Our **vision** is full citizenship for all people with a mental illness in Australia.

Our **mission** is to improve mental health and wellbeing in local communities.

Our **values** are hope, respect, growth, change, choice, self-determination, partnerships, diversity, empowerment, wellbeing, learning and quality.
We believe that consumers have the right to collaborate in the design, delivery and evaluation of services.

Involving consumers leads to increased quality and responsiveness and to better health outcomes.

One of the very exciting developments at Neami in the past year has been the development of a framework to embed consumer participation into our systems and processes. The framework supports a consistent approach across the organisation.

A few consumer participation highlights of the past year include:
• Recruiting our Consumer Participation Manager, Julie Anderson. Julie was a Neami Board member for 14 years, including 10 years as President. She has collaborated with consumers to co-design and produce Neami’s Consumer Participation Framework
• Developing and piloting Launching Pad, a four day course focussed on building skills to support consumer participation
• Offering a greater number of opportunities for people to participate in research and evaluation, staff recruitment, development of policy and procedures, and organisational planning

Our service improvement priorities for the year ahead include:
• Enhancing our feedback and complaints processes
• Consolidating our response to carers
• Exploring opportunities to create better employment pathways for consumers
• Improving our response to diversity
• Supporting a more consistent approach to trauma informed practice in all our services

It is an exciting time for us and we are energised by the work undertaken to improve services in partnership with the people who use them.

If anything in this report is of interest to you or you would like to be more involved, please get in touch with your support worker or contact us on (03) 9481 3277 or at feedback@neaminational.org.au.

Arthur Papakotsias
Chief Executive Officer
Feedback and complaints

‘Without your amazing and dedicated staff we would not have the support we desperately needed.’
— Carer comment

Feedback helps improve the quality of our services.

Consumers can make complaints or offer other feedback by talking with staff or the National Complaints Officer.

People can contact the Complaints Officer in writing using the complaint form, by phone on (03) 9481 3277 or via the online feedback form at www.neaminational.org.au/feedback.

In the 2013/14 financial year, we received 26 formal complaints and 3 formal compliments via the feedback process.

This is an increase on the 12 formal complaints we received in the previous year. This is a result of extra effort in encouraging consumers to provide formal feedback.

All feedback is collected and reported along with recommendations to ensure that we can learn from the good and bad experiences of consumers. Our Board of Directors receive a summary report on all complaints and feedback.

Breakdown of formal complaints

Communication/Expectations Services and relationships with staff
Access Delays in appointments and/or completion of paperwork
Other Disability access and actions of non-Neami staff

As a direct result of this feedback, we carried out the following actions:

- Changed a number of our policies and procedures
- Offered alternative support workers
- Made verbal and/or written apologies
- Committed to improving responses to consumers from culturally diverse backgrounds
- Scheduled further training for staff on the feedback and complaints process

Jane’s complaint

Jane rang the Complaints Officer because she said her support workers were often late or cancelled appointments at short notice.

She found this very upsetting because she could not be sure what time the workers would arrive and so it was difficult to plan her day.

She also felt it was disrespectful that the workers did not let her know beforehand or apologise for running late.

This meant that she was often feeling too upset to engage with what had been planned for her support visit.

The Complaints Officer discussed the complaint with the support team and found that there were a number of factors contributing to the difficulty in meeting appointment times.

It was agreed that the team would call Jane before her appointment time to confirm the arrangement, or let her know if there would be any difficulties.

The complaint highlighted the importance of punctuality and the impact this can have on the wellbeing of consumers.

‘Without your amazing and dedicated staff we would not have the support we desperately needed.’
— Carer comment
### Consumer satisfaction when exiting service

All consumers are offered the chance to complete an exit survey to help us reflect on and improve our services.

These surveys compare time of exit to the time of initial contact with our services. The sample size below is 340.

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>My ability to put my exit plan into action is...</td>
<td>4.1</td>
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<tr>
<td>The usefulness of developing an exit plan is...</td>
<td>4.0</td>
</tr>
<tr>
<td>My overall quality of life is...</td>
<td>4.0</td>
</tr>
<tr>
<td>My overall mental health is...</td>
<td>4.0</td>
</tr>
<tr>
<td>My sense of hope for the future is...</td>
<td>4.0</td>
</tr>
<tr>
<td>My ability to identify what is important in life is...</td>
<td>4.0</td>
</tr>
<tr>
<td>The quality of the support I receive is...</td>
<td>4.4</td>
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</table>

#### Quality Ratings

<table>
<thead>
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<th>Rating</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Poor</td>
<td>(1)</td>
</tr>
<tr>
<td>Poor</td>
<td>(2)</td>
</tr>
<tr>
<td>Ok</td>
<td>(3)</td>
</tr>
<tr>
<td>Good</td>
<td>(4)</td>
</tr>
<tr>
<td>Very Good</td>
<td>(5)</td>
</tr>
</tbody>
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Consumer participation highlights

‘Every single time I’ve been involved in Neami’s internal operations I’ve come away feeling more confident of their service level.’
- Member, Consumer Expert Working Group

Building on work undertaken over the last five years, Julie Anderson stepped into the role of Consumer Participation Manager in late 2013.

Julie invited people to come together to form an Expert Working Group comprising consumers from Queensland, South Australia, New South Wales, Western Australia and Victoria.

This group met on a number of occasions to work on Neami’s Consumer Participation Framework.

Group members, Nathan, Chris, Miriam, Angie, Sarah, David, Paula, Damien, Karen and Craig explored their experiences of consumer participation within and outside Neami. They discussed the ideas of engagement, inclusiveness and empowerment.

The Group’s work spanned three months and culminated in the co-design of the Consumer Participation Framework.

The Framework defines consumer participation, identifies barriers to participation, the principles of consumer participation and determines a set of priority areas for new opportunities.

In July 2014, the Board endorsed the Consumer Participation Framework and committed to a significant investment to ensure that the systems and processes identified by the Expert Working Group are implemented across the country.

This includes:

- Establishing the Consumer Participation Officer role in each state and increasing the number of lived experience roles
- Consumer Participation Officers will work alongside State Managers to develop state based consumer participation plans
- Continuing the implementation of Launching Pad, including extending it to Queensland and Western Australia
- Providing scholarships to consumers who have undertaken Launching Pad, in order to further their education in mental health or a related field

Our consumer participation approach

We have a strong commitment to best practice in consumer participation and leadership. This commitment is realised through opportunities and collaboration at all levels of our organisation.

The questions that guide us are:

- **Clear purpose** What is the reason for consumer input? Has the person been involved in developing the project? What is the timeframe?
- **Training and support** Do people require training and support? Has a contact person been identified for orientation and ongoing support?
- **Accessibility** Does each consumer understand the decision making process involved with their participation? When will they receive follow-up about the outcomes? Has their participation been appropriately acknowledged?
- **Remuneration** Are people being paid for orientation and preparation as well as direct contact time?
- **Community pathways** Will participation increase the skills and confidence of participants? Will it lead to future opportunities in the community?
We couldn’t have developed our Consumer Participation Framework without the active involvement of consumers around the country. I’m excited about the next step, when we get to create a whole range of new opportunities for consumers to shape Neami’s services and organisation.’

- Julie, Consumer Participation Manager
Launching Pad

‘Launching Pad consumers have shown a lot of interest in developments at Neami National regarding the strategic planning for consumer participation into the future.’

-Sandy, Neami Training Officer

Launching Pad is a four-day course, focussed on building skills to support consumer participation. We piloted it in Victoria, New South Wales and South Australia in the past year.

Many Launching Pad participants had minimal prior access to training of this kind. Some didn’t know what ‘consumer participation’ was or how it related to service development and delivery.

Neami has tailored Launching Pad to accommodate different levels of prior experience and knowledge, supporting people to make informed choices about their participation.

In South Australia, some consumers commented they didn’t think they would be able to even finish the course. The same people expressed a real sense of achievement when they successfully did so.

Positive comments about Launching Pad included that it was something worthwhile to complete, positive to meet other consumers, great to finish and see it through to the end, an opportunity to learn new information and skills, and that it meant they could give back to Neami and other consumers in the future.

The one-day per week format gives consumers time to absorb the learning materials between sessions.

Feedback suggests that it acted as a stimulus for conversations within existing networks about consumer participation concepts, opportunities and resources.

A consumer in Sydney asked for an extra copy of some resources to give to her psychiatrist as a springboard for holding a conversation with him about what she was learning in the course.

One notable and consistent aspect of Launching Pad training is its ability to significantly influence people’s sense of personal empowerment in relation to their knowledge of their human and legal rights.

Many participants, despite their exposure to mental health systems, were still unaware of their rights in state, national and international law.

Launching Pad joins the dots between policy and consumer participation. Once people understood they could use policy to construct advocacy arguments, many were very enthusiastic about using this as a tool to enhance their effectiveness.

Interestingly, no training is provided specifically on ‘self-advocacy’ within Launching Pad, yet anecdotal evidence suggests that some participants have become more confident in this area.

For example, one Neami Support Worker provided feedback that a participant was now feeling more confident to self-advocate after completing Launching Pad and learning about their rights.

Launching Pad consumers have shown a lot of interest in developments at Neami National regarding the strategic planning for consumer participation into the future.’
Participation opportunities

Consumer participation is integral to Neami and supports the organisation to deliver a more recovery focused service by recognising the lived experience expertise of consumers.

Consumers have been actively involved in participation opportunities both internally and in the broader community.

Consumers participate on the recruitment panels of all support workers and other frontline staff.

Internal participation opportunities

- Complaints and Feedback Process
- Health Prompt Launches
- Communications Working Group
- Consumer Participation Expert Working Group
- Youth Working Group
- Research and Evaluation Committee
- Peer Health Coaching Steering Group
- Northern Region Youth Working Group
- Risk Assessment Working Group
- Collaborative Recovery Model (CRM) Fidelity Study
- Health Prompt Evaluation Review
- Launching Pad Leadership Program
- Eat Plant Learn Evaluation
- Co-Facilitation of the Eat Plant Learn program
- Neami policies and procedures review

External participation opportunities

- Attending the Day to Day Living Conference
- Oral Health Project
- Partners in Recovery Launch
- Eastern Metropolitan Region Shared Care Partnerships Working Group
- Speaker on Parenting and Navigating the Mental Health System at Showcase on Families

‘Participation makes services more responsive to the needs of consumers. This is good because I am being listened to and I am being treated like I’m competent.’

– Member, Consumer Expert Working Group

Andrea Ross, Golden Oaks, Acrylic on paper, 2014
Health promotion

‘I really enjoyed the competition because it increased my confidence and helped me push forward to my future activities, i.e. camping, bushwalking’

– Consumer comment

Health Promotion Annual Plan 2014–2015

Our national Health Promotion Team has developed its first annual plan. This includes a range of exciting and strategic programs around our five priority areas:

- Smoking cessation
- Health needs identification
- Oral health
- Diabetes prevention management
- Healthy behaviours

It will ensure that health promotion is delivered consistently across our services with flexibility for local needs.

All initiatives include opportunities for consumers in co-design, production and evaluation.

Collaboration in Health Promotion

Over the past four years, Neami in Victoria has established a number of partnerships with local community health services focusing on the primary physical health needs and priorities of consumers.

For example, we partnered with Whitehorse Community Health Service, running a diabetes and mental health workshop for staff around the prevention and management of diabetes.

We also partnered with the City of Playford in South Australia to facilitate a men’s health group to improve health literacy in areas including physical health and activity, diabetes and chronic disease, nutrition, financial health, medication and mindfulness.

Oral Health Project

We have established partnerships with a number of dental schools to conduct oral health research, design and implement resources, and to participate in Dental Health Week activities.

Research conducted in Victoria identified significant barriers that prevent or minimise the likelihood of consumers accessing dental health services.

Data from the review of the Neami Health Prompt also shows that increasing numbers of consumers are now accessing dental health services on their own or with assistance.

We will continue to explore how we can support people to overcome the barriers to oral health.

‘Next Steps: Around Australia’ Competition: An Annual Challenge

The ‘Next Steps: Around Australia’ initiative was designed as a competition with a collective goal of seeing how far around Australia individuals, teams, and Neami as an organisation could walk.

It was a great success, with 72% of consumers involved reporting that their physical activity increased during the initiative.

412 participants (287 staff, 125 consumers) totalled 22,781km or two-thirds the way around Australia.

The challenge for the year ahead is to make it all the way.
Peer health coaching

The Peer Health Coaching project, developed in collaboration with SANE Australia, is a response to the physical health needs of people living with mental illness. Consumers who identify physical health goals through their recovery planning, are offered the opportunity to team up with a peer health coach for six sessions to support them to reach their goal.

The project kicked off with pilots at four sites including Wollongong and the northern suburbs of Melbourne. This experience was reviewed to help inform the roll out of the program across other sites.

Consumer accounts of the health changes experienced since undertaking the initial pilot of the Peer Health Coaching sessions in Wollongong have been overwhelmingly positive.

Everyone in the focus group reported becoming more physically active as a result of the program.

Participants remarked that the support, motivation and inspiration provided by their coach were important components of the program’s success.

Consumers engaged in a number of activities during the program, including swimming, walking and running outdoors, and attending the gym.

A common theme that was expressed by consumers was the enjoyable and fun nature of the activities that they were taking part in.

Importantly, all members of the consumer focus group reported that they had continued to pursue their goals independently after completing the program.

They also noted broader benefits, for example a revival of a love for being outdoors and connecting with nature.

One person spoke about the effect that going on walks around the neighbourhood had on her wellbeing:

'It helps the mind, just being out and saying hi to people on the street. I like seeing the smile on my dogs face when we go for a walk.'

‘As a Peer Health Coach I support someone to articulate and action their physical health goals, encouraging motivation to overcome obstacles and link to social support outside and beyond our sessions.’

– Peer Health Coach

‘Peer Health Coaching assists an open dialogue around health and health literacy, to support consumers to take control of their own health and well-being. After the success of a recent pilot in Victoria and New South Wales, we are excited to be rolling out the initiative across the country’

– Staff comment

Marianne Griffiths, Awakening, Water based oil on canvas, 2014
Neami designed the Health Prompt to promote and facilitate physical health related conversations between consumers and their support workers.

It explores general health and wellbeing and the areas of health that can be a particular risk for people with mental illness.

It was officially launched by SANE Australia CEO Jack Heath in April this year. David Peters (right) spoke at the launch event.

The also included the launch of an Auslan translation of the questionnaire.

It was a great way to introduce the Health Prompt to our external partners and reflect on the positive impact it is already having on the physical health and general wellbeing of individuals.

To celebrate the launch interstate, a variety of activities were organised for consumers and staff across sites.

These included:
- Tai Chi classes
- Healthy morning teas and lunches
- Watching the video of the launch event

The Health Prompt is available on request to other organisations.

At last count, 12 organisations, including community based mental health services, clinical services and government have indicated an interest or intent to incorporate the Health Prompt into practice.

Health Prompt Review

We are currently evaluating and reviewing the Neami Health Prompt.

The evaluation explores how it has been received by staff and consumers as well as assessing how well it has met its objectives.

The review will provide recommendations for future use.

Consultations with consumers and staff will provide valuable insight into how it has been integrated into support work, identifying critical success factors and barriers.

The final evaluation report outlining findings and recommendations will be distributed to staff and consumers in late 2014.

‘Throughout the morning we discussed the Health Prompt...[and] we were able to demonstrate everyday ways to become more active and to increase wellbeing.’

– Staff comment
It has occurred to me many times since completing the Health Prompt that although completing the form took only a couple of minutes...it has actually had a profound impact on my life.

It has improved my well-being and I have made better choices...to change the way I live which has had an impact on my self-respect.

Since I became more aware of the risks that being overweight would bring, I have actively sought to lose weight, improve my diet to reduce risk of heart disease, improve my energy levels, stamina, and overall quality of life.

I have also become intimately aware of the impact that my former diet and lifestyle has had on my quality of life and especially my life expectancy.

Thus far, I have lost over 25kg and have a target weight loss goal of a further 25kg’

- David Peters
‘I think it is very important to get outside in nature and not to be inside all the time. You can’t go wrong. Programs like Eat Plant Learn help by giving me something to look forward to.’

- Tim and Claudia on the way to the Coogee Pool
Eat Plant Learn

Eat Plant Learn was developed by our Sustainability Team, in collaboration with the Health Promotion Team and a working group of staff and consumers. It offers a range of opportunities for people to engage in sustainable activities that are relevant to their recovery goals. One such initiative is Eat Plant Learn.

It consists of seven workshops on healthy and sustainable eating, including sessions on making your own wicking garden box, growing herbs, and learning to cook with fresh ingredients.

We ran 22 Eat Plant Learn sessions from August 2013 to June 2014, with 160 consumers completing the program.

‘Before the program I knew nothing about growing my own food so it was a new thing for me. It was great learning how to grow plants with the support of Neami staff and other people because I felt like I was part of a group. There were about seven of us doing Eat Plant Learn and we went step-by-step together’

– Consumer comment

‘The design of the wicking garden boxes we made was very good and makes watering and caring for the plants easy. It was interesting to learn about different plants like coriander. I have coriander and tomatoes in my wicking boxes at home now. I like plants and I learnt a lot. Now I want to learn more. The good thing about it was that after making the gardening boxes and planting the seedlings, we cooked a meal together at a community kitchen and made different things with the herbs we had grown. I thought it was going to be hard but it was easy using the ingredients. It was really good.’

– Consumer comment

‘Eat Plant Learn is the first time some consumers have done such a hands-on practical program and have asked to come back and do it all again. We got a lot of positive feedback about the program, including thank you letters.’

– Staff comment
Research and Evaluation Committee

Research and evaluation contributes to the evidence-base for the services we provide across Australia.

Consumers play an important role in the development of these projects.

For example, consumers participate on the Neami Research and Evaluation Committee.

Through this group they influence the development and direction of research projects that are conducted by Neami and our research partners.

The Committee includes members of the National Leadership Team, research staff, support workers, consumers and external academics.

CRM Fidelity Study

Neami first implemented the Collaborative Recovery Model (CRM) across our services in 2009. Through the CRM Fidelity study, we are now taking stock of how the CRM is implemented, how effective it is, and whether the model is being used as intended.

The study involves surveying and interviewing staff and consumers about the CRM’s guiding principles and the LifeJet protocols – the Camera, Compass and Map.

We have employed researchers with a lived experience of recovery to conduct the study.

'It’s exciting to be working on the CRM fidelity study. As a lived experience researcher I am gratified that the study includes 120 consumer interviews nationally.'

'From the interviews I have carried out so far, and hearing from the other lived experience researchers in different states, it’s becoming clear that this sample size will give us an in-depth insight into how the CRM is working, how consumer’s experience it and what can potentially be improved.'

'It has been humbling and inspiring to speak to consumers about their experiences of the CRM and Neami as a whole.'

'I have been told that prior to coming to Neami and working with the CRM, many consumers had never focused on their strengths before.'

'I know that for my own recovery process focusing on strengths is transformational, and I have found this to be true for many consumers I have spoken with. Consumers have reported that the CRM is a helpful tool for recovery overall.' A strength of the study is that consumers have been randomly selected to be invited to participate. This means that we are able to gather a diverse range of experiences at Neami and that we are more able to elicit critical feedback.

'Several people have made suggestions for improvements to the CRM tools to make them more accessible, and for more flexibility in applying the model.'

'What I’ve noticed is diversity in how the CRM is implemented. Consumers and support workers have reported using many different creative strategies to implement the principles of the CRM, including using music, collage and other art.'

'I have also been inspired through the process of interviewing support workers. Seeing the level of dedication and commitment to recovery they bring to their work has been a privilege to witness.'

– Lived Experience Researcher

Neami is working in partnership with the University of Wollongong and expect to complete the study in late 2014.
This year marks the completion of William’s two-year membership as a consumer representative on the Research and Evaluation Committee.

An example of his input is the creation of a more accessible and readable summary of the Neami Research and Evaluation Framework for staff and consumers.

‘For someone who doesn’t have a background in this academically and being around people who are qualified in this field, you kind of feel they won’t connect with you.

‘But I have found quite the opposite. For me, it’s been eye-opening and a priviledge.

‘There has also been personal growth for me because it’s built a lot of confidence to sit in a room with academic people and not feel lost, to feel confident enough I can say something.’

- William

‘William has influenced how the Committee operates through his enthusiasm and passion for the role. Not only has he brought a new perspective to the way we review research proposals, but his contributions over two years mean that future consumer representatives will have big shoes to fill.’

- Adam, Research Coordinator
(Detail) Colourful Giraffe, Camille Murphy, Acrylic on paper, 2014
Neami works in collaboration with a number of partners on research and evaluation projects.

These partnerships extend our capacity to participate in innovative and meaningful research work as well as allowing some of Australia’s leading researchers to benefit from the data and personal experiences present in our consumer group.

In the past year, we partnered with the following organisations:

- The University of Wollongong
- St Vincent’s Hospital, Melbourne
- The University of New South Wales
- Monash University
- The University of Melbourne
- Turning Point Alcohol and Drug Centre
- The University of Newcastle
- The University of Western Sydney
- Northern Area Mental Health Service
- Spectrum
- Nexus

Publications, presentations and awards

Staff also involve themselves in sector and policy discussions and aim to share their knowledge with others.

In the last year, staff from Western Australia, New South Wales, Queensland, Victoria and South Australia were involved in a range of presentations including:

- THeMHS Conference
  - Caffeine Use and Physical Health
  - Consumer Participation : Launching into Leadership
  - Health and well-being – the link between routine data analysis and health promotion
  - Evaluation of two Prevention and Recovery Care Services
  - Neami Smokefree and Wellness Initiative
  - Healthy Living Project
- Physical health needs identification
- Aboriginal Careers in Mental Health
- NACCHO Healthy Futures Conference
- Wadamba Wilam (Renew Shelter)
- NSW Aboriginal Mental Health Workers Conference
- Neami Dubbo Mental Health Rehabilitation and Recovery Centre
- Mental Health Community Coalition of the ACT
- Changing the Service Landscape Choice, Control and Possibilities for Consumers, Carers and Service Providers
- 2nd Annual PIR Symposium
- Highlights, lowlights and challenges

We also sponsored the February edition of Parity Journal, focussing on Innovation in Mental Health and Homelessness. This included six articles by staff. All the artwork was produced by artists at Neami Splash Art Studio.

Awards:

- Neami Broken Hill (Far West Mental Health Recovery Centre) won the Far West LHD Health Innovation Award
- Neami Campbelltown won a local government award for community service
Quality and accreditation

‘The relationship between Neami and consumers isn’t a miracle, it just doesn’t happen overnight, it’s built from experience and education.’

- Consumer Participation Framework Expert Group Member

Neami National Quality Workplan 2013-2016

After successfully completing our national accreditation in May of 2013 Neami has been busily working on implementing the 60 quality improvements strategies that were identified in the Quality Workplan 2013-2016.

Our Quality and Safety Committee is chaired by the CEO. It drives our quality improvement processes across the organisation while the Quality and Safety sub-committees focuses on the implementation of the strategies listed against each of the Quality Improvement Areas.

These are supported by the newly created Quality, Compliance and Risk Team.

The inclusion and contribution of consumers is a key element of Neami’s commitment to continuous improvement and is critical to successfully meeting our core objectives and strategic directions.

Consumer membership on the Consumer Risk Assessment Working Group

One of the key quality initiatives this year was a review of our risk assessment practices to ensure they are consistent with a recovery-focused approach. The new Consumer Risk Assessment Guidelines were launched in May 2014.

The Working Group included consumer and staff representatives from each state who worked in a variety of roles.

The contribution of a consumer, perspectives on risk gave a new light to the issues and, at times, challenged the group to think differently.

Quality Accreditations

Neami is committed to continuous improvement and has been assessed and accredited against the following quality standards:

- Quality Improvement Council Health and Community Service Standards 6th Edition
- National Standards for Mental Health Services
- Victorian Department of Human Service Standards
- Queensland Human Services Quality Standards for Disability Services
- Queensland Disability Service Standards

Accreditation against the NSW Disability Service Standards will be undertaken at the end of 2014.

Neami is also registered with the National Disability Insurance Agency in Victoria and New South Wales and is participating in launch sites in the Hunter and Barwon regions.
(Detail) Peter White, Unlimited, Mixed media on canvas, 2014
More information

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Contact details for individual services are available at
www.neaminational.org.au/contacts

Please email communications@neaminational.org.au for a translation of this information in
a different language.

Thank you to the consumers, staff, partner organisations and others who have contributed to this report.
Thank you to our design, photography and print partners for their ongoing support.
Photography: Ponch Hawkes
Artwork: Neami Splash Art Studio
Design/Layout: ooi

Neami National is accredited under the Quality Improvement Council Health and Community Service Standards, National Standards for Mental Health Services, Victorian Department of Human Service Standards, Queensland Human Services Quality Standards for Disability Services and Queensland Disability Service Standards.

We respectfully acknowledge that we work on Aboriginal land and pay our respects to community members and elders, past and present.

We appreciate and welcome diversity in all its forms, including staff and consumers, and believe this makes our teams, services and organisation stronger and more effective.

Neami National is an environmentally conscious organisation. 100% recycled stock.