

ANNUAL REPORT 2019/2020



WAAMH

Western Australian Association
for Mental Health

Western Australian
Association for Mental Health

1 July 2019 - 30 June 2020

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The Western Australian Association for Mental Health (WAAMH) acknowledges the Whadjuk Noongar people as the traditional custodians of the land and water where WAAMH is situated. WAAMH pays respect to Elders past, present, and emerging, and acknowledges the ongoing spiritual connection that Aboriginal peoples have to the lands across Western Australia.

The Western Australian Association for Mental Health (WAAMH) is the dedicated peak body for community mental health services in Western Australia.

Strategic Plan 2019-2024

Our vision: As a human right, every one of us will have the resources and support needed for mental wellbeing, recovery and citizenship.

CHANGE PRIORITIES TO ACHIEVE OUR VISION

1. Progress the 10 Year Plan target for balancing the system towards prevention
2. Progress the 10 Year Plan target for balancing the system towards community support
3. Influence NDIS implementation in WA to ensure it's responsive for people with psychosocial disability
4. Uphold the human rights and hear views from those most disadvantaged by the mental health system



Lead the development of contemporary service responses for people experiencing mental health challenges and develop the sector's capacity for growth



Enhance our authority and influence by maximising our membership representation



Ensure the organisation is structured cohesively with culture, values, best practice and systems in place that support our mission



Set the agenda with powerful and persuasive advocacy that is authoritative and credible



Grow capacity in the community that enables wellbeing by addressing prevention, stigma, social determinants and promote recovery



Lead by example in co-creation, co-design and co-production processes, demonstrating the value of lived experience

Our actions to achieve this change



PRESIDENT'S REPORT

President Kerry Hawkins

I am pleased to introduce the Western Australian Association for Mental Health (WAAMH)'s 2019/20 Annual Report.

2019/20 has been a year of action for WAAMH, in ways planned and unexpected.

The momentum WAAMH's staff and board have been actively building for the last several years around systemic advocacy developed into the launch of the State Election campaign, Prevent Support Heal.

The Prevent Support Heal campaign is a milestone for WAAMH.

This grass roots community-rallying initiative is focussed on securing an election commitment from the major political parties to properly fund our State's mental health system, and meet the targets outlined in government's 10 Year Plan. The response to Prevent Support Heal from the mental health sector and wider community has been positive and it continues to grow,

with more voices joining the call each day, to increase desperately needed investment into community mental health supports and early intervention and prevention programs.

In 2019/20, we learned just how vulnerable the existing system structure is when the COVID-19 pandemic struck. The pressure to keep hospitals free to respond to coronavirus

patients highlighted how essential it is to have sufficient community-based services, where people can access supports, away from hospital.

The sector's response to the pandemic was swift and innovative, and I commend the efforts of this immense undertaking, in new and uncertain territory.

WAAMH's own response required a sharp adjustment to prioritise how it might best support the sector to meet the pandemic head-on, and it was inspiring to see the determination of so many to keep the people they support at

“ The sector's response to the pandemic was swift and innovative, and I commend the efforts of this immense undertaking, in new and uncertain territory. ”

the heart of their operational adjustments. I am very proud to work with this sector, which we already knew to be one of purpose and passion, but increasingly since COVID-19 has emerged as a powerhouse within our community.

Despite the operational shifts during the pandemic, WAAMH experienced significant staff growth this year, in support of meeting its strategic goals, particularly those relating to systemic advocacy and sector development. Both areas have taken on several new staff to facilitate various new projects including the NDIS Quality and Safeguards Commission Sector Readiness project, which is aiming to prepare WA's NDIS psychosocial service providers to meet the standards laid out by the Quality and Safeguards Commission by 1 December 2020. The Sector Development training provision has also grown, and introduced WAAMH's first online Interactive Learning Stream, to provide capacity and skill-building opportunities right across the State.

I welcome WAAMH's new staff into their roles and look forward to the unique contributions and expertise they will each bring to the organisation.

At the executive level, I would like to thank outgoing board member, Richard Oades, for his commitment to the WAAMH Board, and for bringing his invaluable experience in the human services spheres and especially his expertise in management of not-for-profit organisations. I would also like to thank the Board for its continued stewardship of WAAMH, and the contributions of each member. The unified passion of the executive body for mental health reform is recognised in all WAAMH's activities

and exemplifies and guides the organisation's strategic objectives.

WAAMH's staff, steered by CEO Taryn Harvey, demonstrate such admirable commitment to the organisation and true passion for their work. The investment of each individual is evident and I continue to be proud to be associated with this hardworking group, and I extend my thanks to them for their motivating efforts this year.

My final thanks goes to you, WAAMH's diverse and specialist membership group. Year on year, your partnership, leadership and engagement is integral to the strides WAAMH makes in representing the sector and fulfilling its purpose as your dedicated local peak body in community mental health. Our lived experience members bring an essential authenticity to WAAMH's strategic action, and the organisations that partner with us provide invaluable expertise. Your on-going support in achieving WAAMH's vision is not just respected, but vital, and will be relied upon in the coming years to fully realise our key change priorities.

Kerry Hawkins
President



WAAMH

Western Australian Association
for Mental Health



Government of Western Australia
Mental Health Commission

Vision

Western Australian
community that
experiences mini

CHIEF EXECUTIVE OFFICER'S REPORT

Taryn Harvey

The Western Australian Association for Mental Health has made significant progress towards fulfilling the organisation's Strategic Plan, and key change priorities in 2019/20, despite the extraordinary circumstances the year brought.

In a year where so many found themselves reacting to the circumstances around them, WAAMH demonstrated a capacity to be responsive while still pressing ahead with its own priorities and quickly pivoting so as to maximise the opportunities created by the pandemic. Like most organisations, we took time in the midst of the crisis to take stock of our organisation's strategy and ensure it continued to be relevant in the COVID-19 environment.

COVID-19 and its impacts on the social determinants of mental health further affirmed the urgency of balancing our mental health system with increased investment in prevention and community support and of the importance of ensuring the human rights of those most disadvantaged.

COVID-19 has demonstrated and reinforced the existing limitations of our systems. We can now take the opportunity that this crisis has presented and build back better by grappling with those challenges, and meeting them with new solutions.

During the pandemic, WAAMH staff were transitioned to working from home and WAAMH initiated several online sector planning forums to address the challenges the pandemic presented. I am personally proud of the responsive, productive action taken by WAAMH and the way in which staff met the challenges presented by the pandemic with determination.

WAAMH experienced an increase in staff numbers during 2019/20. The new recruits were brought on board to support the growing efforts of WAAMH's Training and Sector Development team, as well as our systemic advocacy ambitions. We welcome these new additions to WAAMH and have already gained much from their diverse skill sets.

The IPS WORKS team has also grown, with the goal of increasing the support offered to sites participating in the program. The impact of COVID-19 on the national job market and simultaneously, mental health, indicates a potential need for further employment programs like IPS, so we hope to see the future of the IPS WORKS trial extended or permanently funded next year. For now, we are pleased to see the expansion of the team and the increase in its capacity to meet the needs of its many sites.

Public and sector engagement with our various mental health promotion activities in 2019/20 was exceptional, with the 2019 Western Australian Mental Health Conference and Mental Health Awards standing out as highlight events. Bringing the community together to focus on the Mental Health Week theme of 'mental health starts where we live, learn, work and play' and the conference's complimentary theme 'Strengthening our Community' created a cohesion between the sector and broader public and encouraged wide attention on how we can improve our State's mental health outcomes, from our everyday wellbeing right through to systemic transformation.

WAAMH enjoyed another year of rewarding strategic partnerships with our various members in 2019/20 across our four categories of membership. The development of a membership strategy was delayed by the pandemic but is scheduled for completion in 2021.

This will incorporate a value proposition capturing the specific benefits of connecting with WAAMH as WA's local mental health specialist

peak body. The benefit of our specific focus on Western Australia's mental health system and the accompanying understanding of the context in which our system operates, along with the strong links WAAMH maintains with government, the sector and other community service peak bodies, positions WAAMH as a dedicated, local expert in community mental health. The exceptional value of this is demonstrated across all WAAMH's core activities from the development of the sector's workforce capacity, to the promotion of mental health and wellbeing.

I would like to extend my thanks to the WAAMH Board, and its President, Kerry Hawkins, for the ongoing support of WAAMH's strategic change priorities.

Thank you to our membership group for your continued engagement, participation, and leadership in WAAMH's agenda.

My final thanks go to the WAAMH team for their work in 2019/20, and for their perseverance in challenging times to strive for change that will benefit Western Australians now and into the future.

Taryn Harvey
CEO



2019/2020

Kerry Hawkins – President: Kerry was appointed president of WAAMH in 2016 and re-elected in 2019. She has had a professional career in the private and government sectors, including with the NDIS and the WA Mental Health Commission. Her other Directorships include Emerging Minds, Mental Health Carers Australia, Community Mental Health Australia, Helping Minds and the Recovery College of WA. She is deputy co-chair of the National Mental Health Consumers and Carers Forum and a Commissioner with the National Mental Health Commission. A graduate of Boston University's Global Leadership Institute, Kerry draws on her lived experience as a family member significantly impacted by trauma and unsupported distress.

Pam Gardner – Vice President: Pam is passionate about mental health, particularly for rural and remote communities, having lived in regional Western Australia and caring for two family members. After a career teaching teenagers with intellectual disabilities, Pam knows it's vital to learn from every sector and partner with consumers, carers, and the wider community to achieve reform. Pam is experienced in project management, strategic planning, and workforce development and has degrees in education and psychology.

Emma Jarvis: Emma is CEO of Palmerston Association, a not-for-profit agency that supports individuals, families and communities affected by alcohol and other drug issues. Emma is also a Director of WANADA. Emma is experienced with governance, strategy, risk, and clinical and organisational development. Emma has 20 years' experience in the non-government, and government sectors. Emma is a graduate of the Australian Institute of Company Directors. She has a Masters in Applied Social Studies, a Post-Graduate Diploma and a Post Qualifying Award in Social Work, a bachelor's with Hons in Theology, and a Certificate IV in Coaching.

Deborah Childs: Deborah is CEO of HelpingMinds, an NFP that works alongside and supports individuals, families and carers experiencing mental health challenges. With over 25 years' leadership experience in large and small commercial enterprises Deborah brings a diverse skill set including legal, financial and communications. Deborah is a Fellow of the Australian Institute of Management and a Graduate of the Australian Institute of Company Directors. With lived experience as a mental health carer Deborah is a passionate advocate to drive the change we need.

Justine Colyer: Justine has 25 years' experience in the public, private and non-profit sectors in Australia, the UK and Europe, with much of her work supporting the needs and rights of some of the most marginalised and vulnerable people in our community. She has held senior positions in project management, strategic asset management, policy and legislation, housing, prison management, community development and suicide prevention; and board roles in housing, social services, domestic violence, and intellectual disability NFPs.

Beverley Wilson-Malcolm: For nearly two decades, Beverley Wilson-Malcolm has been engaged in social services to those homeless in WA, heading The Salvation Army's Homeless Services The Beacon with an innovative approach to case management, through the lens of health/mental health with cutting edge data in the area of mental health. She has been involved in research, innovation, program structural change and developments in approaching homelessness through the lens of health, taking Beverley into her next challenge of directing those most marginalized members of our communities through the psychosocial NDIS service pathway at Collective Hope. Beverley is strong in areas of collaboration with other stakeholders and is motivated by her passion to drive change and close the gap in the "Revolving Door".

Lorna MacGregor: Lorna MacGregor has been CEO of Lifeline WA since 2016 where the dedication and the non-judgemental compassion of the volunteer crisis supporters inspires her every day. An experienced senior executive, Lorna has had a diverse and varied career. Lorna has held senior roles in both corporate and not-for-profit organisations including, HBF, healthdirect Australia, Activ and Perth North Medicare Local.

Lorna has an MBA, is an Associate Fellow of the Australian Institute of Management (AFAM) and a Member of the Australian Institute of Company Directors (MAICD). In addition to her director role with WAAMH she is also a member of the P&N Bank Advisory Council.

Monique Williamson: Monique is CEO of Mental Illness Fellowship West Australia (MIFWA), and a member of the national organisation Mental Illness Fellowship of Australia (MIFA). Monique has a Masters in Social Change and Development, an Associate Degree in Training and Development and has over 30 years' experience in the community services sector. She has worked in both the NGO and public sectors in WA and has undertaken senior sector development roles including with the peak body National Disability Services and as an Executive Director of the Disability Service Commission. As MIFWA's CEO, Monique works alongside people and their families, staff, volunteers and the Board of Management to develop and implement supports for people experiencing mental distress/ill health.

Tara Reale: Tara has worked and volunteered in WA mental health for the past 15 years, using her lived experience of recovery to promote person-centered care and advocating for the lived experience voice to be central in the development and evaluation of mental health services, policy, and planning. Tara's unique perspective integrates her lived experience of recovery, clinical experience as a psychologist, and academic research into mental health stigma. Through her voice, research, and clinical practice Tara aspires to challenge existing social discourses in order to dispel mental health stigma and promote social inclusion and community.

Shannon Calvert: Shannon Calvert identifies as a lived experience professional and is a passionate mental health advocate, dedicated to raising awareness and representing consumers. She works as a peer mentor and consumer consultant for a local health service and is a qualified mental health trainer. Shannon sits on several committees including the Eating Disorder Mental Health Subnetwork, Consumer Carer Committee and Membership Committee of the Australia and New Zealand Academy for Eating Disorders.

Board Committees



2019/2020

To support sound governance and lived experience participation and collaboration, WAAMH's Board was supported by the following committees during 2019/20.

Finance Committee

Members: Deborah Childs (Chair), Shannon Calvert, Monique Williamson

The Finance Committee provides advice to the WAAMH Board concerning the financial strategy and compliance of the Association, including financial controls, accountability, financial reporting, and policies.

The Chief Executive Officer and Manager Corporate Services attend committee meetings in an ex officio capacity.

Mr Rod Lillis attended meetings to provide independent accountant consultation to the committee. Directors may attend meetings as observers on a regular basis. In 2019/20 the President, Kerry Hawkins, and Vice President, Pam Gardner, attended meetings regularly.

In 2019/20 the Finance Committee reviewed monthly financial reports, supported the preparation of the annual budget and oversaw further improvements to WAAMH's financial controls and accountability.

Governance Risk Remuneration and Nominations (GRRN) Committee

Members: Monique Williamson (Chair), Pam Gardner, Lorna MacGregor, Richard Oades, Shannon Calvert

The GRRN Committee support the Board in fulfilling its statutory, fiduciary and regulatory obligations, assists with Board performance, Director nomination, succession and development, oversees CEO performance and WAAMH's strategic management.

The Chief Executive Officer attends committee meetings in an ex officio capacity. Directors may attend meetings as observers on a regular basis. In 2019/20 the President, Kerry Hawkins, attended committee meetings as an observer.

Lived Experience Partnership Committee

Members: Pam Gardner (Chair), Tara Reale, Monique Williamson, Shannon Calvert

The Lived Experience Partnership Committee is focussed on developing WAAMH's practices in lived experience engagement, partnership and co-production to enable WAAMH to implement and role model best practice.

In 2019/20 the Lived Experience Partnership Committee worked with the CEO to align their work plan with WAAMH's strategic plan.

The Chief Executive Officer attended committee meetings in an ex officio capacity. Directors may attend meetings as observers on a regular basis. In 2019/20 the President, Kerry Hawkins, attended committee meetings as an observer.

WAAMH 2019/20 Board

Karry Hawkins – President

Pamela Gardner – Vice President

Deborah Childs – Finance Committee Chair, CEO HelpingMinds

Emma Jarvis – CEO, Palmerston Association

Justine Colyer – CEO, Rise Network

Lorna MacGregor – CEO, Lifeline WA

Monique Williamson – GRRN Committee Chair, CEO, Mental Illness Fellowship WA

Tara Reale – Consumer Representative

Shannon Calvert – Consumer Representative

Beverley Wilson-Malcolm – CEO, Collective Hope Community Services Ltd

Departures

Richard Oades – CEO, Pathways Southwest

Directors Attendance

Name	Meetings Attended	Meetings Possible
Kerry Hawkins	7	9
Pamela Gardner	8	9
Deborah Childs	7	9
Emma Jarvis	7	9
Justine Colyer	8	9
Lorna MacGregor	8	9
Monique Williamson	9	9
Richard Oades	6	8
Tara Reale	6	9
Beverley Wilson-Malcolm	4	9
Shannon Calvert	7	9



2019/2020

Taryn Harvey
Chief Executive Officer

Chelsea McKinney
Manager Advocacy and Sector Development

Colette Wrynn
Practice and Sector Development Manager

Nigel Barrett
Manager Corporate Services

Brooke Johns
Manager Public Relations

Shendelle Oliver
Marketing and Events Project Manager

Cassie MacDonald
IPS Manager

Roshani Shrestha
IPS Senior Support Officer

Corey Dwyer
IPS Support and Evaluation Officer

Diane Mo
IPS Support and Evaluation Officer

Kenneth Drisdale
IPS Support and Evaluation Officer

Cheryl Fernandez
IPS Administration Support Officer

Christine Hastie
Finance and Corporate Services Support Officer

Colin Penter
Project Lead

Johanna Fletcher
Training Coordinator

Kendal O'Brien
Training, Membership and Communications Officer

Lorna Lobo
Training and Administration Support

Claire Timmel
Project Officer – NDIS QSC Sector Readiness Project

Naomi Michel
Project Officer - NDIS QSC Sector Readiness Project

Sarah Quinton
Campaign Manager

Aden Kenworthy
Campaign Field Organiser

Departures

Barry Samways
Training Coordinator

Justine Kamprad
Project Support Officer – Supported accommodation services

Megan McCorry
Policy Officer - Public mental health and health promotion

Rebecca Machado
Administration Assistant

Jasmina Brankovich
Project Officer – Supported accommodation services

Amanda Kiely
Project Officer – Co-occurring capability

Yasmin Hooper
Project Officer – Lived experience collaboration



Membership



2019/2020

Full Organisational Members

360 Health + Community
Aboriginal Males Healing Centre Strong Spirit
Strong Families Strong Culture Inc
Access Housing Australia Ltd
Albany Halfway House Association
Anglicare WA
ASeTTS
Australian Red Cross
Avivo: Live Life
Cana Communities Inc
Centrecare Inc
Chizim Care Services Incorporated
ConnectGroups Support Groups Association
of WA Inc
Consumers of Mental Health WA (Inc.)
Curtin University - Mentally Healthy WA
Derbarl Yerrigan Health Service
Dismantle
Edith Cowan University Student Guild
Even Keel Bipolar Support Association Inc.
Foundation Housing Ltd
Fusion Australia Ltd
Goldfields Rehabilitation Services Inc
Grow
HelpingMinds
Homeless Healthcare
Hope Community Services
Injury Matters
Ishar Multicultural Women's Health Services
Lamp Inc
Lifeline WA
Mental Illness Fellowship of WA Incorporated
MercyCare
Mind Australia
Midway Community Care
Mission Australia
Multicultural Futures
My Place (WA)
Neami National
Northern Compassion Inc (Tenacious House)
Outcare Ltd
Pathways SouthWest Inc
PeelConnect Incorporated
Perth Inner City Youth Service
Pindari Restoration House
Pingelly Community Resource Centre Inc
Reclink Australia
Richmond Wellbeing
Rise
Ruah Community Services
Share & Care Community Service Group Inc.
Sirens of Silence Charity Inc.
South Coastal Health & Community Services
Southern Cross Care Inc
St Bartholomew's House
St John of God Outreach Services
St Vincent de Paul Society (WA) Incorporated
Tender Care
The Inner Ninja Foundation
The Salvation Army Western Australia
The Samaritans
Tuart Place
Uniting WA (formerly UnitingCare West)
Wanslea
Youth Focus Inc.
Youth Futures WA

Associate Organisational Members

Alta-1 College, Targeted Engagement Program
 City of Rockingham
 City of Stirling
 Department of Primary Industries and Regional Development
 Enable WA
 GP down south
 Healthcare
 Incite Solutions Group
 Kaizen Wellbeing Worldwide
 My Choice Supports

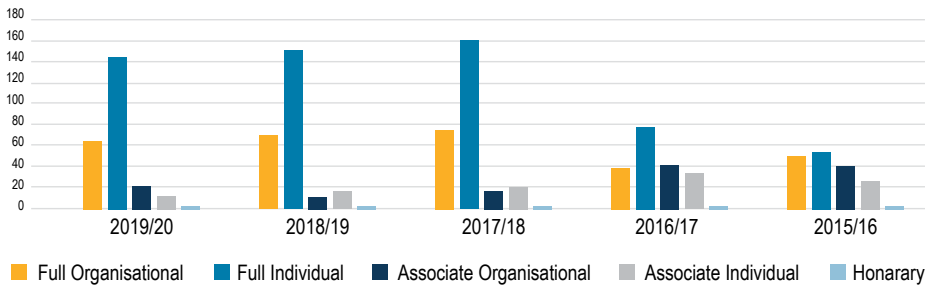
One2One
 Palmerston Association Inc
 Perth Clinic
 Perth Meditation / Mandurah Meditation
 SMR Learning t/a TrainSmart Australia
 St Jude's Mental Health Services
 The Spiers Centre
 Women's Council for Domestic and Family Violence Services Inc
 Youth Mental Health, North Metropolitan Health Service

Full Organisational	64	Associate Individual	13
Full Individual	143	Honorary	5
Associate Organisational	19		

TOTAL MEMBERS 2019/20

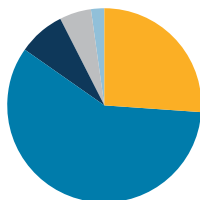
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Membership: Five-year comparison

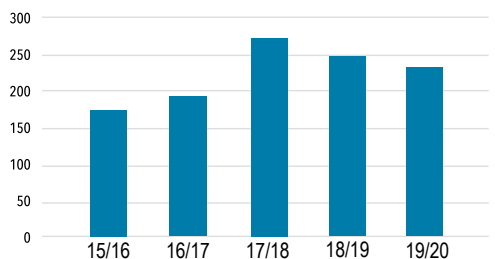


2019/20 Membership by Category

- Full Organisational
- Full Individual
- Associate Organisational
- Associate Individual
- Honorary



Total member growth: Five-year comparison





2019/2020

WAAMH's work in systemic advocacy in 2019/20 has continued to grow, in alignment with the organisation's strategic objectives.

Our work to have the Criminal Law (Mentally Impaired Accused) Act reformed, so that people with mental illness and disability who are unfit to plead can no longer be indefinitely detained continued with a joint submission with Mental Health Matters 2 and Consumers of Mental Health WA to a quality draft Bill that addressed the majority of our key asks. However, the Bill was not tabled in parliament with enough time to pass this term – the election promise made by Labor has not been met. WAAMH is determined to achieve a renewed election promise to reform the law in the first year of a new government.

Balancing the system continued to be WAAMH's top advocacy priority, through our Prevent Support Heal campaign and continuing policy, advocacy and representation across prevention, suicide prevention and community support. We provided advice and representation on the state budget, governance, procurement, homelessness and supported accommodation, workforce, youth mental health and suicide prevention, and participated in dozens of committees and working groups. Channeling WA input into federal opportunities such as the Productivity Commission has also been a key focus.

WAAMH commenced a project to highlight community support experiences of people with lived experience, and co-design some models that meet people's needs. Peer-led and peer-involved models that support people's sense of connection, belonging and safety were the major needs identified. This project, a partnership between WAAMH the University of Western Australia Centre for Social Impact and informed by lived experience advisors, will continue into next year.

WAAMH also consulted with members to prepare a report on some of the community support programs currently commissioned, raising the benefits and challenges of these programs, to inform the Commission's procurement decisions.

Our NDIS reference group was re-established this year to shine a light on psychosocial issues and facilitate the input of WA consumers, carers and providers into the scheme in WA and nationally. Members contributed to WAAMH's forums, meetings, submissions and national work through surveys and projects led by our national peaks.



Balancing the system continued to be WAAMH's top advocacy priority, through our Prevent Support Heal campaign and continuing policy, advocacy and representation across prevention, suicide prevention and community support.

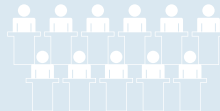


The unexpected COVID-19 pandemic led to a pivot in our work to understand the mental health impacts of COVID-19 and represent our members' needs, working closely with the Commission to inform strategic and urgent reforms, and advocating to government for mental health to be high on the recovery agenda. Members informed all this work through 5 sector forums focused on scenario planning and lessons learnt, with comprehensive reports available on WAAMH's website. Advocacy on COVID continues as the Government rolls out its recovery agenda.

WAAMH has strengthened engagement with Aboriginal community and organisations with a partnership with Aboriginal Health Council of Western Australia at the WA Mental Health Conference to promote their model of care and to work in partnership to advocate for Aboriginal leadership in suicide prevention and social and emotional wellbeing programs. WAAMH supported community advocacy through the Waakalmoort Kaadadjiny (Rainbow Serpent Family Dreaming) Festival and continued our deep commitment to the Looking Forward Moving Forward Project, including ongoing engagement with our Elders in Residence .

Systemic Advocacy Snapshot

11 SECTOR FORUMS, CONSULTATIONS
& SPECIAL EVENT PROGRAMS



9 SUBMISSIONS
& REPORTS



20 INSTANCES OF
MEDIA COVERAGE

REPRESENTED ON
34 COMMITTEES &
WORKING GROUPS

INCREASED INPUT BY BOTH ORGANISATIONAL
MEMBERS & PEOPLE WITH LIVED EXPERIENCE



Prevent Support Heal



2019/2020

In 2019/20, WAAMH launched its first major State Election campaign, Prevent Support Heal. Prevent Support Heal is a grassroots community-based initiative, calling on government to balance WA's mental health system by investing in community mental health supports and prevention programs.

The Ask

We are asking the major political parties to increase investment in prevention and community mental health supports, in line with the 10-year mental health plan, Better Choices, Better Lives.

The Plan says that State Government funding for prevention and community support should increase from \$50 million to more than \$334 million, annually by 2025.

The Timeline

After the launch of the campaign in March 2020, the campaign team hosted several online events to assist skill development for campaign participants around coordinating a grassroots social movement. The topics covered in these online presentations included how to tell your lived experience story, ways to engage with media, and how to secure a meeting with your local MP. The sessions were well attended and upskilled the organisations and individuals who participated in them.

Phone banking began soon after, as well as volunteer engagement, to start activating mental health service providers and WAAMH members to participate in the campaign.

Key engagement areas were identified in Kwinana, Rockingham and Mandurah and campaign sub-committees were formed in each area, to grow the movement and community awareness of the campaign.

Campaign participation as of 30 June 2020

MORE THAN **3,540**

 **ENGAGEMENTS ON FACEBOOK**

480 FACEBOOK FOLLOWERS



6 STORIES IN THE MEDIA



10 CAMPAIGN EVENTS

410 PEOPLE JOINED THE CAMPAIGN



Next Steps

Prevent Support Heal will circulate a petition for campaign supporters to sign, calling on government to increase investment into community support and prevention initiatives.

WAAMH launched its flagship Campaign Manifesto at the State Theatre on 15 September 2020, outlining the specific community support models informed by lived experience through a series of co-design workshops. These costed models and ideas will be used to advocate to the Government and stakeholders to balance our mental health system.

As the State Election in March 2021 draws nearer, engagement with stakeholders and community members will increase, to push the campaign as an election issue. MP's will be contacted, media engaged and social media will be used to keep messaging prevalent.

WAAMH's encourages all community managed mental health organisations to join and actively support Prevent Support Heal as you are a critical platform for linking people with lived experience to the campaign.

Prevent Support Heal is built on the stories of real people with lived experience of the current mental health system. These people deserve respectful, appropriate supports that support recovery, and to live a contributing life where they can remain connected to family, jobs and their community.

They deserve hope.

Claire's Story

My most recent mental health admission was at the beginning of 2017, and after presenting to an emergency department in a very vulnerable state, was admitted to Perth Clinic. The short time I spent in this emergency department was extremely traumatising, and the weeks to follow would be some of my worst. At the time, and post my inpatient admission at the Clinic, I had no idea about the community mental health services available to support me.

I had always assumed that because I was 'high functioning' – I could hold down a job, was able to study, and had a good family and friends support network, that I wouldn't be eligible for these services, as they were for people who were more unwell than me. It took me a good two years to get back on my feet after my 5 weeks as an inpatient, and I wonder now, if I had adequate supports through community mental health services, would it have taken me this long?

Looking back now, it makes me think that these types of services could have been helping me throughout my entire teenage and young adult life, had I known about them, and requested access. I began to understand the significant impact community mental health services organisations could have on the lives of those with mental health issues when I started working for one, purely by chance through an internship as part of my university studies.

The organisation I worked for gave people, just like me, hope, a sense of belonging, and supported their recovery.

Sector Development and Training



2019/2020

During 2019/2020 WAAMH focused both on consolidating our work in sector development and on pivoting to adjust to the limitations imposed by COVID-19.

Training Service Provision

Our training service provision now has a consistently strong dual emphasis on theoretical frameworks and skills development, as well as being fundamentally underpinned by clear values and attitudes that align with recovery, trauma-informed and person-centred philosophies. During the year, we were particularly excited to introduce a suite of free training courses to WAAMH member organisations.

Interactive Learning

Additionally, WAAMH has launched an innovative online interactive learning stream (ILS) as part of our training service offering. Initially as a response to COVID-19, our interactive learning sessions have proved valuable to participants who want to engage in fully interactive learning but from the comfort of their own office or home space. Our ILS sessions retain all the benefits of face-to-face training, including opportunities to engage throughout the session, small group work opportunities as well as larger group discussions.

The feedback from participants indicate the value of our ILS courses:

"I really would like to sincerely thank the facilitators for an outstanding delivery of recovery planning over the last two days. The content and delivery were outstanding."

"Your knowledge and approachability really helped make the session easy."

"I loved the break-out rooms and time to reflect and talk amongst each other."

Working in Partnership

WAAMH is committed to building partnerships with the community mental health sector and an example of this is our collaboration with Mental Illness Fellowship of WA (MIFWA) to adapt their Reaching Out training program to our ILS. We subsequently offered this as free training to the sector to support workers in remote (phone) service delivery.

Practice Approaches

A highlight of the year was WAAMH's role in bringing Peter Bullimore and Shane Hunt from the UK to conduct presentations on: Hearing Voices; Working Through Paranoia and; Childhood Trauma. The events in July 2019 were well attended with overwhelmingly positive feedback from participants.



(the most valuable thing was) the personal stories of the presenters. They were so powerful!

– Attendee, Peter Bullimore Hearing Voices event



Sector Development Projects

WAAMH worked closely with sector representatives to develop a unique online hub model that provides comprehensive support for the Community Mental Health Sector. The **Collaborative and Responsive Engagement (CARE) Hub** has been funded by Lotterywest for 12 months. It comprises 5 streams that collectively support best practice, collate, adapt and create frameworks and practice tools, provide interactive learning opportunities, facilitate improved communication across the sector and support innovative approaches to recruitment and redeployment of staff in the sector. Work is well underway in operationalising the CARE hub.

WAAMH was successful in securing funding from the Department of Communities to deliver the **National Disability Insurance Scheme Quality and Safeguard Commission (NDIS QSC) Sector Readiness Project**. Whilst the Project commenced during 2019/2020, it will mostly become operational in the next year. The project has a strong sector development focus as it supports the capacity building of Western Australian psychosocial supports service providers to operate in compliance with the NDIS Quality and Safeguards Commission (QSC) requirements.

Training Snapshot

TOTAL NUMBER OF TRAINING PARTICIPANTS **1,214**

TOTAL SEMESTER & CONTRACT COURSES  **53**

6 REGIONAL TRAINING COURSES



TOP COURSES BY ATTENDANCE

1. DE-ESCALATION SKILLS
2. SAFE PROFESSIONAL BOUNDARIES
3. CREATING RECOVERY PLANS

Mental Health Promotion



2019/2020

2019/20 was an impressive year for WAAMH's mental health promotions activities and involved hosting the annual awareness campaign Mental Health Week, coordinating the biennial Western Australian Mental Health Conference and Western Australian Mental Health Awards, and other activities including a series of free COVID-19 recovery-focussed webinars with range of presenting partners.

Mental Health Week

Mental Health Week continues to grow and in 2019/20 it featured more than 180 community events and activities across the state.

WAAMH hosted four major events during the week. A 10-day art exhibition coordinated in collaboration with the Art Mental Health Network was displayed in WAAMH's building foyer, and the opening event attracted more than 200 people. The works were created by lived experience artists, and many of their pieces were profitably sold during the exhibition.

WAAMH's annual public awareness campaign placed groups of volunteers at train stations across Perth, in Perth Airport terminals and throughout the CDB, handing out Mental Health Week packs to members of the public.

An exciting new partnership was established with fitness group, The Jungle Body, and the WACA Ground. 250 people attended a Mental Health Week mega fitness class at the WACA Ground, hosted by The Jungle Body.

The week was closed at the Perth Theatre Trust's Heath Ledger Theatre, with the annual event, Stand Up! for Comedy.

Mental Health Week 2019 Snapshot

186 COMMUNITY EVENTS 

20,000 MENTAL HEALTH WEEK
PACKS DISTRIBUTED

15 OFFICIAL  PARTNERSHIPS

67 COMMUNITY GRANTS AWARDED 

MORE THAN 7000 MENTAL HEALTH AWARENESS RIBBONS SOLD 

Western Australia Mental Health Conference

The two-day WA Mental Health Conference was hosted by WAAMH at the Hyatt Regency Perth, in November 2019. More than 500 delegates attended to join the conversation around the conference theme, "Strengthening our Community," and to connect more deeply with the sector and each other. Keynote speakers included Australian tennis champion and lived experience speaker, Jelena Dokic,

Di Wilcox, from children's mental health program, The Magic Coat, mental health policy and advocacy commentator, Sebastian Rosenberg, and lived experience speaker, Matt Ball.

Delegate feedback was clear in commending a successfully delivered event.

In alignment with the conference, WAAMH also hosted the third WA Mental Health Awards on behalf of the WA Mental Health Commission.

WA Mental Health Awards

WAAMH received in excess of 150 nominations across the eight award categories for the 2019 WA Mental Health Awards. More than 180 people attended the Pan Pacific Perth for a gala event in celebration of the shining stars of mental health in Western Australia.

WA Mental Health Awards Winners for 2019



News Media Award

Rhianna Mitchell, Seven West Media

Diversity Award

Perth Inner City Youth Service

Innovation for Change Award

presented by Lotterywest

Aboriginal Males Healing Centre

Employee Excellence Award

presented by Eric Dillon Consulting

Dr Anand Deshmukh, WA Country Health Service, Pilbara and Shivani Lala, Southern Cross Care

Prevention & Promotion Award

presented by Lifeline

Mentally Healthy WA

Education Award

Coodanup College

Mentally Healthy Workplace Award

presented by Chamber of Minerals and Energy

Macmahon Holdings

Lifepath Psychology Consumer Impact

Inspiration Award

Hayley Solich

WAAMH would like to acknowledge WA Mental Health Awards judges,

Ken Smith from The Salvation Army
Lived experience judge, Jason Nelson
Eric Dillon from Eric Dillon Consulting

Amanda Hughes, Western Australian Mental Health Commission
Taryn Harvey, WAAMH CEO

Mental Health Awareness ribbons

A new mental health promotion initiative was launched in 2019/20 by WAAMH with the introduction of the green Mental Health Awareness ribbons, designed to promote mental health and recovery awareness.

The ribbons are available for purchase on the Mental Health Week website for \$1 each and have been widely popular across Australia.



WAAMH Activities

2019/2020







2019/2020

This year saw some significant changes for the IPS WORKS team. In August 2019, Cassie MacDonald was promoted from Support and Evaluation Officer to the IPS Program Manager and Roshani Shrestha to a Senior Support and Evaluation Officer. In September 2019 Ken Dinsdale and Di Moe joined the team as Support and Evaluation Officers along with Cheryl Fernandez as Admin Support. June 2020 saw further expansion as the team welcomed Corey Dwyer to the Support and Evaluation Officer role.

COVID-19 impacts on IPS WORKS

COVID-19 has had a significant impact on the work the IPS team have been doing. Closure of state borders and lockdown phases have meant the team have been unable to undertake fidelity reviews, and the sites delivering IPS have had to reduce or in some cases cease their face-to-face community engagement and job development. IPS WORKS have worked hard to assure sites that participant care is of the utmost importance. We have been providing regular communications with tips and strategies to continue delivering IPS services. A transition to online Zoom sessions and interactive online training has seen continued engagement from the sites we are working with and a positive mindset as sites share ideas and resources.

While working from home during the pandemic, the IPS WORKS team had the opportunity to focus on updating documents, revamping the IPS WORKS website and commencing work on the filming of IPS stories and online training modules. We look forward to launching all these great initiatives.

Training and development

Due to COVID-19 the team were unable to travel to the United States to undertake IPS Leadership training, however, were lucky enough to have the IPS International Learning Centre deliver Zoom training over 4 days. This highly interactive online training program allowed the team to discuss issues related to implementation and sustainability of IPS within our area. Topics covered included strategies for IPS implementation, effective IPS training methods, IPS fidelity reviews, and outcomes-based IPS supervision. It was a great opportunity for the team to learn more from the original authors of IPS, along with creating greater relationships with the wider IPS community. The team at IPS WORKS remain the only provider to be trained by the IPS Learning Centre, delivering technical support and fidelity reviews within Australia.

IPS Youth Trial

The Department Social Services IPS Youth Trial continues to go well. KPMG mid-term evaluation shows some great results with 1558 young people referred from November 2016-February 2019. 15% identified as Aboriginal and/or Torres Strait Islander, with 28% achieving an employment outcome. 31% of participants were in receipt of a welfare payment and 25% of participants were linked with a Disability or Jobactive provider. Of the young people referred, 403 identified education as their primary goal. 136 or 34% successfully entered and completed the first semester. 1148 young people identified

employment as their primary goal and 512 or 45% successfully gained employment. The combined education and employment outcome sat at 48%.

IPS continues to outperform other employment programs and WAAMH is working hard to increase the profile, raising awareness and seeking out avenues of funding.

IPS WORKS Good News Story

Jesse is a 19-year-old young man who has been a participant of the headspace Broome Individual Placement and Support (IPS) trial since 2018.

Diagnosed as being on the ASD spectrum, experiencing bullying, social isolation and a lack of academic success Jesse found himself disengaged from his Year 11 classes at school.

Jesse was introduced to IPS at headspace by a friend who also accessed the service. Jesse spoke to his general practitioner at headspace and was referred to the IPS program. The engagement and rapport process took some time, he was unsure of his career goals and lacked motivation and self-esteem.

Working with his Vocational Specialist to meet with local employers, Jesse finally landed a role in a busy tavern, unfortunately he was let go after a few weeks. This set back provided an opportunity to focus on his strengths, gain a deeper insight into himself and what he wanted out of employment and how he saw his place in the community.

Jesse volunteered and became involved in the setup of a headspace group "System Restore" that focused on inclusiveness for those that are socially isolated and have an interest in gaming. Jesse became a leading voice in the direction of the group and by being around people with similar circumstances to his own was able to form a strong social connection in a safe environment. With the group focused on vocational skills each week, and members sharing their employment experiences, Jesse's desire to obtain meaningful paid employment was reignited. The change in focus for Jesse was increasingly noticeable to others around him.

With his renewed focus on employment and with the support of his Vocational Specialist Jesse was successful in obtaining employment with a local cleaning company. He has successfully worked there for over 6 months. Jesse continues to receive regular support from his headspace GP, intensive and individualised follow along support from his IPS Vocational Specialist and his DES case manager.

Jesse is still a key part of the System Restore gaming group and hopes to do a Youth Mental Health First Aid course to support other young people, interested in joining the gaming group. He has a supportive employer who has taken time to mentor him in life skills and train him in the various parts of the business.

Jesse's next goal is to obtain his drivers license!



2019/2020

Projects are an important way for WAAMH to progress its strategic priorities and advance mental health reform.

Projects provide a way for WAAMH to support, pilot, and test new initiatives, identify and understand sector needs and address the needs of people most disadvantaged and vulnerable in the mental health system. Projects also build and strengthen collaboration and partnerships with people with lived experience, other peak bodies, government agencies, mental health services and services for people with mental health issues.

2019/20 has seen WAAMH undertake an increased number of projects of strategic significance, reflecting our status as the specialist mental health peak and increasing recognition of our expertise.

Projects that WAAMH undertook in 2019/20

The Lived Experience Advocacy Project (LEAP) was a 12-month project funded by the Department of Finance. The project recruited and trained young people with lived experience of mental health issues to provide lived experience advice and advocacy to four youth mental health services to co- design changes in policy, practice and service delivery.

The Rural Co-Occurring Capability Development project is a 2 year collaborative partnership with the WA Network of Alcohol and Other Drug Agencies (WANADA) to undertake a supported self-assessment and build the capabilities of fourteen (14) rural mental health and drug and alcohol services in seven rural regions to work with people with co-occurring mental health and drug and alcohol issues.

The Project is reviewing the effectiveness of two instruments, the DDCMHT and DDCAT for community mental health and AOD services, respectively. The project will identify sector development needs around working with people with co-occurring mental health and AOD issues in rural and remote areas.

The 7 mental health services involved are:

- Boab Health Services (Kimberley)
- Mission Australia (Pilbara)
- Headspace mid-west - Youth Focus (Midwest)
- NEAMI Step Up Step Down (Albany)
- Northam Share and Care (Wheatbelt)
- South West Aboriginal Medical Service (South West)
- Bay of Island Community Outreach Service (Goldfields- Esperance)

WAAMH undertook **2 projects for the Mental Health Commission on supported accommodation services**. The first, a review of the Supportive Landlord component of the Independent Living Program highlights consumer perspectives and opportunities to enhance the program. The second project, which is yet to be finalised, reviewed referral pathways in the mental health supported accommodation system and developed a referral framework and pathways for Mental Health Commission funded supported accommodation programs. Three separate reports were provided to the Commission, including a detailed report on the experience of carers and consumers in the mental health supported accommodation system.

The Development of a State-wide Model of Care for People with Personality Disorders is a 12-month collaborative partnership between WAAMH, the Mental Health Network and the Personality Disorders Subnetwork to co-design an evidence-based model of care for people with personality disorders. The Project is funded by the Mental Health Commission and the final report will be completed in October 2020.

In conjunction with WACOSS and the Peaks Forum, WAAMH undertook the **development of a Framework to provide guidance and support for a strategic response trauma informed responses by the community services sector**.

During 2019/20 WAAMH began planning the **Mental Health in Community Sport** project, which is a partnership between Sport West, WAAMH, the Mental Health Commission and Healthway, to develop a guiding framework to support and strengthen quality practice in mental health and wellbeing prevention and promotion initiatives in community sporting contexts in Western Australia. The project is a response to the growing recognition of the role community sport can and does play in promoting mental health wellbeing. The project will run until May 2021.

WAAMH staff also contributed to and participated in projects run by other agencies in 2019/20.

Consumer & Carer Report Mental Health Supported Accommodation Snapshot

138 CONSUMERS PARTICIPATED IN REPORT

53 CARERS PARTICIPATED IN REPORT

 **25% OF CONSUMER REPORT PARTICIPANTS UNABLE TO ACCESS MENTAL HEALTH ACCOMMODATION PROGRAMS**

“ Accessing [the service] gave me the chance to rediscover hope and pick up the pieces of my life. These services need to be more widespread. ”
– (Consumer)

Financial Overview



2019/2020

WAAMH Financial Overview

WAAMH has positively navigated what has been a challenging year with the COVID-19 pandemic. 2019/2020 saw an increase in project work supporting the sector, and while financially impacted by training restrictions WAAMH was eligible for COVID-19 government support.

Income

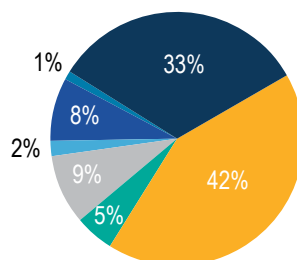
WAAMH has strengthened its income diversity during 2019/2020 with well-funded projects supporting Sector Development, Capacity Building, Systemic Advocacy and Mental Health Promotion. These make up 42% of total income and are in addition to WAAMH's core service agreement with the Mental Health Commission.

Events and Activities income increased as WAAMH delivered the WA Mental Health Conference and WA Mental Health Awards.

While COVID-19 restrictions caused a significant drop in Training income, WAAMH was able to adapt and continue to support the sector with non-face-to-face training and sector development, partly funded by government support including the ATO Cash Flow Subsidy and additional Mental Health Commission funding. WAAMH was eligible for \$214,750 of ATO Cash Flow subsidies and Jobkeeper payments.

2019/2020 Income by account group

- Service agreements
- Non-recurrent grants
- Training & program fees
- Events & activities
- Membership fees
- Funds from ATO
- Other income



Income by account group	19-20	18-19
Service agreements	\$907,019	\$893,878
Non-recurrent grants	\$1,181,791	\$500,181
Training & program fees	\$141,594	\$312,921
Events & activities	\$240,608	\$77,928
Membership fees	\$63,117	\$61,599
Funds from ATO	\$214,750	-
Other income	\$24,539	\$26,170
Total income	\$2,773,418	\$1,872,677

Expenditure

WAAMH's 2019/2020 expenditure is linked and guided by its existing contracts including Mental Health Commission service agreements, active grants and direct training & event requirements.

While Systemic Advocacy and Sector Development expenditure has significantly increased, WAAMH's primary service agreement with the Mental Health Commission and associated expenditure has remained steady. The increases are attributed to additional project work, with some funded by the Mental Health Commission. The WA Mental Health Conference in 2019 was also an influence on these expenditure increases.

As COVID-19 restrictions caused WAAMH's face to face training to be cancelled, direct training expenditure also fell. Alternative workforce development strategies were developed and commenced in 2020, including online training (Interactive Learning Stream) and free public webinars.

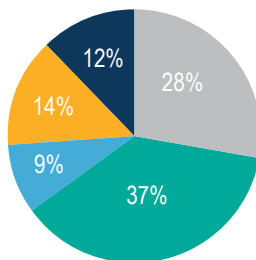
A slight increase in Mental Health Promotion expenditure from last year was attributed to some additional funding to support general community Mental Health Awareness in response to COVID-19.

Strong governance and effective operations remain a priority for WAAMH. Though there was a significant increase in expenditure these governance and general operations functions were maintained at 12% of WAAMH's expenditure.

WAAMH is in a strong financial position moving into 2020/2021 with solid primary funding and a number of funded priority projects to support the community mental health sector in WA.

2019/2020 Expenditure by activity

- Systemic advocacy
- Sector capacity building
- Workforce development & training
- Mental health promotion
- General operations & governance



Expenditure by activity	19-20	18-19
Systemic advocacy	\$762,447	\$315,332
Sector capacity building	\$1,021,404	\$583,491
Workforce development & training	\$244,488	\$427,181
Mental health promotion	\$380,329	\$363,818
General operations & governance	\$314,122	\$238,736
	\$2,722,790	\$1,928,558

Strong and thriving mental health community

At the Western Australian Association for Mental Health we work to support and enable recovery in people affected by mental health concerns, through the development and representation of community mental health service providers, and by our direct engagement in understanding the experiences of people living with mental health challenges in WA.

We work to influence policy and funding decisions that will help create a strong and sustainable range of community mental health services, to provide contemporary, individualised, and responsive support for people across the breadth of our State.



Membership

Join a network that influences mental health priorities and community attitudes.



Service directory

Find a community mental health service in your area.



Support us

Corporate partnerships, sponsorship, donations, bequests and volunteering.



WAAMH

Western Australian Association
for Mental Health



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