



flourish
AUSTRALIA

®

Where mental wellbeing thrives

The book of us.

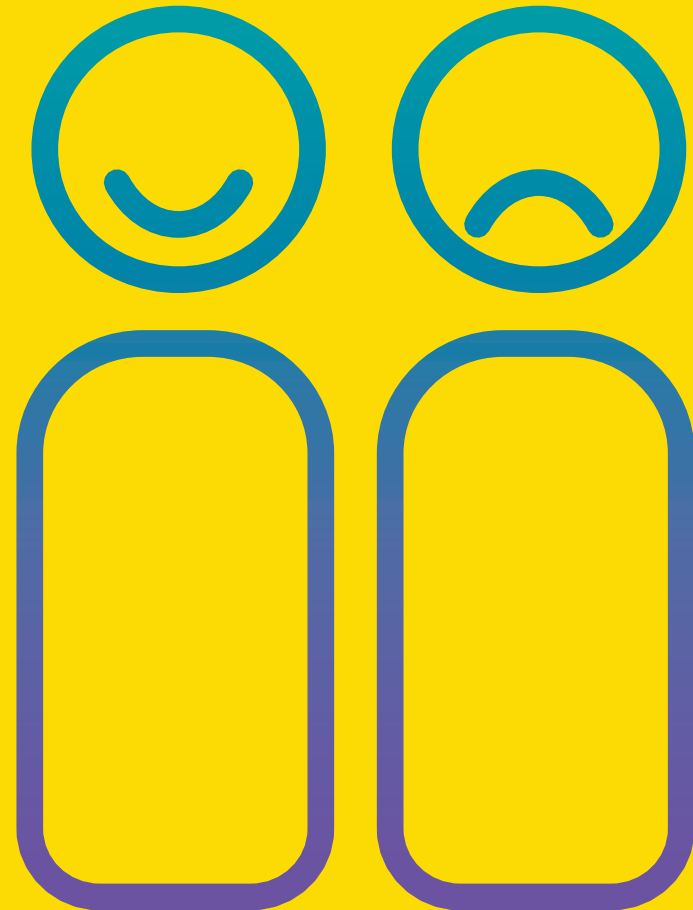
Brainloads of information
made simple.

The issue.

One in two people will live through a mental health experience in their lifetime.

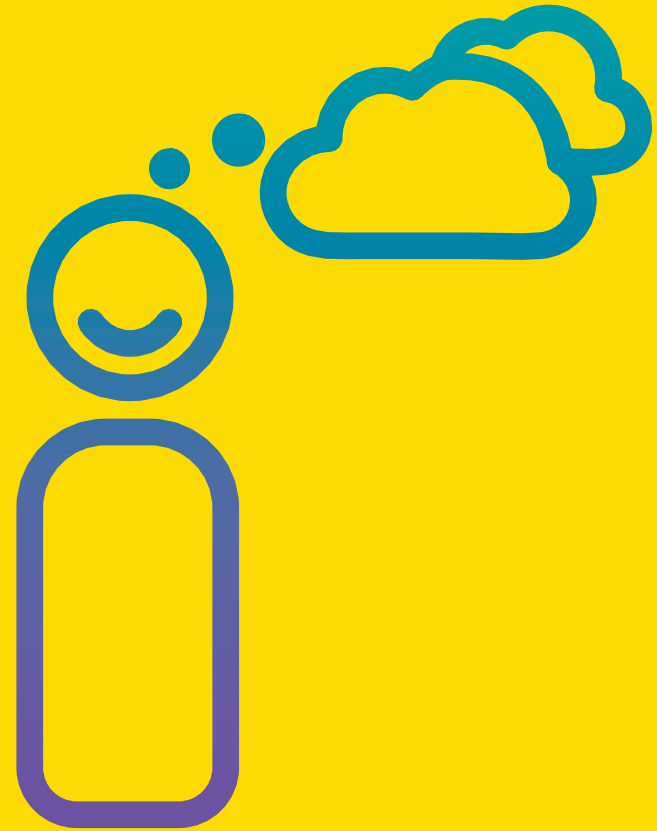
When it affects that many people, it affects us all. So, it's crazy (yep, we went there) that still not enough people talk about it, or understand it.

We call that "lived experience" and it can hold people back. It can affect their self-worth, job opportunities, their ability to contribute and feel valued, and it can lead to family breakdown. It doesn't just affect those who experience it, but those around them, too.



What is mental health lived experience?

Lived experience can be big or small. We help people with lived experience overcome the challenges that stop them being who they want to be.



Who we are.

We are the mental health charity for people with lived experience, by people who have been there.



What we do.

We help people with lived experience feel supported and meet their everyday challenges. We want them to live ordinary – even extraordinary – lives.

We do this by:



Valuing lived experience



Supporting recovery



Challenging discrimination



Connecting people



Connecting families



Connecting communities

What makes us unique?



We're like you. we get it.

Half our workforce has lived experience, so we know where you're coming from. And we can support you to get to where you want to be.



We put it in your hands.

We provide one-on-one mentoring and coaching so you can set your own goals, and we guide you through the steps to achieve them. We help you map out your road to recovery, with you in the driver's seat.



We're unusual.

We're way more interesting than that. We celebrate 'different'. We embrace the individual. Don't like hugs? Let's talk it out. Yeah, we love talking – especially about stuff that most people find awkward. We're not afraid to open the box no one wants to open. And we don't blush easily.



We're half a century old.

And we're really good at what we do: providing first-class comprehensive and holistic support for you. We're proud of our past, but we'd rather focus on the future, and what that means for you.

Meet Joshua.

At the age of 18, Joshua Schofield was referred to Flourish Australia's Young People's Outreach Program. His lived experience had left him feeling very withdrawn and he was rarely able to leave his house.

With the support of Flourish, Joshua worked on establishing goals, such as making friends and finding work. Today, Joshua has a social life and a part time job. He also mentors other Youth Program members.

“Flourish Australia helped me to grow into a happier, more confident, independent person. I’m so proud that I’m helping others and that I’m doing something with my life.”



Meet Rabecca.

Born in South Sudan and moved to war-torn Uganda, Rabecca Dit experienced severe trauma from a very young age. She came to Australia as a refugee and battled with mental health issues before being referred to Flourish when she was 20.

Rabecca's mentor, Chloe, remembers meeting her:

“Slowly we started to talk about what she liked and wanted to do, and she showed me her hospitality certificates.”

Before arriving at Flourish, Rabecca had been doing a hospitality apprenticeship, but had to stop because of her mental health. Now, Rabecca has restarted her studies and is looking forward to achieving her goal of becoming a chef.



Our purpose.

To create a world where everyone's mental wellbeing flourishes.



Who we help.

Those with a lived experience.

Life is a rollercoaster – which sounds way more fun than it sometimes is. Many of us have been on that ride, done the ups and downs, the loop-the-loops, and gone full circle. Because of our own experience, we know the kind of practical support that can help you overcome your challenges.

Those around them.

Those looking on live through the ups and downs, too. We know the challenges they face and we also guide them through tough times so that they can feel supported and continue to support those who need them most.



Larry's story.

Larry Billington wasn't too keen to check out Flourish Australia's Buckingham House at first.

"What could they possibly do for me?" he asked.

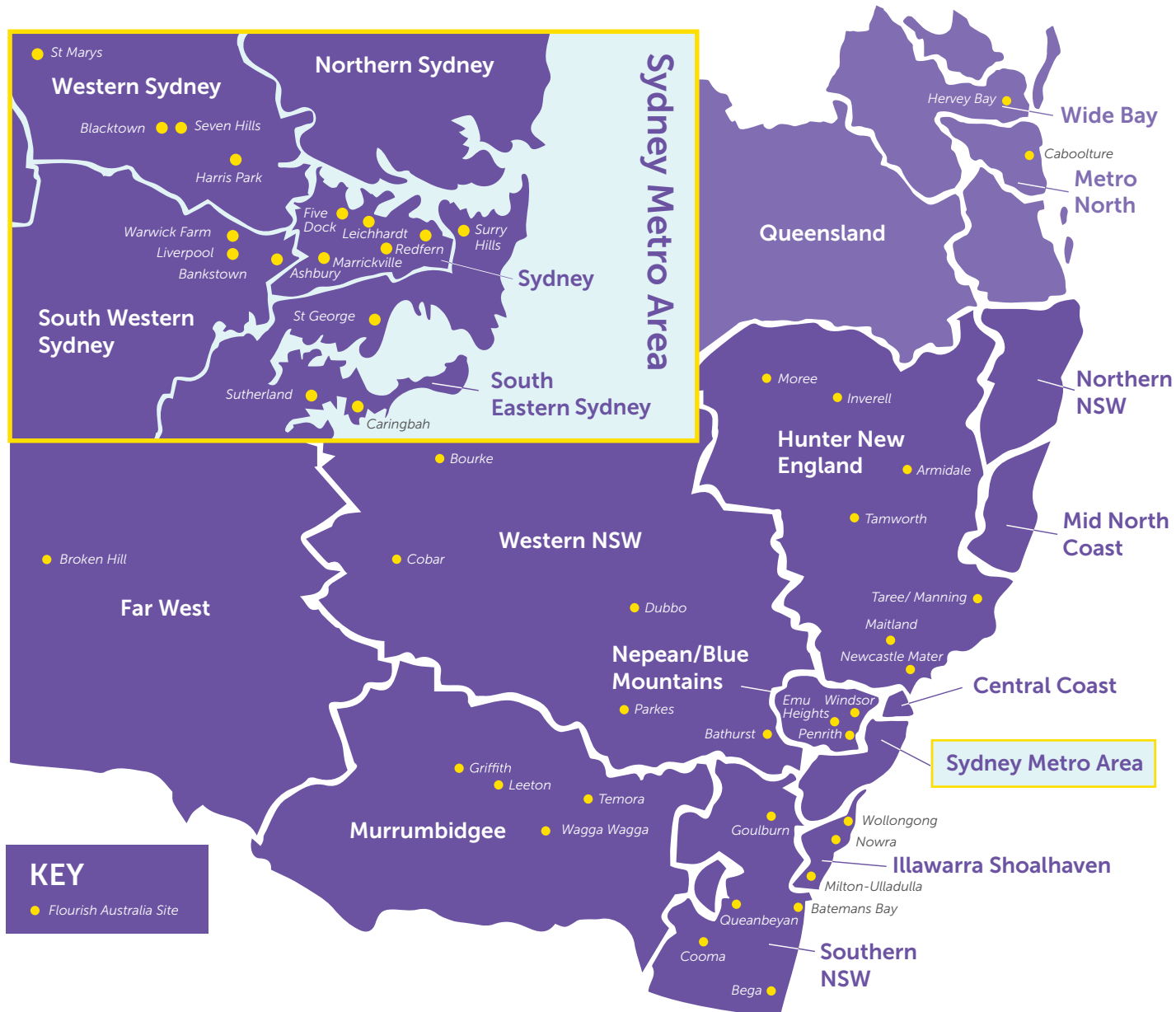
But after visiting the member-run activity centre for people living with mental health issues, he was encouraged to stay a while.

"I could see about 30 people busy with organised day-to-day activities. There was a vibrancy about people working together for optimal health and wellbeing. I needed that."

"After being welcomed into this family, I have come to greatly value the benefits of having peers, friends and empathetic staff around me. The centre helps me handle social interactions with more confidence. I am less anxious in the queue in the bank. I am calmer in the post office. I am more content. In a sense I have 'recovered'."



Where you'll find us.



Fast facts.

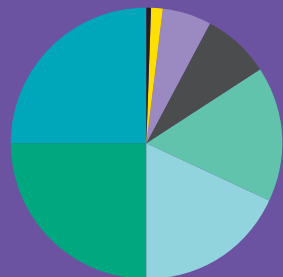
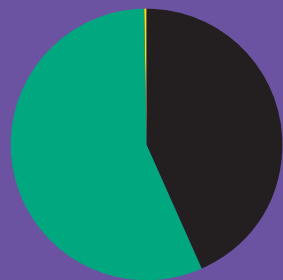
4723 people accessed our services*

INDIGENOUS

11%

CALD

20%



People told us:

97.9%

I am treated with dignity and respect by Flourish Australia

97.1%

Flourish Australia supports me to make my own decisions

97.5%

I am satisfied by the service Flourish Australia provides

Their top 5 unmet needs were: #



We employed 685 total workforce

Peer workforce 33% front line positions

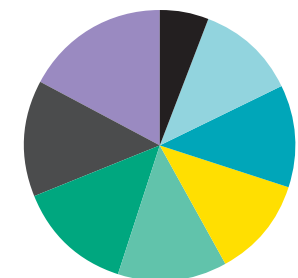
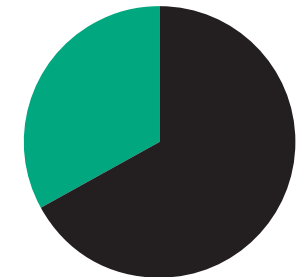


INDIGENOUS

5%

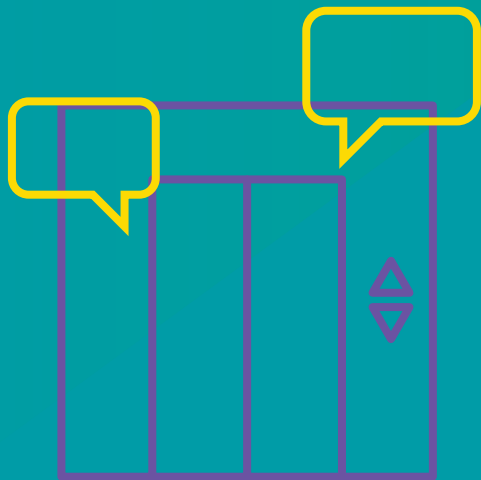
CALD

15%



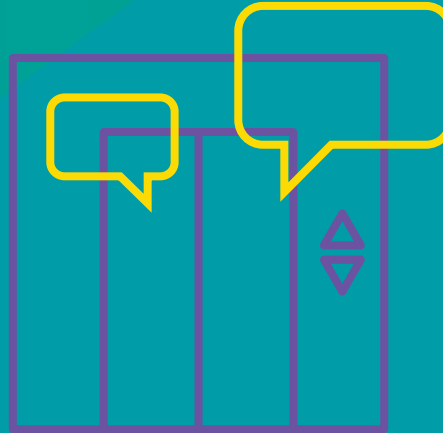
* This includes people supported by us in Partners in Recovery areas lead by other organisations.
 ** Demographic figures do not include people supported by us in Partners in Recovery areas lead by other organisations. CANSAS ratings.

Our elevator pitch.



1 floor.

We are the mental health charity for people with lived experience, by people with lived experience. Half of our workforce has lived experience, and all of us want to help those dealing with mental health issues feel supported, meet their everyday challenges and thrive in their lives.



3 floors.

We have over 50 years' experience providing comprehensive, holistic support for people affected by mental health issues. We don't see the problem, we see the person. We love that everyone's different (we get bored with 'normal'), and we help people find solutions as individual as they are. We provide one-on-one mentoring to assist people set goals, and guide them through the steps to achieve them. Most importantly, we put them in control of their journey.



All the way to the top.

We do this because one in two people will live through a mental health experience in their lifetime. When it affects that many people, it affects us all. For such a massive issue, it's incredible that it's still largely misunderstood and mostly swept under the carpet – that's a pretty big carpet. So we're here to get it all out in the open, to get people talking, encourage inclusion and make something positive out of lived experience.

How to talk to people, their families, carers and friends.

We care because we've been there.

Sure, lived experience is serious, but to us it's no biggie. We welcome you for who you are and what you're going through, and we will provide you with the support you need and want. We're really good at helping you get involved and have a go; guiding you through the small steps on your journey that will grow your confidence and ability to help yourself. We'd love to see you support others one day.

We know that lived experience can really knock people around, and that everyone – everyone – needs support along the way. We're here to see you through.

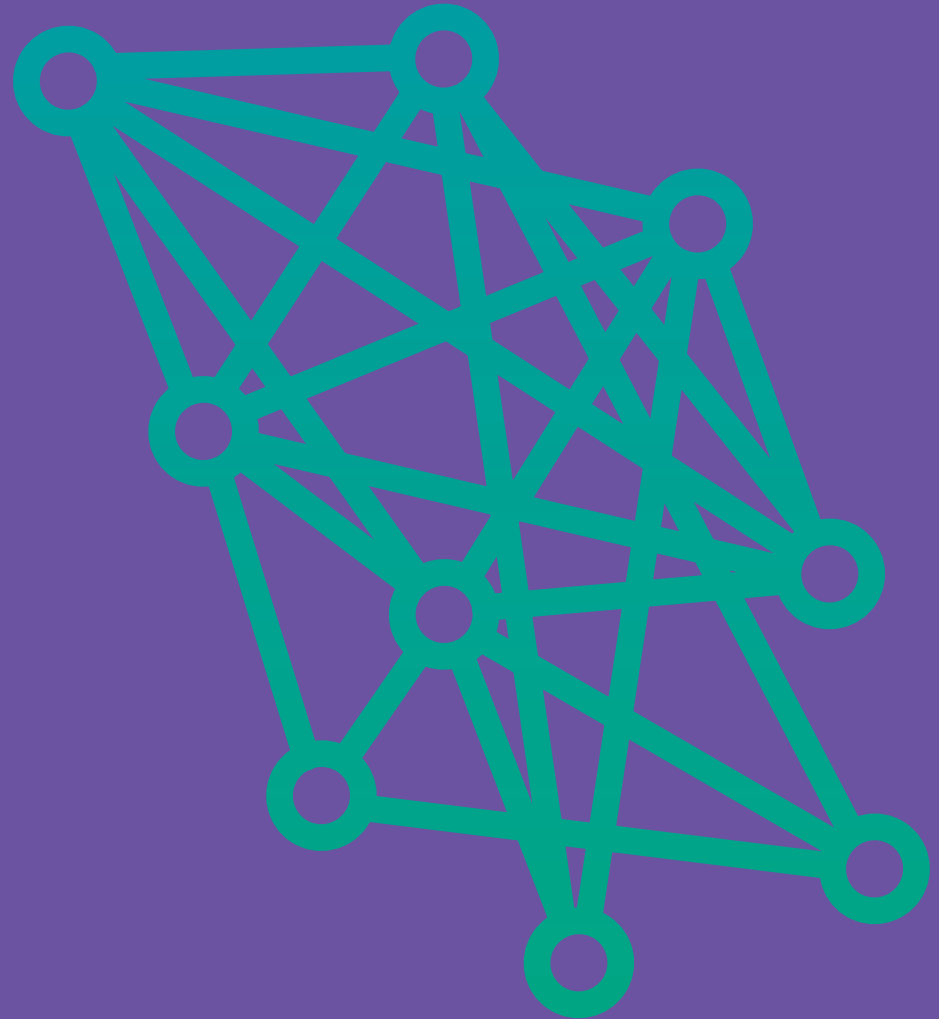


How to talk to government.

People need us.
You need us.

When you've been doing the same job for over 50 years you get pretty good at it. Over the past half century we've supported thousands of people with lived experience (and had some ourselves), allowing us to refine our methods, get more and more people back on their feet, and make a positive impact on society. With your help, we can make an even greater impact.

Mental health experience isn't going away. It must not be a barrier to participation in everyday life. From mentoring people to employing people, we have practical ways to support people to continue to contribute to their community and the economy. We deserve your funding support so we can keep up our good work.

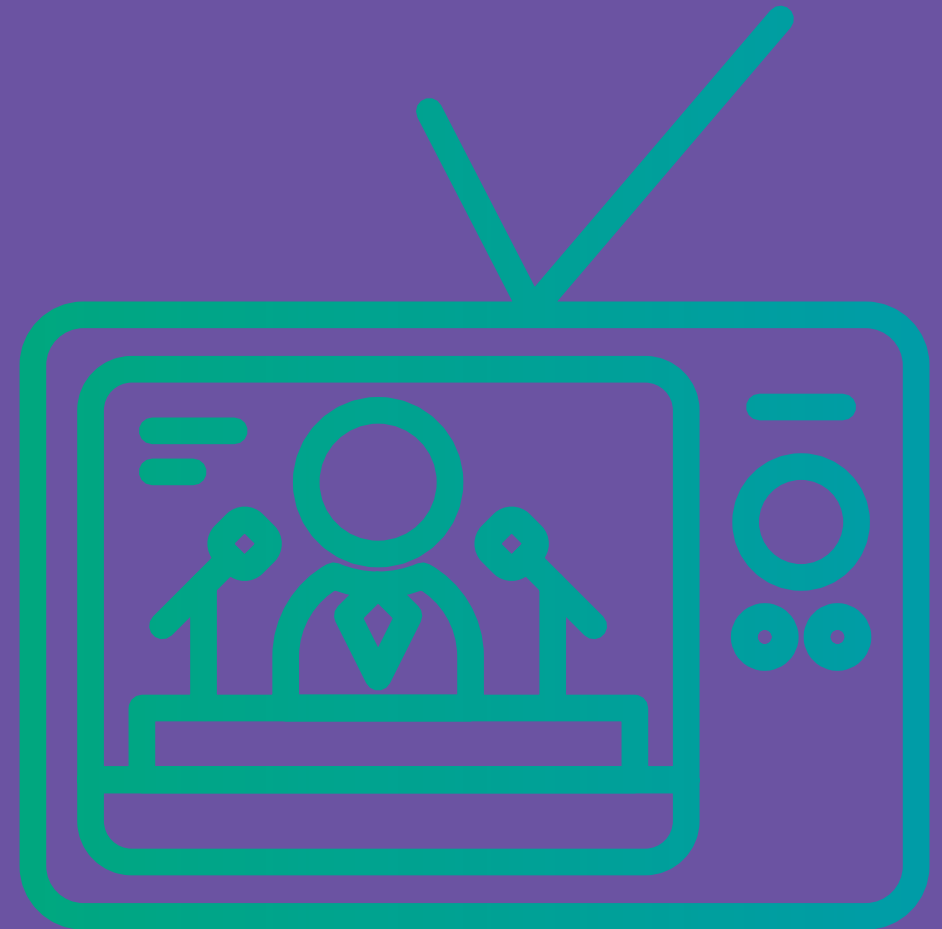


How to talk to media.

Get those tongues wagging.

We're tired of people tiptoeing around the issue of mental health, being all hush-hush; not wanting to go there. Lived experience affects all of us. If we haven't had it, we know someone who has, and it's about time we started shouting about it. We need your help to do that.

We're not just lifting the lid on lived experience; we're shaking it up like a bottle of fizzy drink and letting the top off. If it were a bit more fun we'd be celebrating it, but we'd rather say we're valuing it, just like we value every single person it affects. We need to bust those myths that lived experience only happens to 'other' people. Only then can we break down the discrimination around it.



How to talk to donors.

We're the charity for everyone, because everyone's affected.

Look at the person next to you. Think about your dad, your partner, your best friend. Any of the people you love could live through a mental health experience. Maybe you do. With one in two people affected, it affects us all. The great news is we're here to support the people closest to you if they need it.

You want the best for those you care about. We make sure that everyone with lived experience has the tools they need to overcome their challenges, to flourish, and to be who they want to be. We make sure you're able to support them, too. Supporting us now supports all of you in the future.



Soundbites.

(((Look at the person next to you. Chances are one of you could use our help in this lifetime.

(((If you haven't been affected by lived experience, you haven't really lived.

(((Half of us have lived experience. All of us are here to help.

(((Lived experience is real, just like the people it affects.

(((We give people a hand to get back on their feet.

(((Over half a century of lived experience. Half of us have had it. We're with you the whole way.

(((Lived experience makes life interesting.

(((We're busting the myth that lived experience only happens to 'other' people.

(((We've been in your shoes, and we can walk with you.

(((Together we're overcoming the challenges that stop us being who we want to be.

(((We know where you're coming from, and where you want to be.

(((Life might give you lemons, but we've got a great recipe for lemonade.

(((We accentuate the positive and help you eliminate the negative.

(((We're creating something positive from every lived experience.

(((We are the mental health charity for people with lived experience, by people who have been there.

(((We help people with lived experience meet their challenges, flourish and be who they want to be.

(((We're the charity for everyone, because everyone's affected.