



ANNUAL REPORT

2020 - 21

*Sharing the journey
of recovery since 1992*



pathways
southwest

Towards better mental health

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Front cover artwork - HAPPY PILLS

“Something for you to hold that makes you feel happy”

Textile by Sally-Anne Hanshaw



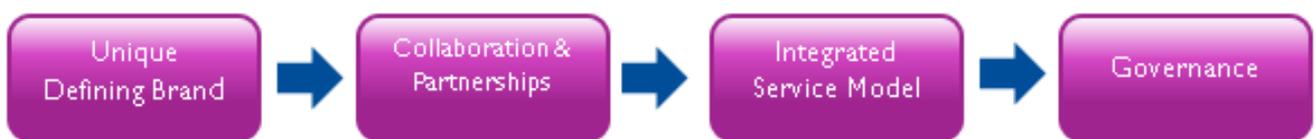
President's Report

I have been the President of Pathways SouthWest since 2013. During the time of my stewardship I have had the pleasure to see the organisation evolve and grow in response to consumer's needs, government policy, changes in funding models, new programs, the NDIS, global pandemics and changes of personnel. During all this evolution, Pathways SouthWest has always remained focussed and committed to its core values; providing support, education and advocacy to people with lived or living experience of mental health issues, their families and carers.

During the 2020-21 year the Board undertook a competitive and transparent process to find a suitable Chief Executive Officer to replace Dr Richard Oades who retired in 2019. The process undertaken confirmed that the succession planning in place was robust and we were pleased that the successful candidate for the role was our acting Chief Executive Officer, Steve Blackwell, who has vast experience in his field supported by appropriate academic qualifications. Since Steve's appointment at the beginning of 2021 I am pleased to say that the Board's confidence in him has been confirmed as he steers the organisation into the future.

Twenty twenty saw the existing Pathways SouthWest Strategic Direction 2018-20 draw to its conclusion.

The key objectives of that document were;



Through the life of that plan it is safe to say that the brand awareness of Pathways SouthWest and its objectives has become well entrenched on a local and State basis as one of the leading service providers in Bunbury and surrounds. Our partnerships with government and other key stakeholders has been strengthened where our views and inputs on a myriad of subjects related to mental health and housing are sought after

and respected. Our perseverance of introducing an NDIS model, updating our technologies for reporting to support this have all enhanced our service model and deliverables. Like all not for profit incorporated bodies strong governance is paramount to our existence and our governance structures have been made publicly available on our website to ensure compliance and transparency.

The Board has worked closely with the Chief Executive Officer, management, staff and stakeholders on the new Strategic Directions for 2021-2026 to be released in the second half of 2021 which will be the road map for the way forward for Pathways SouthWest.

On that note, as Pathways SouthWest prepares itself to enter into its third decade since its inception as Pathways 92 Inc. some thirty years ago I feel that my time as President of the organisation has come to its end and it is time for me to step aside and make way for some new blood in the chair.

It has been my great privilege and honour to have held this position and I most sincerely thank my fellow Board members from over the years, the staff and management of Pathways SouthWest, our members and of course our funders and benefactors who make the invaluable services we provide possible.

Whilst this may be my farewell as President I am not quite ready to leave the building just yet as I am planning on remaining as an active Board member with Pathways SouthWest and to assist whoever the incoming President may be settle in.

Chief Executive Officer's Report

It would be wonderful if I could get through reporting on 2020/21 without mentioning COVID-19 as for the past 18 months or so, the global pandemic has shaped our lives and dictated what we can and cannot do.

Pathways SouthWest, our consumers, staff and the community we operate in have all be impacted by COVID but I am pleased to say that reflecting back on the period that was, we have adapted and worked around the impacts and inconveniences thrust upon us (with a great thanks to the powers that have protected us - geographically and politically) and through the flexibility of our staff and volunteers continuing to provide our services with minimal disruption.

We worked around restrictions to maintain our Shifting Gears program throughout the year, albeit for several months in an abridged version. By years end with a fresh take on how we provide catering we have resumed our former format for Shifting Gears and in the process we have found a new location to allow great social distancing at the South West Italian Club which has been an upside for the program. My thanks to Adolf and his team for their hospitality.

Likewise the "A Taste of Life" program was put on hold for several months however with thanks to the support of the Lion's Clubs of Australind and Boyanup, as well as an anonymous donor, we were able to host a few memorable days out at the South West Water Based Activity Centre introducing a whole new raft of activities to our consumers.

We moved our gardening group to its new home at the Bunbury Community Garden in Withers with the assistance of numerous volunteers and introduced a new Tuesday sewing and creative group focusing on crafts,

alterations and repairs.

We had a hugely successful Mental Health Week with planning taking into account what is plan B if we have lockdown or limits, but fortunately our events all went off without a hitch.

Likewise our psycho social groups, programs and essential services such as shopping and transport for appointments services were maintained throughout the year and tweaked as required to meet compliance and any restrictions or delivered in new formats such as video conferencing.

Looking back through the year we have faced challenges like all other individuals and groups throughout the world and thanks to the dedication of staff, support from the Board and members I am proud to say that Pathways SouthWest has focussed on our consumers and members delivering our services with minimal disruption.

We have recruited to fill positions focussing on skills required to build the business such as having a Certified Practising Accountant leading the business unit and an NDIS specialist to coordinate our audit and review our processes and procedures to ensure our compliance with changing regulations and reporting requirements as well as introducing more streamlined reporting and increasing efficiencies.

I would like to thank the staff - existing, new and those that have departed during the year for their dedication and flexibly during my first full12 months as CEO and of course my thanks to the Board of Management for their confidence in appointing me and their support in my role.

Steve Blackwell
Chief Executive Officer

Strategy

Pathways SouthWest is an independent community based mental health service located in the South West of Western Australia.

We support our local communities to embrace the concept of mental health recovery via community consultation, education and advocacy.

We also specialise in individual and group work service delivery with a client centred approach.

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.

Who we are

OUR PURPOSE

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

OUR VISION

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

OUR 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

Our 4 Objectives are:



We will measure our success from 4 perspectives:

Clients	How we create value for our clients; and how we continually improve our level of service
Financials	How we add value for our clients while controlling costs and how we provide a balanced approach to investment in a full range of services
Internal Business Processes	How we improve and excel in our joint business processes
Learning & Growth	How we build our people and system capacity to meet future needs

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 roles include Chair, Investing in our Youth, Chair & Volunteer Ambulance Office at Donnybrook and Ian also plays and active role with the Rotary Club of Leschenault.

Zona Richards (Secretary/Carer's Representative)



Zona was elected as the Carers' Representative to the Pathways SouthWest Board at the 2018 AGM and Secretary since 2019. Zona has been a resident of Bunbury for over 10 years, and spent most of her life in business and farming. Zona's is also a volunteer at Solaris.

Deanne Fleay (Vice President)



Deanne has been on the Pathways SouthWest Board since November 2017 and held the position as Vice President since 2018. Deanne is a Project Officer with the Community Alcohol & Drug Service since July 2012. She has a Diploma Governance from the Australian Institute of Company Directors. Deanne's other community involvement includes being a board member of the Local Drug Action Group 2014-2018 & Chair 2016-2017 along with the Harvey Community Drug Action Group since 2010. She is a Board Member of the Harvey Community Resource Centre 2015 and Chair 2016-2017.

Mark Pigott



As a Board member, Mark brings a lived experience perspective of mental health challenges, as a result of being a consumer of Mental Health services, for over 20 years. Mark was appointed to the position of Peer Worker, delivering peer support within both the APU (Acute Psychiatric Unit) and the Bunbury Community Mental Health Clinic in 2019 and joined the Pathway SouthWest Board in 2020.

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



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 Aboriginal Heritage Group and the Girls Academy. Annette holds a Cert IV Governance.

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.

Manager, Strategic Operations at Tronox (previously Cristal). Lyn leads the direction of the Bunbury Pigment plants through development of 5 year strategic plans linking manufacturing to sales forecasts.

Lyn has been a Board Member of Pathways since July 2018 and Board of Australind Senior High School

MBA, Bachelor of Business (HRM and IR)

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 last 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.

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.

Bachelor of Applied Science (Nursing) Graduate Diploma of Arts (Counselling)

Postgraduate Diploma in Social Research and Evaluation Master of Human Resource Management.



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Towards better mental health

Group Programs - A Taste of Life



Like many activities in 2020/21 our regular “A Taste of Life” schedule of events was somewhat disrupted by COVID lockdowns, social distancing along with businesses such as the cinema not operating at certain times. What we have lacked in quantity the events we did partake in made up in quality.

We were fortunate to receive funding from the Lions Clubs of Australind and Boyanup plus an individual donor who has elected to remain anonymous to join with the South West Water Based Activity Centre for some outdoor activities including some on the water fun at their



Turkey Point facility on the shores of the Leschenault Inlet on the 23rd of February, and the 16th and 23rd of March 2021.



A number of our consumers experienced kayaking, boat rides, fishing and all manner of enjoyment on the water.



Meanwhile on shore we had giant

jenga, boules and a sausage sizzle and the usual fun and games as well as something new and exciting after all the uncertainties the previous 12 months had thrown at us!

Our thanks to the volunteers of the South West Water Based Activities Centres and our sponsors.



Group Programs

During the year our psycho social groups were able to operate within the boundaries of COVID safe parameters. A decision was made early in the pandemic to keep groups operating as normal as possible to maintain a sense of routine and support our people in the community. By interacting with each other consumers were able to get support from their peers. The Pathways SouthWest Support and Recovery Workers had the opportunity to check in with their consumers and clarify misinformation circulating in the community and offer support as required. Even when concerns about COVID was at its peak we felt that maintaining social interactions for our consumers and providing opportunities to mix outside their homes was paramount to maintaining good mental health and habits.

Shifting Gears

Our long running group activity Shifting Gears found a new home at the South West Italian Club during this year. The Club provides us with more room to spread out and is centrally located for ease of access. During the earlier period of COVID we instigated a shortened version of the activity from just 10am-12pm each Friday erring on the side of caution when engaging in catering activities. As things have relaxed we have moved back to a 10am-2pm event with the sharing of a meal being an integral part of the activity.

Our annual consumer's Secret Santa is a highlight of the holiday season which is incorporated into the Shifting Gears program.



Group Programs

Walking

The walking groups operate twice a week on Monday and Wednesdays. There is no set place the group goes but Koombana Bay is a favourite and depending on the weather a stop at a Café for a coffee and cake is often on the cards. The group is hosted by Christian which has a core group of regulars plus a number of other consumers who drop in or out depending on their availability.

Gardening Group

During the year our gardening group relocated from Thommo's Community Garden to the Bunbury Community Garden in Withers in October. Our long standing garden guru Jeff coordinates the plantings and is a regular fixture at local nurseries picking up supplies. Our thanks to Bunnings Bunbury for coming on board with a voucher to assist Geoff with his purchases. Produce from the garden is distributed via the office and at Shifting Gears for consumers to enjoy.



Sewing Tuesday & Sewing Thursday

In April we introduced a new sewing group on Tuesdays. Hosted by Heather and Sally pictured below (right) with Recovery Worker Gill sorting through some of the wonderful fabrics and yarns that have been donated to us—our thanks to Beth & Mel for their support! With

Heather - think alterations, taking up hems and trousers, patches and repairs - then knitting and crocheting by Sally.

Pauline's Thursday sewing group which is one of our long running programs—has a focus on craft, soft toys and making things.

The group made and donated 38 cotton bags to FAUNA in Bunbury to help animals injured in bush fires. Pictured (left) is Michelle from FAUNA demonstrating how the pouch works.



Stirling Street Arts Centre



We have had a series of art classes thanks to the generosity of the Stirling Street Art Centre and the City of Bunbury in June. A number of our consumers spent a few Tuesdays using their talents and learning new skills under the tutelage of Centre staff whilst enjoying each other's company.

Pathways SouthWest Groups				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Walking Group Start: 9:30am Finish: 10:30am Venue: Koombana Bay Foreshore	Garden Group Start: 10:00am Finish: Noon Venue: Withers Community Garden	Walking Group Start: 9:30am Finish: 10:30am Venue: Koombana Bay Foreshore	Shopping Start: 9:30am Finish: 11:30am Venue: Varies	Shifting Gears Start: 10:00am Finish: 2:00pm Venue: Italian Club
	Sewing - Practical Start: 10:00am Finish: Noon Venue: Pathways	10 Pin Bowling & Pool Start: 1:30pm Finish: 3:30pm Venue: Strickland St	Sewing-Craft Start: 10:00am Finish: Noon Venue: Pathways	
Call the office on 9791 1257 to book or enquire				



Bunbury Mental Health Week 2020

Once again in 2020, Pathways SouthWest headed up the Bunbury Mental Health Week Consortium. Planning took into account contingency planning for lockdown and to accommodate social distancing to follow government guidelines and COVID restrictions. Mental Health Week 2020 was celebrated from 10-17 October.

During the planning process the consortium reached out to the many agencies who have an interest in the mental wellbeing of the community.

The consortium met nine times during the year to plan a host of events as shown in the planner to the right.

Pathways SouthWest planned and coordinated;

- The opening event with Mayor of Bunbury, Gary Brennan, (Patron of Pathways SouthWest).
- The Annual Art Exhibition, this year was held online and with a limited number of entries on display at BRAG.
- The New Beaut Coffee Ute and Muffin morning at the Acute Psychiatric Unit at South West Health Campus for their consumers and staff- sponsored by the WA Primary Health Alliance.

WA Primary Health Alliance
Better health, together

- An open day at Withers Community Garden with an outside broadcast of ABC South West's morning program live from the event.

- Of course the highlight of the week for many was the Spring Carnival Mental Health Week Ball held at the Lighthouse Hotel Bunbury which was a sell out. The Ball is the final event of the week and open not only to Pathways SouthWest's consumers and carers but also to anyone in the south west with a lived experience of mental health. A special thanks to our sponsors Aurizon Community who made the night possible.

Mental Health Week Events BUNBURY 2020

Strengthening our Community
Live Learn Work Play



BUNBURY MENTAL HEALTH WEEK 2020				
Monday 12th Oct	Tuesday 13th Oct	Wednesday 14th Oct	Thursday 15th Oct	Friday 16th Oct
<p>Mental Health Week 2020 Opening Mayor Gary Brennan City of Bunbury building. 9:15am—9:30am</p> <p>Mental Health First Aid Training (day 1) Volunteer South West 9:30am—4:00pm City of Bunbury building. (ticketed event)</p> <p>The New Beaut Coffee Ute Coffee Consortium 10:30am - 11:30pm Bunbury Regional hospital - APU Free large coffee and muffin for the first 50 attendees (closed event)</p> <p>Art Exhibition opening (online or @ BRAG)</p>	<p>Mental Health First Aid Training (day 2) Volunteer South West</p> <p>Circle of Connection (SWWHIS) 9:30am - 2:00pm Social connection, managing stress, creative art and Dance encouraging movement and freeing up of the body. Talk, creative activity, making a Mandela and self compassion box. Lunch included and dance to finish (Women's only event)</p> <p>Withers Community Gardening Commission and coffee cart Pathways SouthWest 10:00am—1:00pm Free coffee for the first 50 people followed by a sausage sizzle after the garden beds are put in place. All welcome</p>	<p>Big Swamp walk, Outdoor games and drumming, BBQ Lunch Accordwest headspace Relationships Australia Foodbank Big Swamp Playground, Prince Phillip Dve 10:30am—2:00pm All welcome</p>	<p>safeTALK SW CADs Bunbury City Library 9am - 4pm (ticketed event)</p> <p>Community BBQ SWAMS Koombana Bay, Anchorage Cove 11:00am—2:00pm All welcome</p>	<p>Volunteering Expo Volunteer South West headspace Lotteries House 10:00am-1:00pm All welcome</p> <p>Bunbury Mental Health Week Ball Pathways SouthWest Lighthouse Hotel 6:00pm-10:00pm (ticketed event)</p>
<p>Mental Health Week Art Exhibition @ BRAG Daily 10am -5pm Weekdays : 10am-2pm Weekends. Facebook Mental-Health-Week-WA-2020</p>				



This activity is supported by funding from the Australian Government through the PHN Program.



Bunbury Mental Health Week 2020



Above and left are two examples of the excellent local media coverage received in 2020. The South West Times on 10 September promoting the consortiums event program and ABC South West's Facebook page after their outside broadcast from the Bunbury Community Garden at Withers.



Pictured:
Left: APU Coffee Van
Right: Opening with Bunbury Mayor Gary Brennan



Below: left ABC outside broadcast Bunbury Community Garden



Right: Artist Talk Bunbury Mental Health Week Art Exhibition BRAG



Below: Mental Health Week Ball and right Bunbury Community Garden open day



Service Delivery, NDIS and Quality

A Coordinator for Quality and Service Improvement commenced mid December 2020 preparing Pathways SouthWest for the Quality Assessment later in 2021.

This assessment will focus on how we as an organisation are continually striving to improve our services and how we support our consumers to meet their individual goals. As a requirement of the process we advised consumers that we will be undertaking this Quality Audit and that they will have the opportunity to provide feedback to the assessors and that we will advise them of the mechanism for this as appropriate.

Reviewing of Pathways SouthWest's Standard Operational Procedures and how as an organisation we meet the standards of both the Mental Health Commission and National Disability Insurance Agency has identified a few areas that required some improvement. These are minor areas and involve documentation and system processes. The evidence to support how Pathways SouthWest meets its obligations towards its participants can be demonstrated to meet all 15 Principles of the Charter of Mental Health Care Principles - Mental health Act 2014 and the National Health Standards for Mental Health Services.

Pathways SouthWest clearly demonstrates outcome-oriented goals for its participants which also reflect a strong values base that is related to human rights, dignity and empowerment.

Staff are encouraged to develop a compliance mindset and refer back to the standards in their engagement with the participants and their documentation and reporting. An audit of participant files is almost completed and staff are removing any documents, forms or brochures that do not have the current Pathways SouthWest logo printed on them.

Other actions undertaken:

- Establishment of a Quality and Compliance audit schedule which allocates auditing principles against each standard on a monthly basis to ensure that at any time Pathways SouthWest can pull from the system evidence of meeting those standards and the systems in place to ensure that they are maintained annually.

- The Policy and Procedures refined to cover NDIS services and have embedded in them the standards, acts and legislations.

This alleviates the necessity to have an updated list of these as per the current Pathways SouthWest Compliance Policy which makes information easier to access and keep updated.

- Reviewed all forms currently in use ensuring they capture the information required to meet the standards.



Service Delivery, NDIS and Quality

- Streamlining the use of our client management system (SMS) to ensure that we capture documents and participant case notes that demonstrate compliance is a task that has already commenced and will be refined as we move through the review process.

- All policies and procedures to meet our compliance obligations have been completed and are in draft format to be approved. The review of all our forms is underway with a new organisational style guide in managing their visual presentation.

- Staff assisted with the development of a new intake assessment processes and forms.



SharePoint was introduced as our Document Management System with staff receiving training on how to use and manage this new tool. This Microsoft platform ensures quality control of Pathways SouthWest documents and forms and ensure that all documents, forms and policies are easy to locate.

NDIS compliance against standards was submitted and our scope of audit received. Currently there is a review occurring regarding whom Pathways SouthWest should engage as our reaccreditation auditors.

NDIS

To maintain NDIS accreditation Pathways SouthWest was required to undertake an unfunded audit estimated to cost \$9,500. Currently the provision of providing NDIS services is not cost neutral to the organisation so it was decided that Pathways SouthWest would become an unregistered service provider.

This position allows the organisation to provide services to NDIS clients directly billing the consumers NDIS manager rather than Pathways SouthWest billing the NDIS direct.



As an unregistered NDIS service provider Pathways SouthWest can still service and charge NDIS clients provided the client is either self-managed or plan managed by a service provider who bills Pathways SouthWest on behalf of the consumer.

Pathways SouthWest will not pursue accreditation with NDIS until we have a critical mass of NDIS consumers to offset the cost of the additional requirements such as audits. The result has been NDIS consumers are still being referred to Pathways SouthWest with Pathways SouthWest invoicing for services delivered.

Carers Week 2020



Activities for Carers Week 2020 were funded by Pathways SouthWest and organised and coordinated by our staff.

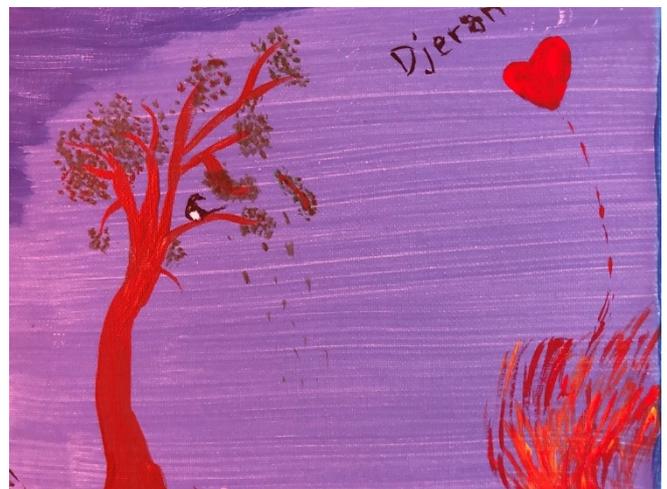
Many carers enjoyed an evening of comradery and conversations learning new skills creating a crystal suncatcher to keep or gift.

An afternoon tea was held to relaunch “Stories of Hope” Editions 1&2. The relaunch and printing was sponsored by Tronox and we were happy to have Manya and Julia Teckenoff present.

Manya contributed a story to the book and Julia was responsible for the cover design.

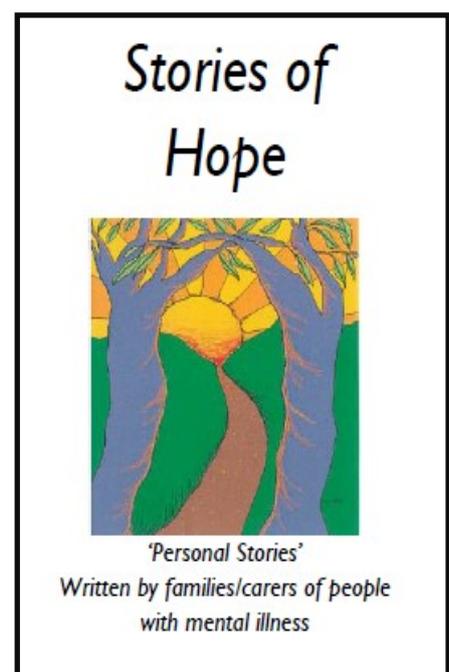
Noongar Waangkiny Boodja – the group was facilitated by the ladies from our Moort Waangkiny group.

It was a morning of story-telling, yarning with participants painting the six Noongar Seasons.



The paintings are on display at the office and will be on display at the Mental Health Week Art Exhibition in October 2021 and featured throughout this publication.

The feedback from carers who attended the session confirmed yet another successful Carers Week.



Psychoeducation Programs

After having to move our psychoeducation programs to video conferencing last year, we were able to make changes to how we offer our programs moving forward. Due to upgrades in technology in the office we were left with a lot of options. All programs which are delivered at the Pathways SouthWest office now have the option for additional participants to attend via video conferencing.

During the year the following programs were completed –

Wellways Building a Future – one program for carers was completed during the year. As a result of the large fall in participant numbers during the previous year, the program was made available to all participants to attend either via video conferencing or in person. We found this was an effective way of retaining group participants and encouraging those unable to attend in person, due to distance, to participate.

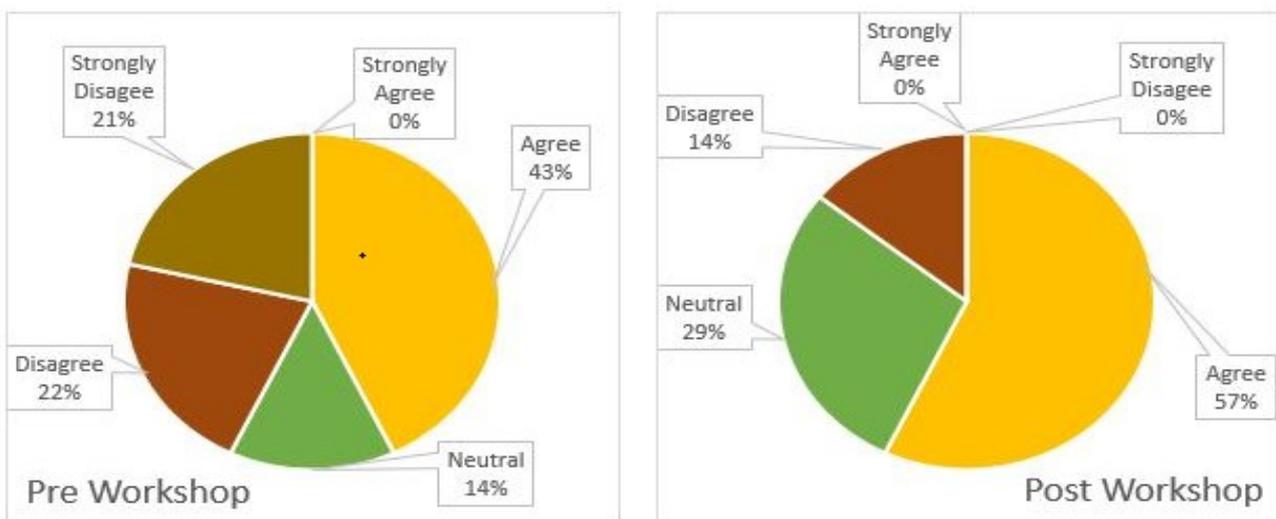
Family Connections – one program for carers was completed in the last 12 months. This program had the option for participants to either attend in person or via video conferencing. Several participants attended the program exclusively via video, others exclusively in person, whilst others used a combination of the two.

Challenging Our Problematic Emotions (COPE) We continue to offer a daytime and an evening program twice per year for people who experience emotion dysregulation. With over 100 on the waitlist at any time, there is no shortage of people wishing to do the program. Although all people on the waitlist are contacted, we interview up to 50 per round and generally have around 35-40 who elect to commence. Attrition is high in the first couple of weeks and then settles to about 8-12 participants per group. The evening program is entirely on video conferencing and the daytime program is face to face (with an option to video occasionally). Each group is closed and participants are not able to swap between groups after Week 2. Strict attendance and behaviour guidelines apply.

DRUMBEAT[®] (Discovering Relationships Using Music, Beliefs, Emotions, Attitudes and Thoughts) – the program commenced in November 2020 with six participants completing the 10 week course.

Our thanks to our Peer Volunteers who assist us to facilitate these programs.

I have a sense of hope regarding my loved one's recovery.



Family Connections Outcome Data



Business Support & Community Housing

Ensuring sound financial management, robust governance and providing administrative services and support to the organisation has kept the Business Support team busy over the reporting period 2020/21. Adding to the work load this year the unit was tasked with ensuring compliance with various restrictions imposed to safeguard employees and consumers during the various COVID requirements as direct by government.

At the beginning of the year increased pay rates for staff were implemented smoothly and the team managed the administration details relating to welcoming new staff into the organisation as well as managing the details of departing staff and internal promotions.

Working with the Board of Management we administered the recruitment process of the new Chief Executive Officer and shortly after, the recruitment of a new Manager Business Services. During the course of the year we welcomed nine new employees in various roles, had two internal transfers and managed the exit process for five



staff members.

One of the benefits of our staff movements was the opportunity to promote our Business Support Officer-Finance, Marie, into the Manager Business Services role which became vacant. This afforded us the opportunity to employ a Certified Practising Accountant into this role, a qualification held by Marie, which had been a recommendation by our auditors.

Staff training was coordinated through the business unit staff. In October all Recovery and Support staff attended a "Recovery STAR" training program and update. This was followed up with training in our Service Management System by the provider Alchemy in its use, mobile app and NDIS invoicing.

As Pathways SouthWest further embraced the opportunities provided by the NDIS model we created a suite of new NDIS contracts and documentation and improved our reporting capabilities. A further review of our reporting capabilities identified issues with our Mental Health Commission Data Validation reporting and on their recommendations have adopted reports generated directly from the Service Management System. Work instructions and procedures and process have been updated to reflect this. Workforce planning for the NDIS has necessitated the Manager Business Services and CEO engaging with National Disability Services who specialises in this field.



Business Support & Community Housing

Pathways SouthWest is a community housing provider; we maintain a number of houses 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.

Pathways SouthWest manages 39 houses on behalf of the Department of Communities. During the year major renovations and repairs were carried out on four of these properties which consisted of a range of extensive works including new kitchens, fencing, bathroom renovations and painting. During the course of these renovations we found alternative housing for our tenants and

managed their concerns throughout the disruption whilst coordinating the various trades.

We complied with the rent moratorium directions of Government imposed as a result of housing stress due to COVID. A positive outcome from this was in some cases we were able to redirect some rental offsets into additional housing maintenance. The housing stock in our inventory is ageing so any additional revenues we receive is welcomed for additional maintenance.

Our rental inspections during the year were disrupted as we abided to social distancing directions and minimised person to person contact during the height of the pandemic. When the normal frequency of housing inspections recommenced we were very pleased to see how well our tenants had respected their properties without having regular monitoring.



Testimonials

As a Carer, you can experience a long journey to diagnosis. Then after you get that, it is fraught with challenges no matter what disability or type of care you may be dealing with. It can take years, it can be lonely, frustrating and at times even frightening. In most cases, I have found that even with the best intensions of friends and loved ones, no one can fully appreciate what it is that you are going through unless they have travelled or are travelling that road too. I know, as this has been MY journey.

My beautiful son was loving, funny, off the charts smart, articulate beyond his years, quirky and just an amazing little boy. However, he was struggling with everyday things, school, and friendships. Call it Mother's intuition, I knew something wasn't right, but nobody was listening to my concerns. You just want someone, anyone to just listen to you, and not fob you off as just another overwrought Mother or helicopter parent.

BUT... I just knew that my little boy was suffering. It was devastating but I held fast with my inner gut feeling that he was possibly Autistic. I forged forward, researched everything, and left no stone unturned. At the time, we were living in regional WA, so because of the distance it was difficult finding the professionals to assist with my quest. After two years, but I did finally find the right mental health organisation and the Psychiatric differential diagnosis then, was Asperger's (now known as ASD / Autism Spectrum Disorder), ADHD, Severe Anxiety Disorder F:41.9, OCD/Obsessive Compulsive Disorder and Irlen's Syndrome. With the diagnosis we were better able to understand his world and could now also seek support for him at school.

Over the years, I have formed a passion for education about disabilities, specifically Autism and Mental Health in youth. I founded a support group, advocating and supporting other Parents and Carers going through the difficult diagnosis journey with their child. But it was for the love of MY child that spurred me on with the everyday fight for his support. It has been eleven years since his original diagnosis and awareness of the Autistic Spectrum is better than it used to be. My son is now an adult, but I am still consistently fighting for his rights to mental health support and independence, it doesn't stop, it never ends.

I consider myself a very strong person but even the strongest of wills can take a toll on the Carer. I was feeling exhausted and frustrated, and recognised that I too, needed support.

Thankfully, I found Pathways SouthWest. The people at Pathways have been wonderful, they listen, and they get it, as they are all Carers and know exactly what you are going through. I had a couple of chats with Maria, one of their support workers, that proved very supportive and just what I needed at the time. I have since been attending their monthly Share & Care meetings and have now met other Carers that are going through similar journeys. I have since attended other events they provide, and I plan to continue attending 'Pathways SouthWest' as they have given me the support and connections that I have been seeking.

Lou B - Mother and Carer

For many years, I have struggled with my mental health, and my hoarding disorder played a major role in my anxiety, ability to make and keep friends and depression.

I was introduced to Pathways SouthWest about 5 years ago when I reached out for some support. I was offered the rare opportunity to visit Yallingup Buddhist Retreat and attended a mindfulness and mediation weekend.

That weekend started my journey to self-care and the importance of looking after your own mental health needs.

In the time I have been supported by the staff at Pathways SouthWest I have seen a major shift in the support services available. The services offered has begun to expand under Steve's management. The inclusion of NDIS services is a game changer for this company and I am so pleased to have help now I have NDIS approved.

I have attended art/craft groups; which is a passion of mine and great for my mental health. It also helps me to leave the house and meet new people.

I completed the COPE course, which enabled me to connect with other people and have peer support as well as expert help from facilitators who encouraged me to learn and implement "wise mind" skills. (As well as in-house resources I also attended therapy to reinforce the skills learned).

My Support Worker was the catalyst though. Gill helped me finally take control of my hoarding. Without Gill's support I would not have got as far as I did while waiting for NDIS approval and support services.

I can honestly say Pathways SouthWest went above and beyond for me as a client and offered much help to me on the road to clearing my hoard. They believed in me and that was important and helped encourage me to keep going and stay positive through some rather large life changes.

Pathway SouthWest were instrumental in helping me to get approval for my NDIS and I honestly feel without the right people advocating for me I would still be applying for approval.

After my NDIS was approved, services were offered to help me with everyday needs. As I had already built a rapport with staff it was an easy decision for me to transition services to NDIS and include Pathways SouthWest as part of my support network.

Gill was able to take on the role as my psycho-social coach. Having Gill in this role is great as I didn't need to "train" or build a relationship with my coach as we already had been working together for nearly three years.

Gill helps me with my service needs. Liases with my plan manager and provides one on one coaching as well as other various support management.

So happy with my working relationship with all the Pathways SouthWest staff. I have definitely had my ups and downs and they have stuck by me and supported whatever my needs are with compassion, no judgement and have helped me to feel independent, regulate my emotions and move forward rather than backwards.

Roberta L - Consumer



INDEPENDENT AUDITOR'S REPORT TO PATHWAYS SOUTHWEST INC.

Opinion

We have audited the financial report of Pathways Southwest Inc. which comprises the statement of financial position as at 30 June 2021, the statement of profit and loss, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report has been prepared in accordance with the *Associations Incorporation Act (WA) 2015* and Division 60 of the *Australian Charities and Not-for-profits Commissions Act 2012*, including:

- i) giving a true and fair view, in all material respects, of the financial position of Pathways Southwest Inc. as at 30 June 2021, and of its financial performance and its cash flows for the year then ended; and
- ii) complying with the accounting policies described in Note 1, the *Associations Incorporation Act (WA) 2015* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of Pathways Southwest Inc. in accordance with the *Associations Incorporation Act (WA) 2015*, the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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 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.



INDEPENDENT AUDITOR'S REPORT TO PATHWAYS SOUTHWEST INC.

Opinion

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- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made.
- Conclude on the appropriateness of the use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

AMD Chartered Accountants



MARIA CAVALLO
Director

Level 1, 53 Victoria Street, Bunbury, Western Australia

Dated this 13th day of October 2021



Thank you to our partners and donors

- Aurizon
- Bakers Delight - Bunbury Forum
- Bunbury Community Garden
- Bunbury Regional Art Gallery (BRAG)
- Bunnings Bunbury
- Choose Respect
- City of Bunbury
- City of Bunbury Libraries
- Department of Communities - Disability Services (Act, Belong, Commit)
- Department of Communities - Housing
- Good 360
- IPG Advisors
- Lions Club Australind
- Lions Club Boyanup
- Mental Illness Fellowship of WA Inc.
- Morrissey Homestead



- South Regional TAFE
- Southern Ports
- St John's Community, Alcohol, Drug Services
- Tronox (previously Cristal)
- Volunteer South West
- WA Country Health Service
- WA Mental Health Commission
- WA Primary Health Alliance
- Western Australian Association for Mental

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



Contributing artists

[Sally-Anne Hanshaw](#)

Front cover

Paintings of the six noongar seasons by the Noongar Waangkiny
Boodja carers group

[2](#), [6](#),
[12](#), [15](#), [16](#), [23](#)

Annette

Charo

Gail

Glenys

Jenny

Julia

Manya

Maria

Marjorie

Yvonne



[Liz S](#)

14

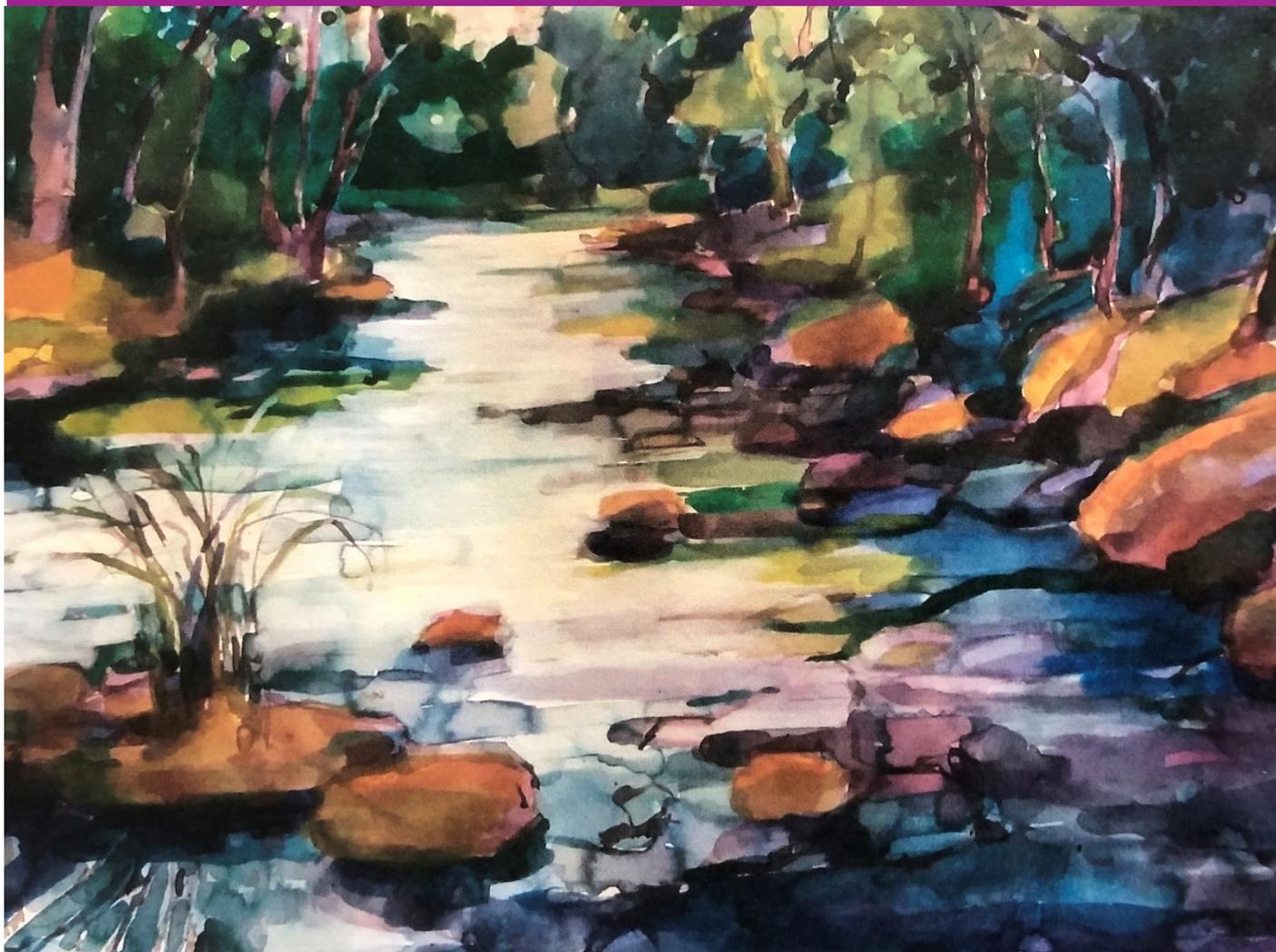
[Heather Foster](#)

21

[Grace Clifford](#)

Back cover





pathways
southwest

Towards better mental health

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