



MIFWA

Mental Illness Fellowship of WA

Annual Report 2022-2023



The impact we seek to make

OUR VISION

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

OUR MISSION

- To walk alongside people affected by mental health challenges, 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.



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.



Collaboration

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



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.



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.

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Chair and CEO Report

Our annual report strongly reflects our achievements, our ability to tackle and overcome obstacles and, most importantly, is a platform to express our gratitude to our community. We're operating in an environment characterised by unprecedented demand, while the mental health system faces considerable strain. Our approach remains unwaveringly simple: focussing on one person at a time and providing support best suited to achieving the best outcomes with the resources available. Our mission, to provide person-led, recovery-focused support, has seen us collaborate with over 2,000 individuals this year.

Our Valued Team

Our team is undoubtedly our most valuable asset, and we extend our heartfelt appreciation to each member of the MIFWA team for choosing to be a part of our journey and for their dedication to our mission. This year, we've introduced a new executive structure to support our ongoing growth. We continually challenge ourselves to find innovative ways to stay connected with our expanding NDIS workforce, many of whom are frequently on the move in the community. The NDIS's stringent pricing structure presents challenges in building a connected workforce, but we persevere. Our recruitment strategy emphasises values-driven and mission-aligned individuals, and we provide unwavering support to enable them to excel in their roles. We take pride in fostering an organisation where we genuinely care for our team, whether they work within our offices or are spread across Perth. Nurturing a culture of mutual support remains a steadfast priority as we grow.

Our Commitment to Continuous Improvement

With your support and our strong alliances, we stand as a formidable force in reimagining a mental health system centred on human connection and compassionate support. In partnership with Mental Illness Fellowship of Australia (MIFA) and nearly 40

other organisations, we've established the National Psychosocial Support Advocacy Alliance Campaign ('the Alliance') to champion increased investment in addressing the unmet needs of individuals grappling with significant mental health challenges. Together, we're reshaping systems, attitudes and practices to ensure that those facing mental health challenges, which disrupt their daily lives, receive the support they need to recover and thrive. We remain proud of the initiatives we've developed to respond to emerging community needs.

Towards the Future

Our strategic plan is anchored in expanding the support we provide to the Western Australian community. Aligned with the principles of our founders, our Board is committed to a strategic direction that challenges the status quo. We are innovators deeply interested in understanding people's experiences so we can explore ways of improvement and responding to the evolving needs of individuals. Just as the Lorikeet Centre and the Parent Peer Program introduced new approaches in WA, we persist in innovating with new services, such as the Hospital to Home Program, Opening Doors, and CHIME Peer Recovery Groups.

Building Capacity

Our Board convened in May to assess our progress against our strategy and to consider adjustments needed to ensure the continued fulfillment of our mission and our profound impact. One significant focus for MIFWA is our dedication to lived experience leadership. Our culture has always fostered a connection to people impacted by mental health challenges, evident in our peer roles. At MIFWA, over 10% of our workforce occupies dedicated peer roles. More than half of our workforce identifies as having their own lived experiences, and over 35% are in caring roles. We're passionately committed to mental health. We have pledged to strengthen our organisation's role as a staunch ally to lived experiences, embracing this commitment throughout all our endeavours.

Thank you to our Board for leading our efforts, and thank you to all those who contribute to the ongoing impact of MIFWA.



Erin Bourne
Chairperson



Monique Williamson
CEO

Who Are We?

WHY WE EXIST



Over 2 in 5

More than two in five Australians aged 16-85 years (43.7% or 8.6 million people) had experienced a mental disorder at some time in their life



4.2m people

One in five (21.4% or 4.2 million people) had a 12-month mental disorder



2 in 5 young people

aged 16-24 years had a 12-month mental disorder



Mental health challenges can have a detrimental impact on individuals and communities. No one should have to go through a mental health challenge alone. Support to recover and regain a strong sense of wellbeing is at the core of MIFWA's mission and practice.

OUR PURPOSE

Our founders established a clear purpose for us:

- To challenge the constraints and diminished prospects commonly associated with significant mental health challenges.
- To inspire hope and defy societal expectations that limit individuals living with mental health challenges.
- To create pathways for people to lead their most fulfilling lives, fostering meaningful connections, social connection, and personal well-being.

“I actually feel genuinely happy and that is something that I never thought I would feel! Thank you so much.”

MIFWA YOUTH SERVICES PARTICIPANT FEEDBACK

HOW WE CREATE IMPACT

At MIFWA, we seek to ensure people experiencing mental health challenges that impact on their wellbeing and daily lives realise their potential to recover and live a meaningful life in their community. We do this by working with individuals and other stakeholders to offer them practical support, information and access resources to build wellbeing and move toward recovery. We implement a rigorous framework to maintain quality in programs based on theory of change with clear outcomes and measurements supporting evidence of impact.

Our Theory of Change

Together with individuals and other stakeholders, we work for lasting impact to foster empowerment, circumstances, mental health and wellbeing. Our goal is to support people seeking support with mental health challenges to have adequate and timely support, if required, to have the opportunity to experience wellbeing and live their best life.



Connection

- To relevant support and services
- To community
- To building supportive relationships



Understanding and Knowledge

- Self-awareness
- Information
- Empowerment
- Supported decision making



Possibilities and Hope

- To explore goals
- To hold positive expectations and a growth mindset

Outcomes



Improved health and wellbeing



Increased knowledge and self-awareness

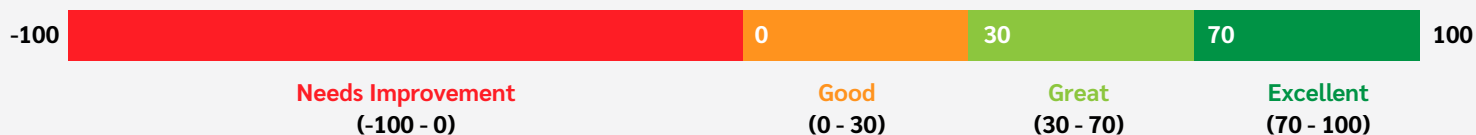


Increased independence feeling more in control



Our Impact

NET PROMOTER SCORE (NPS) ANALYSIS



OUR PROGRAMS

Program	Hours of support delivered	Net Promoter Score	People supported
NDIS	120616	61	687
Youth Services	2355	64	231
Lorikeet Centre	5610	74	210
MIFWA Carer Program	2051	84	833
Parent Peer Program	1234	n/a	56
Hospital to Home	4359	n/a	348

PROGRAM IMPACT ON PARTICIPANTS

Program	Participation in the program increased coping	Participation in the program increased the persons confidence in their recovery	Participation in the program assisted me to stay well
Hospital to Home	91%	81%	Not asked
Youth Services	90%	90%	90%
Lorikeet Centre	87%	100%	100%

“The biggest change for me has been developing a sense of stability in my life.”

MIFWA YOUTH SERVICES PARTICIPANT

“I don’t feel isolated anymore. I feel more empowered in my relationship with my loved one & am able to hold a better, stronger space for them during difficult times. I feel cared for too.”

MIFWA CARER FEEDBACK

MOST SIGNIFICANT IMPACT AS DESCRIBED BY PROGRAM PARTICIPANTS



Lorikeet Centre

Common themes from members of the impact of attending Lorikeet Centre

- Personal growth
- Social connection and a sense of belonging
- Feeling safe and supported
- Increased confidence
- Decreased stress



Hospital to Home

Common themes from members of the impact of participating in Hospital to Home

- Access to employment
- Support to access ongoing service
- Improved social emotional wellbeing
- Improved financial wellbeing



MIFWA Youth Services

Common themes from members of the impact of participating in MIFWA Youth Services

- Social connection and a sense of belonging
- Coping better
- Learning and work
- Better relationships
- Increased confidence



Carer Services

Common themes from members of the impact of participating in MIFWA Carer Services

- Improved mental health
- Better understanding of mental health
- Social connection with others who understand
- Increased Coping
- Improved relationships
- Caring for myself



NDIS Services

Common themes from members of the impact of participating in MIFWA NDIS Services

- Being more active and engaged in community
- Social connection
- Increased self confidence
- Coping better
- Physical fitness has improved

Innovative and Impactful Services

As the General Manager overseeing most of MIFWA's non-NDIS programs, I'm immensely proud of the progress we've made in supporting those affected by mental health challenges. I'm proud to highlight the incredible dedication of our staff and the transformative impact on the lives of the individuals and families we serve. Although the programs continue to run on a very lean budget, we punch well above our weight, continue to make an impact, and have seen tangible evidence of positive change, empowerment, and support. Despite the challenges encountered by each program as we see more people experiencing greater complexity, they have collectively made a substantial impact on participants, carers and our community, as can be seen by our impact statistics. We're committed to adapting, growing, and continuing our mission of providing vital support to those in need.

Innovation is at the core of our strategy in our pursuit of bettering the lives of individuals and families affected by mental health challenges. We recognise the ever-evolving landscape of mental health support and the diverse needs of our community. To address these challenges, we're committed to expanding our reach and support through innovative ideas and

models. Innovation is "at the Heart of Our Mission" and this is not just a buzzword to us. It's a commitment to finding better ways to serve our community. It's about challenging the status quo and exploring new possibilities. It's about embracing change as a catalyst for progress. We understand that to remain relevant and effective we must continuously evolve and adapt our approach. MIFWA also believes that by genuinely including the voices and insights of those we serve, we're ensuring our offerings are not only relevant but also genuinely meet their needs.

What the Future Holds

As we look ahead, our commitment to innovation remains unwavering. Co-design will be the bedrock of our innovative approach, fostering a sense of ownership and empowerment among our stakeholders. We'll continue to explore cutting-edge solutions, harness technology, and adapt best practices to improve the reach and impact of our programs. Our vision is to be a pioneer in the field, setting new programs for mental health support. We'll collaborate with our community, listen to their voices and use their feedback as a compass for our innovative journey.

Our promise is to remain at the forefront of change, embracing innovative ideas and models that will make a tangible difference in the lives of those we serve. Together, we'll create a brighter, more hopeful future for all individuals and families affected by mental health challenges. Innovation is not just a path forward; it's the engine that drives our mission.

We're excited to embark on this journey of innovation, one that is defined by co-design and consumer engagement and with the aim of bringing about positive change for all. Together, we'll pioneer a new era of mental health support, making a lasting impact on our community.

In closing, I thank our dedicated staff, program leaders, and the individuals and families who trust us with their care and support. We remain committed to improving the lives of those affected by mental health challenges and will continue to innovate, adapt, and expand our services to meet the needs of our community.

Kim Hocking
General Manager
Innovation and Programs



Individualised Services

MIFWA Youth Services

Early Intervention Recovery Program, and Active Recovery Team – Fiona Stanley Hospital (ART – FSH)

Early intervention is a pillar in young people's lives to help "break the cycle" of distress and any associated hospital admissions. Our Youth Services provide psychoeducation, coaching and developing life skills and healthy coping strategies to reach individual recovery and excel within personal aspirations. In addition, the program aims to stop young people falling through the gaps, providing them a positive experience that increases their likelihood to reach out if they ever need support in the future.

The youth program has a holistic team approach (peers and non-peers) that adds immense value to the program. Staff assist young people to understand the mental health system within WA, breaking down the system to easy-to-understanding steps, and advocate for and empower young people to have their voices heard and to obtain the support they need. This builds individual power, resilience and self-confidence as the young person better understands their journey, their rights and choices, and creates a positive experience for them when reaching out for support.

Our challenge has been to keep up with service demand. Our funding can only stretch so far, so we must balance the needs of young people within the program and manage the increasing unmet demand.

Kellie- Anne Frost
Program Manager
Youth Services

Here's how young people described the biggest impact the program has had on them:

"Sense of self-confidence and motivation, viewing my life more positively, obtaining employment, commencing study, building coping strategies, becoming more independent, positive communication skills, increasing social interactions, belief in one-self and pathway forward in my own life, building connection, problem solving, improved AoD use and PEOPLE DO CARE ABOUT ME!"

YOUTH SERVICES PARTICIPANT

"I actually feel genuinely happy and that is something that I never thought I would feel! Thank you so much."

YOUTH SERVICES PARTICIPANT

"Being able to leave the house more and by myself."

YOUTH SERVICES PARTICIPANT





Parent Peer

The Parent Peer program provides support to parents impacted by mental health challenges who otherwise would not get support due to being ineligible for NDIS funding. We provide support to help them better support their families.

The strong supportive peer relationships we build with our parents can really empower individuals and their families. This program really does make a difference to the well-being of families.

The importance of lived experience, both in personal recovery and parenting, can never be underrated. Everybody faces a different journey in life, and no two experiences are the same. Feedback from parents shows having a peer worker who has also been impacted by mental health challenges helps build trust. The benefit of our team all being parents therefore helps solidify a better understanding of the needs of a parent. By walking alongside the parent as they receive support, we can help them navigate and overcome any obstacles.

Paul Berry
Team Leader
Parent Peer Program

Here's what our peer workers said about the impact of our program:

"Lived experience from one parent to another parent assists in removing the divide and stigma. It brings honesty not found on social media platforms that show perfect houses, children, and family set ups. The role brings an open conversation, accountability, hope, and encouragement for the parents to achieve their own goals and outcomes at their own pace."

DONNA, PEER WORKER

"I love that our program is uniquely parent centred in a holistic approach, as opposed to other services that support parents with only their identity as a parent. Not only do we see a parent as more than their mental health challenges, we see them as more than a 'parent' and seek to help them rediscover themselves whilst providing them with individualised one-on-one support."

"Being able to make a difference in other people's lives has been amazing. Being able to do this whilst being 'out and proud' about my lived experience in a workplace that sees my lived experience as an asset rather than a setback has been invaluable to my own recovery journey and has helped me overcome my own self stigma whilst simultaneously allowing me to empower others on their own journey."

ELLE, PEER WORKER

NDIS Services

Our NDIS services have continued to provide genuine, quality, person-centred and individualised supports. We pride ourselves in our approach, providing supports tailored to each individual's specific needs and goals.

Our amazing NDIS team consists of dedicated people passionate about making a positive impact in the lives of the people we support. Our three branches (North, South, and East) covering the Perth Metro area provide genuine supports and services tailored to each of the 687 individuals we've been supporting.

As our NDIS services keep growing, we're more committed than ever to find ways to help empower lives and enable better futures for the people we support. We strive to provide services of the highest quality and continue to work hard to be the best we can be in all aspects of our service delivery.

Our NDIS support services remain centred around people's participation in the broader community, helping them foster social connections, access education and employment opportunities, and engage in recreational and community activities. We're now exploring new and innovative ways to expand our NDIS services with the aim of fulfilling people's unmet needs.

Quality is at the heart of what we do, and we are committed to continuously gathering feedback from our participants to enhance our services. As a direct response from feedback received this year, we introduced a new position to provide additional cover in situations where our support staff are on leave. This initiative has notably improved continuity in support for our valued participants.

Feedback we've received this year include:

- "The people are so nice and caring, staff are amazing at problem solving, so inviting and I never feel judged."
- "It's individualised. I get to decide what I want decisions aren't made for me."
- "I like the flexibility and feel taken care of by my support workers."
- "Reliable, got me out of hospital."
- "I have had other supports in the past but hands down MIFWA towers above them all."
- "All the people that support me are irreplaceable in my life. The support has sustained me and kept me going. Thank You."

While the NDIS itself continues to present its share of challenges, our unwavering dedication to delivering high-quality NDIS services to all our participants remains steadfast. Throughout the year, we've observed a steady increase in referrals for our Recovery Coaching services. As a result, we're enhancing our Recovery Coach Model and identifying our unique value proposition within this crucial service so we can build on this growth area. We've also introduced mentoring into the service so our Recovery Coaches can learn from each other and develop their skills in a genuine recovery focus approach.

Next year, our strategy will include exploring avenues for the expansion of our NDIS services. There is a significant unmet need for group-based support among individuals with NDIS plans. As part of our exploration, we'll consider the development of a program offering various skill-building and capacity-building groups. In recent months, we trialled a My Recovery Group which received overwhelmingly positive feedback from NDIS participants who participated.





In a similar way, we've seen some great achievements across our programs. Three women receiving support from our NDIS services have made remarkable strides, each successfully reaching their respective goals:

- **In the North:** MIFWA had been providing support to a woman for over three years. Throughout this time, her remarkable journey has been characterised by significant progress and personal growth. When our support initially commenced, she was grappling with debilitating anxiety, which often confined her to her home for long periods at a time throughout the year. Her anxiety was at times overwhelming, and she felt she faced a daunting challenge ahead. Our dedicated support workers undertook this journey with her, recognising the importance of proceeding at a measured and steady pace. Their patient and empathetic approach enabled the woman to gradually overcome the constraints of her anxiety and embark on a path toward realising her goals and ambitions. Her focus was to enrol in TAFE, a goal that required careful and deliberate steps. Over the course of three years, the lady's progress has been nothing short of inspiring. She's attending TAFE and undertaking a Certificate IV in lived experience peer work, a testament to her resilience and the unwavering support provided

by our team. Additionally, she has embraced a volunteer role at Consumers of Mental Health WA and peer-facilitating their Life Launchpad course, demonstrating her newfound confidence and a desire to give back to her community.

- **In the South:** In August 2022, a woman began her recovery journey despite facing challenges like motivation issues, social isolation, and self-advocacy difficulties. Her dedicated Recovery Coach built trust through bi-weekly meetings, supporting her to expand her social connections and exploring educational and volunteering opportunities. The woman slowly improved her communication and self-advocacy skills and established a structured daily routine. She completed some units at TAFE and is considering volunteer work. Most importantly, she reports feeling more comfortable and happier in her daily life. Her growing self-confidence is a testament to the profound impact of the Recovery Coach on her journey toward recovery.
- **In the East:** A woman assisted by a dedicated Coordinator and a supportive Recovery Coach achieved the significant milestone of securing her own home close to her family. Her previous living arrangement had been a cabin located at the rear of a friend's home, and her aspiration was to establish

a place of her own. Through a real collaborative and concerted effort, we helped her on a journey that encompassed numerous crucial steps. This involved organising and participating in meetings to discuss available housing options, conducting property viewings to ensure the suitability of prospective homes, assisting with the necessary paperwork, and facilitating the purchase of essential furniture to make her new home comfortable and welcoming. The combined commitment and collaborative efforts of both our staff and the woman led to the realisation of her own home, an achievement that not only brought her closer to her family but has also given her a sense of stability and newfound independence within a home of her own.

We remain committed to positively impacting the lives of those who place their trust in our organisation and services, and we look forward to reaching more people with a broader range of services in the coming year.

Dawn Walton
Business Development Manager
NDIS Services



HEALTH PARTNERSHIPS

Hospital to Home

Hospital to Home supports people who have been hospitalised due to a mental health challenge. It promotes a positive experience, and increases their wellbeing as they return home to their daily lives. The program offers peer support by a Peer Mental Health Worker with their own lived experience of mental health challenges.

By providing non-clinical, non-judgmental, person-centred support as we walk alongside people on their journey, we're able to offer the understanding and assistance they need in their recovery.

Peer workers provide participants with emotional support and a sense of shared experiences to help ease their transition from hospital to home. They also offer practical insights and support that healthcare professionals may not possess, effectively reducing stigma and promoting recovery and reducing the chance of readmission.

The impact of our work is profound. We've witnessed how simply being heard and acknowledged as individuals, not just as diagnoses, has boosted the self-esteem and resilience of the people we support. Through this approach, we've been able to give them a renewed sense of hope, fostering positive changes in their lives and empowering them to overcome challenges on their mental health journeys.

"With MIFWA H2H I was able to develop skills and better my outlook on recovery. This helped me get to a place with my [mental health] that I had never been able to reach before and set me on a really strong path for recovery."

HOSPITAL TO HOME PARTICIPANT

Our core challenge in this program lies in navigating the immense pressure within the mental health system, which often operates with complexity and limited resources. Additionally, maintaining a robust and well-supported peer workforce is essential for the effectiveness of our service, and addressing this need remains an ongoing challenge. Peer work is an emerging discipline and at times there are workforce shortages.

"I am grateful for the service and I believe it is instrumental in my recovery."

HOSPITAL TO HOME PARTICIPANT

Kerri Callaghan

Peer Program Leader

Hospital to Home and Active Recovery Team (ART)



GROUPS AND CENTRE BASED

Lorikeet

The Lorikeet centre provides a safe space for people to connect with peers, access new opportunities, and learn about services and places in the community so they feel comfortable enough to seek access.

We host weekly educational and wellbeing groups, including life skills, meditation, poetry, walking group, Italian (run by member Tony), financial wellbeing sessions, art therapy, chair yoga, and art and craft. Other activities have included cooking classes, computer sessions, community outings, self-esteem group, photography, healthy eating, history with Bonnie, board games and gardening. All groups are also opportunities for people to connect, so they can make new friends to spend time with outside of Lorikeet.

We also organise a variety of recreational activities on Fridays, which this year included kayaking, outings to Mandurah, Araluen, SciTech, minigolf, movies, ten pin bowling, art excursions, and even a trip to the WA Ballet (at times twice a year as WA ballet kindly donates free tickets). These recreational activities offer members a chance to experience new opportunities and build confidence in community.

Many of our Lorikeet Centre staff have their own lived experience of mental health challenges and so know the challenges and the coping skills that have worked for them that may be helpful for Lorikeet members. It also means they can provide a safe non-judgemental space, where members are supported in their recovery and where the staff and the member learn from each other's experiences.

The connection that Lorikeet Centre provides between members is so important in recovery, and so are the increased knowledge and opportunities to learn, increased confidence and hope, and the genuine and caring peer support.

It is a place where people feel a sense of belonging and family.

Denise Catalano

Coordinator
Lorikeet Centre



Lorikeet Centre

"Lorikeet offers somewhere to go where there is supportive staff and lots of recovery groups."

LORIKEET CENTRE MEMBER

"Participation in the Lorikeet Centre is changing the life of my children for the better."

LORIKEET CENTRE MEMBER



Peer-led Groups

We're thrilled to share the highlights MIFWA's Peer Groups. These initiatives have been instrumental in fostering connection and a sense of belonging among our group participants.

Art of CHIME

Thanks to the support of the St John of God Healthcare Community Wellbeing Grant, we introduced the Art of CHIME program. This is a Peer Group run by MIFWA Peer Facilitator, Uli Schoen, and registered Art Therapist, Renita Mroz.

In this recovery group, participants learn about the CHIME recovery model and how to use apply it in their own lives. CHIME stands for Connectedness, Hope, Identity, Meaning, and Empowerment. Through art therapy, group discussions, and shared meals, this program helped combat societal and self-stigma, providing participants with a supportive environment.

Feedback from one participant speaks volumes: "I so love CHIME. It helps with the anxiety and gets me through all the trauma by doing art and keeping my mind off things."

Some aspects of this program were originally developed by MIFWA in 2020 as an online group, but in 2022 Uli and Renita further developed the

program into the Art of CHIME. We're so proud of this suite of offerings and the impact they have on the lives of individuals we support.

My Recovery Snapshot

After delivering its My Recovery groups for over a decade, in 2023 MIFWA trialed a My Recovery Snapshot group funded by individualised NDIS funding. This initiative successfully brought together NDIS participants, both in and outside the MIFWA community.

With rotating facilitators – Margaret, Uli, and Hayley – this group supported individuals on their recovery journey by providing mental health education, bringing together participants with shared lived experiences, and helping to build mutual connections.

Hayley Harris

Lived Experience (Peer) Lead

Carers

MIFWA Carer Services supports families who have a loved one experiencing mental health challenges. This program is unique in that it is staffed by peers, giving the benefit of both experience and expertise, and providing depth of relating with those experiencing mental health challenges.

The peer role is important because having had a lived experience gives the insight and understanding that those who haven't lived it cannot offer. Training and qualifications are important, but without the actual experience there are greater limits to compassion and comprehension of what it is like to live with the issues surrounding mental health.

Many families don't label themselves as "carers" as they simply see their caregiving responsibilities as a natural part of their role within the family. Providing care for a loved one can be a deeply personal and often challenging experience. These supporters often don't seek recognition or support, but their efforts are crucial in providing care and maintaining the well-being of their loved ones. We know our support can make a significant difference in the lives of these unsung heroes, helping them feel less alone and overwhelmed on their caregiving journey. We are reaching more carers each day and doing as much as we can to support them.

Samantha Scott
Program Leader
Carer Services and Family Education

"My relationship with my daughters (both with mental health challenges) has improved dramatically. The atmosphere in the home is significantly calmer with less escalation of emotion from my side. I feel more in control of what I can control and are learning to radically accept what I cannot. I feel less isolated, knowing there is support I can reach out for. Thank you so much."

CARER



Our People

Our people are our greatest resource. Our team comprises of 217 people of diverse backgrounds and unique experiences that help us make a difference in the lives of the people we support.

At MIFWA, we understand the importance of recognising and appreciating the hard work and dedication of our team. Our first Staff Appreciation Week was a great initiative that enabled us to reach our team of dedicated support workers in a genuine way by providing individually crafted staff appreciation bags, filled with goodies and a small message reflecting the importance and value they bring to MIFWA.

We aim to continue such initiatives in the years to come and ensure that our team feels valued and acknowledged year-round.

This year marked MIFWA's inaugural Emerging Leaders Program. The program was designed to identify and expose people throughout the organisation to a variety of roles. Through a selection process, we identified individuals who have demonstrated genuine approaches to working with people, ability to think outside the box, and leadership potential. Over the course of the program, people engaged in mentorship, workshops, and people management training that enabled them to take on more significant roles within MIFWA.

Some of our team said:

"I just wanted to thank you for the appreciation pack, it's not every workplace that would take the time and effort to make something to show employees that they are special, and they do actually matter. I know MIFWA isn't every workplace, but you guys really do go above and beyond. This pack really made my day, it's something I didn't know I needed, so thank you. Now I just have to hide all the goodies from the kids!"

TEAM MEMBER

"Thank you and the team who put this together all so much! So many lovely thoughtful gifts and the kind words just totally made my whole week! I feel so lucky to work for such a lovely organisation, and so appreciative of these lovely initiatives you all put together!"

TEAM MEMBER

We're excited about the future these emerging leaders will provide as we continue to grow and adapt to meet the evolving needs of the people in the community we support.

We recognise the importance of providing the necessary resources and support for our peer workforce. We're focused on creating an environment where our peer workers have the tools and resources they need to succeed. With the new addition of our first Lived Experience (Peer) Lead role, we're confident we can achieve this. This initiative reflects our commitment to the principles of lived experience and peer support, which are important to achieving our mission.

As we look ahead, our team remains our greatest asset, and we're committed to investing in our team's growth, development, and well-being. Together, we'll continue to walk alongside individuals and families affected by mental health challenges and provide recovery focused support so people can live meaningful lives.

MIFWA Leadership Team

"I like working for MIFWA because I resonate with their ethics and principles around the care and support of people with lived experiences of Mental Health issues, because the Organisation is built from people who have journeyed through these challenges and because the people in the Organisation really seek to foster a culture of inclusivity, care and healthy relationships."

SAM

"MIFWA has an amazing supportive work environment, you never feel unable to approach another MIFWA employee for support. This in turns supports us to fulfil our roles, to advocate and provides connection and hope to the families we work with and walk alongside."

DONNA

"I enjoy working at MIFWA because I feel part of a well-supported team that has a strong work ethic, and a shared ethos. This is very valuable when providing a service to support others. I feel that having a work force that feels supported helps our people perform to the best of their abilities, and therefore our participants will benefit from the service they receive. I am very impressed by the managerial open-door policy at MIFWA and the constant betterment of our workforce. The 'in it together' mentality has created a culture that is a privilege to be part of. MIFWA operates to a high standard and most importantly provides first class support to all our participants, and employees."

PAUL

"I was so glad that they accepted me into the organisation. I knew MIFWA was highly reputable, but I didn't realise how strong their work culture and service delivery were until I joined. I couldn't ask for a better employer!"

RAHUL

"I wanted to work for an organisation that aligned with my values and morals, and I loved that MIFWA was strongly peer inclined. It's something I am passionate about."

TARA



Snapshot

STAFF



219

No. of Staff in the
2022 Financial Year

217

No. of Staff in the
2023 Financial Year

ANNIVERSARIES IN THE LAST FINANCIAL YEAR



2 people
15 years

2 people
10 years

1 person
5 years



25

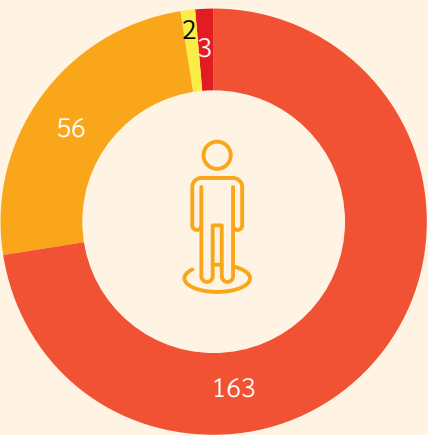
Designated Peer roles
at MIFWA in 2022/23



8.1 out of 10

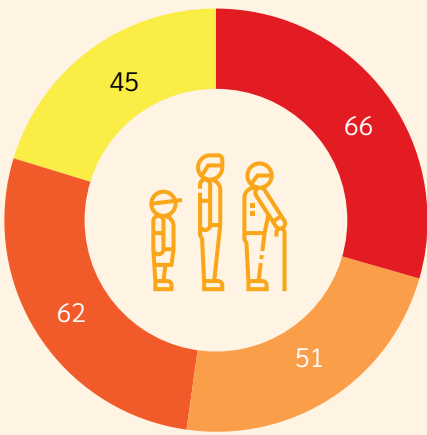
Average Happiness at Work score
of staff over the last 12 months

GENDER DIVERSITY



Female Male Non-binary Unspecified

AGE DIVERSITY



Aged 50+ Aged 31 - 40 Aged 41 - 50 Aged 21 - 30

TENURE

< 1 year	39
1 - 2 years	52
2-3 years	38
3-4 years	24
4-5 years	13
5-6 years	7
6-7 years	9
7-8 years	5
8-9 years	5
9-10 years	5
10 - 11 years	2
11-12 years	0
12-13 years	2
13-14 years	1
14-15 years	2
15-16 years	2



Peer Leadership

MIFWA has had peer roles embedded across the organisation since our foundations. Over the past year, we've created a Lived Experience (Peer) Lead as a dedicated role to support us to build adequate support and structure for our lived experience engagement and development. This includes a strong focus on engaging and developing our peer workforce.

Supporting the Peer Workforce

At MIFWA, while 60% of staff identify as having a lived experience, only 20% are in designated Lived Experience roles, meaning lived experience is a central component of their role and listed as a requirement in their job description.

To support our Peer Workforce, we provide quarterly co-reflection groups called Community of Peers, aiming to bring together Peer Workers to connect, learn and share experiences.

Additionally, we produce a bi-annual Peer Staff newsletter filled with updates, peer opportunities, and highlighting Peer Workers. We've developed an internal peer newsletter to share successes and opportunities.

Peer Workforce Event

On December 6, 2022, the MIFWA Peer Workforce Event brought together peer workers and peer managers at the Guildford Hotel. This event was held for MIFWA staff in designated Lived Experience roles and aimed to strengthen connections, provide clarity, and establish a consistent approach to peer work at MIFWA. The event was a resounding success, achieving its objectives of promoting unity and understanding within our peer workforce.

The theme of the event was “Where we’ve been, where we are and where we’re going” and was covered wonderfully by our speakers:

- **Where we’ve been:** Lyn Mahboub provided historical context on the consumer movement and peer work.
- **Where we are:** Sam Powell shared his personal journey, highlighting the positive impact of MIFWA’s peer support on his recovery.
- **Where we are:** Hayley Harris discussed MIFWA’s Peer Programs, reflecting on 2022 highlights and challenges.
- **Where we’re going:** Monique Williamson, MIFWA’s CEO, emphasised MIFWA’s commitment to valuing and prioritising Peer Work and outlined future plans.

Feedback from one of our participants sums it up beautifully:

“[My takeaway is that] we are all in this together and it’s good to be part of a great team.”

PARTICIPANT

Hayley Harris

Lived Experience (Peer) Lead

Training

We've had another productive year in bringing training and education to our communities. We worked with various organisations throughout the Perth metro area, including Trinity College, Derbarl Yerrigan Health Service, Legal Aid, Sexuality Education Counselling and Consultancy Agency, and Perth Mint. We also designed custom training for organisations that wanted specific knowledge imparted to their staff.

We continued our regional visits to the Wheatbelt, delivering our educational trainings and workshops such as Youth Mental Health First Aid, Standard Mental Health First Aid and TEEN Mental Health First Aid. We were able to do this through our continued partnerships with CBH Group, Holyoake, and Wheatbelt Suicide Prevention Project.

We delivered multiple workshops that our Peer workforce designed and facilitated, including CHIME and My Recovery. Training delivered by Peers allows the participants to gain a lot more knowledge and ask questions that deepen their understanding of mental health challenges.

We also delivered multiple training sessions to our staff to help them support people through the NDIS. Positive feedback from staff tells us that these trainings are valuable for them in their supportive roles.

Joyce Vidot

Manager
Training, Students & Volunteers

Feedback we received from our trainings include:

"Very good thank you. I liked how you listened to everyone's contributions and valued them."

YOUTH MENTAL HEALTH FIRST AID PARTICIPANT

"Instructor was very approachable if I had any questions. We had a great group of people who represented many areas of the community and with Joyce's clear instructions and their experience I learnt many important things."

YOUTH MENTAL HEALTH FIRST AID PARTICIPANT

"Great attitude and energy! Loved that you were humble in sharing your real-life experiences whilst being aware of the room and fostering fruitful discussion of how to help those around you. Really enjoyed the class and how involved everyone was."

STANDARD MENTAL HEALTH FIRST AID PARTICIPANT



Partnerships and Allies

We're grateful for the many and varied partners that we work with in Western Australia. We value our partnerships because they often provide us with more leverage to get optimal outcomes for people. In recent years the ongoing partnerships with clinical teams through the Health Department have expanded. We thank you all for supporting our mission and our shared focus on better outcomes for West Australians.

CBH Group

Our partnership with CBH Group, Lifeline WA, Youth Focus and Black Dog Institute in the CBH Regional Mental Health Program has allowed us to continue to support the mental health and well-being of people living in WA's regional grain-growing communities.

These communities are facing significant reduction in overall mental well-being, especially among young people, with indicators of high levels of mental distress, low well-being, isolation, and unmet mental health needs. The challenges are substantial, and the demand for early intervention and continual support has never been more critical. Through our collaborative

partnerships, MIFWA provided additional tailored, community-specific services that consider the unique characteristics and needs of these communities, focusing on decreasing stigma, enhancing mental health awareness, providing education, supports and resources, and promoting local help-seeking behaviours. These include mental health and suicide prevention training and workshops for young people.

In the program's third year, MIFWA delivered 12 face-to-face courses across eight grain-growing towns in regional WA: two Standard Mental Health First Aid, four Youth Mental Health First Aid, and six Teen Mental Health First Aid. A total of 78 adults and 145 young people aged 11 to 18 were trained. That's 223 newly accredited Mental Health First Aiders ready to support their regional communities and/or schools.

We are grateful for the opportunities to collaborate with Community Resource Centres, District High Schools and other local organisations that have helped host the program. Through their input, we have tailored our offerings to their communities' wants and needs and the best time of the year to offer the program. This meant

scheduling training to specific times within the grain-growing calendar when people could attend. MIFWA, CBH Group and Lifeline WA also presented at the 2022 WA Mental Health Conference to provide an overview of the program, how community engagement and collaboration are key to its success, and the benefit of extending the program to other communities.

Although we previously offered online training for the communities, people prefer face-to-face training. That's why in 2022-2023 we increased our focus on face-to-face delivery. To help meet the demand for training in the regional communities, MIFWA has been preparing new facilitators through Mental Health First Aid Australia, and we look forward to continuing to partner with CBH Group and grain-growing communities on the CBH Regional Mental Health program in 2023-24.

As the Program extends into its fourth year, we remain committed, driven by the shared vision of building stronger, more resilient, and healthier regional WA communities.

COMMUNITIES ENGAGED IN YEAR 3



“I really enjoy training in regional communities and seeing the adults and young people embrace the message of looking after their mental health and also embracing learning how to support others with their mental health.

“There is still quite a high need for more training, as with each school I went to there was at least one person who could think of another school or town that would benefit from the training.”

ROMY PRITCHARD, MIFWA TRAINER

“This course helped me understand how I feel about myself.”

**TEEN MENTAL HEALTH
FIRST AID ATTENDEE**

“I learnt so much and had previous knowledge reinforced everything from brain chemistry to brain development to mental health disorders and how to support those affected.”

YOUTH MENTAL HEALTH FIRST AID ATTENDEE

“Delivering training to the regional communities has opened my eyes. Watching participants discuss how they can better support each other whilst discussing the lack of resources that are available has been humbling because this is how we need our communities to work together to stay strong.”

JOYCE VIDOT, MIFWA TRAINING MANAGER



12

courses delivered



223

people trained



78

adults



145

young people
aged 11-18



Governance and Leadership

MIFWA Board

We're grateful for the leadership and governance provided by our dedicated and passionate Board.

- Erin Boune, Chair (from 22 February 2023)
- Annette Watkins, Chair (until 22 February 2023)
- Ann White, Deputy Chair
- Nick Hopkin, Treasurer
- Kellie McCrum, Secretary
- Carolyn Ngan
- Gianni Ripani
- Rebecca Fitzpatrick
- Preetie Boler (until 20 December 2022)

Vale Denise Bayliss

MIFWA mourns the loss of Denise Bayliss, a cherished former Board President and Life Member. Denise's dedication to community services left an indelible mark on countless lives. Following her board tenure, she joined us as an NDIS Community Mental Health Worker. Denise was loved among Lorikeet Members, staff, and MIFWA participants. Her legacy endures, weaving a positive and enduring impact into the fabric of our organisational history.





Our Donors

A heartfelt expression of gratitude flows to our generous donors who continue to show up and support our mission. Your support underpins our achievements, enabling us to turn aspirations into reality. Your contributions have empowered us to reach more people, impacting lives and creating positive change in our community. As we reflect on the past year's milestones, we do so with immense appreciation for the pivotal role you've played in our journey. Thank you for being a part of the MIFWA story and for standing with us in our commitment to a brighter future.

Tecwyn Jones Bequest Grants Program

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 four grants totalling \$1,900. This was for a range of activities including respite, motorbike safety equipment, and art and paint supplies.

What recipients said:

"I would like to thank you all for the grant you have given to my daughter. As a mother, it is difficult to see your child in depression, you feel helpless and alone. A caring organisation like yourselves gives myself and other people hope. Thank you again."

"I want to thank you from the bottom of my heart for the bequest grant you have so kindly given. Words cannot express how thankful and appreciative I am for your kindness. I have been suffering from major depression for the last 18 months or so and have previously had bouts of depression due to long periods of illness and have not been able to work. This grant will help in my recovery"

Glenn Pickett Sunflower Awards

MIFWA established the annual Glenn Pickett Sunflower Awards in 2020 to recognise and celebrate MIFWA's 'gentle leaders' who demonstrate gentle leadership qualities and embody the MIFWA values of accountability, integrity, inclusion and acceptance, collaboration, and empowerment. There are two categories: Lorikeet Members and MIFWA employees. 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 marked the third year of the Glenn Pickett Sunflower Awards, and we received 20 nominations for 14 individuals, and had one winner per category:

Jason Pope, Lorikeet member, for being open, warm, gentle and kind to everyone at Lorikeet. He displays many qualities of our dearly missed Glenn, including his caring nature, his willingness to help, and the true nature of this natural gentleman status. Jason also supports other members, listening intently and giving everyone their space to voice their point of view and ideas.

Rahul Seth, MIFWA employee, for holding the MIFWA values as part of his work and showing all aspects of these values while supporting participants. Qualities that stood out the most were his creativity in empowering participants; accepting weakness of self and others; being open and honest with his approaches; always keeping himself accountable; and communication well with support networks.

Jason and Rahul received their awards at MIFWA's Annual General Meeting in December 2022.



Influence, Advocacy and Allies

Community Engagement and Promotion

Community engagement and promoting better understanding of mental health consume a significant portion of our time as we diligently work to ensure individuals are well informed about accessing the necessary information, support, and services. Through various channels such as social media, in-person presentations, events, and personalised assistance, our promotional efforts yield numerous calls, visits and contacts from those grappling with mental health challenges. This outreach is a vital aspect of our mission, fostering a community capable of supporting one another. We extend our heartfelt appreciation to those who generously share their personal stories for the benefit of others.

Our commitment extends to key observances like Mental Health Week, National Carers Week, Schizophrenia Awareness Week, and significant days such as Suicide Prevention Day and R U OK? Day. Throughout the year, MIFWA and our partners orchestrated a plethora of free and discounted awareness and educational events for the community. These included workshops like safeTALK, Mental Health First Aid, CHIME and Turn Up in Blue day in regional communities.

Noteworthy is our annual Lorikeet 'Open Your Mind Poetry Competition' which took place, themed around 'Connecting with Hope,' with *A Therapy Session* by Sam claiming First Place, *The Enemy* by Jay in Second Place, and *A Prayer for Hope* by Tina in Third Place, while *Hope* by Kath and *Schizophrenia – A Journey* by Fiona received commendations.

Advocacy for improving the Mental Health System

Together with MIFA and almost 40 other organisations from the National Psychosocial Support Advocacy Alliance Campaign ('the Alliance'), we undertook a letter-writing campaign to Members of Parliament and Senators. This letter-writing campaign highlights the importance of addressing the gap in psychosocial supports and providing investment in a new National Psychosocial Support Program to support people with complex mental health conditions.

We know that approximately 154,000 people with the most complex mental health conditions in Australia are currently missing out on psychosocial supports each year. Investing in this new national program will provide a solution to addressing the gap in psychosocial supports and relieve pressure on the National Disability Insurance Scheme, saving billions of dollars over the next decade.

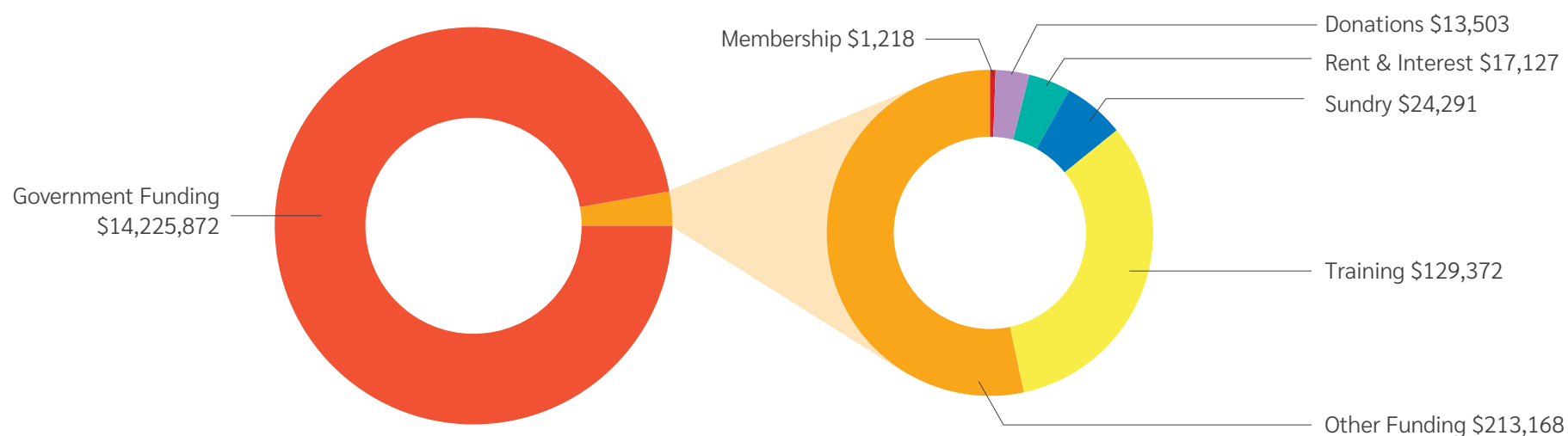
We'll be working with other mental health leaders and lived experience leaders from around the country to engage with Members of Parliament and Senators to find mental health champions who want to work with us to develop the solution together.



Financial Summary

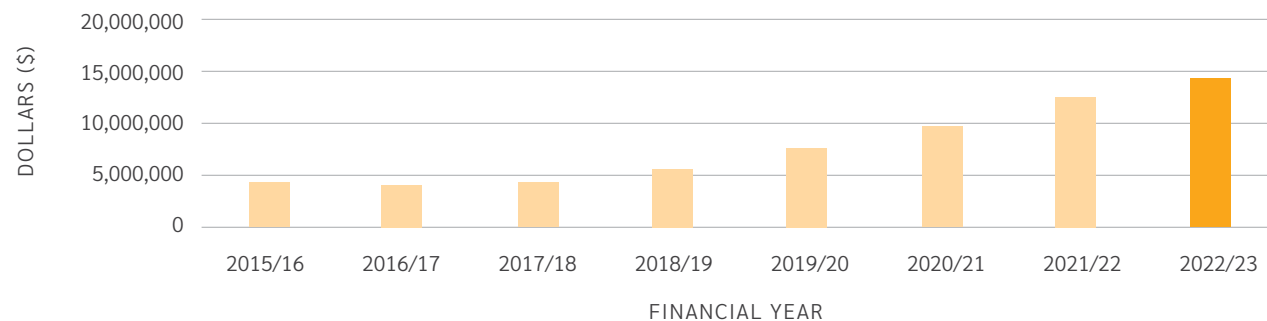
Income

Our operating revenue in 2022-23 was \$14.6 million, an increase of 15% from 2021-22, with NDIS services at 76% of all funding.

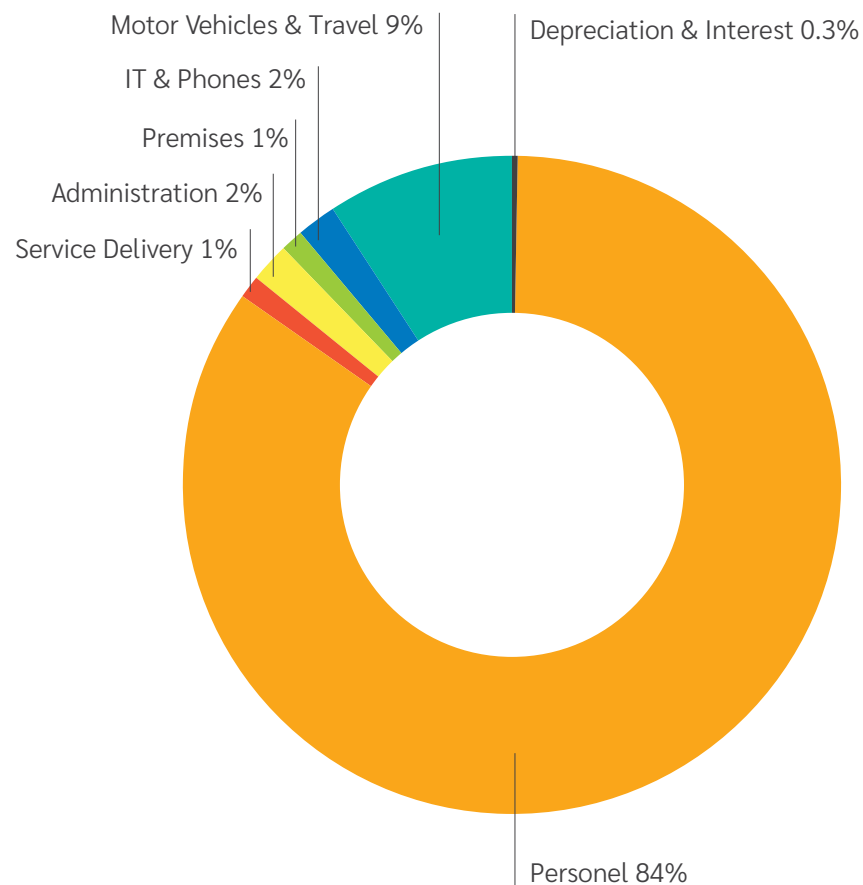


Revenue

There was an operating loss this year of (\$2,718) which was 0.02% of operating revenue.



Spending



Financial Position

	2023	2022
	\$	\$
Property, plant and equipment	2,880,681	2,912,411
Cash and cash equivalents	2,331,654	2,325,023
Contract assets	225,348	322,553
Receivables	679,682	881,634
Right of use assets	94,116	94,116
Total Assets	6,211,481	6,535,737
	-	-
Contract liabilities & income in advance	738,562	1,105,245
Trade and other payables	1,048,651	1,034,727
Employee leave provisions	871,915	824,777
Borrowings	49,569	65,486
Lease liabilities	96,160	96,160
Total Liabilities	2,804,857	3,126,395
Net Assets	3,406,624	3,409,342

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

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