

## F2703 INDUCTION & ORIENTATION SCHEDULE FOR BOARD DIRECTORS

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The following Schedule should be viewed as a guide for Directors to be aware of and for orientation to the services, processes, people and assets of Open Minds. This form is provided as a convenience to the Director and to facilitate the professional discharge of Director duties and responsibilities.

### Our History and Culture

Open Minds is a not for profit and charitable organisation with a mission to support people with mental illness, intellectual disability or acquired brain injury to live independently and well within the community.

Based in Brisbane, in Woolloongabba, the organisation (formerly known as the Queensland Wattle League) has been supporting the community since 1912.

Open Minds believes in the rights of people with disability to receive a fair go and equitable access and opportunity within the community, and for those receiving direct support services from Open Minds to receive objective, quality driven and accountable services.

Our vision is of a community strengthened by inclusion, equality and respect for people with disability.

Our values include quality, expertise, effectiveness and accountability.

### Our Clients

Open Minds supports people with mental illness, intellectual disability or acquired brain injury to live independently and well within the community.

### Our Services

Open Minds services include:

- **Lifestyle Support Service (LSS)** – utilises a recovery and strengths based framework to support individuals with mental illness to live independently and well within the community and to establish and achieve their lifestyle goals and choices.
- **Acquired Brain Injury Support (ABI)** – provides community based non clinical psycho-social rehabilitation and lifestyle support to individuals who have experienced a brain injury, to assist them with their individual rehabilitation, recovery and daily living requirements.
- **Residential Support Services (RSS)** – a combined accommodation and community-based service supporting people to live as independently as possible in a community residential setting of their choice.
- **Lifelong Planning Service (LPS)** – a prevention and early intervention support service targeting the high risk, transition points in the lives of people with a disability aged 0-65 years, their families and carers.
- **Disability Employment Network (DEN) and Personal Support Program (PSP)** – supporting individuals to obtain and sustain employment;
- **Personal Helpers and Mentors Program (PHaMs)** - provides support to people aged 16 years and over, who have a severe functional limitation resulting from a mental illness, through direct outreach, linking to appropriate support services, improving coordination of care, and increasing community participation

### Our Staff

Staff teams are managed by a Senior Management Team who report directly to the CEO. Key Personnel oversee specific corporate responsibilities and report either directly to the CEO or to a Senior Manager. Senior Manager positions and responsibilities are as follows:

- Chief Financial Officer – responsible for the Finance Department, IT Systems and Program Officer and Asset Manager
- Client Services Manager – responsible for LSS, RSS & ABI support services
- PHaMs Program Manager – responsible for PHaMs & LPS services
- Employment Services Manager – responsible for DEN & PSP programs
- Human Resources Manager – responsible for HR and Reception services

A full listing of positions and current incumbents is available as an Organisation Chart

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### Locations and Premises

Open Minds operates from four office locations. The main office is located in **Woolloongabba** (66 Annerley Road Woolloongabba). There are also satellite offices in **Bayside** (Capalaba Business Centre, Suite 7, 39 Old Cleveland Road Capalaba); **Caboolture** (Suite 21, Kingsgate Centre, 42 - 44 King Street Caboolture); and **Ipswich** (71 Nicholas Street Ipswich)

Supports are also provided directly in people's private residences and community locations

### Our Plans

The Board and the Senior Management Team collectively and separately undertake annual strategic planning processes (see Annual Strategic Plan). The Senior Management Team are also responsible for the development of Operational Plans for their respective areas of responsibilities

### Our Quality System

The Open Minds Quality System houses the policies and procedures of the organisation.

The Quality System is accredited against the *Commonwealth Disability Services Standards* (for Employment Services) and the *Queensland Disability Service Standards* (for the DSQ funded programs of LSS, RSS & ABI). Whilst not externally accredited, the Quality System also adheres to the *National Standards for Mental Health Services*

The Quality System is maintain as an electronic document stored on a separate drive (Q drive) on the organisation IT network. The 'Q drive' is accessible to all staff and to Directors on the network when on-site at the office or via the website when off-site.

The structure and general content of the Quality System is described more completely in **P 1.3 Accessing the Quality System**

### Our Website and Collaterals

The Open Minds website ([www.openminds.org.au](http://www.openminds.org.au)) comprises publicly accessible service information and a password protected staff area. The publicly accessible area of the website contains information pertaining to each program area, promotional items (including media releases, awards and special events) and other general items (including a 'Careers at Open Minds' section)

The 'staff area' is a central access point for Company announcements (i.e. CEO Updates, Latest News & Events and the Weekly Buzz), the Quality System and other staff related resources. As a Director you are entitled to access the staff area and will be provided with the relevant log in information

A suite of materials and brochures (collaterals) have been created to promote the business activity of the programs. Such material is available to you on request.

As a Director you will also be provided with Open Minds Business Cards.

### Governance Policies

Key policies that relate specifically to the undertakings of Board Directors and which are available via the Open Minds website include:

- P 2.7.2 Board Charter
- P 2.7.4 Board Code of Conduct
- P 2.7.8 Governance Structure
- P 2.7.9 Governance Principles

### Director Biography and Photo for inclusion of Open Minds website

A passport sized photograph and a biography of approximately 150 words of each Director shall be displayed on the website.

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**Key Documents**

The following documents will have been provided at appointment to the position of Director. In not already completed, these document are required returned to the Company Secretary:

- Letter of Appointment (signed by Chair and recipient Director)
- Consent to Act as a Director
- F2706 Board Director Personal Information
- F2704 Declaration of Interest

Documentation which will be provided to assist in the discharge of duties include:

- PD-1 Board Member Position Description
- Open Minds Constitution
- Annual Report
- Board Papers
- Board Meeting Calendar

**Queries, Comments, Organisational Participation**

For any further queries, or to arrange site visits or meetings with key personnel or Open Minds clients, Directors are welcome to contact the Chief Executive Officer or the Chief Financial Officer.