



**No one should go  
through mental health  
challenges alone.**

Let us help you find the right support for you.



# Acknowledgement

MIFWA acknowledges the Traditional Owners of the land where we operate, and we pay our respect to Elders past and present.

We value everyone who has supported us, trusted us for support, and shared their insights with us, including people with lived and living experiences of mental health challenges, and those who love and care for them.

We recognise and celebrate all individuals regardless of their race, abilities, age, gender, sexual orientation, culture, religion, or other social characteristics, and we support and advocate for a society that embraces inclusion and contribution of all citizens.







# You don't have to go through mental health challenges alone.

**Whether you're experiencing mental health challenges or supporting someone who does, we can help you find the right support for your situation. We believe recovery is possible for everyone. You may just be seeking reassurance or want guidance on where to start.**

We have more than 30 years' experience working alongside individuals and families and their friends and carers to provide mutual support and useful information and resources. Many of our support staff have their own lived experience of mental health challenges as consumers, carers, or both. They understand what you're going through and can guide and mentor you as well as inspire you and give you hope and confidence.



# Supporting mental wellness + recovery

**MIFWA is an independent community-based mental health organisation supporting people who are living with and recovering from mental health challenges. We also support their families, carers, friends and colleagues who are supporting them. We work with people in their homes, communities or at our centres to provide support and services. We don't provide clinical services, we can complement them.**

This has been our mission since 1980 when we started as a grassroots support group for families. Very early on, our founding champions the Cebula, Kovich, Stitfold and Ursich families had the shared purpose and vision to improve the lives of their children diagnosed with schizophrenia. They would go on to develop better support services for Western Australians and promote more understanding about mental health challenges in the community.

They established Schizophrenia Fellowship of WA in 1990, and Lorikeet Clubhouse would open its doors in 1994 as the Fellowship's first service. Over the next 30 years, the organisation would grow to become Mental Illness Fellowship of WA, now known simply as 'MIFWA'.

Today, we offer the following core support, recovery and early intervention programs:

- NDIS Individualised Support
- Recovery Coaching
- Support Coordination
- Carer Support
- Hospital to Home
- Lorikeet Centre
- Family and Parent Support
- Youth Service
- Peer Recovery Groups
- Mental Health Training, Metro
- Mental Health Training, Regional

We host annual awareness events such as Mental Health Week and Carers Week to raise awareness of mental health challenges and reduce the stigma often associated with seeking help. We have online forums for people with lived experience and their carers. It's a supportive community where people can chat with others in similar situations.

We also advocate for local and national changes that ensure all Australians gain appropriate and timely access to mental health care and support.

## Our vision

MIFWA's vision is to realise the potential of all Western Australians to recover from mental health challenges, maintain good mental health, and live a meaningful life in their community.

## Our mission

- To walk alongside people affected by mental health challenges, providing person-led, recovery focused support.
- To promote acceptance and understanding of mental health in the community.
- To be a leader in innovation and systemic reform in mental health service delivery.

## Our lived experience

One significant focus for MIFWA is our dedication to lived experience leadership. Our culture has always fostered a connection to people impacted by mental health challenges, evident in our peer roles.

More than 10% of our workforce occupies dedicated peer roles. More than half of our workforce identifies as having their own lived experiences, and over 35% are in caring roles.

We're passionately committed to mental health. We have pledged to strengthen MIFWA's role as a staunch ally to lived experience leadership, embracing this commitment throughout all our endeavours.

## Our values



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



**Collaboration:** We work with 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 everyone's value.



**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, and outcomes. We are open and transparent in what we do.



# Our services

## NDIS Individualised Support

If you have a NDIS plan you can choose MIFWA to work with you. We provide core support, recovery coaching, and support coordination (including specialist).

To be eligible for MIFWA's NDIS services, you must be aged between 18-65 years old, have a primary psychosocial disability and an NDIS plan.

### Core Support

We will allocate you a team leader and their job is to organise your support team. You let the team leader know what you're looking for in a worker. They will match a worker with you and coordinate the times and days for support that work for you and your Community Mental Health Worker.

You can contact the team leader if you want to change your worker or support days and times. Your worker will assist you to achieve your goals. Our goal is to work with you in a way that's flexible and meaningful to you.

Each person is different and so is their NDIS plan. Some people might need support with keeping on top of home life. They might want to get out and about and build confidence and experience to get back into the workforce or studying.

Others might want to get involved in the community, such as participate in sport and recreation opportunities. Together, we'll identify your needs, set your goals, and determine the supports to help you achieve them.

Our workers are selected based on their experience and values and receive training and regular supervision with their team leader.

### Support Coordination

Some NDIS plans include support coordination. We think about this as the glue that holds things together when lots of things are happening in your life that could make you feel overwhelmed.

We see our role as attending to the important details that make your life smoother, help manage the days where things go wrong, and pull all your allies

together to make sure everyone is on the same page and are being helpful. You will be allocated a support coordinator and can request to change if you prefer to try a different person. You also can change to another provider anytime by letting us know.

### Specialist Support Coordination

If you have Specialist Support Coordination, we have people who can assist. At times your situation and needs can be complicated and might require creative thinking and extra attention to detail. This is where our 25 years' experience shines through.

You can count on us to provide our best people to help you overcome the barriers keeping you from accessing support and progressing with your NDIS plan.

A specialist support coordinator works with you to identify these barriers, find the solutions to overcome them, and implement a process that makes it easier for you to access and maintain support. When you're faced with an unexpected situation, conflict or issue, your specialist support coordinator can help you find a resolution (or help you access services that can assist you).

### Recovery Coach

If you have a recovery coach in your NDIS plan, we can work with you, your family and other services to help you achieve your goals. A recovery coach will work on helping you to gain confidence in managing your personal recovery and support.

A recovery coach also has lived experience of mental health challenges and recovery and uses this experience to help you with your own recovery.



*They provided exceptional service – thinking outside the box and problem solving to resolve issues, quality contact, good communication to ensure people receive optimal services whilst maintaining professional standards."*

NDIS SERVICE PARTNER ORGANISATION





# Our services (continued)

## Carer Support

We understand that families and friends can feel isolated when supporting a family member experiencing mental health challenges. We know that navigating the mental health system at times can be difficult. At MIFWA, we aim to provide mutual peer support, promote resilience and coping skills, and increase understanding of your caring role. We offer workshops, groups, and training, provide opportunities for social connection with like-minded people.

MIFWA Carer Support is provided by people with lived experience. People who have been in a caring role for a family member or friend with a mental illness. They understand the challenges from experience.

### Am I a carer?


You're a carer if you provide unpaid support to someone who needs help with their day-to-day living, be it full time or occasionally.

### 1-to-1 Carer Support

Family members can feel concern, guilt and fear about their family member. We can talk with you about your situation, offer information and support. We can come to you or meet somewhere convenient. We have carer peer workers at some mental health clinics and hospitals in Perth.

### Social and Support Groups for Carers

Social support and a welcoming environment are the cornerstone of the groups we host for family, friends and carers. Our coffee groups are informal, and you can attend anytime.

 *I cannot tell you how much help you have been to me! I appreciated your talk with me and all the information I got."*

FAMILY MEMBER/CARER

## Hospital to Home

The MIFWA Hospital to Home Program is a peer-led service offered by peer workers who have experienced mental health challenges and recovery. The program supports people when they're returning home from a hospital that was due to experiencing a mental health challenge.


Returning home following a hospital stay can be overwhelming. However, we believe even small amounts of the right support from the right person at the right time can make a huge difference.

### How it works

Following receipt of a referral from a partner hospital (Armadale, St John of God Midland, Joondalup, Bentley, Sir Charles Gardiner), a MIFWA Peer Worker contacts and meets with you to talk through your situation and the program. Together, you develop a plan about the supports you need. For some people, regular phone calls and weekly visits, checking in may be all that is required. For others, connection to ongoing support to navigate problems is provided over the weeks and months following their hospital experience.

This support will continue for up to 8 weeks (longer if required and agreed) once you have been discharged from the hospital, depending on your needs.

Our team of experienced Peer Workers understand the difficulties faced on discharge from the hospital. They will regularly check in with you at home and over the phone, connect you to the supports you need to stay safe and well, assistance with building confidence in the management of day-to-day activities and facilitating referrals to other service providers, local community and other organisations.

 *It's been nice having some extra encouragement and support; having other people believe you can get better makes it a little easier for you to believe it yourself. A friendly team of people can help make things feel less daunting when returning home. It's nice having a bit of a safety net of people around you so you feel safe even on a bad day."*

HOSPITAL TO HOME PARTICIPANT





## Lorikeet Centre

Located in West Leederville, Lorikeet Centre is our member-driven community centre that has been supporting people living with mental health challenges for three decades. It aims to create a safe space for adults, and an accepting place for anyone in need of support or social connection. Lorikeet Centre is underpinned by the importance of peer relationships, providing a place for people to go, to hang out without judgment. Our Lorikeet team is dedicated to working alongside members to provide practical support and connect people to other services or inclusive opportunities.

Lorikeet Centre provides support, information and referrals regarding members' goals and priorities. Community agencies visit regularly so members learn how to access them and get the information they need to help in their recovery.

At the centre, we have facilities and host various activities such as gardening at the local community garden, art therapy, a regular walking group, Spanish lessons, recovery groups, healthy eating classes, photography classes, poetry workshops, and financial wellbeing classes.

For our daily social lunches, members can either buy a nutritious lunch prepared in our commercial kitchen or bring their own.

“ *It's good to know that you've got a place like Lorikeet. You know you can come here any time of the week and just drop in and have a coffee and a talk and you feel good afterwards. I always feel good as I feel wanted and liked, and people here understand, you know. There's no judgment at all.*”

LORIKEET MEMBER

# Our services (continued)

## Family and Parent Program

If you're a parent who experiences mental health challenges, it's natural you might doubt your capacity to manage and lead your family while also managing your mental health. It's OK to acknowledge you need extra support. Our experienced peer workers are here for you, they're parents who have overcome their own mental health challenges.

To be eligible for our program, you must be experiencing or impacted by mental health challenges, have a child under 18 years old living at home, and you're living in the North Metro Mental Health Service Area.

### **This program is the first of its kind in Australia.**

Parenting can be a tough role. We offer practical and moral support through experienced peer workers who are parents themselves. Peer workers apply their lived experiences to develop respectful, trusting relationships with you and provide you the information, education and support to help you manage and lead your family.

### **Our approach**

We understand that recovery is different for each person. Our strengths-based approach is to support and walk alongside you, with you and your needs our primary focus. This means we're committed to helping you identify your concerns, issues and goals, and to help you move forward.

We work with you by providing practical support to help with coping strategies, setting small manageable goals to help you build confidence, self-esteem and resilience, and manage routines in the home and family structure. It's also important that we support you in an environment where you're comfortable.

With a peer worker, you can work on your recovery, including self-care strategies, stress/anxiety reduction techniques, relaxation techniques and activities, improvement with daily living skills, community and social engagement, improved communication with family and others and improvement to health and fitness.

We pride ourselves on being able to adopt a whole-family approach. This means you're supported in a way that aligns uniquely with you and your family and meets your needs and the needs of your family.

## Youth Service

MIFWA's Early Intervention Recovery Program (EIRP) is for young people aged 16 to 30 years who have been diagnosed with mental health challenges, including first episode of psychosis.

Operating across the Perth Metropolitan area, our EIRP team supports you to re-establish or maintain social, professional, and educational networks. The program is initially for 6 months but can continue for up to 12 months. Young people who have an NDIS support plan are not eligible for this service.

### **The support we offer**

We understand each person's mental health journey is different, so we tailor our supports around your needs, aspirations, goals and recovery. The EIRP team provides support to you in your own home and local community, working with you to set goals and reconnect with your priorities.

Areas of support we provide can include assistance to get back into employment or study, building confidence and coping strategies, help with stress management and relaxation, provide opportunities for friendships and community connections, obtain accommodation, help with budgeting, or finance and help to link with clinical teams for your mental and general wellbeing.

### **EIRP Groups**

EIRP runs groups throughout the year dependent on feedback and suggestions from participants. These are open groups. These are open groups, and you can come and try them. There's no obligation to commit. Previous groups have included learning guitar, paddling, walking, art and more.



## Peer Recovery Groups

We run a range of peer groups focussed on personal recovery. All peer groups are facilitated by peer facilitators who have lived experience of mental health challenges, and who are trained to facilitate groups.

A peer recovery group is a group of people who come together to provide emotional, practical, and informational support to one another based on shared experiences of mental health challenges. These groups are facilitated by peer facilitators who have lived experience of mental health challenges, and who are trained to create a safe and non-judgmental environment for group members to share their experiences and support each other. MIFWA's peer recovery groups are structured around educational content, group discussions and written activities.

Research has shown that participating in peer support groups can be beneficial for individuals living with mental health challenges, as it can provide a sense of belonging, reduce isolation, and offer practical tips and coping strategies. It can also foster a sense of empowerment and enable individuals to take an active role in managing their mental health.

## CHIME ONLINE

Discover the power of peer support and the CHIME recovery model with our online workshop series, the CHIME ONLINE series, a four-week peer-led interactive online series designed and developed by MIFWA to provide an opportunity for participants to explore their recovery journey and give and receive peer support.

### CHIME: A recovery model explored

A stand-alone session or an introduction to the CHIME ONLINE series designed and developed by MIFWA. Participants interested in joining the CHIME ONLINE series, or people wanting to refer others, are welcome to join this session to get an idea of how it runs before committing to the series.

### The Art of CHIME

The Art of CHIME is a recovery group that uses art therapy designed and developed by MIFWA. It is run as a four-week peer-led interactive series that provides an opportunity for participants to explore their recovery journey, engage in art therapy and give and receive peer support.

### My Recovery

My Recovery is a supportive recovery group for individuals living with mental health issues. It is a peer support and education program facilitated by individuals with lived experience of mental illness who have undergone training to become Peer Facilitators.



# Our services (continued)

## Mental Health Training, Metro

Education paves the way for improved outcomes. Many of our training courses and workshops are unique, as they are delivered by trained facilitators with their own lived experience of mental health challenges, and these facilitators include carers and family members.

Our training helps you to learn about mental health challenges and recovery, drawing from the expertise of people who have been there.

## Mental Health First Aid Courses

While people often know a lot about common physical health problems, ignorance of mental health is prevalent. Regular first aid courses are widespread, however most of these courses do not address helping with mental health challenges. Mental Health First Aid (MHFA) training aims to fill this gap.

## Workshops

We offer many unique workshops delivered by trained facilitators with their own lived experience of mental health challenges. They're often carers and family members. This means our training helps you to learn about mental health challenges and recovery, drawing from the expertise of the people who have been there.

Workshops include:

- Building A Future
- Improving communication
- Working with families, friends and carers
- Understanding the NDIS

## Training for your organisation and community

If you're interested in hosting a short course or workshop for your organisation or community, we offer several topics and can also customise workshops to your specific needs.

To name a few:

- Understanding Mental Health
- Understanding Family Carers
- Teen Mental Health First Aid
- Youth Mental Health First Aid
- Standard Mental Health First Aid
- Conversations About Suicide
- Conversations About Non-Suicidal Self-injury
- Suicide Awareness





## Regional Training

MIFWA has partnered with CBH Group, Lifeline WA, Youth Focus, the Black Dog Institute, and regional grain-growing communities across WA in the CBH Regional Mental Health Program, supporting the mental health and well-being of people living in regional grain-growing communities across WA.

As part of the program, MIFWA provides a variety of mental health and suicide prevention training and workshops for young people (aged 11-19), school communities, adults, and the wider community through a mixture of online and face-to-face delivery.

Courses include:

- Standard Mental Health First Aid
- Youth Mental Health First Aid
- Teen Mental Health First Aid

We've held more than 55 training courses and workshops and trained more than 760 people across regional grain-growing areas of WA.

This includes more than 600 mental health first aiders (Teen, Youth, Standard and Community) who together form an invaluable community-based de-escalation network that becomes more powerful with each person trained.

A program like this could only be successful with strong community partnerships. We're grateful to have collaborated with more than 30 community partners, including Community Resource Centres, Shires District High Schools, Agricultural and Residential Colleges, and community groups and members so we could deliver training tailored to the needs of local communities.



*I couldn't recommend this higher for anyone wanting to increase their knowledge of mental health in youths, or increase their awareness of signs and symptoms. If you have the opportunity to do this accreditation, grab it. The more awareness there is out there, the more young lives could be saved."*

ATTENDEE, YOUTH MENTAL HEALTH FIRST AID REGIONAL COURSE



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

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

ROMY PRITCHARD, MIFWA TRAINER

# Let us help you find the right support for you

Whether you're experiencing mental health challenges or supporting someone who does, MIFWA is here to help you access the right supports, services, information, and training.

Contact us on 9237 8900 or by email to [info@mifwa.org.au](mailto:info@mifwa.org.au) to find out where to start or how to navigate the mental health system. Don't try to do it alone, we're here to help.

- Kingsley
- Midland ●
- West Leederville

- Rockingham



# What makes us unique?



## Our approach

We are focussed on the person – not the diagnosis, hold positive expectations, and look for new ways to support people to achieve their goals and live their best life; working alongside people in a way that is meaningful to them.



## Our team

We are proud to have a talented team that embodies our values and reflects our history and organisational culture. Our team includes people with a lived experience of mental health challenges and recovery, including a strong peer workforce.



## Our focus

We specialise in providing community mental health services (non-clinical) for people across Western Australia. We are experts in understanding recovery and delivering individual services; in partnering with carers, families, and clinical teams; and in supporting the person's journey – including transitions between clinical and community services.



## Our entrepreneurial spirit

Our founders were tenacious in looking for new approaches – including those that did not exist in Western Australia. Our focus on the individual gives us unique opportunities to be agile in innovating and growing services that respond to community need.

# The way we work

1. **Keeping the person at the centre:** Take what is an innate part of our history and values, turning it into something that is consistently 'embedded' in everything we do.
2. **Our people and culture:** Preserve what makes MIFWA special and what has led to our success to date. Continuing to attract and retain people with strong capabilities who are passionate about our mission.
3. **Our expertise in recovery:** Formalise and build our expertise so we can continue to share and put into practice the expertise we have built from experience.
4. **Lean management:** Deliver quality services within tight government costing and pricing rules through the smart use of systems, and economies of scale and reach, balanced with maintaining innovation and person-centred focus.



**Start your  
journey with  
MIFWA.**

[mifwa.org.au](https://mifwa.org.au)

