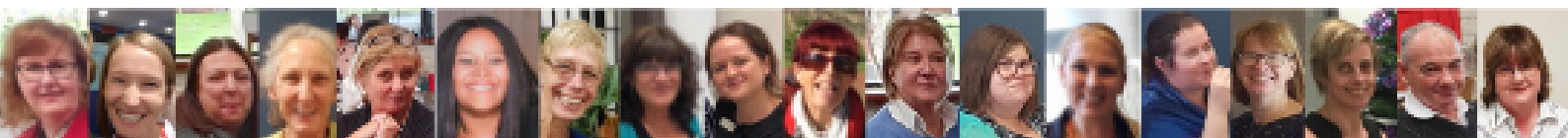




ANNUAL REPORT

2018/2019





ABOUT US

VISION

Building resilient communities

MISSION

To promote independence, strength and wellbeing in our community through support, advocacy and education.

OUR VALUES

Caring for people, Supporting our Community, and Developing Partnerships

Midlas would like to thank the funders, and agencies that supported us in 2018-19.



Government of Western Australia
Department of Mines, Industry Regulation
and Safety



Australian Government
Department of Social Services



Department of
Local Government
and Communities

Public Purposes  Trust



CHAIRPERSON'S REPORT



OUR YEAR

The 2018-2019 year has showcased the great resilience and tenacity of our staff and our organisation. Although the fiscal outlook for State and Federal Governments have improved since last year's annual report, it is important the government recognise that the disenfranchised in our community bore a disproportionate load of the economic downturn in Western Australia. This in turn places significant pressure on Midlas, its staff and resources, as proportionate increases in funding based on fiscal outlook are delayed.

Midlas looks forward to all levels of government continuing to invest in our service provision and removing barriers to our innovative and resilient solutions for assisting our community. The lack of prioritisation of the government to improve short-term funding contracts has continued to pressure the not for profit sector with uncertainty, resulting in high staff turnover. This, combined with the pressure on resources resulting from the rollout of the NDIS, would benefit from immediate prioritisation of rectifying the systematic issues facing the sector.

In the 2019-2020 financial year, Midlas will be utilising the capacity of our expanded Family Law program and our new Disability Discrimination Law program, whilst continuing to connect locally through our new Community Education Initiatives.

We also look forward to continuing to progress partnerships with individuals and organisations who share our values. Pooling collective knowledge and resources, reducing administrative costs and highlighting systemic issues that threaten the resilience of our community is critical to our sector. It is only by working together today that we can build a more resilient tomorrow.

OUR STAFF

Midlas staff are the experts in what they do. Without their dedication to their clients, their innovative ideas, their collaborative skills and their willingness to grow and learn, Midlas would not be able to build resilient communities as effectively as we do today. Our current staff are also crucial when it comes to mentoring the growing contribution of our volunteers at Midlas, many of whom have later become permanent members of staff. Our staff truly embody a learning organisational culture, and I'm proud to publicly acknowledge our staff on behalf of the Midlas Board, for their efforts across the last 12 months. I would also like to thank our CEO Sarah Patterson for her commitment and growth for our staff, clients and organisation.



CHAIRPERSON'S REPORT (Cont.)

MIDLAS BOARD

On behalf of the Midlas staff and clients, I would like to thank the ongoing efforts of the Midlas Board. Each Board Director has a niche skill set that is called upon throughout the year, enabling Midlas to have best practice governance and adaptability.

To the Board Directors whose journeys with Midlas came to an end in the last 12 months –thank you for everything you contributed and your dedication to the Midlas mission. Andrew Cannon, Mille Richmond-Scott and Charlie Caruso have all retired from the Midlas Board for personal endeavours, and we wish them all the best. I will also take this opportunity to thank Hugh Stevens and Clint Ford, who will resign from the Midlas Board as of the AGM to pursue career opportunities outside of Perth. We wish them all the best in their future endeavours.

We look forward to our new Board Directors Merissa van der Linden, Deepak Sharma, Andries Pretorius, Mike Jones, Larisa Bacaoanu and Julian Bleddyn continuing the Midlas way of support, governance and innovation at the Board level.

I'd also like to recognise Simon Kimber and Joanna Riley who will be continuing to contribute their diverse skills with the Board for another term. Together the mix of new and current Directors, varied skill sets, Midlas and industry knowledge and new ideas will create an impressive Board for 2019-2020.

I am saddened to announce my retirement from the Midlas Board to pursue another opportunity. After eight years as a Midlas Director, I would like to personally thank the staff for the welcoming community they provide, and all the current and past Directors for the mentorship and guidance they shared. I truly believe Midlas is on a continued path of growth to creating sustainable resilience in our community, and I am excited to watch from afar and to see what lays in store in the future for the organisation.

"We keep people at the centre of all we do"

BOARD OF DIRECTORS



Danielle Bejr (BComm, BPsych)
Chairperson



Simon Kimber (MBA)
Vice-Chairperson



Hugh Stevens (CPA, BComm)
Treasurer



Joanna Riley (LLB, MBA, GAICD)
Secretary



Clint Ford (MCom, GDipMMgmt)
Director



Millie Richmond-Scott (Blaw, BArts, GAICD)
Director

Directors retiring in 2018/19

Andrew Canion (GAICD, BComm, Dip Mgmt) *Treasurer*

Carol Mirco (MBA, MAnth) *Secretary*

Charlie Caruso *Director*

*"Good governance
is the backbone
of our success"*

CEO REPORT

This year has seen a lot of changes for Midlas as our team have been preparing for the significant changes happening in our sector. We have seen a significant increase in demand for our services as the cost of living increased and wages stagnated, the NDIS rolled out into new areas, and legislative changes meant a new way of working.

The changes to the Residential Tenancy Act added a new layer of security for vulnerable tenants, and there has also been significant reviews into Family Violence, Disability services, and Elder Abuse; all of which Midlas has contributed to, to ensure that our most vulnerable community members have a voice in the matters that affect them.

This year:

We have become more **effective** and have been able to reach more people through our partnerships, outreach programs and the expansion of our services

We have become more **sustainable** through economic growth in our various programs and added efficiencies in our administrative costs

We have **diversified** our services, including a new Disability Discrimination Law program (to be launched in July 2019) and

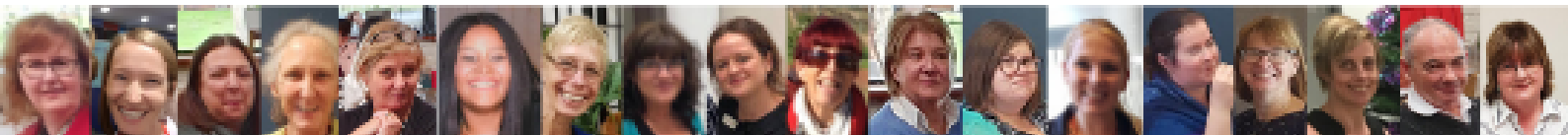
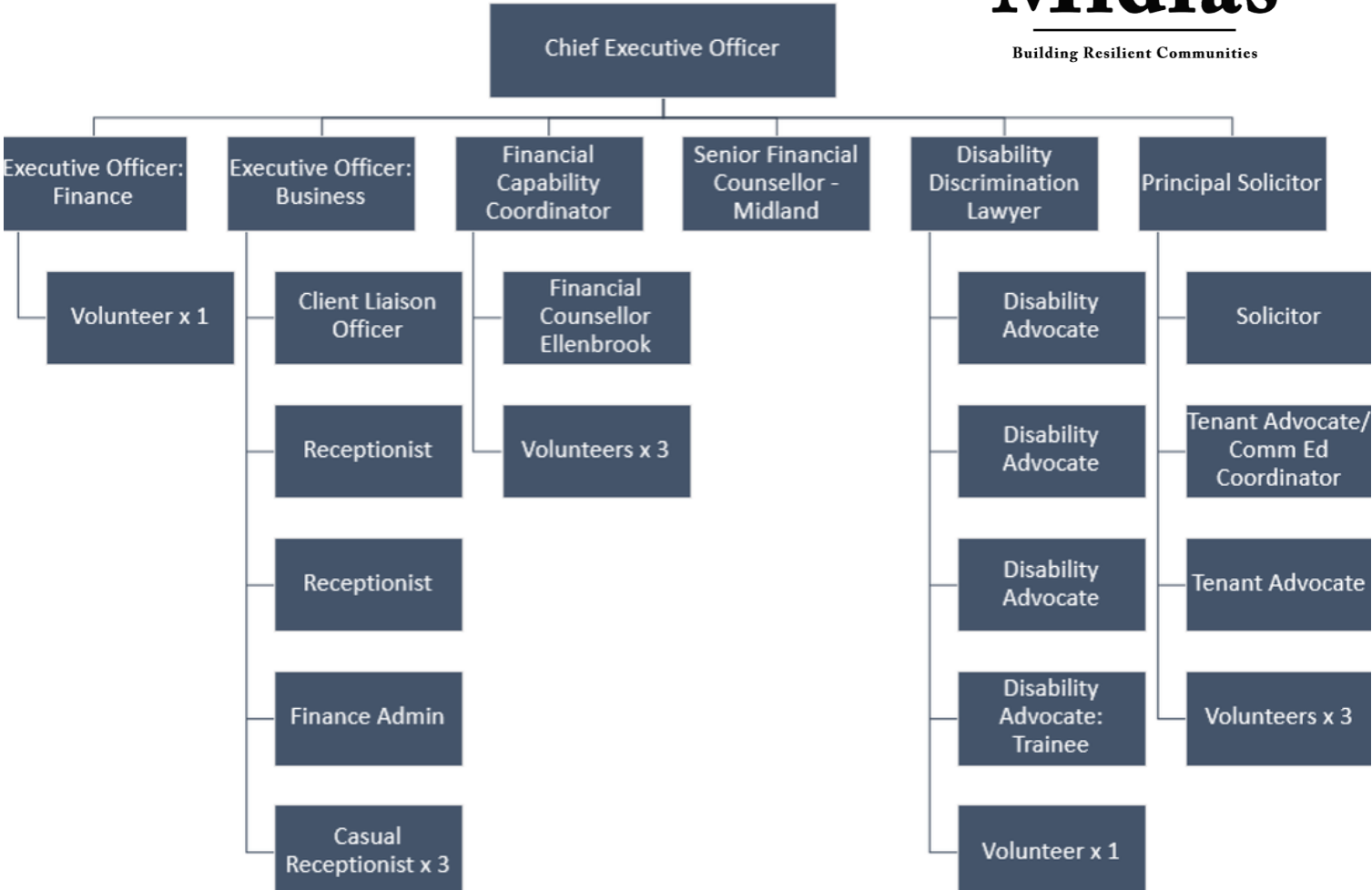
We have experienced significant **growth**, which included an additional \$250,000 of revenue this year (compared to 2017/18), 6 new staff members, and 6 new volunteers

With all of the success we have seen this year, Midlas' true strength is in the passion and commitment of the team to building capacity and resilience in their community. The Midlas team work incredibly hard to develop new opportunities for their clients to build pathways out of poverty, feel secure in their homes, protect themselves from family violence, and access the services and supports they need to be successful. For this, I am truly humbled and incredibly grateful, as well as excited for what the future brings.

Sarah Patterson
CEO



OUR STRUCTURE



OUR PEOPLE



At Midlas we have a strong culture of appreciation, celebration, respect and commitment. It is our people that make the organisation, and their ongoing commitment to community, their clients and each other is what keeps us strong, and moves us forward.

Midlas also has a strong community of volunteers and students who add to the thriving culture of our organisation, and make it possible for us to do the work we do. We thank all of our volunteers for their time, passion and commitment over the past year.

Volunteers

Ashleigh Harman
Phoebe Harrison
Jenee Peters
Leanne Wellington

Jennifer Catalano
Mark Meerman
Megan Uithalder
Nathalia Tjandra

Jessica Perrin
Janet Leahy
Shanaye Lee
Fiona Nichols

Students

Tamara DeJong
Tenaya Symes
Harry Hitter

Aaron Rogers
Andrzej Borzyskowski

MIDLAS VALUES AWARD

In 2018 Midlas introduced the inaugural 'Midlas Values Award', which is awarded to the staff member who best reflects Midlas' values in their work.

Recipients of the award are nominated by clients, staff, visitors and stakeholders. Each nomination is then reviewed by the Board, who make the final decision.

This year's winner was Solicitor and Tenant Advocate **Anne-Marie Ricciardi**.

Anne Marie is a passionate and committed member of our team who demonstrates caring, supports our community and works in partnership in all areas of her work.



Anne-Marie Ricciardi

CONGRATULATIONS

MIDLAS



1155

hours of training and
Community Education



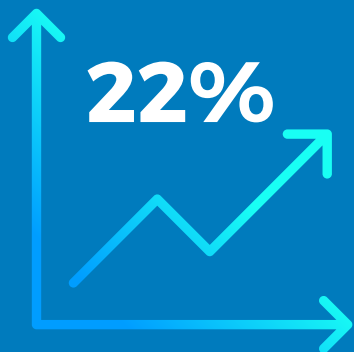
2042
people supported



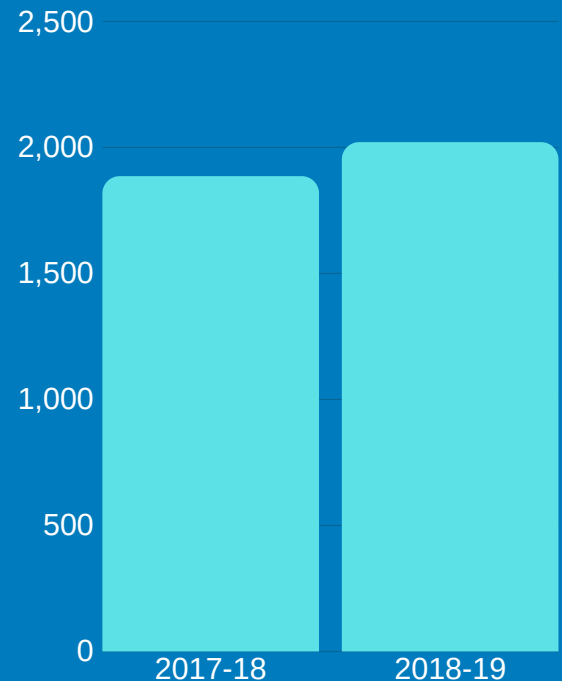
120%
increase in Social
Media engagement

42% increase in
staff

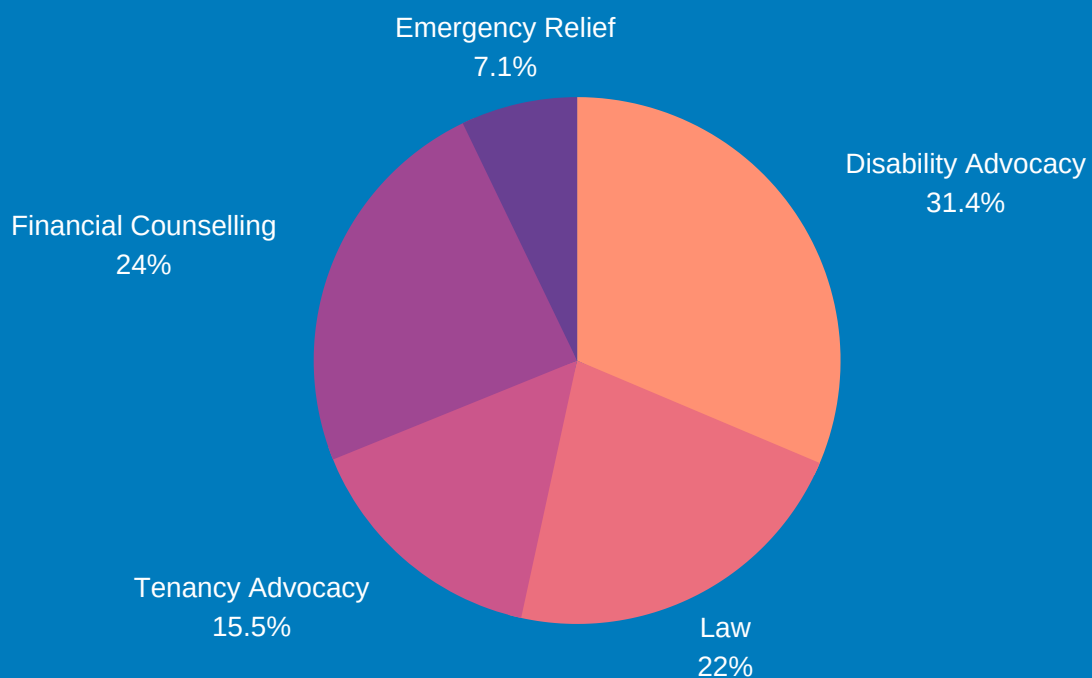
400% increase in
volunteers



increase in revenue from
2017-18



Clients



FINANCIAL COUNSELLING

In 2018-19 Midlas coordinated Financial Counselling services in Midland and Ellenbrook, supporting over 500 people to resolve the issues that were hindering their success. Midlas Financial Counsellors work with clients to develop budgets, payment plans and negotiate timelines to help them manage their bills, remain in their homes, and reduce the significant pressure caused by hardship.



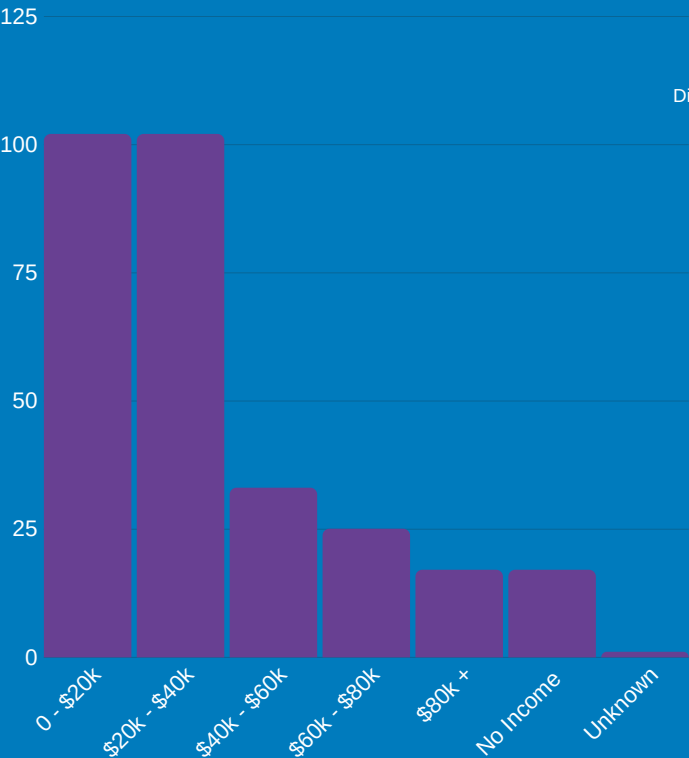
534

New cases

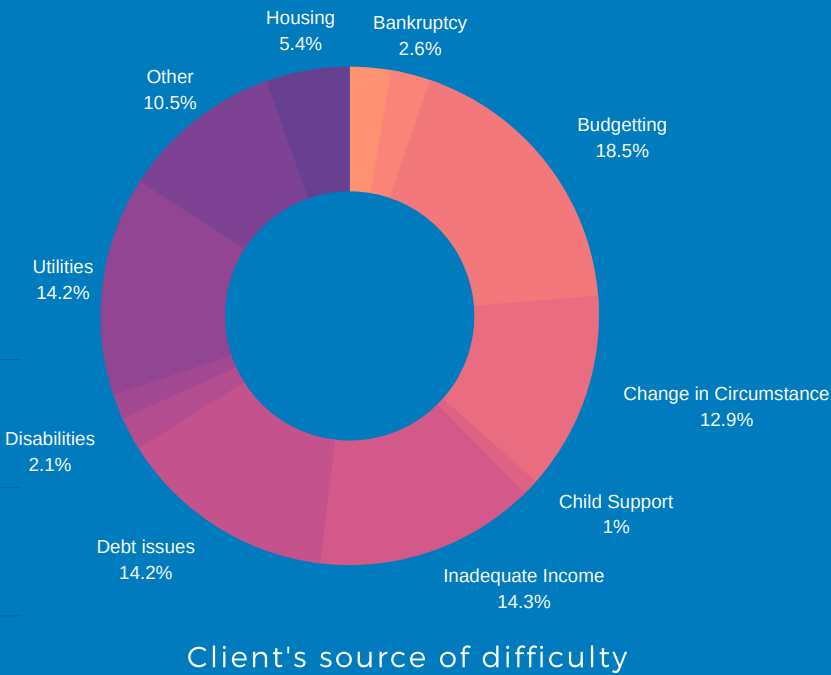


20

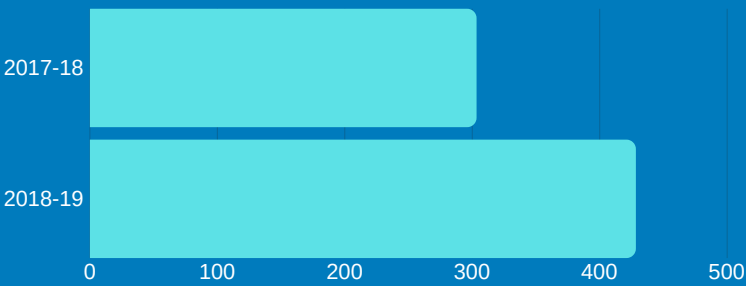
Aboriginal clients



Client's level of income



Client's source of difficulty



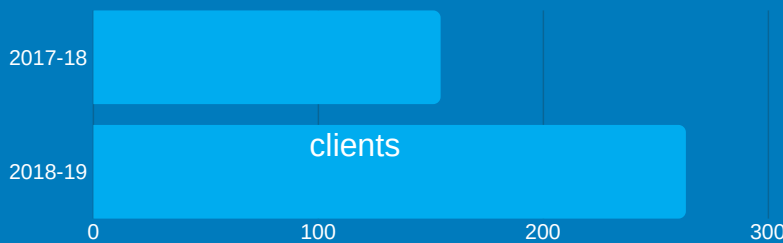
People supported with 1:1 Counselling



FAMILY LAW

Midlas' Family Law program experienced dramatic growth in 2018-19 adding an extra \$150,000 of funding, and another full-time Lawyer to the program. Midlas' Family Lawyers support people experience Family Violence, those needing support with Family Law through advice, representation, mediation and negotiation.

We are focused on understanding outcomes, not just outputs, so this year we also worked with the Community Legal Centre Association WA to develop a Journey Map for clients in our service, to assess how we can improve access. The results were resoundingly positive, and are displayed on the next page.



118 cases

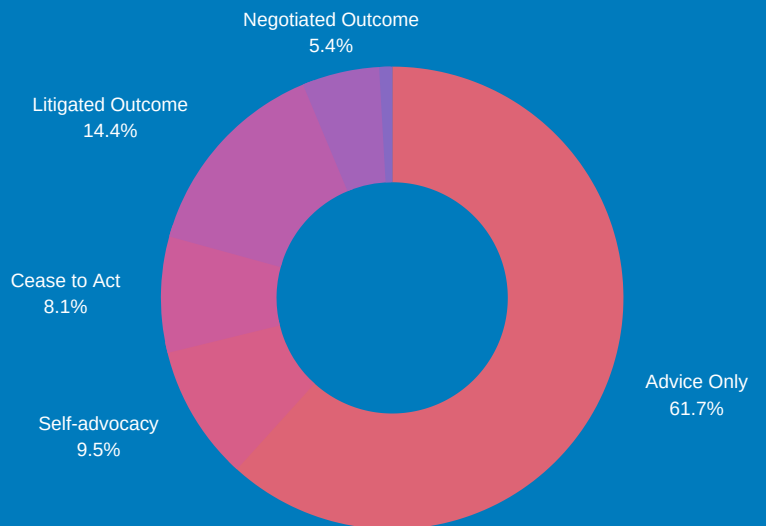
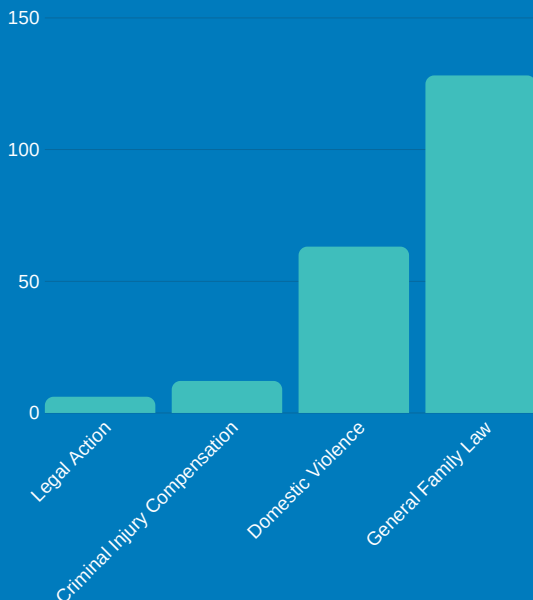
145 advices



199



57



LAW
CASES

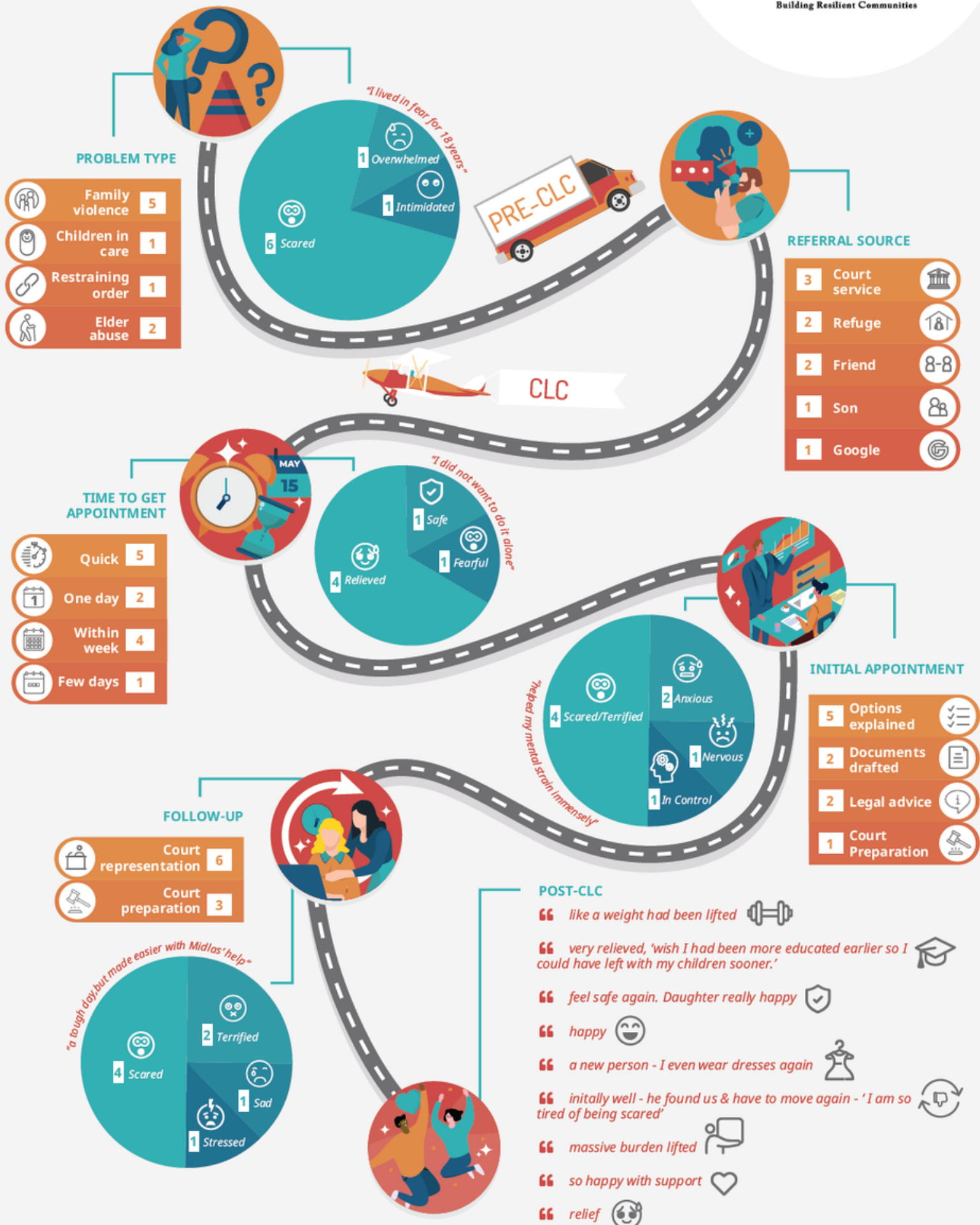
LAW
CASES

LAW
CASES

LAW
CASES

JOURNEY MAP

Follow the journey of 9 people that received help from Midlas



TENANCY ADVOCACY

Midlas Tenant Advocates work with individuals and families who are risk of eviction, are having issues with their landlord, or are struggling to pay their rent. Tenant Advocates work within the Residential Tenancy Act to advocate for best outcomes for clients, and ensure that people can remain living in their homes.



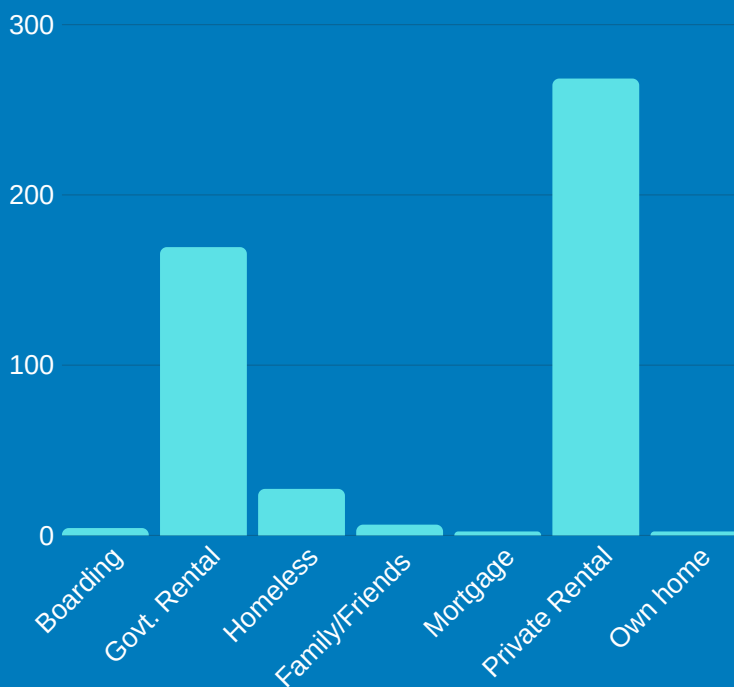
514

people supported

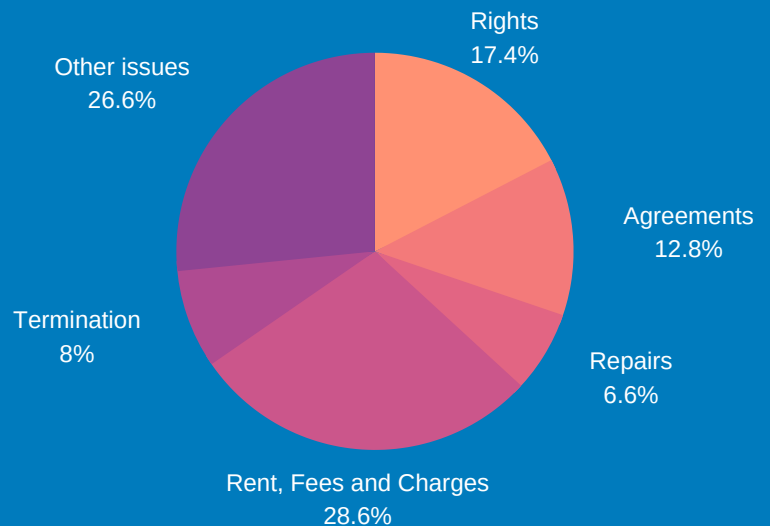
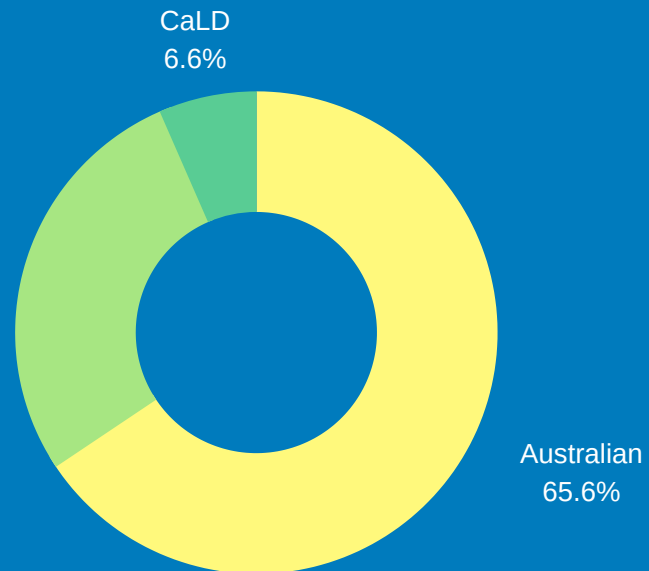


39

referral sources



Aboriginal
27.8%

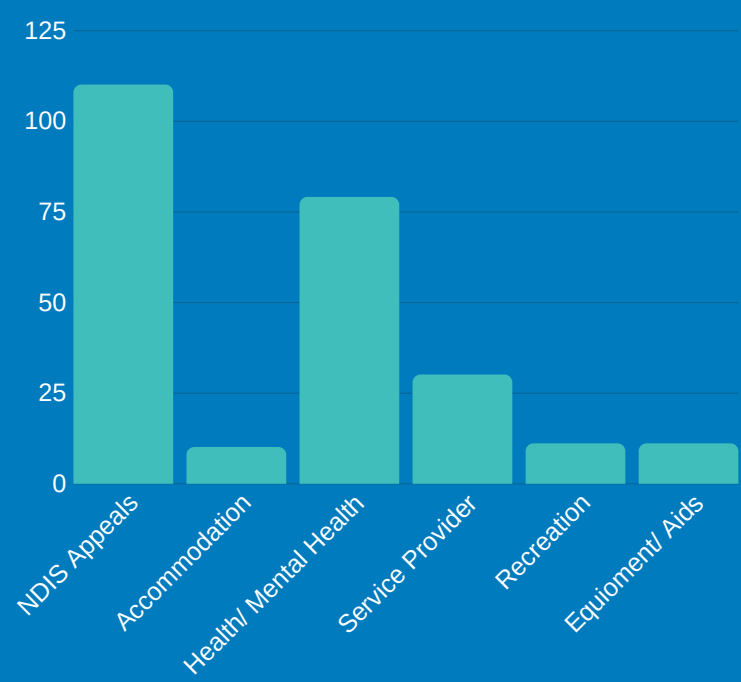
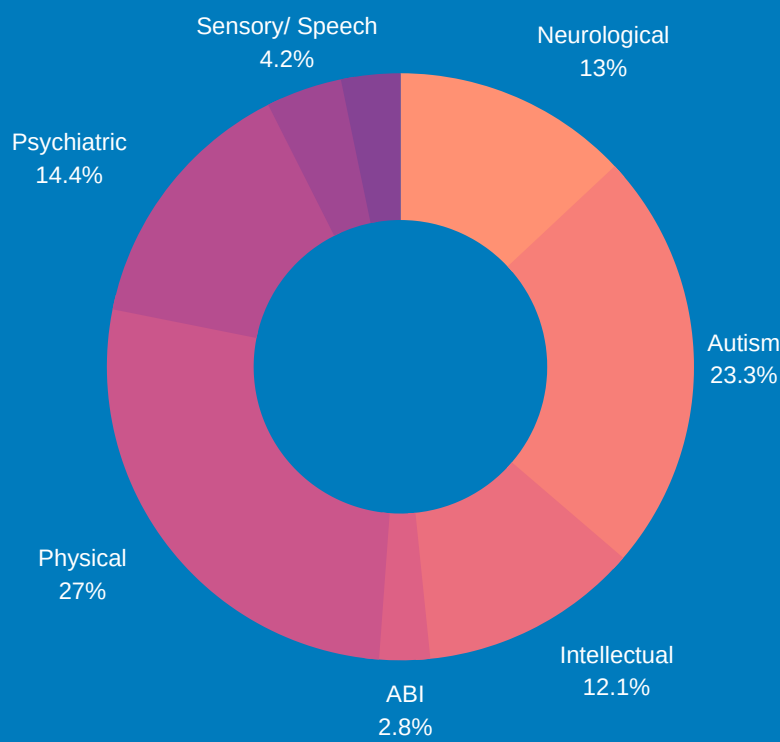
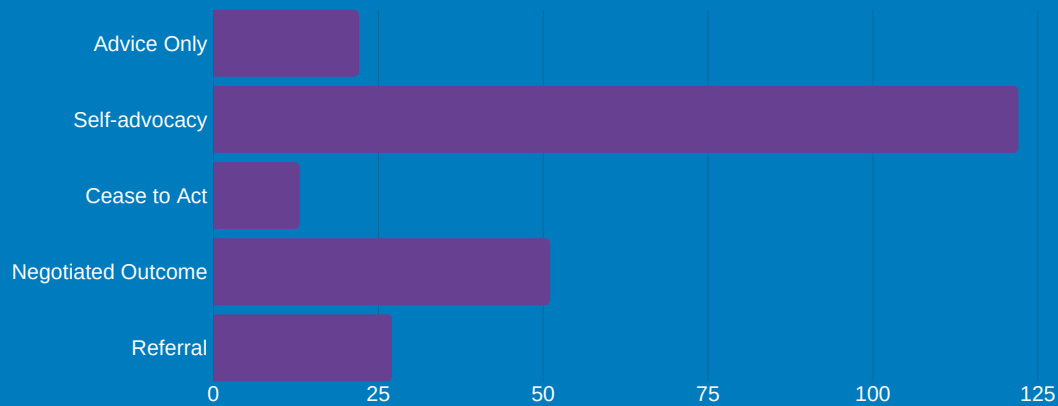


DISABILITY ADVOCACY

Midlas Disability Advocates work with people with a Disability to address neglect, abuse, mistreatment, discrimination, and poor service. We work to appeal NDIS decisions, advocate for better NDIS plans, and ensure that people with a disability get fair treatment from service providers, primary health, and employers.



341
people supported



EMERGENCY RELIEF

Emergency relief is a service that Midlas provides as a complement to our core services. Emergency Relief funds are given to clients in the most need, in the form of food vouchers, swags, pharmacy vouchers, payments for rent arrears, and seasonal items such as school back packs and Christmas Food Hampers.

Many families are having to choose between a roof over their head or food on their table, and this is a choice that we believe no family should have to make. The support of Department of Social Services and Lotterywest, enable Midlas to help these families when they need it the most.



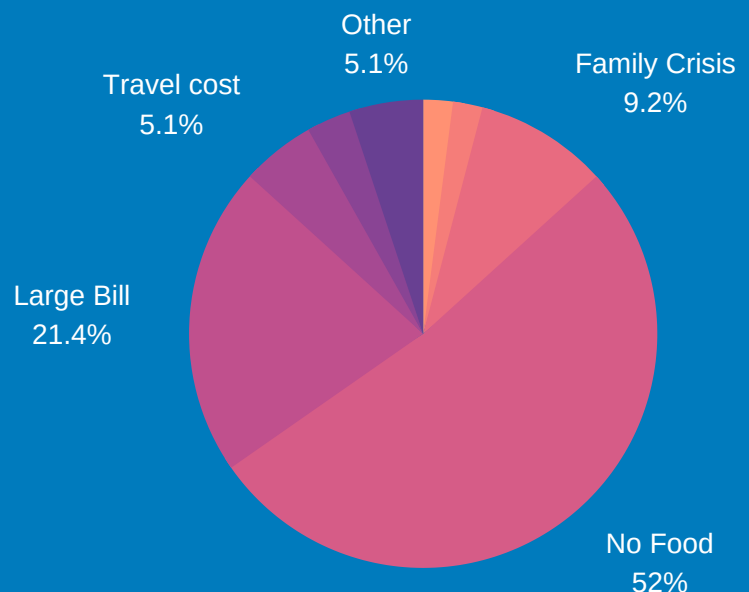
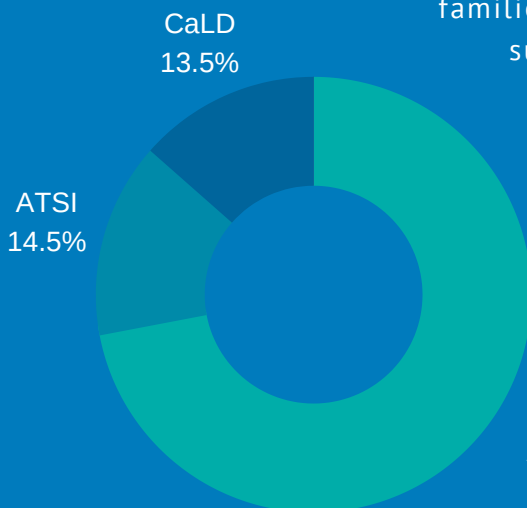
\$90K

Emergency
Relief Payments



330

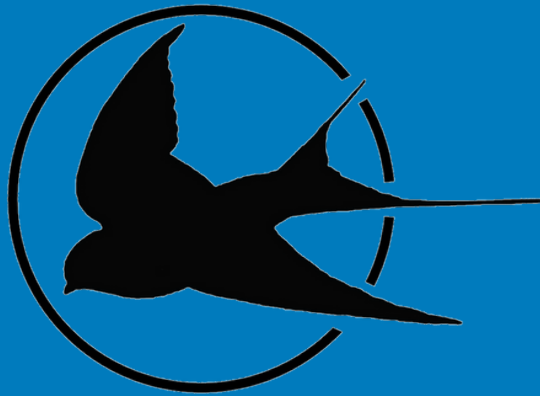
individuals and
families received
support



220

Families received
a Christmas
Hamper in 2018





Midlas

Building Resilient Communities

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