



Annual Report 2023-2024



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 and present. 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 health challenges; 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; and 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; and 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; and 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

Welcome to our **HelpingMinds' 2024 Annual Report.**

As we reflect on the last year, we are proud of the resilience, adaptability, and dedication that has guided HelpingMinds through another transformative period. Our commitment to enhancing mental health and wellbeing across our community is held by every member of our team, who remain steadfast in living our values of hope, respect, trust, collaboration, and integrity. This year, we continue to make significant strides in delivering programs that uplift our community, particularly through our focus on innovation and collaboration.

Our Child, Youth, and Family Services Team has continued to strengthen in-person support, and we've deepened our engagement with the community through initiatives such as the Carer Reference Group and Solutions over Supper, ensuring the voices of families, carers and young people are able to guide our service delivery. We are especially proud of the impact our programs have had in regional and remote areas, where we have expanded services like the Carer Gateway partnership in Broome. These initiatives exemplify our ongoing dedication to reaching the most vulnerable members of our community, ensuring that no one is left behind.

Our focus on sustainability has led to strategic changes in our Individualised Services, as we continue to refine our support for individuals ineligible for NDIS packages. As the Governments review the unmet needs data, we continue to advocate to ensure that everyone is able to get the supports they need. This has seen us deliver the Mental Health Commission-funded Access to NDIS Program along with additional supports being implemented through our Commonwealth Psychosocial Program,

thanks to additional funding from WAPHA.

This year, the achievements of the WA Recovery College Alliance (WARCA) stand out as a powerful example of how a change in perspective—from client to student—can transform lives. The Recovery College model continues to gain momentum, expanding its reach and breaking down barriers to mental health recovery. This is an important initiative that was delivered as part of an election promise by the McGowan Government in 2019. We are keen that the Cook Government continues to see the value of this investment and recognises the importance of this new initiative. The contract for WARCA ends in June 2025 and we have been advocating the importance of continuing and expanding this funding to continue to see improved community outcomes.

We successfully completed accreditation processes this year, and are pleased to have maintained our accreditation against the National Safety and Quality Health Service Standards, the National Mental Health Services Standards, and in achieving re-registration as an NDIS Provider.

To further enhance collaboration and engagement across HelpingMinds we also redesigned our Continuous Improvement Framework which has resulted in 218 quality improvement initiatives being executed. This demonstrates our strong organisational culture for continuously improving quality and seeking excellence in all areas.

We are thrilled to highlight the continued success of our creative advocacy through the film "PIECES." This multi-award-winning masterpiece is now available on the Foxtel platform and airing free to air on 9NOW in

Australia and on the SKY Platform in New Zealand. The film continues to spark vital conversations around mental health and resilience, fostering understanding and empathy to break the silence that too often surrounds mental health.

We are also delighted with the announcement of the two new National Lived Experience Peak Bodies - for Consumers and for Families, Carers and Kin. This is a significant step, and we hope now the Western Australian Government will recognise the importance of mental health families and carers and take the initiative to fund a Lived Experience State Peak Body for Mental Health Carers, Family and Kin.

Looking ahead, we are excited to announce that HelpingMinds will be launching our new strategic plan for 2024 to 2027. After 48 years, we continue to recognise the importance of lived experience in mental health and the vital role of family, carers and kin; ensuring these voices are heard remains central to our mission.



Guided by our mission, we will seek to continue to reduce stigma and foster a community where mental health and wellbeing are celebrated. This journey would not be possible without the support of our partners, team, and community. Together, we will continue to transform lives and create a lasting impact for years to come.

Thank you to everyone for your continued efforts over the last twelve months. To our volunteer Board Directors, we thank you for giving your time and sharing your knowledge and experience in leading HelpingMinds. To our Team, we thank you for your continued commitment and dedication to being part of our HelpingMinds' family. To our funders, we thank you for your investment in HelpingMinds to allow us to continue to deliver quality services to our communities. And lastly but by no means least - To our communities, we thank you for joining us on your journey with HelpingMinds.

True strength lies in the hands that uplift one another. When we support each other, we create a ripple of change that transforms lives and builds a stronger community.

Best Wishes

Deborah Childs, Chief Executive Officer

Franco Guazzelli, Chair of the Board

Child, Youth and Family Services

Overview

The Child, Youth and Family Services has delivered another strong year as we continue to strive and ensure our programs are accessible and meet client needs.

Service Accessibility

The team has reduced the minimum age for accessing Young Carer services from 8 years to 7 years. This decision was made after a surge in referrals for this age group, with the capacity to offer these services while maintaining the integrity of the programme and the expertise of the team. This change has been particularly popular with the School Holiday Program, which is essential for fostering and developing peer relationships among young carers.

In response to feedback from the Mental Health Carer Reference Group, highlighting the need for support outside of the typical Monday to Friday schedule, the team introduced two Saturday events in April and June. These events offered therapeutic workshops and intake sessions, with plans to continue these offerings as demand arises.

Advocating for Mental Health Carers

During this reporting period, Carer Advocates provided services across a wide range of treatment settings, delivering one-on-one support, attending family meetings at ten different Mental Health Units, the Mental Health Tribunal, Start Court, and the Office of the Public Advocate. They also supported families in multidisciplinary meetings with the NDIS, the Department of Housing, and maintained consistent engagement with other community service providers.

The complexity of referrals continues to increase, alongside a rise in incoming referrals and enhanced collaboration between Carer Advocacy and Carer Counselling services.

“

Before accessing HelpingMinds advocacy service, I was completely lost in trying to help my loved one. Our situation is complex and at many different times I have felt confused, unsupported and unimportant in the mental illness journey of my daughter. In being supported by HelpingMinds I have felt validated and empowered to advocate for myself and support my daughter.

Carer Advocacy Feedback



Lived Experience and Carer Peer Support

HelpingMinds is pleased to announce that the Carer Peer workforce has grown from 0.4 FTE to 1.2 FTE. Carer Peer Support Workers are now based in Perth Metro, Geraldton, and Broome, offering support to mental health carers across Western Australia.

These workers have actively engaged with the community, promoting services, providing one-on-one support, and leading Carer Peer Support Groups. This resource is vital in ensuring that lived experience, connection, and resource sharing are available to clients.

“

The Carer Peer Support Worker is warm, has a friendly nature and her shared lived experience has made us feel that she understands our situation on many levels. It is great to have a bit of extra support and advocacy when the 12 counselling sessions come to an end.

Mental Health Carer Peer Support Feedback



Child, Youth and Family Services

Supporting New Initiatives

HelpingMinds has recruited a casual Senior Dance Teacher to provide carers and young people of all ages with the opportunity to experience the mental health benefits of dance and movement. The Dance Connection programme, developed for YoungMinds, offers additional strategies for managing day-to-day stressors. Initially aimed at young people as an alternative to in-person therapeutic interventions, the organisation is now exploring its application with adult clients and within the Health Promotion Programme.

The YoungMinds Solutions Over Supper programme highlighted the need for respite days for young carers. Feedback from participants indicated a desire for fun activities and opportunities to meet new friends while taking a break from school, caring responsibilities, and therapeutic interventions.

In response to this feedback, the organisation introduced Youth Adventure Days at the start of the December school holidays. Activities such as bowling, mini golf, escape rooms, and laser tag were held across the Metro/Mandurah region. The response was overwhelmingly positive, and the organisation hopes to offer these again later in the year.

Health Promotion

During this reporting period, HelpingMinds' film, *Pieces*, was screened at various office locations in the metro area. The aim was to engage with a diverse range of community members and gather feedback on creating an educational programme based on the film. The proposed programme would be rolled out into the community to increase awareness and stimulate conversations about mental health. The response from participants was overwhelmingly positive, with 78% stating they would recommend the film to others. Half of the respondents expressed interest in a one-hour educational workshop following the screening, and a third preferred a full-day workshop including the film. Most participants felt that the film was an effective way to initiate conversations about mental health and reduce stigma.

The annual community event, Picnic in the Park, was another great success, providing an excellent opportunity to engage with the community, share information about services, and participate in enjoyable wellbeing activities.

“

Thank you very much for your engaging and interactive presentations. Mentors informed me that they felt better prepared to deal with the vulnerable cohorts of students we have. They feel more equipped and are grateful for your time and all the effort you put in.

Health Promotion Feedback



Child, Youth and Family Services

Warm Referrals

The organisation has been working closely with its Marketing Team to promote services and ensure visibility to those who need them most. A new 'warm referral' system has been introduced, offering 30-minute appointments as part of the Client Journey for individuals who may not meet the eligibility criteria.

During these sessions, the Access and Inclusion Officer provides information and advice about more suitable services for the individual and their family. This initiative has been successfully implemented, with those not suitable for the service expressing feelings of being heard and empowered rather than disappointed at not progressing further.

“

The African Drumming Class was really great, it isn't something that I would get a chance to do normally, and to get the opportunity to do it on a retreat is fantastic.

Carer Retreat Feedback

Team Personal Development

The team participated in various professional development opportunities, including training on professional boundaries, ambiguous loss and grief, professional report writing, and telehealth skills and strategies. Additionally, the Family Support Counsellors received training in couples counselling, and service delivery workers completed ASIST Suicide Prevention Training.

The organisation hopes to expand couples counselling as a service offering, supporting

clients in strengthening personal relationships as they navigate carer responsibilities.

Carer gateway

HelpingMinds remains committed in its role as the regional champion for Carer Gateway across the South West, Mid West, and Kimberley regions. The organisation continues to collaborate with the community to identify carers and ensure they have access to these essential services.

Acknowledgements

HelpingMinds would like to express gratitude to the members of the Mental Health Carer Reference Group and those who participated in the Solutions Over Supper series. The support, feedback, and guidance provided are invaluable in ensuring the delivery of high-quality services. The organisation also extends thanks to its funders and partners, including:

Western Australia Mental Health Commission

Australian Government Department for Social Services

Carers WA





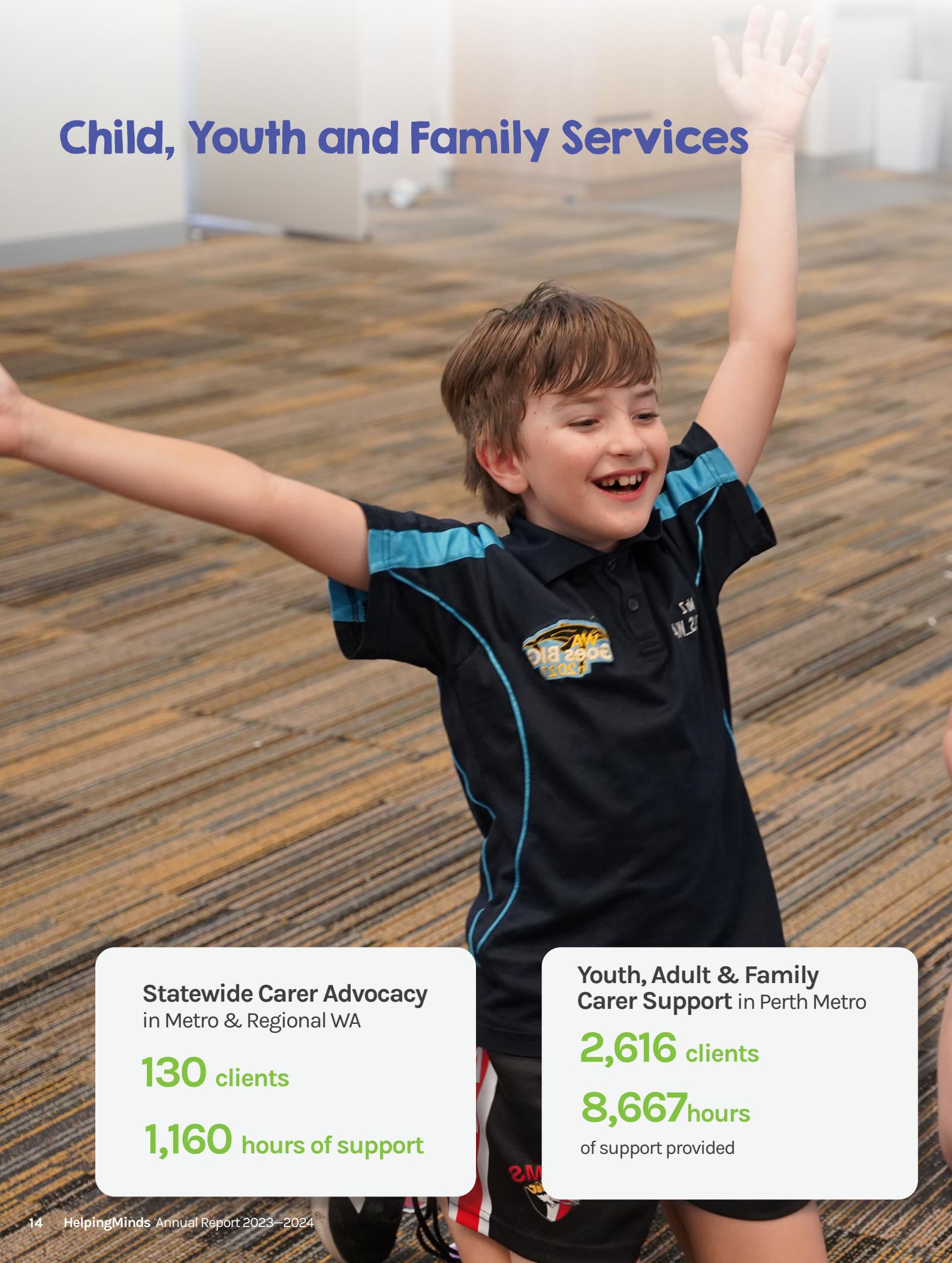
“

I came to HelpingMinds when my family was in crisis and since then you have been such a wonderful support. Whilst our person of interest is still experiencing ups and downs, my husband, adult daughter and I have begun to repair what was broken for us and enjoy being together. You have been our lifeline through a difficult three years, and we are grateful for all the support.

Carer Counselling Feedback



Child, Youth and Family Services



Statewide Carer Advocacy
in Metro & Regional WA

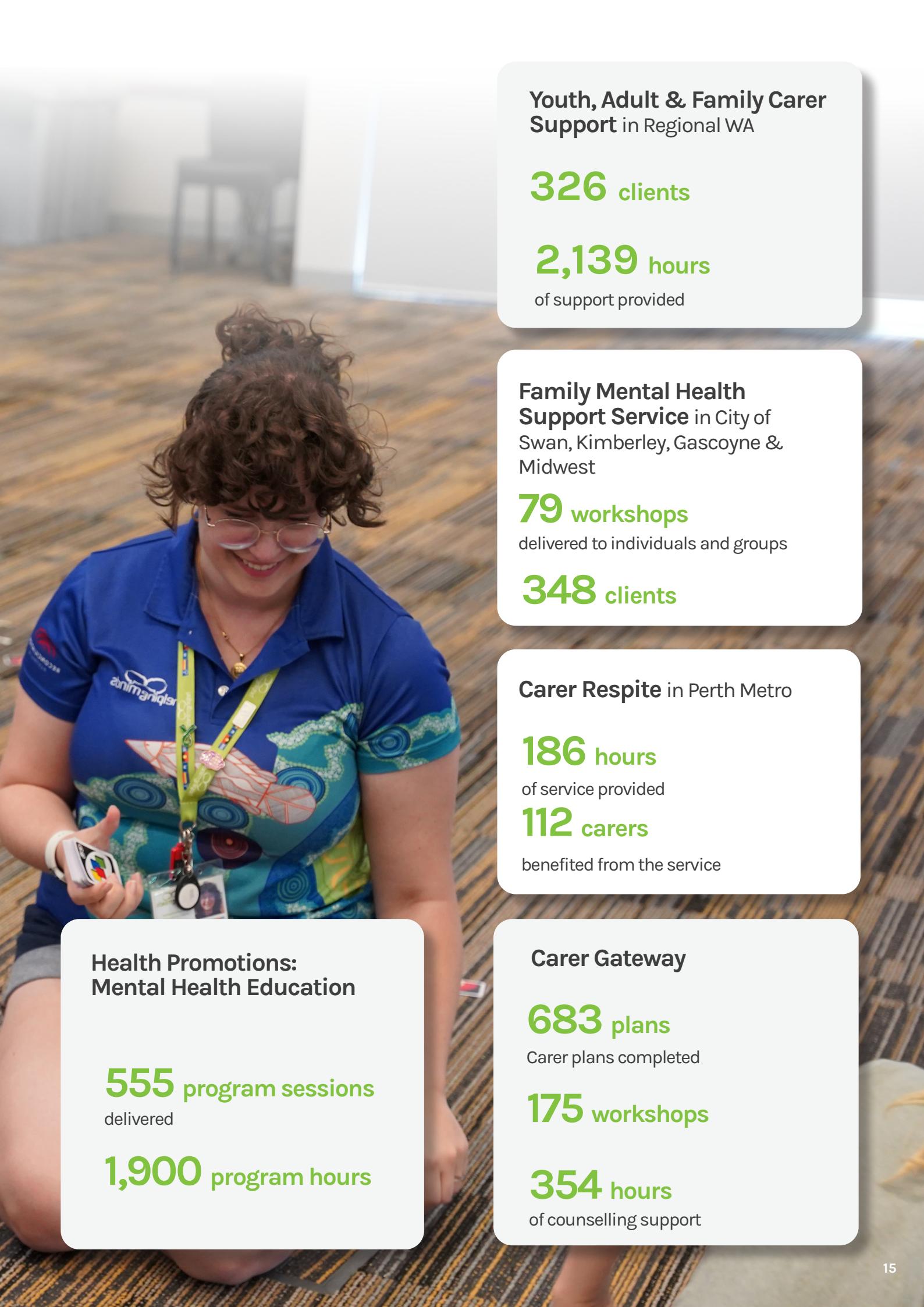
130 clients

1,160 hours of support

**Youth, Adult & Family
Carer Support in Perth Metro**

2,616 clients

8,667 hours
of support provided



Youth, Adult & Family Carer Support in Regional WA

326 clients

2,139 hours

of support provided

Family Mental Health Support Service in City of Swan, Kimberley, Gascoyne & Midwest

79 workshops

delivered to individuals and groups

348 clients

Carer Respite in Perth Metro

186 hours

of service provided

112 carers

benefited from the service

**Health Promotions:
Mental Health Education**

555 program sessions

delivered

1,900 program hours

Carer Gateway

683 plans

Carer plans completed

175 workshops

354 hours

of counselling support

Individualised Services

Individualised Services Team Achievements

Over the past year, the Individualised Services team has marked a period of substantial achievement and progress. They have reinforced service delivery, enhanced financial sustainability, nurtured a culture of continuous improvement, and ensured that the voices of participants remain central to their mission. The following is a summary of their key accomplishments.

NDIS Quality & Safeguarding Audit

The team successfully completed the NDIS Quality and Safeguards (Q&S) Audit, resulting in Best Practice recommendations across several critical domains, including Governance and Operational Management, Quality Management, and Provision of Supports. They are now awaiting re-certification confirmation with anticipation.

“

I've had quite a few support coordinators or recovery coaches during my NDIS journey and HelpingMinds is the first one I've felt truly at ease with and felt understood and supported with genuine compassion and kindness.

NDIS Participant Feedback

Participant Supports & Outcomes

Throughout the year, the team provided essential support to 168 NDIS participants across the Perth Metro and Midwest regions. Their efforts included:

16,311 hours of direct support, ensuring participants received the necessary care and assistance to achieve their goals.

126,541 kilometres of Activity-Based Transport and Provider Travel, facilitating participant access to essential services and community activities.

Notably, 96% of participants reported feeling empowered in their decision-making regarding support, and expressed overall satisfaction with the services received.

Participant Engagement and Feedback Strategy

In alignment with their commitment to continuous improvement, the team developed and implemented a comprehensive Participant Engagement and Feedback Strategy. This initiative encompassed participant interviews, regular quality service evaluations, individualised support planning, collaborative service and resource development, and feedback initiatives involving both participants and external stakeholders. The strategy has led to more responsive, supportive, and quality service provision, offering participants greater control over the supports they receive.



Individualised Services

Marketing Campaign for Team Member Recruitment & Community Awareness

To enhance community awareness of their NDIS services and potential career opportunities, the team collaborated with the marketing department to execute a targeted, dual-focused campaign. The campaign featured video interviews with team members sharing their experiences at HelpingMinds, alongside informational and participant feedback videos highlighting their service offerings.

Psychological Safety Workshop

The well-being of the Core Support team was prioritised through the facilitation of a Psychological Safety Workshop, which included a thorough psychological safety assessment. Led by external facilitator Olivia O'Connor, the results indicated a positive team culture characterised by collaboration, trust, and mutual support, reflecting the strong and supportive environment cultivated within the team.

Team Training and Development

Continuous professional development remains integral to the team's approach in delivering quality services. This year, the team engaged in training across key areas, including Motivation and Goal Setting with Participants, Understanding NDIS Plans, Report Writing, Supported Decision-Making and Positive Behaviour Support. These training sessions enhanced the team's ability to deliver superior services and effectively support participants.

Student Placement Program

The team hosted two Certificate IV Mental Health students from North Metropolitan TAFE, providing valuable practical experience. This initiative also introduced fresh perspectives and energy to the team. Their involvement with the TAFE Mental Health Industry Reference Group continues to strengthen relationships with training providers.

EOS Roll Out

The roll-out of the EOS (Entrepreneurial Operating System) commenced within the Individualised Services Leadership team. This initiative included establishing weekly Level 10 meetings, developing an issues list, setting quarterly objectives (rocks), and implementing a team scorecard. EOS has enabled the team to move beyond routine operations, fostering greater clarity, accountability, and progress in quality improvement initiatives.



NDIS Access Project

The team successfully executed the NDIS Access Project, funded by the Mental Health Commission, to assist individuals with psychosocial disabilities in applying for NDIS support. Despite challenges related to changes and delays in the NDIS application process, the team managed to process 101 referrals and provided support to 65 individuals, with 62 successfully completing the NDIS application. The team's dedication, professionalism, and collaborative efforts were recognised through positive external feedback, underscoring the critical support and knowledge they provided throughout the project.

“With my Recovery Coaches help, I am gradually re-adjusting to living alone again and aiming to re-establish a new routine, socialising, and find a hobby to enjoy....

“Their support, enthusiasm, and encouragement, is helping me to gradually feel more confident within myself

NDIS Participant Feedback

Commonwealth Psychosocial Support Program

The Community Psychosocial Support (CPS) programme, funded by the Western Australian Primary Health Alliance (WAPHA), is designed to deliver psychosocial support services to adults with severe mental illness and associated psychosocial functional impairments who are not accessing services through the National Disability Insurance Scheme (NDIS) or a state government programme. The geographical area covered by the programme falls within the Primary Health Network (South), spanning from South Perth to Mandurah.

Over the past year, the CPS team provided short to medium-term, non-clinical support and service navigation to 55 clients, amounting to a total of 1,454 service occasions. In this period, 28 clients were assisted in gathering evidence and completing applications for the NDIS. Additionally, 52 clients benefited from service navigation assistance, which included liaising with over 80 community, hospital, and health-related services to ensure comprehensive care. A noteworthy outcome is that 64% of clients who had pre- and post-K10 outcome scores reported a significant reduction in psychological distress, underscoring the positive impact of the programme's interventions.



Individualised Services

In response to the consistently increasing waitlist, the team successfully advocated for additional funding through WAPHA. This funding has allowed the expansion of services and reduced delays in service provision. Moreover, the team secured a tender to develop a 'Social Connection & Skills Development Group' programme, which will further extend service offerings into the next financial year. This initiative also includes streamlining intake processes to better accommodate the growing demand for the service.

To enhance operational efficiency, the team clarified and refined client data collection and internal reporting templates, resulting in improved accuracy and time management. The team's capacity was further bolstered by the recruitment of two part-time Case Workers, which has enhanced their ability to service the large geographical area within the funding constraints.



Lastly, the CPS team hosted a Certificate IV Mental Health student from North Metropolitan TAFE, offering valuable learning opportunities and contributing to the development of the future workforce in mental health services.



“

HelpingMinds played a valuable role in my mental health recovery.

If not for the patience, long-term nature of care provided and the quality of personnel, then there is no way I would have regained my independence so soon.

CPS Client Feedback



National Disability Insurance Scheme (NDIS)

168 participants

supported

16,311 hours

of NDIS support provided

126,541 kilometres

of transport support supplied

96% participants

feel encouraged and involved in making their own support decisions

“Just how grateful I am to my case workers. They were so overwhelmingly kind, supportive, caring. Helping prepare Disability Pension documents for DSS.

CPS Client Feedback



Commonwealth Psychosocial Support Measure (CPSM) in Perth South

55 individual clients

supported

1,734 hours

support provided

64% of clients

reported significant reduction in psychological distress

“My Support Workers make the sun shine for me, I look forward to their support and share my experiences when my son and daughter visit me.

NDIS Participant Feedback



Individualised Services

WA Recovery College

Throughout the 2023/2024 financial year, the College has experienced significant growth and strengthened its service delivery outcomes. This period has also seen the further consolidation of internal processes, the ongoing development of strategic partnerships, and the refinement of parameters for appropriate funding agreements.

A key milestone for the College this year was the co-creation of a Theory of Change, which clearly delineates the College's broad community

“

I think your programs will make a huge difference towards reducing social isolation and providing a safe place for people to establish new connections - and share lived experiences. Thank you for this.

The Artist's Palette: Exploring Emotions Through Colour



impact through the creation of opportunities and pathways to citizenship for both students and educators.

The College was honoured to be a dual finalist in two categories at the Institute of Public Administration Australia Awards:

- Best Practice in Collaboration Between Government and Other Organisations (NFPs, Private, Corporate, etc.)
- Best Practice in Innovation





CARLYN MONCK

The WA Recovery College Alliance has completed the first step in expanding its reach to the Goldfields-Esperance region.

The college operates across the State and offers various educational programs on a range of topics, including health and well-being, creative and business skills, and substance use and addiction.

Kalgoorlie-Boulder and Esperance community members were invited this year to participate in eight sessions of the college's educator foundation program, both in-person and online.

The final in-person session was held in both communities.

WA Recovery principal Naomi Carter said seven people attended the events and local business educators paid to co-design and deliver free courses in their communities.

"We have some really great educators," she said.

"The courses are run by the community for the community. We have the lived experience wisdom that people bring."

Ms Carter said developing the recovery college model for WA was an election promise by the McGowan Government after advocacy from an experienced panel.

After establishing a base in locations such as Kalgoorlie and Norseman, Ms Carter said the college wanted to provide opportunities for Goldfields-Esperance community members to share their skills, wisdom or ideas with others.

"We have a quality assurance framework and the topic can be anything that educators want to run a course on," she said.

It could be about how to

build better relationships, business or employment, a creative skill... to navigate the system or to have full citizenship of the world."

"It's about refreshing the skills and experiences I had in 2022, but it was unable to get off the ground due to the transition of the town's population."

She said WARCA hoped to offer its first community-based course as early as next year, depending on the availability of their educators.

The Kalgoorlie-based rounders have completed the course — Gloria Moyle, Junita Kaye and Gloria Chilenga.

Ms Kaye said she was "super excited" about the recovery college model as it offered a fresh perspective on education and training in the region.

"This model is about turning everything on its head and saying if you're not learning in one way, perhaps the way out of that is not traditional methods, it's about learning," she said.

"People from different (employment) sectors can be educators and facilitate education from their lived experience."

WA Recovery will host a second educator foundation program in Esperance later this year.

For more information on WARCA, visit www.warc.org.au.

10 Esperance Weekender, 28 March 2024



EDUCATION

Recovery College invites educators

PRATHAMESH DESHPANDE

THE WA Recovery College is inviting the community to join them as educators to help people experiencing challenges and distress in life.

WA Recovery principal Naomi Carter said their free Educator Foundation program would "give people the skills and knowledge they need to become an educator within the Recovery College."

"Once people are an educator with the Recovery College, they can run a range of different courses for the community," she said.

Ms Carter said these courses were free, however the educators got paid.

"The purpose of the College, generally, is that we've taken an educational approach to people experiencing challenges and distress in life; it has proved to be really useful," she said.

"It's right in the purpose of how support for mental health are provided."

Ms Carter said while more services and fundings had become available, more people were still experiencing stress or

something was still "not working".

"Taking an educational approach and learning from other folk who have been in similar situations, helps people to then make choices and changes in their own life to figure out their challenges," she said.

"It's something incredibly powerful about someone standing in front of you, who are speaking from their wisdom and truth: 'This what I know to be real and true because I've been there, and I've experienced it.'

"We want local folk to be guiding and leading that; that's why we have local educators."

Ms Carter said Esperance local Jayde Guest was one of the educators for the WARCA.

"What's in it for me is connecting to the community and having an opportunity to share my knowledge," Mrs Guest said.

Ms Carter said anyone above 18 years of age could sign up to become an educator for the program, which is to return to Esperance around October.



Photo: Prathamesh Deshpande

WA Recovery College is a brilliant initiative, great range of courses, accessible and diverse content. I love it and regularly recommend it to people I know and meet.

Thank you so very much.

Our Thoughts and Words Create Our Worlds



Student Courses & Information Sessions

87 different course topics

delivered by 54 Educators

237 courses

delivered across WA

2,339 enrolments

on WARCA courses

882 students

enrolled on a course.



Individualised Services

In addition to these accolades, the College expanded its reach by establishing two new sites. The fourth regional site was opened in Esperance, enhancing our presence in the southern region of the state and complementing our existing locations in Bunbury, Northam, and Kalgoorlie. Furthermore, community engagement efforts commenced for our fifth metropolitan site in Armadale, ensuring that the College's services are accessible to individuals in the eastern corridor. This expansion complements the already established sites in Joondalup, Rockingham, Leederville, and Northbridge.

Additionally, the College has broadened its online offerings, making them accessible to individuals across the state.

The College remains committed to forging partnerships that support the engagement of marginalised populations. This commitment is demonstrated by the delivery of "Pop-up" courses at the following locations:

- Wandoor Rehabilitation Prison for women
- The Beacon, a residential crisis centre for individuals experiencing homelessness
- Workskil and Status (employment agencies)

Educator Foundation Programs

51 students

enroled on the Educator Foundation Program

I brought my father to this course as we have been having difficulty communicating and it was a great experience for both of us.

Speaking Each Other's Language

- Hampton House, a residential mental health facility
- The Lorikeet Centre, a peer-supported community space
- Carers WA

Moreover, the College has engaged with a range of community organisations, including but not limited to:

Employment agencies in the South West, Goldfields, and metropolitan regions

- Open Arms (counselling and peer support for veterans and their families)
- Chung Wah Association, a multicultural community organisation supporting the Chinese population

Despite the many successes, challenges remain for the College, including:

- Securing appropriate funding for statewide service delivery
- Developing an evaluation framework that aligns with the Integrity Framework and the College's Theory of Change
- Undertaking a rebrand to engage the broader community
- Addressing data requirements for enrolment, which pose barriers for many students



Western Australian
RECOVERY COLLEGE
Alliance

Connect ➔ Explore ➔ Transform

Learning for everyone

www.recoverycollege.org.au

1300 285 751

Health Commission of Western Australia

Government of Western Australia
Health Commission



The achievements of the Individualised Services team over the past year highlight their unwavering commitment to delivering high-quality, person-centred services while fostering a supportive and collaborative team environment. Looking ahead, the College is dedicated to building on this success, continuing to support the community, and ensuring that the team remains at the forefront of providing exceptional psychosocial support services and community education.

“

I truly appreciate these free courses. They are so relevant and helpful to me in my journey from recovery to sustained wellness.

Compassionate Listening for Reconnection

Shared Services

Our People

During the 2023/2024 period, a total of 30 new team members and 7 students were employed across Western Australia. The unique, passionate, and diverse nature of the team has enabled the organisation to fulfill its mission of enhancing community mental health and wellbeing.

As an organisation dedicated to providing valuable mental health support to the community, there is a strong recognition that the health and wellbeing of the team is of equal importance. It is believed that the wellness of team members is integral to fostering a flourishing workplace, which in turn positively influences productivity, satisfaction, and overall organisational success.

Over the past 12 months, a concerted effort has been made to support team health and wellbeing. This initiative involved cross-organisational collaboration to develop a wellness and engagement calendar. The introduction of this calendar underscores the organisation's commitment to the health and happiness of its workforce, creating a supportive environment and providing greater opportunities for connection, especially in a remote working context.

The implementation of these wellness and engagement initiatives is considered to have contributed positively to an overall low turnover rate. These initiatives will continue to be upheld to further complement the psychologically safe and supportive workplace environment.

HR Snapshot

73 total team members

7 Students



1,494

hours of **staff training**

18

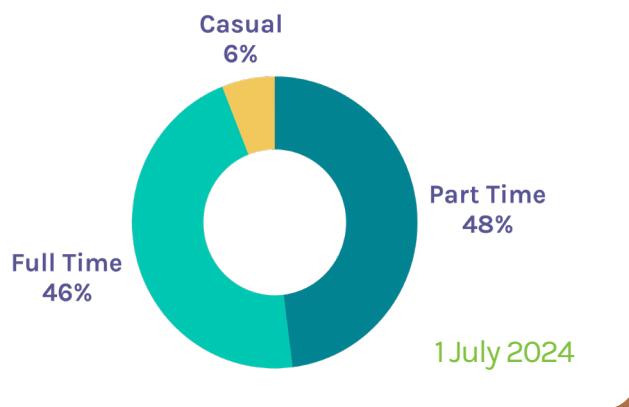
team members celebrating
their **3-year anniversary**

9

team members celebrating
their **5-year anniversary**

5

team members celebrating
their **10-year anniversary**



Shared Services

Continuous Improvement

The focus on continuous improvement extends not only to the impact felt by those accessing services but also to internal working practices. This commitment is evidenced by two successful external audits, which have resulted in the organisation maintaining accreditation against the National Safety and Quality Health Service Standards, National Standards for Mental Health Services, and achieving re-registration as an NDIS provider.

To enhance collaboration and engagement across the organisation, the continuous improvement framework was redesigned.

Since the implementation of this updated framework, a total of 218 quality improvement initiatives have been executed, demonstrating a strong organisational culture dedicated to continuously improving quality and excellence in all areas.

Additionally, a comprehensive review of the overarching Care Governance Framework was conducted to further strengthen organisational processes and systems. This review involved input from team members and reference groups to ensure a wide range of perspectives were carefully considered. The framework serves as a guide to maintaining service excellence across the organisation.



Our Systems

In alignment with the strategic objective of enhancing and optimising IT infrastructure, a significant investment has been made towards transforming the organisation's IT environment.

Key improvements were delivered in accordance with the IT Strategy, enabling HelpingMinds' teams to leverage innovation to enhance efficiency, productivity, and security. These advancements have resulted in seamless workflows, improved user experiences, and increased data protection. Moreover, substantial security initiatives have been implemented, with team members trained to foster a security-oriented culture.

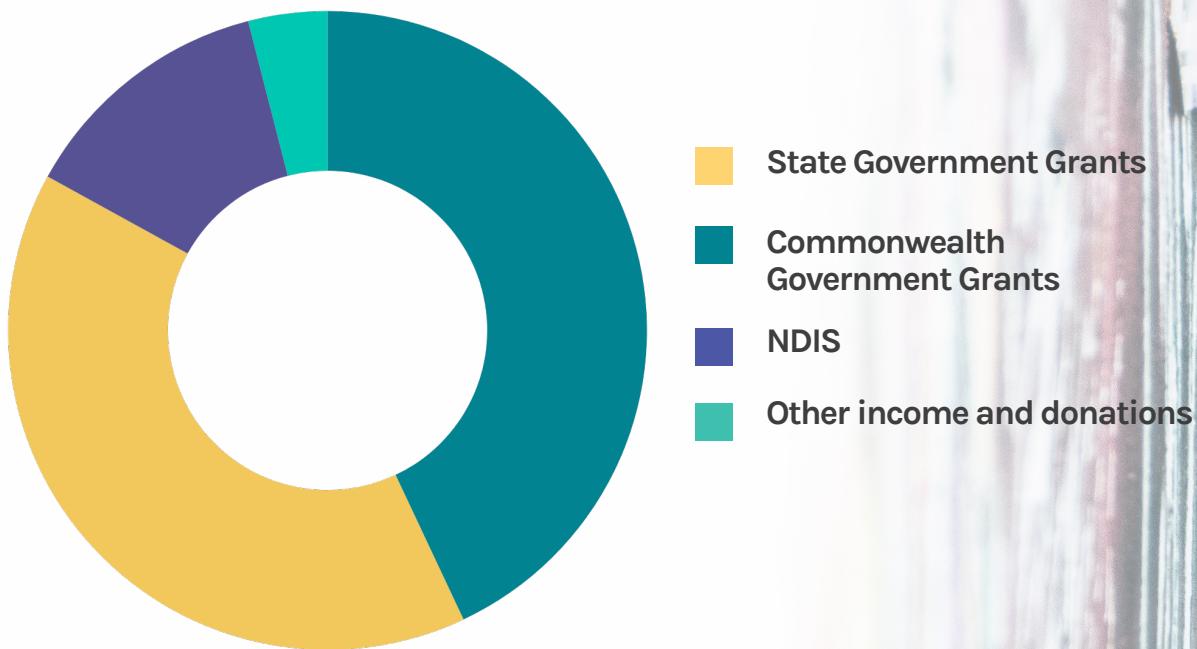
As part of the process improvement efforts, the organisation transitioned to Microsoft Intune, automating and streamlining workstation setups. This approach ensures that all workstations are consistently configured according to organisational standards, thereby minimising risks and enhancing the overall reliability of the IT environment.

In November, a project was undertaken in collaboration with the managed services provider, Lindentech, to introduce a modernised telecommunications infrastructure. The successful implementation of this project has resulted in improved call flexibility for teams, enhanced customer service, and overall cost reduction.



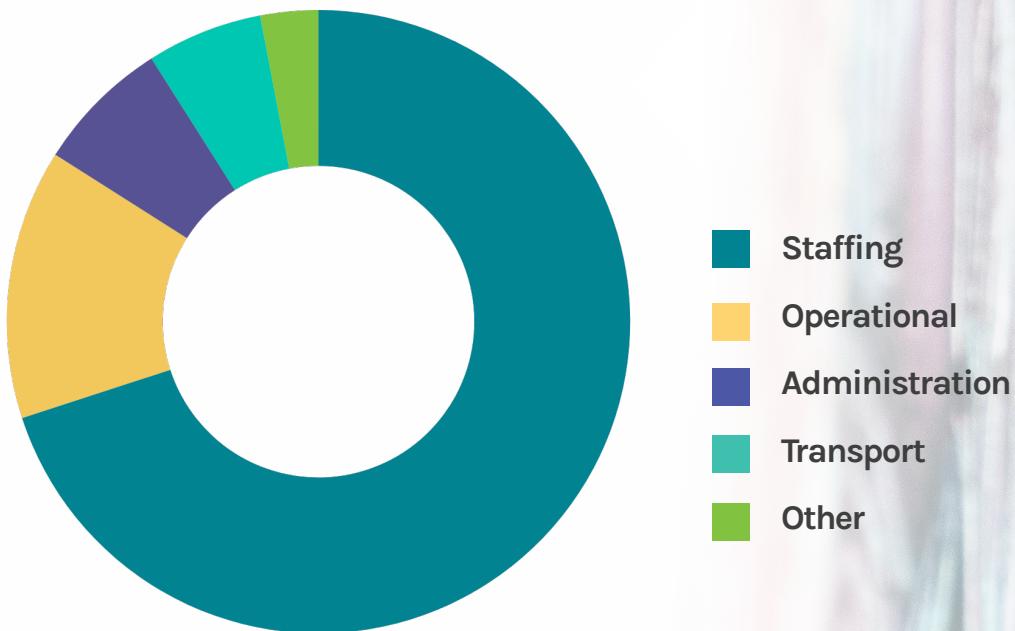
Financial Snapshot

Income \$10,177,768



- State Government Grants
- Commonwealth Government Grants
- NDIS
- Other income and donations

Outgoings \$10,029,345



- Staffing
- Operational
- Administration
- Transport
- Other



Social Media and Digital Engagement

In 2023/24, HelpingMinds focused on enhancing social media presence, community engagement, financial sustainability, client information, and team culture. Our social media reach grew, with a 5.5% increase in followers and new partnerships with local organisations, while brand visibility expanded through events like the Perth Garden Festival. Improvements in online content, such as our NDIS and advocacy sections, enhanced the client experience, leading to a 43% rise in Eventbrite followers. Financial sustainability initiatives included Google Ads traction and fundraising efforts, with a shift toward corporate relationships. In client information, website engagement improved with an increase in user submissions and newsletter subscriptions. Lastly, team culture was strengthened with the introduction of a bi-monthly internal newsletter, increased branded merchandise distribution, and positive feedback highlights, all contributing to team morale and engagement.

What's On Guide

5,199 subscribers

Website

61,603 Australian

users visited the site



10.3 %

Growth in LinkedIn followers

2 %

Growth in Facebook followers

11.3 %

Growth in Instagram followers

88.4 %

Increase in engagement rate
across all platforms

Eventbrite

1,593 followers





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
- > 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.



Get in touch

- 📞 (08) 9427 7100
- ✉️ info@helpingminds.org.au
- 🌐 helpingminds.org.au



Where we are

Head Office

182 Lord Street, Perth
Western Australia 6000

Broome
Bunbury
Carnarvon
Fremantle
Geraldton
Hillarys

Joondalup
Mandurah
Midland
Rockingham
South Hedland
South Lake



HelpingMinds Limited

ACN 622 735 540 | ABN 26 183 089 857