

# Strategic Plan 2021-2026

## Purpose

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

## Vision

To see anyone impacted by mental illness supported, nurtured and encouraged to live their best lives free from fear and discrimination

## 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

Pathways SouthWest recognise those with lived or living experience of mental health issues in the South West

We acknowledge that we can only provide quality care through valuing, respecting, and drawing upon the lived experience and expert knowledge of consumers, their families, carers, and their communities in the design and delivery of appropriate services



## About Us

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

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

# 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**

Strategic Objective One	Strategic Objective Two	Strategic Objective Three
Deliver a Best Practice Recovery Program	Deliver Consumer Focused Social Programs	Deliver Best Practise Consumer Psychoeducation Programs
<ul style="list-style-type: none"> <li>• Staff are qualified to use a recovery model of care</li> <li>• Pathways SouthWest is licensed to use a recovery model of care</li> <li>• All consumers have a recovery assessment completed within 6 months of starting our program</li> <li>• All consumers will have a recovery plan review every 12 months</li> <li>• The Recovery Program is evaluated against National Mental Health Standards annually</li> <li>• A formal Consumer feedback process will occur annually</li> <li>• The Recovery Program includes the provision of limited supported housing</li> </ul>	<ul style="list-style-type: none"> <li>• Social programs will be co-designed</li> <li>• Programs will be peer lead whenever possible</li> <li>• Social programs will be developed using a “program logic” model</li> <li>• Social programs will be evaluated annually</li> <li>• Social programs will provide opportunities to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer psychoeducation programs will be co-designed</li> <li>• Consumer psychoeducation programs will be peer lead or co-lead</li> <li>• Consumer psychoeducation programs will include the following elements                         <ul style="list-style-type: none"> <li>○ delivery of current, accurate and relevant information</li> <li>○ provision of a safe space to vent emotional frustrations</li> </ul> </li> <li>• Content of Consumer psychoeducation programs will include at minimum:                         <ul style="list-style-type: none"> <li>• problem solving skills</li> <li>• communications skills</li> <li>• assertiveness training</li> <li>• mindfulness training</li> <li>• self-help, and,</li> <li>• self-care</li> </ul> </li> <li>• Consumer psychoeducation programs will be evaluated for effectiveness</li> </ul>

## 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.**

Strategic Objective One	Strategic Objective Two	Strategic Objective Three
Deliver a Best Practice Family & Carer 1 to 1 Support Program	Deliver Family & Carer Group Support Programs	Deliver Best Practise Family & Carer Psychoeducation Programs
<ul style="list-style-type: none"> <li>Family &amp; carer staff will have a lived or living experience of being a carer for someone with mental health issues</li> <li>Family &amp; carer staff will be trained to use the Carer STAR</li> <li>All carers attending 1 to 1 support will have a Carer STAR completed within the first three months of starting the program</li> <li>All carers attending 1 to 1 support will have a follow-up Carer STAR review every 12 months</li> <li>The family &amp; carer program will be evaluated against agreed standards annually</li> <li>Carer feedback will be sort annually</li> </ul>	<ul style="list-style-type: none"> <li>Family &amp; carer group support programs will be co-designed</li> <li>Where possible all programs will be peer lead</li> <li>Family &amp; carer group programs will be designed using a “Program Logic” model</li> <li>Family &amp; carer group programs will be evaluated annually</li> <li>Family &amp; carer programs will provide an opportunity for knowledge and skills development</li> </ul>	<ul style="list-style-type: none"> <li>Family &amp; carer psychoeducation programs will be co-designed</li> <li>Family &amp; carer psychoeducation programs will be peer lead or co-lead</li> <li>Family &amp; carer psychoeducation programs will include the following elements <ul style="list-style-type: none"> <li>delivery of current, accurate and relevant information</li> <li>provision of a safe space to vent emotional frustrations</li> </ul> </li> <li>Content of family &amp; carer psychoeducation programs will include at minimum: <ul style="list-style-type: none"> <li>problem solving skills</li> <li>communications skills</li> <li>assertiveness training</li> <li>mindfulness training</li> <li>self-help, and,</li> <li>self-care</li> </ul> </li> <li>Family &amp; carer psychoeducation programs will be evaluated for effectiveness</li> </ul>

## 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.**

### Provide Mental Health Well Being and Advocacy to the South West Community

- Provide leadership in mental health and wellbeing advocacy, consultation and reform in the south west of Western Australia:
  - for people with a lived or living experience of a mental health issue, and
  - family & carers of someone with a lived or living experience of a mental health issue
- Deliver mental health and wellbeing education and training in the south west to improve the mental health literacy of the south west community
- Represent the south west of Western Australia in mental health advocacy, consultation and reform at state and national levels

### Maintain our Credibility and Respect Within the Sector

- Pathways SouthWest will maintain its credibility and respect within the sector by ensuring we:
  - have good brand recognition
  - are a good partner
  - work collaboratively
  - deliver integrated and responsive services
  - have sound financial management and good governance
  - are sustainable
  - evidence ongoing quality evaluation, and
  - provide a safe work place and culture