



MIFWA Strategy
2018 -2021

Our strategy is to deliver effective and reliable programs through efficient service provision with a strong emphasis on relationships. We will continue to monitor our success by seeking feedback and ratings from the people who choose our services.

We will continue to empower our workforce to creatively manage programs and provide bespoke support for people living with mental illness, their families and carers. We will continue to attract and retain the best people.

Service delivery will be in Western Australia.

We will continue with our tailored delivery model focusing on the person not the diagnosis.

With our strong leadership we will improve and provide solutions in the complex environment of mental illness. Our success will be realised one person at a time. We will embrace the National Disability Insurance Scheme and the opportunity it provides to improve the situation of people living with mental illness.

By 2020, over five hundred people will choose us as their preferred partner in the NDIS.

STRATEGIC DRIVERS

people focussed culture *strongly linked to the lived experience of the people we support*

mission driven decision-making *balancing cost efficiencies with quality and impact*

empowered values driven, capable workforce

leadership *driven by shared vision and grounded in the reality of lived experience of people with mental illness and their families/carers*

brilliant execution *inherent wisdom to innovate and deliver support and services that deliver optimal outcomes*

co-design *shaping supports and services with people, to work for people*

sound governance capable and committed Board *grounded in lived experience of people we support and impact of our services*

SIGNATURE SERVICES

Personalised Support for Individuals

- *Tailored NDIS support for people to maintain their home and lifestyle in the community*
- *Peer support for young people*
- *Parent peer support for families*
- *Health and wellbeing programs (Healthy Cooking Group)*
- *Recovery education programs (My Recovery and Well Ways)*
- *Peer based support networks and safe spaces – Lorikeet Centre*
- *Peer based support leaving hospital to home*

Support for families and carers

- *Peer led education programs (Well Ways) designed to support families, carers and friends of people with a mental illness*
- *Support groups and breaks away from the caring role*

Information and influence

- *Connecting people to information and support*
- *Influencing community with information and education*
- *Promoting help seeking*
- *Training and education programs*

Where are we now

In 2018 we had:

- Service in metropolitan Perth and regional areas
- Two office locations (Midland, West Leederville)
- Approx. 60 staff across 10 programs
- 600 plus members of our Lorikeet centre
- Provided information and support to over 1000 West Australians annually
- Dedicated programs for individuals and their families and carers
- Almost \$4.5million revenue

So where do we want MIFWA to be in the next 3 years

- A successful, leading mental health organisation operating within the WA mental health sector
- A strong reputation for relevant and responsive services in the NDIS specialising in facilitating personal recovery for people with psychosocial disability
- Delivering effective, high quality, recovery-oriented mental health services including in the NDIS
- Renowned for flexible, innovative, evidence-based practice, a high level of expertise including through lived experience
- A leader in the development and delivery of peer based services
- Influencing the WA community, policy-makers and stakeholders to improve the mental health system by sharing and advocating for hearing the voices of those most marginalised by the system
- Engaging strategically with partners for better outcomes for people living with mentally ill health
- A highly engaged, innovative and flexible workforce empowered to work collaboratively, share their skills and expertise, listen deeply to people they support and who are committed to the vision and values of MIFWA
- An organisation operating under quality governance and guidance that is economically sustainable to meet the current and future needs of individuals and the community



OUR VALUES AND BEHAVIOURS

VALUES

EMPOWERMENT

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

COLLABORATION

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

INCLUSION AND ACCEPTANCE

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

INTEGRITY

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

ACCOUNTABILITY

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

WE WILL:

- Demonstrate consistency for individuals to achieve hope, understanding of one's abilities, engagement in an active life, personal autonomy, social identity, meaning in life and a positive sense of self
- See the potential of individuals and communities and support their development
- Provide a supportive and inspiring workplace environment
- Have the freedom to express a high degree of creativity
- Celebrate and acknowledge the success of other

- Work collectively to achieve common goals
- Build partnerships that create opportunities
- Share our knowledge, skill and experience with others whilst learning together
- Make time to get to know individuals, listen to and build an understanding of their skills, interests and motivations

- Be considerate and courteous
- Build positive and mutually beneficial relationships. Listening to, seeking and gaining the respect and confidence of others
- Lead by example and act with conscious awareness
- Value diversity and promote equality and inclusion, recognising the contribution and value of others
- Take time to listen with empathy and without judgement

- Be consistent and clear about our ethical standards
- Speak up even when it may be risky to do so
- Encourage people to express concerns about questionable practices
- Offer open, candid feedback to management and co-workers.
- Walk the talk: be an example of what you want other to be

- Make informed decisions and be accountable for actions and outcomes
- Communicate responsively and transparently
- Provide quality holistic service delivery
- Act on our commitments
- Demonstrate self-respect in our role both within the org and in the community
- Ask for feedback. We welcome feedback to continue improving the services



Mental Illness Fellowship of WA

Telephone: (08) 9237 8900

Email: info@mifwa.org.au

www.mifwa.org.au

