



selectability

Mental wellbeing and suicide prevention

Our vision

To equip those with lived experience to enjoy a good, well-rounded and fulfilling life of their choice.

Our purpose

Mental wellbeing and the prevention of suicide within and across our community.

Our strategic directions

Consumer, community and stakeholder driven culture

Responding to current and future stakeholder needs and aspirations.

Service innovation and development

Supporting innovation and expansion in mental wellbeing and suicide prevention services.

Organisational performance

Establishing selectability as one of the most respected and financially sound mental wellbeing service providers.

Regional leadership

Achieving a nationally respected position as a leader in our region.

Strategic scale

Strengthening partnerships to benefit our stakeholders.



Our story

selectability is a not-for-profit, community mental wellbeing and suicide prevention service supporting the people and communities of northern, central and western Queensland.

While selectability is a new name in the industry we have a proud and respected record of more than 50 years' service delivery in the region.

selectability was created in March 2017, following the merger of

Supported Options in Lifestyle and Access Services (SOLAS) and Mental Illness Fellowship North Queensland (MIFNQ).

With the head office in Townsville, our service extends from Cairns to Mackay, including Townsville, Charters Towers, Palm Island, Ingham and Mt Isa.

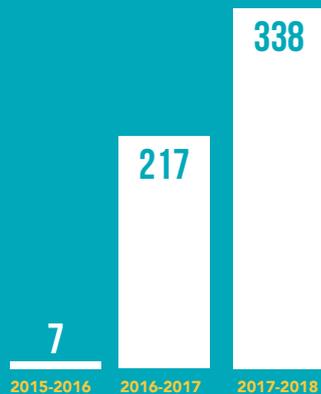
We are one of the largest regional providers in the mental health space. selectability has

already helped hundreds of North Queenslanders access and implement an NDIS plan of their choice.

selectability continues to consolidate its strong financial position as we diversify our revenue streams. We are focused on driving our back office costs down through innovation and we are constantly seeking new and better ways.

NDIS growth

NUMBER OF CONSUMERS



DELIVERED HOURS



selectability is experiencing significant and steady growth and we have the scale and breadth of capability necessary to extend our reach into new regions.

selectability



Our workforce

The selectability team is made up of individuals with a wide range of backgrounds and experience.

We have a qualified and highly skilled workforce including clinical and general psychologists, counsellors, social workers, and life coaches all with a passion for achieving selectability's vision.

Underpinned by our values and balanced by financial sustainability requirements, our workforce conditions are regularly reviewed to ensure the right people are recruited, retained and trained in the right roles.



MALE
26%



FEMALE
74%



10% identifies as **Aboriginal or Torres Strait Islander**

10% comes from a **different cultural background**

20% comes from **Defence (former, current or Defence family)**

Our leadership

Board of Directors

selectability's Board of Directors, chaired by Tom Ryan, is made up of leaders from SOLAS and MIFNQ. The Directors have extensive expertise across mental health, disability support, clinical practice and business management.

Tom Ryan

RN, DipApp Sci,
Grad Di Ed, MMH
(Psychotherapy)
FACMHN

CHAIR



Executive team

Debra Burden

BBus FAIM FAICD

CHIEF EXECUTIVE OFFICER

Debra, a degree qualified accountant, is the Chief Executive Officer of selectability. Debra has previously held CEO and Executive Management positions with Queensland Country Credit Union and Health Fund. ASX listed dental services company 1300SMILES and Canegrowers Burdekin. Debra's business management expertise has been recognised with the QLD Business Review Women in Business Award (Business & Prof Services) and the Queensland Telstra Business Women's Award (Corporate Sector). Debra is a Fellow of both the Australian Institute of Company Directors and the Institute of Managers and Leaders. She has extensive board level experience having successfully completed the AICD course twice. Debra has held Board positions in numerous companies as Chair, Deputy Chair, Treasurer, Chair of Audit and Risk Committee and Company Secretary, including currently holding the positions of Director of Townsville Hospital and Health Service and Deputy Chair of North and West Remote Health.



Suzy Berry

BSc (Hons) Crim, Cert BA CIMA

**GENERAL MANAGER
SERVICE DELIVERY**

Suzy provides leadership to Community Services branch. The selectability service delivery team has more than 150 staff including life coaches, lifestyle support workers and peer support workers. Suzy has extensive commercial, not for profit and public sector experience specialising in operational management and strategic engagement. This experience includes eight years within the disability and mental health sector.



Ingrid Steed

BA (Nursing), MACN, AIAM
(Mediator), MAICD

**GENERAL MANAGER
CLINICAL SERVICES**

Ingrid is a senior registered nurse specialising in health service leadership. She has more than 25 years' experience leading health programs across regional Queensland, most recently in the community and primary health sector. She has certification as a mediator with the Institute of Arbitrators and Mediators Australia. Ingrid is a member of the Australian College of Nurses and the Australian Institute of Company Directors. She joins selectability from Health Reimagined where she was CEO. Ingrid was previously a Non-Executive Director of the Far North Queensland Medicare Local Board where she also held the position as Chair of the Finance, Audit and Risk Management Committee.



Laurent Bordes

BSc (Psychology), BCom (Accounting),
Dip BusMan

**GENERAL MANAGER
CORPORATE SERVICES**

Laurent has extensive financial and operational experience across a broad range of industries. With qualifications in accounting, psychology and business, he has a proven track record in improving business performance and strategy. Laurent is an experienced business professional driven to succeed. He prides himself on exceeding goals whilst constantly developing his own skills and of those around him. Exposure to many different industries has provided him the ability to adapt, respond and successfully manage and identify great opportunities. Laurent was instrumental in significantly increasing the market valuation of Townsville's only ASX listed public company, 1300smiles Limited. His strong leadership skills have seen him increase employee engagement and productivity across multi-disciplinary teams.



Our services

We know that with the right support everyone can live the life they want.

Our recovery-oriented approach is holistic, understanding that truly fulfilling life involves purposeful mental, physical, emotional, financial and personal wellbeing.

Community Services

We cater for people from all walks of life and backgrounds including culturally and linguistically diverse and Aboriginal and Torres Strait Islanders.

Mental wellbeing is a priority for everyone so we strive to make our services as accessible as possible.

We are proud to deliver programs under federal and state funding including: Personal Helpers and Mentors; Transition from Corrections; and Mental Health Carers and Respite Support; Community Managed Mental Health and the Housing and Support Program.

As we transition to the NDIS we look forward to working with the state and federal governments to support those living with mental illness not eligible for the Scheme.

Support coordination

At selectability we appreciate the unique pathway each individual has travelled to achieve their NDIS Plan. selectability NDIS advisers don't just help consumers to identify and access services to meet their individual needs, they go that extra mile to think outside the square to get people closer to their goals.

From connecting people to their dream job or their first apartment – we work with people to realise their potential and maximise the value of their NDIS plans.

Connecting Care

This 13-week program provides wrap-around care to consumers on their discharge from hospital or residential care. selectability works with local hospitals and other community care services to ensure that the connection between the consumer, their health practitioners and other supports is maintained throughout the program. Connecting Care also provide consumers with the pathway to access the NDIS.

Individual supports

Our Lifestyle Support Workers use a person-centred approach to help consumers build personal skills, develop relationships and improve their wellbeing. This flexible one-on-one service allows our consumers to determine how they will receive their supports, how they will build on their abilities and how they will live their life.

Group supports

selectability offers inclusive group supports designed to increase social participation, develop new skills, build capacity and strengthen community connections in social and peer environments.

Clubhouses

Clubhouses give members the opportunity to reconnect with the community through participation in a range of recovery-oriented activities and programs.

The peer-supported environment allows members to build confidence, make friends and learn the skills needed to access education and employment opportunities.

Members and staff work together to develop the weekly program and manage day-to-day operations of the clubhouse

We currently operate clubhouses in Townsville and Mackay.

Clinical Services

We believe that everyone deserves the right to quality, affordable and holistic services at each stage of their recovery. People can access our no gap services through Medicare bulk-billing, private fee-for-service, WorkCover, Department of Veterans' Affairs, Australian Defence Force members and NDIS.

Our team includes clinical and general psychologists, social workers, general practitioners and nurses. All passionate about improving mental wellbeing and assisting consumers on their journey back to wellbeing.

Through our Mental Wellbeing Practices in Cairns, Townsville and Mackay, selectability delivers a range of clinical services to foster and enhance the wellbeing of individuals, families and carers.



selectability also offers training courses to health professionals and the wider community to provide practical skills to support individuals living with mental illness.

Individual treatment

Our team of highly skilled clinical and general psychologists, counsellors and social workers offer evidence-based treatment for a variety of conditions including depression, anxiety, stress and trauma.

Family and carer support

We recognise the vital role that families and carers play in supporting someone living with a mental illness. We offer group and one-on-one sessions to equip families and carers with the skills to support a loved one while caring for their own wellbeing.

Ice Help - supporting families

selectability understands supporting a loved one to overcome an addiction can be a stressful and sometimes traumatic time. Through our Ice Help project, we offer individual, couple and family counselling and run a fortnightly support group for family and friends of Ice users.

The Ice Help project is a collaboration between selectability and Lives Lived Well and is funded by the North Queensland Primary Health Network.

General practitioner training

We support the medical workforce through the delivery of Royal Australian College of General Practitioners accredited training. The category 1 Quality Improvement and Continuing Professional Development course, *Stepped Care Mental Health*, provides 40 CPD points towards GPs' mandatory requirements.

Mental Health First Aid training

As part of our commitment to improving the wellbeing of our communities we offer Mental Health First Aid training to equip people with the skills to support individuals experiencing mental health problems.

Our accredited Mental Health First Aid instructors deliver face-to-face training in both the standard and culturally-adapted Aboriginal and Torres Strait Islander courses.

Suicide prevention programs

selectability is proud to implement the Townsville Suicide Prevention Network and the Whitsunday, Isaac and Mackay Suicide Prevention Community Action Plan. These groups are dedicated to developing outcome driven strategies for the prevention of suicide across the regions.

Corporate Services

Our Corporate Services division is made up of finance, ICT, marketing, WHS, quality, human resources and administration. It provides the services, processes and systems to enable efficiencies across selectability and support organisational growth.

Considerable effort has been invested into establishing a sustainable corporate services model. Our technology and procedures are regularly evaluated, and where required, upgraded to deliver improved operational efficiency and customer service.

selectability Training

selectability owns and operates registered training organisation, *selectability Training* (formerly known as Jobtrain). The RTO delivers high quality vocational education and training in mental health, individual support and community services.

Through selectability Training we deliver professional development and staff training programs to increase our organisational competencies and capabilities.

Jobtrain has been operating in North Queensland for more than 30 years.

Our footprint

selectability is proud to be accredited under the Human Services Quality Framework.

This certification involves the demonstration of organisational competency and capability against the following standards:

- Governance and management
- Service access
- Responding to individual need
- Safety, wellbeing and rights
- Feedback, complaints and appeals
- Human resources.

MT ISA

CHARTERS TOWERS

INGHAM

CAIRNS

PALM ISLAND
TOWNSVILLE

MACKAY

ROCKHAMPTON

GLADSTONE

*"We employ more than
200 staff in 13 locations
across 7 regions"*

Regional snapshots



A key focus is growing our NDIS offering in Cairns

Cairns

Our Mental Wellbeing Practice opened in August 2018 and offers a range of clinical services to the Cairns community. As the rollout of the NDIS commences in the region selectability is faced with many exciting opportunities.

A key focus will be increasing our presence in this market while expanding our service offering, which currently includes:

- Connecting Care
- Support coordination
- Individual support
- Group support
- Mental Wellbeing Practice

“As we transition to NDIS across our region we will work closely with state and federal governments to continue to support those living with a mental illness not eligible for the Scheme.”



selectability is a proud employer of Palm Island locals

Palm Island

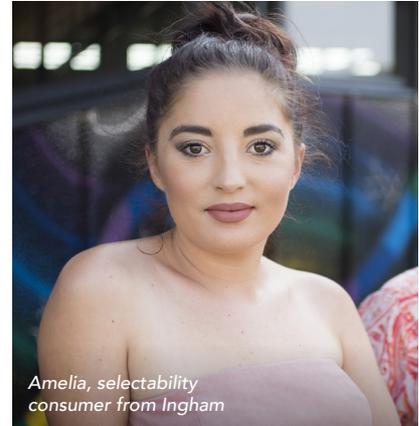
selectability is a proud employer of Palm Island residents. We work with the Palm Island community to offer culturally appropriate supports to assist each person achieve their goals.

We run regular men’s and women’s groups that provide participants with the opportunity to yarn, make friends and develop community connections in a safe and supportive space.

selectability works collaboratively with other services on the island to support the wider community with key activities.

On Palm Island we offer:

- Support coordination
- Individual support
- Group support



Amelia, selectability consumer from Ingham

Ingham

As selectability’s presence in Ingham continues to grow we are looking for new and innovative ways to service this vibrant community. Our local lifestyle support workers currently deliver:

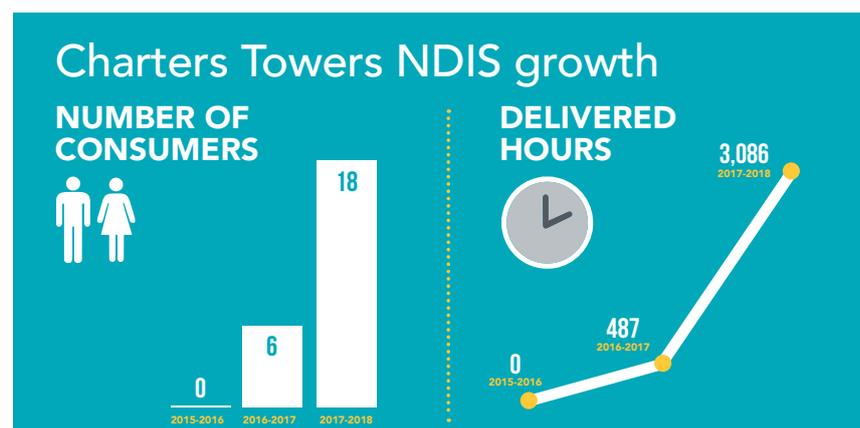
- Individual support
- Group support

Charters Towers

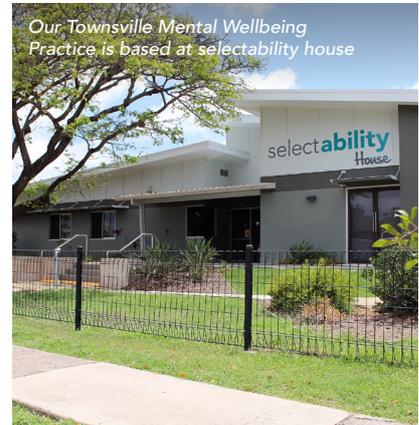
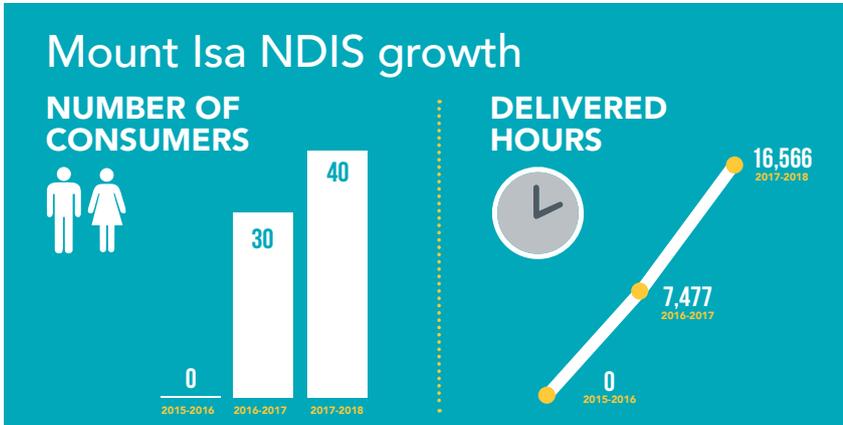
selectability’s growth in the Charters Towers region is steady as we continue to attract new consumers.

We currently provide:

- Individual support
- Group support



Regional snapshots



Mount Isa

selectability Mount Isa has experienced rapid growth since the introduction of the NDIS.

We employ more than 20 staff in the region and the number of NDIS hours delivered has more than doubled.

selectability participates in community activities including regular walks, celebrations and family days to increase awareness and develop education about mental wellbeing. selectability was awarded a Community Service Excellence Award for our commitment to the Mount Isa community.

We currently provide:

- Connecting Care
- Individual support
- Group support

“Expanding our reach, breadth and ability to provide innovative mental wellbeing services is an important step towards our vision.”

Townsville

We launched our GP Mental Wellbeing Practice in January 2018 and have continued to strengthen the delivery of our clinical services.

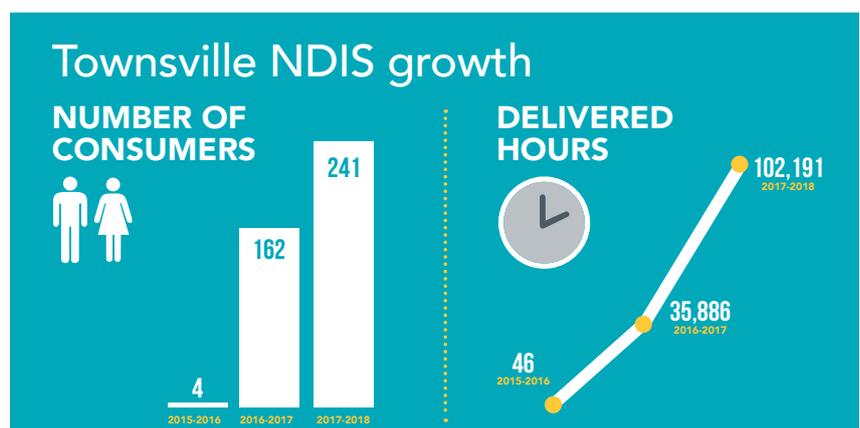
Over the last year we have almost tripled the number of NDIS hours delivered across the Townsville community and our workforce has grown by around 20 per cent.

We offer:

- Connecting Care
- Support coordination
- Individual support
- Group support
- GP Mental Wellbeing Practice
- Inspire Clubhouse
- selectability Training
- Townsville Suicide Prevention Program



We really do love the NDIS!





Our Mackay Mental Wellbeing Practice was officially opened in June 2018

Mackay

selectability has strong networks across Mackay and works collaboratively with a number of service providers to meet community needs.

The June 2018 opening of the Mental Wellbeing Practice means Mackay residents can now connect with a range of mental wellbeing services in the one location.

The diverse range of activities offered through Horizon Clubhouse has seen the number of active members increase dramatically.

Our services include:

- Connecting Care
- Support coordination
- Individual support
- Group support
- Mental Wellbeing Practice
- Horizon Clubhouse
- Whitsunday, Isaac and Mackay Suicide Prevention Program



Our future

Expanding our reach, breadth and ability to provide innovative mental wellbeing services is an important step towards our achieving our vision.

In the short term selectability's focus is on growing our NDIS offering in Cairns and Mackay.

Our Mental Wellbeing Practices in Townsville, Cairns and Mackay will be further developed to strengthen our suite of clinical services.

We will carry out feasibility assessments to consider expansion of selectability's service footprint to meet community needs in Rockhampton and Gladstone.

Working with communities to understand local needs, selectability may seek to introduce clubhouses to new locations across our region.

Our memberships

- Cairns Chamber of Commerce
- Mackay Chamber of Commerce
- Mental Health Australia
- Mental Illness Fellowship Australia
- Mount Isa Chamber of Commerce
- Queensland Alliance for Mental Health
- Suicide Prevention Australia
- Townsville Chamber of Commerce
- Townsville Enterprise Limited

OUR LOCATIONS

CAIRNS

Mental Wellbeing Practice
8/104 Grafton Street
cairns@selectability.com.au
(07) 4044 8900

PALM ISLAND

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INGHAM

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TOWNSVILLE

Head office

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Mental Wellbeing Practice

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Inspire Clubhouse

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selectability Training

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MOUNT ISA

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MACKAY

Mental Wellbeing Practice

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