

Caring for the community for 30 years



ANNUAL REPORT

2021/22



pathways
southwest
Towards better mental health

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Front cover art work “Wishes on the Wind”
Artist Tammy Fitzpatrick - Acrylic on canvas

Back cover art work “Hanging Gardens”
Artist Sally-Anne Hanshaw - Textile



President's Report

My thanks to the Board of Management members for their confidence in electing me to the role as President of the Board at our AGM in November 2021. I would like to acknowledge the contribution of our outgoing President Ian Telfer for his dedication and years of service to Pathways SouthWest and offer my thanks to him for remaining on our Board of Management as Vice President during my first term of office as President.

In the latter part of 2021 the Board endorsed our new strategic plan for 2021-2026. The plan retains our familiar vision and values but is underpinned by three cornerstone strategic directions.

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.

- Deliver a Best Practice Recovery Program;
- Deliver Consumer Focused Social Programs;
- Be an NDIS Provider of Choice for Psychosocial Disability in our region, and;
- Deliver Best Practice Consumer Psychoeducation Programs.

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.

- Deliver a Best Practice Family and Carer 1 to 1 Support Program;
- Deliver Family & Carer Group Support Programs, and;
- Deliver Best Practise Family and Carer Psychoeducation Programs

Strategic Direction Three

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

- Provide Mental Health Well Being Education and Advocacy to the South West Community, and;
- Maintain our Credibility and Respect Within the Sector.

I am pleased to report that Steve and his team have hit the ground running as they continue delivering

services, managing their resources and demonstrating flexibility in a dynamic, and on occasions, challenging environment. Our social programs have gone from strength to strength as our long term vision to have our own Clubhouse came to fruition when an opportunity presented itself to partner with the South West Water Based Activity Centre at their premises at Turkey Point. Having a permanent home for our social programs and ownership of a space to deliver our social programs, which hopefully will be opening to wider NDIS clients in the future, certainly ticks a few boxes in our Strategic Direction One.

We enhanced our support to Carers increasing our programs and accessibility using new technologies such as video conferencing to engage with and support Carers. Our Psychoeducation programs were streamlined with a dedicated resource to develop and coordinate the programs ensuring the Carers and Consumers programs complimented each other and worked in concert, supporting Directive One and Two.

Our role as Chair of the Bunbury Mental Health Week Consortium is testament to our commitment to Strategic Direction Three. During Mental Health Week in 2021 over 3,500 people attended events organised by the consortium which certainly lifted the profile of mental health providers in our community and worked towards destigmatising mental illness.

I am also pleased to say that in 2021 the organisation was independently audited against the National Standards for Mental Health Services which included site visits and one on one interviews with Staff, Consumers and Carers. It is my pleasure to report that Pathways SouthWest passed this stringent independent accreditation audit process and our accreditation was renewed until January 2025, which certainly enhances our credibility within the sector.

Of course none of this could happen without the support of my fellow Board members, the staff and the volunteers and our funders and supporters who make Pathways SouthWest the organisation it is.

My thanks to each and every one of you.

Lyn Bluett
President



Chief Executive Officer's Report

It has been an exciting, challenging and very rewarding 12 months to be CEO of an organisation that has entered its 30th year and continues to evolve to meet the needs of our Consumers and Carers. Exciting, like opening our Clubhouse at Turkey Point; Challenging, dealing with COVID and the related staff implications; and, rewarding to deliver a service to our Consumers and Carers which is valued and respected.

The opening of the new Pathways SouthWest Clubhouse to our groups in May 2022 is a highlight of the year and is really just the beginning of something that the organisation can grow into in ensuing years. The opening in 2021 is just the beginning although in itself the opening was an end point for a lot of work that went to getting the building ready for our use.

My thanks to Graham and his team at the South West Water Based Activity Centre for inviting us to share their premises which was the start of the process. To the City of Bunbury for their financial support in the fit out of the building through their Community Grant Funding, to Andy and the team at Harrisons SouthWest for the fit out and taking our ideas, improving them and building the final product and of course to the team at Pathways SouthWest for supporting the initiative, getting the funding and project managing the build, then moving our groups across.

The feedback from our Consumers is that having their own space and not having to pack up at the end of each session offers a sense of belonging and ownership. Our craft groups and Shifting Gears social groups are going from strength to strength and as more funding is available we will be able to increase the amount of activities and days the Clubhouse is open.

Our COPE programs, a 15 week Dialectic Behaviour Therapy (DBT) informed program for people who have difficulties in managing their emotions remains one of our core psychoeducational programs with participants being referred from across the south west and over 100 people registering to participate in the program at any one time. This year has also seen us adapt a version of the COPE program specifically for Carers giving them a perspective on the skills required to effectively manage emotions.

We have partnered with Consumers of Mental Health WA hosting their Life Launch Pad program at our premises. Life Launchpad aims to support people with mental health concerns to live a happy and meaningful life. We have joined the WA Recovery College as an Associate to bring their courses to the Bunbury Community and provide secretariat services to the local action group.

Our other long standing support and education groups such as Family Connections, Care and Share Groups in Bunbury and Collie along with our Aboriginal Moort Waangkiny continue to offer support and networking to our Carers and again in 2021/22 have proved to be an invaluable community resource.

Managing a workforce with COVID front of mind has been challenging. Staff infections and isolations have occurred but service impacts to our consumers and carers have been minimised with staff taking on additional workloads to cover absent colleagues and the use of technologies such as video conferencing to minimise exposure and maximise connection with our Consumers and Carers. Recruiting staff across the health care sector has widely been reported as difficult but I am very pleased to say our staff turnover is negligible. I would like to say to all the staff at Pathways SouthWest publicly how valued they are, and compliment them on their dedication and commitment to our clients and the organisation. They are the people that make Pathways SouthWest an outstanding organisation.

Our adoption of the Recovery STAR, our tool for engaging in the recovery process with our consumers, has given the team a great instrument to add to their skill set. As with all skills implementation staff were provided training in its use. Our regular staff meetings and training days ensure we have good internal communications and can learn from each other across the organisation.

The introduction of a dedicated Coordinator Quality and Service Improvement ensured that we were successful in our accreditation audit and in the process reviewed and improved our processes and policies to ensure compliance and good governance across the organisation.

Our Business unit successfully deployed a new financial accounting package, Xero, which has given us more streamlined financial handling and efficiencies.

We were successful in our application to the Social Housing Economic Recovery Package (SHERP) Grants Program and are in the process planning the upgrade several of properties we manage on behalf of the Department of Communities.

All in all I would say a very successful 2021/22 and my thanks to all those involved in our success.

Steve Blackwell

Chief Executive Officer



Purpose, Vision and Values

Purpose

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

Vision

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

Values

Hope: Belief in the potential of individuals affected by mental illness to live life to the full

Courage: Ensuring mental health be seen

Respect: Acknowledging other opinions as having value

Humility: Willing to appreciate others

Responsibility: Everyone is responsible to commit to action towards our Purpose

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 issues, their families and carers in our region.

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

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

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

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

Board of Management

Lyn Bluett (President)



Lyn is a passionate HR professional with an extensive background in strategic management and HR gained over 20 years. Experience in manufacturing, oil & gas; government services (training & education services), mining & resources sector with national & multinational companies including green and brown field projects. Lyn is studying a Juris Doctor after having completed her MBA and Bachelor of Business (HRM and IR). Lyn has been a Board Member of Pathways since July 2018.

Ian Telfer (Vice President)



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

Zona Richards (Secretary/Carers' 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.

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 Heritage Advisory Group and holds a Cert IV in Mental Health.

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.

Deanne Fleay (leave of absence)



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 Brannan (Patron)



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 Patron of Pathways SouthWest since 2019.



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.

**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

1542NSM1

Originally issued	4 January 2022
Current issue	4 January 2022
Expires	3 January 2025

Andrew Mortimore
Vice President I&F Pacific Region

Registered by: HDAA Australia Pty Ltd (ACN 124 462 833) 3433 Willeroose Road, Park Melbourne, Victoria, 3007 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 details. To verify that this certificate is current please contact HDAA on info@hdau.com.au

Group Programs

A Taste of Life



Options for our Taste of Life program during 2021/22 were somewhat dictated to by the whims of COVID, ensuring numbers complied with the ability to socially distance and where possible conduct them in the great outdoors. Nonetheless, our intrepid Consumers braved the elements having outings to Peppermint Grove Beach, Busselton



Jetty, Bunbury Regional Art Gallery (BRAG), Wellington

Dam, South West Water Based Activity Centre and the Featured Wood Gallery & Museum. Whilst the weather was not optimal at all times for our outdoor pursuits (pictured top left, trying to stay warm at Wellington Dam) other days were simply beautiful (Busselton foreshore, above, could not have been better).

The groups enjoy each others company and comradery at every opportunity.



Stirling Street Arts Centre

In July and August we ran a series of art classes thanks to the generosity of the Stirling Street Art Centre and the City of Bunbury. Pictured right some of our talented folk enjoying themselves and learning some new skills.

Pathways SouthWest Club House at Turkey Point

During 2021 we applied for funding from the City of Bunbury to do an upgrade to the facilities at Turkey Point as a place to meet and run activities for our Consumers. Our application was successful and in February 2022 we commenced works to fit out the kitchen, upstairs area to become a theatre room and the main room downstairs to become a multipurpose activity centre. On completion of the works we progressively moved our activities out to this great location on the banks of the Leschenault Inlet. A second funding application was submitted to Lotterywest for the purchase of equipment, furniture and an integration of our telephony system at Rose Street to include the Clubhouse as well as our IT to offer a warp around service from all our locations. We anticipate phase two of the Clubhouse with this additional funding will occur during the second half of 2022.

Long term we would like the centre to be open every day and have a regular bus shuttle running to and from Bunbury for transport to the Clubhouse.

Our first Shifting Gears Group was held at the Clubhouse in May 2022 with activities including Bingo, Table Tennis, Giant Jenga and a shared lunch prepared on site but, alas, not provided by the folks who tried their luck at a spot of fishing on the banks of the estuary.



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.

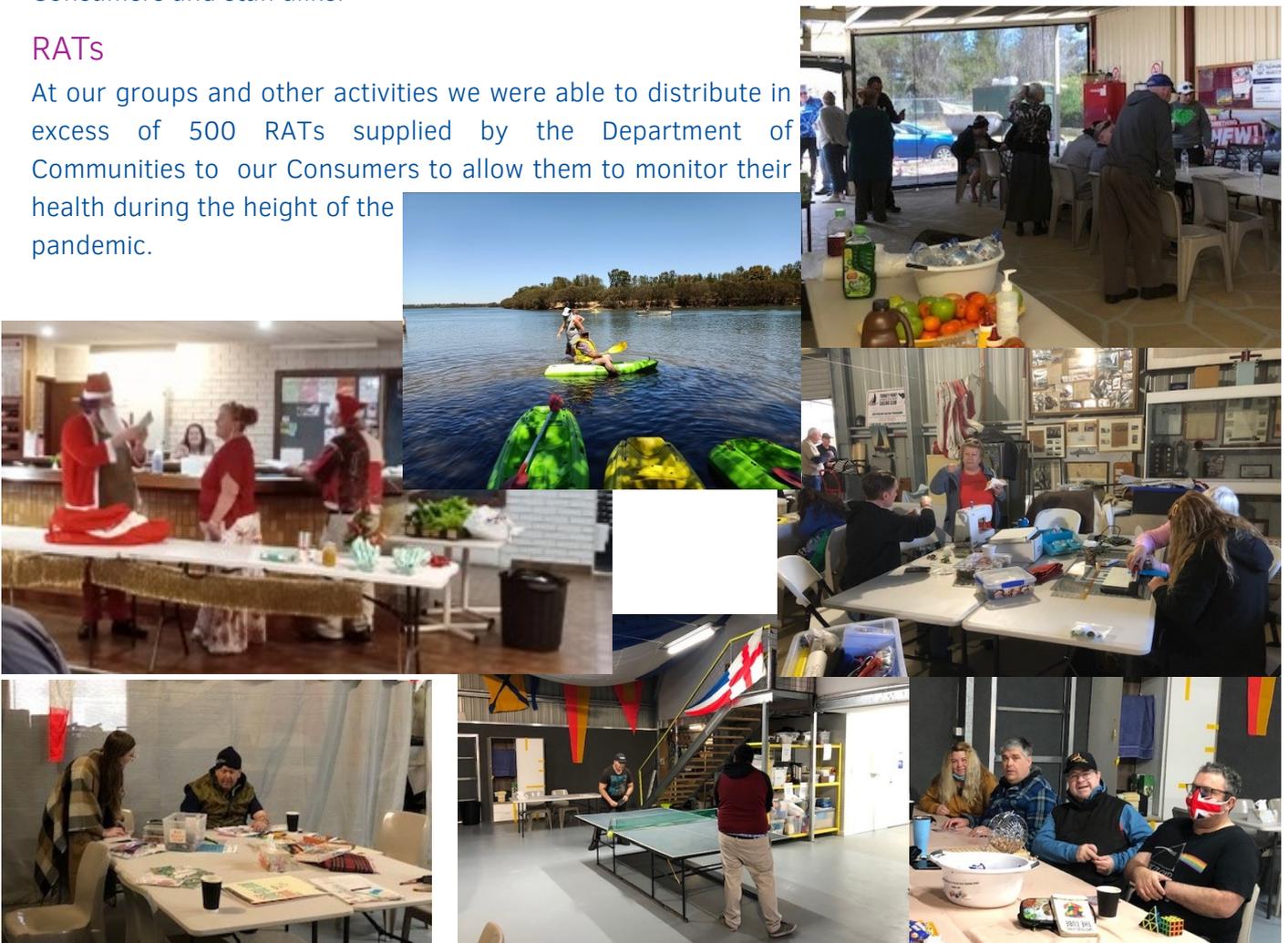
Shifting Gears

After two years with our Shifting Gears being held at the South West Italian Club in May 2022 we went to our permanent new home at our Clubhouse at Turkey Point. Our Consumers, staff and volunteers will have fond memories of the South West Italian Club and the hospitality of Adolf and his team who we owe our thanks to for making their facilities available to us. Our weekly pool and Jenga competitions, bingo, walks around the neighbourhood and a couple of Christmas parties have given a lot of people a great deal of pleasure and fond memories.

However with the opportunity to grow into a space of our own Shifting Gears now has the opportunity to evolve, return to engaging our Consumers in meal preparation in our own kitchens and so much more. Regardless of the location Jenga, bingo and pool will remain firm favourite activities for Consumers and staff alike.

RATs

At our groups and other activities we were able to distribute in excess of 500 RATs supplied by the Department of Communities to our Consumers to allow them to monitor their health during the height of the pandemic.



Group Programs

Walking

Rain, hail or shine our walking groups proceed every Monday and Wednesday thanks to our coordinator Christian. Whilst the groups have their favourite places in and around Bunbury flexibility is the key to choosing the right place to go to suit the weather. It might vary from visiting the tranquillity of Koombana Bay or strolling along the path besides Ocean Drive - or if the weather is really inclement a meander around the shops in the CBD or one of the malls . There is always a reason to get out and about and catch up with friends.

Gardening Group

The Gardening Group has had its first year at our new location at the Bunbury Community Garden in Withers. Jeff and his team of gardening enthusiasts meet every Tuesday to work in the garden, have a yarn and a cuppa. During the year we have had an abundance of celery, corn, silverbeet and zucchini to name a few. Produce is available to our consumers in the office and at Shifting Gears to take home for their own use free of charge. We have also been able to produce our own zucchini relish which we use when catering for our groups.

Sewing Tuesday & Thursday

As with our other programs our Tuesday and Thursday sewing groups have moved across to the Clubhouse at Turkey Point. Having their own dedicated space has made a real difference. There is plenty of room for storage and the sewing machines and other equipment can be left out ready to use at anytime rather than being packed up and moved into the storage room at the end of each session. Having access to a kitchen means that morning teas, think fresh baked scones or pikelets, jam and cream, are rapidly becoming a ritual of the groups. As well as learning new skills, being creative we can also add some cooking to the list of benefits to our consumers by joining these groups.



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 2021



The program of events for Mental Health Week 2021 contained over 40 activities being undertaken by the consortium during the week commencing 9 October 2021 finishing on 15 October 2021.

As well as chairing the Bunbury Mental Health Week consortium, Pathways SouthWest organised activities are;

- The Mental Health Week Art Exhibition was held at BRAG from the 2nd of October until the 31st of October 2021. The exhibition was opened as part of the Bunbury Mental Health Week opening on Monday 11 October where Don Punch was a guest speaker.
- The New Beaut Coffee Ute, coffee and muffins morning at APU on Monday 11 October, delivered coffees and muffins to staff and consumers at the Bunbury Health Campus's Mental Health Unit.
- South West Water Based Activity Centre day hosted a day for consumers and industry partners at the Turkey on Tuesday 12 October.
- SafeTALK on Friday 15 October at ECU Bunbury Campus, and;
- The Mental Health Week Ball on Friday 15 October.

A conservative estimation by members of the hours spent organising and attending Bunbury Mental Health Week events is 700 which would be valued @ \$21,000 @ \$30 per hour.



Bunbury Mental Health Week 2021 Program of Events

Bunbury Mental Health Week 2021					
Sunday 10th Oct	Monday 11th Oct	Tuesday 12th Oct	Wednesday 13th Oct	Thursday 14th Oct	Friday 15th Oct
Mental Health Week 2021 Art Exhibition 2 October to 31 October 10am-4pm BRAG All welcome	Mental Health Week 2021 Art Exhibition 2 October to 31 October 10am-4pm BRAG All welcome	Mental Health Week 2021 Art Exhibition 2 October to 31 October 10am-4pm BRAG All welcome	Mental Health Week 2021 Art Exhibition 2 October to 31 October 10am-4pm BRAG All welcome	Mental Health Week 2021 Art Exhibition 2 October to 31 October 10am-4pm BRAG All welcome	Mental Health Week 2021 Art Exhibition 2 October to 31 October 10am-4pm BRAG All welcome
Act Belong Commit Home in the Making Exhibition 10am-2pm Stirling Street Arts Centre	Act Belong Commit Home in the Making Exhibition 8.30am-4pm Stirling Street Arts Centre	Act Belong Commit Home in the Making Exhibition 8.30am-4pm Stirling Street Arts Centre	Act Belong Commit Home in the Making Exhibition 8.30am-4pm Stirling Street Arts Centre	Act Belong Commit Home in the Making Exhibition 8.30am-4pm Stirling Street Arts Centre	Act Belong Commit Home in the Making Exhibition 8.30am-4pm Stirling Street Arts Centre
Mother-Daughter Dance for Connection Workshop 10.15am-1pm South West Women's Health and Information Centre	Australind Art Club Open Day 9am-12pm Stirling Street Arts Centre	Knitters Open Day 9am-2pm Stirling Street Arts Centre All welcome	Mindful for Mental Health 9am-12noon South West Women's Health and Information Centre	Stress Less & Relax More Workshop 9-11am City of Bunbury Library	Suicide Bereavement Forum 9am-12.30pm (inc. morning tea & light lunch) Edith Cowan University Building 6, Room 6.103
	Patchwork & Quilting Open Day 10am-2pm Stirling Street Arts Centre	Water Based Activities South West Water Based Activity Centre Pathways SouthWest 10am-2pm Turkey Point	Spinners Open day 10am-2pm Stirling Street Arts Centre All welcome	Felters Open Day 10am-2pm Stirling Street Arts Centre All welcome	safeTALK training 12.30-4pm Edith Cowan University
	Animal Services Focus – Come and meet a Therapy Dog 2-4pm Stirling Street Arts Centre	Connecting with Families – Activities for Children 11am-1pm Hudson Road Family Centre	Big Swamp Walk & Community BBQ Walk commencing 10.45 for 11am-12pm Community BBQ and outdoor games 12pm-2pm Big Swamp Playground, Eastern carpark.	Creative Textiles Open Day 10am-2pm Stirling Street Arts Centre All welcome	Waryni Koop Bidi Marts (Making Good Pathways) Mural Unveiling SWAMS & PCYC 3-5pm PCYC, Parade Road unveiling & community BBQ
	Bunbury Mental Health Week 2021 and Art Exhibition Opening 5pm onwards BRAG Guest Speaker – Ben Aldridge from 30 Foot Drop Entertainment – Vocal Fusion MC – Jerry Caruana Light refreshments provided Art exhibition entry All Welcome	Stitching and Sketching Sundowner 3.30-5.30pm Stirling Street Arts Centre	Josh Langley – Helping Kids Make Friends With Themselves 3-5pm Child and Parent Centre – Carey Park	Wellbeing After the Birth of Your Baby 12:30-2:30pm Child and Parent Centre – Carey Park Primary School	Beacon of Song Choir Open Day and Craft Stalls 2-4pm Hudson Road Family Centre
	GP down south Building Resilience in Kids 6.30-8pm Bunbury Bowling Club Forrest Avenue Tickets Eventbrite	GP down south Parent Session Re Bullying 101 For Parents 6:30PM Bunbury Bowling Club (ticketed event)		Fear-Less Triple P – Helping Your Children Learn How to Manage Anxiety 5-8:30pm Carey Park Primary School Undercover Area	Pathways SouthWest Mental Health Week Ball 6-10pm Lighthouse Hotel (ticketed event)
				Animal Assisted Services Day Focus on Equine Services To register contact ph: 0411 138 036	

Service Delivery, NDIS and Quality

In December 2021 Pathways SouthWest completed its certification program which occurs every three years and includes a self-assessment, certification audit and possible 2022-2023 mid-point maintenance audit. We engaged HDAA to undertake our assessment which occurred over a three day period.

The self-assessment process allowed Pathways to complete a self-assessment against the National Standards for Mental Health Services (NSMHS) in advance of our official on-site audit by HDAA. Pathways SouthWest was provided with a self-assessment tool and implementation guidelines which assisted in the development of an improvement plan to address any criteria which we identified we did not meet. We were also required to provide all our relevant policies and procedures, our organisational structure and staff profile prior to the audit.

The self-assessment would enable the implementation or correction of any systems and process that we found were not compliant with the NSMHS– to which we can report none were identified.

During the three day site visit the HDAA Auditor reviewed our policies, procedures and records, conducted interviews with board, management, staff, consumers and observed the conduct of our activities and groups that were held on those days.

Following the three day site visit by HDAA, Pathways were given a Compliance Report which underscores the importance of our continued and sustained efforts to raise awareness and recognition of the important role that our organisation plays in providing mental health services and support to consumers, family and friends, whilst adhering to the NSMHS.

Verification of compliance with the NSMHS demonstrates our commitment to optimal consumer, carer and community experience.

Pathways SouthWest continues in its pursuit of excellence in relation to the delivery of services to people experiencing mental health illness, their families and carers in the SouthWest of WA. We aim to achieve this by continuing to improve the physical health of people living with mental illness and reducing stigma and discrimination and improving accountability for reform and service delivery making safety and quality central to our operational plan whilst always meeting the NSMHS.

Bunbury Mental Health Week 2021 in pictures



Service Delivery, NDIS and Quality

A Consumer Feedback Session was held in September at Shifting Gears to canvas the views of our consumers on what we do well, what we can improve on and what other services they would like to see us providing.

The feedback, as usual, was positive which is gratifying but this was from a group who are engaged. This did give us the opportunity to encourage consumers to support activities offered up; however we also accept that for many their recovery journey makes committing to activities difficult.

Quality Improvement – Mental Health Commission Reporting Process

Recommendations from the William Buck Audit 2021 highlighted the need for Pathways SouthWest to review and revise the process for extraction of mental health contact hours/session data in its reporting to the Mental Health Commission to reduce the risk of human error. The previous process using Excel had been difficult to execute to get consistent and accurate reports.

Considerable time was spent interrogating our data management system (SMS) to find the specific reports required to extract the data required for the Mental Health Commission report. To be able to extract the data the following was required:

- Modify how data is recorded in SMS;
- Reduce recording errors by setting tighter parameters (including staff training on process), and;
- Develop and document detailed work instructions on the process for extracting reports.

All data is now extracted directly from SMS with minimal modification required to report to the Mental Health Commission in our contracted services – Personalised Support – Other, Personalised Support – Linked to Housing and Family and Carer Support.

As a result in undertaking this improvement, the time spent in compiling the six monthly and annual reports has been reduced considerably and the data produced is easily validated when audited.

COPE feedback

What did you gain from attending this program?

“This program has changed my life in ways that I can’t even begin to describe. I was at risk of losing my family due to my out of control, threatening and aggressive behaviour that I couldn’t control and now I have some skills to assist me in curbing this behaviour and controlling my responses to perceived threats.”

Consumer Feedback

“I have learnt some new skills that I wasn’t aware of previously. I gained a sense of belonging by attending weekly & having a “responsibility” to do practice activities which meant I was more invested.”

Feedback from a Carer

Family connections

What did you gain from attending this program?

“An understanding of my loved one’s emotions and how to communicate effectively with my loved one. This decreased misunderstandings and conflict. Harmony at home most of the time.” *Feedback from a Carer*

Carers Week 2021

There were no grants available for Carers' Week 2021, so activities for Carers were funded by Pathways SouthWest.

Carers enjoyed the following activities:

Life on the Spectrum – Many carers attended a presentation by Nick Avery from South West Autism Network. She talked about the issues faced by people with autism, their reactions and how to effectively support and communicate with a person who has autism.

safeTALK® Presentation – Steve Blackwell presented the workshop for carers to become a suicide-alert helper. This provided carers with some skills to help them handle situations when their loved ones have thoughts of suicide.

Rock Painting – Maria (Carer Support worker) ran a rock art session with carers. Carers were encouraged to come along, enjoy a cuppa, have a laugh and a yarn.

Carer Support Programs

Support groups continued during 2021-22 with the option for participants to attend Bunbury groups via Zoom if unable to attend in person.

Collie Share and Care group is run at the Collie Family Centre. The group meets once per month with Pathways Southwest Carer Support Worker and once per month without a support worker. There are currently 9 participants who are members of the group with an average of 6 attending the monthly facilitated session.

Bunbury Share and Care group is held monthly at the office at Pathways Southwest. An average of 8 participants attended each session over the 12 months.

Moort Waangkiny is our Aboriginal Support Group which is held monthly at the office at Pathways Southwest. Over the past 12 months an average of 4 participants attended each session.



In the 12 months 1st July 2021 until 30th June 2022 Pathways SouthWest provided in excess of 900 hours of Family and Carer Support in Bunbury, Busselton and Collie.



Psychoeducation Programs

During the year the following programs were conducted –

Family Connections – two programs were completed in this year. This program had the option for participants to either attend in person or via Zoom. Several participants attended the program exclusively via Zoom, others exclusively in person, and others used a combination of the two. Over the two programs an average of 9 participants attended each group.

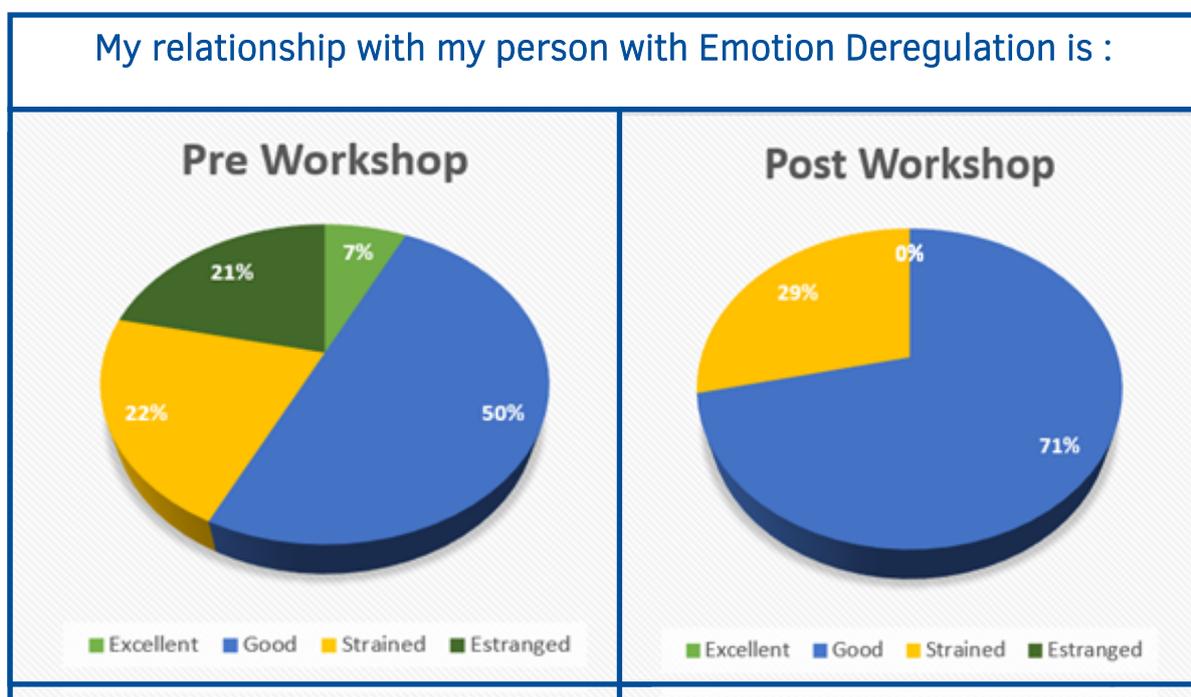
COPE for Carers – commenced on 23 August 2021. This program is available to all carers either in person or via Zoom. It is run one evening per month (except where public holidays reduce the times available). Over the year a total of seven sessions was completed with an average attendance of 12 participants per group. COPE for Carers is an adaption of the COPE program.

safeTALK – one program was delivered for Carers during Carers Week with a total of 10 Carer participants. Additional spaces were made available to staff members.

Challenging Our Problematic Emotions (COPE) – we continue to offer a daytime and an evening program twice per year for people who experience emotion dysregulation. The waitlist for the program continues to have over 100 potential participants. Although all people on the waitlist are invited to attend an interview, less than half respond. Attrition is high in the first couple of weeks and then settles to about eight-12 participants per group. The evening program is entirely on Zoom and the daytime program is face to face (with an option to Zoom occasionally). Each group is closed and participants are not able to swap between groups after Week Two. Strict attendance and behaviour guidelines apply.

Life Launchpad – in conjunction with CoMWA (Consumers of Mental Health WA) we offered an eight week program to our consumers. Life Launchpad aims to support people with mental health concerns to live a happy and meaningful life. A total of seven participants completed the program which included sessions on Self Awareness, Wellbeing, Goals, Supports, Communication, Overcoming Barriers, Speaking up for Yourself and Recovery Planning.

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



Business Support & Community Housing

July 2021 was a big month for our Business Support Team, we changed over to cloud based accounting software Xero. It was a huge undertaking for the team, the transition went smoothly thanks to Mark Ivey from IPG.

Xero makes auditing simpler in that all the invoices and receipts are saved in Xero, all reports prepared during the year are also saved in Xero, and it is very much a database for accounting data.

Some of the advantages of Xero are filing the following via the software, in the past, these were lodged either via paper forms or via other platforms:

- Lodge Tax File Declarations,
- Business Activity Statements,
- Instalment Activity Statements,
- Single touch Payroll ,and ;
- Pay superannuation from within the software.

We are progressively moving away from paper filing to database filing in SMS, Xero and internal hard drives. We are in discussions with Alchemy to move SMS from server based to Cloud based. We hope to finalise the transition before the end of the 2023 financial year.

We continue to review and add to our Policies and Procedures in SharePoint, in preparation for migration to the Cloud.

Cloud based computing allows staff to work remotely.

During the year we on-boarded three new employees and managed the exit process of two. Our support team is growing so as to meet the needs of our Consumers.

Business Support followed up on required COVID vaccination certificates and added these to HR database for all staff, facilitators, Board members and volunteers.

We applied for grants to refurbish 28 properties under the Social Housing Economic Recovery

Package (SHERP) refurbishment grants.

Our Housing Officer submitted quotes from several tradespersons for the refurbishments which was a time consuming undertaking involving several visits to each property on various occasions to view the scale of work and quotes. We were successful receiving grant funding to refurbish four properties, totaling \$344,136. We have received 50% and the remainder of the funds will be received in January 2023. This will require additional work for the Business Support Team with regards to overseeing the refurbishments, relocating tenants where necessary, recording and reporting to SHERP.

Works included extracting SMS reports to meet the Mental Health Commission biannual reporting. Statistics from these reports are submitted directly to MHC without amendments, as was done previously. We now have instruction manuals for SMS reporting to MHC.

Business Support worked with SMS, Xero and Capital Guardian to streamline NDIS invoicing. We succeeded in invoicing almost \$100,000 for the 2022 financial year. As we progress with NDIS invoicing, we progressively amend our instruction manuals accordingly.



Transport is provided to and from the venues and activities by Pathways SouthWest staff for those who require it. The Business Support unit manages a fleet of seven vehicles including one commuter bus. Additionally, the Business Support unit keeps our IT and telephone systems up to date and secure in partnership with an external service provider maximising their expertise in this specialist area.

In 2021/2022 Pathways SouthWest staff provided over 6,000 hours of personalised support to our Consumers.

Business Support & Community Housing

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

Major renovations were once again carried out on at least one property in Busselton over the year, we managed to do this with as little disruption to the tenant as possible by working as a team to make this happen, this property is one of the oldest in our portfolio so the tenant was very grateful for the new kitchen and repaint of his home.

Planned renovations are well underway for the 4 properties we received SHERP funding for with at least 1 to be completed by the end of this year and the other 3 hopefully to be completed by the end of 2023. We have until Feb 2024 for these funds to be spent. Our Housing Officer will be project managing these along with the support of our head contractor

Harrisons Southwest.

As far as inspections on the properties go we are back to our regular schedule of November and May, with rent reviews carried out in May for a 1st of July increase. Although all the properties are aging we are managing to keep them in good condition with the help of all concerned.

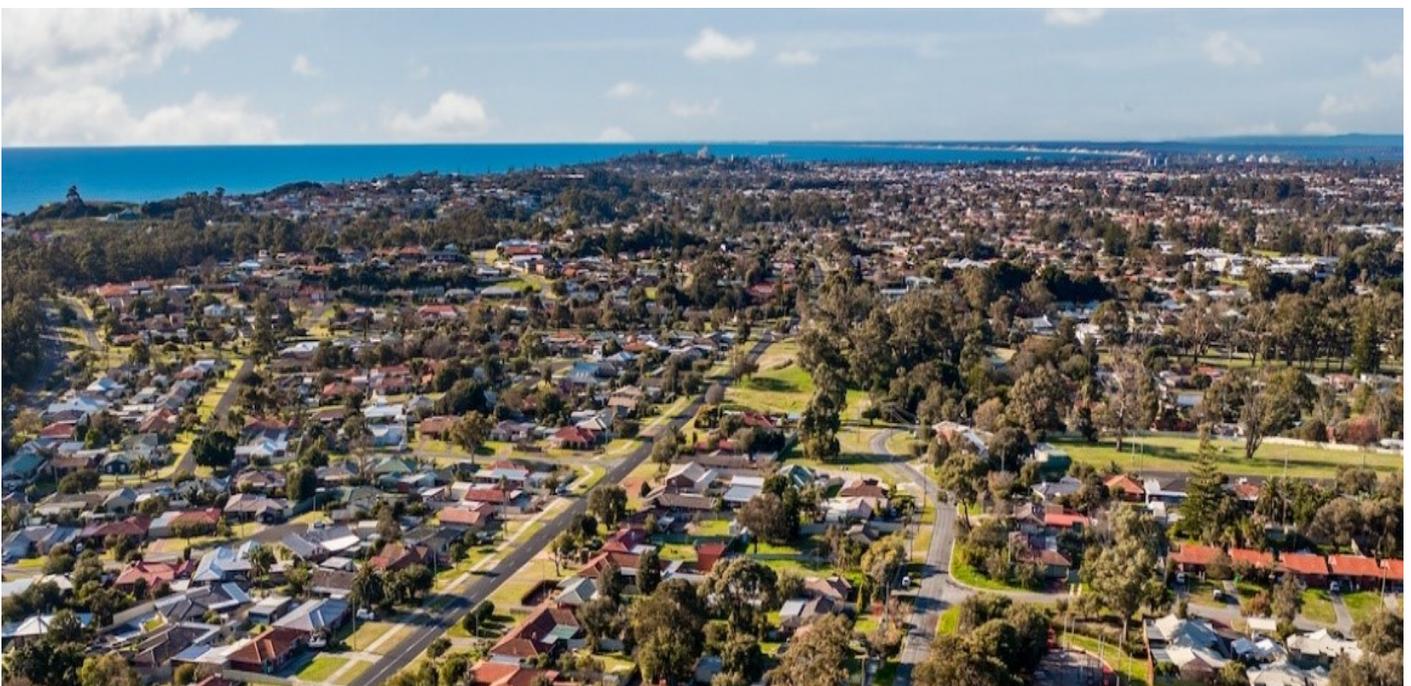
This year over 4,000 hours was spent supporting our housing clients.

Pathways Southwest was successful in our application for funding under the Social Housing Economic Recovery Package (SHERP) Grants Program Workstream 2: Refurbishments.

Grant funding of \$344K was approved by the Department of Communities (Communities).

This funding has allowed us to commence renovations on four of the properties managed by us for our consumers on behalf of the Department of Communities.

This extensive refurbishment program is project managed by our Housing Officer.



Testimonials

In the early 2000's I was having a very difficult time. I sought help with my GP who referred me to mental health professionals, who in turn put me in touch with Pathways SouthWest.

Since then I have been able to at most times not feel so terribly alone. If I do have some moments where I feel overwhelmed by my emotions or circumstances, I am able to contact Pathways SouthWest and a Support Worker and I can work out some possible solutions for the problem. I am also able to join in with activities that include Support Workers and other people that have their own thoughts, feelings and life experiences to contend with.

Aside from the personal, emotional support that is provided by Pathways SouthWest, I am also very fortunate to be housed with Pathways SouthWest as my landlord.

In the past my housing situation has been my priority. I remember feelings of despair whenever I had to find accommodation for myself and at the time my two children. I also found that private rentals were not all that helpful when it comes to families, in my situation as a single mother with two small boys and found it so very stressful to manage to get the yards and house kept at a level that private property managers demand.

In 2006 Pathways SouthWest had one of their rental properties become available and they offered it to me. The house that I was living in before I moved into the Pathways SouthWest unit was overdue for demolition anyway, so I became a Pathways SouthWest tenant in April 2006.

I now have lived at my unit with Pathways SouthWest as my landlord for the past 16 years and in this time any issues that have arisen e.g. leaky taps, hot water system, windows etc. have all been rectified within a short time. Not only have they been prompt with repairs I had occasions to call about some pests e.g. ants, termites, wasps, mice at different times over the years and Pathways SouthWest arranged for pest control.

Any concerns about security has been heard and motion sensor lights were installed.

Recently, I was given the news that the kitchen, bathroom and toilet were to be renovated which would mean an upgrade to the stove and bench, cupboards, sink and such.

I feel happy that I can call and discuss anything and I have confidence that whatever is the concern can be dealt with on a respectful, non-judgemental manner.

Thank you, Thank you, Thank you.

Dianne (Consumer)

Our association with Pathways began approximately 14 years ago. After many turbulent times we were asked at Southwest Mental Health the question "Do you know about Pathways?". We didn't of course, however it became one of the most important organisations we have been told about. That very day, the phone call was made and we have had endless support since.

Pathways showed us that not only are we parents of someone with mental health issues but we are also carers and as carers we have rights and so does our loved one and also how to navigate the rocky life of mental health whilst being a carer.

Our Care and Share nights are extremely valuable. Where else can you sit amongst strangers (although many became friends) and cry or open up about how sometimes you would like to just sit and take the hand of your loved one while they succeeds in taking their last breath to finally find peace for themselves after years of internal pain and not be judged and have understanding especially when you don't get this understanding from extended family or friends.

I shall tell you about the informative courses that Pathways give us to educate us about different mental health diagnosis and treatments such as Wellways, Building a Future, COPE and many others. We can do these courses not just once, but two or three or however many times we can without pressure because you can take in more each time and get more understanding. This not only helps us personally to endure but to be able to take this knowledge home to help our loved one and other family members because they are drawn into the world of mental health.

Having a child with mental health diagnosis is definitely not something we wanted for our child, however Pathways has given us many years of support, kindness and above all else HOPE.

Pathways has also helped our daughter to understand her mental health diagnosis, helped change her behaviours and also give her coping strategies so she can get through the difficult days.

Brad & Tracey A (Carers)





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 2022, 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 2022, 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 of Matter- Other

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

Other Information

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under Professional Standards Legislation

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Those charged with governance are responsible for the other information. The other information comprises the information included in the Pathways Southwest Inc. annual report for the year ended 30 June 2022, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *Associations Incorporation Act (WA) 2015*, the *Australian Charities and Not-for-profits Commissions Act 2012* and for such internal control as management determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management are responsible for assessing Pathways Southwest Inc.'s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intend to liquidate Pathways Southwest Inc. or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Pathways Southwest Inc.'s financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

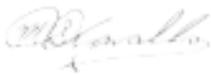
As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- 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 12th day of October 2022



**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.

(Thanks to our corporate historian Jenny for bringing this snippet of information to our attention).

Thank you to our partners and donors

- Bunbury Community Garden
- Bunbury Farmers Market
- Bunbury Regional Art Gallery (BRAG)
- Choose Respect
- City of Bunbury
- City of Bunbury Libraries
- Crocs Play Centre
- Department of Communities - Disability Services (Act, Belong, Commit)
- Department of Communities - Housing
- Dolphin Discovery Centre
- Express Plumbing
- Good 360
- Harrisons South West
- IPG Advisors
- Magic Electrical
- Mental Illness Fellowship of WA Inc.
- South Regional TAFE
- South West Water Based Activity Centre
- St John's Community, Alcohol, Drug Services
- Volunteer South West
- WA Country Health Service
- WA Mental Health Commission
- WA Primary Health Alliance
- WA Recovery College
- Western Australian Association for Mental Health (WAAMH)
- Woolworths Bunbury Forum

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





Pathway SouthWest Inc.

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