

MIFWA Annual Report 2023-2024



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.





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Chair & CEO Report

At MIFWA, we continually challenge ourselves to improve our approaches to meet emerging needs, listening closely to people about what is working and what isn't within the health system. We stay connected and grounded in the lived experiences of those navigating mental health challenges, profiling these insights to influence meaningful change. Through our engagement with peak bodies and direct advocacy with decision-makers, including our Ministers, we strive to be part of the solution rather than perpetuating existing problems.

Our commitment to building a more inclusive and resilient mental health sector drives our efforts every day. Many dedicated people and organisations are working to support personal recovery and reduce the burden of mental health challenges across our community. However, the existing mental health system faces many challenges, often leading to increased distress and delays in accessing timely and relevant assistance. Carrying on the passion of our founders, we work each day to make meaningful change in people's lives.

Sustaining Quality in the NDIS Pricing Structure

The NDIS is now a significant component of our work and revenue, and, like many other providers, the challenges of balancing cost and quality remains a key focus. Despite significant feedback regarding effective pricing, we find it is taking too long to be adequately addressed. We are passionate about the potential of the NDIS to make a lasting and positive impact on people's lives, and we work each day to focus on the difference we are making. We are grateful for our NDIS team and their focus on the people who choose MIFWA as a support provider. NDIS has created opportunities for a better life for many people. We love what it can offer people who otherwise would not be achieving their personal aspirations and goals. Behind the plans and resources allocated to people, the scheme is cumbersome and resource intensive. Sustaining quality and investing in the people who are out each day making a difference in people's homes and community takes resources and investment. The price fails to reflect the practical investments required in building and sustaining quality. Thank you to our team, who despite the many challenges working within the scheme, remain focussed on the people we support and being our best.

Our Focus on Amplifying the Voices of Lived Experience

We have been working to build strong impact measures and foster a culture of continuous improvement. This approach helps us genuinely understand the core reasons our programs exist and identify the unique aspects that we must protect and enhance. A key focus area for us is profiling and expanding peer work across our programs.

To further amplify the voices of lived experience at the Executive and Board levels, we established our Consumer and Carer Engagement Committee. The broader concept of Lived Experience Leadership is a central focus of MIFWA. We were founded by people whose lives were profoundly impacted by significant mental health challenges. These founding members dared to imagine services that did not yet exist and worked to design and gather support for initiatives like the Lorikeet Centre. We carry this spirit forward, collaborating with other stakeholders and the government to build a strong, responsive mental health system. We continue to ask ourselves and our lived experience leaders, "What doesn't exist yet that could make a positive and lasting difference to people's recovery?"

Transformation and Modernisation

As part of our organisational transformation, we evolved our name to MIFWA and updated our language to focus on mental health challenges, moving away from terminology that reinforces a medical perspective of distress. This shift was supported by a refreshed brand that aligns with our values and vision. We have continued the use of the sunflower, which paints a wonderful visualisation of hope, re-emergence, growth and recovery, reflecting our mission to support mental wellness + recovery.

We have invested in enhancing our capabilities to support improved quality in our services. This includes developing our data analytics capacity, strengthening our structure around lived experience leadership, and investing in new quality and compliance capabilities.

These efforts have led to a planned deficit, as we utilised reserves to build our capabilities. In addition, we restructured our services to optimise learning and direct support to manage increasing demand more effectively.

We also established new partnerships to expand our reach and collaborate with colleagues to optimise outcomes for our community. We are particularly excited to engage as a consortium partner with Parkerville Children and Youth Care.

Focusing on Best Practice Governance

We are invested in best practice governance including reviewing and improving our approach. We identified and acted on the need to manage our interface with ESG (Environmental, Social, Governance). We have embarked on a journey to understanding our risks and opportunities in ESG and have commenced on ESG reporting and committed to preparation of a Reflect Reconciliation Action Plan.

Thank You

Our people and supporters are our strength and we are grateful for the passion and expertise they bring to MIFWA. On behalf of the Board and Executive Team, we extend our sincere gratitude to all our staff for their hard work and commitment, as well as to our participants, members, consumers, families and carers for placing their trust in us.



Erin Bourne
Chairperson



Monique Williamson
Chief Executive Officer



Impact Overview

How We Create Impact

At MIFWA, we seek to ensure people experiencing mental health challenges that impact on their wellbeing and daily lives realise their potential to recover and live a meaningful life in their community. We do this by working with individuals and other stakeholders to offer them practical support, information and access to resources to build wellbeing and move toward recovery. We implement a rigorous framework to maintain quality in programs based on theory of change with clear outcomes and measurements supporting evidence of the impact.

Our Theory of Change

Together with individuals and other stakeholders, we work for lasting impact to foster empowerment, circumstances, mental health and wellbeing. Our goal is to help people who are experiencing mental health challenges to have adequate and timely support, if required, so they get the opportunity to experience wellbeing and live their best life.



Connection

- To relevant support and services
- To community
- To building supportive relationships



Understanding and Knowledge

- Self-awareness
- Information
- Empowerment
- Supported decision making



Possibilities and Hope

- To explore goals
- To hold positive expectations and a growth mindset

Outcomes



Improved health and wellbeing



Increased knowledge and self-awareness



Increased independence feeling more in control

Key Impact Metrics

158,384

MIFWA Hours of Service Delivered

2498

People supported by MIFWA

Program	Net Promoter Score
NDIS	37% (Great)
Youth Services (Referrers)	100% (Excellent)
Lorikeet Centre	74% (Excellent)
Hospital to Home	90% (Excellent)
Carers	86% (Excellent)

“

“My MIFWA worker does a fantastic job encouraging me to try different things even if I decide not to do them, she is still supportive of me.”

NDIS Participant

“

“I have a schedule for work and appointments and organise myself more. I have self-confidence and look after myself self-care and when setbacks and unexpected events occur, I cope better.”

Hospital to Home Participant

“

“I found having the support from [my peer worker], I felt seen and heard and my confidence and coping skills improved a lot.”

Hospital to Home Participant

“

“I feel like I am not alone and there’s other families going through what we are.”

Carers Program Participant

“

“Since leaving hospital and participating in the Hospital to Home program, I’ve greatly improved my self-management and adaptability. I’ve developed better coping strategies and techniques and while I’m still working on things and by no means ‘better’ I have found having a peer to connect with in a positive way regularly invaluable.”

Hospital to Home Participant

“

“Actively realising I’m not alone and connecting with others in similar predicaments. Thank you for your support and for all that you do.”

Carers Program Participant



Building a Culture of Compliance

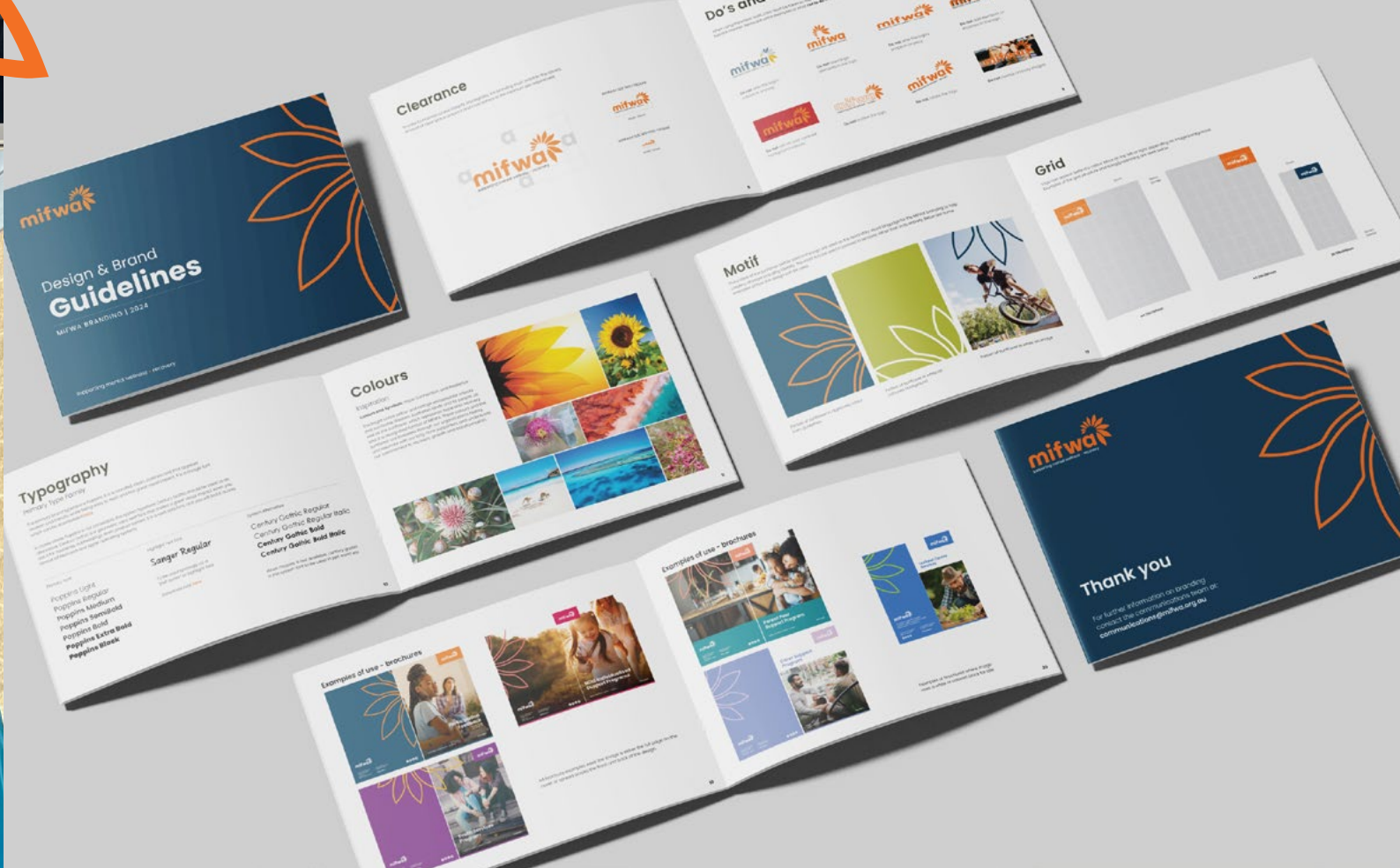
In the past year, we made significant strides in enhancing MIFWA's Compliance, Risk, and Quality Management framework by creating a dedicated position for a Risk, Quality and Compliance Lead.

This strategic move demonstrates our commitment to maintaining the highest standards of service delivery and organisational governance. The new role is responsible for overseeing and coordinating all aspects of risk management, quality assurance, and legislative, contractual and regulatory compliance across MIFWA. By centralising these critical functions under a specialised lead, MIFWA has improved its ability to identify, assess, and mitigate potential risks, ensure adherence to relevant standards and regulations, and continuously enhance the quality of our services.

Another enhancement under this position is the establishment of a Policy and Procedure Review Group with members from various departments across MIFWA. This cross-functional approach ensures we can create and review policies with a broader perspective, incorporating diverse insights and expertise. The Review Group's collaborative efforts have led to more comprehensive, practical and effective policies that better serve MIFWA's needs.

This position also plays a crucial role in managing our complaints and appeals process, ensuring all feedback is handled efficiently, fairly, and transparently.

The creation of this role not only strengthens our internal processes but also reinforces our commitment to accountability and excellence in serving our community.



Our New Name and Identity



We spent the final six months of the financial year working on a full rebrand, simplifying our name to “MIFWA” as we had become known simply as such. We unveiled a new logo, colour palettes, and the tagline “supporting mental wellness + recovery” aligned with our vision and mission.

We freshened our website, social channels and newsletters, and designed new promotional materials for all our services and activities. We also felt “mental illness” can be unnecessarily weighted towards the medical understanding of mental health rather than the many other factors that impact our wellbeing. Mental illness tends to reinforce unhelpful stigma. In our messaging, we now use “mental health challenges”.

While this is a fresh corporate identity, we maintained the core elements that connect our past, present and future and emphasise that our goal of supporting all Western Australians to recover

remains unchanged, if not stronger. We have always kept the sunflower and the orange whenever we rebranded, because the original Schizophrenia Fellowship of WA logo was inspired by the Sunflowers paintings by Vincent van Gogh and how painting sunflowers helped his mental health. This time, our logo features progressive sunflower petals to underscore personal recovery, growth, and transformation, while reflecting MIFWA as an innovative organisation that progresses as people’s needs change.

Program Highlights



Lorikeet Centre

Denise Catalano

Coordinator
Lorikeet Centre

The Lorikeet Centre remains a corner stone of the MIFWA approach. Up to 35 members attend the centre each day. Involvement in learning and social interaction with peers continues to keep people well, growing and learning.

Participant Engagement and Recovery Activities

Lorikeet members have had numerous opportunities to connect with each other as peers and participate in a variety of recovery-focused activities. These activities aim to build confidence, expand knowledge, and encourage members to explore new experiences and opportunities.

A key goal of the program is to empower members to access additional community resources, allowing them to broaden their social circles and discover services outside our organisation that can enhance their recovery. For example, through partnerships with local agencies such as Central Wellness, Lorikeet members have gained access to music lessons and other services that fall outside Lorikeet's scope but contribute to a holistic approach to wellness.



Success Stories

One of this program's standout achievements is how we help members build confidence navigating and utilising other community services. Our close collaboration with local agencies has introduced members to a variety of beneficial resources. A great example is when one of our members who, after visiting Central Wellness, began attending regular music lessons. This not only enhanced their personal development but also expanded their social network, providing them with choices that enrich their recovery journey.

The program's success is driven by several factors, including active member participation, valuable input on program improvements, and the expertise of our skilled staff. Members regularly share feedback on what works well at the centre and suggest improvements, which enhances the overall experience. Our staff members build strong, trusting relationships with members, fostering an inclusive and supportive environment that promotes engagement and progress.

Partnerships and Collaboration

Our collaborations with community organizations have played a crucial role in enhancing the services available to our members. We have worked with a wide range of partners, including Pharmacy 777, Hep WA, Asthma WA, Luma (Women's Health Centre), and Uniting WA. These partnerships provide members with access to important health information and community resources. New partnerships, such as with Consumers of Mental Health WA and Wellness Central, have further expanded the opportunities for members to engage with external services, strengthening their overall recovery process.

Challenges and Learnings

While the program has made significant strides, we continue to face challenges, including ensuring we meet the diverse needs of our members. We address these challenges through open communication, member feedback, and by continuously refining our approach to program delivery based on the needs and preferences of our community.



Family, Carer and Supporters

Samantha Scott

Program Leader
Family, Carer and Supporters

Achievements

In 2024, our program made significant strides in supporting carer wellness, particularly through the launch of the Mind Wellbeing Study Group, a 12-week initiative aimed at prioritising carers' mental and emotional health. The group, developed in collaboration with the study's author, created a structured and supportive environment where carers could focus on their own wellbeing. With 860 family carers participating and over 2,000 hours of direct support delivered, the program has been instrumental in fostering positive mental health outcomes for carers. Additionally, we secured a successful tender for the Head to Health Kids Hub, marking another milestone in expanding our services.

Success Stories

One of the carers who attended our respite retreat shared a powerful testament to the program's impact:

"I had a wonderful break, the first opportunity to truly relax after years of constant vigilance. For the first time, I connected with others who didn't shy away from my challenges but embraced me with acceptance and friendship. The retreat gave me space to enjoy small pleasures- like sipping coffee among the trees- without responsibilities. I returned home rejuvenated, grateful, and ready to manage my life again. This experience was priceless."

This feedback reflects the transformative effect our services have on carers as it offers them much-needed respite, community, and renewal.



Key Success Factors

The program’s success is underpinned by three primary factors:

- **Supportive Work Environment:** Our flexible and supportive work culture has allowed our team to thrive, promoting creativity, collaboration and resilience in their work with carers.
- **Collaborative Teamwork:** Our team’s dedication to each other, in addition to their commitment to carers, has created a cohesive unit that works together to face challenges and ensure carers receive the best possible support.
- **Peer Expertise:** Our team of carers bring personal experience to their roles, allowing them to connect deeply with participants. This peer-based approach fosters an atmosphere of empathy, validation and non-judgment, ensuring carers feel seen, heard and supported.

Participant Feedback

Feedback from carers underscores the program’s impact:

- “MIFWA has been my safety blanket.”
- “Connecting with other carers made me realize I’m not alone.”
- “Meeting one-on-one helped me find myself and improve my wellbeing.”
- “Sharing with others in similar circumstances gave me hope for the future.”

The feedback highlights the program’s role in reducing isolation, building community, and improving carers’ emotional resilience.

Challenges and Learnings

This year, we saw an increase in younger children facing mental health challenges, requiring us to shift focus and resources to meet their needs. Many families also face complex challenges – mental health, socio-economic struggles, and neurodivergence—creating a greater demand for flexible, tailored support. Rising living costs have added further strain, prompting us to provide additional respite opportunities and educational scholarships to ease the burden on carers. We also invested in staff training on neurodivergence to enhance our capacity to support families with specific needs like autism and ADHD. By building service maps and networks, we’ve helped families navigate the complex mental health landscape and access the most appropriate care.

Partnerships and Collaboration

Our partnerships have been vital to our program’s reach and impact. Collaborations with key organisations, including Fiona Stanley Hospital, Fremantle Hospital, Carers WA, and the Australian BPD Foundation, have strengthened our ability to support carers. We also partnered with The Grief Centre of WA to offer a six-month series of workshops on grief literacy, helping carers process the emotional toll of their caregiving roles. These workshops provided a safe space for carers to share their stories, gain new coping strategies, and feel heard.

Participant feedback from these sessions emphasised the importance of understanding grief:

- “I am taking away more awareness of how grief affects me.”
- “As a carer, considering various aspects of grief was enlightening.”
- “The sessions helped me unpack heavy emotional baggage in a safe space.”

Through partnerships and targeted interventions, we have continued to enhance our program’s ability to support and uplift carers on their journey.



Hospital to Home

Kerri Callaghan

Peer program leader
Hospital to Home and
Active Recovery Team (ART)

Hospital to Home continues to have significant impact on the mental health sector in WA. Despite the consistent positive outcomes, the program was due to end this year. Even with this uncertainty around future funding, our team was able to make significant progress in sustaining and enhancing the program.

Participant feedback has been overwhelmingly positive, with each peer worker engaging with 9 to 13 participants per week. Participants have reported significant improvements in confidence, emotional management, and overall well-being. They have shared personal stories of growth and increased self-worth, affirming the program's positive impact.

"My mindset has been more positive and as things started to fall into place for me, I became more settled. With the help of my Peer worker, I was able to see myself as a deserving person, which is a massive deal."

Hospital to Home Participant



Throughout the year, our team faced challenges with the uncertainty of future funding while supporting participants and the continuous flow of referrals. Nevertheless, their resilience and flexibility have ensured that participants continued to receive high-quality support and services, reinforcing our commitment to their well-being.

Our team engaged in various professional development opportunities throughout the year. Training sessions covered topics such as support after suicide, managing self-harm, and understanding ADHD and neurodiversity. Additionally, we resumed peer supervision with Consumers of Mental Health WA and participated in the WA Men's Wellbeing Conference 2024, which provided valuable insights into Perth's mental health landscape.

We were excited to welcome new team members who brought diverse experiences and alignment with MIFWA's values. One senior peer worker actively contributed to the Western Australian Eating Disorders Framework 2025-2030 advisory group, advocating for community psychosocial support.

Partnerships and collaborations have significantly influenced the program's effectiveness and ability to advocate for future funding. Thankfully we managed to secure funding for an additional 12 months, which ensured the continuation of critical support for our participants. Our success securing the funding was achieved with support from partner hospitals, who highlighted the program's significance through recognition and support letters.

"I have learned many new skills to help me cope and mitigate with the negative emotions so that I can deal with setbacks better. I have also been able to communicate more effectively my emotions and learnt how to self-reflect better."

Hospital to Home Participant



Active Recovery Teams

Vanessa Wilson

Team Leader
Active Recovery Team

Our Active Recovery Team (ART) provides mental health and alcohol and other drug (AOD) support for people with complex drug and/or alcohol and mental health needs. It is a partnership with Health Services and a colocation of MIFWA and other non-government (NGO) providers within the clinical setting. The ART Program is delivered in partnership with the Eastern Metropolitan Health Service, Armadale Mental Health Services, and Fiona Stanley Hospital.

ART East Metropolitan and Armadale

Between July 2023 and June 2024, our ART Peer Workers supported more than 100 participants across four community mental health clinics. Of the participants who completed the MIFWA conclusion survey, 97% reported feeling satisfied with the ART Program. All survey respondents reported their mental/emotional health had improved, 91% reported their physical health had improved, and 91% reported their relationships with other people had improved.

"They were always able, available and willing to help, support and assist. They helped me through some of my darkest days. Thank you so very much."

ART Participant



The collaboration between MIFWA peer workers, the clinicians, and the alcohol and other drug NGOs has been key in the program's success. It saw everyone with a different but valuable role working together to support the participant.

While there have always been challenges in getting participants to complete the feedback surveys, the responses our ART Peer Workers receive is consistently positive. When participants are asked what they have found helpful from the ART program, their common responses always highlight practical things such as:

- Receiving information/resources on things like coping skills, communication skills and sleep hygiene.
- Support to link into other services.
- Support getting out of the house.
- Support with Centrelink and accessing food hampers.

However, the most common themes emerging from the surveys have consistently been the care, compassion, empathy, and non-judgemental approach from the ART team, and the participants feeling supported and that they are not alone.

Feedback from the clinicians has been very positive. Clinicians at each site have reported that peer workers are valuable members of the ART team, which is a sentiment also shared by participants:

"Having people not give up on me has helped me love myself again. I finally feel strong enough to really tackle all the issues that caused me to drink, and I know who to reach out to when I'm feeling weak, thanks for not giving up on me ART team."

ART Participant

Our team only faced periods of low referral numbers when there were vacancies in clinical roles. During those periods, our peer workers supported some participants in other programs (Assessment and Treatment Team and Clinical Treatment Team) at the clinics. They also conducted research, attended online training, and carried out other tasks for MIFWA.

"I was hanging by a thread but the ART program with its empathy and experience guided me to safety and security, thank you."

ART Participant

ART Fiona Stanley Hospital

Our peer workers have been collaborating closely with clinicians at community mental health clinics and alcohol and other drug NGOs. While each site presents unique challenges, there has been strong collaboration overall between the teams, despite occasional challenges. These partnerships are essential, as they directly impact the program's effectiveness in supporting young people.

The ART Fiona Stanley Hospital (ART FSH) program received more than 100 referrals between July 2023 and June 2024. Throughout the year, ART FSH workers have helped young people achieve significant milestones, including:

- Securing employment and accommodation
- Pursuing education at university or TAFE
- Working toward obtaining a driver's license
- Learning to budget and apply for Centrelink support
- Developing coping mechanisms and communication skills
- Increasing physical activity and social confidence
- Building healthy routines and boundaries
- Engaging with clinical supports and community services

These achievements underscore the program's effectiveness in supporting young people through practical, tailored interventions.

Success Stories

Participants provided overwhelmingly positive feedback, emphasising the value of stress management, social interaction, and support with setting goals:

- "My Peer Worker was so supportive and helped me achieve all my goals."
- "This program helped me manage my anxiety and stress and helped me to re-engage in the community."
- "This program helped me understand that I can do things more on my own."
- These testimonials highlight the positive impact ART FSH has on participants' mental health and social integration.

Key Success Factors

The success of the ART FSH program is largely due to the dedication and expertise of our peer workers and recovery workers. Their ability to connect with young people—providing validation, patience and motivation—has been crucial in helping participants work toward their goals. Additionally, the collaboration with Youth Community Assessment and Treatment Team (YCATT) has been instrumental in providing holistic support to young people, especially when both teams work closely together from referral to transition.

Partnerships and Collaboration

Our collaboration with YCATT is pivotal to our program's success, as we rely on them for timely referrals. Some clinicians have been enthusiastic supporters, while others have been less engaged, which has impacted referral rates. With the ART team leader taking on a more active role, and our team developing a new brochure, we hope to improve collaboration with YCATT and see an increase in referrals moving forward.





Parent Peer Support Program

Our Parent Peer Support Program supports parents who are experiencing significant mental health concerns and managing parenting responsibilities. By offering peer support to parents, this program can have a powerful and lasting impact.

"If it wasn't for the MIFWA Parent Peer Program, I don't believe that I would still be here, I can't thank you enough for all the support that I have received."

Parent Peer Support Participant

This year, our Parent Peer Support Program has significantly increased face-to-face support hours for our participants and an increase of parent engagement in scheduled group activities. Our Parent Peer Mindfulness event was a great success, with parents requesting additional workshops and giving fantastic feedback.

The program's success can be attributed to having a great team, a supportive management team, and the community stakeholder relationships our team has nurtured and developed.

Over winter months, our main challenges have been cold, flu and COVID infections that impacted our parents and the team. This highlighted the importance of effective telephone support when face-to-face support may not be possible.

We often engage with other service providers, attend network events and invite a selection of external representatives to attend our monthly team meetings. This allows us to increase our impact when providing a knowledge-based, person-centred support service for our parents. We are grateful for our many partnerships, including new ones established this year to offer supportive options for our parent referrals: LUMA, Red Cross, Kookaburra Kids, EDGE, Uni-Camp for Kids, and CoMHWA.

Paul Berry

Team Leader
Parent Peer Support Program



Youth Program

Over the year, our Youth Program delivered 2,953 hours of personalised support and supported 138 young people to take significant steps toward achieving their recovery goals. The program aims to meet young people where they are and feel most comfortable, which may be in their homes or out in the community.

Our young participants felt the program had the most impact in supporting them to navigate key life areas such as securing and maintaining stable housing, finding employment, and commencing study.

The key ingredient that makes our Youth Program so special lies in the commitment of our Youth team, who are passionate about supporting young people to create positive change and live meaningful lives. Our team's ability to build genuine, person-centred relationships with young people is at the core of our program's ability to make an impact.

Despite our impact, the program did face some challenges. The growing demand of the program was often reflected in an ongoing waitlist. To ensure we could support as many young people as we could, the program supported each young participant for a duration of six months. We restructured the program to reallocate more hours to direct support.

This allowed us to extend our reach to support more young people and particularly when they needed it the most. We remain committed to adapting

and evolving our approach to provide a support in meaningful ways that young people will benefit the most from.

"I just wanted to say thank you so much for everything in case I don't have the words to say it today because I'm awkward lol. You have helped me so much. Because of you, I feel more confident in myself and independent to be okay on my own, even though it's scary.

You pushed me to realise I'm more capable than what I give myself credit for. You have made me feel safe and supported. I look forward to our appointments every week. It's my favourite time of the week, even if it means I have to wake up early, haha.

Thank you for everything you have done for me, I am so grateful to have known you, even if it was only for a short time."

Early Intervention Recovery Program Participant

Sarah Fagan

Team Leader
Youth



NDIS Individualised Support

Dawn Walton

Business Development Manager
NDIS Individualised Support

This year, our program has continued to make a meaningful difference in the lives of our participants, delivering tailored support through innovative approaches and collaborative efforts. By maintaining a strong presence within the NDIS, fostering creative engagement, and expanding our Recovery Coach Model, we have empowered participants to achieve their personal goals. The following section highlights this year's key achievements, challenges, and partnerships that have shaped our success, alongside the valuable feedback we have received from those we serve.



Achievements

This year, the program achieved several key milestones:

- **Strong NDIS Presence:** We maintained a solid foothold within the NDIS, continuing to deliver high-quality support to participants.
- **Engagement in Craft Activities:** Our program successfully facilitated craft activities that participants enjoyed, offering them a creative outlet and a sense of community.
- **Growth of the Recovery Coach Model:** The Recovery Coach Model has seen steady growth with a notable increase in the hours delivered throughout the year. This model has proven effective in providing tailored, ongoing support.
- **Positive Participant Feedback:** Throughout the year, we received numerous positive testimonials from participants, reflecting the program's strong impact on their lives.
- **NDIS Wellbeing Group Pilot:** During April and May MIFWA delivered an eight-session program to support the wellbeing of participants, based at the Lorikeet Centre on Mondays. Each session had activities that focused on key themes to build skills and strategies in areas such as: goal setting, identity, belonging, self-worth, acceptance, resilience, self-care, emotions, healthy boundaries and communication.

Participants who engaged in the program provided positive feedback on their experiences plus reported the following:

- 100% of survey participants indicated "Participation in community and social activities" got better after attending the program. With 80% indicating it "Got a lot better".
- 100% of survey participants indicated their "Social emotional health" got better after attending the program. With 80% indicating it "Got a lot better".
- 100% of survey participants indicated their "Mental health" got better after attending the program. With 40% indicating it "Got a lot better".
- 100% of survey participants indicated their ability to "Set and pursues goals" got better after attending the program. With 60% indicating it "Got a lot better".

Success Stories

One success story highlights the value of our personalized approach:

"My support worker really fits with me. They help me with decisions, whether it's staying home or going out since I'm not very social. I feel validated and supported in my choices."

NDIS Participant

Such stories exemplify how our program tailors support to individual needs, contributing to meaningful outcomes for participants.



Key Success Factors

Our people have been the cornerstone of the program's success:

- **Dedicated People Leaders:** Our leaders have adapted well to the rapidly changing NDIS environment, ensuring that our team remains responsive, flexible, and participant-focused.
- **Committed Team Members:** Our staff's dedication and professionalism, combined with their ability to relate to participants, have been vital to achieving our program goals.

Feedback from Participants

Participants consistently praised the support they received, particularly valuing the flexibility and person-centred approach of their support workers:

- "I like that my support worker listens to me and has no agenda. I get to choose what I want to do, and that's important to me."
- "My support workers help me when I'm trying to find a job, and I appreciate their kindness."

The feedback underscores the importance of autonomy and validation in our support model, which allows participants to feel heard and empowered.

Challenges and Learnings

The program faced two significant challenges this year:

- **Introduction of PACE:** The NDIA rolled out their new computer system PACE. This led to a temporary slowdown in referral numbers for our program, which required us to adjust our processes to mitigate the impact.
- **Recruitment Difficulties:** Finding the right people for our team proved challenging throughout the year, as it was essential to find candidates who were a good fit for the roles. We addressed this by continuously refining our recruitment strategies to ensure we attract candidates aligned with our mission.

Collaborations and Their Impact

Our ongoing collaborations with mental health clinics have played a critical role in ensuring participants receive comprehensive, wrap-around support. These partnerships allow us to address participants' needs holistically, which has been instrumental in fostering positive outcomes.

My recovery journey with the support of an NDIS recovery coach

Raymond shares his experience of engaging with one of our NDIS recovery coaches who assist NDIS participants to manage the complex challenges of day-to-day life and access the right supports that enable independence and help achieve recovery goals. Our recovery coaches have lived experience of mental health challenges and recovery and use this experience to support participants on their own recovery journeys.

My name is Raymond, I'm 65 and lived in England until I got married and we emigrated to Australia. I have a daughter who also lives in Perth. I am now divorced from my wife, but we have a good relationship. The rest of my family still lives in England.

In 2021, I was attending Osborne Community Mental Health Service (Osborne Clinic) and wasn't doing very well, not socialising or going out. That's when my case manager suggested the NDIS, which helped me link in with support providers and my MIFWA recovery coach.

At the time, it was suggested that since MIFWA is a mental health provider, they would understand where I was coming from with my mental health. A recovery coach would assist me with steps on my recovery journey, and assistance to understand my NDIS plan and achieve my goals.

My Community Mental Health Service case manager organised a meeting. When I met my MIFWA recovery coach, we talked about how I could take things at my own pace, and what my goals were, other things I wanted to achieve, and services I could connect with to assist me and that were a good fit for my needs. We also talked about how she would support me to understand my NDIS funding and assist me to achieve my goals by working with me to break them down to manageable steps.

At first, I changed my mind about getting involved with NDIS, but I'm glad that the recovery coach gave me some space and kept to her word to not force me to do anything I was not comfortable with, and I'm glad she checked back in with me in the new year like I requested. She gave me the space and time to think things through and did not pressure me to begin



until I was ready. She was reliable, keeping me updated about my funding and supporting me to be comfortable to attend my plan review meeting.

My recovery coach has since helped me understand my NDIS funding and is working through things with me to find strategies to get around barriers in my life to achieve my goals.

The goals she has already helped me achieve include reconnecting with Lorikeet Centre, and I'm now hoping to attend by myself in future. Other goals achieved include linking me with great supports and assisting in decluttering my home, connecting with services that have helped with my social anxiety and getting out more in the community, and ongoing support to work at my pace to work on my changing needs.

My recovery coach makes me feel even more supported by reassuring me that I could progress at my own pace, I would not be forced to do anything I was not comfortable with, and she would work with me and my support team.

The biggest positive impact has been changing my life for the better. I now go out more and my social anxiety has decreased.

To me, a great recovery coach is someone who has great listening skills, non-judgemental, who you can speak freely with, is reliable, makes you feel comfortable, and works with you.

If you're on the fence about engaging a recovery coach, I say go for it, you won't regret it. She has been a great help to me.

I'm now looking forward to continuing my recovery journey, stay connected to a great support team and eventually get involved in volunteering.

I would definitely recommend MIFWA.



People and Culture

Over the past year, we have focused on continuing to put foundations in place to set our team up for success. One of the major initiatives we undertook was a strategic restructuring, which involved the first steps in bringing all our peer programs together under a unified framework. This decision was guided by our goal to be a leader in peer work, which meant for us, providing our peers with more opportunities to work collaboratively with each other and share learnings and challenges.

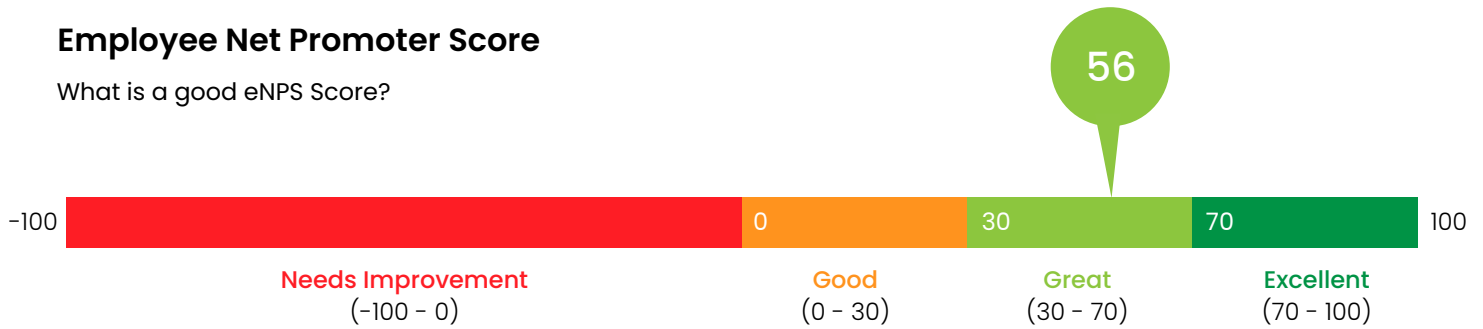
We continue to maintain high retention rates across all programs which reflects the strength of our workplace culture and the level of satisfaction among our employees. Our retention success is further highlighted by our low turnover rates, which remain significantly below industry benchmarks. This is a testament to our team's dedication to cultivating an engaging and supportive environment where every team member feels valued and empowered.

As we move forward, we will continue to prioritise our team by building on our peer workforce framework and investing in initiatives that promote growth, learning opportunities, and well-being across our entire team. Our goal is to build on the strong foundation we have established, ensuring that MIFWA remains a great place to work where people are supported and innovation flourishes.

Snapshot

Employee Net Promoter Score

What is a good eNPS Score?



Staff



217

No. of Staff in the 2022/23 Financial Year



225

No. of Staff in the 2023/24 financial year



77.1%

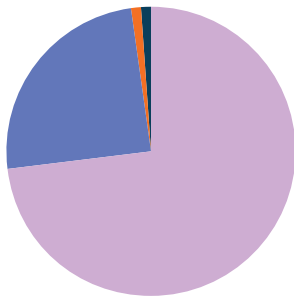
Retention Rate



22.6%

Yearly Turnover Rate

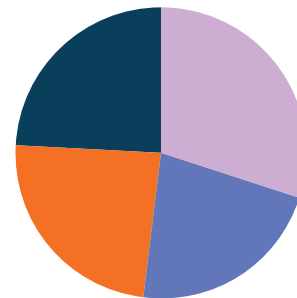
26 Designated Peer Roles at MIFWA in 2023/24



Gender Diversity

- Female: 74%
- Male: 25%
- Non-binary: 1%
- Prefer not to say: 1%

225 Team Members



Age Diversity

- Aged 50+: 30%
- Aged 41-50: 22%
- Aged 31-40: 24%
- Aged 21-30: 24%

Staff Quotes

“

“Great culture, lovely office and environment, great manager, enjoy my work.”

“

“MIFWA cares about me. Not like other companies that don't care about you at all.”

“

“I feel so privileged to work at MIFWA. Every single person here is kind, approachable and makes me feel safe to be myself, included and appreciated. I haven't had any challenging situations so far, but my manager and the rest of the team are so kind and approachable and have a wealth of knowledge and experience.”



Peer Leadership

Since our founding, MIFWA has prioritised integrating peer roles throughout the organisation. Due to our Lived Experience (Peer) Lead departing this year, we established the Peer Program & Practice Lead position to continue to provide leadership to team leaders in our Peer Programs. This role will facilitate collaboration and co-design to enhance peer initiatives. It will also mentor Team Leaders with lived experience of mental health challenges and foster partnerships within the health sector to embed and enhance MIFWA's peer framework for staff and consumers. By gathering feedback and staying responsive to emerging needs, the Peer Program & Practice Lead will ensure our framework remains impactful.

Supporting Our Peer Workforce

Our commitment to allyship is strong. With 60% of staff identifying as having lived experience but only 20% in designated roles, it's crucial that all staff understand the importance of allyship. Allies support and advocate for peer workers. They help create a recovery-focused environment that reduces stigma and promotes acceptance.

In support of our peer workforce, our Community of Peers continues to thrive as a platform for shared learning and experiences. We are providing ongoing training opportunities, fostering mentorship relationships and creating a space for open dialogue to enhance collaboration and support. Our staff newsletter now features peer updates and opportunities.

Additionally, we are offering Intentional Peer Support (IPS) training to our peers and exploring Lived Experience Orientation Training to complement our existing onboarding process.



"Feel like I'm part of a community now. My world got bigger. I really value peer work as a new and significant profession with as much clout as any other in healthcare. [The event] grounded me back into peer work."

MIFWA Peer NDIS Participant

Peer Workforce Event

Following our successful inaugural event in 2022, MIFWA remains committed to professional development, connection-building, and celebrating our Peer Workforce's achievements.

The theme for this year's Peer Workforce Event was: "Where we've been, where we are, where we're going."

Margaret Doherty, founder of Mental Health Matters 2, opened the session with a history of peer work and the consumer movement, emphasising that peer workers are often human rights warriors without realising it. We also heard updates from each Peer Program on their activities.

Marcia Lindsay, a former MIFWA peer program participant, shared her personal journey and aspirations to become a peer worker. Despite this being her first time speaking publicly, she captivated the audience and left everyone in stitches.

Dawn Walton wrapped up the event by discussing the future of Peer Work at MIFWA and the importance of our Peer Programs. She also announced plans to introduce designated Lived Experience roles in our NDIS program.

Each peer worker received a hand-painted notebook as a thoughtful gift from Abigail Burbridge, a former Hospital to Home participant.

Event Feedback

Based on peer feedback, we aim to enhance understanding of MIFWA's Peer Framework. Our future goals include developing a Peer Exchange Program to foster cross-learning, as well as workshops that bring together peers and clinicians to promote effective collaboration. We are creating an environment for sharing successes and challenges and where we offer sessions focused on self-care and managing personal triggers while maintaining healthy boundaries. Additionally, we are committed to establishing clear career pathways for peers within our organisation. Through these efforts, MIFWA is dedicated to strengthening our peer workforce and enhancing mental health services for our community.

MIFWA is integrating its youth program to align with the peer workforce structure and values. This shift will allow MIFWA to provide comprehensive, wrap-around support through peer work, benefiting parents, young people, individuals who have experienced hospital admissions, and carers. It will also position MIFWA favourably for future funding opportunities. By harmonising our programs, we can share knowledge and strengthen connections across teams. Many of our workers are already engaged in roles similar to peer work, making this transition a natural progression from our established foundation.



Governance and Leadership

This year marked a significant period of growth and development for the MIFWA Board as we focused on enhancing governance and ensuring the future sustainability of our organisation. A major achievement was our Chairperson and CEO both successfully completing the Australian Institute of Company Directors' highly regarded Company Directors Course. This investment in leadership skills strengthens our Board's capability to meet contemporary governance standards and reinforces our commitment to strong and effective leadership.

In alignment with our focus on continuous improvement, we undertook a comprehensive skills audit and initiated a formal succession planning process for the Board. These efforts will help ensure we maintain a diverse mix of expertise and experience to guide MIFWA's strategic direction in the years to come. In addition, we conducted a performance review of the Board, allowing us to assess our collective effectiveness and identify areas where we can further improve. We also established a Consumer and Carer Engagement committee to provide a direct link to our Executive and Board.

During the year, we began exploring the transition to a company limited by guarantee, a structure that would better align with our long-term goals and

ensure we remain responsive to the changing needs of our community. Alongside this, we have commenced laying the foundations for our next strategic plan, focusing on setting a clear and ambitious vision for MIFWA's future. This planning process will be instrumental in shaping our priorities and ensuring we continue to make a meaningful impact on the lives of those affected by mental health challenges.

This year, the Board has also commenced the development of a framework to better understand and formalize our commitment to Environmental and Social Governance (ESG). As MIFWA continues to grow, this framework will serve as a guide for integrating sustainable and socially responsible practices into our operations. By embedding ESG principles into our decision-making, we are paving the way for a more mature and future-focused organisation that remains accountable to the communities we serve and the broader environment in which we operate.

Thank you to our Board for their commitment and leadership to MIFWA.

- Erin Bourne, Chairperson
- Ann White, Deputy Chairperson
- Nick Hopkin, Treasurer
- Carolyn Ngan, Secretary
- Gianni Ripani
- Leanne Pearman
- Paul Fry
- Rebecca Fitzpatrick (to March 24)
- Marija Andacic (Co-opted Feb 24)



Training and Promotions

MIFWA is committed to promotion of mental health and supporting knowledge and behaviours that prevent mental health deterioration. Training and promotional activities can have a positive impact on our community as training equips people with the knowledge, skills and confidence to support others, whereas health promotion enables everyone to increase control over and improve their own health, and addresses individual, social and environmental actions.

Community Engagement & Events

MIFWA uses several strategies including presentations, social media campaigns, one-on-one engagement, and the media to promote mental health awareness and help-seeking for those impacted by deteriorating mental health.

We work in corporate settings, schools, local governments and sporting clubs to support local needs. We tailor our presentations to the unique audience and share key messages about how to identify mental health challenges and where to support people to seek help. One area of work we have undertaken is the development of Your Life Matters business cards with crisis information contact details on the back. These have been embraced by local governments who share the cards in key areas.



12

Courses delivered



153

People Trained



48

Adults



105

Young people aged 11-18



Did you know at Christmas time our team handwrites cards to people who are in hospital during the holiday period? This year we wrote and delivered 350 cards! In addition, our MIFWA Parent Peer Christmas Tree Appeal encourages the community to purchase gifts and put them under our tree for people in need. These are just some of the small gestures that makes a huge positive difference in people's lives.

Our commitment to health promotion extended to key observances such as WA Mental Health Week, National Carers Week, and significant days such as National BPD Awareness Day, World Schizophrenia Awareness Day, Suicide Prevention Day, and R U OK? Day. We participate in the social media campaigns and organise social and educational activities for our participants.

Our annual Lorikeet 'Open Your Mind Poetry Competition' for people living with mental health challenges or caring for someone with mental health challenges once again attracted amazing contributions from the community. This year's theme was 'Mind · Body · Environment' and we awarded winners under two categories: Environment and I by Bjorn claimed First Place in the Lorikeet Centre Poets and Rewind by Virginia claimed First Place in All WA Poets. All winners were announced at our popular Community BBQ during Mental Health Week.

We launched MIFWA's annual Challenging Stigma Week, which will run during the fourth week of May to get the community involved, raise awareness and open conversations that are key to reducing stigma and creating a more supportive environment for everyone. We designed a guide to help reduce stigma in our community, and help individuals overcome self-stigma. Feedback has shown that our staff, participants and the community benefited greatly from our first Challenging Stigma Week campaign.

As we do every year, we received expressions of interest from current and previous participants and/or their loved ones who wanted to share their stories to help inspire and motivate others and give them hope for recovery. Their stories appear on our blog and are shared in our newsletters, social media and program reports. We extend our heartfelt appreciation to everyone who generously shared their personal stories.

At MIFWA, we believe it is the rights of people with lived experience to be included when we design our policies and services ("Nothing about us without us"). As part of our community engagement, we continued to seek input from those with lived experience to help us improve our practices and policies and ensure our supports and services meet community needs and expectations. Thank you for your contribution; we truly value your knowledge, expertise and insights.



CBH Regional Mental Health Program

This year marked the fourth year of our CBH Regional Mental Health Program which allows us to deliver mental health and suicide prevention training courses across WA's grain-growing regions. The courses are delivered face to face and catered to young people, adults, community members, and are designed to significantly strengthen community-based mental health support networks and enhancing the mental health and resilience of individuals in regional grain-growing areas.

During the year, we delivered 12 face-to-face courses across 10 grain-growing towns in collaboration with local community organisations and schools: three Standard Mental Health First Aid courses, three Youth Mental Health First Aid course, and six Teen Mental Health First Aid courses.

A combination of 48 adults and 105 young people aged 11 to 18 were trained, meaning 153 newly accredited Mental Health First Aiders ready to support the mental health and well-being of people living in WA's grain-growing communities. Since the program's launch, MIFWA has trained 774 certified Mental Health First Aiders across WA's grain-growing communities.

The consistent volume of requests throughout the year emphasised the ongoing need and interest in mental health training, highlighting the need for sustained funding to foster training that enhance mental health outcomes for WA's grain-growing communities. There is notable interest in Teen Mental Health First Aid among regional schools, many of which lack the resources to provide this training independently.



Youth Mental Health First Aid participants rated their confidence in dealing with mental health challenges at 5 out of 5.



100% of adults who completed the Standard Mental Health First Aid training rated the course at 5 out of 5.

To address rising demand and changes in MIFWA’s training team, we allocated additional funds to train and mentor a new Teen Mental Health Trainer. This initiative ensures the continued provision of critical training for young individuals in regional schools.

Due to increasing catering, fuel and accommodation costs, we delivered one fewer course than the previous year (13 delivered during 2022-23). Our community partners supported us with logistics, registration and promotion, and provided venues at no cost to MIFWA.

The CBH Regional Mental Health Program thrives on strong community partnerships, driven by the CBH Group’s ongoing support. We extend our heartfelt gratitude to the 27 Community Resource Centres, Shires, District High Schools, Agricultural Colleges and other community groups for their invaluable collaboration in delivering this important training across the region. The program’s continued success relies on these ongoing collaboration, commitment, and funding to create lasting, positive impacts on the mental health and wellbeing of regional communities. We look forward to continuing this vital work with your support.



“Participants demonstrate a genuine desire to improve their knowledge about mental health conditions and want to know how best to approach and support someone who may be struggling.”

Mark Davies, Mental Health First Aid Trainer



“Due to the distance from and cost of services, having community members upskilled in providing mental health first aid means that support becomes a community effort. This allows people to receive care when services are unavailable or on waiting lists. Mental health awareness in regional communities saves lives.”

Hayley Harris, Youth & Teen Mental Health First Aid Trainer



“Having a platform to speak to young people about mental health is something very near and dear to my heart. It means a lot to me to have the opportunity to impact a young person’s life who might be struggling through some of the most challenging times in their life.”

Rosie Clayton, Teen Mental Health First Aid Trainer



Looking Back on 2024: A Year of Impact and Gratitude

Reflecting on 2024, we are reminded that behind every moment of impact and every reason to celebrate stand our generous contributors, supporters, and talented partners who have been with us through many years. We are deeply grateful to everyone who has made—and continues to make—our mission possible. Your dedication fuels our work and enables us to end the year strong and filled with optimism and determination. We have the highest hopes for our future together.

Our Founders

Over 30 years in, our commitment to our founding families and their guiding principles remains as strong as ever. We continue to hold high expectations, always looking towards what is possible. Collaboration remains at the heart of what we do—working together to create spaces where everyone is welcome, valued, and has the opportunity to contribute. These principles have shaped us from the beginning and continue to guide us as we evolve and grow.



Our Local Partners

We are proud to partner with experienced local organisations that share our passion for improving outcomes for individuals and fostering an inclusive community. Together, we leverage our collective expertise to address pressing needs, design innovative programs, and create lasting change. Our partners are essential to our mission, and we deeply value their dedication and shared vision for a more inclusive and supportive society.

Our Team

Our team is the backbone of our organisation—committed, skilled, and unwavering in their resolve to drive meaningful change. Their passion and hard work are evident in every initiative we undertake, every partnership we form, and every life we touch. Our team members bring our mission to life every day, and we are incredibly grateful for their dedication and professionalism.

Our Volunteers

Volunteers are the heart and soul of our community. They bring incredible energy, passion, and dedication to everything they do. Their generosity of time and spirit has allowed us to reach more people and make a deeper impact. Whether it is encouraging or learning a new skill with a Lorikeet member or gifting time with families and carers, we could not achieve what we do without them, and we are immensely thankful for their invaluable contributions.

Our Donors

We are deeply grateful to our generous donors, whose unwavering support and commitment enrich people's lives and help build a stronger, more inclusive community. Many of our donors gift specifically to our Lorikeet Centre and we use these funds to enrich the experience of members. Your belief in our mission inspires us and drives us forward. Every contribution, whether large or small, makes a significant difference and enables us to continue our vital work.

A special thank you to CBH for your exceptional generosity. Your support has empowered us to enhance our programs, expand our reach, and continue making a difference in the lives of many.

Tecwyn Jones Bequest Grants Program

Tecwyn Jones was a Lorikeet Centre member from when it first opened in 1994. He was popular and loved within the MIFWA community. He had a genuine interest in people and enjoyed the friendships he developed in the Lorikeet community. He was grateful for the support he received through the Lorikeet Centre and MIFWA and treated other members as his family. When he passed away in 2004, Tecwyn bequeathed a generous monetary donation to MIFWA to be shared equally between Lorikeet Centre and MIFWA. We launched the Tecwyn Jones Bequest Grants Program to pay ongoing tribute to Tecwyn's memory by providing an annual grants program to benefit the consumers, carers and families who are members of MIFWA. Fifty percent of the yearly funds are allocated to Lorikeet and its members.

This year, we provided four grants totalling \$1,669. This was for a range of items including art supplies, respite, and reading glasses.



Glenn Pickett Sunflower Award

The annual Glenn Pickett Sunflower Award is a celebration of Lorikeet members and MIFWA employees who have demonstrated ‘gentle leadership’ qualities and embodied MIFWA’s values, including accountability, integrity, inclusion and acceptance, collaboration, and empowerment. It is awarded in the honour of Glenn Pickett, a Lorikeet member and MIFWA Board member who passed away in September 2019. Glenn was a passionate advocate for MIFWA and the development of new service approaches. He had a gentle way about him, a way of putting people at ease, and was always ready to assist (hence our theme ‘gentle leadership’) in various ways at the Lorikeet Centre. When Glenn passed away, his loss was deeply felt by the MIFWA community, which is why we introduced the Award—our way to thank and honour him, demonstrate what he meant to our community, and ensure his legacy lived on.

This year marked the fourth year of the Glenn Pickett Sunflower Award, and we received two nominations for Lorikeet members and six for MIFWA employees with one winner per category:

- Anthony, Lorikeet member, is a kind and caring person and is well respected by all. He originally took on a leadership role with the Lorikeet garden, but as his confidence has grown he is making even more

of a difference each time he is at the centre. He is as true a gentleman as Glenn was, takes pride in being a positive role model and is always sharing his wisdom and knowledge with others.

- Renita, MIFWA employee, first came to Lorikeet as an art therapy student more than 7 years ago and still shares her skills and knowledge and lovely demeanour with members today as a Lorikeet worker. She is gentle, kind and passionate, and uses her creativity to draw the best out of people. She is well respected by all and has a unique gift where she can connect with anyone, giving them the space to discover their best self. She is a super fabulous person who is a privilege to know and have as part of Lorikeet. She is a gentle leader just as Glenn was.

Anthony and Renita received their awards and gifts at our Annual General Meeting in December 2023.

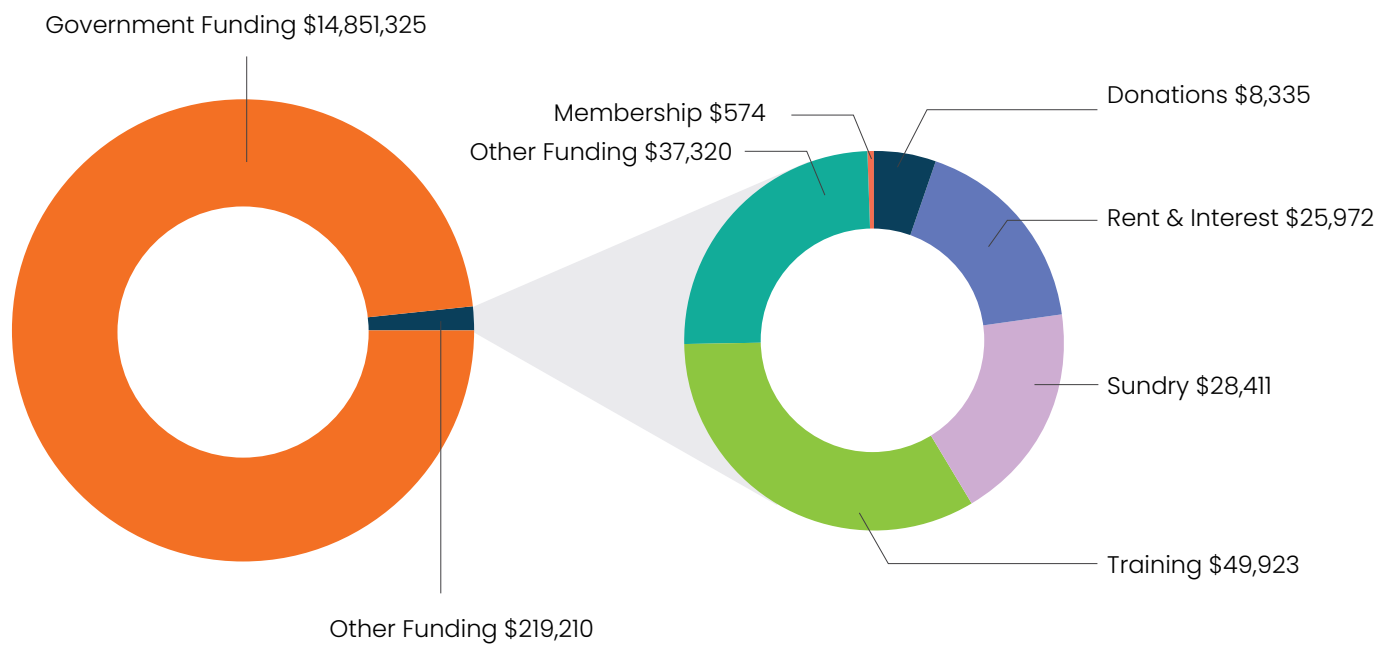
Thank You for Your Generosity

To every supporter, partner, team member, volunteer, and donor—thank you. Thank you for standing by our side, for believing in what we do, and for helping us build a brighter future. Together, we look ahead to a new year filled with hope, opportunity, and the promise of more positive impact.

Financial Summary

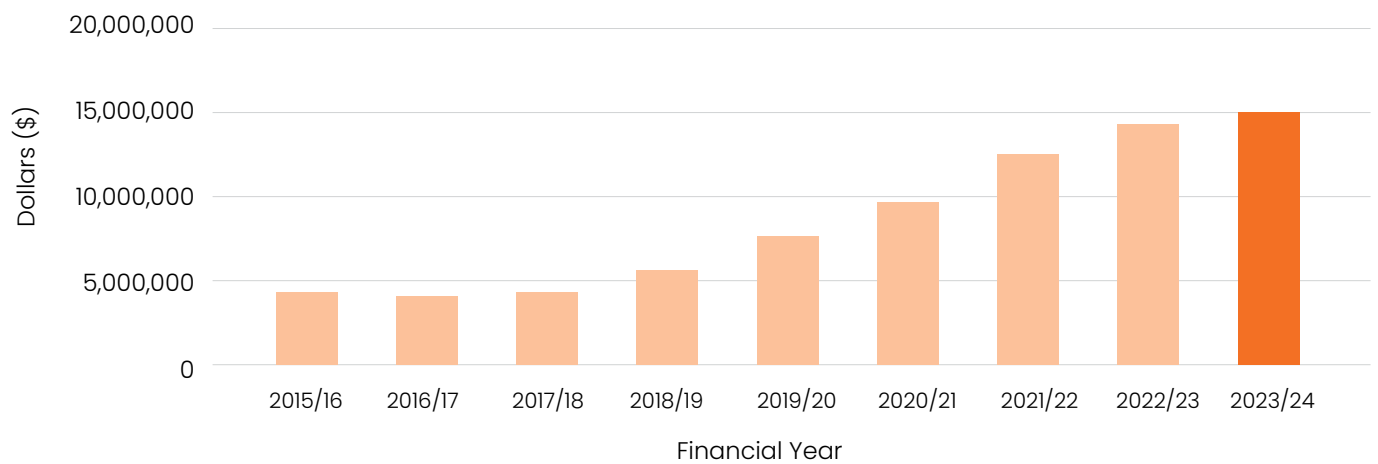
Income

Our operating revenue in 2023-24 was \$15.2 million, an increase of 4% from 2022-23, with NDIS services at 76% of all funding.

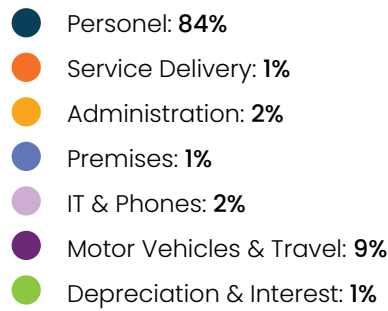
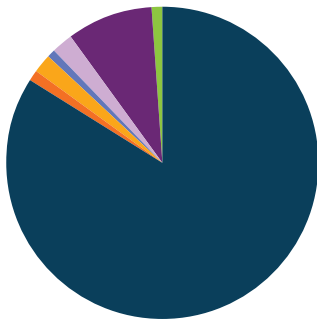


Revenue

There was an operating loss this year of (\$310,481) which was 2% of operating revenue.



Spending



Financial Position

	2024	2023
	\$	\$
Property, plant and equipment	2,739,293	2,880,681
Cash and cash equivalents	1,472,769	2,331,654
Contract assets	221,687	225,348
Receivables	710,730	679,684
Right of use assets	44,821	94,116
Total Assets	5,189,300	6,211,483
Contract liabilities & income in advance	84,971	738,562
Trade and other payables	1,001,958	1,048,651
Employee leave provisions	1,067,850	871,915
Borrowings	52,556	49,569
Lease liabilities	44,820	96,160
Total Liabilities	2,252,155	2,804,857
Net Assets	2,937,145	3,406,626

This summarised financial information is only a summary and is intended to provide an overview of the financial statements and to highlight matters of significance. This information is not intended to replace or modify the content of the audited Financial Statements. Please refer to our website, www.mifwa.org.au, for the complete audited financial statements.



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