



# Lamp Inc. Annual Report 2023

**Lamp Inc.**

---

226 Bussell Highway, West Busselton WA 6280

Email: [admin@lampinc.org.au](mailto:admin@lampinc.org.au) Tel: 08 9754 1834

Website: <https://www.lampinc.org.au>



# TABLE OF CONTENTS

LAMP INC. MISSION STATEMENT _____	3
PATRONS OF LAMP INC. _____	4
ABOUT LAMP _____	5
CHAIRPERSON'S REPORT _____	6
TREASURER'S REPORT _____	7
CEO'S REPORT _____	10
AREA MANAGER'S REPORT _____	11
NDIS REPORT _____	12
DAY 2 DAY (D2D) LIVING REPORT _____	13
PHOTOS & EVENTS – DAY2DAY _____	15
SUPPORT COORDINATION REPORT _____	16
CPSP REPORT _____	17
FAMILY & CARERS REPORT _____	18
PHOTOS & EVENTS – YOUTH & CARERS _____	20
PHOTOS & EVENTS – YOUTH & CARERS _____	21
HOUSING SUPPORT / NPAH PROGRAM REPORT _____	22
INDEPENDENT LIVING PROGRAM _____	24
LAMP INC. ORGANISATIONAL STRUCTURE _____	25
SUPPORT COORDINATION ORGANISATIONAL STRUCTURE _____	26
SPONSORS & CONTRIBUTORS ACKNOWLEDGEMENT _____	27

# LAMP INC. MISSION STATEMENT

To promote the social well-being, dignity and personal independence of people with mental illnesses, their families and communities in the rural regions of the Lower South West of Western Australia.

~

To contribute to an increased understanding and acceptance of mental illness in the community.

~

To be part of a persons' recovery, education, and inclusion for life.

# PATRONS OF LAMP INC.

## Lamp Inc. Patrons

Rose Harrington & Adele Farina



# ABOUT LAMP

Current statistics show at least 1 in 4 Australians will suffer from some form of mental illness during their life. Mental illness has no boundaries, it can affect any age, gender, culture or social level within a society. In most cases it does not only affect the individual but has a significant impact on the lives of their families, friends and those around them.

Lamp Incorporated commenced operation as a social Carers and Consumers Group in August 1996. The aim of the group was for consumers and carers to support each other in order to overcome some of the many challenges they faced when dealing with mental illness. By the latter part of 1996 the group had grown substantially, Office Bearers were elected, support funding for initial expansion and training was sought and provided by the Geographe Training Centre and the Lotteries Commission.

January 1997 saw the organisation gain 'incorporation' status and secure funding from the then Mental Health Department to employ a part time Support Worker. Since then, Lamp has experienced a steady expansion in its services and support programs.

Lamp currently runs several support services funded and supported by: Mental Health Commission WA, Dept of Communities, Dept of Child Protection, Chorus (formerly Community First International), National Disabilities Insurance Scheme (NDIS), Centrecare, Local Community Businesses and Community Members.

Our services include:

- One-on-one individual support, involving daily living skills such as; shopping, budgeting, personal care, home care and advocacy.
- A client referral service to appropriate alternative service providers in the community. Example may be DSC, FACS or local Counselling Services.
- Assistance with job search and employment placements for clients.
- Weekly recreational activities. These are held at Lamp HQ at 226 Bussell Highway, and at various venues in the region, including social gatherings, arts and craft groups, swimming, walking, golf, archery and day trips to the beaches, museums and other places of interest are all part of the program.
- Living Skills Program assisting clients with day-to-day practical activities such as cooking, computer skills and budgeting.
- Carer's Program which commenced in 2002 servicing carers in remote and rural areas throughout the South West, providing support services in the form of workshops and counselling as well as advocacy services and community education.
- Volunteer Program launched 2001 which encourages volunteers to participate in activities such as fundraising, Op Shop, DSW assistance and leisure activities with clients.
- Centre based services—Drop in & structured activity e.g. Workbench & Psycho-social Activity Centre.
- Carer Respite Service and group support sessions.
- Housing and accommodation through the National Partnership Agreement, working with the homeless or people at risk of being homeless and assisting with the linkages into the Community. This is ideal for clients seeking accommodation for independent living.
- Youth Mental Health Outreach in schools support services, drop-in centre and Bus.
- Homeless counselling services and community research projects.
- Individualised Support Services - (Registered NDIS provider) and Support Co-ordination

# CHAIRPERSON'S REPORT

Welcome to the LAMP AGM.

To start off, I'd like to thank each and every member of our Lamp staff, those generous volunteers who give up so much of their own time and all the carers, families and supporters who come together to play their essential part in helping Lamp's participants to enjoy a better life.

Each year, in communities throughout the South West, Lamp assists about 1,000 people experiencing mental health concerns to manage and live a life that is relatively independent. Without the help of Lamp they may not have this opportunity that every member of our community should have. Lamp aims to make a positive and uplifting difference in its participants' lives ... and that is why I am proud to be the Lamp Board chairperson. I would personally like to thank my fellow Board members for their contribution towards the ongoing development and growth of the organisation. The Board has the responsibility, among other requirements, of making sure all the funding that makes Lamp possible, is managed in the right and appropriate way. This governance and stewardship is the key to the organisation's continued success and positive outcomes to our community. I am very confident in saying that Lamp has a strong and dedicated Board.

There is a special guest here today, our long-standing treasurer, Julie Dixon, who recently resigned. Julie, as the Board's treasurer, a volunteer role that, as a busy accountant with many years' experience and a full workload in her own business, provided her expertise and advice whenever the Board, and Lamp needed it. Julie was also involved in the Op Shop, fundraising, administration advice and many other ways. Thank you, Julie, for everything 'your over and way beyond' dedication and all that you have done for Lamp.

A service organisation like Lamp needs the help of generous members of our local community. I would like to thank all of Lamp's supporters and those organisations and people who donated to our organisation during the financial year. Generous donations this year have once again been received via the Black Dog Ride, the Triple M Golf Day, many local businesses and corporate entities including Rio Tinto and Bendigo Bank.

After many years of staffing the gate at the annual summer Busselton Trotting Carnival, the Board have recently taken the difficult decision to allocate scarce staff and volunteer resources to other fund-raising events. The Board wishes the Busselton Trotting Association every success in the future and congratulates them on their achievements. Special thanks to staff and volunteers and their families who ventured out in the somewhat 'Melburnian' weather of Busselton summer nights.

Lamp operates under the structure of a Strategic Plan. As our current strategic plan is scheduled to end in September 2023, we now have an opportunity to revisit and further develop our aims for the future. There will be consultation with a range of stakeholders about their views. The Board continues to see growth opportunities ahead for Lamp and build on the successes of our NDIS and Support Coordination as well as services funded through the Mental Health Commission. The Board would also like to support further development of Lamp's MH Housing Program and if possible, acquire additional accommodation for individuals with mental health concerns exiting the Acute Psychiatric Unit and local hospitals.

With your help and continued support, I anticipate that in 23/24 Lamp will again experience another year of success and growth. As this occurs, I look forward to Lamp continuing to make a vital and positive difference to people living with mental health concerns within the community.

Sarah Lotze  
Chairperson

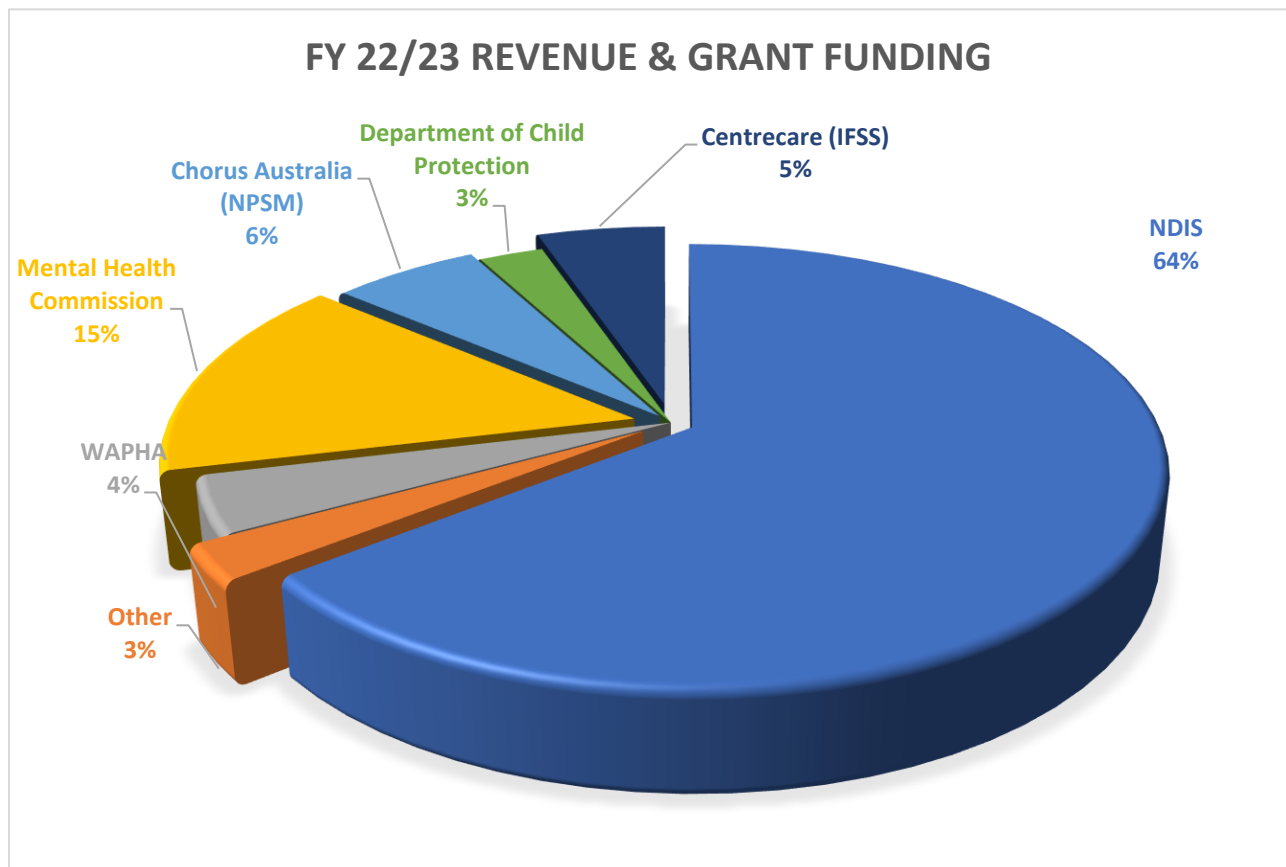
# TREASURER'S REPORT

Our organisation continues to grow sustainably and deliver more services to the community. The (FY) 22/23 audit indicated that Lamp Inc's activities resulted in a surplus of \$ 159,741. This outcome was achieved with the help of three enhanced or new programs, these being Early Intervention & Family Support Services (through Centrecare), MHC Day to Day Group Activities and MHC Housing.

Last year, Lamp's surplus was \$233,292 however this was re stated by the auditors during the (FY) 22/23 audit to be \$353,793. This change was for accounting purposes only and has had no impact on Lamp's real savings. The reason for the change was Lamp's management decision to move to accrual accounting after many years of operating on a cash basis. Accrual accounting provides more accurate information over various time periods and allows for better budgeting and financial decision making.

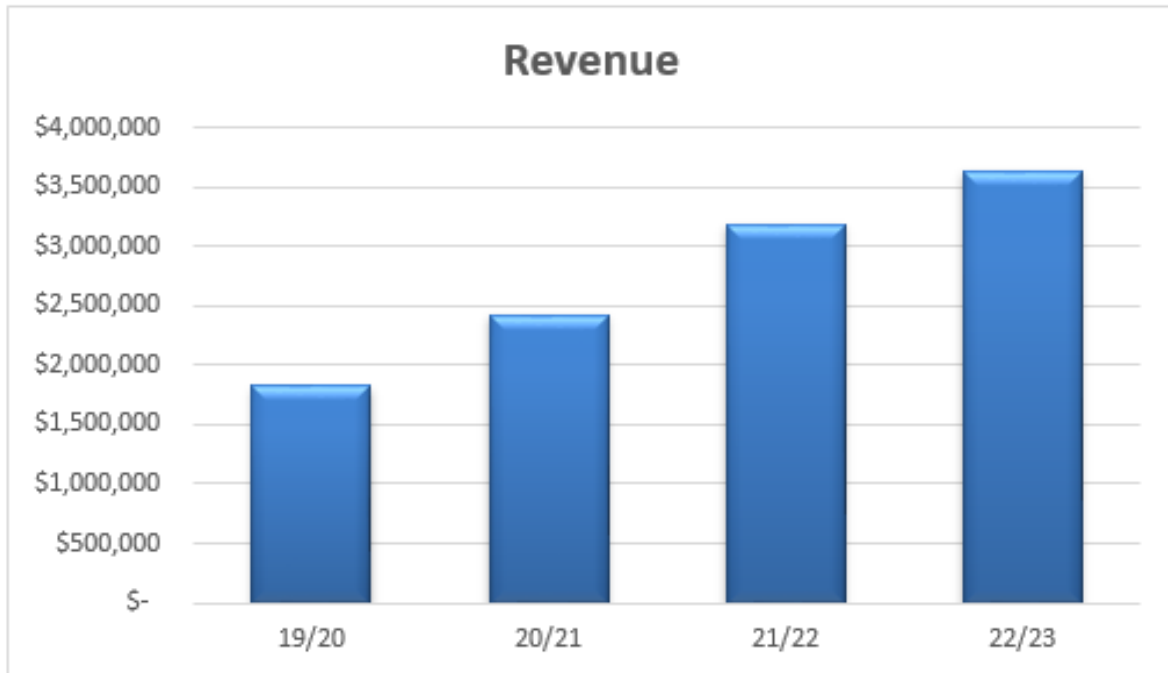
The (FY) 22/23 surplus was made possible by several factors. These included the additional funding from the programs noted above, the continuation of previously funded programs from (FY) 21/22 and growth in the delivery of NDIS services. Growth in these services resulted in NDIS revenue rising from \$ 2,211,801 in (FY) 21/22 to \$ 2,338,626 in (FY) 22/23, a modest increase of 5.73% compared to 45% between (FY) 20/21 and (FY) 21/22. Lamp's total revenue increased by \$445,896 (14%) in (FY) 22/23. The pie chart below (see Fig. 1) indicates the source of our revenue and grant funding. The chart shows that for (FY) 22/23 NDIS services accounted for 64% of our overall funding. This compares with 69% in (FY) 21/22 and 51% in (FY) 20/21. The next biggest source of income for Lamp remains the Mental Health Commission at 15% (13% in (FY) 21/22 and 17% in (FY) 20/21).

Fig. 1



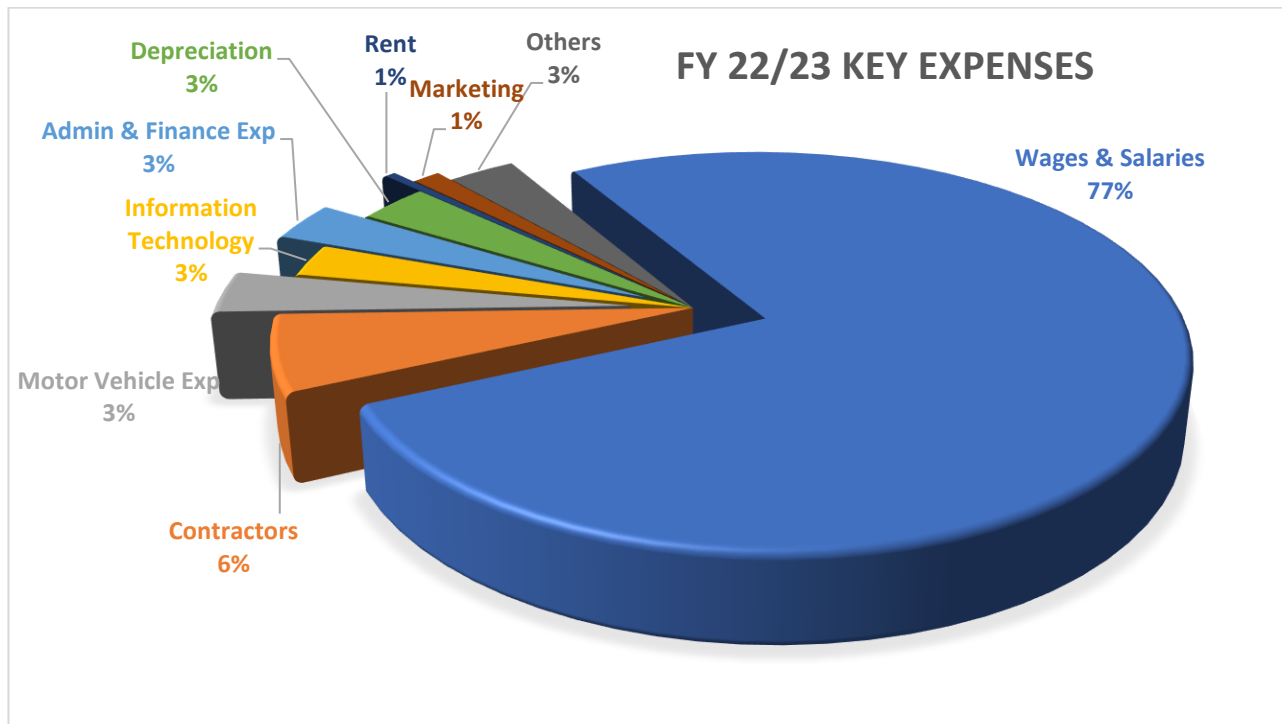
Although income increased during (FY) 22/23 (see Fig. 2), total expenses increased by 18.8% leading to a reduction in surplus between (FY) 21/22 and (FY) 22/23. Key factors in this result included depreciation associated with new assets and some extra ordinary expenses such as greater than budgeted auditing fees.

Fig. 2



As expected, staff wages and salaries continue to comprise the biggest proportion of annual total expenses. (see Fig. 3 below). At 77% of total expenses, the wages and salaries expense in (FY) 22/23 is 2% lower than (FY) 21/22's result of 79%

Fig. 3





Lamp's (FY) 22/23 wage expense (including contractors) increased by \$336,859, an increase of 14% compared to (FY) 21/22. However, when expressed as a fraction of total revenue/grant funding, wages related expenses (including superannuation) remained stable at 74%. The consistency of this ratio between (FY) 21/22 and (FY) 22/23 suggests wage expenses are remaining sustainable as the organisation continues to grow.

Fig. 4



#### Friends of Lamp Report

The Friends of Lamp result for the financial year was positive with a total of \$46,739 in donations and fundraising activities being received. This led to the generation of a net surplus of \$53,147 for the (FY) 22/23 financial year, an increase of \$12,802 over the (FY) 21/22 result. The Triple M Golf Day was Lamp's major fund-raising event during the year returning a surplus of \$11,292. The event is anticipated to be even more successful in (FY) 23/24 and is scheduled to take place this year on 1 December 2023.

Mark Sargent

Treasurer

# CEO'S REPORT

Lamp Inc. has continued to grow significantly during the financial year and expand its participant services. Organisational success has been achieved even though the 22/23 year presented several challenges that tested the resilience and flexibility of the organisation.

Key successes for Lamp included winning of a new tender (MHC D2D programme), renewal of others (Youth, Family and Carer Programs) and extension of existing contracts (MHC Independent Living Program). These successes occurred following participation in highly competitive tender processes and resulted in contract security for up to four years into the future. Successful renewal (Early Intervention Family Support) and extension of sub contract partnerships (National Psychosocial Support Measure) also occurred as did renewal of Lamp's registration as a provider of services that fully satisfy the National Mental Health Standards. Another key success for the organisation was gaining of additional funding for Lamp's Housing programme. After more than 4 years of Lamp lobbying and advocating with politicians and government departments, the Mental Health Commission has committed to provide additional funds to the programme. The extra funding has allowed for doubling of the staff time available to deliver participant services. I'd like to thank Ms Libby Mettam MLA and Ms Amber-Jade Sanderson MLA for their support in securing this funding.

NDIS and Support Coordination services also expanded during the year. This occurred through delivery of additional hours of support to participants and recruitment of additional staff. At one point during the year support coordination services were successfully being delivered to participants located in Tasmania. This trial of interstate service delivery has provided an operational foundation for Lamp to further expand its future support coordination services into localities well beyond Busselton.

Challenges encountered during the year have included needing to adapt and respond to turnover of staff in key Commonwealth funded programmes as well as enhance organisational cultural awareness. Both matters have been addressed and provided valuable experience for the organisation to learn from.

Another challenge for the organisation as it continued to grow during the year was that of accommodation and staff amenity - not least of which were parking facilities. Fortunately, during the early part of this financial year an opportunity arose to purchase the property at 224 Bussell Hwy. This property is located immediately adjacent to Lamp's present offices at 226 Bussell Hwy. With the assistance of donations to Lamp, the purchase was able to proceed. Benefits of the purchase include provision of space for re-location of staff nearby to Lamp's current premises and continued expansion of Lamp's operations. For staff, the new property has brought opportunities to enjoy alternative lunch break facilities, extra vehicle parking options and more comfortable office space. I wish to extend my sincerest thanks and congratulations to the Board and all those who helped Lamp and its' participants achieve success during the 22/23 financial year.

The ongoing contribution of a team comprised of the Board, staff, participants, carers and volunteers together with the financial and practical support of the local community have been key to the success and achievements of Lamp during the last year.

I look forward to Lamp Inc. enjoying another successful year throughout 2023/24.

Graham Hope  
CEO

# AREA MANAGER'S REPORT

2023 can be characterised as a year of change and growth for Lamp Inc., as an organisation, and within the community.

I'm excited to report on Lamp's success in securing an ongoing contract to deliver group based mental health services funded by the Mental Health Commission. This funding allows the ongoing provision of Lamp's Day-2-Day program through until June 2027. With this funding comes an increase in the number of days that Day-2-Day participants can access the service (now every day of the working week plus Saturday mornings!) and re-commencement of the workbench program, after several months of no service delivery. Thank you, Danny, for all that you've done in re-establishing Workbench, and growing it into an energized and creative program with consistent participation numbers. Support from the Mental Health Commission however did not stop there. The Commission graciously granted additional funding to appoint a 0.5 FTE, allowing Lamp to re-establish its Housing Support Program and run it on a full-time basis.

Another of Lamp's programs, Stronger Together concluded during the year. However, Lamp in conjunction with our partner agencies (Centrecare & Wungening), were invited by the Department of Communities to transition into a regional pilot project to replace Stronger Together. Roll out of this new Early Intervention & Family Support (EIFS) program is now in progress. This pilot brings three programs to the Southwest, working to keep children safe at home and supporting the re-unification of families, where the Department of Child Protection & Family Services are involved.

Despite this noted success with new contracts, Lamp subsequently experienced challenges that I'm sure echo throughout the community services sector. Recruitment. With the Day-2-Day program requiring four new staff, employment of two staff within the EIFS program, the departure of long-term staff, and the continued expansion of the Support Coordination & NDIS support teams, Lamp has had the pleasure of welcoming many new faces to the organisation. I'm sure I speak for all of the managers and staff involved with these processes, in saying that we're looking forward to a steadier period of growth over the coming year.

Throughout all the above, Lamp was able to successfully navigate a re-assessment against the National Standards of Mental Health. I'm happy to report that Lamp successfully received re-certification against these standards and an audit report that spoke highly of the quality of the support, that Lamp delivers to the community. Thank you to every staff member and participant, who engaged in this process and contributed to the successful outcome achieved by Lamp.

Moving onto the year ahead, new challenges present themselves as opportunities for improvement and further development for Lamp. Whilst it represents a scary, and uncertain time, I'm sure many of staff are looking forward to the roll-out of a new client management system that will integrate key IT programs into one system, instead of two as current. Thorough planning is being undertaken by each program, to ensure there are minimal interruptions to service delivery throughout this time.

Lamp is excited to hold its third annual charity golf day, in partnership with Triple M and Southern Cross Austereo. Each year Lamp's relationship with these partners grows stronger and more fruitful whilst enabling strong community connections to be solidified. The event is recognised as one of the largest charity golf days in the Southwest and this is something that Lamp is proud to be a part of. We hope the event continues to contribute towards changing the paradigms that surround mental health, and mental health support access.

Thank you to every staff member, who has been a part of the journey of the last 12 months. It continues to be a pleasure to work alongside you all, and it's something I continue to look forward to for the next 12 months.

Jesse Malseed

Area Program Manager

# NDIS REPORT

Lamp NDIS Program has now settled into the office at 224 Bussell Highway and is continuing to expand its capacity to support even more participants. The program continues to offer one-on-one support, centre-based supports, gardening, and cleaning. The areas of Busselton, Dunsborough, Margaret River, Capel, Bunbury, and Harvey are now seeing the Lamp support team firmly established there.

It has been wonderful to welcome new participants whilst maintaining a great level of support for our existing participants and a focus for all on recovery within the NDIS framework. As always, this focus includes enabling participants to achieve their ongoing individual goals.

We also welcome new staff in all programs including support workers, office staff, contractors, and Day-to Day staff. We have seen the centre-based Day-to-Day program in Bunbury begin in April this year - this service is currently solely for NDIS participants in the Bunbury area. Holly, who was previously a NDIS support worker, is now our Day-to-Day Program Facilitator and is a great addition to the Day-to-Day team.

In Busselton, the NDIS participants now have a choice of additional Day-to-Day program activities, delivered each weekday and some Saturdays. These group activities, provide opportunities for new participants who may have previously only received one-on-one support, to enter the Day- to-Day program.

In Bridgetown we have also benefited from the Day-to-Day program re-opening and new NDIS participants being able to receive supports locally.

Thanks to Jesse and Kerry, Lamp passed the NDIS audit with flying colours. A thank you to all those in an administrative capacity that keep things running smoothly behind the scenes. It is important to once again also thank the whole NDIS Team for their quality of service and adherence to the NDIS guidelines. This was a major contribution to the success of the audit and plays a very important part in successful delivery of services to participants.

We regularly receive feedback from our participants about the positive impact the supports they receive are having on their day-to-day life. We would like to thank our participants for choosing Lamp and allowing us an opportunity to enter their lives. Our aim is to make a positive difference and support you to find greater independence and an improved quality of life.

We look forward to another positive year of growth ahead and delivery of a great personalised experience for our participants in partnership with NDIS staff.

Jo Yates

NDIS Program Manager

# DAY 2 DAY (D2D) LIVING REPORT

I would like to begin by saying thank you to all the Lamp staff and D2D participants for welcoming me and making my transition into my new role such a positive one. I have been amazed by how the participants have such a strong connection to each other and staff and how they support each other with so much empathy and respect. I am privileged to work with such a great bunch of people.

I also appreciate the opportunity to apply my Community Development training within an organisation that truly respects the participants having a say into decisions that affect them such as what activities the D2D program will run. I have found that new participants coming into D2D feel welcome and included and ultimately develop a sense of belonging and purpose as they share their skills and ideas with the rest of the group. It is very rewarding to discover the various talents and knowledge that participants have when integrating into new activities such as choir, cooking and gardening.

It has been an exciting time to come on board with the new expansion of D2D and fantastic to see new programs take shape. I have been able to take what I have learnt from working within the successful model of Busselton D2D into establishing the Bunbury and Bridgetown programs and we are starting to see positive results as new friendships are formed.

At D2D we recognize the value of connection, especially in an age where loneliness and isolation is reaching an all-time high. D2D is a place where participants can “find their people” in a safe and supported environment while enjoying activities that distract and relieve from intrusive thoughts or negative feelings. Each day at Lamp brings new adventures, challenges and rewards that create positive experiences and offer hope for more positive experiences ahead.

D2D's current programs include the following:

**Community Choir** - Lamp community choir is a three-hour workshop focusing on singing techniques including breath control, pitch and tone, learning to sing harmonies and working with a group to create a song at performance level to contribute to community events. There is also time included to work on rhythm using Djembes and guitar for those interested in learning the guitar part to the song.

**Peer Support** - A Peer Support Group has been set up in response to a request from millennials in their 20's and 30's living with a mental health condition to meet and connect, participate in an enjoyable activity and share information around different resources and services that have helped them with their own mental health journey. One participant commented that it is good to be in a social environment where she can freely talk about subjects around mental health that may otherwise be considered too awkward to discuss.

**General Support** - D2D's biggest group meets on Tuesdays. The program involves 4 hours of various activities based on ideas that the participants have expressed interest in doing such as cooking, art, craft, board games or a café outing. This term we have had different Lamp staff come in and share their knowledge and skills with the group and it has been a lovely way to get to know the staff better.

**Cooking** - A new program set up to educate around making basic healthy meals and providing lunches for the D2D participants to enjoy each day.

**Work Shed** - The Work Shed program offers participants opportunities to acquire and use trade skills in a supportive and safe learning environment. Projects are selected by participants and include wood and metal work activities. Recent projects have included table restoration and bench construction.

**Music with Manfred** - An uplifting collaboration of instruments and singing with Manfred at Margaret River.

Community Gardening - A new program for those interested in learning new skills around gardening, getting access to fresh nutritious produce and contributing to the community through working with the Shire rehabilitation project at the Wonnerup foreshore.

Student Contributions - Over the last 4 months we have had 4 student placements. Cherry (cooking photo) and Nicole both doing their Cert 3 in Community Services, have completed their work placement at D2D. We currently have Jo doing her Masters in Social Work who joins D2D every Monday and Dianne completing her Diploma in Mental Health joins us on a Friday. The participants have enjoyed the experience of the students getting alongside them, joining in the activities, and learning more about living with mental health conditions.

The D2D team is looking forward to a positive year ahead, full of engaging and interesting activities and social opportunities. New participants are welcome and are invited to contact me to discuss their eligibility and preferences.

Holly Mickel

Day2Day Facilitator

# PHOTOS & EVENTS – DAY2DAY

Day2Day at Work (and play)...



Enjoying the Cooking Lesson



Relaxing in Room 226



Wonnerup Foreshore Collaborative Project



Indonesian Cooking



Margaret River Music Group

# SUPPORT COORDINATION REPORT

Many changes have occurred within the Support Coordination team during the past year. One of these changes has been an expansion of the team's regional scope. This has resulted in us now having team members based in Bunbury 4 days per week and providing Support Coordination and Psychosocial Recovery Coaching services to Bunbury, Harvey and Collie. We have had several staff changes over the last year with new staff members starting and other staff members leaving. However, with all this disruption the team were still able to go above and beyond to ensure we still delivered a high standard of service to our participants.

The Support Coordination team, whilst at times being understaffed, have still been able to continuously achieve our key performance indicators (KPI) targets on a frequent basis. During the last year we received 49 new referrals, however due to the ongoing staff changes we spent most of the year at capacity, though every effort was made to engage with the new referrals. As a team we aimed to keep waitlists to a minimum to ensure people could access their supports as soon as possible.

Over the year we said goodbye to Jayden G, Jayden S, Naomi, Wesley, Tasha and Rachelle. We also welcomed Hollie, Isaak, Max, Natalie, Brita, Alicia and Zoey to the team. A big thank you is deserved for the whole team - Vanessa, Hollie, Max, Isaak, Brita, Alicia, Natalie and Zoey for their commitment, diligence and team effort. This does not go unnoticed.

Your active contribution to being part of the team and providing support to each other makes this a great team of wonderful people.

I am looking forward to another year of working together and to continue the ongoing development of the program.

Tanya Ostigh

Support Coordination Team Leader



# CPSP REPORT

The **Commonwealth Psychosocial Support Program** is currently supported through funding received from Chorus. The program aims at assisting those with significant mental health conditions and impairments to access the supports they may need to participate in their community. These supports can include interactions with Services Australia (Centrelink), Dept of Communities - Housing and NDIS (National Disability Insurance Scheme). Referrals are regularly received from medical and allied health professionals to this program, commonly for those that have previously tried to apply for supports and had their applications declined.

Over the past year, program participants achieved much success. This success included for example; approval of NDIS eligibility applications for 8 participants who received program support through to plan development and implementation stages. Applications were also successful for 8 participants seeking approval to access the Disability Support Pension. The program supported these individuals in several ways throughout the application process including by providing personal support during interviews and attendance at Service Australia offices. Other supports provided by the program to participants during the year included assistance with development of key networks that can provide support in the longer term and enable building of individual capacity. Long term networks also compliment mental health services and resources for individuals, carers and families.

I am given substantial autonomy to provide assistance to individual participants that I work with throughout the South West and Warren-Blackwood regions. Services I offer include advocacy, supported engagement with services and providers, and support in participant's day to day activities. Many participants have had difficult or poor interactions in their community, but with support, they have engaged more positively with services.

The Lamp Inc 'family' provides me with a safe and encouraging environment in which to work, and I appreciate the ongoing development and encouragement I am provided. Being able to discuss and manage aspects of the role (which can become overwhelming at times) with my supervisor, and other staff members is particularly beneficial. Thank you all for trusting my judgement and abilities, and I hope to be able to continue to provide this service into the future.

Sincere thanks to the Board, CEO and Lamp Members for supporting meaningful programs within our communities.

Kylie Hodges

Psychosocial Support Coordinator

# FAMILY & CARERS REPORT

## Youth, Youth Indigenous and Family Programs

Lamp's Youth, Youth Indigenous Family Support (YIFS) and Carers programs continue to make a positive impact for youth and those caring for others in the southwest.

The three programs started the year off with a Nannup family fun day. It was a great day and a big thank you to Thelma Charnstorm and her grandson Ashton for volunteering for the day- what a great turn out on a day full of families and kids having fun. Lamp staff and volunteers promoted positive mental health information during the day and assisted with well-being activities for all ages. Nannup is a small community, and everyone enjoyed the activities and social engagement that went along with the day.

Growth in referrals continues across all programs and we have been able to be a part of many great outcomes for our young people, families and carers.

The Youth and YIFS programs provide outreach services in the community and surrounding areas by providing activities and being a familiar face of the organisation for young people. This approach provides young people with a safe space where they feel comfortable and can have open conversations and express their ideas. Lamp's youth programs reach out beyond the Busselton community through to Nannup, Margaret River, Manjimup, and Augusta. The Youth Indigenous Family Support service strives to support local Aboriginal people and their families who live in beautiful Noongar Wadandi Boodjar - Undalup Area (Busselton) The service aims to promote positive outcomes for the community and assist in creating good mental health and wellbeing. This includes helping Aboriginal people to reduce associated mental health stigma that may exist and barriers to well being. Our program is designed to assist local Aboriginal people in managing and navigating their worries, stressors and difficulties in life, and celebrate culture, strengths, resilience and ambitions. This program is person centered and adaptable to suit each person's life circumstances and assists participants to learn new skills and coping strategies.

Lamp's youth programs work collaboratively with local schools and government departments to assist to young people. Our programs aim to enhance young people's social inclusion, mental health and where appropriate school attendance. Groups of young people brought together by the programs address identified needs and may begin with engaging young people from Year 7 onwards. The groups encourage engagement by providing accepting and positive experiences and continue to be available to students throughout their secondary educational experience. Lamp's programs also reach out to young people in the community who may have disengaged from school and are experiencing various mental health challenges. Our service offers these young people an appropriately coordinated holistic approach that may include families, carers and other services. An example of Lamp's youth programs working collaboratively with the Department of Education (Compass) during 22/23 was development of a Margaret River Outreach Program for disengaged youth. This program is designed to transition the young people back to school and provide a safe place for open discussions and social connections. The program includes provision of mental health and well-being education as well as tools and strategies for managing anxiety together with support whilst accessing community resources. Young people engaged and participated in a series of activities and workshops that included a range of guest speakers from community organisations such as from Headspace, JSW, and Concrete skate at the Yzone. Workshops also included use of vision boards, exploring Indigenous heritage, visiting Margaret River Caves and beach combing. Students who attended the program, built new friendships, have connected with community resources, and returned to school with an improved attendance.

We continue working together with the Busselton Senior High School on a weekly basis. This includes attending RU OK day, being involved in the schools Honeybee program and delivering a variety of activities across all age groups. These activities include mental health education information and well-being, drumbeat, nature walks and mindful activities to work through daily teenage issues.

This year Lamp's Youth and Carers program staff once again became enthusiastically involved in the Black Dog Ride. This event works towards raising funds and awareness for positive mental health and suicide prevention. The generous donation from the Black Dog charity, Busselton Lions Club and others totalled \$13,000! Lamp is very grateful, and the funds will go towards ongoing Lamp costs and enabling continuation of service provision in the local community and surrounding areas. The ride went from Busselton to Nannup, and then through to Bridgetown - there were more than 200 riders who participated on the day. This is the 14th year that Lamp has been involved in and benefited from the Black Dog Ride. We aim to continue this relationship well into the future.

### **Carers**

The Carers program continues to provide respite, free mental health and well-being education, and information as well as social groups which includes workshops, activities, and outings. Recently for example, we were lucky enough to have a tour of the local Happs Wines & Commonage Pottery. Happs kindly donated an afternoon platter for the Carers to enjoy amongst the beautiful gardens of the winery.

Yes! There were a few strikes at Bunbury Ten Pin Bowling, and mini golf session that everyone enjoyed regardless of skill. A few Carers aced a hole in one and that was the highlight of the day. All participants received a beautiful orchid donated from the Busselton florist and a well-being pack made by Eve, which contributed to the enjoyment of the day. Carers outings visited a variety of places across the southwest in accord with carer feedback and requested destinations. These outings provide respite and a change of pace as well as boost confidence and self-esteem. We appreciate all the local community businesses that assist Lamp with the cost of running the Carers outings throughout the year and all the donations we receive from them. This support occurs in many forms including platters for lunches, discount access to venues and items for well-being / self-care packs. Woolworths, Community Gardens, and the Busselton Golf Club are just some of the local businesses that support the program and Lamp.

Many other organisations and services have also assisted throughout the year and deserve a special mention. St George Anglican Church for example, assists Lamp participants with emergency relief services and donates every year including Christmas funds for the carers program. GIVIT have provided items and donations that have assisted Lamp Inc's programs and clients' needs. Carers WA and Helping Minds have provided ongoing services to our carers that help to make their lives a less challenging. These services include access to counselling and workshops, and providing supports tailored to the client's needs, including the carers assistance package, household items, other services to help maintain homes and positive mental health.

Busselton Senior Citizens is also an important partner and provides daily activities for Lamp Carers to access (dancing, yoga, music, bingo, table tennis, art, boot scooting and social bridge) just to name a few. Busselton Carers social support group continues to meet and grow on a weekly basis. With a high level of interest from Margaret River, we have started a pilot carers support group in Margaret River. As occurs for Busselton Carers, this group provides carers an opportunity to get together to build a network of supports for open discussion, to build friendships, provide respite, build confidence and access information about local resources in the surrounding areas. We also do fun icebreakers games which include well-being and mindfulness quizzes.

We have identified the need and interest from male carer's who are seeking support. Consequently, Lamp will trial an up-and-coming pilot support group for men to access from September.

Big thank you to Alex, Eve and the Lamp team for another successful year and look forward to an ongoing journey ahead.

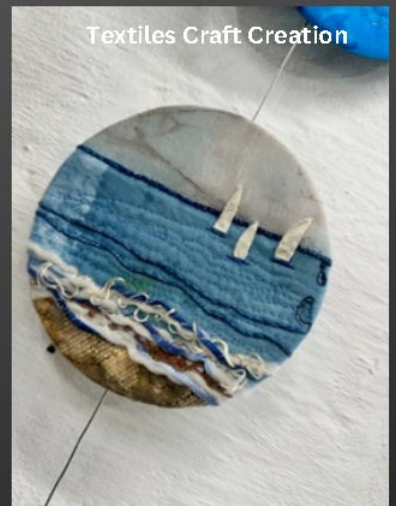
Jodie Fogliani

Youth/Carers Program Manager

# PHOTOS & EVENTS – YOUTH & CARERS

## Youth, Youth Indigenous & Carers Outings and Events

### Carers Program Events 2023



# PHOTOS & EVENTS – YOUTH & CARERS

Youth, Youth Indigenous & Carers Outings and Events

## Youth Program Events 2023



Margaret River Outreach Program



Busseton Senior High School  
Wear it Pink Day



Busseton Senior High School



Nannup Family Fun Day



Busseton Senior High School



Nannup Family Fun Day



Margaret River Outreach Program



BSHS Wear it Pink Day

# HOUSING SUPPORT / NPAH PROGRAM REPORT

The impact of the recent housing crisis has continued to place substantial pressure on the availability of short, long term and crisis accommodation during the year. Lamp's National Partnership Agreement Homelessness (NPAH) Housing Support Program has nonetheless made a positive difference in the lives of many people who are living in South West communities with a chronic mental health diagnosis.

Positive outcomes for eligible people seeking help from the program have been achieved throughout the year. For example, some participants have been supported to access shared accommodation and other participants assisted to maintain their tenancies. The service has also enabled many participants to gain accommodation through the private rental market and access to state government housing options managed by the Dept of Communities. Lamp's housing program has also contributed to the range of housing options by making its Transition House and caravans available to eligible people leaving the Acute Psychiatric Unit (APU) or seeking emergency accommodation. This is in accord with the purpose of the NPAH program which is to ensure that people being discharged from the Bunbury Hospital APU, and those being referred by clinical professionals, have access to suitable and affordable long-term accommodation.

Program participants may typically have diagnoses that include for example chronic schizophrenia, borderline personality disorder, intellectual disability, comorbid diagnoses, post-traumatic stress disorder, and alcohol and other drug (AOD) concerns.

Lamp's housing program was originally a joint initiative of the Department of Child Protection and Family Support, and the Mental Health Commission. However, in 2018 the mental health funding was withdrawn, a result of general state government budget cuts across many portfolios and programs. This resulted in the program's staffing being reduced to 0.5 FTE and it having a lesser capacity to assist participants.

The great news in 2023 is that this year Lamp received a grant from the Mental Health Commission (MHC) to return the program to 1 FTE for 18 months. The CEO and I worked closely to gather the evidence needed to appeal to the Mental Health Commission to reinstate the funding and in late 2022 we received the grant. As a result, commencing January 2023 we were able to increase the number of participants able to access housing program services. The increase in MHC funding also enabled the housing program to assist the Department of Communities (Housing) with saving tenancies that were at risk and so prevent homelessness. Whilst it has been difficult to exit people from the program due to lack of long-term stable housing, places for new eligible participants have continued to be made available. Between January and June 2023 for example, the program was able to open up 5 new places for participants. These places were taken by people exiting the APU and others who had tenancies at risk, including 2 indigenous participants and their families.

With the help of new MHC funding, during the period January to July 2023 we were able to assist:

- 4 participants to access long term stable housing.
- 4 participants to maintain their tenancies previously gained in 2022. (NPAH supports our participants for up to 12 months following long term housing solutions, to ensure ongoing future supports are in place and that successful long-term tenancies can be maintained.)
- 7 participants to access either crisis and/or transitional accommodation through either Lamp's Transitional Home "Luke's Retreat" or Lamp's crisis caravans.
- 2 participants (referred by the Department of Communities (Housing) with mentoring and assistance to address immediate tenancy risks.

16 program participants have been assisted in total this year. The gender distribution of these participants has been almost balanced at 50% male and female.

The housing program continues to maintain and further develop very positive and collaborative relationships with other community services and government agencies. One example of this collaboration during the year is how other organisations were willing to accept offers from Lamp's program to access our caravans and short-term crisis accommodation. These organisations included the Department of Child Protection and Richmond Wellbeing. Collaboration also continues with APU staff, Community Mental Health clinics, local charities, GP's and the regional hospitals. All services linked with the program were keen to work with us and support each other in coordinating services for participants and ensuring that everyone was aware of individual needs. We also continue to assist participants to access NDIS and gain ongoing future support.

Lamp's Housing Support Program is participating in the Department of Communities' 'SW Homelessness Service System Trial'. Lamp's CEO and I have attended many of the meetings associated with this pilot that were held in Bunbury during 2022 and helped to provide the Department with an important understanding of the role of housing services in the South West and the challenges we face. Key information communicated to the Department included:

- The program's unique challenges due to behaviours associated with Chronic Mental Health.
- An explanation of the importance of mental health services in combating homelessness.
- The essential importance of long pathways for people with clinical needs.
- How stable housing for people with chronic mental health means that they can connect with their clinical supports in a more routine way.
- How we connect participants with long term support such as NDIS and how this generally results in their recovery being much more coherent and prolonged.
- How the program's services prevent continued re-admits to over-crowded Acute Psychiatric Units and saves the community thousands of dollars per year in funding.
- How the program continues to benefit the local community, the health care system, and the respective departments involved.
- An explanation of how if participants cannot be assisted directly, the program is able to provide advice and help refer them to other regional programs and services including emergency accommodation options, emergency food options and assistance with utilities and debts where possible.

Lamp's Housing Support Program continues to enable people to make significant changes to their lives by helping them to obtain suitable and safe long-term accommodation. We look forward to working with the Dept of Communities and MHC during 23/24 to consolidate the program's funding, long term future and capacity to provide its valuable services to disadvantaged people.

Anne-Marie Davies

Housing Support Program Facilitator

# INDEPENDENT LIVING PROGRAM REPORT

(PERSONALISED SUPPORT OTHER)

The Independent Living Program (ILP) provides flexible services tailored to the individual and changing needs of participants who live with severe and persistent mental health concerns. The aim of the program is to support people to develop skills and abilities to maximise their capacity to live in the community. The program works with participants and their families / carers to assist participants develop and maintain skills required for daily living and social interaction. This includes assisting individuals increase their participation in community life and activities.

The role of support workers in this program involves work that ranges from easy going, through to very challenging. Work at one end of the spectrum may involve assisting people that just require human connection to maintain their wellbeing. At the other end of the spectrum, program support workers may encounter people who cannot cope and want to end their life. Here, program support workers may need to adopt an intervention and recovery assistance role when helping participants.

Frequently our participants are not well, isolated, lonely, challenged financially and do not have stable & secure accommodation. Often there are long waits for housing, medical & supportive services and prices rising every day means there is always quite an amount of uncertainty and unwanted stress for our participants. We work hard to provide support whilst working with our participants to help tackle these issues.

Often the best thing we can do is make sure our participants have coping strategies or are on top of the stress factors in their lives. During the past year the ILP program has provided a range of wholistic assistance to participants including: finding accommodation, maintaining tenancy, finding and maintaining work, keeping custody of children, eating well, managing their mood, abiding by court orders, maintaining relationships with case managers, exercising, volunteering, establishing friendships, joining community groups, maintaining relationships, spending time to support positive well-being when in acute distress, caring for others, coping with suicidal ideation, to navigating the West Australian Health system and helping to apply for NDIS where eligible.

We have supported, encouraged and achieved some fantastic goals including; a home unit instead of a tent, a new job after many years, tackling anxiety to volunteer regularly, established a healthier diet, managed diabetes, did more exercise, put a sleep plan in place, supported medication changes, utilised tools and strategies, increased social interaction and achieved regular self-care and times of abstinence from AOD. After listening to our participants wants and needs we also initiated a new Peer Support Group. Let's hope this continues to go well, grow and further provide a support network for many more participants.

The Thankyou's we hear, the smiles and the gratitude we see whilst providing support is a fantastic reward. Over the next year we hope to continue this type of support, see many achieve their wanted goals and many more winning, proud smiles.

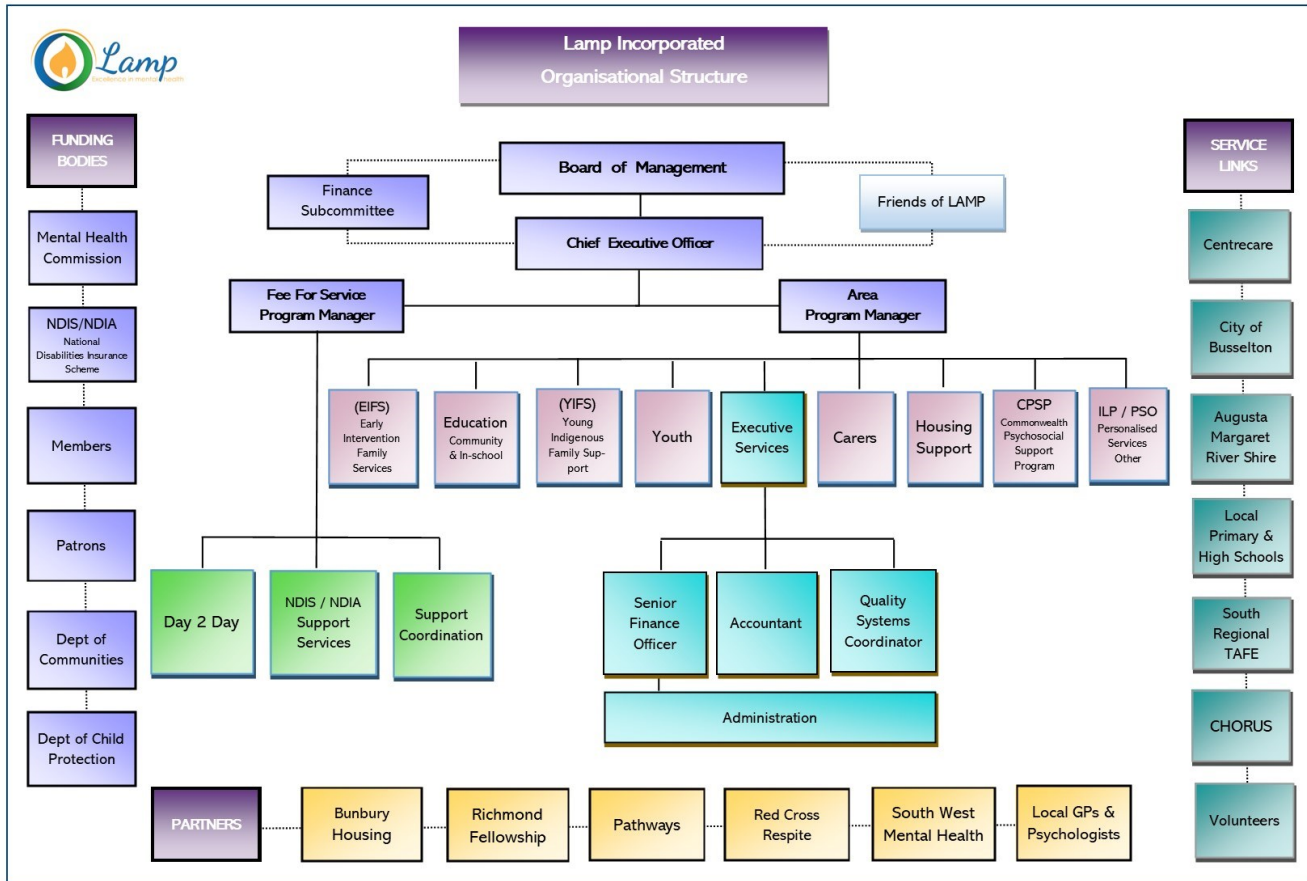
Proud to be part of this amazing supportive team here at Lamp.

Jon Brousson & Kirsty Henderson

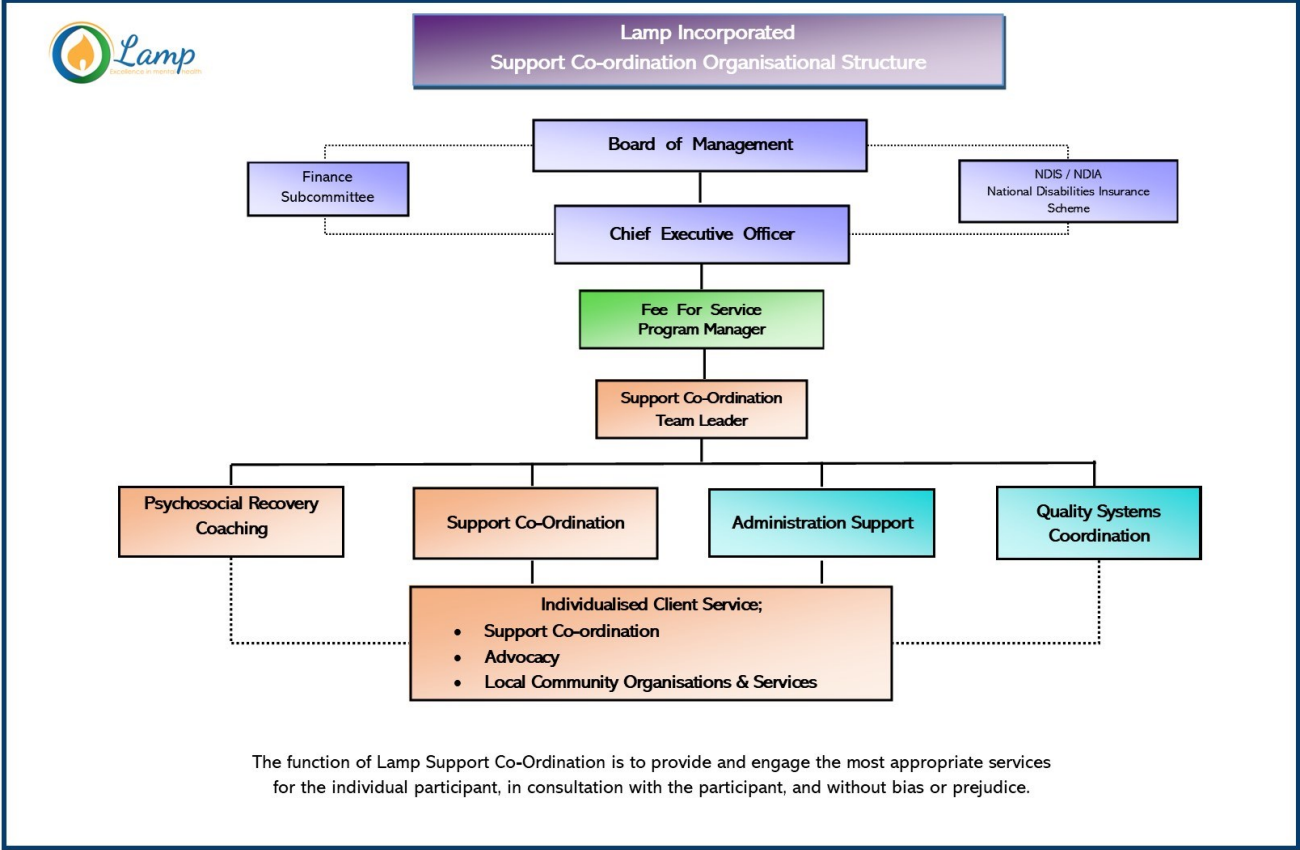
Independent Living Program Recovery Workers



# LAMP INC. ORGANISATIONAL STRUCTURE



# SUPPORT COORDINATION ORGANISATIONAL STRUCTURE



# SPONSORS & CONTRIBUTORS ACKNOWLEDGEMENT

## Patrons:

Rose Harrington

Adele Farina

---

## Sponsors & Supporters:

Augusta Margaret River Shire

Automotive Fleet Services

Baked of Busselton

Bendigo Bank - Busselton

Black Dog Ride

Broadwater IGA - Busselton

Bunnings - Busselton

Busselton Friendship & Learning Group

Busselton Golf Club

Busselton Lions Club

Busselton Motor Group

Busselton Jetty

Busselton Pensioners Social Club

Busselton Senior High School

Busselton Toyota

Busselton Trotting Club

Cape Cellars - Busselton

Carers WA

Centrecare

City of Busselton

Department of Education

Dolphin Discovery Centre

Dr Stephen Cohen

Elliott's Tech - Busselton

Fairtel

GIVIT

Government of WA - Dept. of Communities

Jigsaw Signs & Print

Jobs South West

KMART - Busselton

Lions Club of Busselton

Lions Club of Busselton - Omega Club

Lotterywest

Mental Health Commission

Mind Medicine Australia

Mobile Caravan Repairs South West

Mr and Mrs Atherton

Mr Peter Brennan

Ms Yvonne Avery

Nannup District High School

Racing & Wagering WA

Shane Bromilow - SCA - Triple M

Share the Dignity

South Regional TAFE

Sports Power - Busselton

Spotlight - Busselton

St George's Anglican Church, Dunsborough

Wungening Aboriginal Corporation