

MIFWA

MENTAL ILLNESS FELLOWSHIP OF WESTERN AUSTRALIA

ANNUAL REPORT

for the year ended 30 June 2016

Our Vision

‘A good life for individuals affected by mental health issues.’

Our Values

- » Accountability**
- » Integrity**
- » Inclusion and Acceptance**
- » Collaboration**
- » Empowerment**

Our Mission

To work alongside people affected by mental health issues in a way that is meaningful to them; to promote acceptance and understanding of mental health in the community; and to be a leader in innovation and systemic reform in mental health service delivery.

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About Us

WE FOCUS ON PEOPLE!

WE HOLD OURSELVES ACCOUNTABLE!

WE PROVIDE A WELCOMING SUPPORTIVE ENVIRONMENT
WITH KNOWLEDGEABLE DEPENDABLE STAFF!

Mental Illness Fellowship of WA (MIFWA) is an independent community organisation and a member of the national body Mental Illness Fellowship of Australia (MIFA). MIFWA started in the late 1980s by a group of families with a shared purpose and vision: to improve the lives of their children who had been diagnosed with schizophrenia. MIFWA has a passionate and diverse Board and workforce. We recruit based on our shared values and we have a substantial peer workforce.

We promote and engage in ongoing learning and professional development. Importantly, we pride ourselves on being accessible and approachable. We offer a warm and friendly environment where people can learn, contribute, get advice and assistance.

We acknowledge families and carers and their critical role at the forefront of supporting people to regain and maintain wellness.

MIFWA programs focus on three targeted areas:

- » Supporting individuals to get their confidence and sense of wellbeing back after mental illness
- » Acknowledging and sustaining the critical role of families and carers; and
- » Promoting a more inclusive accepting community

President & Chief Executive Officer Report

We are pleased to present this review of Mental Illness Fellowship of WA's (MIFWA) progress in the 2015 financial year where consistent mission based growth delivered increased services. This was a year of accelerating momentum for individualised services under the National Disability Insurance Scheme where we saw continued progress in revenue and participant numbers, and demonstrated the value being created by our focus on tailored solutions.

Our mission remains our highest priority. Throughout the year, and right across MIFWA, we worked to find ways to build relevance, by improving how we interact and listen to people every day, and to have a positive impact on their lives through our services. It has been a good year because of the people we meet, the people who contribute to our mission and the people whose lives we see transform.

This year has been a time for sector transformation with the introduction of individual services through the National Disability Insurance Scheme (NDIS). In the Perth Hills area trial site, we are pleased that over 30 people have chosen us to be their partner in the delivery of their plan and package. We have learnt a lot about what it takes to listen and honor the uniqueness of each person. We pride ourselves on being reliable and accountable. We welcome complexity, sometimes people's situations and support needs are multifaceted. This is where we have been able to shine, by respecting each individual and tailoring a creative approach to respond to their priorities.

The Lorikeet Centre remains at the heart of our organisation and provides the foundation for many people to improve their wellbeing in an environment of mutual support and measured challenge. Thanks to Lotterywest we have refurbished the Centre. We have a small team of dedicated staff who work alongside members to make the centre work.

In March this year we finished as a panel provider of the Individualised Community Living Services (ICLS). It was a difficult outcome for our ICLS team and the people who had chosen us as their service provider. It was reinforcing to learn how the people we supported through the ICLS program valued the service we provided. We are very grateful to our staff who in this difficult situation, stood by participants and supported a smooth transition to new services. Most people remain in touch and keep us informed of their progress.

We have participated in two independent quality evaluations this year, one commissioned by the Mental Health Commission and one by Disability Service Commission. The reports provide lots of positive feedback, with a few areas for continuous service improvement which we welcome and addressed. Mental Health Commission contracted an independent auditor to validate the data reported by community organisations to government. We were able to provide all the required data to verify our reported information.

Families and carers continue to provide us with positive feedback about our peer led Well Ways educational suite of programs. These programs are unique, evidence based and provide knowledge, support and resilience to many families across WA.

Influencing better outcomes - No one should be left behind!

It has been a tumultuous policy environment with both commonwealth and state governments experiencing major economic challenges. There are reduced resources in many areas of community and clinical services. Over the past three years we have experienced the withdrawal of government investment in intensive family support, even though we know this program works and provides short and long term savings for governments and communities. This year funding for our physical health program has been discontinued despite the evidence that



it provides positive and significant outcomes for participants across many life domains. We acknowledge that governments are constrained by increasing costs and decreasing revenue however the decision to cut in mental health services comes at a price.

Many people who are experiencing serious and persistent mental illness struggle to get relevant and timely assistance. Often a little bit of targeted and practical support can keep people at home and well. We notice many people missing out on moving on with their life because the mental health system is out of balance. In a civil society this is a tragedy. People are getting left behind.

During the federal election campaign, along with other members of Mental Illness Fellowship of Australia, we campaigned for more attention to improve our mental health system. We will retain this focus leading into the State election.

Adapting, reflection and genuinely listening to people

We are continuing to adapt and realign our approach to ensure we succeed in supporting people to get on with their lives despite the experience of mental illness. Over the next year we would like to develop what we offer people through the NDIS, building on what we know works. We will continue to invest in and build our peer based workforce. We will continue to challenge ourselves when faced with adversity and obstacles to try another way.

We challenge ourselves every day to make the most of what we have, to take the call that we just don't have time to take. To spread our limited resources as far as we can, focusing on those in greatest need. This year, like every year, we have saved lives. There are a few where we can name the day and the time we turned a person's situation around. Many others go uncounted but we know the support we have offered did make a difference.

We would like to finish this report by thanking our founders whose mission inspires us each day. We thank our contributors, our valued and talented staff, our members and Board of Management, our volunteers and supporters. We acknowledge the people who have a lived experience of mental illness and who continue to trust and invest in our learning and improving.

Ann White
President

Monique Williamson
Chief Executive Officer

Our Impact

Individuals who experience mental illness

Stronger, Healthier and Fitter

Meerkat Mob Physical Health Program

Joyce Vidot, Manager Meerkat Mob

People who have had a severe and persistent mental illness face many challenges. One unnecessary challenge is poor physical health. People tend to have very poor physical health with conditions that are preventable and treatable. This is impacted by poverty, poor diet, addictions to tobacco, lack of physical exercise and disconnection from a General Practitioner. It does not need to be this way!

MIFWA have been working across all programs to promote healthier lifestyle choices. Our Meerkat Mob physical health program is a targeted coaching program offering both one to one peer coaching using Flinders Program for chronic health management and peer facilitated developmental group work.

137 people participated in the Meerkat Mob Physical Health program. 107 attended one of the groups we hosted. These included cooking, self-esteem, tobacco free and our holistic health group. We had two qualified part time peer staff and 1 full time staff member.

“Each time someone came to group with a little story of something that was successful in their life, someone else would add to it and it was apparent that it was not only about the group but about the social interaction that people were getting that was of benefit to them.”

It works. People succeed. Goals were achieved. We built a healthier happier lifestyle.

- » I am doing more exercise, swimming, walking and eating better.
- » I am more mindful about food intake.
- » Every recipe I have been taught I have cooked at home.
- » I have learnt the courage to experiment.
- » Meerkat Mob has helped me open up more, build my confidence and be able to socialise without fear of judging.

Disappointingly funding for this innovative and results based program has not been extended. We are working through ways to try and gain investment in this unique and valuable program. It was with grace and gratitude we farewelled our long standing peer support facilitators, Debbie Dalton and Dolly Beros. Their leadership and contribution, alongside Joyce Vidot the program manager, made this program a success.

Parent Peer and Family Support

Angie Gallagher Manager, Parent Peer & Family Support

People who are experiencing a mental illness while in a parenting role can feel overwhelmed and have concerns about their families' wellbeing. People can be coping with the impact of mental illness on a daily basis, but also can have a wide range of co-existing complex issues within the family unit.

MIFWA Parent Peer Program is based on the development of respectful, trusting relationships, providing information and education, developing participant driven goals, offering hope and the development of positive coping strategies in the aim of assisting participants to build resilience both personally and as a family.

The nature and amount of goals set, varies depending on each person's circumstances including their stage of recovery and current level of functioning. The majority of participants will identify two to three goals initially, however this changes through the life of the support as circumstances change and as confidence starts to increase in tackling perceived issues. There are some common themes with all parents we work with and these include, self-care, managing mental health and parenting, learning more about their mental health issues, increasing social connections and improving relationships. Goals are reviewed every three months.

Our one to one work with individuals has resulted in some really positive outcomes for the person and their family. Some examples of individual goals met include increased sense of confidence in parenting, safety planning, returning to study, increasing social connections and returning to work.

We acknowledge the great partnerships we have developed and their continued success. It has meant that we are able to provide support to people who would not otherwise access support on a one to one basis. Our partnership with Brockman Community House has provided us with an opportunity to present 'Self Esteem and Self Care' and 'Mindfulness' workshops. These workshops have been developed in response to needs expressed by individuals who attend Brockman House.

Our partnership with Clan Midland has also continued in a positive way, with the Manager expressing the numerous benefits of having a parent peer worker present at sessions in order to offer support and information and enable individuals to continue engaging in the sessions at times where they may be finding it difficult to engage.

MIFWA would like to acknowledge the critical role of COMIC WA and particularly its convenor, Margaret Cook for her vision, passion and insight that lead to the development of the Parent Peer Support Program.

The words of participants reinforce the value of this service.

"The help that I have received has been specifically for me and therefore has been relevant and what I have needed at the time. I haven't been pushed to do things that I have been uncomfortable with and this has made it easy for me to accept help and feel supported and unjudged."





Getting on with life – the Lorikeet Centre

Ernie Hansen, Coordinator Lorikeet Centre

Lorikeet Centre has been operating in Perth for over 20 years, providing a welcome and supportive environment for people experiencing mental illness. It is based on everyone participating and contributing, and hosts a gym with fitness instructor, computers, art therapy, swimming, music lessons, 1 to 1 support, cooking and sharing meals.

This year 95 new people joined the centre, taking our total to 694. An average of 40 people attend the centre each day. Some members attended 3 or 4 times per week, others every now and then. We are thankful for the volunteers who support the Lorikeet Centre and its members. They make it possible for us to provide so many programs.

Our annual *Open Your Mind* poetry competition held during Schizophrenia Awareness Week was another outstanding success with 82 people attending the reading of poems, prizes and enjoying lunch. 53 poems are to be published in the *Open your Mind* book.

27 members undertook an adventure to Kalbarri for 4 days holiday. Most had never been to Kalbarri before so it was an exciting adventure. We visited the local highlights such as whale watching, bird sanctuary and the national park where we got back to nature with kangaroos, emus and long walks. People described the holiday as the highlight of their year.

Oz Harvest deliver food to the Lorikeet Centre every week. This food is donated by Woolworths and other food stores. The food is fresh and is sought after by members. Fruit is welcomed because members on a disability pension do not usually purchase fruit. Meat, vegetables and bread are also delivered. Some of the food is used to cook the food in our commercial kitchen for member's lunches.

Some students studying Mental Health Cert IV have returned to offer their time as volunteers at the Centre. Members volunteering within the Lorikeet Centre is essential to the running of the centre and members learn confidence, skills, and a sense of responsibility, being a core value of recovery. We also have external volunteers who offer their time to teach members skills such as cooking, and computer basics. Volunteers bring variety and different strengths to the Centre and we value their contributions. One day we had a Big Breakfast and invited our volunteers, acknowledging the work they do.

Thanks to Lotterywest we refurbished the Centre. Improvements to the Centre such as a totally new kitchen fitout, new cupboards, air conditioning and wood look vinyl floor has made a difference to the look of the centre, making it more comfortable to visit.

During the year we hosted many presentations by organisations that can assist members in their recovery: National Disability Insurance Scheme, Stroke Foundation, Befriend, Men's Shed, Mental Health Law Centre, Ombudsman, Hearing Voices, Moro Drive Medical Centre, Black Dog Institute, Act Belong Commit, WA Hearing, Volunteer Task Force and Pharmacy 777.

"I would like to share with you a huge milestone for my brother, who has been attending the Lorikeet Centre for the past 5 months. He attends the centre 5 times per fortnight, with the assistance of a support worker who phones him in the mornings to make sure he is up and dressed, then picks him up from home and drops him at the centre.

Fridays are not one of the days he attends, however he did last week, he decided to attend and made his own way to the Centre without assistance. This may not seem much, however it is a huge improvement to the life he was living. Just to be motivated enough to make the journey on a train and 2 buses was a huge effort.

Before joining the Lorikeet Centre he spent his days mostly sleeping and uncommunicative. He lives in a share house with two other gents with similar illnesses. He was abusing painkillers to whittle away the time. He only left the house once per fortnight to visit the doctor. Now he looks forward to his days at the Centre and makes plans to play pool or use the gym and catch up with his new friends, at Lorikeet. He can even tell you what's on the menu for lunch on those days!

Please pass on my family's thanks to all the staff at the Centre for making Lorikeet such a welcoming place, worth the effort of a train and 2 buses, for a guy who wouldn't leave the house just 6 months ago."

The Parliamentary Member for Churchlands, MLA Sean L'Estrange visited the Lorikeet Centre to present a Lotterywest cheque for the refurbishment of the Centre. He was so impressed with the Centre he commended our work in Parliament

"I would like to take this opportunity to commend the Lorikeet Centre in West Leederville for the tremendous work it does on a daily basis for people living with mental illness... I had the pleasure of meeting members of the centre who provided an insight into why this place is important to them. They told me the centre makes them feel safe and comfortable. They also told me that it felt like a family and that they knew they could find reassurance, acceptance and confidence there. People with a mental illness often experience stigma in their everyday lives. The Lorikeet Centre supports recovery and social inclusion. I want to congratulate the Lorikeet Centre for its inspirational work helping people with a mental illness."

The Leader of the WA Labor Party, Mark McGowan and the Shadow Minister for Mental Health, Disability Services and Child Protection, Stephen Dawson visited Lorikeet and engaged with members about future policies.

During the year we offered workshops including Smoking Cessation, Society and Environment and Building Self-Esteem. They were well attended by members. Lorikeet actively seeks agencies to come to the Centre and present information about their services which are available to the members. This is an important aspect of the centre as it opens up new knowledge to members and allows them to ask questions in an informal manner.

Young people moving on after an episode of psychosis

Kate Wallace, Team Leader, Early Intervention Recovery Program (EIRP)

When someone experiences psychosis they are unable to distinguish what is real, there is a loss of contact with reality. This can be difficult for the person and result in a loss of confidence and increased anxiety. Each person faces different issues, however some common issues and concerns include understanding and making sense of their experience of psychosis and how to move forward in the future, social isolation, loss of confidence and self-esteem, loss of routines and activities to engage in throughout the day, financial and accommodation issues.

Individuals within the EIRP program are young individuals between the ages of 18 — 35 who have experienced a relatively recent episode of psychosis and require support to link back into their local community and work towards recovery. We offer both 1 to 1 and group programs.

We focus on assisting people to:

- » develop their confidence in social situations and to begin to develop some routine and structure into their days, when they might otherwise spend the day at home. Our fishing group and gaming group have also encouraged participants to engage in these activities in their own time.
- » begin preparing for work. This has included supporting people to complete/update resumes, apply for jobs on line and to attend appointments at job agencies.
- » understand and make sense of their mental health experiences and how to manage ongoing symptoms e.g. anxiety and hearing voices. This has helped participants to complete activities that are important to them, such as studies at university.
- » set achievable goals and to work towards achieving these. Many of these goals are achieved during the participant's time with the EIRP.
- » to link in with community organisations e.g. sporting groups and social clubs.

This year we have worked with 30 individuals and are currently supporting 19 participants. We have two part-time staff working four days a week, two casual staff working the equivalent of two days a week, and a program manager.

We have continued to run a range of different groups throughout the year, reflective of the needs and wants of the current EIRP participants. The gaming group and kayaking group have both been run over the last few years and continue to encourage participants to develop new skills, meet new people and build their confidence in a safe and friendly environment. One of our staff, Marnee, has also initiated a new fishing group this year after a number of participants expressed interest in this activity. This group has proved successful in encouraging socialisation amongst participants in a safe environment, encouraging participants to learn new skills, and has resulted in participants arranging fishing activities outside of the EIRP group.

The EIRP program has participated in a Quality Evaluation undertaken by the Mental Health Commission. This involved a review of all EIRP processes and procedures and discussions with all staff in the program. The Quality Evaluation was a great opportunity to reflect on what we are doing well and where we can make improvements to the program in the future.

In December EIRP staff held a Christmas BBQ in Kings Park for all program participants. We had a great turnout to the BBQ with most participants attending for part or all of the barbeque. It was a relaxing event that encouraged participants to meet and join in some simple Christmas games.

EIRP staff continue to provide one on one support to program participants to help them achieve goals that are important to them. These goals vary significantly and have included obtaining paid employment, enrolling in studies, learning to manage mental health symptoms, meeting new people, and socialising in the community. Staff continue to work with participants in a flexible manner to provide the best support that we can.

Due to staffing changes throughout the year, we have undertaken two staff planning days to bring the team together, explore our role and purpose in the community, and how we can continue moving forward and improving the service that we provide. These have proved to be beneficial to the team and have resulted in an action plan for service improvement.

This year, we have put a new focus on promoting the EIRP amongst mental health clinics and services to enhance awareness of the EIRP program amongst services and the wider community. We have held presentations at Graylands hospital and the Midland Clinic, with more presentations planned for later this year.

Staff within the EIRP program have attended a range of training opportunities over the past year. This has included attendance at "Let's Talk Culture Seminars," Mental Health First Aid Training, Hearing Voices Group Facilitator Training, and training on understanding and responding to young people experiencing psychosis.

We have made a number of improvements to our paperwork and processes. For example, we have reviewed the information we provide in participant welcome packs and have also created a family welcome pack. This family welcome pack provides information to carers/loved ones on looking after yourself, available supports and services for carers, information sharing, and information on mental illness and psychosis.

Over the last year we have developed a clearer plan, as a team, of the direction we would like to take and improvements we would like to make to the program to ensure we are providing the best possible service we can. This has taken place through two planning days and has resulted in the development of new groups, a bigger focus on the inclusion of families, creating a plan around promoting the program, and developing clarity regarding the role of the EIRP and support workers.

Individualised services – Tailored practical support

MIFWA has been providing individualised support for over five years. We have seen people achieve great outcomes. Often a little bit of practical support can make such a big difference. Individualised services for MIFWA is where people who have an individual plan and package of support and then choose us to work alongside them to achieve their goals and provide focussed support.



Individualised Community Living Program (ICLS)

Sharon Puren, Manager ICLS

In February 2016, we stopped delivering the Individualised Community Living Program. MIFWA was unsuccessful in our tender to continue this program. This was a difficult outcome for MIFWA and the people who had chosen us as their provider in this program. We continue to be strong supporters of this targeted program and the outcomes it achieves for individuals.

We are grateful for the contribution of our ICLS team and proud of the many positive outcomes they achieved. We got to see people's lives transform. Most of the people remain in touch with us. We learnt so much about individualised services and continued to evolve, grow and change. This has provided us in good stead for the introduction of the National Disability Insurance Scheme.

National Disability Insurance Scheme & other Individual Funding

Dawn Walton, Manager Individualised Services and Business Development

We have experienced a growth in people choosing MIFWA through the National Disability Insurance Scheme (NDIS). We have had over 30 people select MIFWA as their service provider. This has been exciting, as we focus on working alongside people to implement their plan. Our strength is our genuine interest in listening to people and being creative and responsive to make sure their identified priorities are met.

We are building a great team of support staff who are accountable and passionate about their work. They are led by a small team of experienced coaches who we call Coordinators. The NDIS has made a valuable contribution to many people's situations. It is a great program.

"I'm finding out who I am and they really got to know me."

"MIFWA has the expertise across mental health and disability, they truly person centred approaches, as you really need to get to know the person."

"Staff communicate with multiple services providers to pull everything together."

Partners in Recovery

Sharon Puren, Manager Partners in Recovery

We have three Partners in Recovery (PIR) Facilitators based in our Mt Lawley office. PIR aims to support people with severe and persistent mental illness with complex needs and their carers and families, by getting multiple sectors, services and supports they may come into contact with (and could benefit from) to work in a more collaborative, coordinated and integrated way.

"PIR has been very helpful and has helped me progress and achieve incredible results. The workers are great and most efficient"

"PIR is friendly and reliable - always able to assist in difficult situations"

"PIR have established a better connection with me and helped me a lot... more than other organizations I was with. My support facilitator is both practical and empathic"

Our Impact: Services for Families & Carers

Metro Carer Support: Acknowledging and sustaining the role of families and carers

Samantha Scott, Manager Well Ways Carer Services

Mental illness can have a broad impact on families. Families often provide practical support for people experiencing mental illness. MIFWA supports families, carers and friends of people with mental illness to feel empowered by providing education, information and encouraging each person to their find own voice. The risks of developing mental illness is higher for carers and families. MIFWA is mindful that families are on their own journey and deserve a good life too!

This year MIFWA worked with 724 people in a caring role. We had 18 staff, mostly carer peer workers.

During the year we conducted a feedback survey of carers that engage in our services. The results demonstrated that family carers had significant improvements in the areas of wellbeing, coping and communication skills.

MIFWA's Carer team continue to find creative and innovative ways to support families, carers and friends of people with mental illness. For example we commenced running coffee mornings to provide family carers with an informal way to meet others in a similar situation, take a bit of time for themselves and do something that others that aren't in the caring role may do without even thinking about it — having a coffee with friends. Sometimes it's the simple things in life that lift your spirits.

The foundation of MIFWA's support to families and carers is the suite of Well Ways peer education programs. They are designed to support people with a mental illness and their families and friends. Well Ways programs are led by peers — either people with their own lived experience of mental illness or family members/carers of someone with a mental illness. These facilitators are trained and supported by Well Ways. This type of education offers participants the unique opportunity to benefit from the wisdom and experience of the facilitator and others in their group.

The success of the Well Ways programs is based on the powerful combination of providing up-to-date knowledge on mental health, recovery, treatment, support options, legal and service systems, stigma and rights within a peer learning environment of shared expertise.

All Well Ways programs are evidence based and have been shown to significantly improve the lives of people with a mental illness and their families/friends.

This year MIFWA hosted the following programs:

- » Carers Week, Perth Art Walk, October 2015
- » Joondalup Well Ways — Building a future 12 sessions, September 2015
- » Lesmurdie Carers Retreat, November 2015
- » Family Recovery Workshop, November 2016
- » Safety Plan Workshop for Families, March 2015
- » The Vines Retreat, March 2016
- » Boundaries for Carers Workshop, March 2016
- » Boundaries for Carers Workshop, May 2016
- » Stoneville Retreat, July 2016
- » Joondalup Well Ways Building a future, June 2016
- » ASIST Suicide Prevention for carers — South East Metro, May 2016



- » Mental Health First Aid for carers — South East Metro, May 2016
- » Meridian Tapping, South East Metro, July 2016
- » Joondalup Snapshot — building a future, March 2016
- » Meridian Tapping and Personal Development Workshop, June 2016
- » Art Therapy, July 2016
- » Laughter Therapy, October 2015
- » Coffee mornings held monthly Armadale, Wanneroo and Mandurah
- » Grow group for Carers, held twice a month in Midland
- » Partnership with Life Without Barriers to provide Well Ways Snapshot—building a future, July 2016
- » Partnership with Helping Minds to provide massage to families in Joondalup, Swan and Wanneroo areas
- » Police Presentations — raising awareness on how families are impacted by mental illness and educating Police on effective ways to respond to families in crisis
- » St John's Ambulance — Understanding Mental Illness Training

“Learning about psychosis during the Well Ways Snapshot course improved my understanding and this really helped. The personal perspective from someone with a lived experience of mental illness was very helpful because her issues were not drug related, which is the same for my daughter.”

“Connecting with other carers through the Well Ways Snapshot. We now catch up every month for a coffee and it's so helpful to meet up with others who are going through a similar experience in their caring role.”



Family and Carer Support in Regional WA

Sharon Karas, Manager Rural Carer Services

MIFWA partners with three locally governed regionally based organisations to provide services across the Southwest of Western Australia. The partnership focusses on delivering the award winning Well Ways program. Together we have trained and maintained a peer based workforce regularly delivering education programs. Thank you to LAMP, Pathways Southwest and BOICO for your continued partnership and your belief in this program.

Wheatbelt

Davina Edwards, Wheatbelt Coordinator

Seeing carers develop confidence and move towards accessing services for themselves, sharing and supporting others, and feeling safe to share their stories is very powerful. It is great that families and carers keep coming to social events such as our regular walking group and coffee mornings in Northam, Toodyay, York and Quaraiding. Working closely with AVIVO in the

Wheatbelt, we were able to provide retreats for carers seeking training and respite. Carers who stay well themselves are able to support family and friends and to seek early intervention when in need.

MIFWA instigated an ongoing, multi-agency meeting for suicide postvention in the Wheatbelt. This group was active in bringing the Standby Response Service to Northam. This resulted in a Community Postvention Response Plan.

In the Wheatbelt our success rests on forming partnerships with other services. We refer well when needed and have local facilitators who strongly promote MIFWA, as they have firsthand experience of our services. We follow through with what we say we will do and are reliable. In the Wheat belt this year we facilitated a Mi Recovery program. The Northam group formed their own little support network and continues to meet up every fortnight to support each other.

The first DUO Snapshot was held in Northam (a shortened version of the DUO program) and includes a lived experience of someone with a dual diagnosis of mental health issues and drug and alcohol issues. It gave carers a really good insight into the perspective of the person they are caring for.

During Mental Health Week we hosted a day in the park in Toodyay, which attracted over 130 people. This was put together by the MI Recovery facilitators and staff, and was a terrific opportunity to break down stigma. The support from the local community was overwhelming, from the council to organisations helping with tents and marquees and individuals wanting to share their skills.

Feedback from one of our Regional Partners – BOICO in Esperance

The people assisted through Wellways programs have experienced a greater sense of confidence in themselves with increased knowledge and understanding of their current situation. Some issues they are facing are unemployment and disconnection within community. Access to our service gives individuals new support system and a place to find an approachable service that can direct to appropriate support and offer new direction or options. People of Esperance are also quite isolated with mixed culture so to fit in can be quite tricky, let alone if one is experiencing mental illness. We need to continue to provide peer supported education and programs in a relaxed and caring but flexible way. Well Ways is working and needed in Esperance.

Feedback from Carers indicate strong thanks for time to learn, build knowledge and allowing emotions. Incorporation of a drumming session by our Building A Future facilitators was very up-lifting and welcomed by Carers. This, along with effective group discussions and healthy light refreshments from our resident voluntary Chef "Rex" made for what I would consider success. Also to be noted from the MI Recovery 2016 *is the overall attendance and feedback from people on a weekly basis. I would follow up with clients and facilitators to ensure all was ok and the informal style approach taken to keep engagement was the key.*

The year has flown by with many highlights. Well Ways is a success in Esperance. I am very grateful for the opportunity to coordinate MIFWA programs and be part of Esperance's growth in embracing a mentally healthy community. We saw eight people successfully complete MI Recovery program by June 2016. We have reached Carers with Building a Future and Snap Shot programs all attending with excellent participation.

"Listening to everyone's journey and stories. Learning about everything that is on offer, so much on offer that I didn't know about."

Esperance Snap Shot Well Ways participant 13/2/2016.

Our Impact: Promoting Community Awareness of Mental Illness

Part of the MIFWA mission is to raise the profile of mental health issues amongst general community. We want to increase help seeking by people with concerns about mental health. Our goals include informing people about mental illness, their treatment and causes, reduce stigma and promote social inclusion of people with mental illness, their families and carers.

Mi Networks

MIFWA, along with other Mental Illness Fellowship of Australia members, has a dedicated information line and website www.minetworks.org.au to promote mental illness. It is advertised across Australia using posters, flyers, Avant cards, print and social media. MIFWA receives most calls for WA and provides information, and referral to callers. MIFWA staff call back to check on the outcome if the person that has been referred to another services.

Our experienced mental health workers provide people with up-to-date and relevant information about mental health concerns and connect callers with a broad range of services in their local area.

Mi Networks is an initiative of the Mental Illness Fellowship of Australia (MIFA) and is supported by its members nationally — www.mifa.org.au. This free and confidential service is available Australia-wide: Monday–Friday during business hours.

MiNetworks also holds a number of fact sheets providing information about mental illness.

MIFWA also receives regular information calls directly to its office number. Below is a sample of calls received each month using showing MINetwork 1800 number and Information calls. We receive over 1000 information emails or calls each year. People also walk in to our offices seeking information, referral or help in a crisis.

Library

MIFWA maintains a library of information of books, videos and information packs for people. These can be collected from the office or posted out to people.

SANE Forums

MIFWA's website hosts SANE Forums for people with lived experience and a forum for families and carers. People can engage and comment on the forum and engage in online discussions.

Presentations

MIFWA undertakes various promotional activities, presentations and mail outs throughout the year. This year included St John of God Midland, Country Women's Association (Quandaring), Women's Health Services Joondalup, June O'Connor Centre, Methamphetamine Community Forum (Floreath), Headspace Armadale, Graylands Hospital, Sir Charles Gardiner Hospital, Qantas, TAFE Centres, Department of Child Protection, Leederville Rotary Club, University of WA, City of Gosnells, Joondalup Shopping Centre, Mirrabooka Shopping Centre, Homeless Connect Russell Square Northbridge, Polytechnic West Midland, Leederville TAFE and Victoria Park GP Clinic.

Schizophrenia Awareness Week 2016

Each year MIFWA, together with the Mental Illness Fellowship of Australia, and the Fellowships around the nation, host Schizophrenia Awareness Week in the week of 16th — 22nd May 2016. The week aims to raise community awareness of schizophrenia and other mental illnesses; raise community awareness about the impact of mental illness on families/carers; foster hopefulness and confidence; and encourage understanding and acceptance of mental illness and increase people experiencing mental health issues to seek help.

We do this through a range of activities, including information displays and events across WA and media coverage. Throughout the week we had a strong media presence including social media.

The theme for this year was focusing on the value of community and inclusion as a foundation for recovery. We looked at what individuals, groups and organisations say and do that make a positive difference in those individual and family lives. Throughout the week we showed short videos about mental health and Schizophrenia Awareness Week at the Northbridge Piazza on the large public screen.

With MIFA we developed a two year anti stigma campaign launching the program 'do what you can do' including website www.dowhatyoucando.com.au, a facebook page and Avant cards.

We joined with Spirit of the Streets Choir of the official launch of Schizophrenia Awareness Week and the inaugural Sing for Health Week. We hosted a Community Singing Workshop, offered free Applied Suicide Intervention Skills Training, Your Anxiety Detox Plan Workshop and a free Mental Health First Aid Program. We hosted a Lorikeet Open Day including Tecwyn Jones Bequest Grant, Poetry Awards and Book launch.

Next to Normal

As part of our 25th Anniversary celebrations, MIFWA, with sponsorship from Rio Tinto hosted a performance of the Black Swan Theatre's Tony and Pulitzer award winning rock musical Next to Normal. Its story concerns a mother who struggles with bipolar disorder and the effect that her illness and the attempts to alleviate it have on her family. The musical also addresses such issues as grieving and loss, suicide, drug abuse, ethics in modern psychiatry, and the underbelly of suburban life.

By coordinating this stigma reduction event in the community we were able to highlight the mental health issues facing families in a contemporary way that allows for more discussion around the issues in a positive way. Tickets were available to allow people experiencing mental health issues, their families and carers to attend. We also encouraged people from regional and rural areas to attend by organising transportation to Perth to go to the performance.

"We were absolutely thrilled to be able to partner on this with MIFWA and really happy to see so many new people come to the theatre and to see and hear the audience response on the day. It really was a wonderful event and we would be more than happy to look at doing something like this again with you in the future."

Black Swan Theatre

Intro to Peer Work

The first Introduction to Peer Work this year ran from 06/05/2016 to 09/06/2016 over six consecutive weeks. With great collaboration between MIFWA and Rise nine individuals completed the course, several of whom were looking to go on to do their Certificate IV in Mental Health. Some of the Participant Course Evaluation responses were:

"The course was amazing filled with information. Wish it lasted longer."

"Awesome! I would recommend others to take the course."

"It met all of my expectations plus more."

"Both facilitators were great! Had a lot of knowledge and professionalism and shared a lot of their skills."

"This course was above and beyond my expectations. Such an amazing course."

One of the best outcomes of the course was such a huge diversity of responses when asked where they wanted to go from the course. There were so many responses that showed they wanted to specialise in their own unique way forward.

Responses like Mental Health Youth Work; Women, youth and domestic violence; Helping youth; Working with Indigenous/ youth/ homelessness with also suffering from a mental illness; and Suicide Prevention. With so many great responses we are now planning and looking forward to the next Intro to Peer Work Course.



**In 2016, volunteers
contributed over 5000 hours
to delivering MIFWA's mission.**

**We consider this contribution to be
priceless, however conservatively
it would be valued at over**

\$150,000

Valuing our people

A heartfelt thank you to all the people who have contributed to MIFWA and its mission.

» ***Our Board members***

Ann White (President)

Nicholas Hopkin (Treasurer)

Denise Bayliss (Vice-president), resigned 18 August 2015

Ruth Webber (Vice-president)

Kellie McCrum (Vice-president), appointed 28 October 2015

Vivien Hannaford

Glenn Pickett

Kirri Campbell

Robyn Fitall

Adrian Gallo, co-opted 22 June 2016

» ***David Meldrum CEO Mental Illness Fellowship of Australia***

» ***Our staff and students***

» ***Our volunteers***

Owen Bandera

Daniel Ciroalo

Cathy Cunliffe

Jan Davis

Martha George

Vivien Hannaford

Patricia Mitchell

Catherine Moloney

Adrian Momber

Louise Mustard

Liam Murphy

Kelly Sciaresa

Mary Tyler

» ***Our Organisation Members***

» ***Our Lorikeet Members***

» ***Finally our recognition and gratitude to all our donors, funders and supporters***

The Value of a Dedicated Volunteer

Every Thursday, rain hail or shine, we know we expect Jan in the office. These days she has a walking frame but this doesn't slow down her contribution. It is wonderful to have Jan in the office each week, not just for the practical work she does, but also because she demonstrates the important values of hard work and commitment. She knows our history and our people, she is a passionate supporter of our mission. This is Jan's story.

"After looking after my two girls for the last 18 years I felt that they were now old enough to be a bit more independent. After experiencing knock back after knock back because in your fifties they expected you to some experience, I went to the Volunteer Centre. I wanted to see if they had any office work with the intention of getting some experience to have a better chance of getting an office job, as I couldn't go back to my nursing as it was so long since I had done it.

Early March 1998, I went to see Ann White (the then Executive Officer) to see if there was any chance of some volunteer work. So on the 9th March I started volunteering for the Schizophrenia Fellowship (now MIFWA). At that time the Fellowship was at the Selby Centre (now Shenton Park High School).

In 2000 we moved to an old house in Baggot Road Subiaco.

Each Thursday Irene Stitfold ran an open house out the back, where carers and consumers could come and have a chat over lunch or a cup of tea. Some time's just talking to one another gave them ideas of how to best manage any problems they may have. On average we had 8-10 people drop in sometime during the day.

Unfortunately when we moved to Edward Street in 2004 the Thursday group fell off. I would like to see it started again because I know from experience that an idea shared makes the job easier.

Our next big move was in 2014 when we moved to Midland, where we have, the room to run different courses for both carers and consumers.

My highlights working at MIFWA have been all the wonderful people I have met over the years.

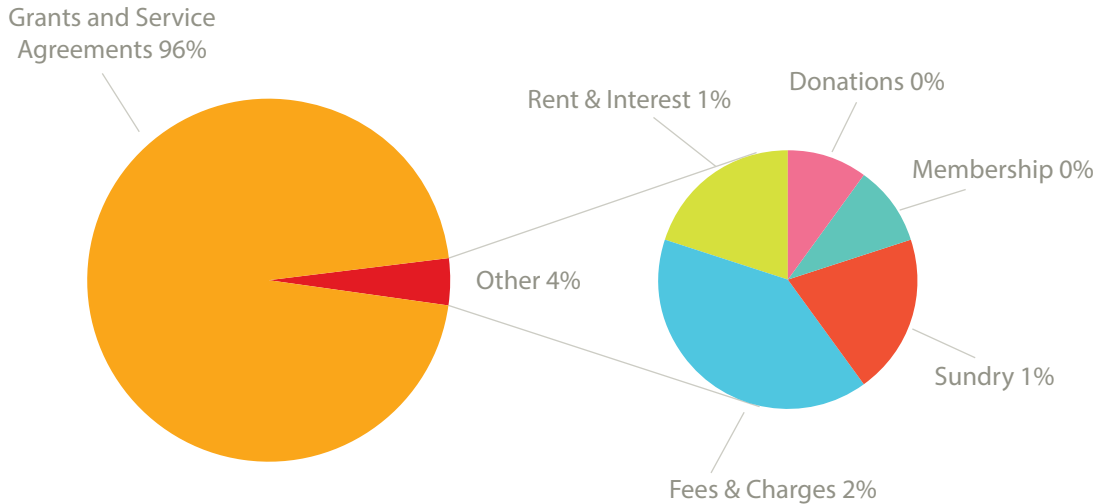
On a final note I would like to thank Ann, Gary, Sandra and Monique for allowing me to work with all the wonderful people I have met over the last 18 years."

Jan is an asset to our organisation, we continue to be grateful that she is such a vibrant part of our present and connects us to our history. Each week she assists us with a variety of administrative tasks that keep MIFWA succeeding.



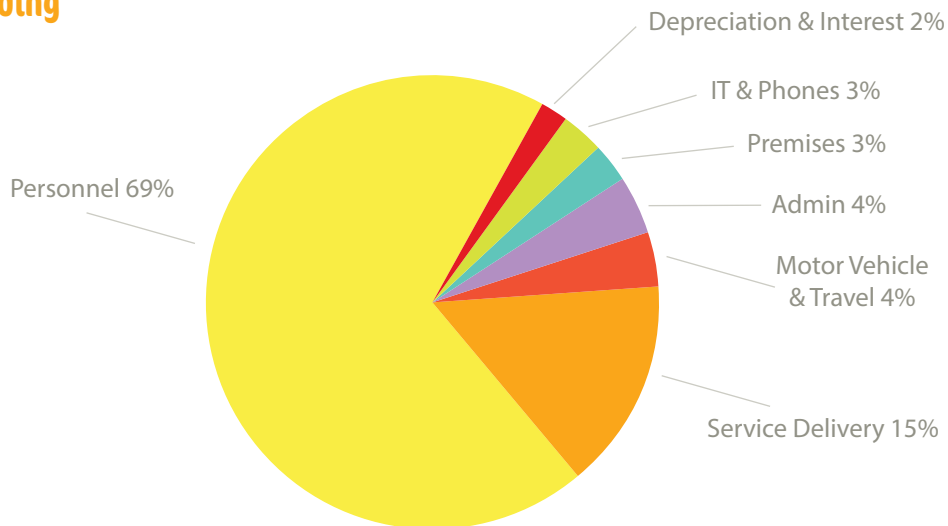
Financial Summary

Income Sources



Operating revenue in 2015-16 was \$4.5 million, an increase of 8% from 2014-15. The operating surplus this year of \$56,872 was 1.3% of operating revenue.

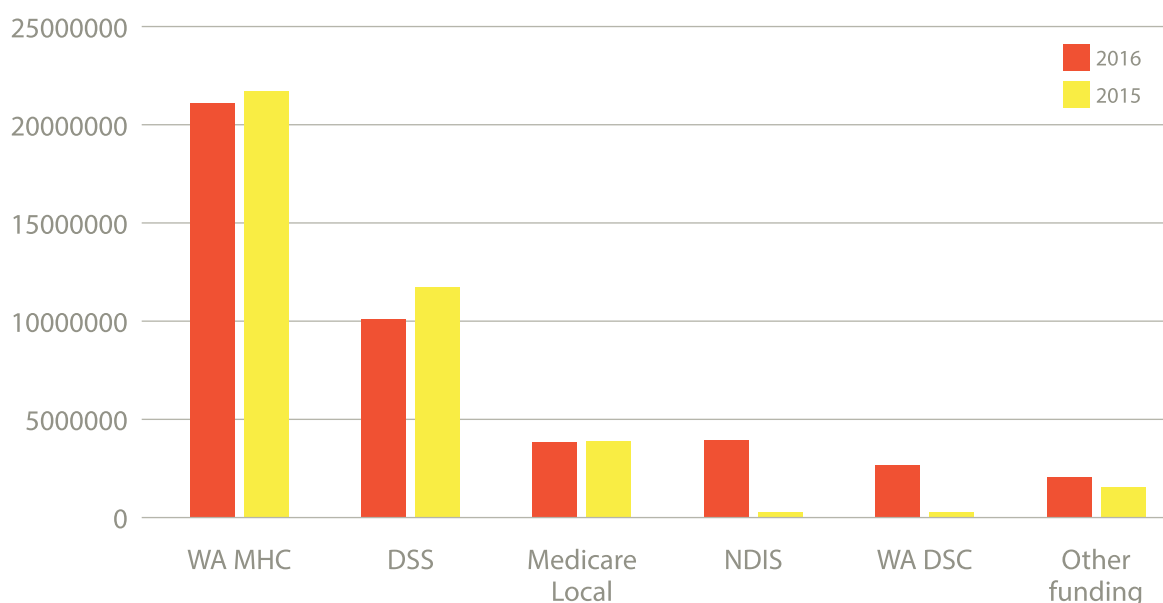
Spending



In addition, the base value of the Lorikeet centre building in West Leederville was down valued by \$70,000. This devaluation was offset on the Balance Sheet by capital improvements that were funded by Lotterywest.

MIFWA receives most of its funding from service agreements and grants with the majority from the Western Australian state government Mental Health Commission. There is an increasing trend towards individualised funding through the National Disability Insurance Scheme and the WA state Disability Services Commission.

Grants & Service Agreements



Financial Position

	2016	2015
	\$	\$
Property, plant and equipment	3,147,170	3,123,885
Cash and cash equivalents	713,257	692,697
Trade receivables	126,788	111,288
Other assets	126,887	92,253
	<hr/> 4,114,102	<hr/> 4,020,123
Trade and other payables	162,505	160,218
Employee benefits	268,798	210,365
Borrowings	282,311	229,555
Grant balances	196,968	193,314
Other liabilities	154,660	164,683
	<hr/> 1,065,242	<hr/> 958,135
Net Assets	<hr/> <hr/> 3,048,860	<hr/> <hr/> 3,061,988

This summarised financial information is only a summary and is intended to provide an overview of the financial statements and to highlight matters of significance. This information is not intended to replace or modify the content of the audited Financial Statements. Please refer to our website www.mifwa.org.au for the complete audited financial statements.



MIFWA

MENTAL ILLNESS FELLOWSHIP OF WESTERN AUSTRALIA

www.mifwa.org.au