MyMind ANNUAL REPORT





- 1

OUR PURPOSE:

To pioneer a new and sustainable model of community based and online **mental health services** that are **accessible** and **affordable** to everyone.



- 1

Table of content

1. Message from our CEO	5
2. Message from our Chairperson	6
3. About us	7
3.1. Who we are	7
3.2. What we do	8
3.3. Awards and recognitions	9
4. Spotlight on 2017	10
4.1. News	
4.2. Campaigns	
4.3. MyMind in the media	12
4.4. Collaborations	13
4.5. Outreach	13
5. Statistics	
5.1. Appointments in 2017	14
5.2. Appointments in 2015, 2016 and 2017	15
5.3. Clients' presenting issues	
5.4. Total number of clients	18
5.5. Client profile	
5.6. Services and rates	
5.7. Online services	22
6. Testimonials	
7. Supporters and friends	
8. MyMind team	
8.1. Mental health professionals	
8.2. Operational team	
8.3. Letters from our regions	
8.4. Board of Directors	28

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ANNUAL REPORT



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- 1

1. Message from our CEO

It is my pleasure to welcome you to MyMind's 11th Annual Report for 2017.

As we approach our 12th year, we look forward to driving more innovation for MyMind and for mental health in Ireland, and creating the best possible outcomes for our clients.

2017 was another successful year for MyMind and our team, in which we supported 20% more clients compared to the previous year, with face to face and online mental health care in more than 15 languages.

We opened a new Headquarters in the vibrant heart of Rathmines in Dublin 6, and secured a new wellbeing centre in Cork city to serve the tremendous rise in the need for affordable support.

We worked with other organisation and put our weight behind worthwhile campaigns, from the Irish Youth Foundation's One for Ireland campaign to the national suicide prevention strategy Connecting for Life, advocating for equal and early access to mental health support for all.

Last spring, I travelled to Australia to represent Ireland at the International Initiative for Mental Health Leadership, and returned with many learnings about how to create better support for those struggling with mental ill health and their loved ones who can feel powerless to help.

We welcomed new psychotherapists and counsellors to our team, from all over Ireland and the world, providing continuous training and encouraging learning and development, as part of creating the best possible service for our clients.

With the clinical knowledge we had developed over more than a decade, we created and launched a new integrated system using the latest technology, allowing clients to track their own progress and manage their experience at MyMind, and giving us valuable insight into the landscape of mental health in Ireland.

This information will tell us more about the needs of our clients and Ireland as a whole, and



guide the next steps of our growth and development.

What does 2018 mean for MyMind? While our mission of accessibility will remain steadfast, we are always looking for new ways to enhance lives, communities and workplaces.

We plan to open a new centre in Dublin in 2018 and launch a network of MyMind affiliates to serve the most under-resourced parts of the country.

We will continue to develop technology to make our services reachable to everyone who needs them.

We are looking forward to an exciting and successful year ahead, one of growth and impact. While we've done much already, this is only really the beginning for MyMind and what we can achieve for mental health in Ireland and beyond.

Kindest regards,

Krystian Fikert

CEO

MyMind - ANNUAL REPORT 2017 Page 5

2. Message from our Chairperson

It is a privilege to introduce our Annual Report for 2017. The year saw strong growth of services to our clients, with a 20% annual growth in appointments. This builds on a similar growth rate in the previous year and we anticipate sustained compound annual growth in 2018.

This reflects both an increased societal demand for services and MyMind's growing reputation based primarily on the care that MyMind counsellors and psychotherapists provide to clients.

Growth brings its welcome challenges. The team has had to work hard to manage the increased activity volume. It has encouraged changes such as a move of headquarters from Ranelagh to a more modern wellbeing centre in nearby Rathmines.

We plan to secure a fifth location, in Dublin city centre, in the year ahead to meet continued demand.

We have started the search process for a clinical officer who will lead the development and ongoing quality management of our growing team of now more than 75 counsellors, 23 of whom joined us in the last year.

MyMind CEO and founder Krystian Fikert has spearheaded the launch of a new data management system, which makes activities such as appointment scheduling, payment and giving feedback much easier for clients.

It reduces the administrative workload of the operations team, freeing them to focus on creative growth activities. The system also broadens our bandwidth for providing online sessions.

Clients who previously met face to face with counsellors but have moved abroad now continue their sessions from multiple locations around the world. Indeed, we are curious to watch how the growth of online interactions will compare with face to face as we expand our services to regional and international clients.



"It's all about the people" is an accurate summary of why MyMind has achieved such positive growth and continues to thrive.

Thank you to the counsellors, the teams in Dublin, Limerick and Cork and our clients. We are very grateful also to sponsors and supporters that have helped MyMind realise a vision of providing accessible and affordable counselling to clients.

May you enjoy a healthy and happy 2018

rovers John Travers

Chairperson

3. About us

'I am very grateful to have discovered MyMind because it offers counselling services at a price everyone can afford. I feel I have become unburdened of old baggage, developed new coping skills and found my inner authentic self again.'

MyMind client, Dublin

MyMind - ANNUAL REPORT 2017

Page 7

MyMind's vision

Everyone has quick and easy access to affordable mental health services

MyMind's purpose

To pioneer a new and sustainable model of community based and online mental health services that are accessible and affordable to everyone.

3.1. Who we are

MyMind Centre for Mental Wellbeing was founded in 2006 as a not-for-profit community based provider of accessible mental health care. We now have centres in Dublin, Cork and Limerick, providing a wide range of clients with counselling and psychotherapy services. We also provide online sessions for those who need our support, no matter where they are living in Ireland.

MyMind charges our clients fees based upon their employment status, allowing the unemployed or full time students to access our services at reduced rates. The revenue generated from our full fee clients is reinvested into the organisation, enabling us to provide services that are affordable to all.

It is easy for a client to self-refer to MyMind and appointments are usually made within 72 hours of a client contacting our office. Additionally, MyMind has a multidisciplinary, multicultural team that is able to provide services in 15 languages both online and face to face, enabling us to serve the migrant population.

At MyMind we believe our work addresses a huge social need, providing proven positive outcomes for those impacted by mental health issues.

Our affordable and timely mental health services mean people have the best chance of getting back to a positive frame of mind sooner and with lasting results. We positively impact the lives of individuals and their families, their communities, and Irish society as a whole.

3.2. What we do



Face to face:

MyMind is able to provide face to face services out of four centres nationally. Our headquarters is located in Rathmines, Dublin 6 and we also have centres in Store Street, Dublin 1, Cork city and Limerick city. Clients are able to easily schedule appointments with our team of counsellors, psychotherapists and psychologists through our self-referral system. Bookings can be made online or over the phone. MyMind provides services for individuals, couples, children and adolescents who are looking to speak with a mental health professional. In 2017, 3,040 clients came for an average of 6.7 sessions, and MyMind provided a total of 20,462 appointments.

Online:

MyMind offers the option of psychological assistance via online therapy sessions. These are delivered via videoconferencing and can be useful for people who are unable to come to one of our four centres. Through online sessions, the client is able to have regular therapy sessions from the privacy and convenience of their own home. We also offer an exclusive, free of charge email support , which can be used by clients in addition to face-to-face consultations. Through this tool, clients can have some of their doubts or questions answered before considering whether a face-to-face consultation is right for them. In 2017, MyMind Online provided 350 appointments and responded to 10, 141 email queries and answered 5,540 chat messages.



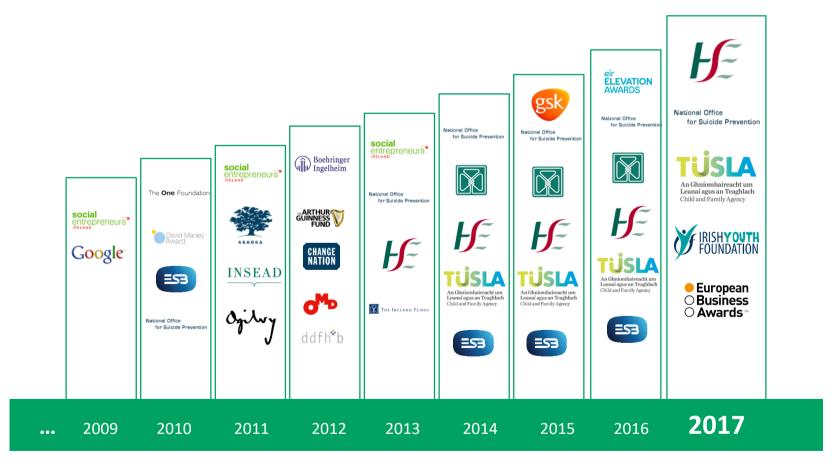
In the workplace:



At MyMind, we recognise that how you feel in work has a big impact on your productivity and job satisfaction. Our Employee Assistance Programme (EAP) is a trusted counselling and psychotherapy service that provides support to your staff. Our service is provided by counsellors, psychotherapists and psychologists experienced in dealing with a wide range of issues, such as stress, depression, anxiety, self-esteem and communication issues, burnout, bereavement and many more. MyMind offers six counselling sessions for ε 255. These appointments are available in our four centres across Ireland and online through our videoconference platform. This package offers employees the opportunity to select which mental health professional they meet with. MyMind also provides bespoke talks and workshops in the workplace on mental health topics such as stress management, mindfulness and building emotional resilience.

3.3. Awards and recognitions

- European Business Awards Social Enterprise Category 2017
- One for Ireland campaign 2017
- Eir Elevation Awards Social Enterprise Category 2016
- Ireland Funds Flagship Investment Awardee 2015-16
- GSK Ireland IMPACT Awards 2015
- Social Entrepreneurs Ireland Impact Award 2013
- Arthur Guinness Award 2012
- Ashoka Fellow 2011
- Social Entrepreneurs Ireland Elevator Programme Award 2011
- Captain Cathal Ryan Scholarship 2010
- Social Entrepreneur category of the David Manley Awards 2009
- Social Entrepreneurs Ireland Award 2009



4. Spotlight on 2017

4.1. News

Innovating technology

In 2017, we developed a new and first-of-its-kind wellbeing system to enhance our clients' experience at MyMind. Our new-look platform, launched in January 2018, empowers clients to manage their own schedules, payments and tasks, and allows for easy communication with their therapist and offers valuable insight in their wellbeing experience and progress. Our new system also securely integrates MyMind's online therapy platform, allowing clients to talk to their mental health professional via video chat on their computer, tablet or mobile phone.

New headquarters



MyMind Dublin team

In November 2017, MyMind opened its new Dublin Headquarters in Rathmines, Dublin 6.

Along with our second Dublin location in the city centre, we have a team of close to 40 mental health professionals working in the capital. Our team have joined us from all over the world, including Russia, Poland, Hungary, Spain, Brazil, and Croatia, and work tirelessly to provide the best possible support for their clients of all ages, nationalities and needs.

4.2. Campaigns

One for Ireland

In 2017, MyMind Cork was chosen as a recipient of the One for All campaign, co-ordinated by the Irish Youth Foundation. The campaign was launched by pro-golfer Shane Lowry last April and asked people to 'Give ≤ 1 ' for Irish charities including MyMind, Youth Work Ireland, the Samaritans, the ISPCC Childline, Jigsaw, and Exchange House, over the May Bank Holiday weekend.

Through One for Ireland, MyMind Cork will be able to remove the barrier of cost that can prevent many young people in Cork from accessing mental health support when they need it.

Krystian Fikert, MyMind founder and CEO said, "MyMind is dedicated to making support available to whoever needs it early on before a problem gets worse, to help them resolve issues, develop coping skills and enjoy life to the fullest. One for Ireland's support means we'll be able to help more young people who need our support. We will empower young people to make their own choices about their mental health to give them the best possible chance for a positive future."



MyMind Communications Officer Carmen Bryce with Irish pro-golfer Shane Lowry

MyMind - ANNUAL REPORT 2017 Page 10

A Conversation with Bressie & Ben

Last February, we were proud to bring you 'A Conversation with Bressie & Ben', a five part video series by MyMind in partnership with Aura Leisure and DKIT Sport. In the awareness campaign, Aura Leisure lifeguard Ben Breen and Irish personality and mental health advocate Niall Breslin aka Bressie talked about mental fitness, fighting stigma and their own personal battles with depression and anxiety.



Ben Breen and Bressie

Take a Minute

To mark World Suicide Prevention Day on September 10th, MyMind and sports and leisure group Aura Leisure, teamed up for the Take a Minute campaign, to show how it can take just one minute to make a big difference in someone's life. Mental health champions came together to share advice on what they would do to try and change somebody's life if they had just one minute to do so. Rugby pundit and author Brent Pope was joined by influencers, bloggers and advocates such as Doug Leddin, Eanna Walsh and Sarah Hanrahan to reveal how they would use this 60 seconds to help somebody who was struggling with their mental health.



Brent Pope, Nikki Bradley, Eanna Walsh, Doug Leddin, Sarah Hanrahan and Donna Brady

4.3. MyMind in the media



COUNTRY

Woman's Way



4.4. Collaborations

In 2017, we forged new partnerships and collaborated with organisations such as Step Out Ireland, COPD Ireland and A Lust for Life, driven by shared values and a commitment to mental health.

4.5. Outreach



Pic 1: MyMind Cork's Kevin O'Connor with Gerry Lawless from Jacobs Engineering Cork who held a wellbeing fundraiser day for MyMind.

Pic 2: MyMind founder Krystian Fikert with Team Ireland at the International Mental Health Leadership Conference in Sydney. **Pic 3:** MyMind communications officer Carmen Bryce with Minister for Health Simon Harris.

Pic 4: Krystian Fikert with coaching psychologist and author Hugh O'Donovan on a mindful walking campaign for mental health. **Pic 5:** MyMind Limerick counsellor Patrick Fitzgerald, former MyMind associate Michelle O'Connor, with former Minister for Mental Health Helen McEntee at the launch of Connecting for Life for the Mid-West.

Pic 6: MyMind Cork's Kevin O'Connor at 'Mind your Mind' at the University of Cork - a series of talks and seminars focused on promoting positive mental health & wellbeing.

Pic 7: MyMind Cork's Kevin O'Connor (far right) at the launch of the Connecting for Life Action Plan Cork 2017 - 2020 with Minister for Mental Health and Older People Jim Daly TD, Sinead Glennon, Head of Mental Health, Cork and Kerry, HSE and Mayor of County Cork, Declan Hurley.

MyMind - ANNUAL REPORT 2017

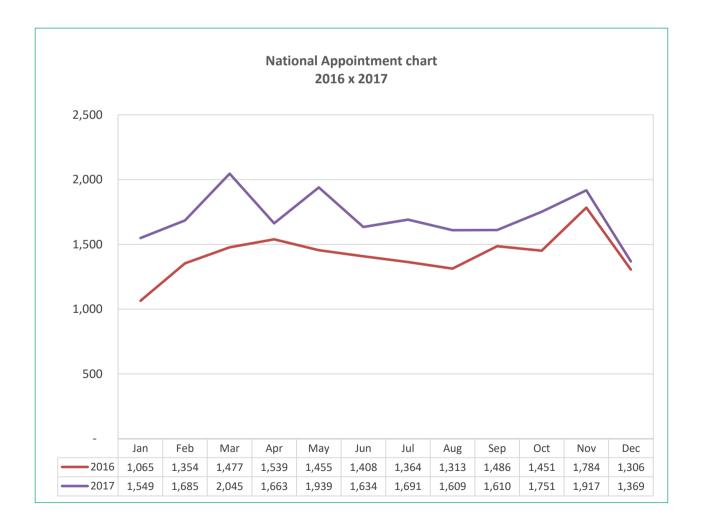
5. Statistics

5.1. Appointments in 2017

20,462 appointments delivered

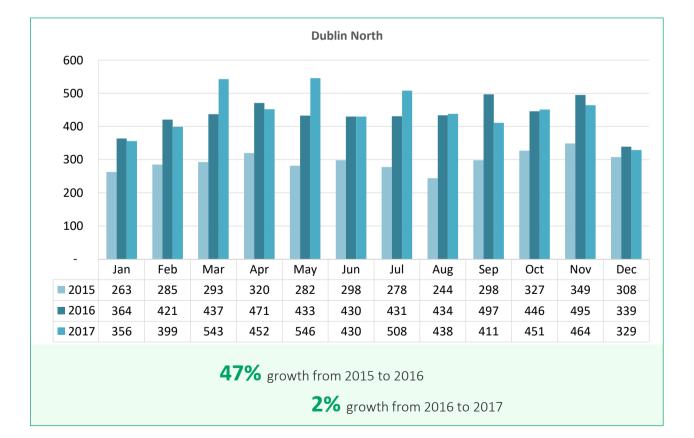
20% growth from 2016

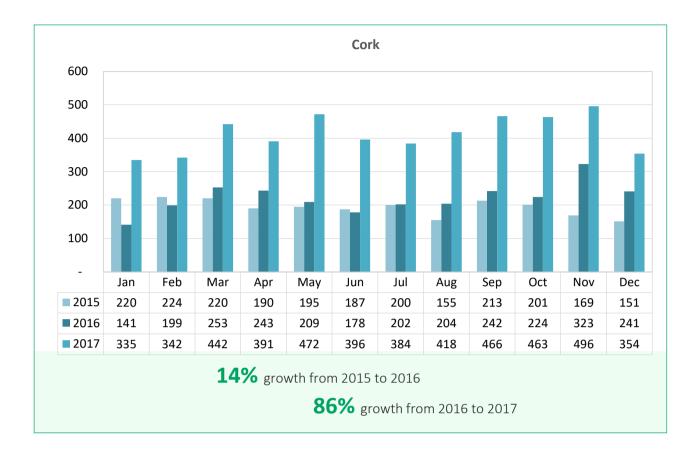
2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Dublin South	644	691	793	621	658	591	585	521	533	620	712	474	7,443
Dublin North	356	399	543	452	546	430	508	438	411	451	464	329	5,327
Cork	335	342	442	391	472	396	384	418	466	463	496	354	4,959
Limerick	198	236	249	175	227	180	171	201	177	182	205	182	2,383
Online	16	17	18	24	36	37	43	31	23	35	40	30	350
Sub-Total	1,549	1,685	2,045	1,663	1,939	1,634	1,691	1,609	1,610	1,751	1,917	1,369	20,462

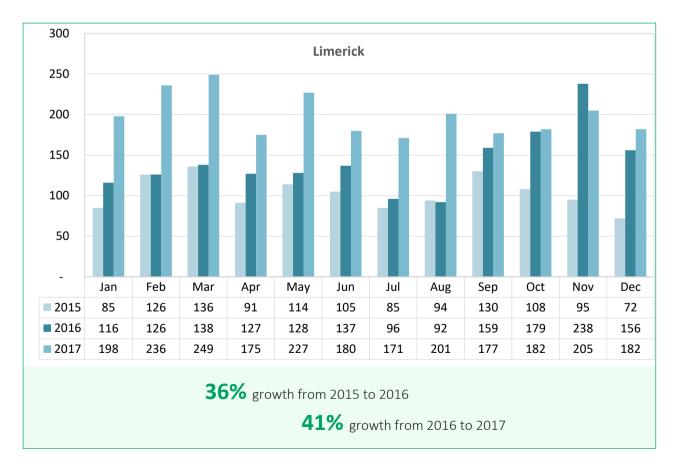


5.2. Appointments in 2015, 2016 and 2017

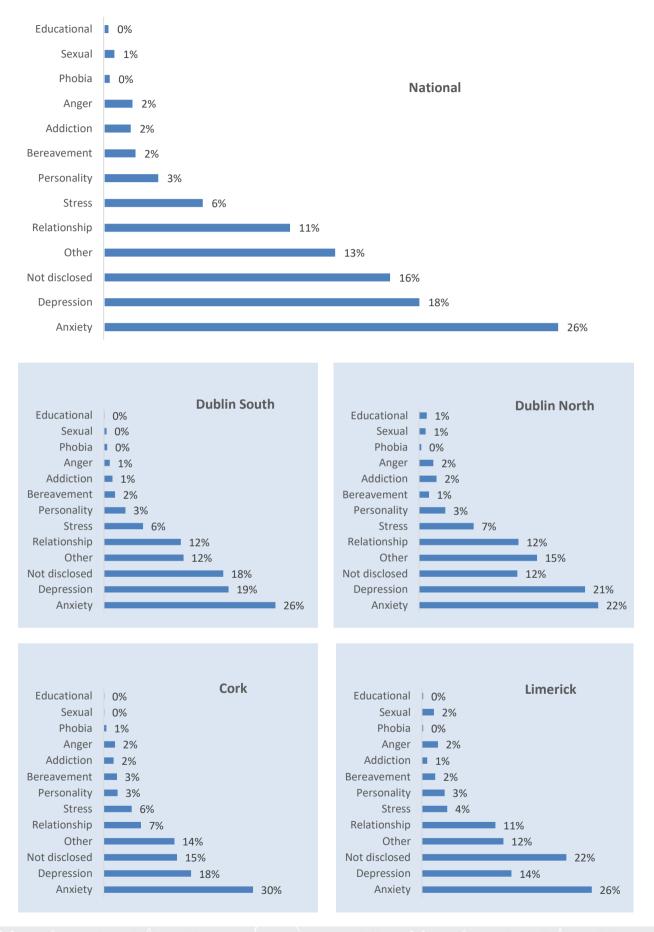








5.3. Clients' presenting issues

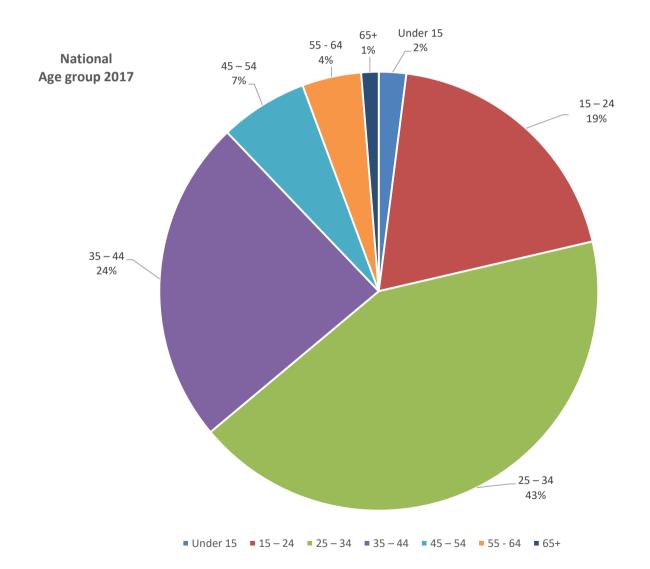


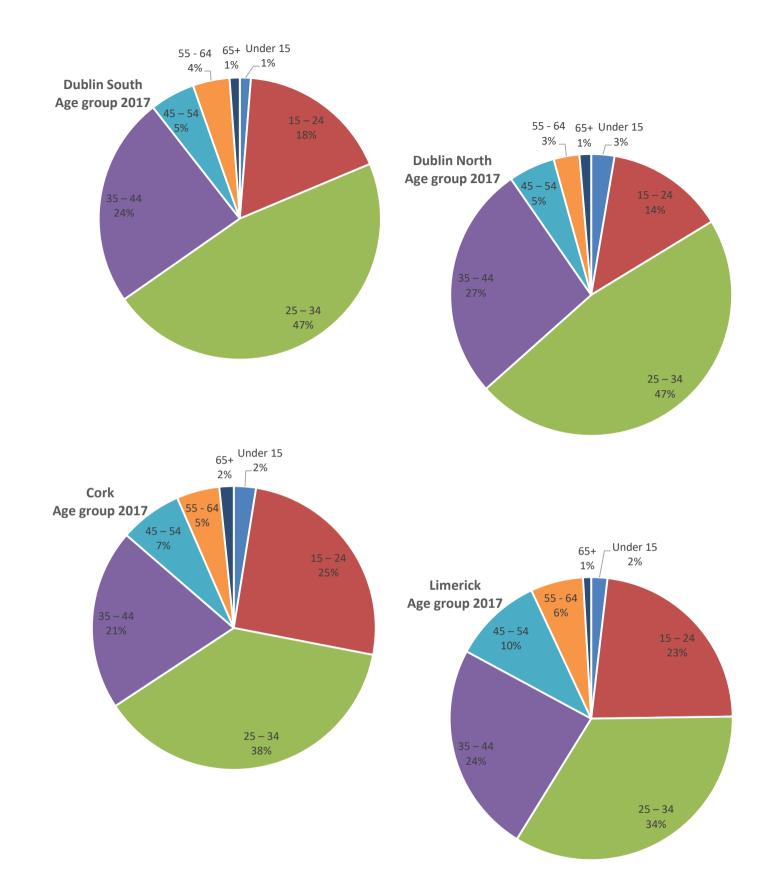
5.4. Total number of clients

3,040 clients had counselling and psychotherapy sessions at MyMind

2017	Average number of visits
Dublin South	7.3
Dublin North	7.3
Cork	6.7
Limerick	4.9
Online	5.2
National	6.7

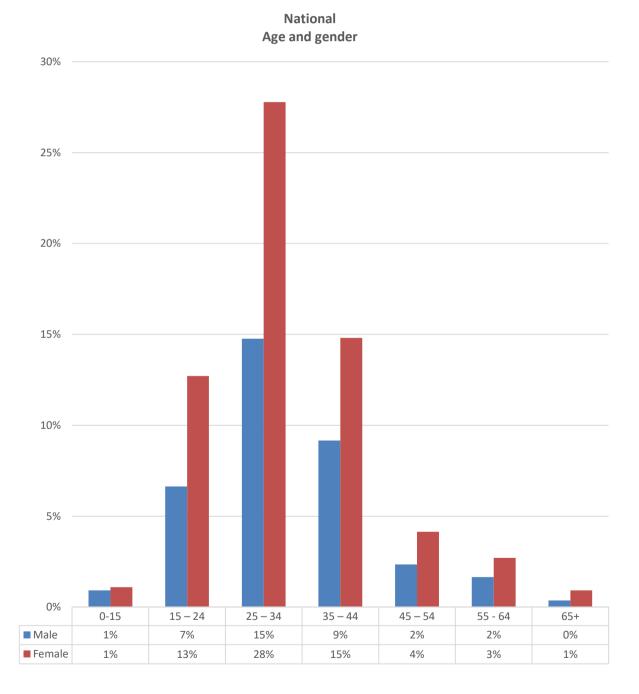
5.5. Client profile

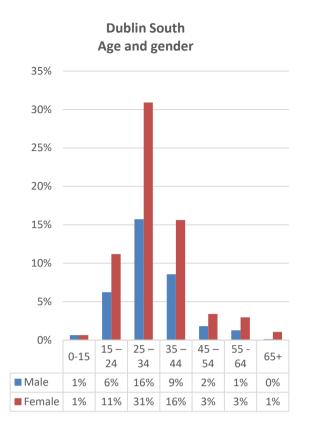


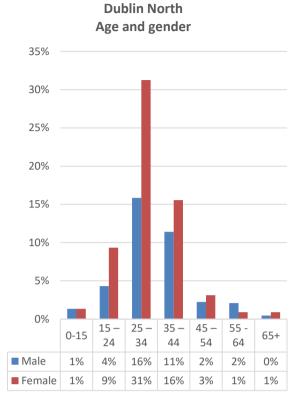


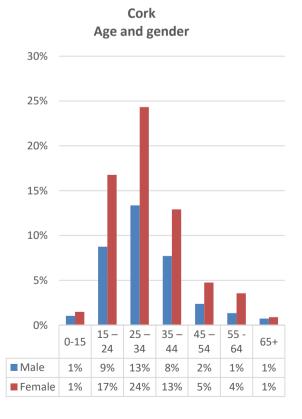
Gender	Female	Male
Dublin South	66%	34%
Dublin North	62 %	38%
Cork	65%	35%
Limerick	63%	37%
National	64%	36%

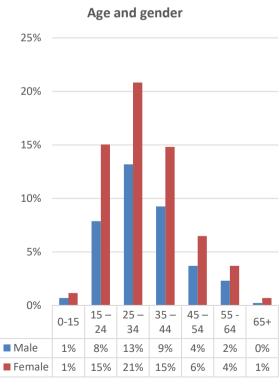
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Limerick

MyMind - ANNUAL REPORT 2017 Page 21

Nationality

MyMind provides services in more than 15 different languages, allowing us to serve clients from all over the world and provide affordable and accessible mental health support in a language they speak.



5.6. Services and rates

	Dublin South	Dublin North	Cork	Limerick	National
Free of charge sessions	1%	1%	1%	0%	1%
Discounted rate sessions*	48%	44%	68%	62%	54%
Standard rate sessions**	51%	55%	31%	38%	45%

* Discounted fees for unemployed, part-time employed, students and pensioners

** Standard fees for individuals, families, couples, children and adolescents

5.7. Online services

- **10,141** emails were answered through MyMind Online
- **5,540** chat messages were answered through MyMind Online
- The MyMind Online team spent **5,704:00** hours responding to client queries
- 94% of clients were very satisfied with the MyMind Online services and responses

6. Testimonials

Our clients

"My therapy sessions have provided me with a safe place to speak openly and honestly about the issues which have been bothering me and weighing upon me in my life. I am very grateful to have discovered MyMind because it offers counselling services at a price everyone can afford. I would have not gone for counselling in the past because I felt I couldn't afford it. I have found that speaking to someone who is trained to listen in a caring yet observant way, in a confidential setting has been of enormous benefit to me. I feel I have become unburdened of old baggage, developed new coping skills and found my inner authentic self again."

Client, MyMind Dublin South

"I am very happy with my experience and would recommend MyMind to anyone looking for similar counselling. It has been tough going at times but well worth the effort to get well again." Client, MyMind Limerick

"My therapist was genuine and empathic and very easy to talk to. I felt comfortable discussing the issues that arose and look forward to our next session." Client, MyMind Cork

"The experience with the therapist has been great, I feel that I've been able to improve in many areas, the therapist is always helpful and willing to suggest new ways and techniques to improve whatever is my situation."

Client, MyMind Dublin North

Our Team

"MyMind is a highly appealing social enterprise for a psychologist to partner with. Throughout our careers and even during the choice of our professional pathway, we aim and hope to benefit the largest number of people. We strive to reach them and help them achieve their goals while improving their mental health actively. For that reason, MyMind seems the perfect place to be in. I have assorted experiences in the mental health field, from the legal system to the school and clinical setting, so I am used to different settings and rules for organizing our agenda, keeping session records and client's reports. That is where MyMind greatest features set it apart from other organizations. The bureaucracy and pragmatic issues of making an appointment and negotiating prices are easily surpassed. The system is simple, but effective, and the teamwork is solid, with fast responses and kindness from the first moment you talk to people. That means that the first, and sometimes huge, obstacle for beginning the therapeutic process disappears. I am eager to contribute with my experience as a cognitive-behavioural psychologist aligned with my knowledge of neuroscience and cognitive processes to the teamwork and to my clients. I did extensive research on comparing the abilities of experienced psychologists to novice ones and about the educational and professional trajectory those practitioners have during my Masters. I hope I can adapt some of the findings to the Irish context and culture and return a little bit of the passion this wonderful country and people have given me." Bruna Lima, MyMind psychologist

"I'm a psychologist working with MyMind for almost five years now and I consider being a part of such a dynamically progressing organization a really incredible experience to have. With the number of appointments growing each year, improvements made in the administration system and the ongoing wide range of promotion, MyMind is a place of work where mental health professionals can truly focus on client work and personal development. The fact that MyMind is such a well known centre ensures variety of clients and as a result professionals have a chance to work within different settings and

MyMind - ANNUAL REPORT 2017

challenges. Procedures and protocols are in place for all high risk situations, which contributes to the feeling of safety and security for both, clients and therapist which is so important in mental health area. There is also a lot of opportunities for professionals interested in personal growth. Regular CPD training allow therapists to gain knowledge and skills. Ideas are always warmly welcomed and help is being provided for anybody who would like to organize workshops, talks or meetings. I think it is also important to remember that working as a therapist can sometimes be quite a lonely experience, so having other team members around, regular gatherings and support from the office team is a really great resource." **Karolina Jurasik**, MyMind psychologist

Our Supporters

"MyMind is revolutionising how mental healthcare is delivered in Ireland. By recognising the importance of easy to access services, they have flipped the system on its head and set a new status quo. The importance of wellbeing is becoming better recognised every year in Ireland, and MyMind has had a huge role to play in this by offering services that are available to everyone. The benefits of this are immeasurable. It is contagious - there is a ripple effect associated with positive mental health, as a country with positive mental health means that everyone benefits. The MyMind team are extraordinarily passionate about the cause and approach their work with diligence, professionalism and empathy." **Paul Stapleton,** Director of Ashoka Ireland

"Mental Health matters to me. As a Coaching Psychologist, my understanding of mental health straddles a continuum from clinical issues to issues with a population I characterise as "The worried well." My practice embraces mind / body strategies to enhance well-being across that spectrum. Mindful Walking, of which I have written much, is one such strategy which I practice myself. I take the opportunity to walk long distances but not without a particular cause in mind. In fact it is MyMind which is important to me on those walks and I am always anxious to contribute to the wonderful work they are doing. I will continue my walking and talking on behalf of mental health matters and also MyMind. Mindful Walking on their behalf lifts my mood."

Hugh O'Donovan, Coaching Psychologist

"MyMind was selected as a charity partner for the 2017 One for Ireland campaign, due to their commitment to supporting mental health services for young people in the South West. MyMind's vision of removing financial and waiting list barriers to help ensure mental health services are more accessible to young people is strongly aligned with the vision of One for Ireland campaign, supporting Ireland's most at risk and disadvantaged children and young people."

Niall McLoughlin, CEO of Irish Youth Foundation

7. Supporters and friends

Special thanks to:

National Office for Suicide Prevention



Feidhmeannacht na Seirbhíse Sláinte Health Service Executive





THE AMERICAN IRELAND FUND



An Ghníomhaireacht um Leanaí agus an Teaghlach Child and Family Agency

A&L Goodbody



Deloitte.



Working together for mental health

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8. MyMind Team

8.1. Mental health professionals

MyMind has a team of 75 mental health professionals working with us to provide access to affordable mental health services for our clients in more than 15 different languages including Polish, Spanish, Portuguese, Hungarian, Italian, Finnish, French, Croatian and German.

8.2. Operational team

There are five members of the operational team providing support to the CEO:

Cesar Sugita - Senior Marketing Operations Associate Carmen Bryce - Senior Communications Specialist Kevin O'Connor - Senior Marketing Operations Associate Sue Carroll - HR Operations Associate Eamonn Gardiner - Operations Associate

8.3. Letters from our regions

MyMind HQ

Leading communications for MyMind, it is my job to make sure people who need our support know we are here to help and where they can find us.

While our communication methods may vary, our message has remained the same since MyMind's foundation 12 years ago - equal, fast and easy access to mental health support must be a priority.

I am proud to work for an organisation that has never waivered on this mission, and that continues to serve more people every year, empowering them to make their own choices about their wellbeing.

While we continue to grow every year, we will never stop looking for ways to innovate mental health in Ireland and beyond, such as the use of technology to smash barriers to accessibility, and the expansion of our multilingual and multidisciplinary team to meet the needs of a wonderfully multicultural Ireland.

Our doors are always open to collaborating and supporting other organisations who share our vision and we will always stand beside those who advocate for mental health as a right and not a privilege.

We wish to extend a heartfelt thank you to those who have supported our mission and helped us tell our story, friends, contributors, and the media.

We look forward to continuing to fulfill our purpose and break new ground in 2018.

Carmen Bryce, MyMind HQ

MyMind Cork

2018 will mark the 5th anniversary of MyMind in Cork.

Since opening our doors in 2013, we have worked to make mental health accessible and affordable to all those who need it in Cork.

Early intervention and the timely delivery of mental health resources can be vital to those experiencing difficulty and we will continue our efforts to ensure this is available to all who need it.

In 2017, we experienced tremendous growth in Cork, with appointment numbers increasing by almost 90%. This growth emphasises the need for accessible services and the importance of MyMind as a mental health and wellbeing resource in the city and county.

In 2017, through the One For Ireland campaign, funding was secured to provide free mental health services to vulnerable children and teenagers in Cork. The funds raised will be used to provide essential services to those who need it most.

MyMind - ANNUAL REPORT 2017

Page 27

Our team of mental health professionals has grown in number and diversity, allowing MyMind to provide support to more clients in a growing number of languages.

This growing demand has brought about a very positive change, with our Cork operations relocating to 6 South Bank, Crosses Green in Cork city centre. The new larger centre will open in March 2018 and will increase our capacity in Cork by almost 30%, allowing us to help even greater numbers in the city and county.

As we look to 2018, we in MyMind Cork, are infused with optimism and endeavour as to the possible opportunities and challenges it will bring.

Kevin O'Connor - *MyMind Cork*

MyMind Limerick

2017 was a year of significant growth for MyMind in Limerick.

Over the last 12 months, our appointment numbers have increased by 41%.

This increase can be attributed to a number of factors; the positive brand recognition associated with our service in the area, and the sustained support of our regional stakeholders and partners.

Through networking and collaboration with other mental health support services, we have reinforced our position as the 'Go-To' mental wellbeing service in the region. This has allowed us to continue to deliver on our mission of providing affordable, sustainable and inclusive mental health care to the community.

Through the guidance of its Steering Committee, MyMind has participated in numerous outreach activities in Limerick city and county. This committee draws upon expertise in local government, mental health and the corporate sector.

In 2018, we will continue to build ties, collaborate with and support a wide variety of charities, businesses, schools, and organisations within the county, in the name of mental health. We will endeavour to improve and expand our services in the Limerick region, providing face to face, online and workplace support to all.

We would like to take this opportunity to thank everyone who helped make 2017 so successful for our Limerick centre - the community, steering committee, our dedicated team of mental health professionals and most importantly, our clients who have entrusted us to support their wellbeing. We look forward to continuing to grow, being part of the fabric of the Limerick community and to remain dedicated to our clients' wellbeing needs in 2018.

Eamonn Gardiner - *MyMind Limerick*

8.4. Board of Directors

MyMind would like to express our sincere appreciation of our voluntary Directors for their continued efforts and dedication to the organisation and our cause. They include:

- Dr John Travers (joined in July 2015, Chairperson elected in December 2016) Strategist and medic
- Dr Paul Scully (joined in 2012) Consultant Psychiatrist at St. James's Hospital
- Jude Farrell (joined in July 2015) Strategist and Communications expert
- Brian Mulvihill (joined in July 2015) Chartered Accountant and Finance professional
- Robert A. Bourke (joined in January 2017) Barrister at Law

- 1



Your Mental Health and Wellbeing Matters

MyMind provides counselling and psychotherapy for what you need, where you are and what you can afford.

We can support you in many different languages, face to face or online, with no waiting list.

call 076 680 1060 or visit mymind.org email: hq@mymind.org



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