

# Welcome

These highlights and snapshots show how we make an impact in the lives of people who use our services and their communities.



You can dig deeper into the snapshots and stories in the full Annual Report available from [AR.NEAMINATIONAL.ORG.AU](http://AR.NEAMINATIONAL.ORG.AU)

“ We’ve ensured that lived experience, co-design and data-informed decisions remain at the forefront of Neami’s work.

**Tom Dalton**  
CEO

“ Neami is well supported by a skilled National Leadership Team and Board of Directors, who have provided continuity and a vision for the future.

**Sonia Law**  
CHAIR



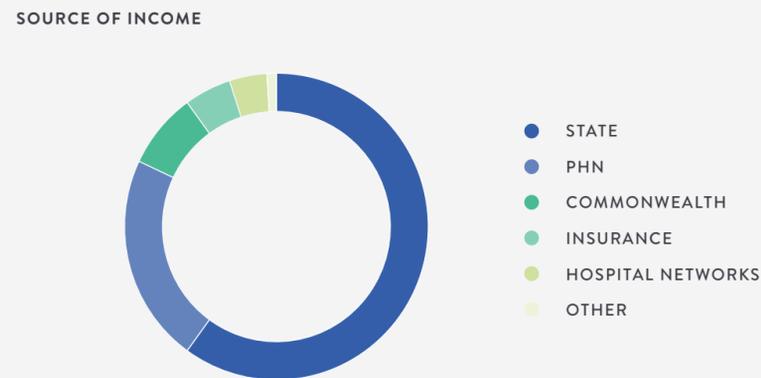
Neami National

ANNUAL SUMMARY 2018-19

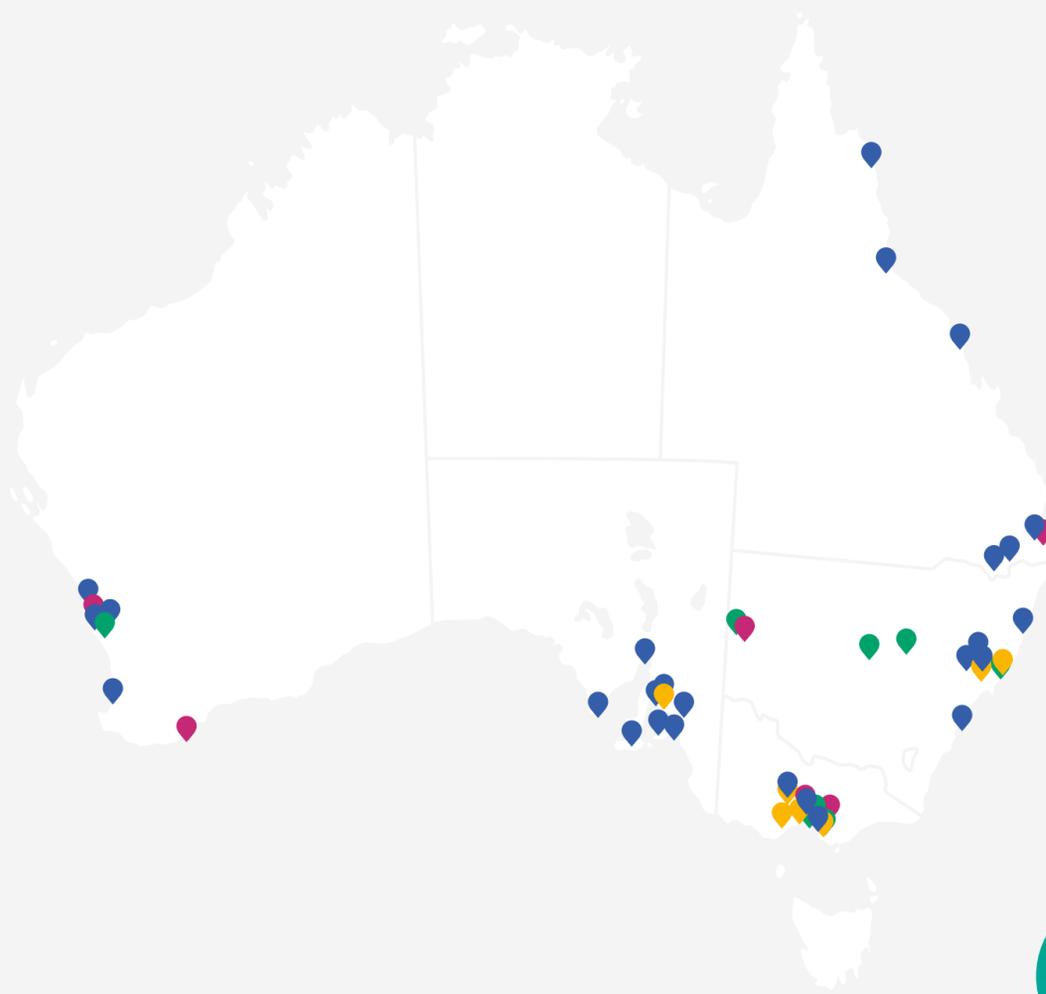
TOTAL REVENUE  
\$105,253,684

SURPLUS  
\$2,581,041

EQUITY  
\$25,001,052



We worked across Australia to provide support and strengthen local communities.



● COMMUNITY-BASED MENTAL HEALTH  
● RESIDENTIAL MENTAL HEALTH  
● HOUSING AND HOMELESSNESS  
● SUICIDE PREVENTION

→ Hear more about activity in each State at [AR.NEAMINATIONAL.ORG.AU](http://AR.NEAMINATIONAL.ORG.AU)

We supported more than 9000 people to improve their mental health and wellbeing, across four key domains.

COMMUNITY-BASED MENTAL HEALTH



HOUSING AND HOMELESSNESS



RESIDENTIAL MENTAL HEALTH



SUICIDE PREVENTION



Research and evaluation help translate knowledge into better outcomes for consumers.

15

External research and evaluation projects

8

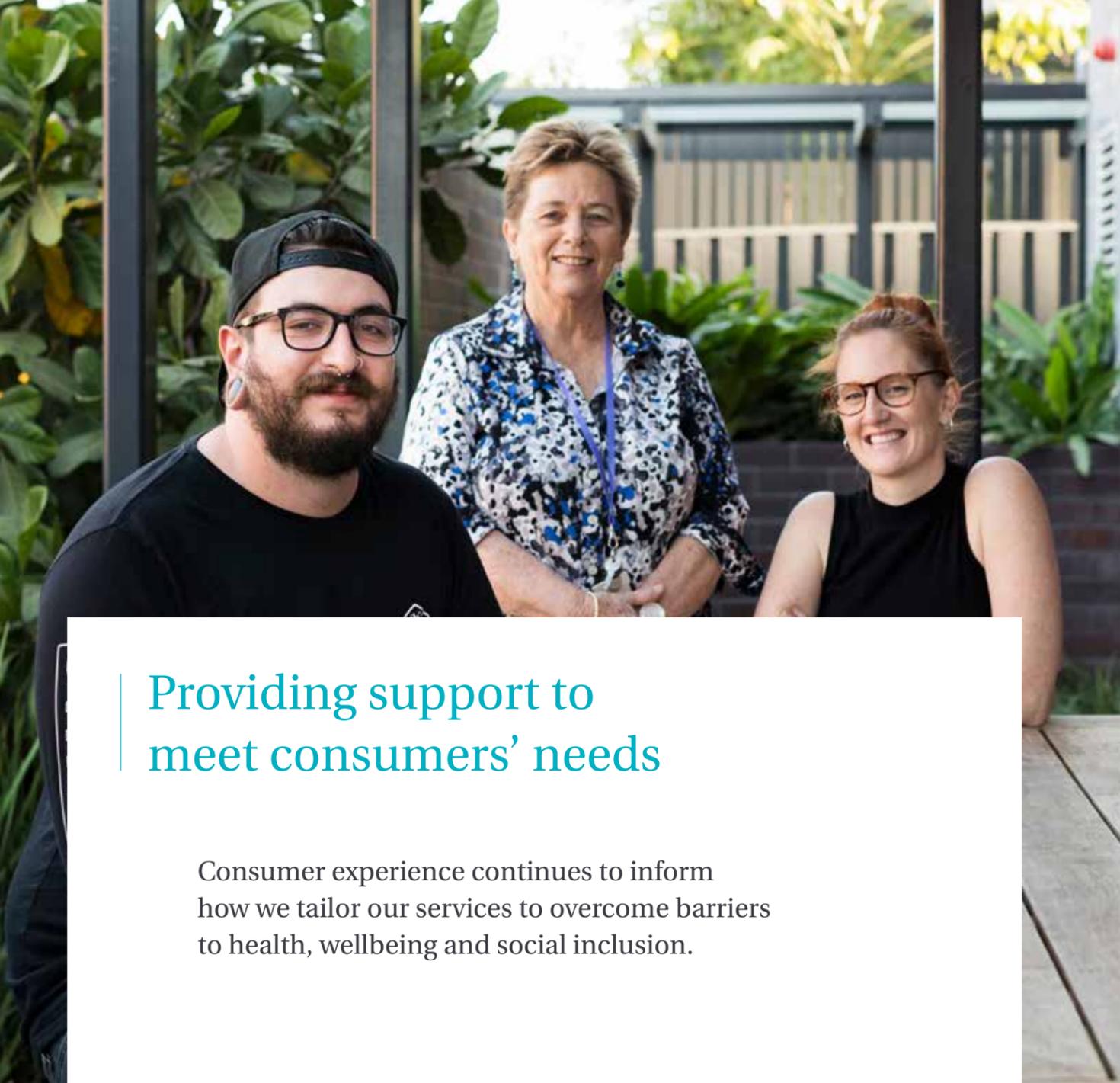
University research and evaluation partnerships

4

Internal research and evaluation projects

12

Government and Community Services research and evaluation partnerships



## Providing support to meet consumers' needs

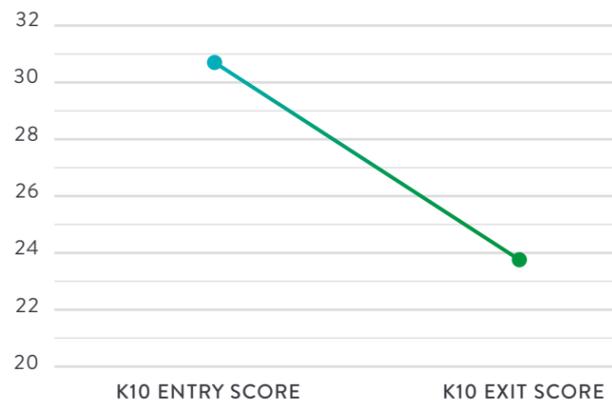
Consumer experience continues to inform how we tailor our services to overcome barriers to health, wellbeing and social inclusion.

### REDUCTION OF DISTRESS

“ Working with the team I was able to calm everything down and to have that bit of relief. It's tough to stay still and to not have my mind racing, but I was able to implement a lot of what I learnt.

TYSON

Step up Step down residents reported a 22% reduction in distress as measured by the Kessler Psychological Distress Scale.



SOURCE: NEAMI STEP UP STEP DOWN - CONSUMER DATA 2018-19

TYSON WITH KAYE AND LAUREN



ANNA AND JANETTE

### MANAGING DAILY LIFE

64%

said SPconnect had an excellent or very good effect on their ability to manage daily life.  
Source: SPconnect Your Experience of Service survey.

“ I don't connect a lot with people, and that's probably because of past issues. Anna helped me connect with support, which was the help I needed.

JANETTE

### MEANINGFUL ACTIVITY

64%

of WorkWell participants engaged in employment, training or volunteer activities.

“ To get support with my job search was transformational. I was unemployed and homeless and I was able to change all that.

ROB



NARELLE AND ROB

### IMPROVED PHYSICAL HEALTH

60%

of Wadamba Wilam consumers were supported to engage with GP's and health services.

“ We talk about our health, talk about everything. I get myself to the doctors now, I make sure I take my medication and get my blood tests done every fortnight.

DARRYLE



ADAM AND DARRYLE

ANNUAL SUMMARY | 2018-19



## Partnerships provide new ways to connect with hard to reach groups.

### WORKING TOGETHER TO PROVIDE WRAP-AROUND SUPPORT

Towards Home+ in Geelong worked as a multi-disciplinary team to support people sleeping rough with a shared-care approach.

The program supports people to successfully obtain and maintain housing, improve physical and mental health and develop connections within the local community.

Towards Home+ is delivered by Neami National in partnership with Launch Housing, Wathaurong Aboriginal Co-operative, Uniting ReGen, Bolton Clarke, and Melbourne City Mission.

“ Every member of the team brings something slightly different to the table to help cover needs right then and there.

COURTNEY, YOUTH CASE MANAGER

“ You’re not just collaborating, you’re working in a team together with everybody on the same page.

LINDA, COMMUNITY HEALTH NURSE

“ Being able to deliver complete, wrap-around support by having a ‘one-stop-shop’ is really beneficial.

KURT, ASSERTIVE OUTREACH SUPPORT WORKER

COURTNEY, LINDA AND KURT

### LIVED EXPERIENCE TO HELP SUICIDE PREVENTION

The Western NSW Lived Experience Network is a group of people from Dubbo and surrounds who have the shared experience of suicidal crisis and who wish to contribute to suicide prevention.

After completing the Optimal Health Program at Neami Dubbo, several participants began to meet to offer mutual support. Following training provided by Roses in the Ocean, the Western NSW Primary Health Network invited the group to participate as advisors.

In an advisory capacity, members now attend local community consultations and advocate for the importance of suicide prevention in their local community.

“ This group has the capacity in its membership and its understanding, to meet a great need in the development and provision of future mental health and suicide prevention programs.

LIVED EXPERIENCE NETWORK MEMBER



Watch the group talk about their experiences at [AR.NEAMINATIONAL.ORG.AU](https://ar.neaminational.org.au)

### DROUGHT-AFFECTED COMMUNITIES SPEAK UP ON MENTAL HEALTH

Working in partnership with Darling Downs and West Moreton PHN and local service providers, the Health Service Navigator team created a calendar for people living in drought-affected communities.

Twelve local community members and leaders shared their stories to promote local mental health services and address the stigma around seeking help.

“ We know that many people are going through a difficult time due to drought. For our farmers and their communities, these challenges can lead to social isolation, loneliness and poor mental health. This calendar is an important tool that promotes awareness of mental health and addresses stigma, while also being a resource for people to find the right mental health support for them.

MERRILYN STROHFELDT, CEO, DARLING DOWNS AND WEST MORETON PHN



View the full calendar at [AR.NEAMINATIONAL.ORG.AU](https://ar.neaminational.org.au)

# Change is an opportunity to adapt while remaining true to our mission.



## BETTER MENTAL HEALTH AND WELLBEING THROUGH THE NDIS

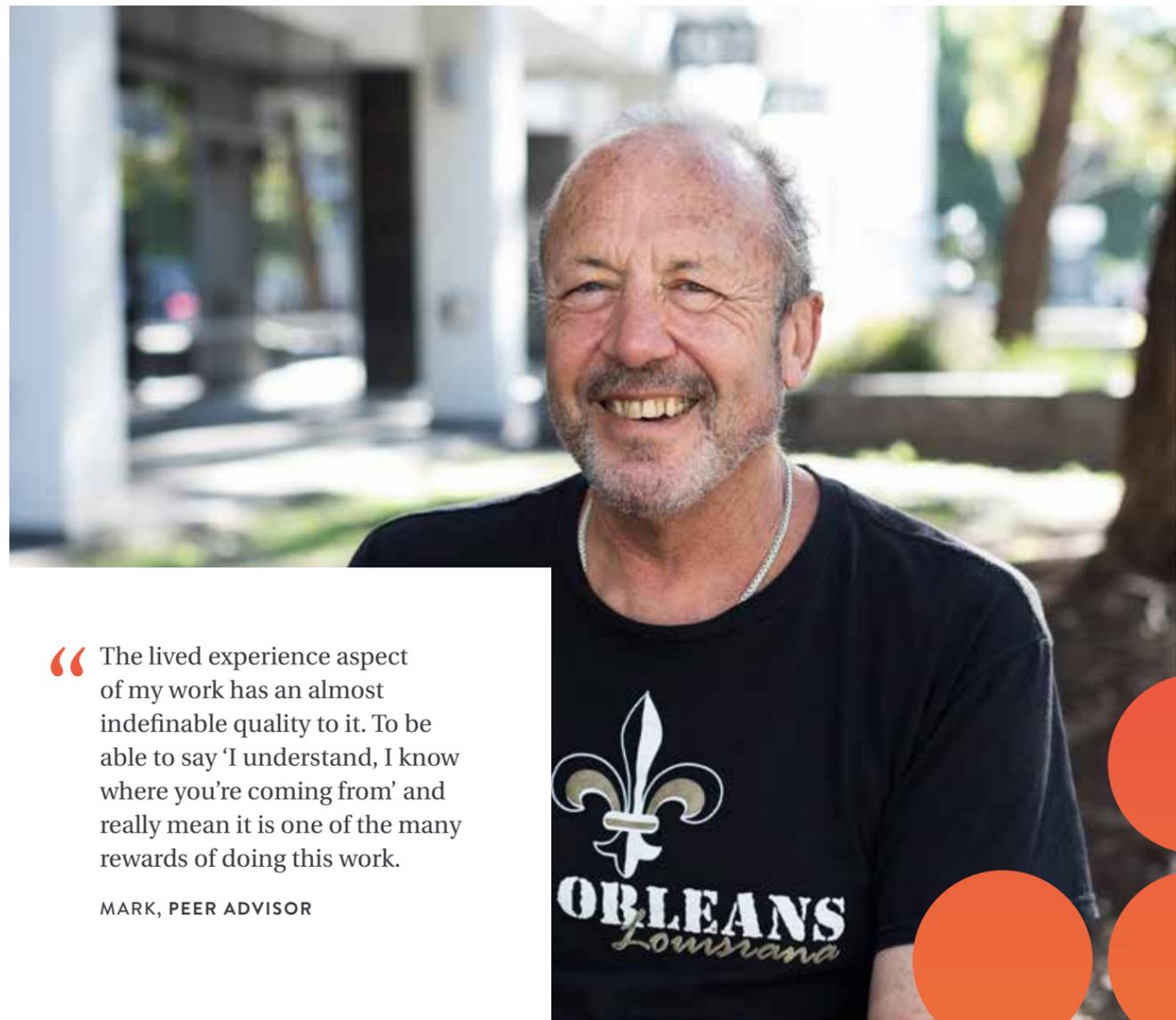
Me Well NDIS support coordinators worked with 1530 customers to ensure the right support was available and to provide the best value possible.

“ We have taken the time to assess our service offering and invest in our capacity to operate as a national, sustainable, business while getting on with supporting customers.

FRED VAN STEEL, CEO ME WELL



For more on our NDIS services visit  
[ME-WELL.ORG.AU](http://ME-WELL.ORG.AU)



“ The lived experience aspect of my work has an almost indefinable quality to it. To be able to say ‘I understand, I know where you’re coming from’ and really mean it is one of the many rewards of doing this work.

MARK, PEER ADVISOR

## GETTING THE DATA RIGHT

In a collaborative and organisational-wide project we improved how we collect, use and report data in order to bolster our capability as a data-informed organisation.

Robust and trustworthy data helps us to better understand what is working and more clearly communicate our impact.

“ With the right data and more streamlined ways to capture that data, we are in a better position to target our services to the needs of consumers.

DR. PRICILLA ENNALS, SENIOR MANAGER RESEARCH AND EVALUATION

## A JOURNEY OF LEARNING AND REFLECTION

Neami’s new Innovate Reconciliation Action Plan (RAP) outlines 72 actions that we’ll work towards together to achieve our commitment to Reconciliation.

Through listening, learning and reflection, the RAP supports Neami as a service provider and employer, to support a better understanding of Aboriginal and Torres Strait Islander experiences of social and emotional wellbeing.



Read Neami’s Innovate Reconciliation Action Plan at  
[AR.NEAMIANATIONAL.ORG.AU](http://AR.NEAMIANATIONAL.ORG.AU)

## DIVERSITY OF EXPERIENCE

We employ people from a range of backgrounds and experiences. By creating a safe and robust workplace culture, we are better suited to support people with a diversity of needs and experiences.

Our commitment to diversity and inclusion makes our teams, services and organisation stronger and more effective.

3.9%

OF STAFF WORK IN A PEER SUPPORT OR LIVED EXPERIENCE ROLE

2.7%

OF STAFF IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER

9.5%

OF STAFF SPEAK A LANGUAGE OTHER THAN ENGLISH

4.5%

OF STAFF WORKING HAVE CLINICAL QUALIFICATIONS

# Focusing on a great consumer experience transforms the way that we operate as an organisation.

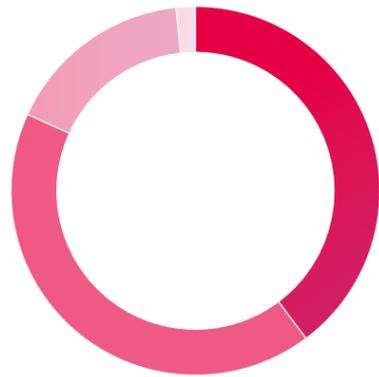
Consumers inform how we improve to achieve a great experience every time people engage with Neami.

## CONSUMERS TOLD US WHAT A GREAT EXPERIENCE LOOKS LIKE

- Care is connected
- Genuinely caring and safe
- I get what I need
- The service is well resourced
- Staff are able and know how to help

## ENSURING A GREAT CONSUMER EXPERIENCE

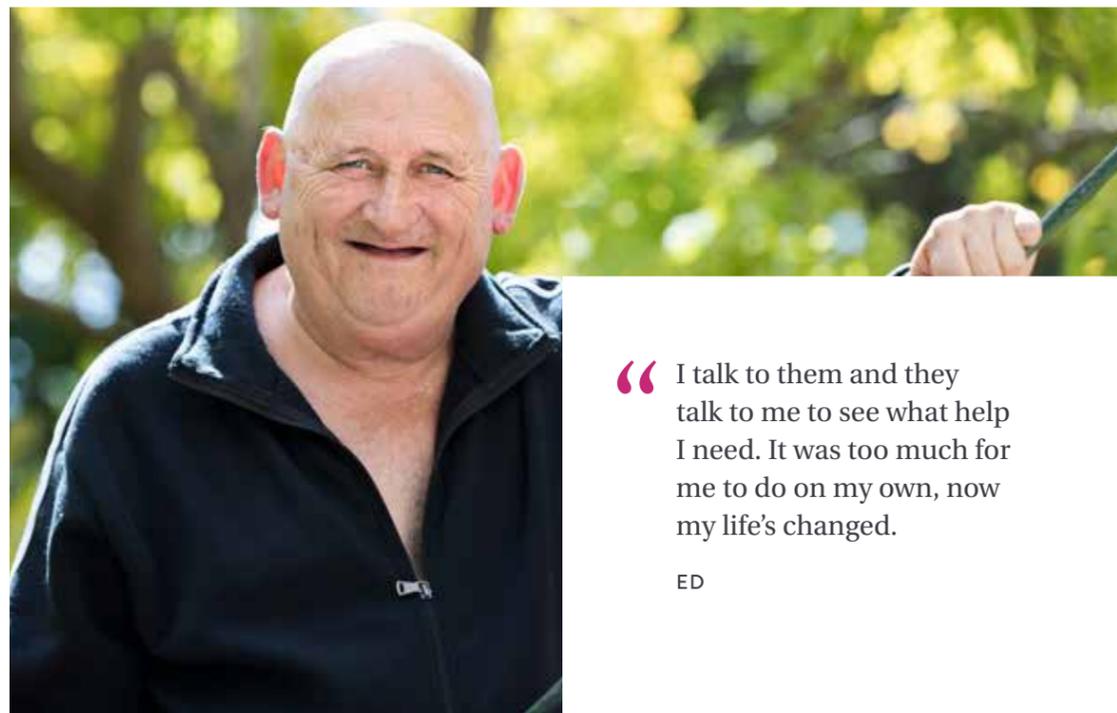
Listening to consumers about what works helps us to deliver a great experience of service.



How would you rate your sense of hope for the future now, compared to when you first came to Neami?

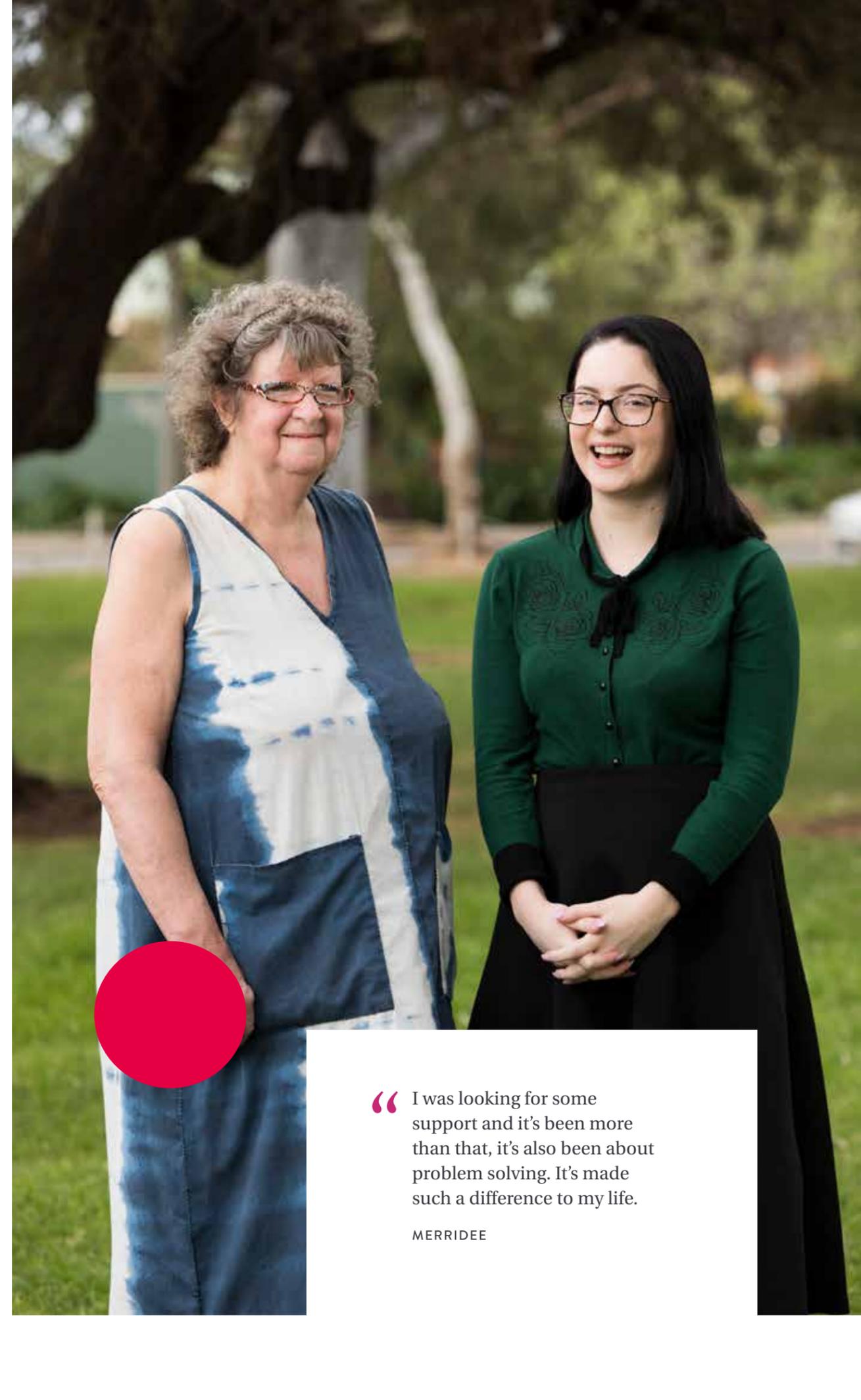
- MUCH BETTER
- BETTER
- SAME
- WORSE

SOURCE: NEAMI EXIT SURVEY



“ I talk to them and they talk to me to see what help I need. It was too much for me to do on my own, now my life's changed.

ED



“ I was looking for some support and it's been more than that, it's also been about problem solving. It's made such a difference to my life.

MERRIDEE

MERRIDEE AND HELEN



# Neami National

Neami is a community-based organisation providing mental health, homelessness and suicide prevention services. We deliver a range of recovery-based services to improve mental health and wellbeing across Australia.

[www.neaminational.org.au](http://www.neaminational.org.au)



If you have difficulty understanding this report, phone us on 03 8691 5300, and we will arrange an interpreter or translation for this publication.

We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging.

Neami is committed to cultivating inclusive environments for staff, consumers and carers. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

