Financial Snapshot



- Commonwealth Funding (DSS & WAPHA)
- State Funding (MHC)
- Individualised funding (NDIS)
- Other income



- Staffing
- Operational
- Administration
- Transport
- Other

The audited Financial Report is available at helpingminds.org.au or from ACNC or ASIC.

Social Media Engagement

Besides promoting services, HelpingMinds uses social media posts and campaigns to educate about common mental health challenges, to provide helpful information and practical tips, and to support conversations about mental health to help break stigma. Keeping connected with clients and community via our platforms is another key objective to ensure people know they are not alone and we are there to help whenever they need support.

Total social media followers

11,536 followers
as at 30 June 2022



growth in
followers
across all
platforms

LinkedIn

78,309

total number of impressions



growth in LinkedIn followers



growth in Instagram followers

Facebook

1.1 million

total number of engagements



growth in Facebook followers



growth in Twitter followers

Digital Engagement

Intranet

11,543

total number of staff logins

17,246

total number of internal document views

Website

149,135

yearly total page views

57,267

yearly total engaged users



Thank you

A special thank you to our funders for making our work possible:

- > Department of Social Services
- > Mental Health Commission
- > National Disability Insurance Agency
- > Telethon
- > WA Primary Health Alliance

Thank you to our HelpingMinds' team members, interns, volunteers and Board for their hard work, dedication and commitment to our organisation, and for demonstrating our values of respect, trust, collaboration, hope and integrity.

We thank our clients for their valued feedback, assisting us to make our services relevant and engaging. Without you, we wouldn't be able to do what we do, each and every day.

Thank you to all our community stakeholders for their time and collaboration.

Thank you to our sponsors, donors and supporters who have organised fundraising events on our behalf.



Australian Government
Department of Social Services



Government of Western Australia
Mental Health Commission

ndia National Disability
Insurance Agency



Get in touch

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✉ info@helpingminds.org.au

🌐 helpingminds.org.au



Where we are

Head Office

182 Lord Street, Perth
Western Australia 6000

Bunbury
Broome
Carnarvon
Fremantle
Geraldton
Hillarys
Mandurah

Midland
Midvale
Perth
South Hedland
South Lake
Darwin (NT)



HelpingMinds Limited

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