



**MIFWA**

**MENTAL ILLNESS FELLOWSHIP OF WA INC.**  
**ANNUAL REPORT 2017**

## **Our Vision**

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

## **Our Values**

### **ACCOUNTABILITY**

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

### **INTEGRITY**

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

### **INCLUSION AND ACCEPTANCE**

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

### **COLLABORATION**

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

### **EMPOWERMENT**

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

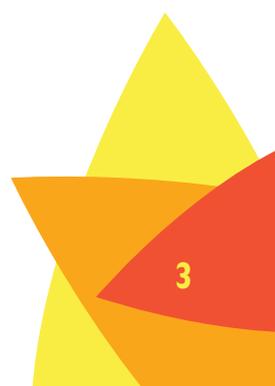
## **Our Mission**

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



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# About Us

**We focus on people!**

**We hold ourselves accountable!**

**We provide a welcoming supportive environment with experienced staff!**

**We value, and have strong representation of peers across our workforce!**

Mental Illness Fellowship of WA (MIFWA) is an independent community organisation and a member of the national body Mental Illness Fellowship of Australia (MIFA). MIFWA started in the late 1980s by a group of families with a shared purpose and vision 'to improve the lives of their children who had been diagnosed with schizophrenia'.

MIFWA has a passionate and diverse Board and workforce. We recruit based on our shared values and we have a substantial peer workforce.

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

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

MIFWA programs focus on three targeted areas:

- Supporting individuals who have experienced a mental illness to regain their confidence, purpose and sense of wellbeing;
- Acknowledging, supporting and sustaining the critical role of families and carers; and
- Promoting a more inclusive accepting community that understands mental illness and promotes mental health.



## President & Chief Executive Officer Report

**At MIFWA what drives us is our vision — ‘A good life for individuals affected by mental health issues’ — a vision based on the aspirations of our founders who wanted something better for their children who had been diagnosed with schizophrenia.**

The Board continues to set direction and strategy based on that vision, and the CEO puts that direction and strategy into practice.

The past 12 months represent a major milestone for Mental Illness Fellowship of WA (MIFWA) a watershed year when we harnessed our energy, experience and mission to embrace the opportunity to grow our reach in individualized support through the National Disability Insurance Scheme (NDIS). The introduction of the NDIS is a new opportunity to progress our mission and support strategic growth. Our culture, experience and values, position us well to thrive in this environment.

In early August, we received a photo from a couple that we have been supporting to achieve their goals through their NDIS plan. We have partnered with them for the past 18 months. They were at the airport eagerly awaiting a week’s holiday in Bali. While this would be an ordinary photo for many West Australians, for this couple it was underpinned by a profound change in lifestyle and freedom. It was symbolic of the power of holding a vision for a better life and being brave enough to progress it together. Only two years ago, life for this couple involved shared living arrangement one in a shared house and his partner in a nearby hostel that resulted in a restricted lifestyle and limited disposable income. It was a big step to consider reestablishing a life in their own home without daily onsite support. They had lost confidence in managing the little things like shopping, and managing bills, things most of us take for granted. Two years on they have thrived. The photo of this couple at the airport symbolizes the essence of the work we do, providing just the right balance of support to allow each person to move towards their aspirations.

During the year, we worked closely and collaboratively with our national partner organisations through our membership of Mental Illness Fellowship of Australia (MIFA). MIFA provides us with an avenue to have our voices heard at a national level with key decision makers. Together we progress our mission to promote understanding and reduce stigma associated with mental illness. This year we worked together to optimize learnings and promote better practice in the NDIS.

We both feel privileged to be leading MIFWA into the next stage of its extensive, important story. Our goal is not to be the biggest mental health service provider in Western Australia, rather we strive to be personal, authentic and above all effective. Of course, none of this would be possible at all without each and every one of you who support MIFWA's work. We are grateful for the contribution of so many individuals to our mission, our donors, Board members, the people and families we work with, our staff, volunteers and government.

Here are some of our highlights from a productive year — just a small sample of the amazing work our people do every day.

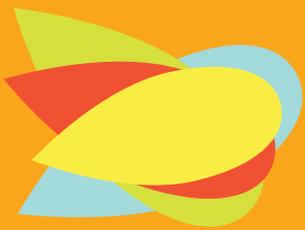
- ***Standing up for a fair go for people*** — we were in the media many times this year, sharing achievements, promoting understanding, challenging stigma and promoting a fair go for people. We regularly worked alongside people to support their aspirations for better access to housing, work, education, support services and a healthier lifestyle.
- ***Partnering to give a voice (and support) to families and carers*** — It's so encouraging for us to see the change in the tide, more hospitals and clinics are working with us to ensure a family/carer peer worker is on site to support families. Families are so critical in our lives. Keeping families and carers informed and supported can make a powerful difference. It is so often just knowing they are not alone or the only one experiencing the distress of knowing a loved one is unwell.
- ***New initiative*** — We partnered with Consumers of Mental Health WA (COMHWA) and St John of God Hospital Midland to undertake a pilot program supporting people to transition from hospital to home. This aims to improve outcomes for people at the vulnerable time of transition. This is a peer based program and funded by WA Primary Health Alliance (WAPHA).
- ***Broadening our reach*** — MIFWA Carer Services undertook an initiative to provide support to those in LGBTI communities that may be in a caring role for someone with mental illness. Carer Services staff and facilitators also participated in the Opening Closets Mental Health Training. Living Proud provided consultation and reviewed forms, documents and literature commonly used within the MIFWA Carers program. MIFWA are listed on QLife Telephone Counselling Line database as a community resource.
- ***Award winning acknowledgements*** — In December 2016, MIFWA was one of five organisations recognised as finalists for the 2016 Human Rights, Community Organisation Award. The award acknowledged our commitment to finding innovative solutions to pressing social problems. We are proud Lorikeet Coordinator Ernie Hansen achieved a citation award from Rotary International for his work at the Lorikeet Centre, including the establishment and coordination of projects. Our Well Ways Carers team were one of three finalists in the WA Mental Health Awards 2017 for The Family Centred Care Awards.

We would like to finish this report by thanking our founders whose aspirations and mission inspires us each day. We sustain a strong connection to our history. Almost 30 years on and we have seen many positive changes for people who experience a significant mental illness. However there is much that has not changed, many people are not getting timely relevant assistance. We can do better as a community and we won't give up until we eliminate the unnecessary distress of serious mental illness on West Australians.

Ann White  
**President**

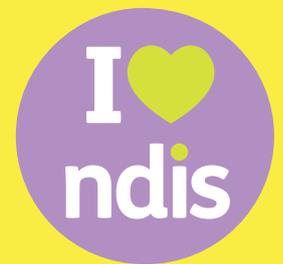
Monique Williamson  
**Chief Executive Officer**

# Snapshot



**86% people agreed their involvement at Lorikeet resulted in learning new things**

***one person at a time***



**Tailored 1-1 support to over 70 people in NDIS in WA**

***welcoming people when their situation is complex***

**700**

**We worked with over 700 people offering practical support to improve their wellbeing**

***accepting people where they are at***

**70**

**We employed over 70 staff**

***seeking to understand each person's reality and experience***



**We provided mental health first aid training to 115 people**

# SOME OF OUR ACHIEVEMENTS IN 2016/17

*valuing  
the lived  
experience  
of families*

51% of our  
staff identified  
as having a lived  
experience of  
mental illness

*working  
together*



5460 nutritious  
meals served  
at Lorikeet Centre

*talking  
with*



We commenced a  
peer based hospital  
to home pilot.

*being  
hopeful*



We provided  
information and where  
appropriate referrals  
to over 1000 people

*learning  
from the  
wisdom  
of lived  
experience*



## Our Impact – Supporting individuals

MIFWA's approach is anchored in our belief that all people should have the opportunity to pursue an inclusive and meaningful life. Our work focuses on supporting individuals who have experienced a mental illness to regain their confidence, purpose and sense of wellbeing.

### Lorikeet Centre

The Lorikeet Centre is a local community centre that provides members with peer support and opportunities to grow, learn and participate, and opportunities to achieve their potential. It is a community of people who are working together to achieve a common goal.

Lorikeet is a member driven community centre to support people living with mental illness. During the course of their participation in Lorikeet, members gain access to opportunities to re-join the worlds of friendships, family, recreation, education and work. It provides a restorative environment for people whose lives have been severely disrupted because of a mental illness, and who need the support of others who are also working to rebuild a sense of wellbeing.

While the Lorikeet Centre is based on a community philosophy and embedded with peers supporting peers, it provides individualised tailored support to each individual based on their goals and priorities. To this end, members have been assisted to find housing, gain employment, manage tenancy problems, engage with primary health, participate in training and education, and various other challenges faced by members.

This year key highlights include:

- 95 new members joined Lorikeet.
- Some members attend the centre 4 days a week, others when they like to join in an activity such as cooking, art therapy, photography, gym instruction, computers or the weekly social outing such as movies.

- In our annual members survey 86% of members stated that being involved at the Lorikeet Centre has resulted in learning new things.
- Each day Tuesday to Thursday members and staff prepare more than 110 meals. The hub of the day centres on a nutritious shared lunch.
- Lorikeet members tend a plot at the local Community Garden, fresh herbs and vegetables are utilized in the kitchen each day.
- Weekly self-esteem program, which is well attended by members and presented by volunteer Adrian Momber.
- Remedial massage of head, shoulders and back by qualified member has been introduced.
- In our annual members survey people stated that they would like a few evening events each year. This has started with a Christmas in July event and another planned to celebrate Halloween.
- Member's monthly meetings have proven to be a success with members expressing their ideas of what they would like to see happen in the Centre and events they would like to be involved in.



The Lorikeet Centre's success is based on a small team of dedicated staff and volunteers. The Service Coordinator Ernie Hansen achieved a citation award from Rotary International for his work at the Lorikeet Centre, including the establishment and coordination of projects which support individuals diagnosed with serious mental illness.

Lorikeet member says 'Ernie's management of the Lorikeet Centre remains vibrant and continues to evolve. Ernie works tirelessly and is loved by the members. His knowledge of mental health and his understanding of those who suffer from mental health issues plus his ability to connect with them are just a few of his qualities.'

Thank you to all the staff, volunteers, students and members that each contribute to the Centre being a positive environment, having a positive impact on many lives. A special mention to our dedicated staff team including Denise, Claudia, Cara and Dale. We are grateful for your wisdom and approach that continues to be highly valued by members.

*"Since coming to Lorikeet I have grown as a person. I have met great friends and feel very comfortable with the staff and volunteers. Also my life has changed since being a member. I have managed to stay off drugs and alcohol and my relationships with my family is growing as well."*

LORIKEET MEMBER WHO HAS RECENTLY GAINED EMPLOYMENT



*"I like the Lorikeet Centre, it matters to me that it is always there for me and if I want to go because it supports my mental health recovery and it picks me up if I'm feeling sad or lonely or scared. I can always turn to the Lorikeet Centre for comforting and friendly people."*

LORIKEET MEMBER

*"Lorikeet gets me out of the house and interacting with people."*

LORIKEET MEMBER

*"I just wanted to share a delightful phone call I had with my brother Paul. Paul told me that you and the Lorikeet team took him and a bunch of friends fishing yesterday and he was so excited to tell me about the 3 fish he had caught and how much fun he had. He said he was going to cook them for breakfast, (not sure if that was a good gourmet experience but didn't want to dampen his enthusiasm!)"*

*I love my brother dearly but his life has had many challenges and I can't tell you how much joy it brings to my heart when I get such a positively infused enthusiasm for a life experience. It doesn't happen often enough in Paul's journey.*

*He is often lonely and the Lorikeet Centre is becoming a more important place for him to meet people.*

ALLAN BROTHER OF  
LORIKEET MEMBER, PAUL



## Individualised Support – National Disability Insurance Scheme (NDIS)

**It has been a positive and exciting year in our Individualised Services Program. We are supporting almost 80 people with their NDIS or other individual plans. It has been a year of learning, adapting and focussing on what matters most, to the individuals and families that have chosen us as their NDIS provider.**

We have seen some great impacts and life changes for people. In general, people are telling us their lives are smoother, often with just a little support a few times a week. People have opportunities to try new things, learn new skills, participate and gain better health and wellbeing.

We support some people from the Midland area who reside in local hostels, and are now achieving personal goals and outcomes. Some people felt fearful of leaving the hostel but are now actively participating in community based activities of their choice. One person who had a huge fear of using any form of transport is now regularly using public transport to get to activities, something she never thought possible a year ago. Another gentleman is now planning for a better and different life outside of the hostel, he is learning to cook again and being supported to regain many of the vital daily living skills he will need as he moves forward.

With an amazing loyal and committed team of staff across the program, we remain focused on providing a quality individual tailored service to each person we support. Our approach ensures our focus remains on each person, listening carefully to their priorities and providing just enough support for them to harness their potential to achieve a better life.

As the NDIS is phased in across Western Australia we look forward to working alongside more people.

Despite the many challenges the NDIS has provided, we have focused on recruiting values-driven experienced staff, who focus one person at a time, on working alongside people to build a better life. We continue to be excited about the possibilities and potential that individualised support can offer people.

We thank our many staff and coordinators who bend over backwards to stand by people to support their vision for a better life. We are proud of how well the MIFWA team have welcomed people who experience complex situations, and supported them to navigate through complexity including during periods of uncertainty.

We are grateful for the many stakeholders that contribute to the wellbeing of people, and work with us to get positive outcomes.



### **NDIS Group – Improving Cooking Skills**

MIFWA has organised and currently facilitates a cooking group for people that want to learn a new skill, develop and learn more about other cultural cuisines, socialise, and become part of the team in preparing, cooking, dining, cleaning up and chatting about the way things have gone.

This year we have facilitated four cooking groups and we will organise another four before the end of the year.

People that attend have given us excellent feedback about learning and participating in this practical group. At the end of one group participants received a cookbook of their work.

People suggest the group offers:

- Learning new skills
- The social aspect
- Everything
- Food, friends, sweets
- Self-motivated
- Laughing
- Eating what we have created with the group
- To witness others doing things I have not while living alone

## NDIS Group – Holistic Health

MIFWA organised and facilitated a Holistic Health group earlier this year. We had nine people participate and we received excellent feedback from the people that attended.

Some of the things that were said included:

- I no longer jump to conclusions nor be a party pooper
- Increased my exercise i.e. walking, cleaning
- I found different ways of looking at things
- Stopped smoking (3 weeks now)
- My confidence in getting out and about has made me think about other groups/workshops so I am not isolated

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

## Parent Peer and Family Support

Parenting can be a tough role for any of us. Parents who experience mental illness may doubt their capacity to manage and lead their families. MIFWA offers a parent peer and family support program. This practical and moral support is delivered through experienced peer workers who are parents and apply their lived experience to develop respectful, trusting relationships, providing information and education.

The program receives referrals from a variety of sources including: Community Mental Health services, private Psychologists, Department of Child Protection and Family Support (DCPFS), and via self-referral.

MIFWA have continued our relationship with two specific partnerships, Uniting Care West and Clan Midland in order to continue our involvement in delivering support through groups. In addition to this, we have maintained our relationship with Brockman House to deliver 'Mindfulness and Self Care' — a two-session workshop.

This year the parent peer and family support program has provided support through one to one and group activities for a total of 138 participants. Of these 138 participants; 25 people have received ongoing one to one support to work on personal goals, with the remaining 113 accessing support through the groups we deliver on our own, and in partnership with Clan Midland and Uniting Care West.

The program works on providing practical support to help with coping strategies, setting small manageable goals to help build confidence and self-esteem, management of routines in the home and family structure.

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



# Young people moving on after an episode of psychosis

## Early Intervention Recovery Program (EIRP)

Early Intervention Recovery Program offers practical face-to-face support to young people who have experienced a first episode of psychosis.

When someone experiences psychosis, it can be a traumatising experience. This can be difficult for the person and result in a loss of confidence and increased anxiety. Each person faces different issues. Issues and concerns could include understanding and making sense of the experience of psychosis and how to move forward, social isolation, loss of confidence and self-esteem, loss of routines and activities to engage in throughout the day, financial and accommodation issues.

Experienced staff including peer support workers deliver MIFWA's EIRP program.

This year we provided extensive one to one support to sixteen individuals. We undertook outcome surveys with thirteen people.

- 100% agreed that the support from MIFWA improved their relationships
- Over 80% agreed participation in the program resulted in having direction and goals, being active, improved confidence and fitting in.
- 87% achieved moderate or full progress against their goals
- Goals achieved included getting fitter, getting better, getting a job, trying one new thing, attending university, getting learners permit, acting, dancing and a career path.

*'Talking about issues that concerned me and having a friend understand...Having someone that can give advice in situations I didn't know how to handle.'* YOUNG PERSON PARTICIPATING IN EIRP PROGRAM

## Partners in Recovery

We have three Partners in Recovery (PIR) Facilitators working in the Perth North Metro region. PIR aims to support people with severe and persistent mental illness with complex needs and their families and carers, by getting multiple sectors, services and supports that a person may come into contact with (and could benefit from) to work in a more collaborative, coordinated and integrated way.

*"I would just like to say that PIR have helped me in so many ways. I was in a bit of a dark place and can honestly say over the time I've been with them, without their help I would be in jail or worse. Thanks Anna."*

D.C. PIR PARTICIPANT

*"I have been with Partners in Recovery for 12 months or maybe a little bit longer. Through Lester's dedication and knowledge my trust in the Mental Health Recovery System began to improve and I found I could really open up to Lester which believe me is a milestone achievement to anyone trying to help me as it takes a lot for me to gain their trust and not just fob them off with the Text Book Answers they have learnt from study.*

*Lester's achievements included getting me out of the house and back into society through joining Joondalup Men's Shed, Lorikeet Social Group, UCW-PHaMs, funding for tools for my craft work, ensuring I attend medical meetings and following up on outcomes of meetings, weekly home visits by Lester and his ability to judge my mood and whether I need medical assistance.*

*Partners in Recovery have made a huge impact on my recovery and it may only be my own personal opinion but they are the most professional group in Mental Health Recovery I have been with. I know Lester may only be one person within a large organisation but if his skills and sincerity in the help for people's recovery is anything to go by Partners in Recovery are the best."*

K.N. PIR PARTICIPANT

## **My Recovery – Peer led education program**

My Recovery is a peer education program developed for, and by, people with a lived experience of mental health issues.

My Recovery programs provide up-to-date information about mental health and recovery, and support participants in developing new ways to improve social and emotional wellbeing. Facilitators all have a lived experience of mental health issues, and are trained and accredited to deliver the program.

Through My Recovery people learn about mental health and recovery, explore ways to improve social and emotional wellbeing, develop communication and advocacy skills, discover ways to challenge stigma and discrimination, share and learn from the experiences of others and develop ongoing support networks.

*"Through sharing and listening to everyone's reflection, challenges and group discussion on personal treatment ideas and recovery stage reflection, I was able to feel more inclusive and less isolated and more insight on ways to improve my wellbeing and managing my life."*

*"Interesting discussions that I really appreciated being a part of. My Recovery group is a place where I always feel safe and comfortable to share with and has become a part of the week that I will continue to look forward to."*



### Peer2Peer Hospital to Home Program

MIFWA partnered with Consumers of Mental Health WA (COMHWA) and succeeded in attracting an Innovation and Evidence grant funded by WA Primary Health Alliance (WAPHA) to pilot a Peer2Peer Hospital to Home program.

The program aims to provide practical assistance and peer support to people with a mental illness during their first six weeks after discharge from the St John of God Midland Public Hospital Mental Health Unit. The goal is to provide individuals with the information, education, resources and the planning needed to manage in the community, thus decreasing the frequency of visits to hospital.

Peer Support focuses on the personal recovery goals of the individual and is provided by workers who have a lived experience of managing their mental health needs and recovery journeys. These workers can draw on their own recovery to offer hope to individuals in similar situations whilst providing support.

In addition, MIFWA acknowledges the need for an alternative, non-clinical workforce to support individuals living with mental illness. In accordance with international and national evidence based research demonstrating the benefits of Peer Support, MIFWA understands and supports the benefits of a trained Peer Workforce that a more traditional service cannot provide.

The program is in early stages of roll out and is showing signs of positive outcomes for people. We look forward to the full roll out and evaluation.

### OCD Support Group

MIFWA hosts an Obsessive Compulsive Disorder (OCD) Support Group at the MIFWA office and is held fortnightly. Over the year, 26 meetings were held, with an average of 4 persons per meeting and 6 new members joined the group. Some of the OCD Group members also participated in Lorikeet, My Recovery and Holistic Health groups.

## Our Impact – Services for Families & Carers

Families and carers often provide a fundamental foundation in the lives of people with mental illness. They provide substantial support and at times are significantly impacted by their loved ones experience of mental illness. A carer may be anyone that supports a person with a mental health issue. You may be a friend, family member, work mate, neighbour etc.

Everybody's experience is different and unique. Carers' lives may be impacted in many areas including relationships, employment, health and wellbeing, recreation and leisure.

Most of MIFWA Carer team are peer workers. A Carer Peer Worker is someone with a lived experience of being in a caring role. They can help to explore the multiple aspects of the caring role and provide guidance through referral to relevant support and information services. MIFWA Carer Peer Workers provide a confidential service in a safe, supportive and non-judgemental environment.

In 2016/17 MIFWA Carer program offered a variety of strategies to support people in caring roles including:

- Well Ways Peer Led Education programs including Building a Future
- Peer coffee and walking groups
- Breaks away from the caring role and retreats
- Workshops and education
- Information and referral

MIFWA is pleased to offer carer peer workers in partnership with public mental health services including Fiona Stanley Hospital, Joondalup Mental Health Clinic, Clarkson Mental Health Services and Osborne Park Mental Health Clinic.

*"I've learned about the many different things that have contributed to my husbands' illness, particularly as a result of doing MIFWA Well Ways snapshot. Which also helped me to understand my rights as a carer and now I'm confident to ask my husbands' psychiatrist specific questions about medication."*

*"Having Robyn's support and the support of other carers really helps me to cope better in general."*

*"The hardest thing about caring for my daughter before I had support was dealing with Doctors and not being included, especially in relation to dealing with medication side effects and the medication not working. Although I had the support of some family, I was pretty much dealing with it on my own for 4-5 months. Being able to now identify as a carer and that I'm not alone was so helpful. Being introduced to other carers has also helped immensely."*

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

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

*“Thank you Trudy. This course has been so good for me. It has helped me enormously in the understanding of my family and rebuilding my future here in Perth. It’s a special little group. I have learned a lot in particular the sharing of each other’s stories.”*

**RON & AVRIL**

*What can I say.....*

*Teaching us life skills*

*Tools for each day*

*You’re loving and caring,*

*Our minds put at ease,*

*By questions you answered*

*You did not displease*

*Life’s up and downs*

*With all of its sadness*

*Embraced by them both*

*and turned into gladness*

*Educating us*

*We all would agree*

*In life’s management strategies*

*We deserve a grade B!*

*We don’t deserve A*

*Just simply grade B*

*Or we’d all be Professors*

*Would you not agree?!*

*Walking the walk*

*not just talking the talk*

*Wellness in mind*

*You both are so kind*

*You’ve helped us become*

*not only great carers,*

*Facing life’s problems*

*But together great sharers.*

*You’ve taught us to walk*

*pathways for survival*

*Dear Ron and Dear Avril*

*You have been a revival!*

**JOY MCCOMB**



## Anapana Ridge Carer Retreat

It was a good weekend, a lovely bunch of people, some who hadn't had a break from their caring role at all and didn't know what it was going to be like. Most carers thought the Anapana Ridge was a natural bush environment, a real country style house. The owners Heather and Philip cooked great meals and were very welcoming. Carers felt this generated a relaxing space to chill out.

The morning workshops including a "growing well" and "Reflexology demonstration". Some people took the dog for a walk. Some carers are dealing with trauma in their lives and lots of feedback said they felt supported by Joanna and Avril (MIFWA Carer Peers) and the host's lovely food. Others stated they learnt something from each person who attended and that it was a beautiful blend of carers who understood the importance of self-care and the development of friendship. One carer felt the relief of being able to speak about mental illness and not being judged. Another said the dedication and authenticity of the peer facilitators inspired her and she feels she can now share her wisdom with others.

## Wheatbelt Carer Services

Over this last twelve months the introduction of the National Disability Insurance Scheme (NDIS) has presented a challenge and opportunity for people we assist in the Wheatbelt. We have assisted carers to navigate the transition, while continuing to provide support for them in their caring role with peer education, wellness, resilience and boundaries workshops, retreats for respite and looking after their physical health. The NDIS in Wheatbelt is stifled by a lack of decision making about whether a Commonwealth or State Scheme will be implemented. This is impacting on local people and families. We continue to host monthly walking groups, coffee groups and other activities.

Discharge of persons from hospitals and ongoing support for them and their families continues to be a challenge for many carers in Wheatbelt region.

This year we have provided more support for carers in regional areas in suicide prevention and intervention. We have offered ASIST and SafeTalk. ASIST was delivered in Quairading to 8 carers who made the following comments:

*"I am extremely glad I came to this workshop, I feel I may now be able to assist persons at risk of suicide."*

*"A very worthwhile and practical workshop — particularly as suicide has touched so many in this town and area."*

MIFWA is part of the Wheatbelt Suicide Prevention Advisory Forum and the Northam Postvention Committee which provides immediate response following a suicide in the Wheatbelt area. The collaborative partnerships in this area have contributed to increased support and knowledge for families.



## Well Ways & Carer Support

During this financial year, 12 Well Ways programs were delivered including five My Recovery, two Building a Future, four Snapshot and one Duo. 100 people attended Well Ways programs. In addition, 378 people participated in carer sessions including respite, carer support and other events.

## Regional Partners: Bay of Isles Community Outreach (BOICO) – Esperance

The February 2017 My Recovery program saw good numbers of people in attendance and some dynamic discussions were had. Everyone agreed they had got a lot out of the program with some even wanting to repeat it again in the future.

June 2017 snapshot retreat saw great numbers with nine attendees to each session. It was a vocal and dynamic group of carers, with everyone having a great time at the Bay of Isles Motel for the respite night.

A couple of the My Recovery participants have now moved on to volunteering roles in the community. They commented: "I now have a better sense of the direction I need to take to have a fuller life" and "I now have the tools I need to cope with the challenges I face."

## Regional Partners: Pathways Southwest

As well as the Well Ways programs, Pathways Southwest has run the Family Connections program, which is a free, 12-week course that provides education, skills training, and support for people who are in a relationship with someone who has a diagnosis of Borderline Personality Disorder (BPD). Focusing on issues that are specific to BPD, it is hosted in a community setting and led by trained group leaders who are either clinicians or family members of relatives with BPD.

*Feedback from the course included:*

- Not only has this helped me with my BPD loved one, but the skills have also helped me with my marriage and also relationships with other family members
- This was helpful and enjoyable with lovely, patient facilitators to help us understand the many things this program covers. Thank you.
- The knowledge to not only understand how my loved one feels but also understand people around me on an emotional level and not be as judgemental of how my loved one acts, and understand that she is a human, not an empty shell.

*My Recovery — letter from participant:*

"The MI-Recovery program at Pathways has changed my life considerably for the better in giving me a sense of connectedness and purpose. The enjoyment of sharing lived-experience with others has been emotionally heart-felt and warming. This really was a much appreciated life line for me.

The facilitators have been a truly inspiring support, providing the tools in adapting the skills necessary for us to nurture and grow through valued lessons every step of the way. They, along with the continually beneficial handbook have challenged my mind in an actively healthy direction through this journey. Their encouragement has empowered me to plan, set and achieve goals. I am now participating in other courses and have returned to the volunteer workforce.

So thank you My Recovery and Pathways!!! There is now a new road with light up ahead to once again see hopes and dreams."

# Our Impact – Promoting a more inclusive, accepting community

Part of the MIFWA mission is to raise the profile of mental health issues amongst the general community. We want to increase help seeking by people with concerns about mental health. Our goals include informing people about mental illness, their treatment and causes, reduce stigma and promote social inclusion of people with mental illness, their families and carers. Mental Health Commission provides funding for MIFWA to promote understanding of mental illness and encouragement and information about help seeking. We do this in a number of ways consistently throughout the year including through the strategies outlined below.

## Mi Networks

Mental Illness Fellowship of Australia members, including MIFWA, collaborate to promote mental health awareness. Together we host a dedicated information line and website [www.minetworks.org.au](http://www.minetworks.org.au). We promote help seeking and information across Australia using posters, flyers, avant cards, print and social media. MIFWA receives most calls for WA and provides information and referral to callers.

Our experienced mental health workers provide people with up-to-date and relevant information about mental health concerns and connect callers with a broad range of services in their local area. This year we received well over 300 calls from people seeking information. We receive many more emails each year. People also walk in to our offices seeking information, referral or help.

Mi Networks offers a free and confidential service available Australia-wide: Monday-Friday during business hours. Mi Networks also holds a number of fact sheets providing information about mental illness.

## Library

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

## SANE Forums

MIFWA hosts SANE Forums from its website. These are a popular online space for people with lived experience and a separate forum for families and carers. People can engage and comment on the forum and participate in an online discussion.

*“I just wanted to share my recent experiences with wonderful organisation MIFWA Mental Illness Fellowship here in WA I was recommended Sane and Beyond Blue as I was so desperate for support. I have recently joined a support group MI Recovery which meets weekly with others who have a lived experience of mental illness and all the facilitators of the program have had or still experience challenges of a mental illness. The group is caring, supportive and confidential and everyone empathises with one another. At times I find it isolating living with my condition, the depression and anxiety can be overwhelming and at times I do want to be alone as it feels too*

*painful to talk about, yet to know there are others who are willing to share their challenges and their positive achievements is so helpful. We are all human and sometimes to have people who we can relate to really can make a difference just like these forums. MIFWA may be available in other states but under a different title please reach out to a support service where you can share with others.*

*In such programs like MI Recovery you look at several issues such as the stigma of mental illness, ways to move forward, ways to assist recovery, ways to prevent relapse and support systems. I feel that the medical system and psychologists and psychiatrists really need to promote these services to improve the wellbeing of those experiencing mental illness. To receive that support of all the people who work at MIFWA and the support workers who have assisted me at a time where I really was desperate has made me feel maybe I am worthy. So please don't feel alone enquire about a support group/ service in your community as this can make all the difference to your wellbeing."*

QUOTE FROM SANE ONLINE FORUM PARTICIPANT

## **Presentations and Information**

MIFWA undertakes various promotional activities, presentations and mail outs throughout the year. These efforts included promoting understanding of mental health and encouraging help seeking and promoting the Act Belong Commit messages. Presentations this year included St John of God Midland, Country Women's Association (Quandaring), Women's Health Services Joondalup, Graylands Hospital, Sir Charles Gardiner Hospital, Leederville Rotary Club, Joondalup Shopping Centre, Mirrabooka Shopping Centre, Homeless Connect, Midland Women's Health Centre, Butler Primary School, Wheatbelt Expo, Joondalup Clinic, Perth Clinic, Mirrabooka Community Mental Health Service, Osborne Park Community Mental Health Service, Seniors Expo, East Metro Carers Advisory Network Meeting, Multicultural Mental Health Sub Network, Peel and Rockingham Kwinana (PaRK) Mental Health Sub-Network Steering Group, Moondyne Festival Toodyay, Red Cross Carers Group, Police Recruits, Turn Up in Blue Day Northam, Alma St Fremantle, Bentley Hospital, Royal Perth Hospital.

## **Schizophrenia Awareness Week 2017**

Each year MIFWA, together with the Mental Illness Fellowship of Australia, and the Fellowships around the nation, host Schizophrenia Awareness Week. The week aims to raise community awareness of schizophrenia and other mental illnesses and encourage understanding and acceptance and increase people experiencing mental health issues to seek help. We do this through a range of activities, including information displays and events across WA. Throughout the week we had a strong media presence including social media.

The theme for this year was focusing on the value of community and inclusion as a foundation for recovery. Throughout the week we hosted many events and showed short videos about mental health and Schizophrenia Awareness Week at the Northbridge Piazza on the large public screen.

Tecwyn Jones Bequest grants were awarded to MIFWA members to assist in their mental health recovery. Awards and certificates were presented to poets with 50 poems published in a book titled Open Your Mind.

# Training and Development

## Intro to Peer Work

There have been two Intro to Peer Work courses run in conjunction with RISE this year. Both were fully subscribed, with waiting lists. Topics covered included Recovery Principles and The Peer Worker–Client Relationship. MIFWA continues to promote and include the value of peer work across all its programs.

## Suicide Prevention and Intervention ASIST & SafeTalk

MIFWA now has three ASIST trainers and we have delivered many training sessions across the state this financial year.

During this year, we were very fortunate to receive a Suicide Prevention Grant from the Mental Health Commission to run ASIST. SafeTalk and Suicide to Hope in the Peel region.

*“Very valuable training, something everybody should know in the community. The training can prepare people if they are ever faced with someone in crisis.”*

FEEDBACK FROM SAFETALK PARTICIPANT

## Mental Health First Aid

Mental Health First Aid Training was delivered by MIFWA throughout WA. This has assisted in lifting our profile.

We have delivered the training to general public, our staff, Housing Authority, Disability Services Commission, Edge Employment, Activ, Diabetes WA, Carers WA, Outcare, Alcoa and Life Without Barriers.

We have facilitated 12 training sessions over the past year and we have put 115 people through the training.

We have received excellent feedback from participants including:

- I now know how to support someone with a mental illness
- I can now ask a person if they are suicidal
- The facilitator had a great deal of knowledge about the subject and I could easily ask questions
- I went back to work and applied the training the very next day
- Joyce was fantastic, easily the best course I have been on in my ten years with Activ. Joyce was engaging and informative and really made it an enjoyable class. The content is not only valuable from a work point of view but also a personal point of view for our loved ones.

# Our Foundations

## Our People, our supporters, partners, members and you!

### Our Staff (Team MIFWA)

More than 70 staff contributed to our vision in 2016/17. They provide the determination that results in a positive impact in many people's lives. They convey our values into their daily work and we are proud and grateful for their commitment and effort.

We receive regular feedback about the MIFWA team and the difference that they make.

This year in the inaugural employee feedback survey, we learnt that 51% of our staff identified as having a lived experience of mental illness, 25% of our staff are employed in peer work roles and 34% of our staff identified as having a lived experience of being in a caring role.

Many of our staff team give their time and effort beyond their paid roles. We acknowledge the self-less contribution that people make for our organisation. Our staff team continue to exceed expectations.

### Volunteers

We would like to acknowledge all our volunteers that contribute to MIFWA. We make a bigger impact because we have you to assist. Every small contribution makes a massive difference. People that give us their time and share their knowledge are invaluable to making our organisation and community better. People assist in a variety of ways from preparing and serving 30 plus meals at the Lorikeet Centre, setting up stalls, preparing mail outs, serving on our Board or just being there for someone when they need to talk. Our organisation has been built and continues to thrive on the good will of volunteers. They are people who share our vision and want to make a difference. Thank you, thank you and thank you!

Ann Elliot, Jacqui Harms, Jan Davis, Christine Fogerty, Natalia Geca, Tania Harrison, Margaret Jones, Avril MacLennan, Shawn Mc Dermott, Louise Mustard, Adrian Momber, Renita Moritz, Chris Pearce, Kelly Sciaresa, Ryan Sigley, Susie Sigley, Robert Stebbings, Andrea Tal, Kane Young.

Students also play a part in the MIFWA story. Each year at least 12 students undertake placement in one of our programs, many at the Lorikeet Centre. Many come back to be part of our staff team when they finish their studies.

### Our Board

Ann White (President), Nicholas Hopkin (Treasurer), Kellie McCrum (Vice-president), Ruth Webber (Vice-president to January 17), Robyn Fitall (Vice-president to Feb 17), Kristy Bradshaw, Vivien Hannaford, Glenn Pickett, Kirri Campbell, and Adrian Gallo

In December 2016, we received the sad news of the death of Kirri Campbell, a Board member from June 2014. Her death was a shock and heartbreaking news. Kirri brought a great energy and commitment to the Board. She consistently challenged us to review what we accepted and to strive for more. We aspire to continue to set ourselves these standards in her honour. Our thoughts and love continue to be with her family and friends.

This year we saw long standing member Ruth Webber leave the Board. Her insights into the way the political world worked were invaluable, and her role in a national organisation were experiences which assisted the Board in its deliberations. We wish Ruth well in her future endeavours.

## Donors

Truthfully, we could not do this without you. We, and those we work alongside, sincerely appreciate your generosity. Every year we are faced with more people needing support than we can manage. We never physically turn anyone away, however, sometimes we cannot do all that is needed. Our donors' investment in our mission means that more phones are answered and more conversations are had with people who are in need. We have many examples, each year, where we have been able to reduce a person's distress and guide them to get the support they need, when they need it. Often just knowing they have someone there in this journey makes a tremendous difference.

Thanks to the Count Foundation whose generous donation contributed to lives of members of Lorikeet Centre. I've been touched by feedback from Lorikeet members about the experiences that were made possible through this gift. Among many events the grant contributed to a group of younger Lorikeet members attending Adventure World, this opportunity would have been out of their reach. They came back beaming from all the wonderful opportunities. Another group of members spent the day at Rottnest, another great experience that would have been otherwise out of reach. 100 members attended our Christmas Party held at the West Leederville Town Hall organised by and paid for by the Count Charitable Foundation. This was described as a great highlight for what can be a difficult time of year for some members.

### BELOW IS A LIST OF OUR FANTASTIC DONORS IN 16/17:

Ace Incorporated	Celina Kinsey
Bev Bolton	Madson
Sherri-Lee Bothma	Mrs G Marchei
Kate Bradley	Kellie McCrum
Heidi Cheung	I R & J McRobert
Cloudburst Reticulation	Phil & Judy Moran
Count Charitable Foundation	My Cause Gift Fund
Ms Jane Davies	Lanie Porter
William Dunne	Rotary Club of Cambridge
Susan Edwards	TJT Pty Ltd
Ted Ellis	Vunak
Rachel Green	Heather Westenhaver
Patricia Guidice	Ann & George White
Christopher Hewson	Lyn Willox
Kane Community Foundation	Kam Joo Wong

## Tecwyn Jones Bequest Grants

This year we provided 23 people with Tecwyn Jones Grants that totalled \$10,660. The range of requests included support to purchase art supplies, health and fitness equipment and memberships, computers, training and practical items for the home.

Tecwyn was a member of the Lorikeet Clubhouse from its beginnings in 1994. He was a popular and generous member and had a keen interest in all people. He had a passion for travel and was well informed regarding world events. He 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 amount of money to MIFWA, to be shared equally between Lorikeet in West Leederville and the Mental Illness Fellowship of WA which at that time was based in Subiaco. In setting up the Tecwyn Jones Bequest Grants Program (TJBG), we hope to pay ongoing tribute to Tecwyn's memory through the provision of regular annual grants which will benefit consumers and carers/family who are recipients of MIFWA's services.



## Our Partners

One thing we learnt early in the MIFWA journey is we cannot achieve our vision alone. Together as a community we need each other to make a real difference in the lives of people who are experiencing mental illness. We must work together to get the best outcome for everyone. We want to thank the many people and organisations we work with to create a better community for all citizens.

### WE ACKNOWLEDGE:

Mental Illness Fellowship of Australia

GROW

360 Health

Aftercare

Uniting Care West (for the Aboriginal Respite day)

Midland Family Support Network

Consumers of Mental Health WA (COMHWA)

Clan Midland

Wheatbelt Postvention Group

Brockman House

Mirrabooka Mental Health Committee

Independent Living Centre

Western Australian Association for Mental Health (WAAMH)

Ruah

ConnectGroups

CWA Quairading

Wheatbelt Mental Health

AVIVO

Rise (delivering Intro to Peer Work)

Act- Belong-Commit

Australian Council on Smoking and Health (ACOSH)

Silver Chain

Commonwealth Respite Carelink Centres

Independent Living Centre

Mental Health Commission of WA

Department of Social Services

Western Australia Primary Health Alliance (WAPHA)

WANADA

Spirits of the Street Choir

Befriend

Food sensations

Hepatitis WA

Pharmacy

Workpower

Mooro Drive Medical Centre

Audio clinic

Mental Health Advocacy Service

Asthma WA

WA Ombudsman

Suicide Prevention Australia

SANE Australia

Hearing Voices Network

Women's Health Centre

Men's Shed Association



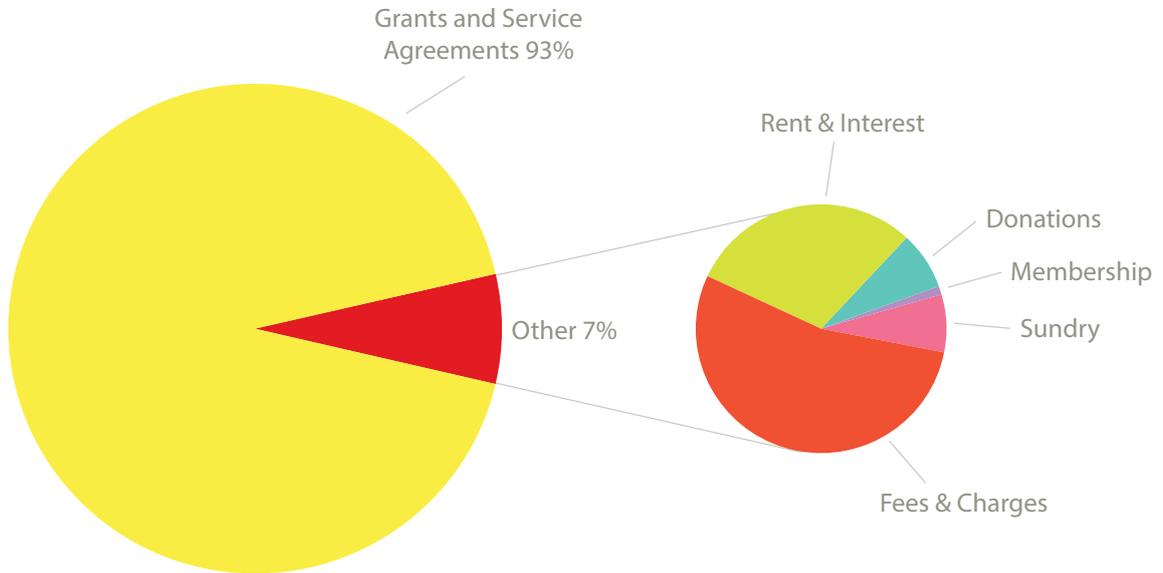
**MIFWA**

# **ANNUAL FINANCIAL REPORT**

for the year ended 30 June 2017

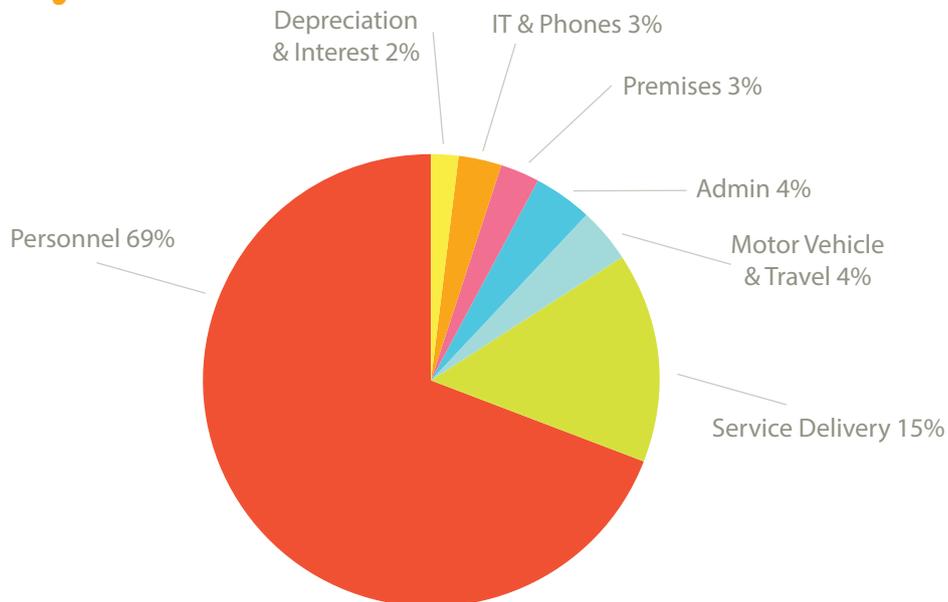
# Financial Summary

## Income Sources



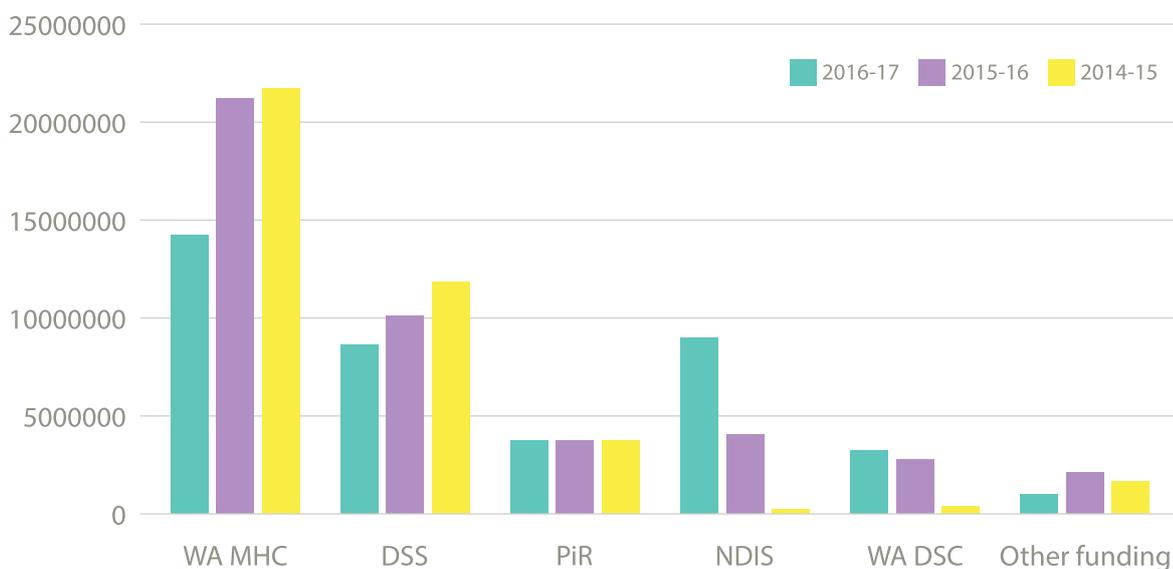
Operating revenue in 2016-17 was \$4.2 million, a decrease of 7% from 2015-16. The decrease was primarily due to the reduction in funding by the Mental Health Commission for the Individualised Community Living Strategy.

## Spending



The operating surplus this year of \$24,896 was 0.6% of operating revenue. We also reduced the value of the Midland building by \$72,000 (5%) due to the general decline in property values resulting in a total comprehensive loss of \$47,104.

## Grants & Service Agreements



MIFWA has historically received most of its funding from service agreements and grants with the majority from the Western Australian state government Mental Health Commission. Funding for individualised services through the National Disability Insurance Scheme increased by 125% and the WA state Disability Services Commission increased by 18%.

## Financial Position

	2017 \$	2016 \$
Property, plant and equipment	3,071,195	3,147,170
Cash and cash equivalents	1,219,967	713,257
Trade receivables	40,972	126,788
Other assets	170,085	126,887
	<b>4,502,219</b>	<b>4,114,102</b>
Trade and other payables	252,269	162,505
Employee benefits	232,312	268,798
Borrowings	284,143	282,311
Grant balances	540,100	196,968
Other liabilities	191,639	154,660
	<b>1,500,463</b>	<b>1,065,242</b>
<b>Net Assets</b>	<b>3,001,756</b>	<b>3,048,860</b>

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 [www.mifwa.org.au](http://www.mifwa.org.au) for the complete audited financial statements.

# A better life



# Life for those affected by mental illness



MIFWA



**MIFWA**

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