



MIFWA



MENTAL ILLNESS FELLOWSHIP OF WA INC.
Annual Report 2018

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 MIFWA

We focus on people and relationships!

We hold ourselves accountable!

We provide a welcoming supportive environment!

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 workforce and a committed Board. 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:

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





President & Chief Executive Officer Report

In the 2018 financial year, Mental Illness Fellowship of WA (MIFWA) made significant progress towards building a stronger foundation, a foundation that will support future growth and service excellence.

MIFWA has championed better access to relevant and effective services for people living with mental illness. We continue to see and hear about people living with mental illness not getting timely or adequate support, and from families and carers experiencing distress because they are unable to find adequate support. This is particularly challenging where people have complexity in their situation, such as homelessness, drug and alcohol addiction or increased aggression associated with mental distress. We need to work together with stakeholders including individuals experiencing complexity in their situation, government, clinicians and community services, to explore new ways of addressing the gaps that exist.

Our investment in infrastructure resulted in a planned deficit for the financial year, however we are pleased to report that our focus on improving our structural base and investing in National Disability Insurance Scheme (NDIS) preparedness is producing positive results, with MIFWA achieving continued growth and positive outcomes in 2018. Our approach to NDIS involved investing in building a model that sustains responsiveness to participants, as we negotiate the delicate balance of managing costs without compromising quality.

In the 2019 financial year, we will remain focused on improving our cost base and in building creativity and strength in our approach to ensure we deliver responsive services within the constraints of NDIS pricing and business rules. Our committed and experienced workforce remains central to our strategy. Their dedication to building positive relationships and focus on possibilities while accepting people's current situations is what drives our success.

We continue to flourish by including a strong base of peers within our workforce. Our peer workforce is well established and challenges us to redefine what is possible in effectively supporting recovery. As a team, MIFWA do not accept we have to operate within a flawed system. We have many examples throughout the year (and our history) where we have gone above and beyond to stand up for those disempowered by a system that has let them down. We hope one day this tenacity is not required and that people living with mental illness can access effective and timely supports that enable them to function within their home and community.

Here are some of our highlights from 2018, a small sample of the amazing work our people do every day:

- » Positive evaluation of the inaugural Peer2Peer Hospital to Home program
- » Expansion of our mental health and suicide prevention training
- » Program development through in-depth interviews with participants of our Parent Peer Program
- » Lorikeet Centre Christmas Lunch with around 100 people attending the event.

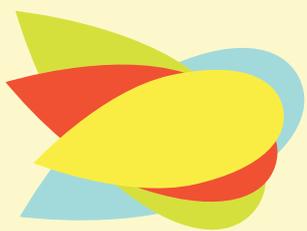
It remains a difficult time across community mental health services with many Commonwealth funded programs discontinuing as the NDIS rolls out and State based funding undergoes new procurement processes. Certainty in funding, in the current environment, is tenuous, however we focus our certainty on the people who seek our assistance and continue to benefit from the services and support we offer. We focus on getting services right and working alongside people in a way that is meaningful to them. We challenge ourselves to understand our impact and measure the outcomes we achieve.

We would like to thank our members, workforce, donors, funders, supporters, partners, volunteers and participants for their support over the last year. Your support has played an important role in the positive results we have achieved. Our results are not measured by profits or returns to shareholders, but by the small steps and big changes in people's circumstances as they move forward with their lives.

Ann White
President

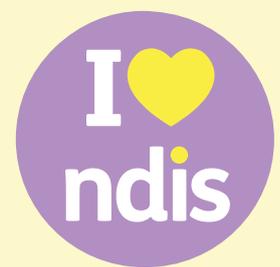
Monique Williamson
Chief Executive Officer

Snapshot



92% of people agreed their involvement with Lorikeet Centre resulted in learning new things

one person at a time



100+ people chose US as their partner and provider in the NDIS

welcoming

1000

We provided over 1000 people with practical support to improve their wellbeing

accepting people where they're at



We piloted a successful peer2peer hospital to home program

seeking to understand each person's reality and experience



Over 250 people attended our Mental Health First Aid and Suicide Prevention training courses

SOME OF OUR ***ACHIEVEMENTS*** IN 2018

***valuing
the lived
experience
of families***



On at least 5 occasions
we sat with people in the
Emergency Department
to support them and
ease their distress

***working
together***



5000+ nutritious
meals were served
at Lorikeet Centre

***talking
with
people***

More than
50% of our
team identify
as having
a lived
experience

***shining a
light on
hopefulness***



We provided
information and
referrals to over
1000 people

***listening
to the
wisdom of
lived
experience***

Our Impact: Supporting Individuals

Our community mental health services work alongside people to pursue an inclusive and meaningful life. We focus on supporting individuals with the practical day-to-day activities to help them regain their confidence, purpose and sense of wellbeing.

Lorikeet Centre

Lorikeet Centre is a member driven community centre supporting people living with mental illness.

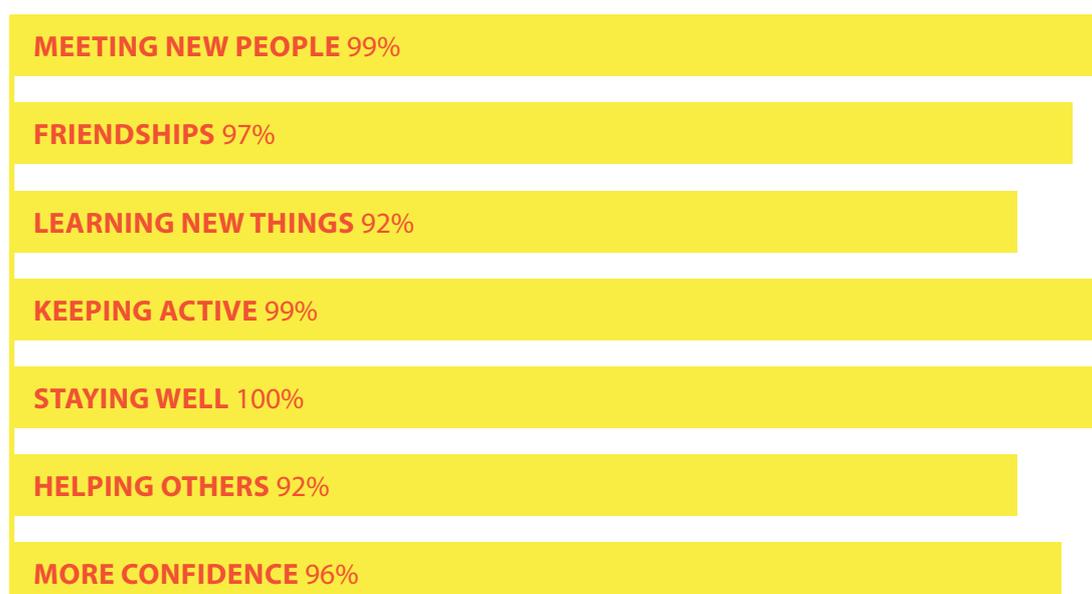
While the Lorikeet Centre is based on a community philosophy and embedded with peers supporting peers, it provides individualised tailored support to each person based on their goals and priorities.

To this end, we have assisted members to find housing, gain employment, manage tenancy problems, engage with primary health services, participate in training and education and to overcome other challenges.

At Lorikeet Centre, we facilitate daily activities, including gardening in the local community garden, exercise at the centre's gym and art therapy. We also have a commercial kitchen where members help prepare nutritious meals.

A small dedicated team of staff work alongside members, students and regular volunteers, all whom are instrumental in the centre's success. We thank you all for making an invaluable contribution to the Lorikeet Centre.

Percentage of people who reported a positive impact to the following areas of their life due to attending Lorikeet Centre



Maria, Lorikeet Centre Member

Maria has been attending the Lorikeet Centre for seven years, and proudly states she is “one of the hard-core members” at the centre.

Maria has bipolar, anxiety and depression and comes to the centre four days a week, where she finds a lot of satisfaction in volunteering cleaning and cooking. Maria was recently awarded a certificate of appreciation for her volunteering efforts at the centre and feels proud of her achievement, as well as when people come to her for help or advice.

Maria enjoys the talks held at the centre on topics such as self-esteem and assertiveness, and would love to see more of everything — particularly in the afternoons and during summer!

To Maria, the Lorikeet Centre is for people to come and do different things that help their overall well-being. She loves the structured groups and activities held at the centre, particularly the Wednesday art class which is hands on and can involve anything from drawing and painting through to jewellery or doll making. She even loves rolling her sleeves up to teach others how to do things, explaining that “art makes me happy. I love creating things”.



Maria and one of her craft work

‘Recovery is one of the reasons to come here — do something in every-day life, do things to help your well-being.’



Individualised Support: National Disability Insurance Scheme (NDIS)

The NDIS continues to present a challenging environment, albeit one where we can adapt, evolve and deliver on our mission.

Throughout the year our individualised services have gone from strength to strength. As the NDIS continues to roll out across WA, we have steadily grown our services in both the East and South Metropolitan areas, now supporting over 110 people with individualised NDIS plans.

We are supporting 110+ people with individualised NDIS plans across the East and South Metropolitan areas.

We also received new referrals to support individuals or their family member every week. We attribute this to our reputation for working with individuals in a way that works for them.

At the end of 2017 we undertook our first satisfaction surveys, where we sought feedback from those we support as well as families and key stakeholders. The feedback was incredibly positive:

'They do what they say they will do and don't let people down.'

'MIFWA have given my son a life.'

'As an organisation and as individuals they have worked hard to get to know and really understand my son in order to provide the most appropriate and valuable support and assistance.'

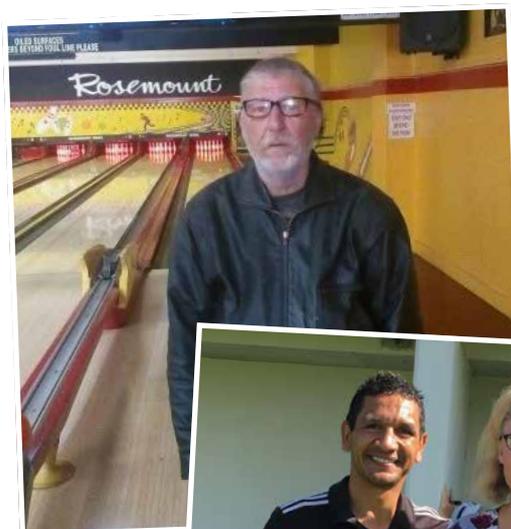
This growth has not been without its challenges.

In an environment experiencing the biggest social reform since the introduction of Medicare, but with an expanding team of staff committed to ensuring each person receives a quality service tailored to their individual needs, we have witnessed some amazing achievements.

When asked 'what has been the most significant change since commencing your NDIS plan', people identified:

- » Getting out more
- » More confidence
- » Independence
- » Feeling alive
- » Feeling more at ease
- » More peaceful
- » Accomplishing more

We look forward to the coming year where, as the NDIS expands, we continue to spread the MIFWA excellence in providing a unique and tailored service helping individuals achieve their goals and aspirations.



Parent Peer Support Program

The MIFWA Parent Peer Program is a unique, first of a kind program in Australia, offering support to individuals experiencing mental illness who are also in a parenting role.

Funded through Mental Health Commission of WA, the program was developed in partnership with COMIC WA and has been running since 2012. The program is delivered via peer support workers and the development of respectful, trusting relationships with participants.

The overall aim is to assist them in building resilience, both personally and as a family, through establishing participant driven goals, providing information and education, developing positive coping strategies and offering hope.

Between March and June 2018, eight participants were interviewed to understand the impact of the program on their lives, as well as any suggested improvements to the program. Feedback included:

Thank you to those who participated in the interviews. Thank you also to the parent peer workers and program manager for their commitment to this valuable mental health program. We would like to acknowledge the critical role of COMIC WA and its convenor, Margaret Cook for her vision, passion and insight that lead to the development of the Parent Peer Support Program.

'I am grateful for having you guys in my life... I was really lost when I first met peer worker, I had been through really bad anxiety. I didn't feel I had anywhere I could go — now I'm able to go out more and enjoy life and feeling really great about myself.'

'I experienced increased confidence and self-advocacy, learning to say what I need or want. I felt stronger with support. For example, at the parent interview at school I wouldn't break down crying and I felt protected (not be persecuted as a parent).'

'Kids are working together on chores and we have family rules with the family where the support worker facilitated this. It has helped the whole family structure and routine, so things are going much smoother in the house.'

'... I wasn't always able to leave the house due to anxiety and my stress levels and felt more comfortable with support visiting my house. If I couldn't get my self-care done like getting dressed I wasn't judged. So still got support needed on that day. It gives the social support having someone knock on my door coming with useful strategies.'

'Having that contact with someone who is helping me with my mental illness keeps me on track focussing on what my goals are, and I can see the light at the end of the tunnel.'



Early Intervention Recovery Program

When someone experiences psychosis, it can be a traumatising experience, with each person facing different issues.

Our Early Intervention Recovery Program (EIRP) offers practical face-to-face support to young people who have experienced a first episode of psychosis. EIRP participants are offered a variety of groups that promote social interaction, engagement and skill development. These include arts, gaming, fishing and cooking.

'I have been able to gain confidence in myself, have conversations with new people and feel more comfortable in group situations.'

This year, 69 people were referred to the program, 45 accepted a place, and we currently have 24 active participants.

Building Co-Occurring Capacity in Community Mental Health Services, a WAAMH Project, aims to build the ability of community mental health services to work with mental health and drug use, providing training and assistance to build their capability and awareness to assist individuals linked within the program. Our EIRP team have linked up with the project, with staff completing two online Alcohol and other Drug training modules. This has seen the development of better screening, risk and referral procedures.

'It really helps to have someone to talk to about how I've been feeling and has helped me to (be) myself to try new things.'

With thanks to Ray, EIRP received funding for six 1.5-hour paddling/kayaking sessions of which participants thoroughly enjoyed. The Commonwealth Respite and Carelink Centre (CRCC) also funded a day retreat for EIRP participants to Penguin Island.

Partners in Recovery

Partners in Recovery (PIR) is a nationally-funded initiative aiming to facilitate the recovery of people with mental illness and complex needs by connecting them to the services and supports they need.

We help people through their recovery by supporting them to improve their health and wellbeing, make positive choices and reach goals that are important to them.

Our PIR team of three full time staff based in the North Metro region of Perth work with local services in the community to ensure people with mental illness are treated with respect and valued in the community. Our team find the right place to get help, coordinate the supports in recovery, advocate on our consumers behalf and make sure that their needs are met accordingly.

PIR has been extended to 30 June 2019 to ensure continuity of service during the transition of some individuals into the NDIS. As the NDIS rolls out in the North Metro area from October 2018, our PIR team are working hard to prepare eligible PIR participants for the NDIS transition, whilst also supporting those who are ineligible for the program with service coordination.



My Recovery: Peer Led Education Program

My Recovery is a 10-session peer education program developed for, and by, people with a lived experience of mental health issues.

The programs — My Recovery Snapshot and the full My Recovery program — provide up-to-date information about mental health and recovery, and support participants in developing new ways to improve social and emotional wellbeing.

Our facilitators all have lived experience of mental health issues, and are trained and accredited to deliver the program. Over the year we ran four My Recovery Programs in Midland, Kwinana, Mandurah and Northam, with a total of 29 participants.

'More understanding about mental illness and strategies to apply and uncover some of the feelings inside me and share it to the group. The discussions really made me aware what mental illness affect us. It gives me more insights into how to deal with myself and the people around me.'

'Through sharing and listening to everyone's reflection on their week and 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.'

Peer2Peer Hospital to Home Program

Partnering with Consumers of Mental Health WA (COMHWA), MIFWA succeeded in attracting an Innovation and evidence grant to pilot a Peer2Peer (P2P) Hospital to Home program, funded by WA Primary Health Alliance (WAPHA).

This 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.

Over the 12 months of intake, 65 participants were engaged from 101 referrals. Contacts between the Peer Support Workers and participants were face-to-face, supported by phone and email communication. Goals and priorities were set by the participants and typically related to social engagement, appointment support, physical health and self-care.

Peer Support Workers, staff and P2P participants identified that P2P provided a tangible safety net and sense of security. We are proud of what the program has achieved and elated it has received another year of support. Thank you to our awesome peer workers and all partners involved in this initiative.

'The program helps with the transition back to home as leaving hospital can be overwhelming to go back into the real world.'

'It's just having someone I can connect to. I feel that I am allowed to contact (my peer Worker) and say I am feeling lousy. I feel I could do it if I really wanted to. If I am struggling I know they will support me. I can just say I'm feeling lousy; can you spare me ten minutes.'

'The program has helped keep me out of hospital. There were a few significant events since discharge and if I had not been able to contact the peer worker... (I) would not have been able to stay out of hospital.'



Our Impact: Families & Carers

Perth Metropolitan Carers Program

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

We know it's rare for a person to call themselves a 'carer', as it's just what we do, right? The problem with not knowing that you are called a 'carer' is that you miss out on carer retreats, education and support.

For MIFWA, it's been another year filled with creative and enduring ways to support carers. Our 12-week Well Ways Building a Future family education program has endured the test of time.

First delivered in WA in 2003 and now running throughout the Perth metropolitan area, the program continues to empower family carers to feel confident in their understanding about mental illness and establish a connection with others that understand what they are going through.

MIFWA is proud to be in its sixth year of a partnership with Grow, as we continue to hold a Grow group for Carers twice a month throughout the year.

Our coffee groups held in Mandurah, Fremantle, Midland and Wanneroo continue to provide a safe space for carers to come together and do ordinary things like having a chat and a cuppa. This is in addition to a weekly support group tailored to the needs of carers

in conjunction with Joondalup Community Mental Health, Clinical Psychologist Caroline Tingay and Carer Peer Worker, Robyn Farrell.

Popular workshops such as Effective Communications Workshop, safeTALK, Well Way Duo Snapshot and Carer Retreats have continued to be available to family carers, with positive feedback received from participants.

We have also held new and exciting workshop opportunities such as Navigating Emotional Distress with Dr Pauline Cole, and the Family Connections 12-week education program for families supporting a family member with a borderline personality disorder and emotional dysregulation.

This was facilitated by Jennie Fitzharding and Catherine Holland, and has been a pleasure to support with the reassurance that we are making a difference in the lives of so many carers.

Throughout Schizophrenia Awareness Week 2018, we ran a two-day Rising Strong workshop for carers. Based on the work of Brene Brown and delivered by Sue Crock and Julie Loveny, their wise and gentle guidance took carers through an inspiring few days of self-reflection and resilience building.

This year, we also provided carers with Coaching sessions, which support carers to use Coaching as a tool for empowerment, defining goals and action-taking. These are available to carers on an ongoing basis.

MIFWA Carer Services continued to collaborate with ISHAR, presenting three Effective Communication Workshops for CaLD communities in Bentley and Mirrabooka, as well as Parent Peer Support and Carer Services at Brockman House.

MIFWA have been participating in the Work and Care Project, a project working to establish effective guidelines for a carer friendly workplace, and MIFWA staff were provided with training by Carer Services to equip them with skills in Boundaries in the Workplace and Engaging with Families and Carers.

Feedback from MIFWA Carer program participants:

'I would like to thank MIFWA for the wonderful service they provide and the free support I've been able to access throughout this past year.

My son has been very unwell with anxiety, depression and paranoia. He has resisted seeking a diagnosis and treatment and witnessing his decline into mental illness has been painful and distressing. I felt frightened and alone, not knowing the best way to support him during this time of confusion and despair. Our old way of communicating and engaging was greatly challenged and I had to learn a whole set of new skills to navigate through this new and foreign territory. Through MIFWA's free support I was thrown a lifeline. I attended 6 sessions of life coaching with Sam Scott and found these to be invaluable. Sam helped me to focus on the goal I had chosen and gently encouraged me to find my own strategies and strength to follow through with what needed to be addressed. She would map out what I would do during the week ahead to stay focused. We worked on that one goal for six weeks and I believe I wouldn't have had the stamina or direction to keep moving ahead without her help.

I was fortunate enough to attend several free workshops offered by MIFWA. 'Rising Strong' took place over two days and was based on the work of Brene Brown. This workshop gave me the opportunity to explore 'me' a little more. I learned that my emotions (or rather what I do with my emotions) can impact on how I approach my problems and challenges. I found her work very insightful and helpful, particularly at this point in my life. I learned that it's ok to be vulnerable. In fact, recognising my vulnerability can enable me to foster the bravery needed for growth and wholeness.

I later attended a DBT and Effective Communication workshop further gathering helpful information and skills from the wonderful facilitators. I have also really enjoyed meeting with other carers throughout these workshops. Although our stories and experiences differ, we share the common bond of concern and love for those we care for as they journey through their world with mental illness. I've been really touched and inspired by the stories, some that span decades.

I'd like to thank MIFWA for being there for me and helping me find a way forward during a difficult and often overwhelming time. Their support has made a big difference in my life.'

Regional Well Ways Carer Support

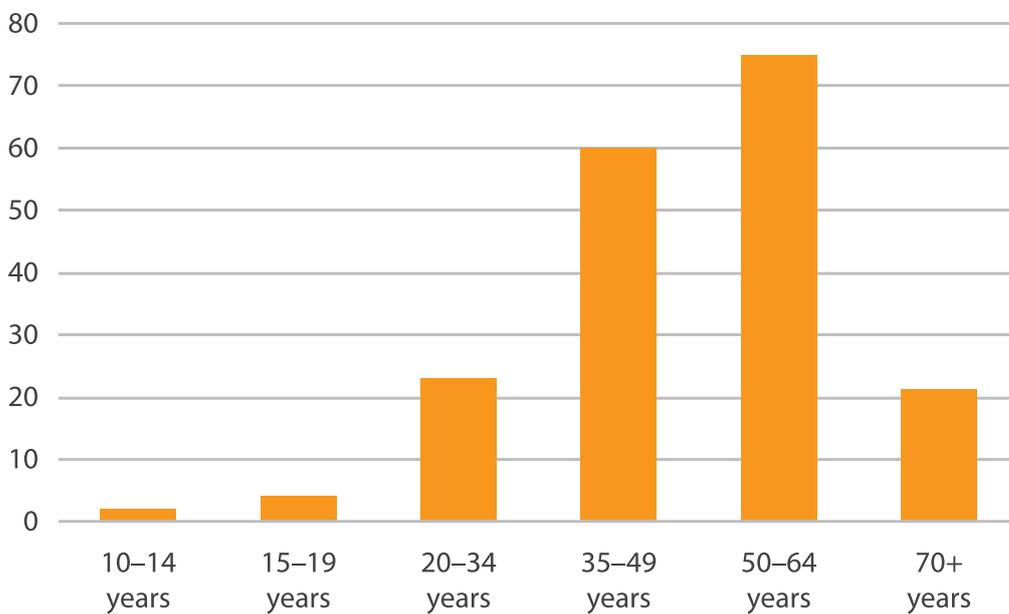
Wheatbelt Carer Services

Social inclusion continues to be an area of need within the Wheatbelt.

During the year, 175 people participated in carer services, education and training in the Wheatbelt, Bunbury and Esperance areas. A further 915 people attended our peer-facilitated programs, including Building a Future, Snapshot, Family Connections, respite weekends, events and suicide prevention workshops.

In addition, a number of Carer events were held in the Wheatbelt including carers Walking groups, social events and celebration activities such as Mental Health Week, Schizophrenia Awareness Week and Carers Week events.

Number of Carers in Regional Programs



Some of the demographics of the carers supported in our Regional Programs

The two-day 'Daring Way' course held in Northam aimed to help carers build resilience, and was an outstanding success. 16 carers attended, exploring how vulnerability, shame, courage and worthiness affected their lives.

Feedback has been overwhelmingly positive, with 100% of carers stating they now had the strategies and knowledge to help them in their self-care.

The transition to NDIS for persons in the Wheatbelt has impacted a number of carers, particularly in navigating services and not being involved in the planning with the person they are supporting. We continue to support carers with advice and information that helps them in this journey.

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

Esperance is a geographically isolated and diverse community where ‘fitting in’ can be tricky, let alone when one is experiencing mental illness.

Facing issues such as unemployment and disconnection with community, our services are vital to providing peer supported education and programs tailored to the community in a relaxed, caring and flexible way.

This year has flown by with many highlights. We have also experienced excellent participation from facilitators, carers and individuals experiencing mental illness from Esperance and the surrounding districts.

MIFWA delivered six programs to accommodate community needs:

- » Building a Future
- » My Recovery Snapshot
- » My Recovery
- » Building a Future (snapshot retreat)
- » SafeTALK
- » Mental Health First Aid

Our Well Ways program has been a resounding success, with services providing individuals with new and appropriate support systems and options. Participants have developed an increased knowledge and understanding of their current situation and a greater sense of confidence within themselves. It has been rewarding to see participants realise that life is still there for them to reach out and grab.

Feedback from carers has been positive, with gratitude expressed for time to learn, build knowledge and allow emotions to be expressed. Some of our recent participants have gone on to engage in voluntary roles within the community, finding new direction, purpose and connections to social and work-related opportunities.

It has been an honour and pleasure to be part of Esperance’s growth in embracing a mentally healthy community. The smiles at our latest My Recovery wind-up demonstrate the confidence and reassurance of self-worth and we now have a waitlist for our next My Recovery program, which is by far the most needed program in Esperance.

‘Excellent presentation and group involvement listening to everyone’s journey and stories. Learning about everything that is on offer, so much on offer that I didn’t know about.’

‘Discovering all the hidden emotions I have in my memory to acknowledge and move forward.’

‘I can accept limitations and discover new possibility.’



Our Impact: Promoting a More Inclusive and Accepting Community

The Mental Health Commission of WA provides MIFWA with funding to promote understanding of mental illness, as well as encouragement and information about help seeking. We do this in several ways.

Mi Networks

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

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

This year, MIFWA received over 300 calls and emails from people seeking information, in addition to walk-ins seeking information, referrals and help.

Presentations and Information

MIFWA actively undertakes various activities, presentations and mail outs throughout the year promoting mental health awareness, encouraging help seeking and promoting the Act-Belong-Commit message.

Presentations included:

St John of God Midland, Country Women's Association (Quandaring), Women's Health Services Joondalup, Graylands Hospital, Sir Charles Gardiner Hospital, Vincentcare Local Sector Connect, Brockman House, Mirrabooka Shopping Centre, Homeless Connect, Midland Women's Health Centre, Wheatbelt Expo, Joondalup Clinic, Perth Clinic, Mirrabooka Community Mental Health Service, Osborne Park Community Mental Health Service, Peel and Rockingham Kwinana (PaRK) Mental Health Sub-Network Steering Group, Mental Health Carers and Issues Network, 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, Mental Health Week and Carers Week

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

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

As part of Schizophrenia Awareness Week, we coordinated a range of events and activities across WA, including showcasing short videos about mental health and Schizophrenia Awareness Week on the public screen at the Northbridge Piazza in Perth. We also had a strong media presence both off and online.

In addition to Schizophrenia Week, we hosted dozens of community events across Carers Week and Mental Health Week.

New Website and Social Media

MIFWA has continued to increase its presence online, with a revamped website and social media presence which has resulted in an increase in enquiries via the website and increased brand awareness.

SANE Forums

SANE Forums are a popular online space for people with lived experience, families and carers, where they can engage and participate in online discussions. MIFWA hosts SANE Forums from our new website.

Library

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

Training and Development

Intro to Peer Work

As a pre-cursor to entering work or further study, the Intro to Peer Work course helps participants identify their skills and ability to work in a peer role.

This year, we ran two 'Intro to Peer Work' courses in partnership with RISE, including sessions on 'Types of Peer Work' and 'How to Share your Experience Safely'. As in previous years, both courses were fully subscribed with a substantial waitlist.

'Thank you guys so much for this opportunity, I'll always look on it fondly and have it inspire my actions here on.'

'I found the experience that the facilitators had was the most valuable thing.'

'Fantastic course. I really looked forward to it every week. I think there should be more peer courses for those who have a lived experience and want to help others.'

Suicide Prevention and Intervention ASIST & SafeTALK

Our programs offer a range of options for anyone interested in increasing suicide safety in everyday situations or formal helping roles.

Our four qualified facilitators delivered SafeTALK training to 117 people in Midland, Wanneroo and Cannington, and in regional WA including Dowerin, Moora, Merredin, Lancelin and Esperance. They also facilitated ASIST workshops in Midland, Wilson and Northam, with 59 participants completing the training.

Mental Health First Aid

Mental Health First Aid (MHFA) is the help provided to a person who is developing a mental health problem, or is in a mental health crisis, until appropriate professional treatment is received or the crisis resolves.

We continue to invest in community education about mental health, delivering the popular Mental Health First Aid program to people all over WA.

'Positive experience, best group I have ever participated in. Fantastic presenters and great participants. Thanks for keeping it real!'



Feedback from MHFA participant, Janine

'I recently completed the Mental Health First Aid course through the Mental Illness Fellowship of WA and I've got to say — it was well worth it!

I've been wanting to do the Mental Health First Aid (MHFA) course for a few years however never had the time, finances or opportunity. With space opening up in my life as well as changing priorities, I finally set aside two days to dedicate to the course and to learn more about mental health and mental illness (other than what I had personal experience with), as well as some early intervention skills, most importantly — how to provide emotional support, hope for recovery, and practical help.

I chose to complete the course via the Mental Illness Fellowship of WA (MIFWA), as the Midland location was convenient to me, plus I had heard good things about the organisation and the work they did, as well as the trainer, Joyce Vidot.

Firstly, a bit about MHFA for those not in the know. MHFA is the help provided to a person who is developing a mental health problem, or is in a mental health crisis. That is, until appropriate professional treatment is received or the crisis resolves.

The Standard MHFA course is a face-to-face 12-hour course held over two days, educating people in how to assist someone who is developing a mental health problem or is in a mental health crisis.

I got a lot out of the course — both personally and professionally.

Joyce, our trainer, was down-to-earth, knowledgeable, friendly, funny and approachable. She really helped people to connect, build rapport and open up over the two days of training through group activities, role plays, videos and stimulating discussions. The course materials were thorough whilst being easy to follow and understand, and are a great take-home resource for future reference.

With some serious topics to cover, it was done openly and respectfully, whilst also being considerate of everyone's own personal journeys and energy levels. We had been warned both in advance and throughout the course that it would be exhausting and that we would need to practice some self-care both throughout and outside of the course, which was a welcome and needed reminder for many of us juggling busy lives.

Although absolutely exhausted from the two-day course, I also felt refreshed from attending a course whereby everyone who was in attendance was there to genuinely learn and talk openly about mental health and mental illness. This in itself was enlightening and such a positive sign for mental health awareness.

I walked out of the two-day Standard MHFA course happy to have connected with some great people, to have learned more about mental health and mental illness, and to be on my way to being an accredited Mental Health First Aider. I felt better equipped in supporting others experiencing mental health problems or crisis, as well as more confident in my current job role in marketing for a mental health promotion organisation.

I highly recommend that everyone complete this training. I mean, if someone with 25 years of lived and learned experience with mental illness can learn more about mental health and mental illness, then we all can!



Feedback from MIFWA Volunteer, Sam Loxton

'Having had the invaluable opportunity to participate in The My Recovery Program offered by MIFWA, I received support and developed positive relationships with other peers who also had a lived experience with mental illness.

This support continued after the program by staff who took the time and care to ensure all avenues were explored to improve my well-being. As a result, as I had always volunteered in various positions in the past to support others, I wanted to be able to contribute and volunteer at MIFWA, not only in appreciation of all the support I had received but to genuinely support such a worthy organisation.

My experience volunteering has always been positive, working in a team orientated environment encourages one to share ideas, feel validated and be willing to actively participate in all tasks allocated.

Since volunteering at MIFWA organising various Mental Health packs for Carers and services in the local communities has enabled me to become more aware of the various significant mental health issues that are addressed. MIFWA also provides a range of resources and services to both individuals and carers as well as specific seminars and workshops facilitated throughout each year.

I have also become aware through volunteering, the compassionate level of professionalism every staff member demonstrates in all of their roles.

Every staff member I have worked with has always made me feel welcome and have always accepted me for who I am as a person rather than what challenges I may face and this has had a significant impact on my personal journey and recovery as well as my future ambitions to support others.'



Our Foundations

Our Members, Our People, Our Supporters, Our Partners and You!

Team MIFWA

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

In 2017/18, MIFWA employed 79 people, with a large component long-term, committed staff. Two of those reached their 10-years of service milestone this year. Sharon Puren and Margaret Gardiner both commenced in our family support program and have since moved into leadership roles within the organisation. Thank you for your ongoing commitment and service.

In our second annual employee feedback survey, we confirmed that:

- » Over 50% of our staff identified as having a lived experience of mental illness
- » Over 25% of our staff are employed in peer work roles
- » Almost 30% of our staff identified as having a lived experience of being in a caring role.

Our Volunteers

People who volunteer their time and share their knowledge are invaluable to making our organisation and community a better place.

Our organisation has been built and continues to thrive on the good will of volunteers. People assist in a variety of ways from preparing and serving meals at the Lorikeet Centre, setting up stalls, preparing mail outs, serving on our Board or even being there for someone when they need to talk. Our volunteers are people who share our vision and want to make a difference, no matter how big or small.

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

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

Ann Elliot, Jacqui Harms, Jan Davis, Christine Fogerty, Tania Harrison, Avril MacLennan, Louise Mustard, Adrian Momber, Renita Moritz, Margaret Jones, Kane Young, Andrea Tal, Aung Du, Sam Loxton, Michael Green, Faisal Manzoor, Faye Louise, Julie Rawcliffe, Ryan Sigley, Vivien Hannaford, Ron Deng.

Our Board

We are grateful for the commitment and leadership of our Board. This financial year, MIFWA Board Members included:

Ann White (President), Nicholas Hopkin (Treasurer), Kellie McCrum (Co-Vice President), Kristy Bradshaw (Co-Vice President), Erin Bourne, Vivien Hannaford, Glenn Pickett and Annette Watkins.



Our Donors

We could not do what we do without our donors. We, and those we work alongside, sincerely appreciate your support and generosity!

Thank you to the Count Charitable Foundation whose generous donation has contributed to the lives of members of Lorikeet Centre. We've been touched by feedback from Lorikeet members about the experiences made possible through this gift, with people expressing their gratitude for the opportunity to participate in these wonderful opportunities including a trip to Rottnest, an annual camp to Woodman Point, a trip to AQUA and Art Therapy.

The staff of Tilenni Stiles, Access Finance Partners and Clairs Keely Lawyers donated their time and catered for 100 members to attend our Christmas Party held at the West Leederville Town Hall. This was described as a great highlight for what can be a difficult time of year for some members. When we did our annual members survey and asked the question 'when did we exceed your expectations,' one member wrote 'Xmas lunch at the Town Hall'.

Donors 17/18

A White, A&G White, ACOSH, Adam McGinn, Agneta Hyland, Allan & Gwen Warren, Cloudburst Reticulation & Maintenance, Count Charitable Foundation, CWA Bullsbrook & Districts Branch, CWA of Safety Bay, Danika Eaton, Doris Kendle, Emma Jane Ralfe, Florence Bone, Francesca Zwick, Heather Westenhover, Hendrikus Sijbranda, Jade Sanderson, Jane Davies, Jonelle Kapsalos, Kane Community Foundation, Lesley Russell, Margaret Speed, Mark Dwyer, Martin Van Den Bok, Maureen Payne, Michael Green, Mrs C A Sweeney, My Cause Gift Fund, Paul Turner, Ray Carey, Sam Loxton & Family, SJ Anthony & J Crow, Susan Edwards and Will Dunne.

Tecwyn Jones Grants

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

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

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

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

This year we provided 14 Tecwyn Jones Grants totalling \$7,400, with requests including support to purchase art supplies, health and fitness memberships, computers, assistance to study, work boots and practical items for the home.

Our Partners

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

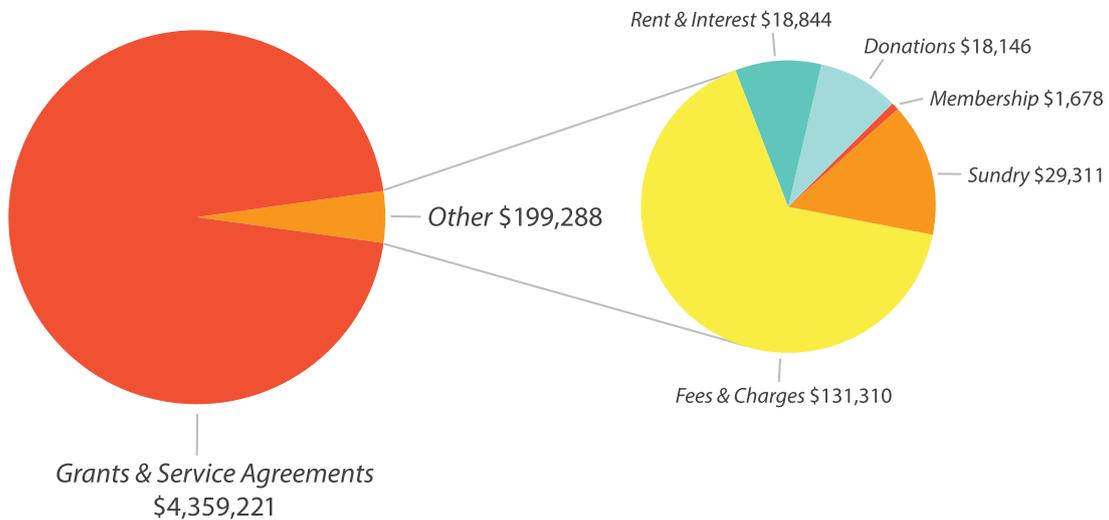
As a community, we need each other to make a real difference in the lives of people who are experiencing mental illness. Therefore, we must work together to achieve the best outcome for everyone.

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

360 Health	Midland Family Support Network
Act–Belong–Commit	Mirrabooka Mental Health Committee
APM Employment Agency	Independent Living Centre
Asthma WA	Mooro Drive Medical Centre Pharmacy 777
Audio clinic	North East Metro Community Alcohol and Drug Service
Australian Council on Smoking and Health (ACOSH)	Oz Harvest
AVIVO	Pathways Southwest
Avon Youth Community and Family Services	Rise (<i>delivering Intro to Peer Work</i>)
Befriend	Ruah
Black Dog Institute	SANE Australia
Brockman House	Silver Chain
Commonwealth Respite Carelink Centres	Spirits of the Street Choir
ConnectGroups	South East Metro Collaborative Mental Health and AOD Network
Consumers of Mental Health WA (COMHWA)	Suicide Prevention Australia
Clan Midland	St John of God Midland Public and Private Hospitals
CWA Quairading	Uniting Care West (<i>to provide the Aboriginal Respite day</i>)
Department of Social Services	WANADA
Independent Living Centre	WA Ombudsman
Food sensations	West Australian Association for Mental Health (WAAMH)
Grow	Wheatbelt Postvention Group
Hearing Voices Network	Wheatbelt Mental Health
Hepatitis WA	Western Australia Primary Health Alliance (WAPHA)
Lifeline	Women's Health Centre
Meerilinga (<i>Children's Week</i>)	Workpower
Men's Shed Association	
Mental Illness Fellowship of Australia	
Mental Health Commission of WA	
Mental Health Advocacy Service	

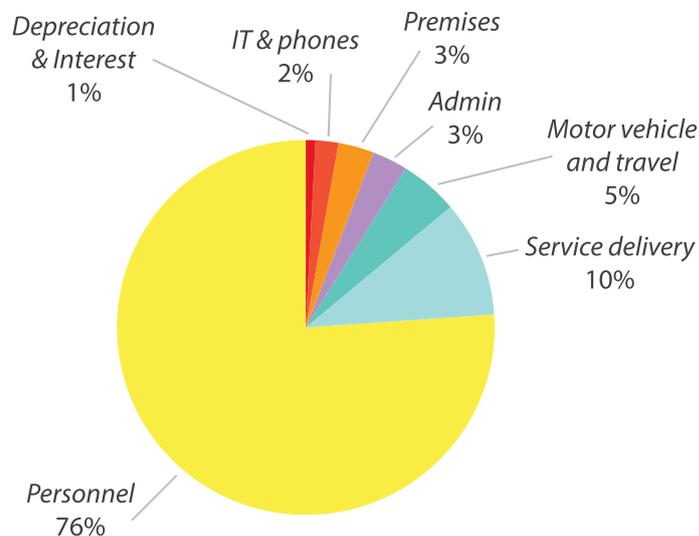
Financial Summary

Income Sources



Operating revenue in 2017-18 was \$4.5 million, an increase of 8% from 2016-17. The increase is primarily due to the growth in individualised services funded by the federal NDIS and the state Disability Services.

Spending



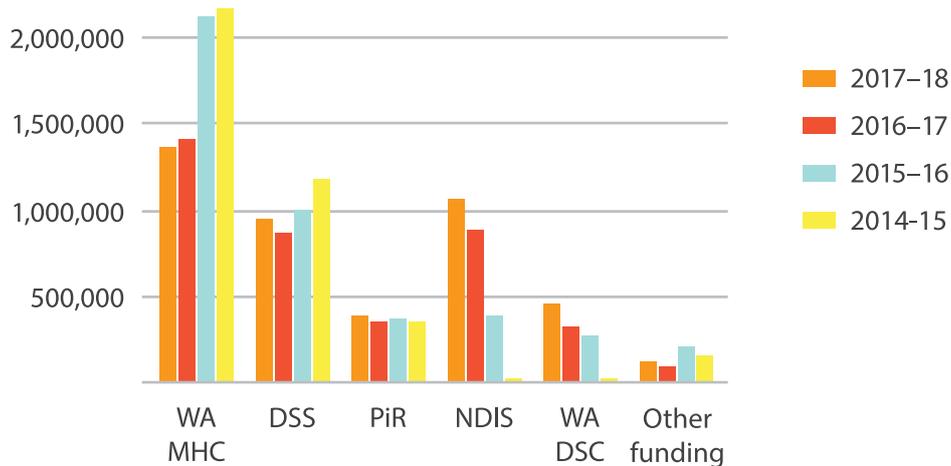
There was an operating loss this year of \$76,072 which was -1.7% of operating revenue. We continue to be impacted by the Equal Remuneration Order and with this and the minimum wage increase our staff pay levels have increased by an average of 5%.

We believe that our staff are worth every cent of the increase, however the state government does not recompense this increase in costs with our service agreements only increasing by 0.83% in 2017-18.

We also revalued our property in Midland and West Leederville in accordance with valuations performed by a licenced valuer. The net movement in values was a decline of \$74,556. Together with the operating loss there was a total comprehensive loss of \$150,628.

Previously we received most of our funding from the Western Australian state government Mental Health Commission, however combined funding for individualised services through the National Disability Insurance Scheme and the WA state Disability Services Commission is now slightly higher and represents 35% of total Grants & Service Agreements.

Grants & Service Agreements

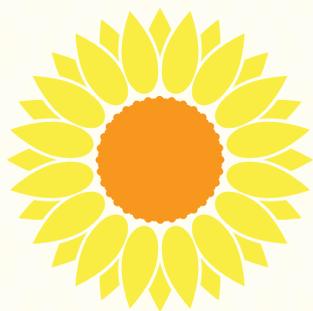


Financial Position

	2018	2017
	\$	\$
Property, plant and equipment	2,898,880	3,071,195
Cash and cash equivalents	1,228,644	1,219,967
Trade receivables	31,964	40,972
Other assets	114,311	170,085
	4,273,799	4,502,219
Trade and other payables	212,554	252,269
Employee benefits	320,755	232,312
Borrowings	217,024	284,143
Grant balances	518,237	540,100
Other liabilities	154,101	191,639
	1,422,671	1,500,463
Net Assets	2,851,128	3,001,756

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

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