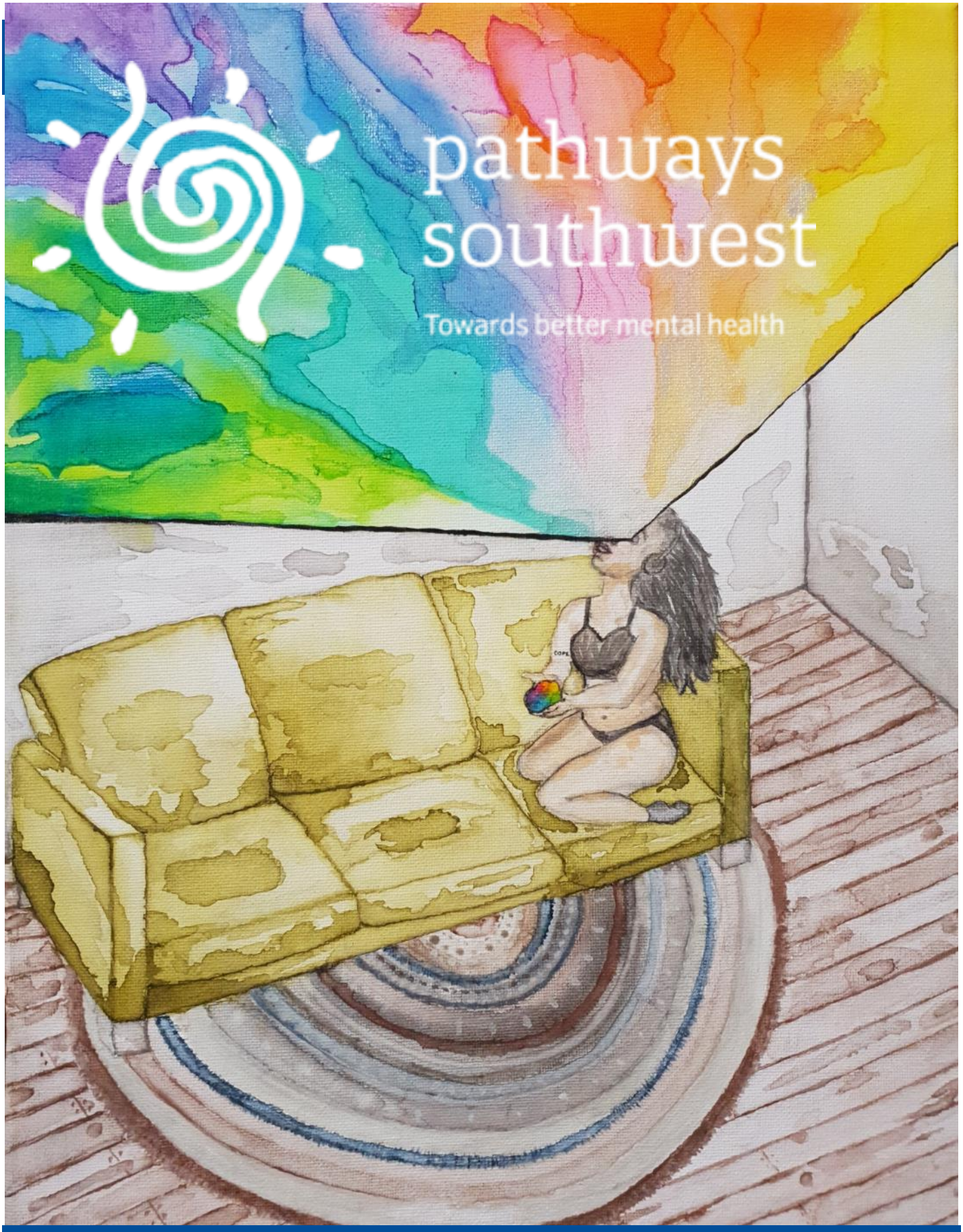
pathways southwest

Towards better mental health



ANNUAL REPORT

2023/24

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The artwork used on the front cover of the Annual Report has been reproduced with the permission of the artist, Sophie Hall

Purpose, Vision and Values

Purpose

Providing access to responsive, holistic services for consumers, carers, families and the community to reduce the negative impact of mental health issues.

Vision

Let mental health be seen … as any door is the right door for access and client-centred care.

Values

Hope: Belief in the potential of individuals affected by mental illness to live life to the full
Courage: Ensuring mental health be seen
Respect: Acknowledging other opinions as having value
Humility: Willing to appreciate others
Responsibility: Everyone is responsible to commit to action towards our Purpose

We would like to recognise those with lived or living experience of mental health issues and the people who care for, and support them, in the south west.
We acknowledge that we can only provide appropriate high-quality services through,

- Valuing
- Respecting, and

Drawing upon the lived experience and expert knowledge of,

- consumers,
- their families ,
- carers,
- and their communities.

About Us

Pathways SouthWest is an independent community based mental health service located in the South West of Western Australia. We provide support, education and advocacy to people with lived or living experience of mental health issues, their families and carers in our region.
We support our local communities to embrace the concept of mental health wellbeing via community consultation, education and advocacy.

Pathways SouthWest acknowledges the traditional owners of the lands on which we meet and where we provide our services, the Wardandi People.

We pay our respects to their Elders, past, present and emerging and acknowledge the important role Noongar people continue to play within our community.

President's Report

I have been on the Board of Management of Pathways SouthWest since 2013 and delivering this report allows me to reflect on the organisation with hindsight in excess of a decade. Since its inception in 1992 as Bunbury Pathways '92, yes 32 years ago, Pathways SouthWest has been supporting the mental health of the Bunbury community. The vision of the organisation back in those days was "*Bunbury Pathways partners with its clients to reduce the impact of mental illness and promotes recovery by providing specialised non-clinical mental health support. In the South West, Pathways supports people with mental illness and those who care for them, to achieve the best possible quality of life and maintain their wellbeing".*

Fast forward to 2024 and the reason for the organisation's existence, now Pathways SouthWest, has not greatly changed and the core values remain the same. What I have observed in my time with the organisation is that while the goals have remained consistent over the past three decades, the services delivered have evolved as consumers needs change with programs aligning to support the mental health needs of a society which is more connected, more enlightened and yet paradoxically more vulnerable than perhaps we were back in 1992.

The Pathways SouthWest's current strategic plan has three strategic pillars;

1. Ensure that people with a lived or living experience of mental health issues can live their best life by increasing their mental health literacy.

- *1.1 Deliver a Best Practice Recovery Program*
- *1.2 Deliver Consumer Focused Social Programs*
- *1.3 Deliver Best Practise Consumer Psychoeducation Programs*

2. Ensure people who care and support someone with a lived or living experience of mental health issue have the knowledge and support required to care for their loved ones and themselves.

- *2.1 Deliver a Best Practice Family & Carer 1 to 1 Support Program*
- *2.1 Deliver Family & Carer Group Support Programs*
- *2.3 Deliver Best Practise Family & Carer Psychoeducation Programs*

3. Ensure Pathways SouthWest continues to be a well-respected source of mental health and wellbeing information, advocacy and positive change in our community.

- *3.1Provide Mental Health Well Being and Advocacy to the South West Community*
- *3.2 Maintain our Credibility and Respect Within the Sector*

Reviewing the achievements of Steve and the team over the past year we as a Board of Management are extremely proud of the outcomes achieved and their continuing alignment to our strategic intent. The Board are confident that Pathways SouthWest will continue to provide a service unique in Western Australia and invaluable to the Bunbury and South West communities.

The importance of our Clubhouse facility on the banks of the Leschenault Inlet was recognised in 2023 by the Mental Health Commission, who following a competitive tendering process, awarded Pathways SouthWest a contract to provide Group Support Activities until 30 June 2027.

Our Psychoeducation Programs are always being updated and enhanced and this year was no different. We are now attracting participants from other regional locations as well as the metropolitan area where mental health professionals from large metropolitan based organisations are referring consumers to our psychoeducation programs, either in person or online. In addition to our consumer programs we continue to develop and deliver psychoeducation programs for Carers, both local and further afield, to assist them with the essential role Carers play in the recovery process for their loved one as well as caring for themselves.

Our Recovery Program provided one on one support and advocacy for consumers with referrals received from a wide network of service providers.

Our Family Carers Program continues to offer Carers one to one and group support. Although Carers do not require a referral to access our services, we continue to publicise the program to other service providers, including GPs, so that they can let Carers know that support is available.

We continue to Chair the Bunbury Mental Health Week Consortium which coordinates activities in the region for Mental Health Week and engages with all levels of government and the community.

Again, this year, through the Social Housing Economic Recovery Package (SHERP), we have continued to upgrade a number of the properties for our consumers which we manage on behalf of the Department of Communities.

This is just a snap shot of what we have achieved in 2023/24 and evidences how these activities, and more, continue to ensure we meet our commitments as identified in our strategic plan.

My thanks to the team, the volunteers, including my fellow members of the Board of Management, and our funders on behalf of our consumers, their carers, families and the community.

Ian Telfer
President

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Chief Executive Officer's Report

It is always interesting looking back at the year when compiling this report. I know that everyone in the organisation is constantly busy however to step back from the day to day operations and look at what we have achieved over the last 12 months gives me a moment to pause and appreciate our collective efforts.

This year we have included an infographic to consolidate some of the interesting bits and pieces but for those of you skimming this document here is a snap shot of our annual reporting to our major funder the Mental Health Commission.

As reported to the Mental Health Commission (MHC) as per our contractual reporting obligations submitted 30 June 2024 we have delivered the following:

Consumer Recovery and Psychoeducation Activities

- 120 consumers
- 3689 occasions of service provided
- 4714 hours of service

Group Support Activities (Clubhouse)

- 46 consumers
- 1249 occasions of service
- 1897 hours of service provided

Family and Carer Support and Psychoeducation Activities

- 125 carers
- 525 occasions of service provided
- 1473 hours of service provided

Housing Support and Activities

- 920 hours of service provided
- 4260 hours of staff involvement (inspections etc.)

Of course, raw facts and figures in isolation do not tell the entire story. We are always pleased to have the opportunity to learn and in 2023 we were excited to participate in the "Your Experience of Service - Community Managed Organisations (YES CMO)" as part of our quality improvement program. YES CMO is a nationally developed consumer feedback survey designed for community managed mental health services. The aim of this survey is to help organisations and consumers work together to improve services.

In 2023, the Mental Health Commission conducted a YES CMO survey snapshot across 23 community managed organisations that deliver mental health and other services. The snapshot took place over a 10-week period from 9 October to 15 December 2023. Seventy-four surveys were completed by consumers from Pathways SouthWest across all our services including consumers, carers and housing.

The survey provides insights into various aspects of the respondent's experiences and their perceptions of our services.

The YES CMO measured the following six domains, which are used as the structure of the report:

1. Making a Difference;
2. Providing Information and Support;
3. Valuing Individuality;
4. Supporting Active Participation;
5. Showing Respect; and
6. Ensuring Safety and Fairness.

We received lots of information in the 32-page report provided to us. All the information was very useful and provided great feedback, however there are two notable findings that I would like to include here; *"100% of respondents reported they would be 'Likely or 'Very Likely to recommend the service to their family and friends. 97% of respondents reported a positive experience of service from Pathways SouthWest, compared to 89% across all participating mental health services".*

As the CEO of the organisation I get to see the skills and dedication of the team here at Pathways SouthWest on a daily basis, however to have the views of our consumers and carers independently canvassed and recorded and then receiving such positive results is truly rewarding.

This speaks volumes for our service delivery across all levels including the fantastic support for consumers attending activities at the Clubhouse. Our other key achievement in 2023/24 has been the delivery of a range of Psychoeducation Programs to a very wide audience, especially as we are now receiving referrals from metropolitan based service providers for consumers to attend our DBT informed COPE Program. Either in person or on-line. Similar requests have been received for our Carer Psychoeducation programs, especially Family Connections which we deliver on behalf of BPD Australia to carers from all over Western Australia via our on-line presence.

Of course all this also requires the support from the Business Unit who work tirelessly to keep the wheels in motion making sure the income and expenditure flows, our insurances are in place, our HR policies and procedures are compliant and, staff are in general happy!

On behalf of myself, the Board of Management, our consumers and carers I would like to acknowledge and thank the staff and volunteers of Pathways SouthWest who make these results happen.

Thank you.

Steve Blackwell

Chief Executive

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Board of Management

Ian Telfer (President)

Ian has been on the Board of Pathways SouthWest since 2013. He is currently CEO of WAPRES (Forrest Industries). Ian's other Community roles include Chair, Investing in our Youth, Chair & Volunteer Ambulance Officer with St John Ambulance Donnybrook. Ian is also an active member of the Rotary Club of Bunbury, Leschenault.

Bonnie Allen (Vice President)

Bonnie has worked across tourism and health during her career. A background in psychology has been useful across both industries. She is passionate about giving back to the community and from close personal experience knows that mental health support and recovery is crucial to us as a society. Bonnie joined the Pathways Board in 2023 to contribute to the amazing work being done here.

Zona Richards (Secretary/Carers' Representative)

Zona was elected as the Carers' Representative to the Pathways SouthWest Board at the 2018 AGM and has been Secretary since 2019. Zona has been a resident of Bunbury for over 12 years, and spent most of her life in business and farming.

Cheryl Stiles (Treasurer)

Cheryl has been involved with Pathways SouthWest as a carer for over 20 years and has been a member of the Board and Treasurer since 2011. Cheryl worked in private enterprise for 50 years in financial management. Cheryl's other community involvement includes the Bunbury Meal on Wheels & Senior Citizens, local fundraising Treasurer for 40 years for Silver Chain Nursing Association and volunteering at the Leschenault Community Garden.

Annette Garlett

Annette has been a Pathways SouthWest Board Member since 2018. Annette's other community involvement includes Aboriginal cultural heritage, being a member of Gnarla Kaala Booja Native Title Working Group, the local Elders Group and the Heritage Advisory Group as well as being a member of GKB Cultural Advice Committee and Aboriginal Heritage Group to South West Gateway Alliance for Outer Ring Road.

Annette holds a Cert IV in Mental Health.

Lyn Bluett

Lyn is a passionate HR professional with an extensive background in strategic management and HR gained over 20 years. Experience in manufacturing, oil & gas; government services (training & education services), mining & resources sector with national & multinational companies including green and brown field projects. Lyn has qualifications in Juris Prudence; MBA and Bachelor of Business (HRM and IR).

Lyn has been a Board Member of Pathways SouthWest since July 2018.

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Board of Management

Heather Foster

Heather Foster is married, with two adult children and a granddaughter. For five years of her childhood her family lived in Northern British Columbia. This was a real adventure and she still keeps in contact with special friends. Heather has a great love of travelling and adventuring, at this point has visited 29 countries. A retired Primary School teacher from a job that she absolutely loved. At home, Heather really enjoys sewing, gardening and a variety of other crafts. Volunteering at Pathways is something that she relishes "*it is so rewarding to be able to help those who help me*".

Adolf Palandri

Adolf was born in Bunbury and had a career in accountancy and taxation. Apart from two years working in Perth, the rest of the time was in country towns around the state for lifestyle reasons. He spent several years working with indigenous groups and also in the aged care industry. Currently, post retirement, Adolf is involved with the South West Italian Club, playing pool and enjoying the good life.

Gary Brenan

Gary has a long and distinguished career with many years of service to the community including Board member of the South West Development Commission, CEO, and later Mayor of the City of Bunbury, as well as a number of years in various areas of regional development. Gary is now retired and assists as a JP and with other community interests. Gary has been associated with Pathways SouthWest as Patron since 2019 and a Board member since 2023.

Lesley Jackes

Lesley is dedicated to community development practice, empowerment and to promoting creative self expression. She draws from her experience in the sectors of health, community, volunteering, human rights and employment. Working for over 45 years, she knows the great value of collaboration and partnerships in our local community. She finds that working with inspiring community members from Primary age and upwards produces original and impacting outcomes.

Stephen Blackwell (CEO/Ex officio)

Stephen has a long career as a registered nurse, counsellor and has been working in senior management or executive positions in both government and non-government agencies for the past 30 years. Stephen's clinical work involved many years working at Graylands Hospital in Perth and was for several years the Clinical Nurse Specialist of the Admission's Unit at Graylands Hospital

After moving on from clinical mental health Stephen worked at Next Step (drugs and alcohol), taught at Curtin University in nursing and Aboriginal health and then moved into sexual and reproductive health at Family Planning WA (FPWA). Stephen held the position of Chief Executive Officer at FPWA from January 2008 until September 2014. Stephen joined Pathways SouthWest as Manager Service Delivery, Quality and NDIS in 2017.

HDAA for the better

CERTIFICATE of REGISTRATION

This is to certify that

Pathways SouthWest Inc

ABN 91 709 457 185
1/14 Rose Street, Bunbury WA 6230, AUSTRALIA

Operates a service delivery system that complies with the requirements of

National Standards for Mental Health Services

For the following scope

Community Mental Health Services

Certificate number 1542NSM1

Originally Issued 4 January 2022
Current Issue 4 January 2022
Expires 3 January 2025

Andrew Mortimore
Vice-President I&F Pacific Region

HDAA ACCREDITED ORGANISATION

The Year in Review

Pathways SouthWest is an independent community based mental health service located in the SouthWest of Western Australia. We provide support, education and advocacy to people with lived or living experience of mental health challenges, their families and carers in our region. We support our local communities to embrace the concept of mental health wellbeing via community consultation, education and advocacy. Pathways SouthWest demonstrates cultural safety, financial responsibility and good governance in all its operations. Pathways SouthWest operates service delivery that complies with the requirements of the National Standards for Mental Health Services and we are accredited by HDAA. Pathways SouthWest is not a crisis service.

Strategic Direction One

Ensure that people with a lived or living experience of mental health issues can live their best life by increasing their mental health literacy

RECOVERY PROGRAM
- People 120
- Contacts 3689
- Hours 4714

SOCIAL PROGRAMS (Clubhouse)
- People 46
- Contacts 1249
- Hours 1897

PHYSCHOEDUCATION
- People 62
- Contacts 620
- Hours 1554

Strategic Direction Two

Ensure people who care and support someone with a lived or living experience of mental health issue have the knowledge and support required to care for their loved ones and themselves

ONE to ONE SUPPORT
- People 109
- Contacts 200
- Hours 136

GROUP SUPPORT
- People 49
- Contacts 207
- Hours 438

PHYSCHOEDUCATION
- People 63
- Contacts 318
- Hours 753

Strategic Direction Three

Ensure Pathways SouthWest continues to be a well-respected source of mental health and wellbeing information, advocacy and positive change in our community

ADVOCACY & CREDABILTY
- Chair Mental Health Week Consortia
- South Regional Tafe collaborations
- South West Mental Health and AOD Collaborative member

Pathways SouthWest will demonstrate cultural safety, financial responsibility and good governance in all its operations

Cultural Sensitivity & Inclusion

- Cultural Sensitivity & Inclusion Plan commenced
- Reconciliation Week recognised
- NAIDOC Week recognised

Financial Responsibility

- Turnover $1.8M
- Staff costs $1.4M
- Net assets $849K
- External Audit completed without notices

Governance

- Board Meetings 9
- Subcommittee Meetings 2
- Board evaluation completed
- External Financial Audit EOI commenced

Value Added Benefits by Pathways SouthWest

Quality

- YES/CMO survey
- Accreditation maintained
- Staff Satisfaction Survey

Transport

- People 61
- Contacts 1954

Housing Support (MHC)

- People 32
- Contacts 1225
- Hours 902

Housing Maintenance

- Cyclical $13,125
- Major $86,993
- Minor $16,175

Subsidised meals

1,000

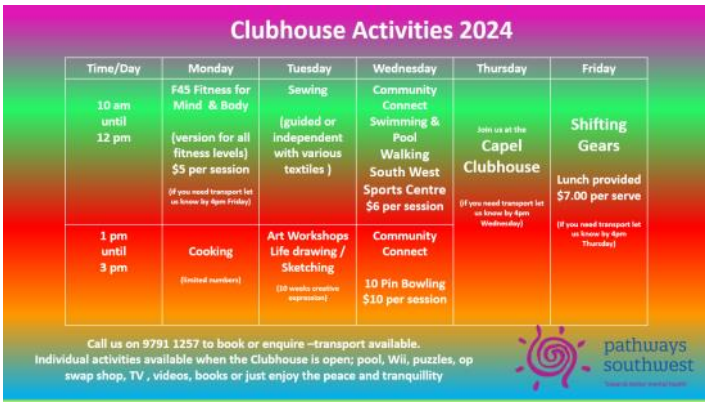
SecondBite (food distributed)

- Fruit 192kg
- Vegetables 231kg
- Bakery 680kg
- Eggs 10doz

Clubhouse and Service Delivery

Since opening in 2022, the Pathways SouthWest Clubhouse has been providing a safe space for adults with a lived or living experience of mental health issues. It is an accepting place for anyone in need of support or social connection in a psychosocially informed setting.

The Clubhouse provides a structured program to support recovery by providing social connection with peers and access to staff dedicated to working alongside consumers to provide practical support and connection to other services or inclusive opportunities as required. The Clubhouse provides a safe and accepting activity centre for anyone with a psychosocial disability in need of support or social connection in a supportive setting. The location is removed from the day-to-day stresses of the City bordered by the inlet and in a bushland setting. We believe that the peaceful situation of the Clubhouse at Turkey Point provides a unique opportunity for provision of a restorative mental health service in Western Australia – and be available to all those in need throughout our South West region.



From January until June 2024 we trialled a once a week Clubhouse experience operating from the Capel Community Centre. At the end of the trial it was decided to focus our activities solely on the Clubhouse at Turkey Point where consumer demand had increased to a level where the Clubhouse needed to be open five days per week from Monday to Friday.

Activities available at the Clubhouse at June 30 2024 are;

- Walking & talking groups
- Sewing
- Seed, sow and grow (gardening)
- Cooking
- Games – a selection of board games as well as Wii
- Bingo binge
- Puzzles
- Community connect activities
- Pool & snooker
- Creative creations (craft)
- 10 Pin bowling
- Lunch
- Movies, computing, reading
- Tea, coffee & conversations
- World Gym

Christmas 2023

For Christmas 2023 staff and supporters were encouraged to donate suitable goods to make up hampers for consumers who would benefit from some additional Christmas cheer. Donations included food goods as well as some small luxuries to spread some festive joy. Support and Recovery Workers delivered the hampers to consumers in the weeks before Christmas.

Of course our traditional consumer Christmas lunch at the Clubhouse proved to be extremely popular with consumers and staff alike.

Clubhouse and Service Delivery

Recovery Program

The Recovery Program commences with a face to face assessment, allowing a recovery plan to be written. This encompasses all aspects of a persons life, including their dreams and goals for the future.

Shifting Gears

An informal social activity available weekly (Fridays), where those experiencing mental illness can mix, play games, engage in artwork, and social interactions. At the Clubhouse consumers will be encouraged to take part in the lunch preparations and develop kitchen and cooking skills as part of the group.

Sewing

Our sewing groups are based around learning new skills while enjoying good company and being productive. The groups make practical products, stuffed toys, embroidery, clothing repairs and alterations as well as other craft activities. In the Clubhouse they have a dedicated area for their machines and to store their supplies.

Taste of Life

Occurring regularly at approximately six-week intervals we offer our consumers an outing-selected from a variety of venues and places of interest within our community and surrounding areas. This activity includes outings to the beach or bush with a shared lunch, either bought or taken with us as a BBQ or picnic, cinema and gallery excursions, op-shopping outings and scavenger hunts for example. Destinations included Simmos Ice Creamery in Dunsborough and mini golf, Harvey Animal Farm and Wokalup to mention a few.

Ten– Pin Bowling and Pool

Conducted Wednesday afternoons at the Bunbury Ten Pin Bowl and Family Fun Centre as a social outing continues whilst pool and snooker are available daily at the Clubhouse as well as giant Jenga, table tennis and WII games using the entertainment system along with movies.

Fitness

To start the week a committed group head off to World Gym where our dedicated personal trainer takes consumers through a structured fitness program based around the needs and abilities of our consumers.

Walking Group

Conducted on Wednesday mornings at various locations around Bunbury - commencing from the Clubhouse and includes nature walks around the inlet and reserves trekking up to the cut at the mouth of the inlet to Koombana Bay as well as continuing with other locations around the City.

Cooking

Consumers are encouraged to develop kitchen and cooking skills. Monday afternoon we have a group activity where over an eight week structured program consumers come to the Clubhouse and prepare a meal which they can take home with them.

Op Swap Shop

Free Op Swap Shop. Take what you need, leave something if you can. There is a range of clothing, household goods, books and even bric-a-brac with new donations arriving regularly.

The Pathways SouthWest commuter bus operates transport from Bunbury and surrounds to and from the Clubhouse also supported by individual transport for specific activities for those who require it.

Bunbury Mental Health Week 2023

Mental Health Week is a national week celebrated each year in October scheduled around World Mental Health Day on 10 October.

Coordinated by the Western Australian Association for Mental Health, with support from the WA Mental Health Commission, Mental Health Week (MHW) provides a prime opportunity to address and highlight the important connection between social determinants and mental health; and promote effective prevention strategies to keep people mentally healthy.

In 2023, Mental Health Week in WA was held over 8-15 October with the theme: 'Where we live. How we live. What we've lived.'

Understanding how the body, mind and environment intersect is essential to overall wellbeing. Physical health – both inside of us and in the world around us – has a major impact on mental health. The nutrition we consume, movement of our bodies, the health of the planet and quality of our housing and neighbourhoods all play a part in building healthy communities and individuals.

Our bodies keep physical score of what we experience – it's important to encourage a trauma-informed lens in trying to understand challenging behaviours, intrusive thoughts and reactions. Learning how to process, heal and grow from negative experiences shapes our resilience, access to new opportunities, coping skills, strong connections and relationships, and quality of life.

Pathways SouthWest Chairs the Bunbury Mental Health Week Consortium and participated in the following events.

2023 Bunbury Mental Health Week Art and Exhibition

Coordinated by Pathways SouthWest and hosted by the Bunbury Geographe Chamber of Commerce and Industry.

A total of 40 pieces were received for the exhibition which ran from 9th October until 13th October and was open to the public from 9am-4pm daily. Pieces ranged from paint on canvas, tapestry, textile, and collaborative works from Richmond Wellbeing and the APU (Acute Psychiatric Unit).

During the exhibition dates 60 people attended the exhibition.

Bunbury Mental Health Week 2023 Program Launch

The official launch of the Bunbury 2023 program of events and opening of the 2023 Bunbury Mental Health Week Art Exhibition was held at the Bunbury Geographe Chamber of Commerce and Industry.

Sponsored by the WA Primary Health Alliance with Master of Ceremonies Julie Broad (CEO Bunbury Geographe Chamber of Commerce and Industry). A Welcome to Country was provided by Noongar Elder, Annette Garlett followed by an acknowledgement of Lived Experience by Mark Piggott. The Hon Nola Marino MP, Member for Forrest, spoke about mental health and its impact on the community and acknowledged the consumers and service providers in attendance

Coffee & Muffins at APU

The New Beaut Coffee Ute was stationed in the carpark outside the APU at Bunbury Regional Hospital and free coffee and muffins were available to APU and Community Mental Health staff and patients at the facility.

Music and games were provided by APU staff as well as cup-cakes which were made in the Unit and a “Gratitude Board” for attendees to leave a message on.

Bunbury Mental Health Week 2023

Open Day at the Pathways SouthWest Clubhouse – Turkey Point

Open Day at the Pathways SouthWest Clubhouse and South West Water Based Activity Centre. Located on the banks of the Leschenault Inlet, Vittoria. A sausage sizzle and a range of activities including Jenga, sewing, boule, kite flying were available for all who attended.

Coffee from the You Beaut Coffee Ute and muffins were provided for morning tea to the first 50 attendees.

Live music during the event was provided by Skeleton Crew and an information booth was staffed by members of the South West Consumer and Carers Advisory Group.

2023 Mental Health Week Ball

Coordinated by Pathways SouthWest

Friday 13 October, 6pm-10pm
Location: Quality Lighthouse Hotel

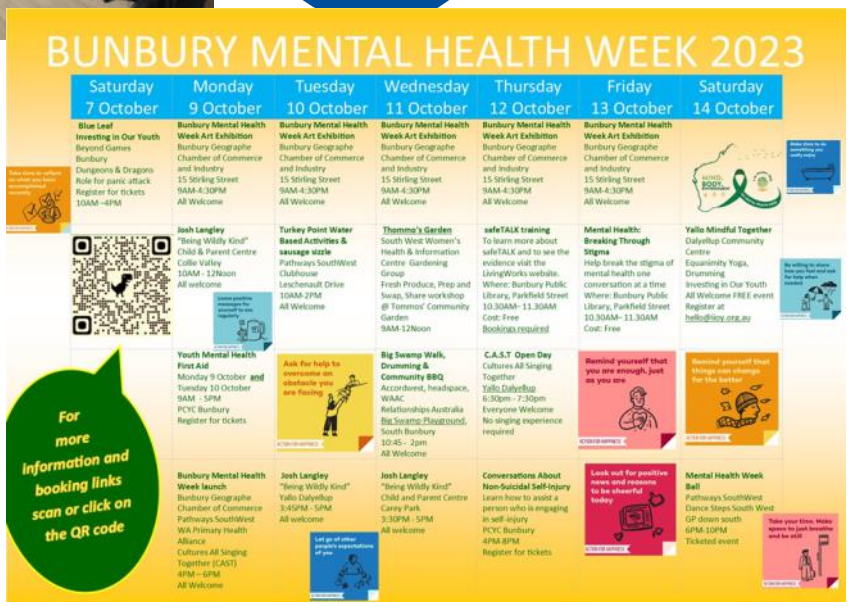
Open to all people with lived experience of a mental health issue, their families and carers. The theme of the Ball in 2023 was “Friday the 13th Glamour Ball”.

Tickets were $10 per person including soft drinks, entertainment, supper and door prizes. The Ball Room was themed with free seating, a DJ and dance area. A selection of finger food was served and a cake decorated with the 2023 Mental Health Week logo was served for dessert.

Sponsorship was provided by Pathways SouthWest and GP downsouth.

The Ball was attended by 80 people .

For all the 2023 Bunbury Mental Health Week activities scan the QR code



Quality and Service Improvement

Our Achievements for 2023 have been to maintain a healthy and safe workplace whilst providing a quality service to our consumers.

By having high standards of integrity, and regularly evaluating our performance, Pathways SouthWest has been able to successfully drive improvements and increase the organisations ability to react to issues and opportunities.

We're achieving our strategic plan objectives while remaining within a risk appetite that is both complicit with the National Standards for Mental Health Services and the Work Health and Safety Act 2020 and the Work Health and Safety (general) Regulations 2022.

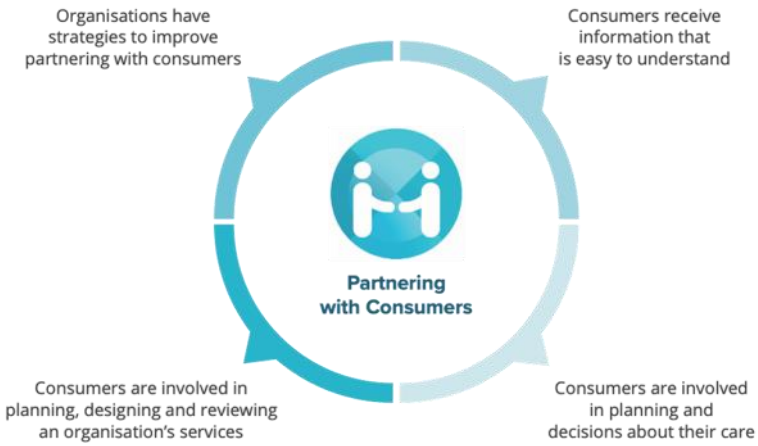
We have achieved this with the following goals and actions

- Strengthening our governance framework to facilitate risk management maturity.
- Develop robust and reliable systems, processes, and policies. Having effective risk management strategies. Pathways SouthWest overarching risk management policies and methodologies are based on the ISO 31000:2018
- Establishing a risk culture roadmap with the development of new Risk Management Forms
- Having transparent decision making and reporting processes.
- Growing a healthy organisation with staff safety training and a recently completed workplace health and safety staff survey.
- Continuing to monitor community COVID-19 WA Government recommendations regarding isolation protocols, completing safe work practices.

The Australian Commission on Safety and Quality in Health Care (ACSQHC) released the new National Safety Quality Mental Health Standards for Community Managed Organisations (NSQMHS for CMOS) in November 2022. In May 2023, Pathways SouthWest commenced transition to these standards to identify any gaps that would need to be addressed to meet the new compliance.

The three NSQMHS for Pathways SouthWest to meet compliance are:

1. Practice Governance Standard, which describes the practice governance, safety and quality systems and the safe environment that are required to maintain and improve the reliability, safety, and quality of mental health care, and improve outcomes for consumers.



2. Partnering with Consumers, Families and Carers Standard, which describes the systems and strategies to create a person-centred mental health system in which consumers and, where relevant, their families and carers are:
    - Supported in their decision making
    - Partners in their own care
    - Involved in the development and co-design of quality mental health care.
3. Model of Care Standard, which describes the processes for delivering mental health services, recognising, and responding to deterioration and minimising harm, preventing, and controlling infection, managing medication use and communicating for safety.

The survey provides insights into various aspects of the respondent's experiences or perceptions of the service they engaged with.

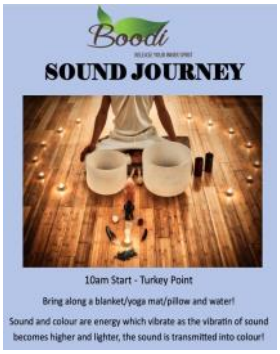
Carers

Carers Week 2023

Pathways SouthWest hosted a Sound Therapy / meditation morning at the Clubhouse run by Boodi Bunbury. This was followed by a coffee and nibbles.

Carers enjoyed the most relaxing of experiences enveloped in the sound from the crystal singing bowls and other instruments. The bowls are believed to produce sounds that invoke a deep state of relaxation which aids in meditation, reduces stress, and assists in holistic healing. The vibrations of bowls can promote a calm mind, and their rich harmonics are used to support the healing of physical ailments and energy imbalances.

Robyn (Manager Client Services) decorated a delightful table of delicious treats to top off our enchanting morning. Participants then went home with a special morning tea cup and saucer to remember the day.



Family and Carer Program

The Western Australian Carers Recognition Act 2004 defines a carer as a person who provides ongoing care, support and assistance to a person with disability, chronic illness (which includes mental illness) or who is frail, without receiving a salary or wage for the care they provide.

The Mental Health Act 2014 recognises that very often, although not invariably, a person's carer is a family member. It also recognises that, even though a family member is a person's carer, the person may not identify the family member as their carer or the family member may not identify themselves as the person's carer. Carers do not have to live with the person, be their main source of care and support, provide care every day or be in receipt of the Carer Payment or Allowance from Centrelink.

Carers may be spouses or de facto partners; parents, step parents or foster parents; child or step child; sibling; grandparent; aunt or uncle; niece or nephew; cousin; friend; and in the case of Aboriginal people – any person regarded under customary law, tradition or kinship of that person's community as "family".

Pathways Family and Carer program provides a range of services to help support carers in their, often challenging, role. The support to carers includes individual appointments, advocacy support, assistance to problem solve, a group support program and carer psychoeducation programs.

Monthly Share and Care groups are able to be accessed and are well supported by carers. Currently we are offering an evening group in Bunbury, a daytime group in Bunbury, a daytime group in Collie and an Aboriginal specific evening group in Bunbury.

Some stats:

Number of individual Carers receiving a service in past 12 months	125
Number of attendances at carer groups (not including Psychoeducation groups)	207
Number of attendances at psychoeducation groups	318

Psychoeducation Programs

Carer Programs

Family Connections – two programs were completed in this year. Participants were able to choose to attend the program in person or via Zoom. As one of few organisations offering the program on Zoom, we attracted Carers from the South West region including the greater Bunbury area, Busselton, Margaret River, Brunswick and Wonnerup, and also further afield from Secret Harbour, Fremantle, Baldivis, Butler, Nedlands, Mandurah and Mosman Park. Pre and post participant surveys show the value of this program for Carers.

COPE for Carers – is an adaption of the COPE program. This program is available to all Carers and runs a session once per month (depending on public holidays). Over the year a total of 7 sessions was completed. A total of 15 individual Carers participated over the year with an average attendance of 6 participants per session.

Building a Future – one program was commenced and was cancelled after three sessions due to low attendance rates. We will be reviewing how this program will be delivered in the future.

COPE – one carer participated in the consumer COPE program during 2023/2024.

Life Launchpad – although a consumer program, three carers participated In the Life Launchpad program during 2023/2024

Feedback from Family Connections participants asked "What did you gain from attending this program?":

"A deep understating of BPD and other mental health conditions. An insight into the symptoms, pain and emotion dysregulation experienced by those inflicted with BPD and other mental health conditions. Skills to personally cope with being a carer and skills to help those inflicted with mental health issues. The importance of taking care of myself, and how to promote an atmosphere of support and non-judgment, not just for my loved one but life in general. The do's and don'ts for helping a person with BPD and an insight into validation."

Consumer Programs

COPE (Challenging Our Problematic Emotions)– We continue to offer a daytime and an evening program twice per year for people who experience emotion dysregulation. The waitlist for the program has grown to 150 potential participants. Although all people on the waitlist are invited to attend an interview for the program, only about 40 will book and attend the interview. Attrition in the first few weeks of the program has reduced compared to a year or two ago. This may be due to the number of people who are repeating the program and inspiring the new attendees. The evening program is entirely on Zoom and the daytime program is face to face (with an option to Zoom occasionally). Each group is closed and participants are not able to swap between groups after Week 2. Strict attendance and behaviour guidelines apply. Pre and post course participant evaluations continue to show the value of the program.

Life Launchpad – In conjunction with CoMWHA (Consumers of Mental Health WA) Pathways Southwest offered the Life Launchpad program to our consumers and carers. Life Launchpad aims to support people with mental health concerns to live a happy and meaningful life. 2 consumer participants were joined by 3 carer participants during 2023/2024 period. Sessions were on Self Awareness, Wellbeing, Goals, Supports, Communication, Overcoming Barriers, Speaking up for Yourself and Recovery Planning.

Some feedback from our COPE Program:

"I learnt many coping skills useful to deal with emotional dysregulation which in turn enabled reduction of stress and feelings of overwhelm. Attending gave me a sense of belonging, a reason to get dressed and out of the house and most importantly gave a sense of support just by showing up each week."

"I can see such a difference in myself in how I handle yucky situations. Even the basics of grounding myself, getting into wise mind and checking the facts have had a massive impact on my life"

"I really appreciate the effort and time put into this course. I feel I've come a long way in the past few months. So much that my family and friends have even noticed a change in me which means a lot.
Thank you!"

Business Unit

The Business Unit incorporates finance, property & purchasing, fleet management, IT & telecommunications, business management such as governance, contracts & insurances as well as human resources and housing. The Business unit has undergone changes in administration, IT, HR (contracts and forms), finance, insurance and housing.

Administration - The team consists of a full time Receptionist, assisting the Finance Officer, Manager Business Services, and Housing Officer. The Business Support Officer Housing is now working remotely, in the office one day per week and more often when required for inspections and/or relief when administration staff are on leave. Support Officer Finance is working remotely for a fixed term, returning in October 2024. We have set up systems/ laptops for remote work. Our business programs, such as SharePoint, Xero and SMS are cloud based.

IT - We have resolved to change IT providers to assist with finalising move to Cloud based IT.
Moving to the Cloud took place as we continue to refine our requirements, the server has not been disabled as yet, and will look to backing up, disabling and disposing of the server in due course.

We now use multiple factor authentication to log into laptops and programs, additional secure protection via Sophos, Dark Web monitoring and Acronis Cyber Protect in the Cloud. We have quarterly meetings with our IT providers to discuss ongoing requirements, updates (laptops etc) and general ongoing short term and medium-term costs, so that we can plan and budget for these.

HR - As Pathways SouthWest staff increase in numbers, the "New Staff" folders have been updated to comply with new regulations. We provide links to all Pathways policies and procedures via SharePoint.

We have consulted with 2 legal providers to review Pathways employment contracts. As advised it was best to adopt new employment contracts rather than amend the current employment contracts (full time, part time and casual). The process will be finalised in late October 2024.

Finance - Since adopting Xero as the accounting and reporting software, Pathways streamlined reporting using this software. Currently finalising budgets for Personalised Services Other, Carers, Housing, Business and Clubhouse. Moving forward, reports for various departments/services will be generated and compared with budgets so as to streamline costs for each department/ service.

Pathways SouthWest have been Business clients with Bankwest for several years, and are grateful for the service provided by Bankwest to date. Given Bankwest will no longer be servicing business clients, Pathways have resolved to move banking to National Australia Bank (NAB). The transition has taken longer than expected, to be finalised by December 2024. Liabilities, such as housing maintenance, employee entitlements and others are accounted for in separate accounts and reconciled at financial year end.

With regards to debt, it was resolved to pay out the loan for the CEO motor vehicle and not to renew every second year, and look to purchasing and/or trade in upon review of all motor vehicles, and look to trading in the oldest vehicle and rotating use of vehicles.

Transport is provided to and from the venues and activities by Pathways SouthWest staff for those who require it. The Business Unit manages a fleet of seven vehicles including one commuter bus.

Additionally, the Business Unit keeps our IT and telephone systems up to date and secure in partnership with an external service provider maximising their expertise in this specialist area.

Insurances - Pathways have remained with the same insurers, and review policies annually, so as to keep up to date and ensure the organisation is adequately covered against any foreseeable risks. Workers Compensation insurance is on the increase due to the increased number of staff and increased payroll.

Community Housing

Pathways SouthWest is a community housing provider; we maintain 39 properties dedicated to those with a lived or living experience of mental health issues. As a landlord, we focus on reducing many of the tensions created by difficulties in finding accommodation and maintaining properties in good order. We assist our tenants in managing their utilities payments with flexible arrangements for billings and payment schedules tailored for the individual tenant's capacities.

Over a 75% of our Social Housing Economic Recovery Package (SHERP) Grant activities have been completed. This involved assisting current consumers to pack up their home ready for the renovations to be completed and now that the work has been completed we are assisting the tenants re-establish their homes.

The whole project has been extended until the end of 2024 as there has been delays in building supplies and labor. We hope to have the properties fully completed by November 2024.

Fortunately, there was very little damage sustained by any of the properties managed by Pathways SouthWest during the tornado that touched down in parts of Bunbury on Friday 10 May. Damage was sustained to a fence at one of the units at Davenport Way and some of the units in the complex have reported minor leaks in their roofs since the event. Department of Communities were advised and have confirmed the damage is listed in their repairs register.

The newly installed bathroom and laundry with universal access installed in our Moore Street, Bunbury property as part of the SHERP renovations.

Although most of our tenants avoided any major physical damage to their homes many were shaken and additional psychological support was offered.

We had no properties in the area where a second storm caused damage later that same month.

pathways southwest
Towards better mental health

Hi Lisa,

I just wanted to write a quick email to express our sincere thanks for the amazing support and compassion you have shown with "CT's" recent medical crisis, on top of the consistent support across these last 6 years.

Your offers of Carer support was a special kindness when we were reeling with the news of "C'T's" critical health condition and the emotional toll it took on all of us. The follow up support from "CT's" support officer William in visiting him in hospital has been greatly appreciated by "CT". He is really struggling with the long hospital days and loneliness despite daily visits from Guy, Tracy or I, in and around our full time work.

The latest financial support in the light of suspending "CT's" weekly rental fee in order to enable him to meet the hospital costs of $75 per day has taken a huge worry off all of our minds. It means so much for us to have you in our corner as we navigate these difficult times with "CT" knowing that you also share our goals around creating the most positive experiences and quality of life for our very lovely brother.

We are working closely with the Harvey Hospital Social Worker to create a positive care plan, with additional funding to ensure "CT" can return comfortably home with the high support he will need moving forward. We feel confident knowing that you and the Pathways team will continue to work alongside us into the future.

Best Wishes,

Kylie T

Testimonials

I would just like to say that the Share and Care group has been a saving grace for me.

I came to the group when I needed support after our son had a really bad breakdown. I really don't know how I would have coped without this group.

When times are going along smoothly, its lovely to be able to go to the group meetings and share a cuppa and have a chat. When times are tough you know that support is always there.

Since joining the group, I have had my dad go into a nursing home, and a few months later my mum joined him there. It was an unsettling period for me. I have also had my mother in law diagnosed with a terminal illness and at present is waiting to go from hospital into a nursing home, for whatever time she has left.

When times are tough and you are really feeling down, attending the share and care group meetings always gives you a respite from day to day issues. You may go into the meeting feeling really depressed, but you always come out a lot lighter and brighter.

I am really appreciative of this group and Jenny the facilitator.

RG

The Pathways share and care group have been so important for us. Not just for giving us the resources to understand our child's illness but for the unlimited support to cope with everyday challenges that the illness bought to our family and was instrumental in us not feeling alone in our despair. We were consoled with the difficult times and celebrated for the good times. Their support has been invaluable.

TA

"I learnt how to talk better to my son and how what seems silly to me isn't to him. He is seeing a difference in me..."

Family Connections

"I gained a calmness and focus on being able to ACCEPT what my family member's experience is, and what I can, and more importantly cannot, do to help."

Family Connections

In January 2023 my daughter was diagnosed with BPD after an admission to the Acute Psychiatric Unit. On discharge it was suggested that I contact Pathways SouthWest as they run a course for carers of those with BPD.

I enrolled in the next available course which was in March 2023. I attended the course which was well run and taught. It did help me in many ways communicating better with my daughter.

Earlier this year the Doctors I work with were asking about local, affordable, courses for some of their patients and families. I told them about Pathways SouthWest and the courses they ran for carers and consumers.

Jenny and Steve came to give information to our Doctors which they found helpful especially for carers. About this time I was approached by Pathways co facilitate the Family Connections program. I decided that if I could help someone understand BPD better and find ways to improve their relationships with their loved one then I would do that.

I did three days training online with NEAPD arranged through Pathways SouthWest which was well organised and efficient. This was followed up with an afternoon at Pathways and the provision of the course content and Manuals which have been very well set out for carers and co-facilitators. I am now into week 7 of co-facilitating the course with Maria. Before the course each week Maria and I have a chat and I sometimes need some clarification on the teaching of some parts. After the course is finished we talk again about how it ran, and any areas of concern. We then plan who will teach which parts for the next week. I have felt so well supported and I learn something new myself each week. It is wonderful to see the carers start to see how things can get better for all concerned as they move through the course.

I have been made to feel a part of the team at Pathways SouthWest and feel very included. I am doing another one day course with Pathways in November.

Your sincerely,

Karen.

Good morning!!! ☒

I would like to stay on the list in case I want to do the course again which is pretty likely, I'm just thinking not for a little while.. if that is okay?

Have a lovely day!! Thanks again for saving our lives.

COPE registered participant

pathways southwest

Towards better mental health

AMD

CHARTERED ACCOUNTANTS
AUSTRALIA + NEW ZEALAND

Independent Member of
BKR INTERNATIONAL

23 October 2024

Mr Ian Telfer
Chair
Pathways SouthWest Inc
PO Box 275
BUNBURY WA 6231

Dear Ian

30 June 2024 MANAGEMENT REPORT

Following completion of our 30 June 2024 audit, we provide our Management Report and audit recommendations.

1.0 Our Audit Approach

The Australian Auditing Standards are the professional Standards applicable to all audit engagements. Accordingly, our audit was conducted in accordance with Australian Auditing Standards, with testing designed solely to enable the expression of an opinion on the financial report of Pathways Southwest Inc. This involved us making an assessment of the risk of material misstatement, whether due to fraud or error, and then using our professional judgement, applying audit procedures to mitigate that risk.

To assist those responsible for governance in understanding our role as external auditor, we have previously detailed our audit responsibilities and scope of work to be performed to meet those responsibilities in our audit engagement letter.

Australian Auditing Standards require us to document and evaluate Pathways Southwest Inc.'s system of internal control to establish the level of reliance on the internal control system in determining the nature, timing and extent of other auditing procedures necessary to enable us to complete our audit. This work is not primarily directed towards the discovery of weaknesses or the detection of fraud or other irregularities and should not, therefore, be taken to assume that no other weaknesses exist. Accordingly the comments within this letter refer only to those matters that have come to our attention during the course of our normal audit work and may not identify all possible improvements that an internal controls review may detect.

Our audit approach is based on a risk analysis methodology which relies upon our understanding of Pathways Southwest Inc.'s operations, strategies and risks. We performed a review of applicable accounting systems and tested those during our audit. The level of testing performed by us is determined by the degree of reliance we place on the internal control systems in place which has a resulting impact on the amount of substantive testing required during our audit procedures. The level of testing performed is also aligned with what is required to form an overall opinion on the financial statements which may not coincide with what Pathways Southwest Inc. perceives should be tested.

Our audit also included evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates and judgements, as well as evaluating the overall presentation of the financial report. There were no areas of disagreement either in the accounting estimates or judgements or in the presentation and disclosures made in the financial report.

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2.0 Segregation of Duties

Inevitably in the environment of an organisation with a limited number of employees available to undertake accounting and administration roles, it is impracticable to have good division of duties and internal checks in place in relation to invoicing and receipting, processing and preparation of payments, recording of transactions and payroll preparation.

As a result of this limited segregation of duties, the design and effectiveness of internal controls is significantly reduced, thereby there is inherently an increased risk that errors or omissions may go undetected.

Segregation of duties enhances the internal control environment; we therefore recommend where practical these duties be segregated and subject to independent review. While we understand due to limited number of employees being available there may be practical limitations in enhancing the internal control environment, as your auditors we are required to report this matter.

3.0 Assessment of Fraud and Error

The primary responsibility for the prevention and detection of fraud is that of the Board and management. As a result, it is important that management with the oversight of the Board place a strong emphasis on fraud prevention, which may reduce opportunities for fraud to take place and fraud deterrence, which could persuade individuals not to commit fraud because of the likelihood of detection and resulting consequences.

In accordance with Australian Auditing Standards we are required to obtain reasonable assurance that the financial report taken as a whole is free from material misstatement, whether caused by fraud or error. While our procedures are designed to identify material weaknesses and misstatements from fraud and error, there is an unavoidable risk that even some material misstatements may remain undiscovered. This unavoidable risk is due to the test nature and other inherent limitations of an audit, together with the inherent limitations of any accounting and internal control system.

We have confirmed that nothing has come to management's attention that may constitute an incident of fraud. In addition our audit procedures did not identify any instances of suspected or actual fraud. We take this opportunity to remind you that our audit is not designed to detect fraud and therefore our audit procedures are not designed for that purpose.

4.0 Going Concern

We have undertaken a review of the ability of Pathways Southwest Inc. to continue as a going concern for twelve months from the date of signing our audit report and therefore whether the going concern basis for the preparation of the financial report is appropriate.

The assumption of going concern was concluded as appropriate following a review of operating budgets and information provided by management.

As disclosed within the notes to the financial statements, Pathways Southwest Inc. is dependent upon continued financial support by way of funding from the Mental Health Commission to continue operating as a going concern. We have drawn attention to this within our audit report.

5.0 Accounting Policies

We confirm to you that we are not aware of any changes to the accounting policies of Pathways Southwest Inc. since 30 June 2023 in respect of the preparation of the 30 June 2024 financial report.

6.0 Commitments and Contingencies

On completion of our audit and subsequent discussions with management, we did not identify any additional commitments or contingencies that required disclosure within the financial report of Pathways Southwest Inc., apart from those already disclosed.

7.0 Subsequent Events
We did not identify any additional subsequent events up until the date of this report that required disclosure within the financial report of Pathways Southwest Inc., apart from those already disclosed.

8.0 Audit Findings
8.1 Audit Opinion
In accordance with the terms of our engagement letter, we have a responsibility to provide an opinion in respect to Pathways Southwest Inc's annual financial report as to whether it is free from material misstatement.

Our audit report is unqualified with our opinion stating the financial report presents fairly the financial position of Pathways Southwest Inc, as at and for the year ending 30 June 2024.

8.1.2 Emphasis of Matter Paragraphs
As reported in prior years, the following Emphasis of Matter paragraphs have been included in the audit report:

Emphasis of Matter- Basis of Accounting
We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Pathways Southwest Inc. to meet the requirements of the Associations Incorporation Act (WA) 2015 and Australian Charities and Not-for-profits Commissions Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Emphasis of Matter- Other
We draw attention to Note 13 to the financial statements which outlines the ongoing operation of Pathways Southwest Inc. is dependent upon continued receipt of funding from the Mental Health Commission to continue operating as a going concern. Our opinion is not modified in respect of this matter.

8.2 Audit Results
Our audit procedures indicated financial records have been maintained to a high standard throughout the audit period.

We would like to thank Marie for providing supporting related audit evidence at the commencement of our audit. Due to the high quality of the financial records and reconciliations provided to us which correctly supported year end balances we are pleased to report there no audit adjustments and no specific audit recommendations arising from our audit.

8.3 Other Matters
We would like to take this opportunity to thank Marie and Stephen for the assistance provided to us during our audit.

Should you have any questions concerning the above or would like to discuss any other aspect of our audit, please do not hesitate to contact me.

Yours sincerely
AMD Chartered Accountants

MARIA CAVALLO FCA
Director

Thank you to our partners and donors

- Bunbury Community Garden
- Carers Association of WA
- Choose Respect
- City of Bunbury
- City of Bunbury Libraries
- Collie Family Centre
- Department of Communities - Disability Services (Act, Belong, Commit)
- Department of Communities - Housing
- Good 360
- Harrisons SW Ltd.
- Lotterywest
- Mental Illness Fellowship of WA Inc.
- RockNRoo (DJ)
- SecondBite
- South Regional TAFE
- South West Water Based Activity Centre
- South West Women's Health & Information Centre
- St John's Community, Alcohol, Drug Services
- Tich Haven (Dancers)
- Volunteer South West
- WA Mental Health Commission
- WA Primary Health Alliance

In the last 12 months Pathways SouthWest has;

- Provided secretariat support to the Bunbury Local Area Group (LAG) of the WA Recovery College Alliance (WARCA)
- Providing support to the local South West Consumer and Carer Advisory Group (SWCACG)
- Continuing to Chair and provide support to the Bunbury Mental Health Week Consortium
- Mentored the launch of a Busselton Mental health Week Consortium
- Partnered with the Busselton Dunsborough Alliance Against Depression (bdaad), the South West Suicide Prevention Project and the WA Primary Health Alliance to provide safeTALKs in the local area
- Continuing to partner with Consumers of Mental Health WA (CoMHWA) to provide Life Launchpad in Bunbury
- Partnered with Coles Supermarkets and SecondBite to distribute food items to our consumers and community members
- Partnered with the Shire of Capel to extend group activities, including trialling Clubhouse activities based at the Community Centre for people with a lived or living experience of mental illness in the town

Over the past year many more individuals, businesses and groups have volunteered time and donated goods and services to support the work of Pathways SouthWest.

pathways southwest

Towards better mental health

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