

Neami's strategic review process began 1995 when the Committee of Management wished to plan for the future and deal effectively with the unprecedented growth in Neami's services. This growth was the result of assisting 30 individuals with a severe and enduring mental illness to move from Larundel Hospital in northern Melbourne to live in their own homes in the community with flexible support.

When reviewing the vision the Board was keen to be more forward thinking and to adopt a statement emphasising our determination to assist consumers to be socially included in their community.

**"Neami aspires to be the leading national organisation providing mental health services. Neami aims to influence service systems so that people with a mental illness are socially included in Australian society".**

Neami has reviewed its current strategic directions 2006-08 and were pleased that all actions were accomplished and additional actions achieved thereby increasing services in new areas:

- Commonwealth funded Support for Day to Day Living Program (D2DL). This funding gave Neami the opportunity to expand services to Western Australia with D2DL in Armadale as well as D2DL for Neami North East and Darebin/Whittlesea in Victoria.
- New South Wales - Resource and Recovery funding and funding for the Housing and Accommodation Support Initiative (HASI) 4B.
- South Australia – Funding for people with mental illness that have exceptional needs.

The Board has authored exciting directions for the next 3 years. These directions will both support and put life into our efforts of providing quality psycho-social rehabilitation services to over 1500 people with a mental illness in Victoria, New South Wales, South Australia and Western Australia.

As we strive to continue our national strategic development, we invite you to share this exciting journey with us.



Julie Anderson  
President



Arthur Papakotsias  
Chief Executive Officer

## Neami's Partners

Neami's partners are vital in making the mission a reality

- Consumers guide the efforts of staff by participating in the implementation of a mental health outcome measurement and a needs assessment checklist. These processes assist consumers and staff in monitoring progress towards better mental health, assists consumers to clearly identify their needs and help in the planning to meet those needs. Consumers participate in the planning and delivery of services individually through open dialogue with workers, collectively with other consumers and as members of the Neami Board of Directors.
- Board of Directors sets the future direction of the organisation taking into account the political, social and cultural influences both external and internal to the organisation.
- Staff bring varied backgrounds, skills, experience, knowledge and enthusiasm to Neami in pursuit of positive consumer outcomes, professional development and work satisfaction.
- Community partners include area mental health services, primary mental health teams, local government, community health services as well as ethno specific services. The pathways to community life created with consumers are vitally dependent on positive and effective partnerships with community.

## Neami Strategic Directions 2008-2011

# Our Vision

“Neami aspires to be the leading national organisation providing mental health services. Neami aims to influence service systems ensuring people with a mental illness are socially included in Australian society”.

Improving mental health and wellbeing in local community

## Our Mission

“Improving mental health and wellbeing in local communities”

Neami takes a holistic view of individual's mental health and ensures that the services it provides are done so in partnership with local community services, area mental health services and local government.

Neami believes that its partnerships must deliver pathways to participation in community life for consumers. Neami builds pathways by:

- Assisting consumers to build their resilience and strength o make their own choices about their own recovery.
- Assisting consumers to build their confidence while participating in their community.
- Assisting consumers to plan their own program and build their connections with their community.
- Assisting consumers to develop the skills and competence necessary to enjoy a full and rich quality of life.

## Our Values

Consumers, staff and board members have defined the values, which drive Neami's vision and mission.

These shared values put the organisation in the best possible position to realise its vision and mission.

- Self determination
- Hope
- Change
- Respect
- Growth
- Choice
- Empowerment
- Wellbeing
- Learning
- Partnerships
- Acceptance of diversity
- Quality

## Strategic Direction No. 1

Improve consumer outcomes by improving evaluation, research and the transfer of training into practice.

Neami will evaluate all its services and will develop a progressive research agenda. These activities will broaden the evidence base to our practice and assist us to develop training that is transferred to practice thus improving positive consumer outcomes.

- Improve consumer participation in planning and evaluation
- Improve annual service planning
- Deliver high quality training to direct care staff
- Further develop management leadership program
- Evaluate training and development opportunities
- Develop an exciting research agenda that will directly improve services
- Review effectiveness of practice and senior practice leader positions

## Strategic Direction No. 2

Continue national service expansion and development geographically, including service and consumer profile diversity.

Neami will actively seek to expand its service delivery to people with a complexity of needs not presently met by standard service responses. Neami will expand services in metro and regional areas in NSW, SA and WA. We seek to explore service opportunities in the rest of Australia.

- Explore innovative methods to increase consumer housing
- Establish recurrent funding in Western Australia
- Establish Neami in Queensland
- Expand services for consumers with complex needs
- Develop Prevention and Recovery Care, Step Down Step Up models
- Refine and promote Neami's inpatient assessment procedure

## Strategic Direction No. 3

Support organisational growth by building our infrastructure.

Neami will continue to build its infrastructure in order to support organisational development and growth. Neami's human resources, IT, transport and telecommunications capacity, finance and administration systems development and corporate communication will be expanded and enhanced.

- Expand environmental policy
- Review our Virtual Private Network (VPN) for capacity and speed
- Develop national communications strategy
- Review Neami's National Employment Agreement
- Review transport needs for the organisation
- Develop a comprehensive consumer management database

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

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