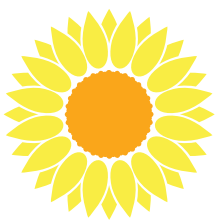


**MIFWA**

# Annual Report

2018-19



**MIFWA**

Connect. Innovate. Evolve.

## 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.

## 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 and 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.



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# ABOUT MIFWA

Mental Illness Fellowship of WA (MIFWA) is an independent, mission-driven community organisation and a member of the national body—the Mental Illness Fellowship of Australia (MIFA).

MIFWA was established in the late 1980s, by a passionate group of families—and their supporters—with a shared purpose and vision ‘to improve the lives of people who had been diagnosed with schizophrenia’. The organisation formed with a deep desire to change the trajectory of low expectations and poor outcomes for people grappling with serious mental illness.

Our Lorikeet Centre was our first service based on the ground-breaking work of ‘Clubhouses International’ and ‘Foundation House’ in New York. Twenty-five years on, the Lorikeet Centre provides a cornerstone of MIFWA’s work in the WA community.

Over the years, MIFWA has grown its services. Our 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.

# OUR STRATEGY

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.

# President & Chief Executive Officer Report

**There is significant innovation and appetite for change across the mental health sector. The appetite for transformation is driven by an acknowledgement that the current system is not working.**

We are passionate about the wisdom in the voices of those most marginalised by the existing system, driving alternative approaches. We stand proudly with Mental Illness Fellowship of Australia and Western Australian Association for Mental Health (WAAMH) to demand a mental health system that expedites personal recovery and wellbeing. This is an exciting time to be in a leadership role with Mental Illness Fellowship of WA.

## **25-year celebration of peer-based support at Lorikeet Centre**

We find ourselves on the eve of a 25-year celebration of the Lorikeet Centre. The concept of the centre was based on offering a safe and welcoming space for people experiencing mental illness. It focusses on providing an environment where peer support can flourish and people are offered opportunities to learn, grow, develop and contribute. Over the 25 years, there are many examples of people whose lives have been transformed for the positive due to membership at the centre. The key to the success of the Lorikeet Centre is the approach of working alongside people, ensuring people are provided with genuine opportunities to contribute to the day to day running of the centre and are accountable for themselves and supportive of their shared responsibility.

## **Earning Trust**

Trust must be earned; it is built in small moments every day.

We work hard to be open, accountable and genuinely interested in people and their experience, and aim to develop relationships based on trust. We also regularly seek feedback from stakeholders to help us to continue to improve and understand our impact.

We love the NDIS, as it has given us an opportunity to innovate and develop local and individual approaches. Our NDIS services have been flourishing, growing daily with referrals based on our reputation. However, the NDIS also remains one of the most challenging areas of delivery, as the scheme has been developed with many constraining elements.

We have paid a lot of attention to developing and sustaining the right culture. Our approach has been to recruit the best people who have a strong commitment to our vision and values, and to support them to thrive in their roles. This has been difficult as the NDIS has put major pressure on our viability. These pressures are lessening however with amended pricing commencing in July 2019 and our overall growth in NDIS revenue. The way NDIS is funded means we need to remain viable by working within sometimes complex rules. It requires ongoing balancing of the needs of each individual participant, their preferences and goals, with our commitment to our workforce, their job security and capacity to influence their work. It has given us an opportunity to innovate and highlights our resilience.

### **Families, carers and supporters**

We are concerned about the dwindling investment in family and carer support, as we know that many people's recovery and wellbeing is heavily influenced and upheld through family support.

Our organisation was started by families, and the passion of these advocates for higher expectations and better recovery outcomes still flows through our veins. The Australian Government has reinvested previous family and carer funding into the NDIS, and following strong national advocacy, a new carer program will be introduced centring on the Carer Gateway and other local supports. Still, we remain concerned that this investment will not be enough to meet the demands of support required.

### **Innovative and flexible approaches**

We are pleased to have the opportunity, funded through WA Primary Health Alliance (WAPHA), to implement the Peer2Peer Hospital to Home program in partnership with Consumers of Mental Health WA (COMHWA) and St John of God Midland. It is a peer-based program, co-designed with all stakeholders and strongly based on the feedback of those the service was designed to support. It has been a great opportunity for action learning and collaboration. We have extended the pilot to support people discharged from the Emergency Department who are also seeking support.

### **Some of the highlights from 2019 include:**

- » Designing and delivering a peer-led work ready program, where people can participate in 'My Recovery' and 'Wellways to Work'. These programs are based on peers supporting one another to understand and challenge expectations about recovery and work. It's about sharing our belief that everyone should have an opportunity to contribute through work.
- » We farewelled Ernie Hansen into retirement and saw the changing of the guard with Denise Catalano stepping into the Coordinator role. It was emotional to say goodbye to Ernie as he has made a significant impact on MIFWA and the Lorikeet Centre.
- » We undertook an initial workforce wellbeing survey (with very positive results) and commenced the development of an online wellbeing learning platform. We cannot wait to launch this in coming months.

We lost some of our members and supporters throughout the year and I want to give warm wishes to all of those impacted. Our hearts were heavy at times, but we worked through the grief together.

On the governance side of MIFWA, we held a Special General Meeting in May to review proposed changes to the Constitution –members agreed to the changes and the new Constitution was adopted.

As always, we cannot be our best without you!

We would like to thank our members, Board, 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 lives as they move forward each day and believe recovery is possible.

We continue to be guided by our vision of 'a good life for individuals affected by mental health issues.'

**Ann White**  
President

**Monique Williamson**  
Chief Executive Officer

# Snapshot

## SOME OF OUR *ACHIEVEMENTS* IN 2019



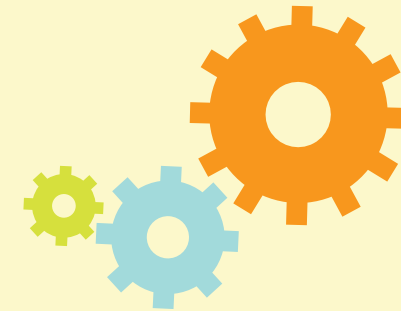
93% of people agreed their involvement with Lorikeet Centre resulted in meeting new people

one person at a time



Over 200+ people chose us as their partner and provider in the NDIS

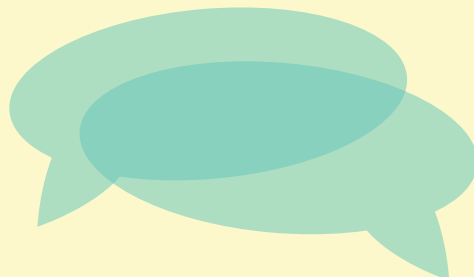
valuing the contribution of families and carers



Allen & Overy supported MIFWA to review and revise our constitution

working together

welcoming



We met with 80 new families and carers to talk through their needs and provide 1-1 support

accepting people where they're at



We provided information and support to over 750 families and carers

talking with people



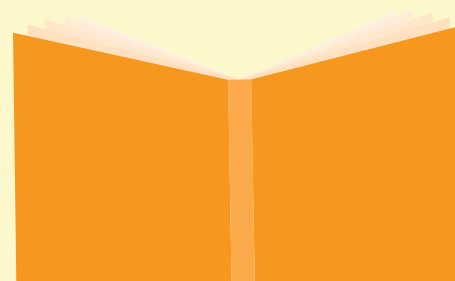
95% of Lorikeet survey respondents stated that attending the Centre helped them keep well



We expanded the Peer2Peer Hospital to Home Program to include people discharged from Emergency Department

seeking to understand each person's reality and experience

We were successful with three NDIS transition grants to support organisation HR development



shining a light on hopefulness



We celebrated Mental Health Week and Schizophrenia Awareness Week, offering free suicide prevention training to the public

listening to the wisdom of lived experience





## *Our Impact:* Supporting Individuals

**Our community mental health services work alongside people to support personal recovery through pursuing their goals for an inclusive and meaningful life. We focus on supporting individuals with the practical day-to-day activities and creating opportunities for their resilience and recovery to flourish.**

### **Lorikeet Centre**

Lorikeet Centre is a member-driven community centre supporting people living with mental illness. The centre provides a safe and welcoming space where peers encourage and support each other to stay active and involved.

While the Lorikeet Centre is based on a community philosophy and embedded with opportunities for learning and participation, it also provides individualised tailored support to members in need, 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, art therapy and Spanish classes. We also have a commercial kitchen where members help prepare nutritious meals.

## Igniting Passion for Art: Monica's Story

Monica hails from Romania and has been coming to the Lorikeet Centre for a few years now. She is a regular fixture around the centre in person and in the form of her paintings, which are scattered throughout the centre, adding a beautiful pop of colour here and there.

*"My health was so bad before I started coming to Lorikeet Centre. I had schizophrenia and depression and the psychiatrist gave me the address to Lorikeet Centre and I became a member. Now I have a beautiful life because of Lorikeet. It's so nice and social. There are lots of things to do and the people are very friendly. We go many places each week and I enjoy it a lot.*

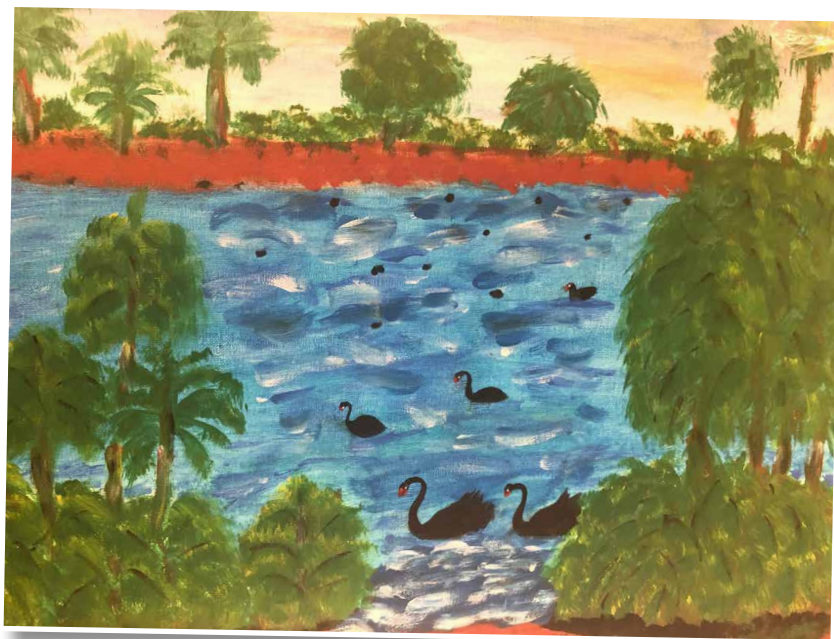
*When I first came here there was carpet on the floor and when somebody dropped something it was hard to clean. Now there are nice floors, and a nice kitchen and everything is nice.*

*In the first years we had a professional painter, Louise, come here one day a week with some helpers. I had never painted in my life and I learnt beautiful painting from Louise. Now I love painting. I have a passion for it. I enter art competitions all of the time, have painting in exhibitions and have even sold some. I especially love dot painting.*

*My psychiatrist also sent me to Reflections at Graylands Hospital. There is a studio there, and it is very far but I catch the bus there to paint, make modelling and clay, and to use the kiln.*

*At Lorikeet, we go outside all of the time, to the movies or to places like the Swan Valley. There is a lady, Dolly, who is so nice. She comes here and does reflexology. There's also a yearly soup cooking competition. I cooked for two years; it was a Romanian soup. It was so nice, and I came second or third place.*

*I take a lot of information from Lorikeet Centre and I put it everywhere. Maybe somebody will find my information and they will come here, and it will help them."*



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

Despite the challenges presented by the NDIS, we have experienced steady growth over the last year in our Individualised Services program.

We are currently supporting over 230 people across the metro area with their NDIS plans, and remain committed to providing quality service to each and every person we support.

Such quality could not be achieved if it were not for our staff who go above and beyond in delivering the program. We see fantastic outcomes each and every day, as people are supported to achieve their goals and work towards a better life.

Our annual outcome survey provided some great feedback from the people we support:

*"I'm studying again. Something I didn't quite think I was able to do after my breakdown in 2013."*

*"My depression and anxiety have almost gone away and I feel happier."*

*"I am motivated to achieve my goals."*

The program underwent a Quality Evaluation in May, and the team were delighted with the final report which contained no required actions. We also received positive feedback, including feedback on exceptional practices:

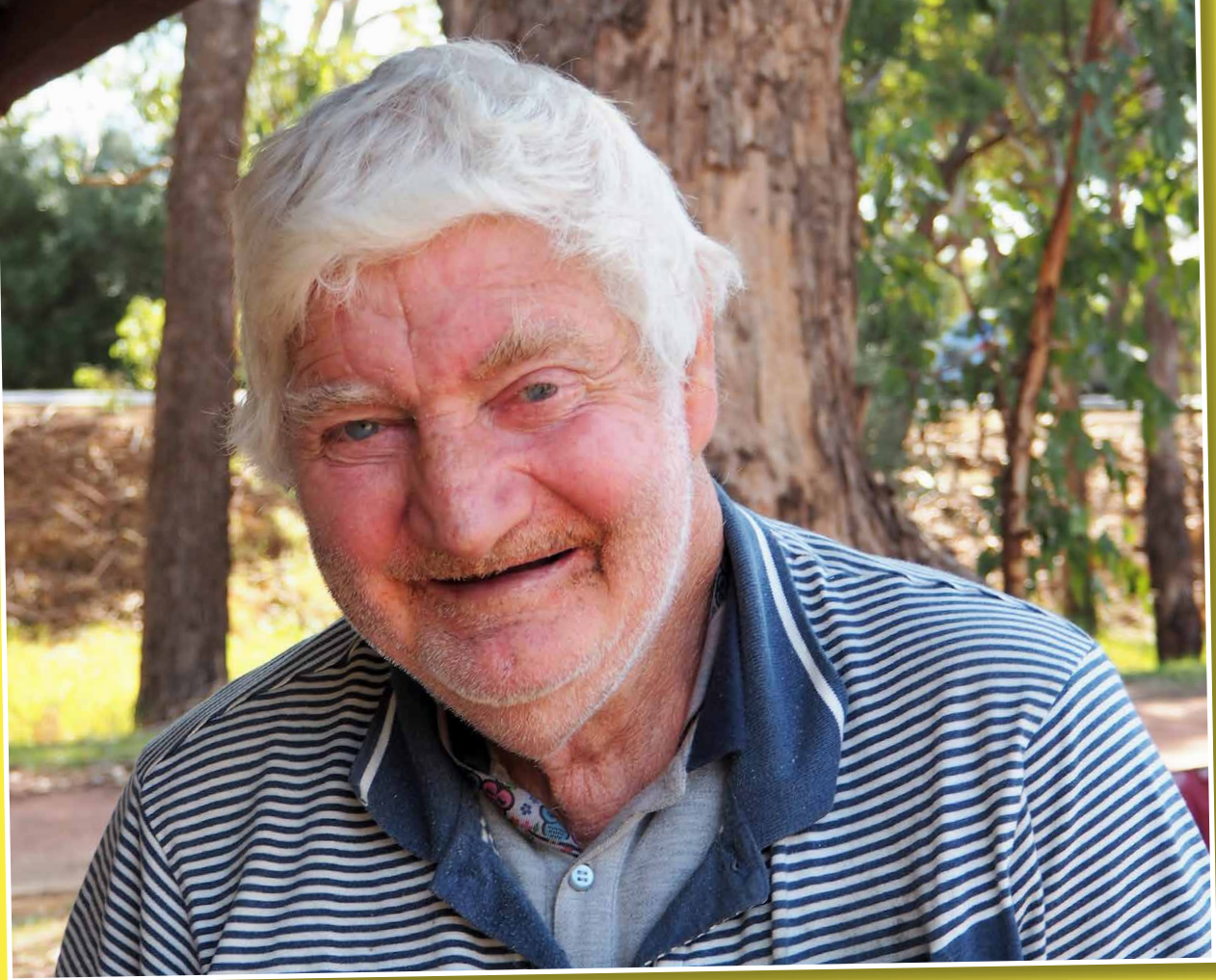
It was noted consistently that accessibility to coordinators and ease of communication and flexibility of service delivery was a strength of the organisation.

There was a strong sense of respect that was provided to the participants and an understanding and support for individual needs and interests within a flexible service delivery model.

This year, we opened an office in Rockingham, which has helped create a positive presence in the local community. Staff are working to build relationships with stakeholders in the area, and are reaching out to local people who are seeking a quality service that MIFWA provides.

We continue to thrive and grow in the ever-changing environment of the NDIS, and as the rollout of the NDIS continues across the state, our vision is to continue to develop and expand our program into the northern suburbs of Perth, and to work with and support even more people to achieve a better life.





# The Best Things in the World Cost Nothing:

## An Interview with Stephen, NDIS Participant

Until recently, Stephen was a daily fixture in the Midland MIFWA office. Stephen started dropping by daily to say hi and to have a coffee. We enjoyed having him around, and early on decided that if he was going to drop by each day, we would give him a job, and so we asked him to start bringing us the daily paper each morning. Thankfully, he agreed!

*"I love doing it. As soon as I walk in the door, they know what I want [pointing to his coffee cup]. Beautiful people and beautiful smiles. Sometimes that gives you the uplift you need without even saying a word. The best things in the world cost nothing."*

A 'half-qualified accountant', Stephen used to play football and coach junior cricket, was a postie in the 70s before everything was automated, and loves art, singing and dancing. He was often heard singing around the office or requesting a print-out of lyrics for a song he was itching to sing. He also loves to write letters, and every so often presented handwritten letters to members of the team.



Stephen used to be a postie, and so he's used to the early hours and keeping active. As he explains:

*"I loved it. But when it came to motorise, no way. I got out quick smart. Push bikes were better — my nickname was Kangaroo!... Back in the day, I started work at 6 o'clock on the dot and was up at 4.30am so now I'm up and leave home now about 7.50am and get here about 8.30am. Just a casual stroll down and get the paper and back."*

But why did he continue to do it, each and every day, especially when experiencing severe physical pain from arthritis? As Stephen explains, it's all about the exercise, keeping fit and the people:

*"... I love it. Lovely people, I bring them smiles, I have a smile and then they smile."*

MIFWA has supported Stephen with his NDIS plan. Each week, a support worker takes him to various activities, including visits to the local pool, to see the GP and to see a remedial masseuse — all of which help him manage his arthritis. However, the support MIFWA provides Steven goes beyond that, as it's given him more of an opportunity, as well as the motivation, to further explore his passions:

*"I suppose it's given me a different sense of seeing things, a different outlook. I approach things in a different way. Maybe not be so abrupt. It's given me opportunities to explore things. To participate in art. I love doing art. Landscapes. Portraits. Still life. I got one on the wall at home — a European Salamander. Writing poetry too. Done about 10 in the last three days. Can't sleep and it keeps my mind quiet."*

For Stephen, the NDIS has also provided him with an avenue to get back into life and to connect with others, including being supported to visit his family down south:

*"The plan has helped me to go more and more times to see my mum. She'll be 91 this year. She lives with my sister."*

At MIFWA, we walk alongside people in their journey, and sometimes their journey is tough. This helps to keep us grounded and connected to the people we work with — people like Stephen who add so much to our organisation and our lives.

Unfortunately, we now see less of Stephen as he has moved to aged accommodation in the Perth hills area. If you're curious about Stephen's future plans, he insists he will keep singing, painting, and writing.

*"I love it. Lovely people,  
I bring them smiles,  
I have a smile  
and then they smile."*

## Parent Peer Support Program

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

Funded through the 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.

In June 2019, six participants provided feedback about the impact of the program on their lives, as well as suggestions for improvements:

*"When I was going through a rough time my support worker got information I needed about my disorder and helped me as a mother—couldn't fault the program, actually it's a great program."*

*"Was absolutely amazing to be honest—it's probably the best program I've ever dealt with in the mental health system."*

*"The care and support have enabled me to learn about my strengths and recognising when I'm starting to become unwell, which has helped me to put coping strategies into practice. My confidence has grown so much, I'm now able to ask for help and also to explain to others (schools, Dept. of Housing and DCP) what we need them to do. This has been incredibly empowering for me. So, thank you so very much."*

*"It has made us closer as a family, she helped mend my family and helped mend me. It gave the dad/partner a break because the parent peer worker was helping me. Made him feel better knowing I was getting support and getting better."*

*"Offered so much help and got me to come out of myself more. At first, I had so much anxiety like going on the bus, too scared to open up at mum and bubs group, but now I am doing it."*

*"I would have been a mess, in a ball and at one stage was needing hospital myself but she got me back to taking care of myself and keep functioning to take care of my 5 kids and reminding me of my own needs. She visits, calls and touches base regularly even though I'm at the hospital a lot for my daughter. It gives me a sense of importance and that someone is out there thinking of you, so you are not so alone."*

*"Given lots of alternatives about parenting and link to parenting places and suggestions from parent peer worker, been fantastic. Opportunities to express my feelings and get off my shoulders what I'm worried about. Trips to shops with child to deal with child being defiant, that was good. Suggestions about talking to my son about my mental illness."*

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.

## Early Intervention Recovery Program

MIFWA's Early Intervention Recovery Program (EIRP) provides face to face support out in the community to young people aged between 16-30 years who are experiencing emerging or first episode mental health.

The program offers participants two different types of support: one to one case management which assists the young person to identify and achieve their recovery goals; and a variety of social groups such as rock climbing, art, gaming, kayaking and cooking. This year, 65 people were referred to the program, 45 accepted a place and we currently have 48 active participants.

Our EIRP team acknowledges the importance of the role that other services play in a person's recovery journey which has seen the development and strengthening of relationships between other stakeholders, including Holyoake, APM, Headspace, AtWork, as well as hospitals and community mental health teams in the metro area. Ultimately, the vision of EIRP is to leave every young person who enters the program in a better place than where they were before, ideally a place where they no longer need our support.

*"I've gained friends and skills to help me with things inside and outside of the house and it's helped me get out of the house more. I have gotten a bit better at budgeting because I have learnt to keep track of what I am spending my money on and I was also able to get approved for DSP. It has been good to get out of the house and engage in activities. Overall, I feel comfortable spending time with the other group members."*

*"I've changed by having my support worker to encourage me to go to different outlets and community-based things which really helped me find my own feet. But it's from MIFWA enabling and helping me do what I already could do and just giving me a push in the direction I needed."*

*"It's a mediated program designed for young people that essentially prepares you and gives you skills to take on challenges on life and be a proper community member."*

*"Today I was able to leave the house by myself which is something I've never been able to do because of my panic attacks."*

## 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. It has been a challenging year for the team as the program wraps up in September 2019. This program has been very beneficial, and we are disappointed it is ending.



### Peer2Peer Hospital to Home Program

Partnering with Consumers of Mental Health WA (COMHWA) and St John of God Midland, MIFWA continued to deliver a Hospital to Home and Emergency Department to Home program, funded by WA Primary Health Alliance.

Both of these programs aim 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 or if they have had a short stay in the St John of God Emergency department.

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.

MIFWA meet monthly with the clinical team working in the ED, including the Head Psychiatrist, nurse manager and any psychiatric liaison nurses who are available. This has allowed for the program to run smoothly and to discuss any issues that may arise from referrals received or during the process of referral.

Weekly meetings also continue on the ward with the welfare officer. During these meetings, peer workers meet with the people that would like to be part of the program and talk about the process on discharge.

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 that it has received another year of support. Thank you to our awesome peer workers and all partners involved in this initiative.

*"The program benefited me when I needed to talk to someone without judgment."*

*"I liked having someone to check in on me and link me with local services/activities."*

*"It was helpful knowing someone was going to check in on me. It was good to have someone to talk to and listen to me when I wasn't doing very well."*





Julie ☺



## My Recovery & Wellways to Work: Peer-Led Education Programs

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

Wellways to Work is a six-week peer education program developed for, and by people with a lived experience of mental health issues. It is designed to support people with a lived experience who are interested in taking steps towards work and/or study, providing up-to-date information about mental health, recovery and employment.

The program helps participants build confidence and practical skills in a supportive, peer-group setting. All of our facilitators have a lived experience of mental health issues and are trained and accredited to deliver the program.

## Workready

People with psychosocial disability are under-represented in employment. The MIFWA Workready program is a suite of holistic recovery and employment-based programs across Perth and the Wheatbelt.

The Workready program:

- » Identifies, trains and supports peer facilitators (with a lived experience of mental illness and personal recovery)
- » Provides peer-led group education programs—My Recovery and Wellways to Work
- » Provides a transition to employment support through targeted work experience and tailored employment plans.

Throughout the year, we ran one My Recovery Program in Mirrabooka and three Wellways to Work Programs, with a total of 32 participants undertaking the courses and two people successfully gaining work by the end of Wellways to Work. Ninety-one contact hours with persons experiencing mental illness were recorded in assessment and support activities,

Participants were asked what they hoped to gain from the program, including:

*“Strategies to help me feel courage to work enough to earn what I need financially.”*

*“A better understanding of how and what it takes to be ready for employment.”*

At the conclusion of each program, there was a significant increase in hopefulness and confidence in personal recovery, and to take the next steps towards work or study.

*“The time to do this program has propelled me to keep going—like TAFE. I know my goals and I feel more focussed and ready to take the next step.”*







# 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.

MIFWA started as a grassroots organisation from parents of adult children with mental illness coming together over a cuppa, and we are proud that we have remained true to this philosophy. Our Carer Services coffee groups are held in Mandurah, Fremantle and Midland, with the Wanneroo group recently moving to Whitfords. This continues as a safe space for carers to gather and do everyday things like having a chat and a cuppa with others that understand.

MIFWA are now registered as a Carer-Friendly Workplace. This required the establishment of effective guidelines for a carer-friendly workplace and involved providing two carer-friendly events for employees, staff training and seeking carer champions.

### *Ordinary people doing extraordinary things.*

Carers or family supporters rarely see their role as extraordinary. However, we know that the role family supporters have in the wellness of the person impacted by mental illness is significant and a key factor in recovery. We also know that carers are less likely to seek support for themselves, however well-supported carers make for stronger, safer and more compassionate families and communities.

*"I believe it has enabled me to be in a space where I can offer hope towards recovery."*

*"These retreats help keep families together."*

*"Meeting, bonding and connecting with other carers, sharing and hearing stories and creating friendship."*

This year, our work also continued through:

- » Wellways Building a Future—family education, Marangaroo and Midland
- » Collaboration with North Metro Mental Health Services, Osborne Park Carers Group and Joondalup 12-week Carer support group
- » Family Carer Peers at Joondalup Mental Health Clinic, Fiona Stanley Hospital and Osborne Park Mental Health Clinic
- » Schizophrenia Awareness Week—Destressing Workshop
- » Carer Workshops—The Art of Resilience, Note to Self and Growing Well
- » Family Connections—family education, Rockingham and Leederville
- » Fish and Chips in Fremantle for Christmas
- » Carers Week Meditation Event



So many of us have had our life changed by the Wellways Building a Future family education program. The program builds skills and helpful strategies in our support and caring role which brings a newfound confidence. There is a relief that comes from finding others that also experience similar struggles.

Now in our seventh year of a partnership with Grow, we continue to hold a Grow group for carers twice a month throughout the year and support the promotion of the new eGrow online meeting for carers and others.

This year, we said goodbye to Avril MacLennan and Cathy Stokes, Carer Peers at Osborne Park Mental Clinic and Fiona Stanley Hospital's Youth Assessment Treatment Team. The establishment of these roles over the last few years provided fundamental support to families; there is nothing like having someone that 'gets it' to provide support. Furthermore, we welcome Corrine Bond to the role. Corrine has a lived experience of caring for both her daughter with complex mental health issues and her partner who also has a diagnosed mental illness. Corrine has utilised many different support services and is keen to help others as they navigate their way through the mental health system in support of their loved ones.

### Regional Wellways Carer Support

We aim to provide mutual peer support, promote resilience and coping skills, and increase understanding of the caring role.



**Family Connections participants  
May 2019 Pathways Southwest**

## Wheatbelt Carer Services

Throughout the year, 169 people participated in carer services, education and training in the Wheatbelt, Bunbury and Esperance areas. In addition, our Regional partners, Pathways Southwest in Bunbury and Bay of Isles Community Services (BOICO) in Esperance, also delivered programs and services. Overall, there were 1223 attendees at our facilitated programs, including Building a Future, Snapshot, Family Connections, respite weekends, events and suicide prevention workshops.

The two-day 'Rising Strong' course held in Northam was a follow-up to 'the Daring Way', giving carers the opportunity to develop personal strategies to help them in their caring role. It centred on people recognising and owning their own story and transforming the way they love and lead.

10 carers enjoyed a respite weekend at Black Wattle retreat, where they got the opportunity to relax and take a break with peers in a peaceful setting, and nine participants joined the Building a Future program, with one carer feeding back at the conclusion of the course that:

*"I cannot believe the position I am now at. This is quite possibly the best thing that I have ever done for me. To Andrew and Julie—my heartfelt thanks."*

We also held a number of carer events in the Wheatbelt, including carers walking groups, social events and celebration activities such as Mental Health Week, Schizophrenia Awareness Week and Carers Week events.



# *Our Impact:* Promoting a More Inclusive and Accepting Community

**The Mental Health Commission of WA provides MIFWA with funding to promote wellbeing and a better understanding of mental ill health and recovery. Promoting mental wellbeing is an important strategy to reduce the impact that mental ill health can have across our community. We encourage and provide 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](http://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 700 calls and many more emails from people seeking information, referral and help.

## **Presentations and Information**

MIFWA proactively engages in presentations, community displays 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 (Quairading), 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. Mental Health Carers and Issues Network, St Luke's, WA Police, Holyoake Northam, Vic Park Community Centre, Avon Arts Group, Scotch College, Joondalup Tafe, Joondalup Library, Belmont Library, Northam Senior Citizen Centre and The Grove Library.

### **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 encourage 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.

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



## Website and Social Media

MIFWA has continued to increase its presence online, through our website and social media presence. This online presence has resulted in an increase in enquiries and people seeking information about mental health via the website. Ten people each month reach out to us through our website.

## 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. An average of 40 people connect to Sane forums through the MIFWA 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

### ASIST (Applied Suicide Intervention Skills Training) Training

In ASIST, people learn to apply a suicide intervention model. It helps caregivers recognise when someone may be at risk of suicide. It then explores how to connect with them in ways that understand and clarify that risk, increase their immediate safety and link them with further help.

This year, three ASIST trainers facilitated ASIST workshops in Midland, Wilson and Northam, with 59 participants completing the training.

*"I have increased confidence in my knowledge, skills and ability. I felt safe throughout the workshop and my mild anxiety prior to attending reduced to zero quickly."*

*"Trainers were fantastic, I gained so much from this training and I'm sad it's over! Thank you so much."*

*"Wonderful training and trainers. Now I have not only the tools and understanding but some personal closure too."*

*"Presenters were excellent. Really understood people and situations—lived experience."*

*"Fantastic trainers, fantastic group. Wonderful content and appropriate activities."*

### safeTALK Workshops

safeTALK is a half-day alertness workshop that prepares anyone over the age of 15, regardless of prior experience or training, to become a suicide-alert helper.

safeTALK-trained helpers are an important part of suicide-safer communities, working alongside intervention resources to identify and avert suicide risks. Four safeTALK workshops were delivered to 47 participants across metro and rural areas, with all being positively received.

*"Very good and would recommend to others."*

*"The trainers really knew their stuff and were very supportive."*

*"I would rate this a 10/10 as I learnt so much from this workshop and I now feel very prepared to talk openly about suicide."*

*"Very helpful, I feel more able to talk to others & trust my gut instincts."*

*"It was clear. Examples were real."*





MARTHA

### Standard 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 delivered 12 Standard Mental Health First Aid (SMHFA) courses and educated 169 participants across metro and country areas, and continue to receive positive feedback for this two-day accredited training program:

*"Joyce was a fabulous instructor, taking time with the large class to explain in detail the content of the material to be presented, and making sure the class was aware of their self-care."*

*"Clear, concise delivery, well informed facilitator. Facilitator was easy to approach and managed the group well."*

*"Thank you again. After taking your course, I had realized how busy I have been and neglecting myself. So, I took a mental-health day after realizing how important taking care of yourself is. I will be sure to take better care."*

We have also commenced refresher training for those who want to renew their SMHFA certification, bringing them up to date with new research and data.

This year we received an ILC grant to deliver Peer Based Education training to the community and the business sector. This included delivery of four SMHFA and four Youth Mental Health First Aid trainings across the metro area, and two in Northam.

### Youth Mental Health First Aid

The Youth Mental Health First Aid (YMHFA) course is based on international MHFA guidelines. These guidelines were developed using consensus of mental health consumers, carers and professionals from English-speaking developed countries.

Our ever-popular Youth Mental Health First Aid Training continues to receive positive feedback, mainly due to facilitator, Hayley Harris, who delivers these training courses across the metro area.

*"Hayley was engaging, knowledgeable and able to strategically incorporate pockets of humour to break up the content. Her examples made understanding the content easier and she was easy to approach with questions."*

*"Hayley was welcoming and engaging in her presentation style. She is very knowledgeable and was able to answer all our questions. Hayley had handouts, videos and activities for us to complete which was a great way to help us comprehend the content. Thank you, Hayley!"*

*"Hayley Harris is an outstanding presenter and one of the best presenters I have experienced in any field."*

Way to go, Hayley!



### **Mental Health First Aid for the Suicidal Person**

Mental Health First Aid for the Suicidal Person is a new 4-hour course based on our guidelines 'How to offer mental health first aid to a person experiencing suicidal thoughts and behaviours'.

MIFWA commenced facilitating this interactive face to face workshop this year, with one workshop including 22 participants.

*"Helped me to know how to respond to somebody who is suicidal."*

*"Three simple messages—easy to remember—thank you."*

*"Good, informative training—thank you."*

*"Helpful—that just confirmed a lot of my existing knowledge."*

### **Understanding Mental Health**

Developed for staff and the general public, this workshop aims to help people gain confidence to understand mental health and support someone in need.

Covering the prevalence of mental illness, The Mental Health Continuum, self-care handouts and discussion, we have facilitated two groups to date, with 42 participants in total.

*"Awareness of our own mental health and to look after it."*

*"Joyce was great, I would love to do further training."*

*"Well-presented and informative workshop."*

*"I thought it was brilliant that you queried our learning outcomes prior to starting the course and tailored the course accordingly."*

*"I loved the scenarios as a way of engaging us."*

### **Lunch-Box Presentations**

Throughout the year, we delivered a series of 'Lunch Box' presentations to local businesses, schools, organisations and libraries. Topics covered included mental illness, the Biopsychosocial Model, training and resources. With an initial goal to deliver workshops to 150 people, we exceeded that by reaching 269 people, and continue to field queries for future presentations.

Thank you to Uli Schoen and Hayley Harris, who were responsible for getting these presentations off the ground.



# Our Foundations

**Our Members, Our People, Our Supporters, Our Partners!**

## Team MIFWA

We are proud of our team at MIFWA. We can only deliver on our mission if we have great people across our community doing good work each day. Our staff are selected based on their values and commitment to our mission, and we regularly receive positive feedback about our staff and the difference they make.

This financial year our staff numbers increased by 45% to 115 people. This increase is associated with our growth in the NDIS. Three of our team reached their ten years of service milestone this year: Samantha Scott, Caroline Wood and Gaye Hodgson. Thank you for your ongoing commitment and service.

In early 2019, we undertook a workforce wellbeing survey in partnership with Curtin University's Centre for Transformative Work Design. A high priority for MIFWA has been supporting our workforce through what has been a tumultuous journey, implementing an NDIS program and building a mobilised team. We were pleased with the results which were highly positive with many strengths including:

- » A **resilient** workforce that engages in **effective coping and recovery strategies** to manage the daily stresses at work.
- » An **engaged** workforce that continually strives to **learn and develop** their professional capabilities.
- » Employees find their work **stimulating, varied, autonomous and personally meaningful**.
- » A workplace in which employees perceive there to be a **lack of stigma** associated with mental health, with a strong emphasis and **priority on protecting the mental health** of its workers.







In comparison to the key strengths, there were some areas that were identified with more varied responses, which included:

- » **Good transactional leadership**—a style of leadership that recognises and acknowledges good work—reported more varied responses, which may indicate that employees experience inconsistent recognition, acknowledgement and feedback on performance.
- » **Mastery**—a SMART work design component that measures **role clarity and reward and recognition** (psychosocial risks)—indicated that slightly more than half of respondents reported a potential lack of mastery in their roles (e.g. limited or inconsistent feedback/recognition on performance and unclear role responsibilities and objectives).
- » A similar theme emerged in job crafting behaviours, where—in comparison to other job crafting behaviours—respondents indicated that they were less likely to improve their own **social job resources** (e.g. seeking support and feedback through colleagues and supervisors).

## Our Volunteers

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

MIFWA has been built and continues to thrive on the good will of volunteers. Our volunteers are people who share our vision and want to make a difference, no matter how big or small. 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 being there for someone when they need to talk.

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 join our team on completion of their studies.

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

Jan Davis, Vivien Hannaford, Adrian Momber, Renita Mroz, Tania Harrison, Ann Elliott, Margaret Jones, Kane Young, Andrea Tal, Jacqui Harms, Aung Du, Samantha Loxton, Faisal Manzoor, Faye Louise, Julie Rawcliffe, Clinton West, Sara Horvat, Sandy Chant, Ron Deng, Holly Gibbs, Dolly Beros, Emma Craske, Jodi Sutherland, Kelly Tartano, and Cathy Stokes.

*“Volunteering at the Lorikeet Centre has given me the opportunity to learn new skills, meet friendly, caring people, contribute and gain work experience. The members and staff make this place a welcoming, supportive community for all.”*  
Naomi—Volunteer, Lorikeet Centre

## 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 (Vice President), Kristy Bradshaw (Vice President), Erin Bourne, Hugh Cook, 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!

The experiences we are able to offer people through donations really enrich lives. Thank you to the anonymous donor whose generous donation supported a Christmas celebration for 100 Lorikeet Centre members. We've been touched by feedback from Lorikeet members about the value of this celebration, with people expressing their gratitude for the opportunity.

A & G White, Agneta Hyland, Ana Tamanui, Angel Pirone, Beatrice Cavanagh, Cloudburst Reticulation, Geoffrey Spencer, Jane Davies, Kellie McCrum, Kevin Kanes, KPMG, Mary Gwynne, Mrs Bev Barndon, My Cause Gift Fund, PayPal Giving Fund, Rachel Green, Ray Carey, Richard Berg, St Luke's Anglican Community, and Step Into Life

## Tecwyn Jones Grants

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

He was a popular and generous member who had a keen interest in 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 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.

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 \$8,382.50. This included requests to support the purchase of musical instruments, health and fitness memberships, art supplies, study assistance, a camera, family respite 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                                       | Meerilinga—Children's Week                                   |
| Act-Belong-Commit                                | Men's Shed Association                                       |
| APM Employment Agency                            | Mental Health Commission of WA                               |
| Asthma WA  | Mental Health Advocacy Service                               |
| Australian Council on Smoking and Health (ACOSH) | Mental Illness Fellowship of Australia                       |
| AVIVO  | Midland Family Support Network                               |
| Avon Youth Community and Family Services         | Midvale Hub Parenting Services                               |
| Befriend   | Mirrabooka Mental Health Committee                           |
| Bizlink Quality Employment                       | North East Metro Community Alcohol and Drug Service          |
| Black Dog Institute                              | Oz Harvest   |
| Brockman House                                   | Pathways Southwest   |
| Carers WA  | Red Cross  |
| Commonwealth Respite Carelink Centres            | RUAH   |
| Connect Groups                                   | SANE Australia   |
| Consumers of Mental Health WA (COMHWA)           | Silver Chain   |
| CLAN Midland                                     | Spirits of the Street Choir                                  |
| CWA Quairading                                   | South East Metro Collaborative Mental Health and AOD Network |
| Department of Social Services                    | Suicide Prevention Australia                                 |
| Family Inclusion WA                              | St John of God Midland Public and Private Hospitals          |
| Fiona Stanley Hospital (YCATT)                   | WANADA   |
| Food Sensations                                  | WA Ombudsman   |
| Forest Personnel Inc.                            | West Australian Association for Mental Health (WAAMH)        |
| Grow   | Western Australia Primary Health Alliance (WAPHA)            |
| Hearing Voices Network                           | Wheatbelt Mental Health                                      |
| Hepatitis WA                                     | Wheatbelt Postvention Group                                  |
| Independent Living Centre                        | Women's Health Centre  |
| Joondalup Community Mental Health                | Workpower  |
| Lifeline   |  |
| Maxima   |  |



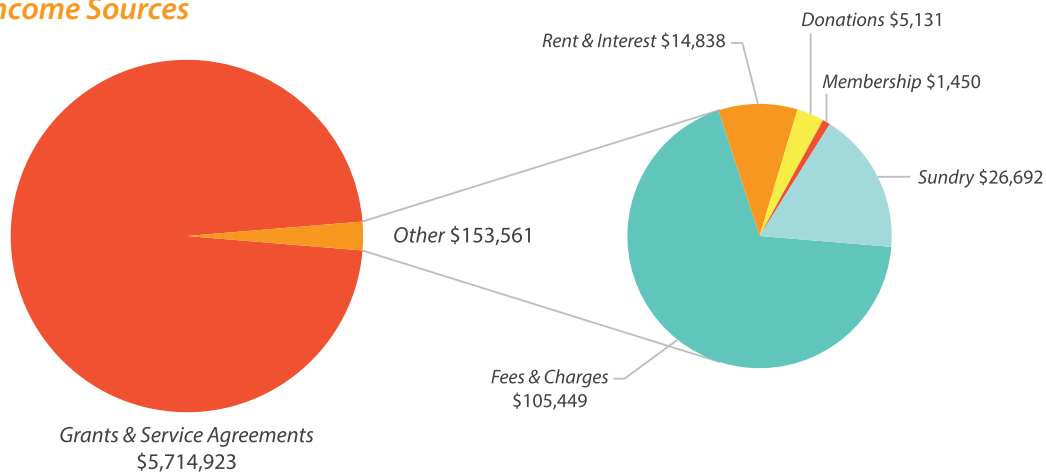




# Financial Summary

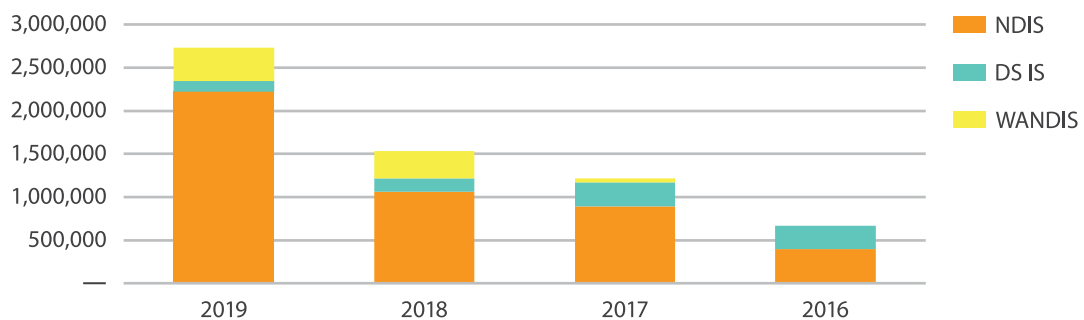
# Financial Summary

## Income Sources

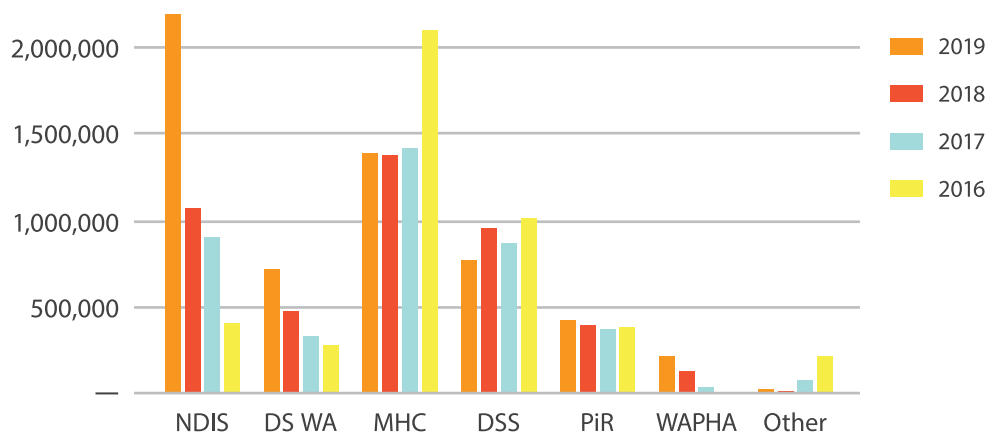


Operating revenue in 2018-19 was \$5.9 million, an increase of 29% from 2017-18 primarily due to a growth of Individualised Services by 79% which now represents 48% of all funding. We have received funding from the federal NDIS and the state WANDIS and DSC and anticipate that by the end of June 2020 all participants will be funded by the federal NDIS.

## Individualised Services



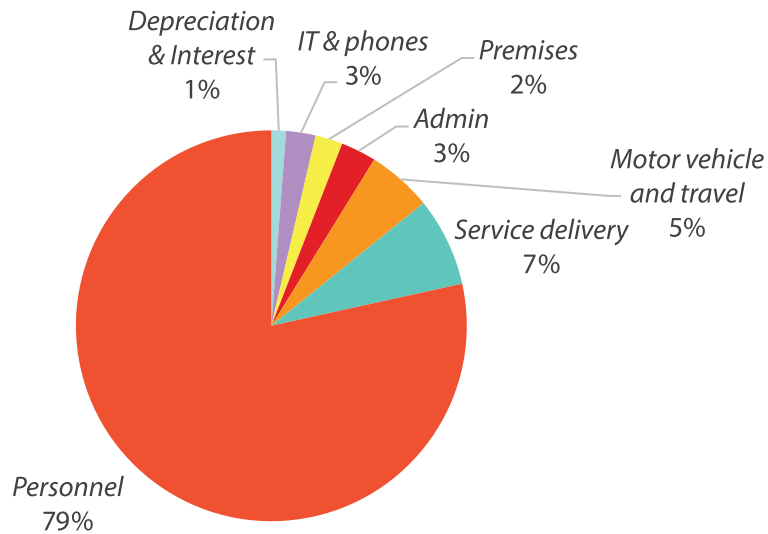
## Funding by source - Grants and Service Agreements





There was an operating surplus this year of \$105,165 which was 1.8% of operating revenue. Personnel expenses increased by 29% as we provide more individualised services and we continue to be impacted by the Equal Remuneration Order.

### Spending



### Financial Position

|                               | 2019<br>\$       | 2018<br>\$       |
|-------------------------------|------------------|------------------|
| Property, plant and equipment | 2,865,660        | 2,898,880        |
| Cash and cash equivalents     | 1,355,783        | 1,228,644        |
| Accrued Revenue               | 140,680          | 67,591           |
| Trade receivables             | 42,214           | 31,964           |
| Other assets                  | 46,023           | 46,720           |
|                               | <b>4,450,361</b> | <b>4,273,799</b> |
| Grant balances                | 475,633          | 518,237          |
| Trade and other payables      |                  |                  |
| Employee leave provisions     | 329,311          | 212,554          |
| Borrowings                    | 336,987          | 320,755          |
| Accrued expenses              | 215,180          | 217,024          |
| Other liabilities             | 136,530          | 153,546          |
|                               | 425              | 555              |
|                               | <b>1,494,067</b> | <b>1,422,671</b> |
| <b>Net Assets</b>             | <b>2,851,128</b> | <b>3,001,756</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 our website, [www.mifwa.org.au](http://www.mifwa.org.au), for the complete audited financial statements.



**MIFWA**

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