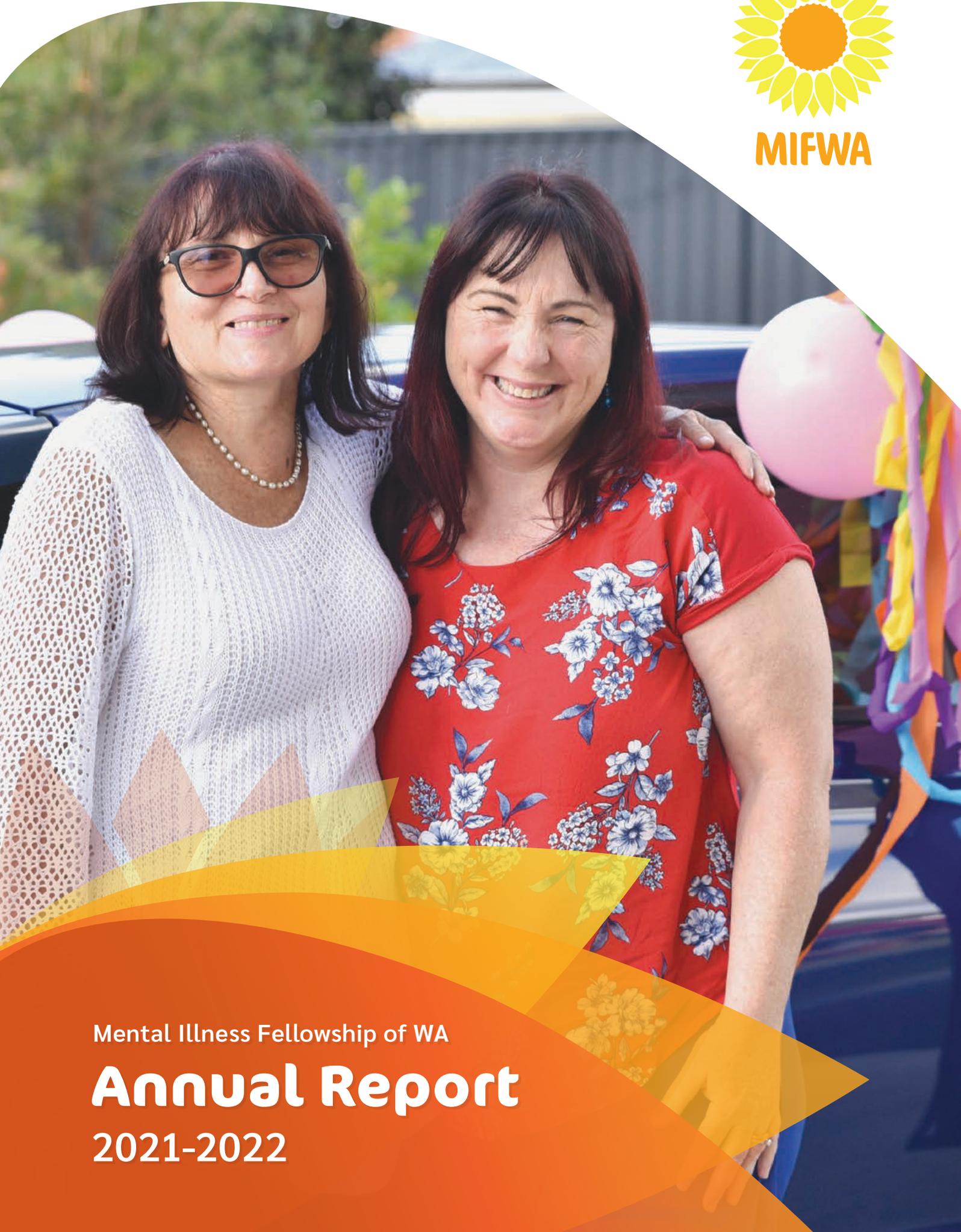


MIFWA



Mental Illness Fellowship of WA

Annual Report

2021-2022

The **impact** we seek to make

Our vision

To realise the potential of all Western Australians to recover from mental illness, to maintain mental health, and to live a meaningful life in their community.

Our mission

- To walk alongside people affected by mental illness, providing person led recovery focussed support;
- 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 values



Empowerment

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



Collaboration

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



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 other.



Integrity

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



Accountability

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



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A message from our Chair

Performance

MIFWA's operational performance improved in 2022, including further growth in National Disability Insurance Scheme (NDIS) and other commissioned services. At times the COVID-19 outbreak impacted disruptions in the NDIS revenue and strained our financial position. We welcomed the National Disability Insurance Agency acknowledgment of the costs of accreditations and COVID-19 and the allocation of a one-off payment to providers to offset these costs. This turned a potential deficit into a positive end-of-year result. We are grateful for the positive change to NDIS pricing and look forward to investing this back into sustaining service quality.

MIFWA services are benefiting from our strategic investment into measuring our impact. Our Board is encouraged to see the data that demonstrates the effectiveness of MIFWA services and to hear from participants about how this has changed their lives. The NDIS is reshaping MIFWA, with over 70% of our revenue being from the provision of NDIS support. This reflects our early strategic investment to ensure we had a clear value proposition and focus on service quality. Despite the success of our NDIS services, we remain alert to the risks that underpin the scheme. Our strategic focus is to build a diverse funding base to offset some of the risks of a dominant funding stream.

It was pleasing to renew our accreditation against both the Mental Health Service Standards and National Disability Insurance Scheme Practice Standards. MIFWA's systems and structure have evolved to prioritise quality practice and governance.

Flexible and Agile

Not many organisations and businesses were prepared for a pandemic, and it has been interesting to consider what characteristics have assisted organisations to thrive under the circumstances. MIFWA had already built an agile structure and culture. Our people are skilled and encouraged to build capacity in a variety of areas. We have strong teams where team members understand each other's roles and are willing to step up, as required. We have been able to scale up and focus on where resources are needed. This has allowed MIFWA to manage well despite the uncertainty of the pandemic.

Our staff retention rates are stronger than industry averages. We remain focussed on investing in our people as this is a key characteristic of our success. Delivering on our mission is only possible if we attract and retain value-aligned people. Despite low unemployment rates and a tight market, we have been able to sustain growth in our workforce.

Our Board

(from 8 December 2021)

- Annette Watkins, Chairperson
- Ann White, Deputy Chairperson
- Erin Bourne, Deputy Chairperson
- Nicholas Hopkin, Treasurer
- Kellie McCrum
- Carolyn Ngan
- Preetie Boler
- Gianni Ripani
- Rebecca Fitzpatrick
(from 28 July 2021)



Corporate Governance

Driving our strategic objectives has been a strong focus of our Board in 2022. The strategic plan sets out a clear direction for MIFWA to make a positive impact on the mental health sector. Implementation of an ambitious suite of strategic projects has commenced and these are strengthening organisational capacity. Quarterly reporting of a Corporate Scorecard provides the Board with data to monitor a broad set of indicators that allow us to track MIFWA's health as we grow.

The Board has participated in training to understand developments associated with new Work Health and Safety legislation. Keeping MIFWA staff safe and well is a strong theme of our regular Board meetings. The COVID-19 pandemic and the pressure it has created on the mental health system have added additional pressures to MIFWA working environment. We commend MIFWA staff who have demonstrated care for one another as well as the people who rely on our services.

Looking Ahead

We are excited about our future and the strategic goals we have set. We carry the ambition and drive of our founders to make a mark on the mental health sector by exploring possibilities and focussing on services that will lead to optimal outcomes. We thank our staff, supporters, members, and allies. We are committed to exploring new approaches and partnering with others to build a mental health system that is person-centred and responsive.

Annette Watkins
MIFWA Chairperson

CEO report

When we care for our people, those who choose to work for us, they will take that attention into their work with the people who rely on us for support. At MIFWA we care!



Our People

2022 was another tumultuous year, increasing demand for support and services, dealing with a tight employment market, and the COVID-19 outbreak we knew was coming. This is the environment we tend to thrive in, and I could not be prouder of our people and their mindset. We were able to sustain support and services despite at times 5% of our workforce being unavailable due to COVID-19. Many of our people have gone above and beyond to deliver on our mission in what was often a challenging environment. Despite the broader economy and labour shortages, we have been able to recruit new people to sustain our continued growth. This is a testament to our people and culture. Thank you to our leaders, thank you to those with lived and learned experience, and thank you to everyone else from all levels of our organisation. Through you, we have made a positive impact on many lives.

We have changed the way we work, taking a much broader scope of responsibility to ensure our staff and consumers are adequately supported through the COVID-19 outbreak. This means checking in on people, who would otherwise be vulnerable and have limited support networks. We have been able to make sure people have moral support as well as food and medicine while in isolation. We are proud of our MIFWA team who have gone above and beyond, in a sometimes-challenging work environment.

State of the Mental Health Sector

There is consistent evidence, from our many years working with people who experience distress and a deterioration in mental health, that timely support and access to assistance makes a positive and sustained difference. Just knowing you are not alone, and having resources, encouragement, and information to navigate recovery, assists people through the challenges they face. The mental health system in 2022 is strained. There are many good people trying to support a positive outcome in a system that for many feels chaotic and uncaring. We are passionate about trying to work together with people with living and lived experience, commissioning agencies and other providers to see the development of a responsive and effective mental health system in WA.

In recent years, we have seen a significant increase in the demands for mental health support due to the stressors of living in a pandemic and the uncertainty that this has created. At the same time, we have seen a decrease in availability of support, as General Practitioners become focussed on managing unprecedented demand and COVID-19 preventative measures such as vaccinations and rising cases across our community. Psychologists and other complementary services have been overwhelmed with demand. We are faced with a mental health system that was already struggling prior to the pandemic now in further disarray. The demand on emergency department and hospitals has grown, as have long waitlists in most services. This year we partnered with Western Australian Association for Mental Health and Mental Illness Fellowship of Australia to raise the profile of the unbalanced mental health system with the goal of influencing change.

Innovation and Change

At MIFWA, we think deeply about the experiences of people and are curious about how to improve the situation to provide better outcomes. This year we piloted a program in partnership with the Mental Health Commission to try and address the increasing distress that occurs when people cannot get access to timely support. We were seeing General Practitioners referring people to services that could not meet demand and/or did not have the resources to support the person referred. We talked with the government about what solutions could be implemented relatively quickly to assist. We established Opening Doors, a peer-based program to offer General Practitioners support for patients who were otherwise on waitlists and unable to access timely support. The program is designed to run for three months, during which participants are matched with a peer worker who identifies as having their own lived experience of mental health struggles.

Ambitious Strategy

We have set an ambitious strategy to support the creation of a relevant and responsive mental health system. We aspire to be part of the solution, leading the way in exploring models of support that are founded in learnings from the wisdom of lived experience. We continue to grow our NDIS support aspiring to offer participants our experience and person-centred approach. As there is strong demand for our recovery coaching services, we have developed an emerging leader's program to support our staff to gain further skills to fulfill these roles. Our founders focussed on challenging the status quo and offering meaningful services not otherwise available in WA, this remains a strong component of our culture and strategy. Thank you to our MIFWA Board for your courage to continue to explore new possibilities.

Our Partners

Thank you to our growing list of partnerships. Together we have been able to make a positive difference. Through CBH partnership we have been privileged to spend time in grain growing communities to support young people and their allies to learn about practical strategies to support mental health. We are now partnering with WA Government Health Services across ten sites to offer peer services to people leaving hospital or engaging with community clinical teams. This has provided opportunities for learning and growth.

Finally, thank you to the MIFWA team, especially our Leadership Team, for choosing to be a part of our organisation, as we work each day to enrich people's lives.

Monique Williamson
Chief Executive Officer

MIFWA Leadership Team

- **Monique Williamson**, Chief Executive Officer
- **Dawn Walton**, Business Development Manager NDIS
- **Bev Bolton**, Finance Manager
- **Samantha Scott**, Manager, Carer Services
- **Joyce Vidot**, Training Manager & Volunteers & Students
- **Kerri Callaghan**, Peer Program Leader, Hospital to Home, ED to Home, Opening Doors
- **Sharon Puren**, Area Manager, East
- **Judith Sherry**, Area Manager, South
- **Margie Gardiner**, Area Manager, North
- **Janine Ripper**, Impact, Engagement & Communications Manager
- **Kellie McGhie**, Program Manager, Youth
- **Naomi Bowran**, People & Learning Advisor

2022 highlights



NDIS participant feedback achieved a **net promoter score of 50**, well into the Great range

We worked with over **600 carers** across WA



Our Hospital to Home program supported **214 people** in their transition



Our MIFWA team grew to **219 people**, with over **50%** of our team having a lived experience



We offered individual support to **255 young people**



Over **200 members** attended the **Lorikeet Centre**, our member-driven community centre

We provided **seven grants** to people totalling **\$2,500**



Our **Parent Peer Support Program** supported **52 parents** living with mental illness

We piloted a new program **Opening Doors** to meet increasing demand for support



Our services

Individualised Support

NDIS Program

The National Disability Insurance Scheme (NDIS) has transformed our organisation. In 2021/22 it represents over 70% of our revenue. We continue to grow, as people hear about our approach and reach out for support. We focus on understanding what it is participants want from an NDIS service and use our expertise and experience in recovery to tailor our support. We employ people who have the values and drive to succeed, and we do our best to match them to participants. We have team leaders who work hard to manage reliable and timely support and participants preferences. While the NDIS remains a challenging program to deliver, our success can be attributed to our focus on people (participants) rather than getting caught up in all the structural rules and limitations of the National Disability Insurance Agency. In 2022, we completed our accreditation against the NDIS Practice Standards.

COVID-19 has had a significant impact on our community this past year and we are grateful for our dedicated workforce who have managed the challenges presented with grace and focus. We prioritised ensuring people had adequate support and practical assistance if they contracted COVID-19. We implemented systems so that those most vulnerable were able to access what they needed and had all the information to reach out if they were unwell. Recruitment of new team members has been consistent in recent years as we managed ongoing demand for our services, and despite a tight and competitive market we have been able to sustain a steady stream of great people to support NDIS service continuity.

We were pleased to implement our Recovery Coach services, and the demand in these services has been strong. We have a natural affiliation with Recovery Coaching and developed a team of coaches from our staff who have an affiliation for this approach. This will continue to be an area of focus as we support this team with wisdom from Hayley Harris and her lived experience leadership. Hayley shared her recovery coaching workshop internally and through Western Australian Association for Mental Health and Mental Illness Fellowship of Australia.

Each year MIFWA undertakes a survey of NDIS participants to seek feedback about our support and how we can improve our approach, as well as to understand the impact of the NDIS on people's lives. Many people talk about how the biggest impact has been reducing social isolation and building confidence. We can report our Net Promoter Score for our NDIS program was 50%, which is well into the great range. We asked people about the biggest impact of MIFWA support on their lives. The key areas included:

- 1. Being more active and engaged in community:** This is important to people who may otherwise be socially isolated.

“I am now able to go out into the community and I joined two craft groups.”

- 2. Social interaction:** Social isolation can be debilitating, having connection to others helps to keep us well.

“Getting connected in the community and having friends.”

- 3. Self-confidence:** People talked about feeling more confident.

“My self-confidence has improved a lot.” “I’ve become more outgoing.”

- 4. Empowerment and advocacy:** People felt they got a better understanding of the NDIS and were able to advocate for themselves.

“It has made me more aware of what the NDIS is there for and how to get the best out of my plan. I have learnt sometimes you’re the best advocate for yourself.”

- 5. Feeling valued:** Sometimes people living with mental health challenges feel stigmatised and marginalised. Some participants suggest the NDIS has made them feel more whole.

“I feel like I am treated like a human being even though I get sick sometimes,” and “I feel like a human.”

- 6. Coping better:** The coping skills and strategies were beneficial.

“I cope better with challenges.”

This financial year, MIFWA offered the following supports to NDIS participants across the metro area:

NDIS Participants

Individual Support **550**

Level 1 & 2 Coordination **419**

Level 3 Coordination **63**

Recovery Coaching **161**



A huge thank you to our NDIS team who have gone above and beyond through COVID-19 to ensure people have reliable and consistent support. We are grateful to our team who deliver on our mission each day across our community.



"I do what I do so I can assist people living with mental illness in our community in reaching their goals and living the best life they can. Receiving feedback from participants on how they have improved and feel better supported gives me the greatest satisfaction."

Mark, NDIS Recovery Coach





We offered individual support to
255 young people

Young People

Young people can be vulnerable to challenges with their mental health. The pandemic has had a significant impact, with many young people experiencing disruptions to school, social connections, and recreational pathways. The demand for our youth services has reached unprecedented numbers and we have invested resources to expand and restructure our approach so we can meet demand.

We are proud of our Early Intervention Recovery Program (EIRP) team and Active Recovery Team (ART) who have both worked within a pressured mental health system and have upheld their focus on each young person and working together to achieve optimal outcomes for participants.

Individualised Support for Young People

MIFWA provided individual support to 255 young people. Individualised support for young people focusses on understanding each person's situation, working with other stakeholders including clinical teams and developing goals and establishing meaningful ways to work towards them.

Here's how participants have described the benefits:

“What has changed is that I learnt after all the bad things that has happened to me there is always help whenever I need it. And that I should love myself more.”

“Being able to go out in public and feel confident in the space.”

“Being able to notice when I need help and finding ways to help myself.”

“Being comfortable talking about my mental health and feeling like I can acknowledge the growth I've had in my mental health journey more readily.”

What young people said about groups:

“Gave me a reason to get out of the house. Gave me tips on being more mindful and inspired me with ways I could improve my day-to-day life.”

“I get socially anxious but in groups it's nice to talk to others and it's cool to learn things like with the kayaking group that I went to it was lit!! The kayaking group made me feel happy and connected and I liked how we got to bond over kayaking.”

“Got outside with other people, challenging myself, was fun.”

Active Recovery Team (Fiona Stanley Hospital)

In 2022, MIFWA continued our partnership with Fiona Stanley Hospital to deliver care and support to young people who experience complex unmet need. The program uses a multi-disciplinary team approach with MIFWA providing peer workers to work alongside the treating clinical team. This partnership has flourished, and the team worked with 78 young people in the period with 94% of people completing the program through to planned close. 1924 hours of support were provided through the program. Young people described the benefits as having a routine of getting out of the house and having a consistent person to check in with was helpful.



“It allowed me to get out of the house more often and spend more time around people, which really positively impacted my recovery.”

Active Recovery Team Participant





Our Hospital to Home program supported **214 people** in their transition

Peer Programs

Hospital to Home

We are a proud provider of the peer program Hospital to Home here in WA, now in its sixth year of operations and expanded to cover six Hospitals across the metropolitan area. This partnership with Consumers of Mental Health WA is now funded through an Information, Linkages and Capacity Building grant through the Department of Social Services. MIFWA's Hospital to Home Program is a peer-led service supporting people to return home and back into their community after being in hospital due to mental ill health or distress. Peer workers provide valuable support and understanding around accessing services, coping strategies, recovery and building the life you want to live. This financial year, our peer workers supported 214 people in their transition from hospital.

The following themes emerged from the interviews of participants and peer workers about the value of the program:

- **Having consistent support to ease transition:** The importance of having consistent support to ease the chaotic transition between hospital and home. Participants reported feeling safer, reassured and more supported working with a peer support worker they met with prior to discharge through the period of transition from hospital to home.
- **Non-clinical support:** Participants described their relief and comfort in being able to talk regularly with someone who is external to their own family/friend supports, but importantly, is not a clinician or health care practitioner. Participants reported feeling at ease and more understood by peer support workers.

- **Inspiration/positive outlook on recovery:** Many participants reported feeling inspired by their peer support worker, which in turn helped them form a positive understanding of what recovery might look like for them.
- **Lived experience:** It is an integral part of the peer support worker role and helps build rapport by relating to similar issues. In particular, the importance of lived experience in creating safer space for participants to be vulnerable and to share previous negative experiences of mental health care.
- **Flexibility of service:** Flexibility is a distinguishing feature of the program compared to clinical outpatient contexts. This flexibility and personalisation of service allowed for participants to have more control and choice over their levels of engagement.



"I felt comfortable... from the very start. This was because of the supportive and encouraging manner they had in the initial contact... It was a very positive experience.

I have the confidence to go to a shopping centre which, trust me, is so huge for me. There was a time when I couldn't even leave my bedroom, let alone the house.

I know that I have support with any needs, finding a doctor, Centrelink, sensory exercises, going out, and even just walking my dog. These tasks which all seem too huge to deal with, are made so much easier thanks to the MIFWA programs."

Hospital to Home participant



Our **Parent Peer Support Program** supported **52** parents living with mental illness

Opening Doors

In 2021/22, the Mental Health Commission funded MIFWA to develop a program that provided early intervention to reduce the unnecessary presentation of people experiencing mental health distress at Emergency Departments. MIFWA GP Aftercare (Opening Doors Program) contacts people experiencing mental health concerns who have been referred to support services but are facing lengthy waitlists or have received negative responses when trying to access services. Unfortunately, this is a common experience for many people as waitlists expand and access criteria tighten due to the pandemic.

A peer worker creates a non-judgemental space for participants to have honest and raw conversations without feeling like a burden to those around them. This was reflected in participant feedback as:

“Being able to speak to someone un-involved with my situation was helpful. No fear of speaking up or being worried to talk about something. I couldn't do that with friends or family.”

The beauty of peer work is that the relationship is built from a place of empathy and understanding. The Opening Doors program not only offers a source of validation, but also offers confidence and hope. One participant wrote in their feedback:

“I felt trapped at home and suffered from anxiety opening doors immediately identified what I needed and got me a job and gave me purpose and confidence.”

We have been proud to see this program come to fruition and make a positive difference for individuals and the mental health sector.

Active Recovery Program

MIFWA was chosen to partner with community mental health teams in Armadale, Midland, East Perth and Bentley to develop and deliver a new collaborative service called Active Recovery Team (ART). We work with Holyoake, Palmerston and Carers WA to deliver support to people who are engaged with the community mental health team. MIFWA provides experienced peer workers to work alongside other professionals to assist in improving outcomes for people referred to the community clinical team. It has been an exciting opportunity with many chances to learn from different partners to evolve the program. This is a new innovative way of working and we are looking forward to offering our lived experience expertise to the other skills to optimise the support the program offers. Thank you to our peer workers who have embraced this opportunity and offered rich perspectives.

Parent Peer Program

MIFWA Parent Peer Program is unique and focusses on supporting people who experience feeling overwhelmed with the role of parenting while living with mental health challenges. The program provides regular support from a peer worker to explore aspects of wellbeing and parenting with a tailored approach based on persons needs and goals. Together support can include working through self-care strategies, stress/anxiety reduction techniques, relaxation techniques and activities, organisation skills and parenting strategies. This year our team of peers worked with 52 people offering one to one support and the opportunity to attend groups.

Families and carers

Supporting someone through mental health issues can be challenging and at times frustrating for the family members who step into a caring role.

At MIFWA we are often contacted by family members seeking support to navigate the mental health sector and to understand how to better support themselves and their loved ones. This year, we worked with over 600 carers to offer information, one-to-one support, respite, and peer educational opportunities. We hosted a Carers Retreat in April, and the event was oversubscribed, and participants highly valued the break away, particularly amidst the challenges of COVID-19.

We hosted regular groups for families and carers including:

- Online Parent Support Group, monthly
- BPD Carer Support Group, monthly
- Grow Group for Carers, bi-monthly
- Coffee Clubs, Mandurah, Woodvale, Fremantle and Midland, monthly

We offered several peer-led workshops including:

- Understanding and Building Boundaries
- Managing COVID-19
- Anxiety Solutions

Other events included:

- Carers Retreat
- Crafty Carers Activities
- Sundowner Picnics, Joondalup and Rockingham
- Eating Disorder Online Forum for Parents



“When the COVID-19 pandemic broke out in Australia, I had an adult son living near Melbourne who was diagnosed with mental health issues. Other than communicating with his mental health team, I was at a loss of not knowing what to do and who to turn to. This was compounded by my son living interstate in continual lockdowns and with a hard border control in place between Western Australia and Victoria... After an internet search I contacted the MIFWA office and was put in contact with Caroline who also ran the North Metropolitan Carers Coffee Club mornings at Woodvale. This was my introduction to MIFWA, and I cannot speak highly enough of the support they have given me.”

Kay, Carer





Lorikeet Centre

Lorikeet Centre is our member-driven community centre located in West Leederville and this year over 200 members attended. Usually, 20-30 members attend the Centre daily. Many travel to and from the Centre by public transport.

This year, despite COVID-19, we only closed the Centre on one day. At the peak of the outbreak, we reduced the number of activities exploring community outings and focussed on activities at the Centre. Many members were impacted by COVID-19 over the year, and we adapted our approach to make sure they were adequately supported. This included delivering masks, RAT tests, information, activities, tissues and meals to ensure a smooth recovery. Thanks to the diligence of our Lorikeet staff, members and volunteers we did not have an outbreak at the Centre.

Most members attend the Centre once or twice a week, with others attending daily or occasionally. We hosted many opportunities to learn and participate including guest speakers, wellbeing workshops, meditation, information on how to stay well during the pandemic, plus Italian classes, Spanish classes, art therapy and crafts. People who attended were a mix of new and longer-term members. We experienced high demand and did our best to maximise opportunities for people to attend.



Over 200 members attended the **Lorikeet Centre**, our member-driven community centre

During the weeks of high COVID-19 spread, we checked in with members who didn't attend through phone to ensure they were well and supported and knew what to do if they became unwell. Many participants who attend the Centre travel to and from the Centre by public transport.

Our annual survey of Lorikeet members resulted in a Net Promoter Score of 80%, which is high and in the excellent range. This is not surprising as the team at our Centre, aptly led by Denise, work hard to create a harmonious and productive environment. Member feedback about the impact of the Lorikeet Centre focussed on four key areas:

- Having a safe place for social connection
- Improving mental health and wellbeing
- Building self confidence
- Obtaining new skills

Thank you to our team, our volunteers and all our members for making the Centre a positive and safe space.



“Going has improved my ability to remain positive and build up confidence to keep going.”

Lorikeet Member

Our people

Our Staff

Team MIFWA started the year with 187 employees and, through continued growth and demand in the NDIS, ended the financial year with 219 people choosing to work for MIFWA. Our staff are carefully selected to have a strong alignment with our values and mission.

Some key information about our people:

- Over 50% of our team have lived experience expertise
- Age diversity
 - Aged 50+ (28%)
 - Aged 41-50 (18%)
 - Aged 31-40 (30%)
 - Aged 21-30 (24%)
- Gender diversity
 - Female (71%)
 - Male (27%)
 - Non-binary (1%)
 - Unspecified (1%)



Lived experience matters:

“Peer support has been shown to give hope to people whilst working alongside someone else who is in recovery or has lived experience with a significant other... Working for MIFWA gives me purpose and the ability to walk alongside others, offering connection, hope and practicable support to others living with a mental health illness.”

Claire, MIFWA Peer Support

Lived Experience Contributors

Thank you to the people who have brought their lived experience expertise to review and contribute to the development of our policies. Your input is critical and strengthens our work and practice.

Volunteers

Thank you to our awesome volunteers for your contribution to our mission. Each day through your work, lives are changed for the positive. Margaret, Ron, Jie, Margaret, Ken, Mahesh, Margaret, Marisha, Tania, John, Gabi and Belinda, we appreciate you.

Our Members and Founders

We often reflect on the influence of our founders on the way we work. Our strategy challenges us to think about the types of support and services that will have a positive impact on fulfilling our mission. Our founders were courageous in exploring service approaches that did not exist in WA. They championed these causes driven by a vision for people impacted by mental illness that they would have every opportunity to lead fulfilling lives. The spirit of our founders still resonates today as we look to the future to explore supports and services that don't yet exist. We want a mental health system that is timely and responsive and supports recovery rather than being difficult to navigate and stifling a smooth recovery, which is too often the case.

We have many people who continue to support us, and we would like to acknowledge each of you. Thank you for your membership and passion for our mission.

“I love the positive workplace culture. MIFWA is the first workplace where I have felt like my diagnosis was a strength instead of a burden or something to hide.”

Ellee, MIFWA Parent Peer Support Worker



Our Supporters

Our Partnerships

MIFWA partners with many organisations to achieve optimal outcomes and deliver on our mission. We have expanded our health partnerships to work in seven hospitals across the metro area. We are partnering with Holyoake, Palmerston, and Carers WA to deliver the new Active Recovery Team program. Through our Opening Doors program, we were able to leverage new partnerships with GPs, Psychologists and Neami Step-Up Step-Down programs in the north of Perth. We sustained our longer-term partnerships such as GROW together delivering a GROW group for Carers, Western Australian Association for Mental Health where we partnered to deliver free training to the sector 'Reaching Out' to support workers to adapt to the COVID-19 outbreak.

We continue to support BPD Australia to sustain a WA Branch and raise the profile and support for people impacted by a borderline personality disorder diagnosis.

CBH Group

In 2021-2022, MIFWA continued our partnership with CBH Group, Lifeline WA, Youth Focus and Black Dog Institute in the CBH Regional Mental Health Program.

Supporting the mental health and wellbeing of people living in regional grain-growing communities across WA, as part of the partnership, MIFWA provides a variety of mental health and suicide prevention training and workshops for young people aged 12 to 18 and the whole community.

In the program's second year, MIFWA delivered online and face-to-face training and workshops to 270 people across regional WA, an increase of 163 people from the previous year. 107 adults and 163 young people attended our training courses and workshops. We could reach more people in the program thanks to an \$18,000 donation from the CBH Group and Main Roads WA Harvest Mass Management Scheme.



Collaborating with Community Resource Centres, District High Schools and other local organisations has been integral to the program's success. We continue to tailor our offerings to what communities want and need and when they want it, which means scheduling training to specific times within the grain-growing calendar when people will be more available and feel less pressured.

We saw increased demand from regional District High Schools for our Teen Mental Health First Aid training as they heard about the free training and the program. As a result, we trained 98 young people to become Teen Mental Health First Aiders in their schools and communities.

Continuing to meet the demand for Teen Mental Health First Aid training has been challenging as MIFWA only has one accredited trainer, and there is a general shortage of accredited facilitators to deliver that training across WA.

We are working to address this with a plan to train more facilitators in WA, dependent on the availability of facilitator training from Mental Health First Aid Australia in 2023, primarily held in the Eastern States.

Delivering training online whilst increasing accessibility for some to receive training has been logistically challenging. However, we have found that face-to-face training is generally more in demand, more positively received and that people are more likely to attend. Therefore, in 2022-2023, we will be increasing our focus on face-to-face delivery.

With a full calendar already, we look forward to continuing to partner with CBH Group and grain-growing communities on the CBH Regional Mental Health program in 2022-2023.



“Thank you so much for the enjoyable and informative two days in Wagin. It's been exactly what I was hoping for, and I express my gratitude and support in all things 'mental health' to my fellow citizens, peers and others.”

Mental Health First Aid participant, Wagin



Statistics

July 2021 to June 2022

24 Training courses/workshops

(11 online, 13 face-to-face)

270 people

163

107 Adults

Young people
(aged 12-18)

Towns visited

Moora

Muckinbudin

Merredin

York

Bruce Rock

Narembeen

Narrogin

Lake Grace

Tambellup



“Thank you again for coming and delivering Youth Mental Health First Aid. After the first course I did three years ago, I have spoken to about 12 children. Whilst quite full on in some instances, I’m glad they opened up and shared with me, as then I could pass this info on to get them further help. I am so grateful to have learnt the skills for how to try assist them. I honestly think that this training should be part of uni/starting out as a teacher.

It has honestly changed how I view the children in my care and even staff around me. Definitely with a more open mind and understanding that sometimes we just don't know what people are going through in their lives. It's given me confidence for how to talk with kids about their mental health and is by far the most useful professional development I've done in my teaching career.”

Youth Mental Health First Aid participant, York

Our donors

Thank you, thank you, thank you to all our donors, large and small. We gratefully accept these contributions and use them to deliver on our mission and to go above and beyond to support people in particular need. We have focussed on investing in additional services for people as well as taking a personal focus and doing more personal delivery of meals and practical items during COVID-19. We are proud of the difference these funds have made.

Tecwyn Jones Bequest Grant

Tecwyn Jones was a member of the Lorikeet Centre from its beginnings in 1994. A popular and generous member with a keen interest in people and 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 and MIFWA. In setting up the Tecwyn Jones Bequest Grants Program, we hoped to pay ongoing tribute to Tecwyn's memory by providing an annual grants program that would benefit the consumers, carers and families who are members of MIFWA. Fifty percent of the yearly funds are allocated to Lorikeet and its members.

This year, we provided seven grants totally \$2,500. This was for a range of activities including family respite, driving lessons and towards the purchase of an iPad, art supplies and a microscope.



"Thank you so very much for the grant. It has made a tremendous impact on the quality of my granddaughter's online experiences and ability to stay informed of schoolwork tasks given through Google classroom."

Tecwyn Jones Bequest Grant recipient



"Thank you so much for the big surprise... I was so happy I nearly cried. I am so grateful, and it is much appreciated. I am really looking forward to enjoying a night or two somewhere. I can't wait."

Tecwyn Jones Bequest Grant recipient





Glenn Pickett Sunflower Awards recognising MIFWA's gentle leaders

In 2020, MIFWA established the Glenn Pickett Sunflower Awards to celebrate individuals who demonstrate gentle leadership qualities and embody the MIFWA values of accountability, integrity, inclusion and acceptance, collaboration, and empowerment.

Glenn Pickett was a longstanding supporter and member of the Lorikeet Centre and served as a Board member for many years. A passionate advocate for MIFWA and the development of new service approaches, Glenn had a gentle way about him, a way of putting people at ease, and was always willing to pitch in and assist. He helped in many areas at the Lorikeet Centre, although nurturing the Centre's plot at the local Community Garden was what he loved most.

Glenn passed away in 2019 following a short illness, and his loss was deeply felt by many across the MIFWA community. Our aim for this Award was to honour him, ensure his legacy lived on, and demonstrate what he meant to us all.

This year, we received a total of 21 nominations for 13 individuals.

This is the second year for this award, and this year we had three winners from the two categories – a Lorikeet Centre member and MIFWA Staff member.

Nicolas, a Lorikeet Centre member, for being a positive role model and assisting others whenever he can, for being a true asset to the Lorikeet Centre, and always showing kindness, respect and gentleness.

Andrea, a MIFWA staff member, for being a wonderful team leader in the North Office, for being approachable, and supporting staff and making them feel safe.

Alison, a MIFWA staff member, for always going above and beyond to deliver on MIFWA's mission, whether spending time at Lorikeet Centre or supporting all MIFWA activities.

Nicola, Andrea and Alison were awarded at MIFWA's 2021 Annual General Meeting.

Our Influence

Community and Promotion

We spend a lot of time ensuring people know how to get the information, support and services they need, whether through social media, in person presentations, events and one to one support. This promotional activity results in many calls, visits and contact from people who are struggling with some aspect of mental health support. It is an important component of what we do to ensure our community have capacity to support one another. Thank you to all those who share their stories to benefit others. There is always a flurry of work focussed on Mental Health Week, National Carers Week, Schizophrenia Awareness Week and many of the individual days such as Suicide Prevention Day and R U OK? Day.

Throughout the year, MIFWA and partners coordinated several free and discounted awareness and educational events for the community, including safeTALK workshops, Blended Online Mental Health First Aid and Blended Online Youth Mental Health First Aid courses for the regional communities, BPD Awareness Week BBQ/Picnic in the Park, MIFWA's Community Arts & BBQ in the Park, National Carers Week 2021 Picnic in the Park, a Sundowner Family Picnic and a free webinar 'Connecting with HOPE – Profiling Peer Work'.

We also held our annual Lorikeet 'Open Your Mind Poetry Competition' with the theme 'Strength and Courage to Overcome Adversity'. We had two winning poems in the Joint First Place, *Knowing Better* by Jill, and *Symbols of Strength* by Scott-Patrick. Second Place went to *There's Hope* by Deirdre. Two other poems were commended: *Toffee* by Bug & Fong, and *Final Goal* by Peter.



Training

Over the past year, we continued to have an impact through building knowledge and awareness across our community. It has been our pleasure to deliver workshops on suicide prevention to organisations like Midlas (financial assistance), Standard Mental Health First Aid to mining companies like Rio Tinto, and university campus students.

Our trainers have travelled throughout the Wheatbelt delivering some of our educational trainings to community towns, such as Northam, Narrogin, Dalwallinu, Merredin and Katanning. This is our partnership with Holyoake and the Wheatbelt Suicide Prevention Project. We continue to deliver some of these educational trainings/workshops to public sector staff such as Department of Communities WA. We also delivered training for the public at our MIFWA office in Midland, and as usual we offered some free places for families and carers.



"I loved that you let the conversation be led by the group to a certain extent, but still kept on track and brought it back to the key content when needed. You also valued each person's lived experience and different perspectives."

Youth Mental Health First Aid participant



"As someone not employed in the mental health industry the content was easy to understand and I felt very comfortable asking questions and sharing thoughts."

Conversations About Suicide participant



"The best learning from training in the past year was how to support recovery. This improved my approach to my work as it provided me with a deeper knowledge and understanding of what recovery looks like and provided me with more information on the recovery model that is widely used in mental health."

Mark, MIFWA Recovery Coach



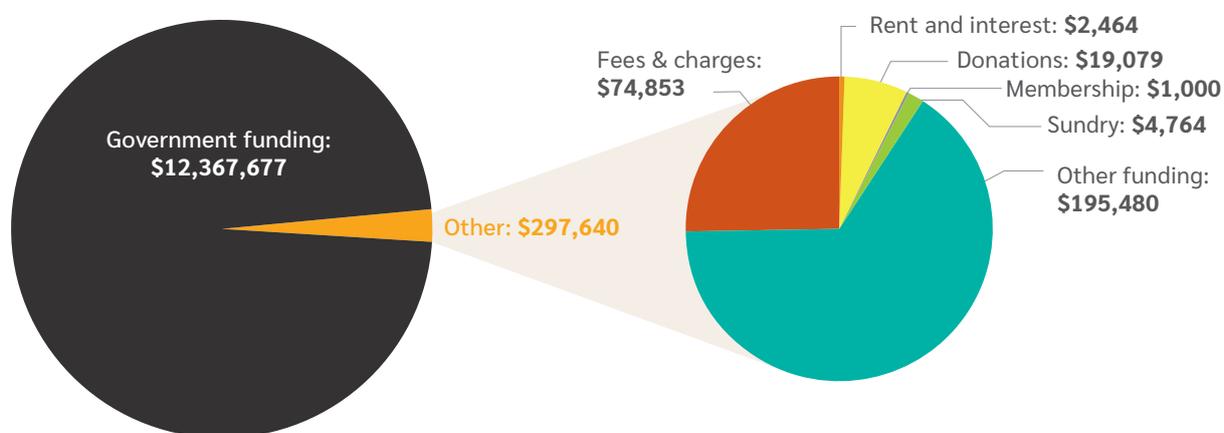
Financial summary

The following financial results reflect our growth throughout the year ending 30 June 2022.

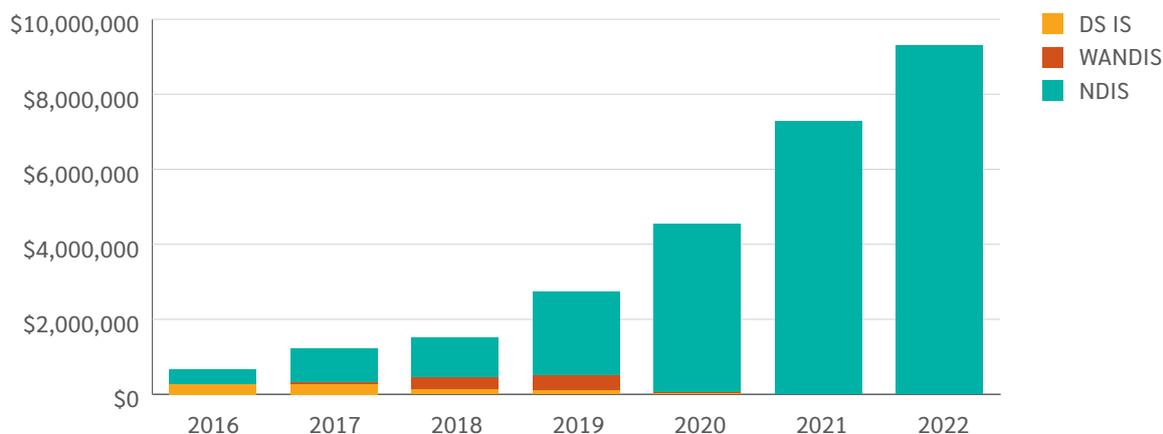
Income

Operating revenue in 2021-22 was \$12.7 million, an increase of 27% from 2020-21, with NDIS services remaining at 74% of all funding.

Income sources

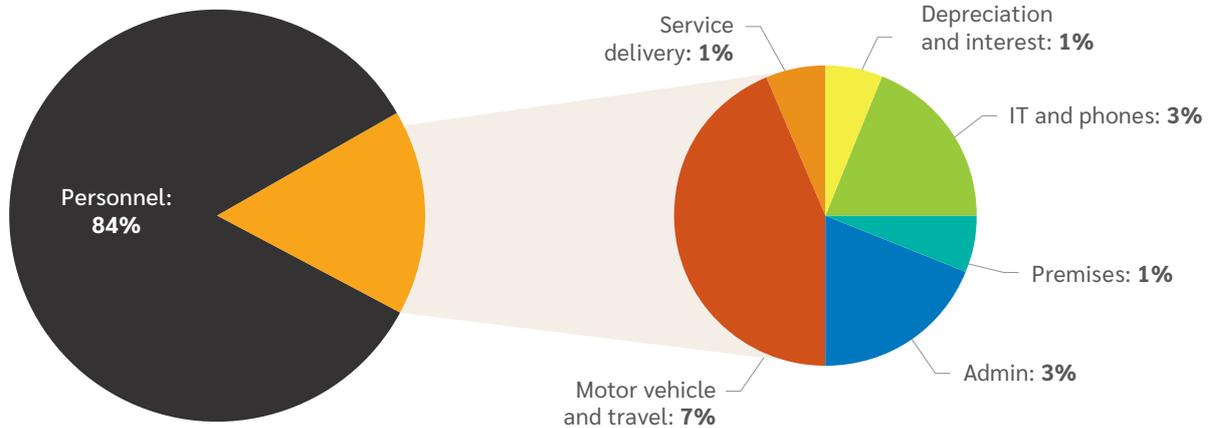


Individualised services



There was an operating surplus this year of \$186,868 which was 1.5% of operating revenue.

Spending



Financial position

	2022 \$	2021 \$
Property, plant and equipment	2,912,411	2,686,235
Cash and cash equivalents	2,325,023	2,761,302
Contract assets	322,553	449,111
Receivables	881,634	424,020
Right of use assets	94,116	145,662
Total assets	6,535,737	6,466,330
Contract liabilities & income in advance	1,105,245	1,507,404
Trade and other payables	1,034,727	958,097
Employee leave provisions	824,777	634,895
Borrowings	65,486	170,935
Lease liabilities	96,160	147,525
Total liabilities	3,126,395	3,418,856
Net assets	3,409,342	3,047,474

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.



Mental Illness Fellowship of WA

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