



pathways
southwest

Towards better mental health



ANNUAL REPORT

2024/25

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Front cover photo
Pathways SouthWest Clubhouse
Leschenault Drive, VITTORIA, BUNBURY

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

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 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

Looking back on the President's Reports I have delivered during my time on the Board of Management of Pathways SouthWest we have focussed heavily on our service delivery to our consumers and carers along with the delivery of our innovative psychoeducation and other programs. In this, our 33rd year, it is timely to report on our sustainability and long term strategies to continue to provide these outstanding consumer and carer services into the future.

Our Strategic Plan 2021-2026 has been the focus of the Board of Management during its tenure and for the year 2024/25 the organisation has made two massive inroads into ensuring our longevity well and truly kicking goals towards our Strategic Direction Number three, "Ensure Pathways SouthWest continues to be a well-respected source of mental health and wellbeing information, advocacy and positive change in our community". Specifically, "To have sound financial management and good governance and remains sustainable".

It was with great pleasure the Board of Management signed off on the purchase of our long term premises at 1/14 Rose Street Bunbury. Since its inception in 1992 Pathways SouthWest has only been in two locations and has been leasing these premises since 2014. The lease was due to expire in June this year and I congratulate Steve for determining a very stringent set of criteria for selecting premises to house Pathways SouthWest for the future.

Some of the criteria included access by public transport and available parking, security for groups (particularly those held in evenings), accessibility, staff amenities, discretion for attendees and of course, affordability. Short lists were prepared and number of properties in and around the CBD were visited and assessed against these criteria. Among the mix was our Rose Street premises which had been placed on the market.

Although not perfect in many ways, these premises met the criteria and had some advantages. Plenty of parking for the vehicle fleet, easy access, discreet, consumers and carers were familiar and at home here, savings on fitting out new premises (benefiting another property owner) and a lack of disruption to the business. Whilst not perfect, during the 11 years we have occupied the Rose Street premises, we have learned to make the building work for us. By purchasing the premises, we are now able to receive grant funding for capital improvements plus the money the Board had allocated for the move and fit out can be used to make the

premises better for our consumers, carers, business and more appealing to the staff. It was also gratifying reviewing the financial reports the cost of repaying the loan is lower than our previous rent which in this volatile property market is a comfort. The Board would like to congratulate the team on a great outcome for all involved.

That achievement on its own would normally be enough to cover in my report but whilst this was happening our partner at the Clubhouse, the South West Water Based Activity Centre, decided to lay down their paddles and relinquish their lease of the entire site at Turkey Point nominating Pathways SouthWest, as another not for profit incorporated body, to inherit their assets after they entered voluntary dissolution. As the head lease for the site was between Southern Ports and South West Water Based Activity Centre the Management team, with support from the Board of Management, entered negotiations with Southern Ports to take over the entire Turkey Point site becoming the sole occupant.

Again, it was with great pleasure that the Board of Management was able to enter into a seven year lease with Southern Ports for the entire site coming into effect on the 1st of July 2025. My thanks to the management of Southern Ports and its Board for the support and confidence it has shown entering into this agreement with us.

With that said I think Steve and his team have their work cut out for them for the next 12 months with two major renovation projects to complete and I look forward to reporting on the progress at next year's Annual General Meeting.

As always, my thanks to the team, our 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

As usual Pathways SouthWest has been busy providing the services that you are all aware of including our Recovery, Clubhouse and Social Programs, Carer and Housing Programs. In addition to these activities Pathways SouthWest undertook the process of becoming an Accredited Carer Friendly Employer.

The Carers + Employers program defines best practice standards for supporting staff with caring responsibilities, including employees who provide support to or care for a family member or friend with a disability, mental illness, drug or alcohol issues, chronic condition or is frail and aged.

The accreditation process involves agencies undertaking a self-assessment against the identified standards and submitting the evidence to the accreditation panel. There are three levels of accreditation offered, and organisations are required to start at the "Activate" level and work their way through level 2 "Commit" and finally level 3 "Excel". Although we think we could have submitted enough evidence to achieve Excel we started at Activate as required.

The following criteria were assessed:

- Demonstration of accurate use of the term "carer" as defined in the Carer Recognition Act 2010 (Cwth)
- Demonstration that the organisation acknowledges the importance of supporting carers in the workplace
- Demonstration the existence of/or development of written policies and/or procedures that specify organisational support for carers
- Demonstration that carer specific policies and/or procedures reflect the minimum standards as outlined under the National Employment Standards (NES) as part of the Fair Work Act (2009)
- Demonstration formal commitment towards developing the organisation's capacity to support carers through education, training and awareness raising or initiatives
- Demonstration of how workplace communications are used to raise awareness of carers
- Demonstrate how communication regarding carers has been utilised in a positive manner
- Demonstration of the use of communication to promote carer inclusion, recognition and commitment of support, and finally
- Evidence that the organisation identifies, implements and promotes workplace practices that provide practical support to carers.

As expected Pathways SouthWest achieved this accreditation with distinction, and I thank the Carer Team for their dedication to supporting carers both inside and outside the organisation.

Pathways SouthWest also retained its accreditation against the National Standards for Mental Health Services 2010.

This accreditation has 10 standards that we are assessed against, which are:

- Rights and responsibilities: the rights and responsibilities of our consumers are upheld by the organisation
- Safety: the activities and environment of the organisation are safe for everyone
- Consumer and carer participation: consumers and carers are actively involved in the development, planning, delivery and evaluation of services
- Diversity responsiveness: the organisation delivers services that take into account the cultural and social diversity of its consumers
- Promotion and prevention: the organisation works in partnership with its community to promote mental health and address prevention of mental health issues
- Consumers: consumers have the right to comprehensive and integrated mental health care that meets their individual needs and achieves the best possible outcome in terms of their recovery
- Carers: the organisation recognises, respects, values and supports the importance of carers to the wellbeing, treatment, and recovery of people with a mental illness
- Governance, leadership and management: the organisation is governed, led and managed effectively and efficiently to facilitate the delivery of quality and coordinated services
- Integration: the organisation collaborates with and develops partnership other service providers to facilitate coordinated and integrated services for consumers and carers
- Delivery of care: the organisation incorporates recovery principles into service delivery and refers to other services that also support recovery principles.

Pathways SouthWest also passed this assessment with flying colours. Thank you to all the staff especially our Coordinator Quality and Service Improvement.

Thank you to everyone including our consumers, carers, staff, volunteers, students and partners who ensure that Pathways SouthWest remains focused on its core business and remains relevant in our community.

Steve Blackwell
Chief Executive Officer

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 role is Chair, Investing in our Youth. Ian has previously had a long association as a Volunteer Ambulance Officer with St John Ambulance Donnybrook and as a 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 Meals on Wheels & Senior Citizens, local fundraising Treasurer for 40 years for Silver Chain Nursing Association and previously volunteering at the Leschenault Community Garden.

Annette Garlett



Annette has been a board member of Pathways since 2018. Annette is committed to assisting youth to learning about Aboriginal culture and history and also doing cultural awareness presentations to community service agencies.

In 2024/25 the Pathways SouthWest Board of Management met on nine occasions for formal meetings and the Finance, Risk and Audit Committee two times.



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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”*.

Gary Brennan



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 (leave of absence)



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.



**CERTIFICATE of
REGISTRATION**

This is to certify that

Pathways SouthWest Inc

ABN 91 769 457 185
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 **1542NSM3**

Originally Issued	4 January 2022
Current Issue	4 January 2025
Expires	3 January 2028

Andrew Mortimore
Vice President, Chief Executive, CIF Pacific Operating Region



HDAA recognises Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands on which we work and meet and of the waters that surround us. We acknowledge the vibrant and living culture of Aboriginal and Torres Strait Islander peoples in Australia today and pay our respects to Elders past and present.

Registered by: HDAA Australia Pty Ltd (ACN 134 482 625) Level 11 500 Collins Street, Melbourne, Victoria 3002 and subject to the HDAA Service Agreement and Conditions for Accreditation. This certificate remains the property of HDAA Australia Pty Ltd and must be returned to HDAA upon its request. Refer to Certificate Schedule that accompanies this certificate for full scope detail. To verify that this certificate is current please contact HDAA on info@hdau.com.au

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 130
- Contacts 1499
- Hours 1720



SOCIAL PROGRAMS (Clubhouse)

- People 57
- Contacts 3955
- Hours 4653



PHYSCHOEDUCATION

- People 72
- Contacts 594
- Hours 1478



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 57
- Contacts 161
- Hours 135



GROUP SUPPORT

- People 34
- Contacts 122
- Hours 259



PHYSCHOEDUCATION

- People 34
- Contacts 288
- Hours 555



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 & CREDABILITY

- 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 \$2M
- Staff costs \$1.5M
- Net assets \$804K
- External Audit completed without notices



Governance

- Board Meetings 9
- Subcommittee Meetings 2
- Board evaluation completed
- Governance training

Value Added Benefits by Pathways SouthWest



593 hours devoted to staff training & development



Transport

- People 63
- Contacts 2233



Housing Support (MHC)

- People 32
- Contacts 161
- Hours 135



Housing Maintenance

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



Subsidised meals

- 1200



SecondBite (food distributed)

- Fruit total 331kg
- Vegetables 467kg
- Bakery 1008kg
- Eggs 20doz
- Meat 30kg
- Drinks 10doz

Consumer Programs

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 social connection in a psychosocially informed setting.

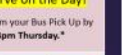
The Clubhouse provides a structured program to support recovery by providing social connection with peers and access to staff dedicated to working alongside consumers to provide practical support and connection to other services or inclusive opportunities as required. The Clubhouse provides a safe and 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.

The Clubhouse remains open five days per week from Monday to Friday, Excluding public holidays.

Activities available at the Clubhouse at June 30 2025 are:

- Walk'n'Talk (various local locations)
- Sewing and Crafts
- Structured Cooking Group (8 week program : limited numbers)
- Various boardgames and puzzles
- Community connect activities
- Pool & snooker
- Creative creations (Guided Mini Projects)
- 10 Pin bowling
- Social lunch day once per week at Shifting Gears
- Computer/internet access, Books and DVD library
- Free tea/coffee and conversation
- Group Fitness (World Gym with a trainer)
- Special event lunches such as Christmas & Melbourne Cup



Pathways Clubhouse Activities				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
"CLUBHOUSE STAFFED & OPEN ALL DAY" 10am to 12pm Group Fitness @World Gym with Trainer Brooke (\$5 p/ session) 	"CLUBHOUSE STAFFED & OPEN ALL DAY" 10am to 12pm Sewing Group 	"CLUBHOUSE STAFFED & OPEN ALL DAY" 10am to 12pm Swimming & Pool Walking 	"CLUBHOUSE STAFFED & OPEN ALL DAY" 10am to 12pm Walk & Talk "Various local locations" 	SHIFTING GEARS 10am to 2pm Lunch available \$7 p/serve on the Day! *Confirm your Bus Pick Up by 4pm Thursday.* 
1pm to 3pm Cooking Group "8 week program - limited numbers" 	1pm to 3pm Art Group 	1pm to 3pm 10 Pin Bowling 	1pm to 3pm Guided Mini Projects "complete in 3 to 4 sessions" 	
Contact our Office on 9791 1257 to book or enquire				



Christmas 2024

For Christmas 2024 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.



Consumer programs

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 off site at the Bunbury Ten Pin Bowl and Family Fun Centre as a social outing, pool and snooker is also 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 a dedicated personal trainer takes consumers through a structured fitness program based around the needs and abilities of our consumers.

Walking Group

Conducted on Thursday mornings at various locations around Bunbury. These locations alternate and are dependent on weather conditions.

Cooking Group

Consumers are encouraged to continue 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 from recipes that are affordable and healthy and can be added to their ongoing meal planning.



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. Transport is also available for individuals in passenger vehicles for specific activities for those who require it.

Bunbury Mental Health Week 2024

2024 Bunbury Mental Health Week Art Exhibition

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

Open daily commencing Monday 7 October until Friday 11 October 2024

Location: Bunbury Geographe Chamber of Commerce and Industry

Activity: A total of 40 pieces were received for the exhibition which ran from 7th October until 11th October and was open to the public from 9am-4pm daily.

Pieces ranged from paint on canvas, tapestry, textile, and collaborative works.

Open to all COST: Free

During the exhibition dates 60 people attended the exhibition and opening event.



Bunbury Mental Health Week 2024 Program Launch and opening of the 2024 Bunbury Mental Health Week Art Exhibition



Coordinated by WA Primary Health Alliance, Pathways SouthWest & the Bunbury Geographe Chamber of Commerce and Industry

Monday 7th October, 4pm – 6pm

Location: Bunbury Geographe Chamber of Commerce and Industry

Activity: The official launch of the Bunbury 2024 program of events and opening of the 2024 Bunbury Mental Health Week Art Exhibition was held at the Bunbury



Geographe Chamber of Commerce and Industry commencing at 4 p.m.

Sponsored by the WA Primary Health Alliance with Master of Ceremonies Stephen Blackwell (CEO, Pathways SouthWest). The Hon Don Punch MLA, Member for Bunbury, spoke about mental health and its impact on the community and acknowledged the consumers and service providers in attendance.

Sponsorship was provided by the WA Primary Health Alliance and hosted by the Bunbury Geographe Chamber of Commerce and Industry.

Event open to all. Attended by approximately 60 people.

Coffee & Muffins at APU

Coordinated by WA Country Health Service - South West Mental Health Service

Supported by Pathways SouthWest & WA Primary Health Alliance

Monday 7th October, 10:30am-11:30am

Location: APU Bunbury Regional Hospital carpark

Activity: 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.

Not open to the general public, COST: Free. Attended by approximately 60 people.



Bunbury Mental Health Week 2024

Open Day at the Pathways SouthWest Clubhouse

Coordinated by Pathways SouthWest and the SouthWest Water Based Activity Centre

Tuesday 8th October, 10am-2pm

Location: Pathways SouthWest Clubhouse and South West Water Based Activity Centre, Turkey Point

Activity: 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, and a number of crafts.

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.

Open to all COST: Free

BOOKING: Not required

Approximately 80 attendees



Mental Health Week Ball 2024

Coordinated by Pathways SouthWest

Friday 11th October, 6pm-10pm

Location: Quality Lighthouse Hotel

Activity: Open to all people with lived experience of a mental health issue, their families and carers. The theme of the Ball in 2024 was "Super Heroes-Super Villains".

Tickets were \$10 per person including soft drinks, entertainment, supper and door prizes. The Ball Room was decorated with superhero themed table pieces, posters and balloons and entertainment supplied by the DJ who encouraged guests to dance the night away. A surprise floorshow of villains and heroes as performed by the Tich Haven dance troupe. A selection of finger food was served and a cake decorated with the 2024 Mental Health Week logo was served for dessert.

Sponsored by the City of Bunbury. Ticketed event, \$10 per person. 80 people attended



Internet Landing Page

Pathways SouthWest managed the consortium's dedicated landing page and QR code to promote activities where more details could be found and links to the organiser's websites for more information on specific events.

The site received 130 visits with peak visitation coinciding with the beginning of Mental Health Week. Numbers to the landing page were lower than last year which is likely that many of our target audience are familiar with the events and attend annually.

Quality and Service Improvement

Monitoring and evaluation

As discussed by the CEO, Pathways SouthWest completed their 3 yearly Accreditation against the National Standards for Mental Health Services in October 2024. The assessment team identified that Pathways SouthWest was compliant in all 10 standards, consequently there were no improvement actions and we are now poised to complete our mid-term accreditation June 2026.

The WA Mental Health Commission has advised that all mental health community providers will be transition from the National Standards for Mental Health Services (NSMHS) to the National Safety and Quality Mental Health Standards for Community Managed Organisations (CMO Standards) with the new official transition date of 1 July 2027. Developed by the Australian Commission on Safety and Quality in Health Care (the Commission), the new standards aim to improve the safety and quality of mental health services provided by community organisations like Pathways SouthWest.

With this change Pathways SouthWest will continue to refine our transition process to the new standards based on feedback from staff and our clients. This will ensure that all the relevant information is presented in a format that is accessible to everyone and we are confidently prepared to meet the new standards and compliance requirements in 2027.

Quality Reporting

Throughout the year we continued to evolve strategy performance monitoring and reporting via our internal audit system. The key priorities for our performance monitoring and reporting approach is to provide a streamlined process which can be used for multiple purposes such as:

- Providing continuous monitoring of our work practices and programs with better coordination and integration of our resources; and
- Noting any dynamic / proactive responses and actionable steps that were taken early where and when required.

Being client focused and person-centred is one of our quality management principles and feeds into the self-evaluation process for our services. As part of this, our audits reflect on the impact of our staff and their work to ensure our clients support is tailored to their needs, rights and choices. Clients feedback and views also support our evaluation process and through out the year have been a valuable source of information.



Carers + Employers program

Also, as reported by the CEO, in October 2024 Pathways SouthWest was successful in achieving Level 1 (Activate) accreditation in the Carers + Employers program.

Gaining accreditation with the Carers + Employers program means that Pathways SouthWest can now be officially recognised as a carer friendly workplace.

Compliance policies and procedures are often viewed solely as tools to satisfy regulatory requirements, but in practice, they are much more than that. They are the framework that protect our clients by reducing uncertainty, enabling confident decision-making, and supporting a collective responsibility.

In 2024 Pathways SouthWest strengthened our compliance by:

- **Ensuring our compliance systems are robust:** Having sound, well-designed compliance systems/audits in place.
- **Making procedures easy to find and follow:** Keep key documents visible, accessible, and user-friendly.
- **Providing regular, practical training:** these sessions are to build understanding and confidence.
- **Create a culture of engagement:** Encouraging staff to raise compliance questions. Reinforce that it's better to check than to guess.

Family and Carer Program

Carers Week 2024

Pathways SouthWest hosted a Card Making Session in Collie and a Cake Decorating session with some lovely Morning Tea and of course, enjoying the



yummy cupcakes decorated with plenty to take home and share with the family.

Lots of laughs and number of different topics around food and for some who



just wanted to watch they could no longer hold back and joined in as well. It was great to see so much creativity in the one room. Carers went home with their beautiful, decorated muffins which included an apron for participants, that had been made by our lovely and creative Business Manager, Marie.

Family and Carer Program—Share & Care Groups

Pathways SouthWest delivers Share & Care Groups in Bunbury and Collie. Bunbury offers Share & Care Groups in the evening once a month during the evenings and once a month during the day. The Collie Share & Group occurs fortnightly however a Pathways SouthWest staff member only attends monthly. Bunbury also offers an Aboriginal specific Share & Care Group, the Moort Waangkiny Group.

Some stats:

Number of individual Carers receiving a service in past 12 months	100
Number of attendances at carer groups (not including Psychoeducation groups)	122
Number of attendances at psychoeducation groups	288

Psychoeducation Programs

Family Connections

Two programs were completed in this year, one commencing September 2024 and one commencing in March 2025. Participants were able to choose to attend the program in person or via video conferencing. As one of few organisations offering the program on video conferencing, we attracted Carers from the South West region including the greater Bunbury area, Busselton, Margaret River, Brunswick and Wonnerup, and also from further afield - Kalgoorlie, High Wycombe, Port Denison and multiple Perth suburbs.



COPE for Carers

Due to a decrease in attendances at the COPE for Carers program, the delivery of the group was discontinued. Alternatives for delivery of the program are being considered with recording of sessions to be explored.

COPE

One carer participated in the consumer COPE program during 2024/2025.

Psychoeducation Programs

Consumer Programs

COPE (Challenging Our Problematic Emotions)

We continue to offer a daytime and an evening program twice per year for people who experience emotional dysregulation. The waitlist for the program has grown to over 160 potential participants. Although all people on the waitlist are invited to attend an interview for the program, only about 40 - 50 will book and attend the interview. Attrition in the first few weeks of the program continues to be 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 now being offered as face to face or via video conferencing and the daytime program is face to face (with an option to video conferencing occasionally). Although the groups are closed groups, participants are now occasionally able to attend the other group via video conferencing if unable to attend their regular time slot. Strict attendance and behaviour guidelines apply. Pre and post course participant evaluations continue to show the value of the program.

Buried in Treasures

During the past 12 months this new program has been fully developed and fully resourced. This includes the Facilitator Manuals and the Participant's Workbooks. A trial program will be commenced shortly targeting those who will be potential facilitators for the program. Pathways Southwest was successful in receiving a grant from Albemarle Australia 2025 Community Grants Program. This allowed us to purchase over 70 copies of the Buried in Treasures book to give to participants of the program.

Hearing Voices Program

Hearing Voices Groups offer people who hear voices, see visions or have similar sensory experiences a place to meet in a safe space and support each other to help make sense of their voices/experiences. The group is free from judgement where participants can feel valued, supported and understood. Several staff members attended a four day training course run by Voices Vic this year in preparation to starting a Hearing Voices Program at Pathways Southwest. Groups will be commencing shortly.

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

"Listening to other people having the same problems gives you a sense of normality and makes the isolation and the hurt more bearable."

"Knowledge of BPD. Skills to deal with my daughter and to better understand my relationship with her. I gained a sense of support and no judgement from facilitators and other members. Thank you."

Feedback from our COPE Program

A better sense of control over my behaviour and actions. A reduced feeling of helplessness.

Techniques and skills to help me

Feedback from our COPE Program

The team at COPE are incredibly caring and supportive individuals who make you feel truly seen and valued as a person. Their compassionate approach creates a safe and welcoming environment, and they manage the course with great care and professionalism."



Business Support Unit

The Business Support Unit incorporates finance, property & purchasing, fleet management, IT & telecommunications, governance, contracts & insurances as well as human resources and housing. The Business Support Unit continues to evolve as Pathways SouthWest expand and grow.

Administration: The team consists of a part time Business Support Officer - Reception, who also assists the Business Support Officer - Finance, also a part-time position, Manager Business Services and Business Support Officer – Housing, also a part-time position. The Business Support Officer - Housing works remotely and in the office one day per week and more often when required for inspections and/or relief when front office staff are on leave. The Business Support Unit has two volunteers who assist in administration duties on a part-time basis.

Information technology (IT): BizLinQ our IT providers finalised our systems move from server based to Cloud based. Alchemy, our Service Management System for all client's information, is now Cloud based as is our accounting software Xero. We have also implemented Microsoft SharePoint as the location for all of our organisational documents including our policies and procedures so that staff have ready access to these documents.

We look to updating and saving all data from the redundant server and then decommissioning the server in August 2025.

We continue to use multiple factor authentication to log into laptops and programs, additional security 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.

Human Resources: We continue to update and improve the "New Staff" folders to comply with new regulations. We provide all staff with links to all Pathways policies and procedures via SharePoint. We continue to inform staff of updates and/or changes to Policies and procedures.

New employment contracts have been drawn up as advised by Workwise Employment Lawyers.

Finance: Since adopting Xero as the accounting and reporting software, Pathways SouthWest has streamlined reporting using this software. Moving forward, reports for various departments/services will be generated and compared with budgets to streamline costs for each department/ service.

Pathways SouthWest finalised transition of our banking from Bankwest to National Australia Bank, the last of the Bankwest Accounts closed February 2025. We have separate accounts for liabilities such as employee entitlements, CDHP Housing maintenance and office maintenance. In May 2025 the Pathways SouthWest Board of Management approved the CEO to make an offer to purchase the current office premises at Rose Street. Following successful negotiations, we now have a mortgage with National Australia Bank with monthly loan repayments not affecting cash flow.

Pathways SouthWest is a community housing provider and maintains a number of houses dedicated to people living with mental health challenges.

Pathways SouthWest is a benevolent landlord for our tenants, reducing many of the tensions created by difficulties in finding accommodation and maintaining properties in good order. We manage 39 properties across Bunbury, Carey Park, Withers, Dalyellup, Australind and Busselton.

We resolved not to purchase any vehicles in the 2025 financial year but will look to replacing older vehicles in 2026 - budget permitting.



Supported Community Housing Program

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.

All works were completed under the Social Housing Economic Recovery Package (SHERP) Grant in the last half of 2024 the acquittal process has begun, we are hoping to have this completed by the end of the 2024/2025 financial year.

We are also in the process of becoming a Registered Community Housing Organisation with Dept of Communities, this will enable the organisation to have access to funds to improve the standard of the properties and carry out major renovations on our ageing housing portfolio. We are hoping this process will be finalised by the end of 2025.



Pictured:

A new kitchen and universal access bathroom/laundry installed at one of our properties as part of our ongoing SHERP upgrades

(Before pics below) right



Before



After



Testimonials and Feedback

Some COPE feedback

"I feel that this COPE course has had a major impact on my quality of life. I am able to think about making my way in the world with some degree of confidence and that is life changing. The facilitators have been supportive and deliver an excellent program."

"The COPE program helped me develop healthier coping mechanisms and better understand my emotions. I learned to pause and respond more rationally in stressful or overwhelming situations, rather than reacting impulsively. The program also improved my communication skills, allowing me to express my needs and engage in healthy confrontation. It helped give me practical tools to navigate challenges with greater resilience and self-awareness."

"I gained a bunch of new skills in which I try to use on my daily life and hopefully in the future, I gained a more widened understanding on what it's like to have BDP and that I'm not alone, also learnt loads of new mindfulness exercises."

"A better sense of control over my behaviour and actions. A reduced feeling of helplessness. Techniques and skills to help me maintain balance and control over my own actions. Overall this course has made my life infinitely easier to navigate."

From Family Connections

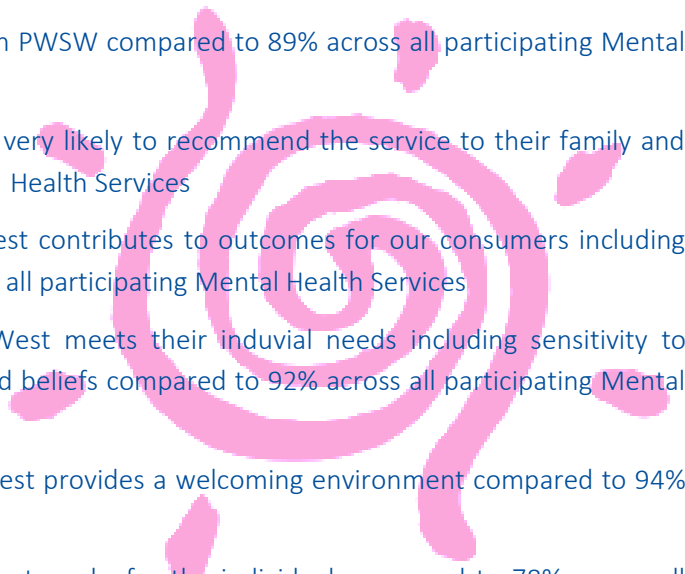
"The presenters were fantastic and worked well as a team. Always patient with our questions and drawing on their lived experience. The sections during the program where the presenters read from their workbooks was always engaging but at times hard to take in such valuable and thought-provoking information."

The Your Experience of Service- Community Managed Organisations (YES-CMO)

The YES-CMO questionnaire is designed to gather information from people with a lived experience of mental health conditions about the support they receive from CMOs. By better understanding the experience of service users, CMOs can work to improve the services they provide and make changes so consumers are best supported throughout their time with the service.

YES CMO Results

- 74 surveys were completed by consumers from Pathways SouthWest Incorporated.
- 97% of respondents reported a positive experience with PWSW compared to 89% across all participating Mental Health Services
- 100% of respondents reported they would be likely or very likely to recommend the service to their family and friends compared to 94% across all participating Mental Health Services
- 81% of respondents described how Pathways SouthWest contributes to outcomes for our consumers including social and emotional wellbeing compared to 69% across all participating Mental Health Services
- 97% of respondents described how Pathways SouthWest meets their individual needs including sensitivity to culture, faith and the importance of personal values and beliefs compared to 92% across all participating Mental Health Services
- 100% of respondents described how Pathways SouthWest provides a welcoming environment compared to 94% across all participating Mental Health Services
- 88% of respondents described how Pathways SouthWest works for the individual compared to 78% across all participating Mental Health Services





16 October 2025

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

Dear Ian

30 June 2025 MANAGEMENT REPORT

Following completion of our 30 June 2025 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.

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There were no areas of disagreement either in the accounting estimates or judgements or in the presentation and disclosures made in the financial report.

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 2024 in respect of the preparation of the 30 June 2025 financial report. We have noted that there are a number of policies due for review and recommend that Pathways SouthWest Inc prioritise the review and approval of the policies identified.

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 2025.

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 12 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 Recommendations

Our audit procedures indicated financial records have been maintained to a high standard throughout the audit period, and we have only one audit recommendations to raise.

8.2.1 Land and Buildings

We note that the purchase of land and buildings (Unit 1, 14 Rose Street) which settled 8th May 2025. The acquisition of this property has been included as one line item within Pathways Southwest Inc's asset register.

Please arrange for an appraisal of the building to be completed during the 2025/26 year, so that the purchase price paid at \$624,950 can be allocated between land and buildings. The building value should subsequently be depreciated from 1 July 2025.

8.3 Other Matters

We would like to take this opportunity to thank Marie 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



TIM PARTRIDGE FCA
Director

Thank you to our partners and donors

- Albemarle
- Carers Association of WA
- Carers' Australia
- City of Bunbury
- City of Bunbury Libraries
- Darren Clamp
- Collie Family Centre
- Collie Library
- Department of Communities - Disability Services (Act, Belong, Commit)
- Department of Communities - Housing
- Heather Foster
- Harrisons SW Ltd.
- Lotterywest
- Mental Illness Fellowship of WA Inc.
- Pauline Norton
- SecondBite
- Shire of Capel
- South West Regional TAFE
- South West Water Based Activity Centre
- SouthWest Women's Health & Information Centre
- St John's Community, Alcohol, Drug Services

In 2024/25 Pathways SouthWest raised \$1,089.30 for consumer activities through Containers for Change donations.

If you would like to support us Quote our Containers for Change number C11450147.

Fun fact about the Pathways SouthWest logo.

If you take a pen and follow the purple line from either end of the logo you will come out on the other side.

The logo depicts a *pathway* to a new beginning.



Pathways SouthWest would like to acknowledge a very special bequest from Darren Clamp who sadly passed away in February 2025.

Darren left Pathways SouthWest over \$16,000 which is to be used exclusively to support our consumers.

Specifically this donation will be used to provided interest free loans to consumers who need financial assistance providing veterinary care for their pets.

As a pet lover we know Darren would support this use of his generosity.

Vale Darren.

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.

Thank you for your contributions.



**pathways
southwest**

Towards better mental health



Moort Waangkiny
Group

Moort Waangkiny
Yorga

Exhibited Bunbury
Regional Art Gallery

Noongar Country 24

Our Elders,
Our Pathfinders

Acrylic on canvas

Majorie Ugle
Yvonne Garlett
Annette Garlett
Gail Hill
Megan Hill
Jenny Dean
Maria Radosavljevic

Pathway SouthWest Inc.

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Towards better mental health