



# Annual Report 2025

For better mental health



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# Vision & Mission

## Vision

A future where every individual feels empowered to recover, connect and thrive - where hope is ignited, voices are heard and communities grow stronger together.

## Our Purpose

To provide mental health support that inspires hope, promotes recovery and strengthens community connection

## Our Guiding Principles

Our principles are fundamental beliefs that shape how care at Mentis Assist is provided. Our principles ensure that care is delivered in a way that is ethical, effective, and centred on the needs of the consumer.

1. Practice is guided by the needs of the consumer
2. Practice seeks to understand the consumer within the context of their life and experiences
3. Practice promotes the consumer's strengths and supports their overall wellbeing
4. Practice is informed by an understanding of trauma and its impacts
5. Practice is culturally safe and responsive to the individual community diversity
6. Practice is ethical and rooted in the principles of human rights
7. Practice is respectful, compassionate and built on collaboration



# Chair/CEO Report

## Message from the Chair and CEO

This past year has been one of the most pivotal in Mentis Assist's journey. Together with our dedicated staff, participant advisory group, board members, and partners, we have navigated an environment of limited and confusing reform, delivered critical services to our community, and laid stronger foundations for the future.

The challenges in the mental health sector have been well documented, demand continues to grow, reforms continue to be discussed and gradually implemented, and funding rarely keeps pace with the true cost of service delivery. Yet in the face of these pressures, Mentis Assist has continued to adapt, innovate, and remain true to its purpose:

*to provide mental health support that inspires hope, promotes recovery, and strengthens community connection.*

We are immensely proud of what has been achieved this year, and it is a privilege to share some of the highlights with you.

## Expanding Our Reach – The Commonwealth Psychosocial Support (CPS) Program

Perhaps the most defining achievement of last year and rolling into this year was our success in the Commonwealth Psychosocial Support (CPS) Program, delivered in partnership with Kindred Clubhouse. This represents a monumental step forward for Mentis Assist, extending our reach across the entire south eastern region.

The operational demands of establishing this program were significant. In just six weeks, we recruited and inducted almost twenty new staff members, while also opening a new office in Moorabbin and expanding existing sites. The calibre of applicants was exceptional, a reflection of our growing reputation as an employer of choice and trusted service provider. This achievement is not just about numbers, it is about capacity, reach, and impact. More people in need will now have access to tailored psychosocial support delivered by a committed and highly skilled workforce.

## Strengthening Foundations – Accreditation

Quality and safety remain at the heart of our work. We are pleased to report that Mentis Assist achieved **full compliance with no recommendations** in our most recent accreditation review, a reflection of the strong culture of continuous improvement within our organisation.

Looking ahead, we have prepared for and are currently undergoing accreditation under the **National Safety and Quality Digital Mental Health Standards**. With digital service delivery rapidly expanding, this step will strengthen our ability to meet emerging community needs while ensuring the highest levels of safety and quality.

## Navigating Reform – The Policy Environment

The broader policy and funding environment continues to evolve. Both the Victorian and Commonwealth Governments have announced reform agendas, shaped by the Royal Commission and national suicide prevention strategies.

At the state level, the **Mental Health and Wellbeing Outcomes and Performance Framework** will introduce a stronger focus on outcomes-based reporting from 2025–26. For Mentis Assist, this will require adaptation, but it also provides opportunities to showcase the genuine difference our services make in people's lives.

The **Victorian State Budget** committed significant funds to early intervention, community-based care, and peer support models, all of which align with our work. Similarly, the **Commonwealth Government's investment in digital mental health and its 10-year suicide prevention strategy** create both opportunities and challenges for our organisation.

We remain deeply engaged with these reforms, advocating for our clients and ensuring Mentis Assist is well positioned to thrive in the future system.



## Ensuring Sustainability – Funding & Finance

This year saw the renewal of key funding agreements, including the Early Intervention Psychosocial Support Response, Commonwealth Psychosocial Support, Commonwealth Complex Care Program, and Commonwealth Home Support Programs. In the current environment these contracts unfortunately now only range from 1 to 2 years, but they provide some stability and enable us to plan with some certainty.

However, long term sustainability remains a continuing concern, with funding shortfalls being impacted by rising costs. Indexation in funding contracts (ranging between 2.0% - 2.3%) continues to fall well short of rising costs. With Fair Work mandated wage increases, there are higher superannuation contributions, Workcover costs, and CPI increases; the funding gap is now widening.

We are responding through careful financial stewardship, scenario planning, and efficiency measures. We are also actively exploring opportunities to diversify revenue and strengthen philanthropic partnerships.

## Strategic Planning – A Shared Vision for the Future

One of the most rewarding and engaging processes of the year has been our strategic planning journey. Through a series of workshops, we engaged staff and members of the participant advisory group, we co-developed a clear and compelling strategic framework, by ensuring their voices shaped our future direction.

*The process reaffirmed what makes Mentis Assist unique: our people, our culture, and our deep commitment to the community.*

## Key Outcomes Include:

### Our Values

Inspiration, Creativity, Empathy, Support, and Collaboration.

### Our Vision

A future where every individual feels empowered to recover, connect, and thrive – where hope is ignited, voices are heard, and communities grow stronger together.

### Our Purpose

To provide mental health support that inspires hope, promotes recovery, and strengthens community connection.

### Our Strategic Pillars

People; Brand & Market; Funding & Philanthropy; Technology & Systems; and Operational Performance.

## Partnerships & Community Impact – Ride & Walk for Relief

Our long-standing partnership with **Peninsula Hot Springs (PHS)** continues to be a cornerstone of community engagement and fundraising. While the **Ride for Relief** was paused in 2025 due to low participation, the **Walk for Relief** proceeded and remained a powerful expression of community solidarity and support for mental health.

Although the funds raised will not be sufficient to sustain the **Breaking Barriers** program for the entirety of the coming year, we are deeply proud of the impact it had during its operation, supporting individuals facing complex mental health challenges with compassion and care.

Looking ahead, planning for the 2026 event is currently on hold due to PHS's ownership transition. We fully support this decision and extend our sincere gratitude to the Davidson family and the entire PHS team for their decade-long commitment to our cause. Their partnership has left a legacy, and we look forward to exploring future opportunities for collaboration once the transition is complete.

# Chair/CEO Report

## Governance & Continuous Improvement

Strong governance underpins our sustainability and impact. This year we undertook a **comprehensive review of our Board Governance Charter** and related policies to ensure alignment with ACNC Governance Standards and best practice.

We also piloted the **Australian Charities and Not-for-profits Commission Self-Evaluation Tool**, identifying improvements in our governance and implemented them swiftly. This proactive approach ensures Mentis Assist continues to model best practice in governance and accountability.

## Introducing Our New Model of Care

In 2025, Mentis Assist launched a refreshed and comprehensive Model of Care, designed to align with the evolving mental health reform landscape and the diverse needs of our community. This model reflects our commitment to holistic, person-centred care, integrating physical, mental, and social wellbeing. It is underpinned by seven guiding principles ranging from trauma-informed and culturally safe practice to ethical, strengths-based, and collaborative care. Developed in consultation with staff and informed by the Victorian Government's "Our Workforce, Our Future" capability framework, the model provides clarity and consistency across the consumer journey, from referral to exit.

The Model of Care also embeds key reforms from the Mental Health Royal Commission as well as key principles from the Mental Health and Wellbeing Act 2022, ensuring our services remain responsive, inclusive, and rights based. It emphasises accessibility, prevention, and early intervention, while recognising the importance of lived and living experience in shaping service delivery. With a strong focus on workforce capability, cultural responsiveness, and continuous improvement, this model sets a new benchmark for how Mentis Assist delivers safe, effective, and compassionate mental health support.

## Acknowledging Peter Brookhouse – A Legacy of Leadership and Transformation

As we reflect on the achievements of Mentis Assist in 2025, we also take a moment to honour and acknowledge the remarkable contribution of Peter Brookhouse, who will be retiring from the Board after an extraordinary nine-year tenure.

Peter joined the Board in 2016, and was appointed Chair of the Board in 2018, a role he held with distinction until 2022. Following this, he continued his leadership as Deputy Chair, a position he still holds. Over three full terms, Peter has been instrumental in guiding Mentis Assist through some of the most significant transformations in its history. Under his stewardship, the organisation evolved from a small community-based service into a leading provider of integrated mental health care across the region.

Peter's strategic insight and governance expertise were pivotal during key milestones, including Mentis Assist becoming one of the first non-government organisations to deliver clinical services under the Commonwealth Mental Health Integrated Complex Care (MHICC) program. He also played a critical role in preparing the organisation for its transition to become a NDIS provider, helping to future-proof our service model and expand our reach.

Peter's legacy is one of vision, integrity, and unwavering commitment to community mental health. On behalf of the Board, staff, and the broader Mentis Assist community, we extend our deepest gratitude for his service and leadership. His impact will be felt for many years to come.

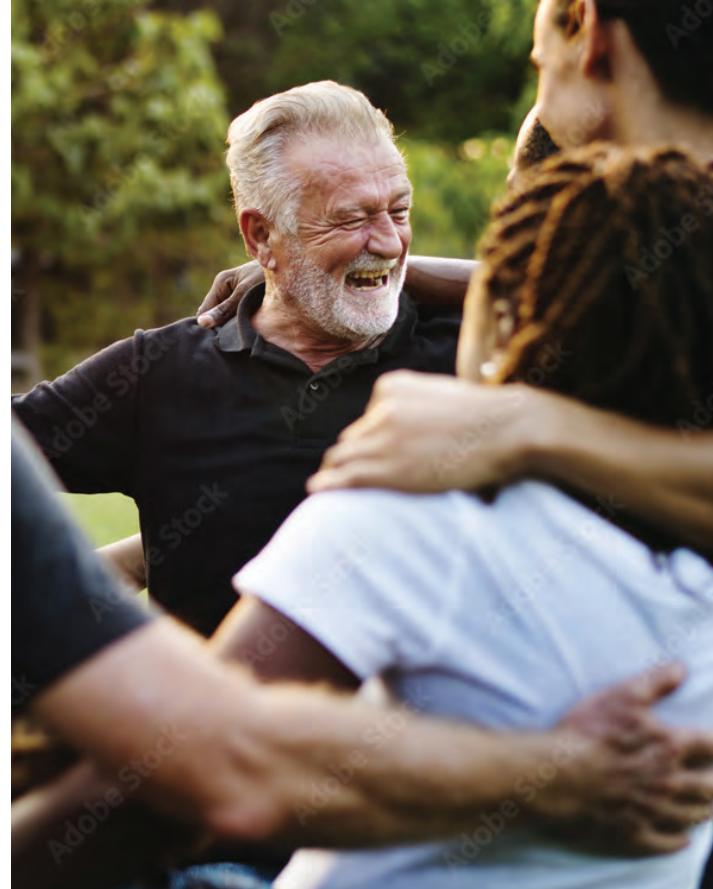


## Looking Ahead

As we reflect on the year past, several themes emerge:

- **Resilience and Adaptability:**  
Despite funding pressures and reform uncertainty, we have remained agile and innovative.
- **Commitment to Quality:**  
Accreditation outcomes demonstrate our dedication to continuous improvement.
- **Community and Partnership:**  
Our partnerships, especially with Peninsula Hot Springs, remain central to our impact.
- **A Shared Future:**  
Our values, vision, and purpose are clear, energising, and deeply aligned with the aspirations of our staff and community.

The year ahead will bring new challenges from funding constraints to reform transitions. Yet it also offers immense opportunities to strengthen our services and staff, expand our reach, and continue making a tangible difference in the lives of those we support.



## Closing Reflections

On behalf of the Board and Executive, we extend our deepest thanks to our staff, participant advisory group, partners, funding bodies, and supporters. Your commitment, passion, and resilience make Mentis Assist what it is today.

We also thank our clients and their families, who entrust us with their journeys of recovery and connection. Your voices guide our work and remind us every day why we exist.

Together, we move forward with confidence, clarity, and optimism. Mentis Assist is stronger than ever, and with the foundations now laid, we are ready to embrace the future one where hope is ignited, recovery is supported, and communities grow stronger together.



Paul Burness  
Board Chairman



Terry Palioportas  
Chief Executive Officer

# Director of Clinical Services Report

## Mental Health Service Delivery 2025

Another year ends and time spent reflecting on the journey looks back at what we have achieved and how the world in mental health continues to change and evolve. Having worked in mental health since the days of institutions back in the 80's, I find myself often comparing the 'good old days' to the current day, wondering how much better off we are and what has changed for us since the Royal Commission?

We've seen an expansion of the Lived and Living Experience (LLE) Workforce with increased peer support roles across all levels, including leadership. We are seeing the positive impact on service authenticity and consumer engagement. Our participant advisory group is having more impact on our clinicians and practice than ever before and the ability to see perspectives through the different lenses is groundbreaking.

There are challenges, there always will be. The marrying together of LLE alongside clinical for the mutual benefit of all requires lots of work from all sides to get this right. But we're on the best path, with commitment from all to see it through. No-one argues the merit of the work ahead and the benefit of reaching the Emerald City.

Aside from the expansion in workforce, people seeking service have changed, a lot. In all our programs we have seen the numbers of clients with neurodiversity concerns reach record numbers. Trauma and PTSD referrals have likewise increased, whilst referrals for clients with psychotic disorders have fallen significantly. Client complexity is evident more so than at any time in my history, with social determinants playing a big role in presentations. The challenges that arise predicate adjustments to how we do things. An often-heard scenario where a client's mental health concern is a direct result of their complexity in life, rather than vice versa, fundamentally changes our interventions. Assisting with sorting out the complexity is a better treatment than offering psychological interventions. "Talking therapy can only go so far when I have to sleep in a park tonight" a client told me during the year.

Access to the NDIS has also changed recently and become harder. Clients' plans and often the psychosocial support element, diminish when having a NDIS plan is an exclusion criterion to gaining access to services, this becomes problematic. Applying common sense when reviewing all referrals is vital.

Another factor stifling innovation is the challenge that arises when we include a short-term funding model where the need for sustainable programs isn't matched by contract length times. We've participated in some reform activities led by the PHN as well as the Department of Health and Human Services, but we are hamstrung to do anything truly meaningful just yet, acknowledging that things take time.

Still, we have great successes in the work we do. We continue to make a difference in so many lives. In our clinical programs at Mantis Assist, we very rarely decline a referral deciding that we can try and make a meaningful change for anyone who comes to our service. It may be as simple as helping people navigate a complex system and have a soft landing at a better option.

We've done some workarounds too, to try and build more of a multi-disciplinary team approach to our work by getting the teams to collaborate more. We continue an amazing partnership bringing in provisional psychologists for their final placement benefiting them as well as our clients. Our colocation at various sites including Windana and Southern Peninsula Community Support Service fosters collaboration and builds relationships.

We've done a lot of work in the last year refining our model of care and diving into the WHY we do what we do. We've worked hard to identify what it means when you work for us and the values we want all staff to embrace, so that when you ask a client, "How can I help?" it is a genuine question and we are interested in the response. We've reworked the principles that underpin our approach to care and backed up the skill set required with an annual plan of training for all. Our audit tool was updated to reflect a better-defined Model of Care with easily understood KPIs and a target set at 100% compliance.

And I think it shows. For the first time we have managed to reach and exceed all contractual targets across our programs. We have had zero staff turnover in the MHICC, API and EIPSR programs for the second year running which is a great indicator of culture and job satisfaction.

Michael Sillekens  
Director of Clinical Services

# A Client's Story

Cindy - 30yo - Self-referred to the Mental Health Integrated Complex Care team (MHICC) in July 2022

A clinician writes: "On my first meeting with Cindy, I met a shy, quiet, young woman with blonde tied back hair, dressed in a baggy white T shirt, trousers and some slipon sandals. Despite the weather being inclement, I noted at the time Cindy did not have a coat. Throughout our first meeting Cindy had her arms crossed and was looking down towards the floor speaking in a very quiet tone.

Accompanying Cindy at the first meeting was a gentleman who introduced himself as Cindy's brother-in-law. Initially this gentleman spoke on Cindy's behalf stating that she suffered from a partial deletion of a chromosome and would be needing to apply for the NDIS. He further explained as he had a NDIS business and that he would be taking care of things for Cindy.

As the gentleman was talking, I could see Cindy looked uncomfortable, so I began to engage her in conversation to ascertain her level of comprehension. Very quickly I could see maybe there was more she wanted to say but was possibly too shy or embarrassed.

Following this initial consultation, I requested from then on, all appointments were on a one-to-one basis with Cindy and myself. During the second consultation with Cindy my initial curiosities were proven as Cindy stated she did not really want to go on the NDIS. But she didn't know what to do, which direction to take and stated she had nothing. Cindy said her wishes for the future would be to support herself and live independently having a job a car and own home.

Over the coming weeks myself and one of the amazing care coordinators we're able to build a bigger picture or what was going on for Cindy. It became clear that Cindy's long-term isolation and dysfunctional family dynamics had played a part in her apparent developmental and social delay across several areas of her life.

## Background.

As a young teen Cindy moved from New Zealand with the family on a work only visa. As a minor she came across the ditch on her parents' visa status. As Cindy grew, she was unable to access any sort of government funding



from the Australian government as she remained on this visa so was in effect between a rock and a hard place. Within the family home a picture of coercive control along with verbal and emotional violence emerged being allegedly perpetrated by Cindy's stepfather.

Growing up in this environment Cindy was required to assist her mother in cooking and cleaning for the rest of the family and caring for her siblings. She shared with me that she did not finish high school and had not gained any qualifications which she was regretful of. While at school Cindy was bullied by others so was eager to leave that environment and did so at the earliest opportunity.

## Working with Cindy.

Over the coming months it became clear if we could somehow change Cindy's visa status or even get her Australian citizenship it would be a huge step forward in assisting Cindy in her goal of independence. Over a period of several months our care coordinator spent many hours researching for and working alongside Cindy to investigate options with support on phone calls and assistance in filling out forms a regular occurrence.

Around this time Cindy was also working with another psychosocial provider service. Unlike the MHICC program this service had funding access so we were able to secure funds to apply for and achieve Australian citizenship for Cindy. This in turn allowed Cindy to apply for and gain her own financial independence for the first time in her life.

Following this success, Cindy also identified that she would like to do some study. As she had a love for animals Cindy was able to sign up to a local learning centre securing a place on an animal welfare course. The indirect skills being nurtured alongside the formal studies were learning to socialise, as well as starting to overcome her chronic shyness and discomfort in public speaking and spaces.

Alongside this we were able to access free driving lessons for Cindy - another goal on her journey to independence. Later on, Cindy was able to fund and pass her test gaining her licence.

# A Client's Story cont...

## Mentis.

A connection with a private university was formed during this time meaning provisional clinical psychologists came to Mentis Assist to do their last placement. Cindy was one of the first clients to take up the offer. For her, there was no alternative to access this much needed talking therapy by a specialist due to her visa status and having no income. These sessions have had a major positive effect on the success for not only Cindy but many other service users. Not only has she had the advantage of the clinical insight from the practitioner enabling her to gain confidence in her own agency, but also, for the first time in her life Cindy has been exposed to healthy positive gender role modelling. Working with the psychologist afforded Cindy the opportunity to propel forward through an oftenoverwhelming learning curve that of itself presented challenges. Often Cindy said that she felt she was learning too much too fast and felt overwhelmed however she perseveres and continues to benefit from this input. With no restrictions on session numbers, Cindy was able to dip in and out of therapy at her pace.

## Now.

In the present Cindy has moved forward studying older persons care, developing friendships and intimate relationships, socialising and believing she now has a future, all of which has been new for her.

As Cindy's journey has progressed our input is coming to an end. We have facilitated a referral to our psychosocial program where Cindy has been able to work on more practical things such as organisation, prioritising and time keeping.

Cindy continues to make progress towards her goals of independence and personal discovery. Although still residing at the family home Cindy is turning her thoughts to getting a job in aged care with her new qualification and striking out on her own.



# Director of Community Services & Business Development Report



The 2024–2025 financial year marked a period of consolidation, and strategic repositioning for the Community Services division at Mentis Assist. In response to the ongoing mental health reform landscape in Victoria and the broader impacts of economic and social pressures on our community, we strengthened our service delivery, enhanced stakeholder engagement, and continued to align our programs with our values of recovery, through inspiration, creativity, empathy, support and collaboration.

A highlight we are all proud of was the development of our new strategic plan. Staff from all levels of the organisation and members of our participant advisory group (PAG) participated in rediscovering ‘why we do what we do’ in support of mental health across the community. Through the process we redefined our values, vision and purpose. This pause for reflection, has invigorated new passion and provided a solid platform for the next stages of our service delivery.

We successfully audited against the National Safety and Quality Mental Health Standards for Community Managed Organisations, and the results were outstanding! The auditors commended our organisation for excellence in service delivery, governance, and person-centred care. We couldn’t be proud of the work we do every day to support our communities towards better mental health outcomes. This achievement is the result of incredible teamwork across all levels of our organisation.

We’ve also commenced our audit process for the National Safety and Quality Digital Mental Health Standards, ensuring we stay up to date with emerging technologies, including AI, and ensuring that our digital services are delivered in a manner that is both appropriate and safe for clients.

Our Commonwealth Psychosocial Support program is now fully operational across the entire southeast Melbourne region. The program provides high-quality, person-centred psychosocial supports to individuals on their recovery journey and works closely with the Mental Health Integrated Complex Care teams across the same region. We welcome the Commonwealth Government’s commitment to another 2 years of funding in acknowledgment of this vitally important psychosocial service.

Our partnership with Kindred Clubhouse for delivery of

the Commonwealth Psychosocial Support program has flourished. Clients benefit from the care coordination and support facilitation offered through Mentis Assist to help build their recovery plan, connect with appropriate referral services, and meet their goals. Meanwhile, the Kindred Clubhouse model offers a safe space for building friendships and developing the skills of structure associated with a work ordered day. Our joint satellite Clubhouse and associated groups are also gaining momentum and we look forward to further establishing this as a trusted and impactful model across our communities.

Our Home and Community Care (HACC) programs and Commonwealth Home Support Programs (CHSP) continued to deliver specialist, individual, and group support to vulnerable members of the community who struggle with mental health issues. There has also been a great focus on the upcoming introduction of the new Aged Care Act in November 2025, and the teams are keeping abreast of regulatory changes which will align with the launch of the new Support at Home model of care.

Meanwhile, our Breaking Barriers program, funded through the 2024 Walk for Relief in partnership with Peninsula Hot Springs, continued to provide individual counselling and outreach support to people in the southern Peninsula region who are often isolated from services. This small program has a huge impact and Mentis Assist often receives messages from clients complementing the staff and acknowledging how the program has changed lives for the better.

In alignment with the requirements of the Victorian Mental Health and Wellbeing Act 2022, we have been enhancing our commitment to inclusive, culturally safe, and person-centred mental health services. We made a dedicated commitment to sector reform through continued and targeted investment in staff development. The revitalisation of our monthly mandatory training is now aligned with the Act and mapped to the ‘Our workforce, our future’ framework which sets out the collective skills, knowledge and ways of working for a mental health workforce to deliver safe quality care. Staff have undertaken training in cultural safety, working with diverse communities, trauma informed practice, recognising and responding to family violence, and working with comorbidities. We’ve also embedded the use of advance statements across our programs, giving effect to the Act’s Principles by promoting dignity and autonomy.

# Director of Community Services & Business Development Report

We introduced our first ever Staff Scholarship, offering the opportunity for a staff member to embark on studies related to leadership or trainer development skills. The biannually offered scholarship highlights our commitment to personal and professional growth and our investment in contributing to the advancement of leadership in our organisation and the wider mental health sector.

Throughout the year, we placed particular emphasis on reaching communities where mental health needs are often hidden by stigma or isolation. We developed our 'Allies for Every Life' mental health awareness initiative, and in doing so we supported a staff member to gain accreditation as a Mental Health First Aid Trainer. Allies for Every Life is our commitment to enhancing mental health literacy, reducing stigma, and empowering communities. Through this initiative, we deliver evidence-based training programs, like Mental Health First Aid, to equip individuals with the skills to support those experiencing mental health challenges. The name 'Allies for Life' emphasises the power of allyship, and that no life is left behind, while "Every Life" reflects a commitment to inclusive support for all people including for LGBTQI+, Culturally and Linguistically Diverse, Indigenous, and all other diverse people or communities. By equipping trusted individuals in community-facing, or 'gate-keeper' roles, with the skills and confidence to respond to mental health crises, we can create localised, supportive networks to improve mental health outcomes where people live, work, and socialise.

We proudly exhibited at Cardinia Shire Council's agricultural wellbeing event, designed to support the mental health and resilience of farmers and agricultural workers across the region. Caught between dwindling cash flows, volatile commodity prices, and high interest rates, new government levies and ever worsening climate challenges, many farm families are experiencing heightened anxiety, chronic stress, and emotional fatigue. Such psychological stress impairs financial decision-making and deepens the crisis. Meanwhile, land values plummet as productivity declines. Connection to strong community-based mental health initiatives like our MHICC and CPS programs, provides hope and practical support.

Mentis Assist also took part in the Kingston Construction Expo to support mental health in the building industry. The

building and construction industry continues to face serious mental health challenges, with higher-than-average rates of stress, burnout, and suicide. Long hours, job insecurity, physical strain, and a 'tough it out' culture that can make it hard for workers to seek help. Our presence was all about 'building a bridge' between the construction industry and better mental health outcomes. The expo showcased some exciting advances, including new technologies however, some of the incoming regulatory changes announced, such as tighter compliance requirements, understandably left some attendees feeling quite overwhelmed. Amid all the change and innovation, we were there to offer a compassionate, confidential, and community-based connection to support.

Our presence at events like these reinforces Mentis Assist's commitment to reaching communities where they live, work and connect, particularly in regional areas and high-risk sectors. By being part of these conversations, we're helping to reduce stigma around mental health, build relationships, and remind our communities that support is always within reach.

I would like to extend my sincere appreciation to our Community Services teams, peer workers, administrative staff, and especially our service users, for their dedication, resilience, and trust. The challenges of growing demand and increasing systemic complexity have been met with professionalism, empathy, and a steadfast commitment to recovery-oriented practice.

I also acknowledge and thank our CEO, Executive, and Leadership Teams, and the Board of Directors for their continued support, leadership, and strategic guidance throughout the year.

Together, we are continuing to build a future in which all members of our community have access to responsive, inclusive, and high-quality mental health support.

Jayne Parish

Director of Community Services & Business Development

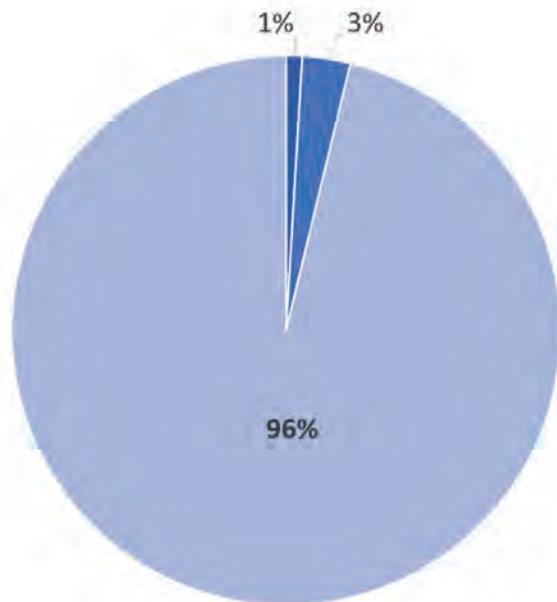


# Client Satisfaction

Our clients consistently report high levels of satisfaction with Mentis Assist services, as demonstrated in the following chart:

## Our Impact

- The support has had a negative impact
- The support is making no difference
- The support is making a positive difference



★ 96% of our clients say they are very satisfied with the services provided by Mentis Assist, highlighting our commitment to quality mental health support and client-centered care.





# Financial Review Summary

For better mental health



The 2024–25 financial year marked a significant turnaround for Mentis Assist, with a profit of \$389,948, a remarkable recovery from the previous year's loss of \$674,555, a positive shift of over \$1 million. This outcome reflects the impact of decisive financial management and strategic program realignment.

A key contributor to this turnaround was the difficult but necessary decision to discontinue the **National Disability Insurance Scheme (NDIS)** program after five years of operation. Under its current pricing structure, the NDIS program was no longer financially sustainable. While this decision was not taken lightly, it was essential to ensure the long-term viability of the organisation. We remain open to re-engaging with the NDIS should significant structural reforms make it viable in the future.

In parallel, Mentis Assist was fortunate to be selected for the **Commonwealth Psychosocial Support (CPS)** program, commissioned by the **South East Melbourne Primary Health Network**. This recognition reflects our longstanding commitment to high-quality psychosocial support, built over **40 years** of service delivery. The CPS program, launched on **1 July 2024**, focuses on supporting individuals with lived experience of mental health challenges and has already begun to positively impact both our clients and our financial position.

**Service delivery** income increased due to the introduction of the CPS program, effectively offsetting the revenue loss from the NDIS exit. Meanwhile, **total expenditure** decreased, with legacy NDIS-related costs no longer incurred. This allowed for a reallocation of resources toward direct client services, a focus that will continue into the 2025–26 financial year.

The organisation's **Balance Sheet** strengthened accordingly, with **Total Equity** rising to \$1,874,681, reflecting the improved financial performance and stability.

## Summary Statement of Profit or Loss

	2025	2024
Commonwealth Govt. Grant Income	\$4,089,147	\$2,496,261
State Govt. Grant Income	\$4,911,645	\$4,100,397
NDIS Income	\$0	\$1,729,936
Client Program Income	\$4,588	\$2,923
Interest Received	\$79,988	\$80,473
Gain on Disposal of Assets	\$0	\$29,136
Sundry Income	\$194,488	\$340,934
<b>Total Income</b>	<b>\$9,279,856</b>	<b>\$8,780,060</b>
<b>Total Expenses</b>	<b>\$8,889,908</b>	<b>\$9,454,614</b>
<b>Profit/(Loss)</b>	<b>\$389,948</b>	<b>(\$674,554 )</b>

## Extract of Balance Sheet

	2025	2024
Total Assets	\$3,842,009	\$4,022,735
Total Liabilities	\$1,967,328	\$2,538,002
Net Assets	\$1,874,681	\$1,484,733

*As Mentis Assist approaches its 40th anniversary, we remain committed to expanding our reach across southeast Melbourne and beyond, continuing to provide compassionate, evidence-based mental health services to those who need them most.*

# Staff Information

Data as of July 2024 to June 2025



**76**

Employees  
(EOFY)



**83**

Total  
employees  
throughout  
the year



**16**

New  
employees  
during the last  
12 months



**9%**

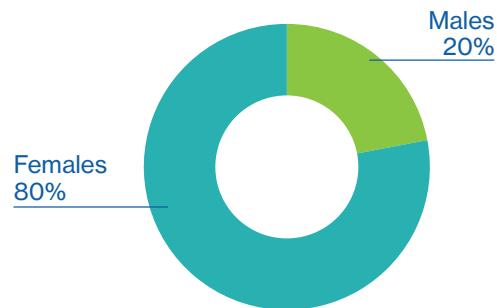
Have been  
with us for over  
10 years



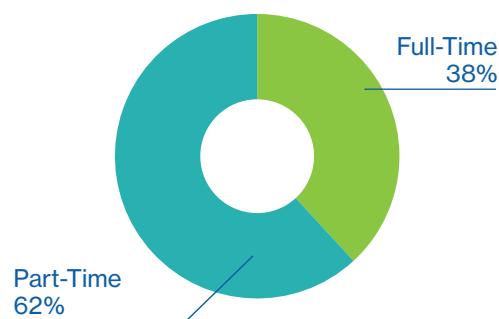
**47**

Average  
Age

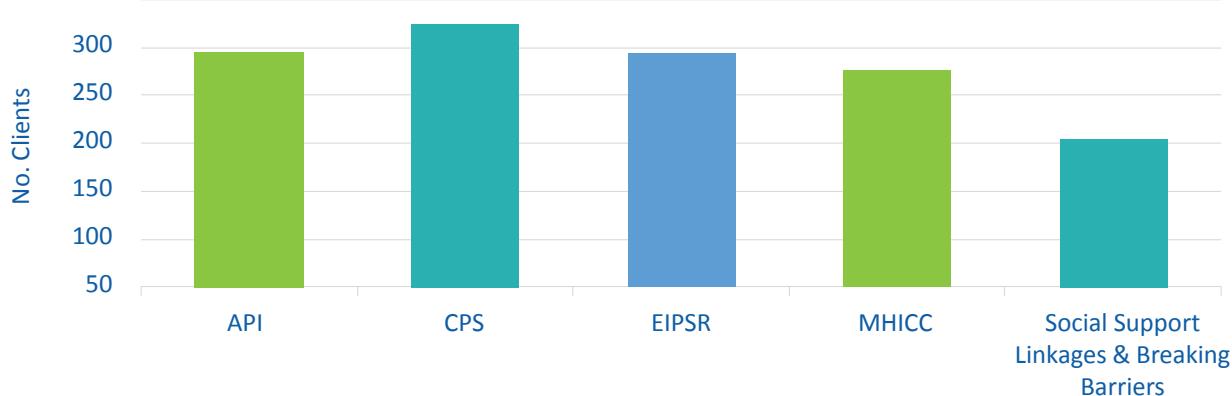
Staff is Made up of



Number of Staff by Employment Type



**Total Number Of Clients Supported  
During The Year By Program**



# Summary Program Information



Year Ending 30th June 2025



**1144**

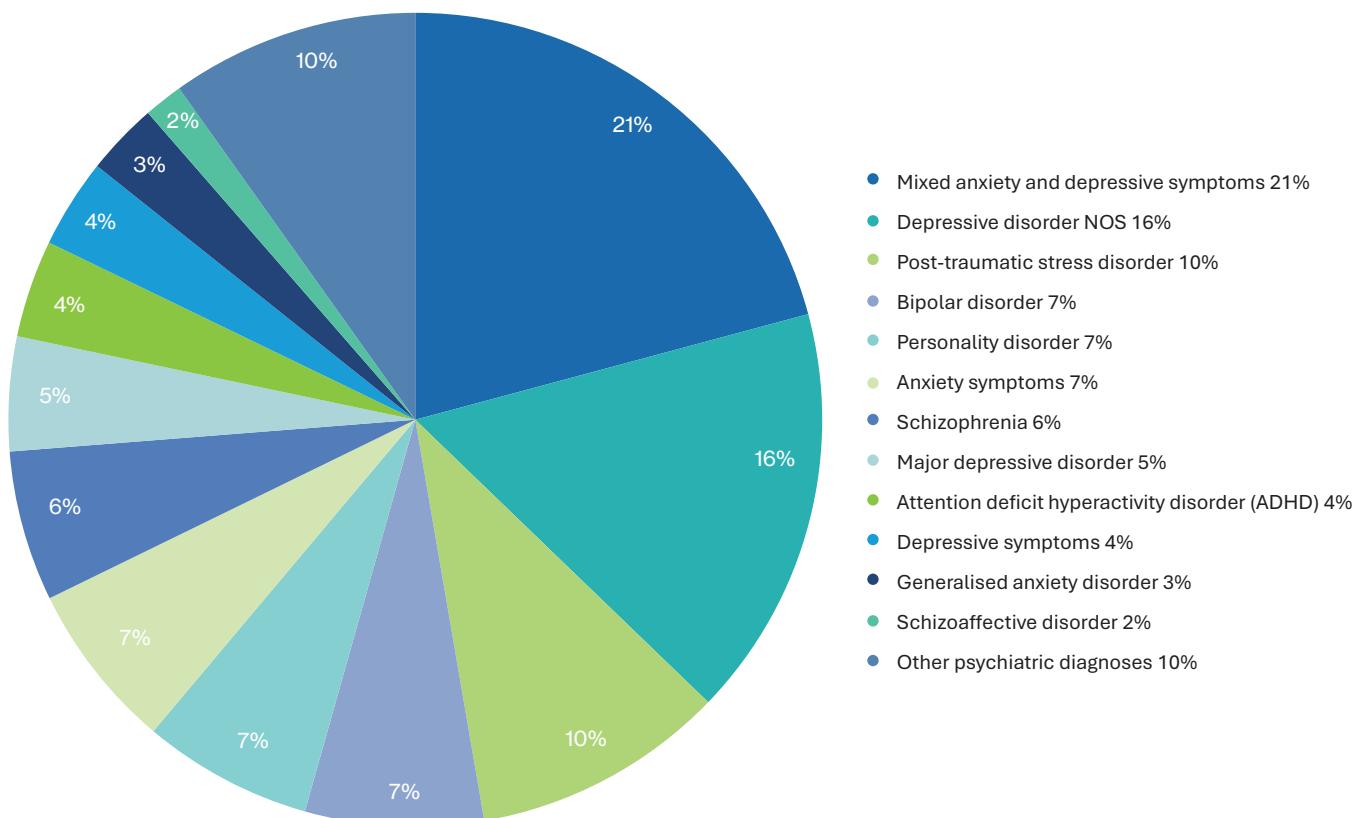
Clients Supported  
During the Year



**730**

Total number of  
new Clients During  
the Year

## Top 10 Principal Diagnoses Across the Program



Mentis Assist  
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