

MIFWA Annual Report 2020



MIFWA

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.

OUR VISION

'A good life for individuals affected by mental health issues.'

OUR VALUES

Accountability Individually and as an organisation, we are accountable and responsible for our behaviours, activities, decisions and outcomes, and are open and transparent in what we do.

Integrity We demonstrate integrity by having the courage to do the right thing and stand up for what's right; being responsible for our actions, being honest and adhering to the highest ethical standards.

Inclusion and Acceptance We acknowledge everyone's worth and dignity, regardless of background, abilities or beliefs. We demonstrate empathy, show consideration for one another, and acknowledge the value of others.

Collaboration We work with others (individuals and groups) to achieve shared goals; sharing knowledge, learning together and building consensus.

Empowerment We work to empower people and help them gain control over their own lives, fostering power in the individual to act on the issues they define as most important to them.

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ABOUT MIFWA

Mental Illness Fellowship of WA (MIFWA) is an independent mission driven specialist community mental health organisation and a member of the national body Mental Illness Fellowship of Australia (MIFA).

MIFWA foundations began in the late 1980s, by a passionate group of families — and their supporters — with a shared purpose and vision ‘to improve the lives of people who had been diagnosed with schizophrenia’. The organisation formed with a deep desire to change the trajectory of low expectations and poor outcomes for people grappling with serious mental illness.

Our Lorikeet Centre was our first service based on the ground-breaking work of ‘Clubhouses International’ and Foundation House in New York. The Lorikeet Centre, 26 years on, still provides a corner stone of MIFWA’s work in the WA community.

Over the years MIFWA has grown its services. Our programs focus on three key areas:

1. Supporting individuals who have experienced mental distress/illness, to regain their confidence, purpose, and sense of wellbeing
2. Acknowledging, supporting, and sustaining the critical role of families and carers and
3. Promoting a more inclusive accepting community that understands and accepts people experience mental illness.

OUR STRATEGY

Our strategy is to deliver effective and reliable programs through efficient service provision with a strong emphasis on relationships. We will continue to monitor our success by seeking feedback and ratings from the people who choose our services. We will continue to empower our workforce to creatively manage programs and provide bespoke support for people living with mental illness, their families, and carers. We will continue to attract and retain the best people.

Service delivery will be in Western Australia.

We will continue with our tailored delivery model focusing on the person not the diagnosis. With our strong leadership we will improve and provide solutions in the complex environment of mental illness. Our success will be realised one person at a time. We will embrace the National Disability Insurance Scheme and the opportunity it provides to improve the situation of people living with mental illness.

By 2020, over five hundred people will choose us.

Snapshot

SOME OF OUR ACHIEVEMENTS IN 2020



We delivered over 1000 meals and care packs during COVID-19 to support those in need

working with people in a way that's meaningful to them

Over 400 people chose us as their NDIS partner and provider



shining a light on recovery



We celebrated Lorikeet Centre's 25th anniversary

accepting people where they're at

seeking to understand each person's reality and experience



We expanded our Hospital to Home program to incorporate three additional hospitals

listening to the wisdom of lived experience



We developed new peer led recovery programs including CHIME

a whole family approach



We provided information and support to over 850 families and carers



Our workforce rated an average of 8.1/10 on their Happiness at Work Scale

valuing the contribution of families and carers

We reconnected with past consumers during COVID-19 to let them know we're there for them



providing the right support at the right time

We partnered with CBH Group to make a positive impact in grain growing communities across WA

building skills, resilience, and hope



Chairperson & Chief Executive Officer Report

Welcome to our 2020 Annual Report, and what a year it has been!

We have experienced one of our most interesting years on record and we could not be any prouder of the MIFWA team.

2020 has provided organisations and businesses a test of resilience and stability as we faced the sudden onset of a global pandemic — one of those events we prepare for yet never expect to happen. We are pleased to have led our organisation through this period, with our strong culture and committed team serving us well.

Growing NDIS based on our reputation

Our strategy to make a difference 'one person at a time' continues to be realised as our NDIS team grows and people continue to reach out to us for support. The structure of the NDIS operational environment still provides some challenges for organisations, however over time the program and pricing has evolved to address some of the early concerns.

Nevertheless, it is always an adventure as we navigate competing priorities such as job security and predictability for our workforce, maintaining individual choice and preferences, as well as the changing needs of participants. Despite the many and varying nuances of the scheme, we remain committed to evolving our approach to deliver a localised, responsive NDIS service.

"Looking to the Future — We have no idea about what lies ahead — some unexpected events may surprise us — both in a good way or an unexpectedly negative way — but what we can always do is remember why we are here and try to work to ensure that we work for 'a good life for individuals affected by mental health issues' — the path set over 25 years ago is one we can still travel on."

- A quote from the 2014 Annual Report by then President Ann White

Investing in peer support

Lived experience expertise is a powerful facilitator of recovery. Our peer workforce are people who have gained expertise through their lived experience of navigating recovery during a period of mental ill health/distress. These workers use their experience to support others experiencing distress, supporting the person to see their individual potential as well as their pathway to recovery.

MIFWA now has several peer-based programs including Parent Peer, Hospital to Home and Emergency Department to Home. We also have peer led recovery programs focused around facilitated group programs such as CHIME, Wellways to Work and My Recovery. These programs have provided a foundation for people to support and encourage one another, to develop and achieve their goals, and to understand their experience.

We are proud of our family and carer peer program — they continue to engage and support the critical role of family and community in sustaining meaning and purpose in people's lives. We continue to receive feedback about how attendance at our Carer Wellways programs makes a significant and positive difference for families.

It has been difficult to see the end of our Mental Health Carer Respite program as the government reprioritises this funding, and we are concerned about the growing gap in specialised support for families and carers of people living with mental ill health/distress.

Building and supporting our workforce

Our workforce continues to grow to meet the demand for NDIS services, something which has also provided opportunities for some of our NDIS Community Support Workers to develop into new roles as Support and Service Coordinators.

We genuinely care about our workforce and in creating an environment for them to thrive and have worked hard to maintain our focus on supporting the wellbeing of our people. We are delighted to see that our monthly 'Happiness at Work Survey' has remained at an average of 8 out of 10 over the year.

Throughout COVID-19 as Zoom meetings became a regular event, our culture kept us focussed on what was important, and we are proud of our team as we adapted our approach to continue to deliver face to face support to some people,

providing regular phone support to others, and turning our Lorikeet Centre into a hub for preparing meals and care packs for distribution to those in need. Furthermore, the regular communications received during COVID-19 ensured that those who utilised MIFWA's services, our staff, funders, and the Board were kept well informed as to what was happening at MIFWA.

Moving through loss

Loss is a part of life; it can be an uncomfortable and challenging time. Within the last 12 months we lost two significant members of our Board and Lorikeet Centre. Firstly, we lost Glenn Pickett who passed away after a short illness. Glenn was a valued member of our Board for many years and provided a gentle and guiding voice from a lived experience perspective. Shortly after this, Vivien Hannaford died following a tragic accident. These losses had a big impact on our Board, Staff and Lorikeet Centre. We often reflect on what Glenn and Viv's perspective would have been through COVID-19.

Highlights of 2020

Some of the highlights from 2020 include:

- » Rolling our sleeves up and getting on with doing what we do best, despite COVID-19
- » 30 years since MIFWA was incorporated
- » Lorikeet Centre turning 25
- » Expanding our Hospital to Home program to include three new hospital partners
- » Recruitment of our new Board directors
- » Growing and expanding our NDIS services
- » Moving Schizophrenia Awareness Week online
- » Building new peer education programs that foster recovery.

We are pleased to say we have remembered our path and continue to be guided by our vision of 'a good life for individuals affected by mental health issues'.

We would like to thank our members, Board, workforce, donors, funders, supporters, partners, volunteers, carers, families and participants for their contribution and support over the last year. Our results are not measured by profits or returns to shareholders, but by the small steps and big changes in people's lives as they move forward each day and understand recovery is possible, and you have all played an important role in the positive results we have achieved.

Ann White, Kellie McCrum
Chairpersons

Monique Williamson
Chief Executive Officer

Our Impact

2020 marks the 30th anniversary of MIFWA — 30 years of working alongside people affected by mental health issues in a way that is meaningful to them.

During this time, MIFWA has made a significant contribution to mental health services in Western Australia, being one of only three locally governed specialist community mental health providers (with locally governed meaning the decisions made are based on a deep knowledge of the needs of the WA community). MIFWA has also made an impact Nationally, working with partners across the country to advocate and promote awareness about matters associated to mental health and mental illness.

Our community mental health services have continued to work alongside people to support achievement of personal recovery through pursuing their goals for an inclusive and meaningful life, with a focus on supporting individuals with their priorities, creating opportunities for their resilience and recovery to emerge and flourish. Today, we support approximately 2,500 people every year with a team of 140 people with satellite teams throughout Western Australia including: East Metro Perth, North Metro Perth, South Metro Perth, Central Metro Perth, Wheatbelt and Regional WA.

Innovating during the COVID-19 pandemic

2020 presented a challenge for all of us due to the impact of COVID-19 and physical distancing measures. However social connection remained our priority, as did supporting people to keep well and safe. We are proud of what we have been able to achieve through a very challenging period.

Remaining true to our mission, we explored creative ways to support people, adapting our approach to ensure those most vulnerable were prioritised with tailored face to face support and that our supports and services were sustained in new and adapted ways. This included contacting past consumers over the phone, delivering meals to our members, posting self-care resources to carers, as well as creating a new service called 'Reaching Out — Phone Support', where we offered phone, text, video and/or email support to people with an existing experience of mental distress in need of support to sustain and build mental health and wellbeing throughout the challenging period.

We also adapted our face-to-face training programs to be delivered online and designed new training offerings. 'Reaching Out' explored the art of fostering resilience and connection through phone support. Developed in-house by the MIFWA team, Reaching Out was developed to assist other organisations and their workforce to upskill in a time when supporting communities and staying connected was more important than ever. The program has been embraced by local organisations and is being actively delivered across the mental health sector and beyond.

Lorikeet Centre

Lorikeet Centre, our member driven community centre, has been supporting people living with mental illness for 25 years.

Underpinned by the importance of peer relationships, Lorikeet aims to create a safe space for adults, as well as a place where everyone is accepted and supported.

Providing a place for people to go, to hang out without judgment, and to be set up with supports if they are in need, the small team of staff are dedicated to working alongside members to provide practical support and connect people to other services or inclusive opportunities. With a working kitchen providing affordable meals to members, gym facilities, and a community garden, we also hold regular workshops from self-esteem to art therapy, as well as outings, weekend getaways, a quarterly members newsletter and an annual poetry competition.

In 2019 we celebrated 25 years since MIFWA first opened the doors of the Lorikeet Centre (named by Members after the abundance of Lorikeets around the original centre in Shenton Park), with 70 people attending a progressive dinner and enjoying an evening of reflection and celebration with good food and company.

Due to COVID-19 physical distancing measures, Lorikeet Centre had to temporarily shut its doors in 2020. Fortunately, during this time that Lorikeet was closed, we improvised utilising the kitchen, helping hands as well as meals and fruit and vegetables donated by Parliament House, Perth and Oz Harvest to cook meals and make non-contact deliveries of supplies and activities to members as needed.



BONNIE'S STORY



We are not our illness

My name is Bonnie. I joined the Lorikeet Centre in 2015 when I lived at Richmond Wellbeing. I was made redundant by an agency where I had worked part time for ten years. I felt lost and confused what to do with my week and time so, I was told by staff at Richmond Wellbeing about the Lorikeet Centre.

I joined and met interesting people, started going to Friday Outings, Self-esteem Groups, Art Therapy and all sorts of things. I had been a member for two years till one day I asked Denise if I could facilitate my own Art group. I have worked casually in After School Care, so I wasn't shy of being in groups. At first, I only had four people attend Art and Craft group. After handing out brochures, I was at the centre every Wednesday coming up with new ideas. Eventually the Art and Craft group got big now and now there is up 10 members coming saying that they enjoy the group, it makes me feel special in some way.

I have a diagnosis of Mild Autism, Anxiety and Conversion Disorder but I don't live by my diagnosis. We are all individuals with strengths and weaknesses—we are not our illness I believe.

I'm now studying Certificate IV in Allied Health with Visual Arts Cert II, which has meant taking a break from the Art and Craft group, but it continues and I'm proud to have got it up and running. I also volunteer at the Red Cross second-hand store. Most fun volunteer job for me is hosting groups with Befriend, I host Mini Golf and Bus Tours. I hope to go back to work this year and finish my studying.

MARTIN'S STORY

Small Steps for a Better Future



I have lived with OCD since I was 13, then was recently diagnosed with ADHD and Autism. I worked in the community sector for several years as a Disability Support Worker and Education Assistant. I enjoyed working with the kids and felt like I really understood them. After I was mugged on a bus and had a head on car accident, I lost my confidence and sense of safety.

Feeling overwhelmed, I started mixing with the wrong people, and experiencing difficulties at work including communication issues, harassment, and bullying. I left my job, and everything went downhill from there.

I've seen a lot of specialists over the years and had been struggling to get a diagnosis. It took a long time, but I finally got an Autism diagnosis in 2019. It was such a relief to know. I didn't realise I was on the spectrum and now I recognise I am. I am getting so much support now; support I wasn't getting before. It has helped me to get back my confidence and connectedness and to climb up the ladder and outside of the dark hole. I really believe I am in the right hands now and I feel safe.

I have an NDIS plan and plan partners including MIFWA and other supports. I feel the NDIS is very organised, and if I ever have any issues, I talk to my Coordinator. I like the NDIS and can see the benefits even though it took me a while to get my head around it. I attended an NDIS information day, which really helped. Don't do it alone, that's what I say. Ask for help!

I started attending MIFWA's OCD Group in 2017 and completed the My Recovery program after I had left my job and was struggling. I used to also go to the Lorikeet Centre. I liked going there but I stopped as I need to know my boundaries and need to get myself right first. I remember once we went sailing at the Fremantle Sailing Club. It was fabulous and a great activity.

Now, I have a support worker from MIFWA. He's great. I also attended MIFWA's CHIME workshops. At first, I felt a bit self-conscious using Zoom and looking at myself, but my psychologist told me it was a very common thing for people with autism. I'm getting more knowledge from the workshops and I am feeling empowered to do more things now in moderation with small steps for a better future ahead, to not to be too hard on myself, and to be kind to myself if I am having a bad day.

I am always learning. My psychologist says, 'he never stops learning, he's got so much to know.' And I am going to keep learning more. I am also starting to go back into what I used to do. I am looking forward to getting back into leading horses at Carine Open Space. I used to do it when I was a support worker and really enjoyed it.

Individualised Support: National Disability Insurance Scheme (NDIS)

The NDIS has been a difficult environment to navigate and, for many, unnecessarily complex.

Adding to that the impacts of COVID-19, we have stayed true to our vision and have continued to support people in any way we could — be that face to face or remotely.

As a result, our NDIS services have grown — even over the COVID-19 period, as people have sought out support based on our reputation and outcomes. Nearly 500 people now choose MIFWA to support them via the NDIS and it has been inspiring to see people's lives change with support and encouragement to progress their aspirations.

To cater for the growing demand in MIFWA's NDIS services, we have also had to grow our workforce and to change our structure so we could continue to support people in the best way possible. Over the year we recruited new support workers who have been an invaluable addition to our team, and we have introduced new roles — bringing on board new Area Managers for the East, South and North Metro areas, as well as dividing our Coordinator roles into Service Coordinators, who are dedicated to managing our support staff, and Support Coordinators who are committed to managing people's NDIS plans.

Parent Peer Support Program

"To be honest it was a life saver for me I can honestly say that it's put my head back together, from where I was borderline suicidal, I was a bloody mess, without your program I can't say I would still be here, with the medication and being able to talk to someone who has some insight and put it into perspective how I feel the way I feel."

Participant of Parent Peer Program

The MIFWA Parent Peer Program is unique in that it provides support to individuals experiencing mental illness who are also in a parenting role.

Funded through the Mental Health Commission of WA, the program was developed in partnership with COMIC WA and has been running since 2012. Delivered via peer support workers, the overall aim is to assist parents in building resilience, both personally and as a family, through establishing participant-driven goals, providing information and education, developing positive coping strategies, and offering hope.

During the COVID-19 restrictions we provided additional support via phone to 15 to 25 parents/children, which has since materialised into face-to-face support. Parents and children alike were grateful for the support in a period of disruption and stress:

- We have kept on the routine at home — they are doing schoolwork and homework



- Must work on keeping calm and things the same as if things were normal. I do not let my kids know too much about what is going on and living life normally
- The positive from this experience is spending more time with the kids as we get to have one on one time more
- We played a lot of games together, like word master no advertising and its free on your iPhone or iPad
- You cannot control everything. You go mad trying and you just got to deal with what is at hand and do not worry about what you cannot do.

In May 2020 we celebrated National Families Week which acknowledged the importance of families. Due to restrictions, we invited the families we support to share in a 'virtual' movie night, with each family receiving a movie snack box dropped to their doorstep to enjoy while spending time watching a movie with their families.

We also continued our partnership with CLAN Midland on the FAST program, an early intervention and prevention program that helps children succeed by empowering parents, connecting families, improving the school climate, and strengthening community engagement. Kids FAST is for primary school age parents and their student children (Pre-Primary to year 6).

"Your good work speaks for itself. Even the Doctors are asking for your service for our patients!"

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



Early Intervention Recovery Program

The MIFWA Early Intervention Recovery Program (EIRP) is for young people aged 16 to 30 years who have been diagnosed with a mental illness including first episode of psychosis.

Operating across the Perth Metropolitan area, our EIRP team supports people to re-establish or maintain social, professional, and educational networks.

Throughout the year the hours of support we provided to young people increased dramatically, as we continued to build strong relationships with community groups and organisations.

Throughout the COVID-19 period we changed our approach to ensure everyone was supported and still felt connected. Everyone we supported received an EIRP COVID pack which consisted of information on COVID-19, safety tips and lists of supports and services, and activities such as mandalas, quizzes and trivia, and we invited everyone to join us for 'House Party' online games and offered support via phone, Zoom and SMS.

We also continued to offer face to face supports during that time to ensure essential appointments were maintained and young people did not self-isolate (as this is a major support area young people are referred to the EIRP program for).

Furthermore, the EIRP team developed a closer partnership with Reclink and received a box of sporting equipment to ensure young people were able to exercise as part of maintaining their wellbeing and linked with them to participate within COVID-19 practice safe Stand-Up Paddle Boarding.

Closing out the year we incorporated music within our groups to provide young people with the opportunity to learn how to play the guitar.

'I was encouraged to get out of the house, meet people, participate in activities and develop a healthy weekly routine. It was scary at first but as I committed and continued participating. It got to the point where leaving the house seemed natural and I didn't seem to need the services anymore.'





Hospital to Home Program

Research shows the first days and weeks following mental health ward discharge is one of the most vulnerable times for individuals.

We recently piloted a Peer2Peer Hospital to Home program in partnership with Consumers of Mental Health WA (COMHWA) and in collaboration with St John of God Public Hospital Midland (SJOG), Sir Charles Gardiner Hospital, Bentley, and Armadale Hospital in Western Australia.

Based on the provision of peer support to ensure a safety net exists for people returning home post-discharge, the program was co-designed with all stakeholders, including those with lived experience, and strongly based on the feedback of those the service was designed to support. We developed this program as we recognised the challenges that can be faced by people returning home following a hospital stay, including feelings of being overwhelmed and anxiety.

During the period of COVID-19 early in 2020, we adapted the program to provide support via phone contact, face to face support when needed, and delivered care packs to people in need. Although we never undervalue the importance of meeting face to face and having someone to stand alongside you as you navigate certain situations, this demonstrated to us that even phone contact can make a difference to many people.

Hospital to Home has enabled MIFWA to expand our peer-based services and invest in the development of our peer workforce. This program has also been a great opportunity for actionable learning and collaboration, and we are pleased to announce that we have recently extended the pilot to support people discharged from the Emergency Department who are also seeking support, and to encompass additional hospitals across the Perth Metropolitan Area.

We will continue the Emergency Department Program at St John of God Midland until December 2020, whereby WA Primary Health Alliance will continue the service based on a new contract with a successful provider.

*'Everything's going along nicely.
I will keep on thriving and no amount of
thank you's will ever say how grateful I am.
The program saved my life.'*



Work Ready Program

The Work Ready program is a suite of holistic recovery and employment-based programs which we run across Perth and the Wheatbelt.

The program aims to run peer led group education programs and to identify, train and support new peer facilitators who have a lived experience of mental health issues and are trained and accredited to deliver the program. Programs under the Work Ready banner include My Recovery, Wellways to Work and My Recovery Snapshot.

Wellways to Work is a seven-week peer education program supporting people with a lived experience who are interested in taking steps towards work and/or study. At the end of the program, participants leave with a tailored Employment plan to help with the next steps and to break down barriers towards employment. My Recovery is a 10-session peer education recovery program developed for and by people with a lived experience of mental health issues, and My Recovery Snapshot is a shorter version of My Recovery which is run over two days.

Throughout the year we ran three My Recovery and two Wellways to Work programs, with 50 participants in total completing the programs, 16 participants gaining employment, three securing volunteer work, and four commencing studying. We also trained 14 new Facilitators in January and February 2020.

Unfortunately two of our groups had to be cancelled due to COVID-19 restrictions, however we used this as an opportunity to innovate by developing a series of online peer workshops to support the recovery of peers through COVID-19, with support also provided to people outside of the online sessions.

Our pilot CHIME workshop — exploring the CHIME recovery model — was delivered via Zoom with 32 participants attending and unanimous praise being received:

“The workshops provided by MIFWA have given me the confidence to move on with my recovery and look to the positives in my life and what I can offer to those around me. Whilst a little challenging at first, the ‘online’ delivery of the model provided a slightly less intimidating environment to share my journey with strangers. Through the sharing of similar experiences, we quickly developed support and compassion for each other and a greater acceptance of our own fragility and journeys so far. We are now continuing our own road to recovery better equipped with the knowledge of each of the aspects of CHIME and knowing that whilst our recovery will be faced with setbacks we are better prepared to deal with these challenges so that we can rebound quicker and stronger.”

We asked our participants what the most significant change had been since completing Work Ready:

- More confidence and knowledgeable about working in the workforce with a lived experience
- Looking forward to job searching and feel better equipped to do so
- Feeling more positive about mental illness and being equipped with skills & strategies to plan and hopefully achieve future goals
- The course was interesting, insightful and gave wonderful skills — with tools that can be used in everyday life. As a group — it was wonderful to share experiences & to listen and understand what other people are going through.

‘I’ve been going out more and I feel more confident socially. I am better prepared to move forward in my recovery, and I’ve experienced less negative self-talk.’

Families & Carers

Families and carers provide substantial support and, at times, are significantly impacted by their loved ones' experience of mental illness.

Now supporting approximately 870 carers across WA, our small Carer Support Services team provides carers, family members and friends of people living with mental illness with the time and space to be heard, to find connection, validation and reassurance, to access useful resources, and to join tailored programs and services.

MIFWA's Peer Project began at the end of January 2020 until June 2020. The project was introduced to identify needs or gaps in MIFWA's services where peer programs could be developed. Staff from across MIFWA's programs were consulted, and MIFWA's consumers and carers participated in the project to voice their ideas and contribute to the development of peer education and training.

During the project one of the consistent motifs arising out of discussions was that the message of "hope" permeates through MIFWA programs, and that the peer perspective in dedicated peer roles and peer programs was "invaluable", "life changing" and emphasised to participants that they were not alone.

In 2020, we surveyed 120 carers about the support they had received from MIFWA, with results showing that:

- 94% of carers were highly satisfied with the support provided and it met their hopes and expectations.
- 95% of carers acknowledged that staff demonstrated empathy and understanding and how important it was to support their caring journey.
- 89% of carers said that the information and coping strategies provided met their expectations.

In 2020 we saw the end of our Rural Carers program. This program was funded since 2010 and underpinned by a partnership with three regional providers BOICO, Pathways Southwest and LAMP. Over the years we trained and delivered Wellways programs across the Southwest, Goldfields and Wheatbelt regions supporting hundreds of families and carers. Families and carers in regional Australia face additional pressures and can feel isolated from support. MIFWA will remain connected to many of these carers and offer information and support as we are able within our Mental Health Commission funded Carer program.

"I really appreciate all the beautiful things MIFWA has arranged to make our job as a carer feel worthwhile. You gave us the hope that there will always be a better tomorrow."

Robyn's Carer Story

My husband was diagnosed with Bipolar II Disorder eight years ago.

Backtracking four years, he had been experiencing some serious issues at work. In hindsight, these might have been a trigger for he had been quite down and depressed.

He was initially treated for depression however things got worse and escalated. At the time we were living in a country town and didn't have much medical help so we came to Perth to see a GP who suggested he might have Bipolar Disorder.

We tried to find a psychologist which was an issue. A lot of them were hard to contact or wouldn't allow me to contact them on his behalf even with him being unwell. We finally found someone who would see my husband, but they wouldn't let me in the room with him. You see, because of his mental health condition he couldn't remember a lot of things. I had no idea what was going on during those sessions or how I could support him, aside from that and he would come out with scripts for more and more medication. I witnessed my husband become more and more depressed as he became more medicated, going from a very capable and high functioning person in a high position at work to not being able to get out of bed to go to work.

We eventually decided to move to Perth to be closer to supports, but after a couple of years I still didn't see much of a change. Throughout those years I went through a whole lot of grieving, anxiety, and depression as I watched him deteriorate. It was hard. We spent a lot of years in survival mode as I tried to look after him and our two children. A lot of the time I felt I was walking on eggshells and didn't know if I was helping or making things worse.

It's hard living in a country town when you are dealing with mental illness — we encountered a lot of stigma. And when we moved to the city, we lost a lot of friends. People stepped away from us. It was as if people didn't want to know about us after my husband was diagnosed. There was a lot of grief in losing our friends, which led to my husband isolating himself.

In 2018 I reached desperation stage. I knew I needed to understand more about his illness and how I could help and so I resorted to Google where I came across MIFWA. I decided to contact them, and they invited me in for a chat. I felt so relieved to not be pushed to the side lines and to have

finally found someone who listened and cared how I was doing. They also understood that the medical professionals were not looking at my husband as a whole and were just medicating the illness.

The team at MIFWA suggested I register for the Building a Future (BAF) Program for carers. Recognising I needed to take a step back by going to BAF was an integral part of self-care for me. It was also a big step because it meant leaving my husband who was mentally unwell and leaving our children with him in a caring role, however I thought to myself 'Well, I have nothing to lose'.

During the BAF Program, I learned more about mental illness, communication, and recovery. It changed my perception of recovery and taught me to appreciate the small things in life — rather than the blanket picture that everything was 'doom and gloom'. I also got a better understanding of the legal system (which I had zero idea about that), and it helped me put words to my situation, my feelings of grief and trauma. It also gave me hope. Hope I wasn't alone and there were better possibilities in the future. I had finally found people who understood what I had been going through. We shared, we cared, we cried, we laughed together, and we supported each other. I had finally found my tribe and we have stayed in touch since.

And the BAF Program didn't just impact me. It impacted everybody including my extended family. Through sharing the information, I learned with other family members, it helped them to understand more about my husband's illness. It also helped them to accept my husband's condition and they have since become so much more supportive.

Since completing the BAF I have had the courage to go on to study counselling. I completed my diploma last year and was then asked by MIFWA to become a BAF facilitator, an opportunity I jumped at and am loving every minute of.

After completing the BAF, my husband hit a real rough spot after losing his job because of his mental illness. Losing your job because of mental illness is hard, and he just did not have the energy to fight it. I suggested he contact MIFWA, and as I had had a positive experience with them, I think he felt comfortable approaching them, so he did.

They considered the whole picture which was important to me, and he has since gone on to complete the CHIME program and is currently completing the Wellways to Work program. He has also made friends with someone in the course — they go get pizza or a coffee together. For the first time he has made a friend and it has meant the world. He has also applied for jobs and has an interview and study lined up. You can see his confidence has grown in just a couple of weeks. It has given him hope for the future and a new direction.

Promoting a more inclusive and accepting community

The Mental Health Commission of WA provides MIFWA with funding to promote wellbeing and a better understanding of mental ill health and recovery.

Promoting mental wellbeing is an important strategy to reduce the impact that mental ill health can have across our community. We encourage and provide information about help seeking. We do this in several ways.

Mi Networks

MIFWA and other members of the Mental Illness Fellowship of Australia continue to collaborate on the promotion of mental health awareness.

Together, we host Mi Networks (www.minetworks.org.au), a dedicated information line and website where experienced mental health workers provide up-to-date and relevant information about mental health concerns as well as referrals to a broad range of services. This is a free and confidential service available Australia-wide, Monday to Friday during business hours.

This year, MIFWA received over 700 calls and many more emails from people seeking information, referral, and help.

Presentations and Information

MIFWA proactively engages in presentations, community displays and mail outs throughout the year promoting mental health awareness, encouraging help seeking and to promote our services and programs.

Presentations included:

COTA WA, Homeless Week, Children's Week, Bentley Hospital, Job Expo for CALD People, Royal Perth Hospital, St John of God Midland and Sir Charles Gardener Hospital.

Awareness Raising Events

For Mental Health Week 2019, the team from Lorikeet Centre attended the Graylands Mental Health Week Festival, and the Parent Peer Program celebrated a BBQ lunch with families.

For Carers week, we held a self-care workshop for families impacted by mental illness in Mandurah, and hosted a Carers Wellbeing Day, which included art therapy and mindfulness activities.

Each year MIFWA, together with the Mental Illness Fellowship of Australia and other Fellowships around the nation, host Schizophrenia Awareness Week.

The aim of Schizophrenia Week is to raise community awareness about schizophrenia and other mental illnesses, encourage understanding and acceptance, and increase people experiencing mental health issues to seek help.

Schizophrenia Awareness Week looked quite different in 2020 due to physical distancing measures introduced because of COVID-19. With a largely online focus, MIFWA worked with MIFA and other MiNetworks partners to roll out a social media campaign, and the team from MIFWA facilitated new free online training events including An Introduction to CHIME Online and Understanding Mental Illness.

Marketing

MIFWA continued to increase its presence online through our website and social media presence and through collecting and sharing powerful stories from our community of staff, carers, and consumers.

We also revamped our Members newsletter, launched our first e-Newsletter to the public, and dabbled in producing a few videos featuring our CEO and other members of our team.

This has resulted in an increase in awareness about mental illness, our organisation, registrations to our training courses, workshops and events, as well as enquiries from people seeking information about mental health and mental distress.



SANE Online Forums

SANE Forums are a popular online space for people with lived experience, families and carers, where they can engage and participate in online discussions. MIFWA hosts SANE Forums from our new website. An average of 40 people connects to Sane forums through the MIFWA website.

MIFWA Library

MIFWA maintains a resources library consisting of books, videos and information packs. These can be collected directly from the office or sent by post.

Training and Development

MIFWA is proud of the training and development we have delivered across WA. We have built strong partnerships with government and corporate organisations to deliver Mental Health First Aid, ASIST, Youth Mental Health First Aid, as well as tailored workshops to meet individual customer needs.

During COVID-19 we adapted our approach to offer online workshops using ZOOM. This allowed us to sustain connection with people and adapt our programs to ensure the continuity of training delivery. Our training team also delivers a suite of internal training, from conflict resolution to understanding mental health. Offering training allows us to share our expertise and build the profile of mental health services, encourage help seeking and building stronger mentally healthy workplaces and communities.

"I would like to thank you for an amazing two days training. To be honest I was dreading it (not a fan of training days 😞) BUT despite feeling quite challenged and inadequate on the two day journey — boy I learnt a lot and it really opened my eyes to the challenges people face in their everyday lives. In particular it has helped both myself and my husband to better understand what our 14 year old grandson has been going through over the past 5-6 years... a huge thank you for opening our eyes to the struggle our beautiful boy faces every day."



 **Website**

Total page views 66,134

Total visitors 22,961

 **1,684**

 **891**

 **749**

 **356**



Our Foundations

Our Members, Our People, Our Supporters, Our Partners!

Team MIFWA

We can only deliver on our mission if we have great people out across our community doing good work each day.

We are proud of our team at MIFWA. Our staff are carefully selected based on their values and commitment to our mission, and we regularly receive positive feedback about our staff and the difference they make.

Our Volunteers

Our organisation has been built and continues to thrive on the good will of volunteers.

People who volunteer their time and share their knowledge are invaluable to making our organisation and community a better place. People assist in a variety of ways from preparing and serving meals at the Lorikeet Centre, setting up stalls, preparing mail outs, serving on our Board or even being there for someone when they need to talk. Our volunteers are people who share our vision and want to make a difference, no matter how big or small.

Students also play a big part in the MIFWA story. Each year students undertake placements in our programs, especially at the Lorikeet Centre, and many come back to MIFWA to join our team on completion of their studies.

We acknowledge our dedicated team of volunteers who help us help more people, including:

Jan Davis, Vivien Hannaford, Tania Harrison, Margaret Jones, Andrea Tal, Samantha Loxton, Sandy Chant, Ron Deng, Dolly Beros, Kelly Tartano, Naomi Watson, Joanna Tarnicki, David Hamilton, Cathy Stokes, Renate Morris, Joanne Yeoman, Sin Ching Koh, Jodi Sutherland, Elizabeth Way, Delaine Murphy and Judith Kellond.

Our Board

We are grateful for the commitment and leadership of our Board.

This financial year, MIFWA Board Members included Kellie McCrum (Chairperson — from 5 February 2020 and Deputy Chairperson — to 5 February 2020), Ann White (Co-Deputy Chairperson — from 5 February 2020, and Chairperson — to 5 February 2020), Annette Watkins (Co-Deputy Chairperson — from 5 February 2020, Member — to 5 February 2020), Kristy Bradshaw (Deputy Chairperson — to 11 December 2019), Nicholas Hopkin (Treasurer, Board member), Vivien Hannaford (Member to 21 November 2019), Glenn Pickett (Member to 12 September 2019), Erin Bourne, and Hugh Cook.

Our Donors

We could not do what we do without our donors.

We, and those we work alongside, sincerely appreciate your support and generosity!



MIFWA was the beneficiary of a \$25,000 donation from the CBH Group Harvest Mass Management Scheme (HMMS). Developed by the CBH Group and Main Roads WA, the HMMS seeks to reduce the frequency of overloaded grain trucks during harvest. Under the HMMS, growers can forfeit grain from overloaded trucks, with funds from the sale of this grain provided to Western Australian charities nominated by growers and CBH employees. This donation will help boost our activity in the region and our ability to support the community with their mental health and wellbeing. MIFWA will use the donation to provide personal development and therapeutic based recovery opportunities to grain growing communities in the Wheatbelt region.

Thank you to the anonymous donor whose generous donation supported a Christmas celebration for one hundred Lorikeet Centre members. We've been touched by feedback from Lorikeet members about the value of this celebration, with people expressing their gratitude for the opportunity.

Thank you also to Parliament House of Western Australia for donating 160 meals to our members and another special thanks to OzHarvest for their weekly donations of fruit and vegetables and other surprises. Their support allowed us to provide groceries and prepare meals for our Lorikeet members throughout COVID-19.

And last but nowhere least, thank you to the following donors who have supported us through donations that have helped to enrich the lives of the people we support:

My Cause Gift Fund, Kate Bradley, Denise Bayliss, Margaret Speed, Ana Tamanui, PayPal Giving Fund, Haidar Almado, Ana Tamanui, Patricia Guidice, Caron Passmore, Robert Duncan, CAF America, Robert Duncan, Elysia Bullen, Monique Williamson, Ian Clairs, Rachel Green, Jane Davies, Raymond Carey, Maureen Payne, Robert Staniforth-Smith Many, Rachel Green, Ann and George White, Patricia Madson, Margaret, Robert, Judelyn, Rosemary and Kate.

Tecwyn Jones Bequest Grants

Tecwyn Jones was a member of the Lorikeet Centre from its beginnings in 1994.

Tecwyn was a popular and generous member and had a keen interest in all people. With a passion for travel, he was well informed regarding world events, enjoyed the friendship and support he received through the Lorikeet Centre and the Fellowship, and regarded all who attended as members of his family.

When Tecwyn passed away in 2004, he bequeathed a generous sum of money to MIFWA to be shared equally between Lorikeet Centre in West Leederville and MIFWA, which at that time was based in Subiaco.

In setting up the Tecwyn Jones Bequest Grants Program (TJBG), we hoped to pay ongoing tribute to Tecwyn's memory through the provision of regular annual grants which benefit consumers and carers/family who are recipients of MIFWA's services.

This year we provided eight Tecwyn Jones Grants totalling \$4,275.00, with requests including support to purchase musical instruments, health and fitness memberships, assistance to study, computers, family respite and practical items for the home.



Our Partners

Throughout our journey we have learnt we cannot achieve our vision alone.

As a community, we need each other to make a real difference in the lives of people who are experiencing mental illness. Therefore, we must work together to achieve the best outcome for everyone.

We want to thank the individuals and organisations who have worked with us to create a better community, including:

360 Health

Act- Belong-Commit

APM Employment Agency

Asthma WA

Australian Council on Smoking and Health (ACOSH)

Avon Youth Community and Family Services

BPD Australia

Befriend

Bizlink Quality Employment

Black Dog Institute

Brockman House

Carers WA

CBH Group

Commonwealth Respite Carelink Centres

Connect Groups

Consumers of Mental Health WA (COMHWA)

Clan Midland

CWA Quairading

Department of Social Services

Independent Living Centre

Family Inclusion WA

Fiona Stanley Hospital (YCATT)

Food sensations

Forest Personnel Inc.

Grow WA

Hearing Voices Network

Hepatitis WA

Joondalup Community Mental Health

Lifeline

Maxima

Meerilinga — Children's Week

Men's Shed Association

Mental Illness Fellowship of Australia

Mental Health Commission of WA

Mental Health Advocacy Service

Midland Family Support Network

Midvale Hub Parenting Services

Mirrabooka Mental Health Committee Independent Living Centre

North East Metro Community Alcohol and Drug Service

Oz Harvest

Pathways Southwest

Red Cross

Reclink

Recovery Rocks

RUAH

SANE Australia

Silver Chain

Spirits of the Street Choir

South East Metro Collaborative Mental Health and AOD Network

Suicide Prevention Australia

St John of God Midland Public and Private Hospitals

Volunteering WA

WANADA

WA Ombudsman

West Australian Association for Mental Health (WAAMH)

Wheatbelt Postvention Group

Wheatbelt Mental Health

Western Australia Primary Health Alliance (WAPHA)

Women's Health Centre

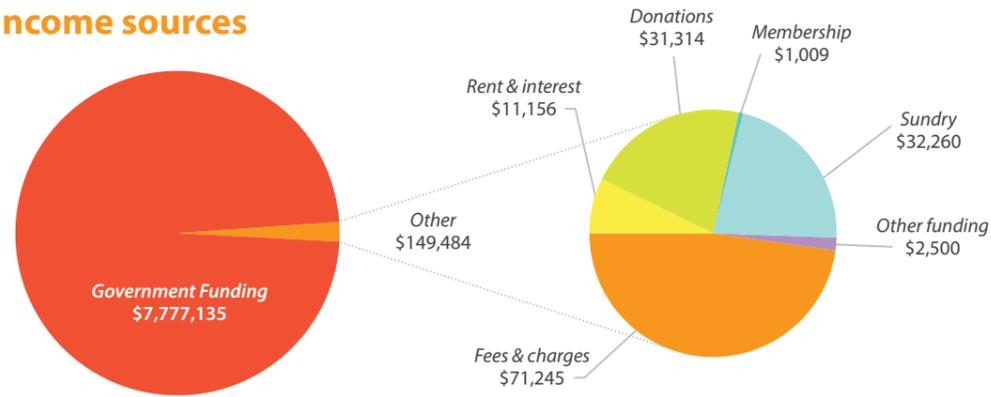
Workpower

A warm, golden-toned photograph of a woman in a business suit smiling at a table with coffee and jewelry. The woman is on the left, looking towards the right. On the table in front of her is a white coffee cup on a saucer, a string of pearls, and a pair of glasses. The background is blurred, showing a patterned surface.

Financial Summary

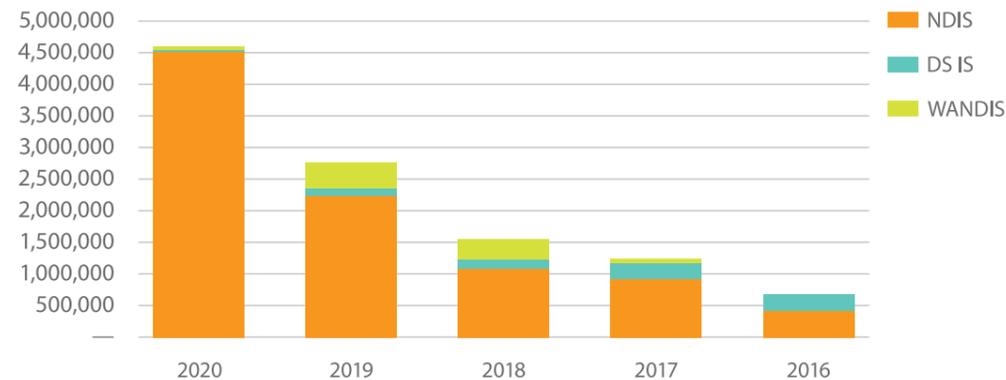
Financial Summary

Income sources

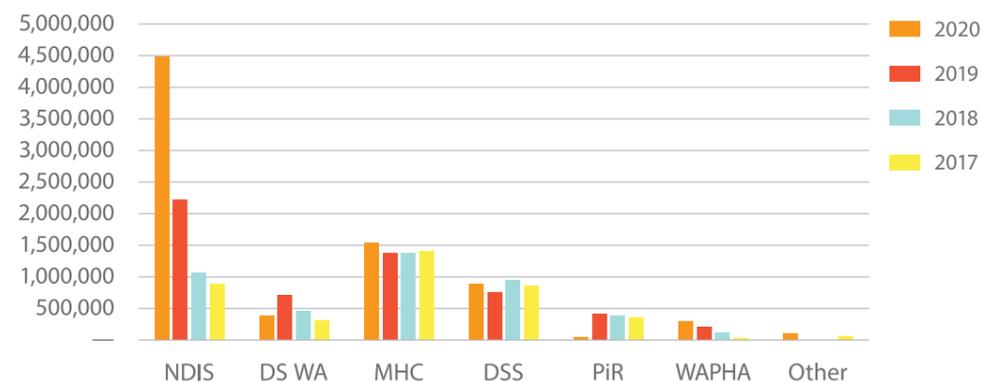


Operating revenue in 2019-20 was \$7.9 million, an increase of 35% from 2018-19. Individualised Services funding continues to grow and now represents 59% of all funding. All participants are now funded by the federal National Disability Insurance Scheme.

Individualised Services

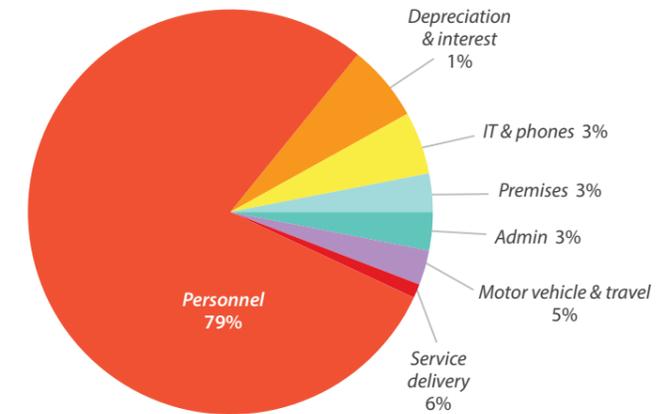


Grants & Service Agreements by Source



There was an operating surplus this year of \$316,396 which was 4% of operating revenue.

Spending



Financial Position

	2020	2019
	\$	\$
Property, plant and equipment	2,735,347	2,865,659
Cash and cash equivalents	2,741,715	1,355,783
Contract assets	421,653	134,014
Receivables	232,016	94,904
Right of use assets	34,643	—
	6,165,374	4,450,360
Contract liabilities & income in advance	1,269,540	476,058
Trade and other payables	701,767	465,842
Employee leave provisions	489,921	336,986
Borrowings	488,686	215,180
Lease liabilities	37,769	—
	2,987,683	1,494,066
Net Assets	3,177,691	2,956,294

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 WA INC.

Level 3, 9 The Avenue Midland WA 6056

PHONE 9237 8900 or 1800 985 944

EMAIL info@mifwa.org.au

www.mifwa.org.au