



Recovering dreams,
hope and wellbeing.

Annual Report 2017



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CEO & Chair's report

Board Chair and CEO Address

2016/17 has been a year of considered reform and development for Richmond Wellbeing as we have sought to reposition the organisation for the benefit of our clients, the community and employees in a rapidly changing operating environment.

In February 2017, we launched a new Strategic Plan for 2017 to 2019 that sets an ambitious objective to be the mental health provider of choice for both consumers and employees. It also outlines an agenda that will steer our efforts and priorities over the next three years.

The development of the Plan was a highly collaborative process involving significant input from the Board, executive and staff members, and also from many consumers, families and external stakeholders. The outcome is a Plan that sets three clear strategic priorities for Richmond Wellbeing:

- 1 Improve and optimise our service delivery to grow our business in our core markets.
- 2 Apply our expertise to grow our business and support our community in new market segments.
- 3 Diversify and grow our revenue base.

CEO & Chair's report

Our courageous Strategic Plan was developed to steer our efforts and priorities over the next three years.

CEO & Chair's report (Cont)

Following completion of the Plan, the Board undertook a comprehensive review of the skills it would require to lead and assist with its implementation in the period ahead. As a result, in May 2017 Richmond Wellbeing welcomed Anthea McGuigan, Dr Roslyn Carbon, Stephen Langsford and Kerry Milne to the Board, who between them bring additional clinical experience and expertise in areas such as ICT, marketing and PR.

At around the same time the Board farewelled two longstanding members, Eric Baines and Peter Carden, who earlier in the year had signalled their intention to step down from the Board once the

recruitment process was completed. Eric and Peter served as members of the Board for more than eight and 13 years respectively, while Eric also served as Chair from 2012 to 2016. Together with Monica Holmes, who stepped down from the Board at the AGM in October 2016, we thank them for the outstanding strategic guidance they provided as Board and Committee members.

We have had much to celebrate during the year, with many significant achievements closely aligned to our strategic plan. Examples are covered in detail elsewhere in this Annual Report, but include:



In February 2017, we launched a new Strategic Plan for 2017 to 2019

Achieving Quality Improvement Council (QIC) accreditation (including 'exceeding' ratings against the standards for diversity and inclusion, external partnerships and engagement); accreditation against the National Standards for Mental Health Services (NSMHS); and a successful evaluation by the Mental Health Commission against the six outcome statements.

Becoming the first organisation in Western Australia to achieve 'Rainbow Tick' accreditation by the QIC in recognition of our success in meeting the six national standards for LGBTIQ inclusive practice and service delivery.

Gaining a number of new contracts for services, primarily through the WA Primary Health Alliance, enabling Richmond Wellbeing to lead a number of projects to provide new and improved services for people with particularly complex needs. Many of these projects are being implemented in collaboration with partners across the mental health, alcohol and other drug and primary care sectors, and include the design and development of more integrated place-based systems of care for Aboriginal and non-Aboriginal people in the metropolitan area and in Albany.

Building organisational capacity to support the recovery of people with particularly complex needs. One example is an exciting new program named MH Connex, through which Richmond Wellbeing is now providing face-to-face care management and coordination for people with severe and complex mental health conditions supported by general practitioners in primary care. To deliver this project, we have built a team of highly qualified nurses and are genuinely excited about the prospects to grow this service into the future. Another example is a partnership developed with the START court diversion and support program through which we are now supporting people engaged with the program through our Ngulla Mia service.

Ongoing engagement in each of the NDIS trial sites to maximise our learnings and support the transition of existing clients into the new model. During the year we have also been successful in winning new contracts that will see us deliver training to consumers, families and providers across WA alongside the rollout of the NDIS in the current year.

CEO & Chair's report (Cont)

This is just a snapshot of some of our successes over the past year and we are understandably proud of these, along with our many other achievements.

At the same time, we have continued to focus on embedding our identified enablers of success, including our people, capability and culture; financial strength; quality systems and processes, brand and marketing. We are pleased with the progress we are making in these areas.

In closing, it is important to acknowledge all of our talented and dedicated employees, without whose contribution and commitment none of our achievements this year would have been possible.

Sincere thanks also to our Richmond Wellbeing Board members for their ongoing dedication and support, and to our Consumer and Family Reference Group for their guidance and enthusiasm to improve the services for our consumers, their families and their supporters.

We continue to be genuinely excited about the journey ahead and sharing it with you. Guided by our Strategic Plan, Richmond Wellbeing will be striving to increase its impact and improve the outcomes for all those who access its services. We are always aiming to achieve our vision of a community where people are able to recover and live a valued and fulfilling life.

Vicki Taylor, Chair of the Board
Neil Guard, CEO



**Improving and
optimising our
service delivery to
grow our business
in our core
markets**

Our achievements this year

Richmond Wellbeing has been sharing the journey of recovery with people experiencing mental health challenges and their families since 1975.

2016 / 2017 was a year of exciting outcomes and achievements for both our organisation and the people with whom we share the journey of recovery every day.

QIC & NSMHS Accreditation

QIP, the national not-for-profit accreditation provider, recommended us for accreditation against the Quality Improvement Council (QIC) standards and National Standards for Mental Health Services (NSMHS). We were recommended for an 'exceeded' rating against the Cultural Safety and Appropriateness and the Community and Professional Capacity Building standards.



"I felt really good and valued when we celebrated achieving the Rainbow Tick status. I feel very proud and honoured to be working at RW; it doesn't feel like a job. I love to get out there, educate and share our success in achieving the Rainbow Tick and how it can benefit the community." - **Jason Reynolds**



Rainbow Tick Accreditation

In March 2017, we were assessed as part of the Rainbow Tick Accreditation process, & in September we were fully accredited under QIP. We are proud to be the first organisation in Western Australia to achieve this high-level recognition for our LGBTIQ inclusive approach.



RAP - Reconciliation Action Plan

We have continued to develop capacity for Aboriginal cultural security, both within communities and our own organisation. Community partnerships have been strengthened through the Jinnarra and the Looking Forward projects. In addition, more Aboriginal staff have been employed, prompting the development of a Reconciliation Action Plan in consultation with local Aboriginal Elders Auntie Irene and Uncle Albert McNamara.

Recovery House – Minister visit

In July 2016, the former Minister for Mental Health, Honourable Andrea Mitchell, visited our highly successful Recovery House initiative based in Queen’s Park. The visit was a great success and the Minister offered highly positive feedback on the service.



MHConnex

Richmond Wellbeing was successful in being selected and funded by the WA Primary Health Alliance to develop and implement MH Connex in the Perth Metropolitan area. The program replaces the Mental Health Nurse Incentive program, with participating nurses working with GP practices to provide holistic, trauma informed and family inclusive support for people with severe mental health issues.

The nurses implement individualised care and recovery plans and coordinate services for the individuals concerned.

Digital Transformation

As one of our strategic initiatives, we were pleased to release a number of technological improvements aimed at enhancing our communication with existing and potential new clients. A key success included the design and launch of our new website in March 2017. Within the first six months we saw:



The launch has centralised scheduling of service delivery, allowing staff more time with clients and less time based in the office. The Outreach Workers were issued with mobile enabled tablets to receive their service bookings, view client data and write progress notes whilst out onsite with our clients.

Hearing Voices - WAAMH Awards

The WA Mental Health Conference ‘Integrated Lives’ and Mental Health Awards 2017 were held at the Perth Concert Hall. From 150 entries overall, our Richmond Wellbeing employee Carina McSwan and our Hearing Voices Network of WA program were recognised as finalists in the ‘Impact and Inspiration’ award, while the Hearing Voices team was recognised as finalists in the ‘Wellbeing’ Award.



Congratulations to Carina and the Hearing Voices team for being recognised for your outstanding work.



We instil **hope** in the community

Recovery House

Recovery House is a unique and contemporary service offering a 15-week intensive program that enables participants to understand their experience through personal development and self-discovery. The philosophy is that residents can be taught to manage their own recovery rather than be led by staff, which in turn fosters a sense of hope.

Participants have reflected that this program was a turning point in their recovery, providing a safe space for emotional healing and the opportunity to rebuild their lives.

As a continuation of care, Recovery House provides post outreach support for up to one month. During this time, long term positive changes for participants were witnessed.

In independent evaluations by Curtin University, overall participants and family members indicated they were very satisfied with their experience of Recovery House, with participants feeling it was a unique program that truly enabled recovery.

**In 2017,
the overall
response rate was
up 269% from the
2016 customer
satisfaction
survey.**

As of January 2017

78%

of participants
have successfully
completed the
program

100%

of participants
interviewed were
satisfied with
the service

92%

said they would
use the service
again.

A Letter of Gratitude



“Ash with the Honourable Andrea Mitchell during her visit to Recovery House. The Minister was really taken by Ash’s story and later sent her a birthday card to mark a birthday Ash never thought she would make.”

Over the years our family has become used to Ash being sick, tired and sometimes a recluse, often emotional or angry. Trackies and hoodie, with the hood pulled up over her head, her choice of clothing for all occasions.

After a few weeks of her being a part of the program at Recovery House I was asked to attend a family meeting. I didn’t know what to expect, I’d never been involved in anything like this before. I was actually being asked to participate in Ash’s recovery! What a breath of fresh air!

The amazing team of people who were guiding Ash through her recovery were caring, professional, and above all, truly concerned about the outcome of the journey she was on.

I am so overwhelmed with the result. We have Ash back! It’s been a tough road for her, but the final result is amazing. She is back to a healthy weight, has a renewed hunger for learning, and is well on the way to full employment. Ash, we love you, and we can’t thank the Recovery House team enough!

Sincerely, **Colleen Lloyd.**

Ngulla Mia

Ngulla Mia, Noongar for “Our Place”, is a 12 month program at a safe and secure residence for adults experiencing mental distress who are homeless or at risk of being homeless.

Residents at Ngulla Mia are assigned a key worker to support their personal recovery journey. Through counselling and the opportunity to attend workshops to gain new knowledge and skills, Ngulla Mia residents work towards their goal of leading a meaningful, independent life.

Boszenna (Bo) spent nine months at Ngulla Mia in 2016. She had previously felt cut off from friends and very alone but now describes herself as “re-socialised” and “re-built” by her time there. Bo says that before Ngulla Mia she was caught in a bad place and had lost her sense of self-esteem, but the kindness and courtesy that the staff have shown her, as well as the opportunities she’s experienced, have made her feel she has “become human again”.

Activities available are designed to help manage anxieties, depression and anger while giving people the opportunity to try new things in a safe and friendly environment. Bo’s time at Ngulla Mia left her feeling empowered. She describes learning new skills such as the “ability to be assertive” and to “teach the brain to react differently to overcome fears”.

“The emotional workbooks and goal planning workshops have also helped a great deal,” Bo added. Residents at Ngulla Mia are encouraged to join a wide range of different activities including:

- Art
- Wise choices
- Assertiveness
- Budgeting
- Alcoholics Anonymous
- Narcotics Anonymous
- Cooking
- Gardening

At the age of 52 and now finally being allowed to learn to drive, Bo is keen to get her driver’s licence so she can be independent and seek employment. She feels ready to move on, declaring, “there is a balance to be found between support and independence.”

Ngulla Mia is about creating independence and giving people the skills they need to move on with their lives.



One of Bo’s favourite activities was gardening. Bo left Ngulla Mia in Aug 2017 and moved into independent living accommodation.

Kelmscott Supported Accommodation

2017 saw an amazing year at Kelmscott, with residents initiating and participating in groups of their choice.

This included a Coffee and Chat group, where residents and staff all gathered to have a yarn and connect with everyone involved, as well as a gardening group where residents bought their own plants to spruce up the backyard.

Each of the residents have supported one another in their commitment to the groups, which has fostered positive relationships among members.



We work in **partnership** with Aboriginal Elders and Communities

Message from the Elders

RW is serious when they say they treat Elders in the same way they treat a CEO or a politician. They truly understand that the Elders are the jewel in the crown of the Aboriginal community. The Executive of RW leads from the front and is personally invested in changing the culture at RW. The real work and the change occurs when we as Elders work directly with the Executive.

We have had the opportunity to give many presentations in partnership with RW, sharing our learning and the success of working with RW. We have presented at the Lowitja Institute International Indigenous Health and Wellbeing Conference in Melbourne, as well as for the Disability Services Commission, the WAAMH conference and a range of others. It's how we work together that is the real message and we talk from the heart, not from a slideshow or piece of paper.

We are very excited about this coming year as we embark on achieving the goals of the Stretch RAP we have developed in partnership with RW. We have set very ambitious goals but we are confident we can achieve them.

One key change is the increased opportunities for staff to go on country with Elders and experience how Aboriginal culture is still alive and strong in 2017.

The Aboriginal workforce continues to grow and we have diversified the age range of these employees. More importantly, the Aboriginal staff are in a diverse range of positions including program managers and leadership positions. We also gauge our success on how engaged the Aboriginal staff are and that they feel safe, respected and that their culture is celebrated by RW. We look forward to continuing to play a key role in this area of growth for RW as we assist them to further develop their staff recruitment, retention and development strategies.

Despite all of these exciting developments and projects, we always bring everything back to why we are here and working in this space - to achieve better outcomes for our community. Without having Elders engaged at the highest levels of organisations and partnering with their Executives, we can't achieve this. It's how we work together that makes the change.

Auntie Irene & Uncle Albert

Looking Forward Project

It's been another great year working alongside the Elders to improve our services at Richmond Wellbeing. We have continued to build our networks and partnerships in the community as we learn from the Elders and build trust and rapport with the Aboriginal community.

This does take time and we still have so many more things we would like to achieve. However, we are committed to this for the longer term and will continue to humble ourselves and be guided by the Elders. We have already achieved so much in five years and we look forward to what we can achieve in the next five years.

We now hold events to recognise National Sorry Day and NAIDOC events. The Elders and our Aboriginal staff have been central to these events, which have been amazing learning opportunities for our staff. We are so fortunate to have some Aboriginal staff who are Traditional Owners, very knowledgeable in Aboriginal culture and very experienced in delivering community service - they are such an asset to Richmond Wellbeing.

Their impact on our staff and the service is profound and in conjunction with our Elders, they are leading the change within Richmond Wellbeing.

We especially thank Uncle Albert and Auntie Irene McNamara for all of their wisdom, patience, passion, hard work and commitment to Richmond Wellbeing and the staff. Without them, none of this would have been possible.

Moorditj Kaart Program

The Moorditj Kaart Program was started in May 2016 in partnership with Muggin Aboriginal Corporation as a response to the fact that many wider community mental health first aid courses were not culturally appropriate for Aboriginal Australians, coupled with the high suicide rate in some areas. This also includes Aboriginal cultural healing embedded in the service.

The community is on hand and available 24 hours a day and seven days a week to offer support to anyone who may be in a crisis situation. By empowering the community with the skills to deliver mental health first aid, they are able to spot potential warning signs and, if needed, help to stabilise a person before encouraging them to seek professional assistance.

Aboriginal Integrated System Of Care Project (AISC)

The AISC project brings together community members and service providers to collaborate on ways to better support Aboriginal people who are experiencing mental distress and misuse of alcohol or drugs.

There is already a great deal of information within community groups on what solutions may work in a particular area.

Through co-design with these groups and individuals within the community, lessons can be shared, community needs identified and models of services developed in ways that really address community needs. Locations of focus for the project span the Perth metropolitan area south to Pinjarra and north to Joondalup.

The mission of the project is to define the unique needs of a community and then tailor services to meet this need. By remaining solution focused and not applying a one size fits all approach, no matter where a person lives they are able to get the tailored care they need.

2016-17 saw the commencement of the project and it will be rewarding to see the impact that learning from one another will have on the community at large.

Aboriginal Staff Day

In August 2016, our inaugural Aboriginal Staff Day was held to improve collaboration and communication with the Aboriginal people who work at Richmond Wellbeing. New ideas were shared with our Executive team including the development of the Reconciliation Action Plan. This is a key strategy in supporting Aboriginal staff and developing them at Richmond Wellbeing.

National Sorry Day Staff Event

Richmond Wellbeing hosted a morning tea on National Sorry Day (May 26th) at our head office. The event was organised by a mix of Aboriginal and non-Aboriginal staff, with proceedings including words from Aboriginal staff members who were part of the stolen generation and traditional owners.

Aboriginal Family Fun Day

Our third annual Aboriginal Family Fun Day was attended by hundreds of local community members, both Aboriginal and non-Aboriginal. Ken Wyatt opened a day of celebration of Aboriginal culture, including singers, dancers, musicians and artwork for the children.

This annual event helps to reinforce our partnerships and relationships with the local community and service providers in the Armadale area, giving them a voice and celebrating their culture.



NAIDOC Events

Ngulla Mia and Bassendean and Westminster service consumers and staff attended the NAIDOC Family Fun Day at Ashfield Reserve

Recovery House consumers and staff attended the Makuru Arts Festival

Staff wellbeing day events

Busselton service consumers and staff attended the National Sorry Day Reconciliation Walk in Bunbury and the NAIDOC Fun Day organised by SWAMS

Bunbury service consumers and staff attended interactive stalls at the Bunbury Trotting Club and staff member Eli Hill facilitated an Aboriginal art activity with a food tasting on site with both **Bunbury** and **Busselton** consumers and staff.

We work with **compassion** to offer support

Pet Therapy with Ned

Our Busselton-based therapy dog, Ned, attends the Richmond Wellbeing Busselton Community Supported Residential Units (CSRUs) to provide pet therapy for local residents. Ned provides companionship and his presence prompts conversation and social interaction within the resident group.

Ned is also available to accompany the residents on outings, making them feel it is possible to attend appointments and get involved in the community.



Cricket Clubroom Chats

Depressed? Then speak up, mate!

Richmond Wellbeing has recognised that suicide is the biggest killer of men aged 18-40 years and are taking to cricket clubrooms across WA to try and do something about it.

Thinking outside the box, we have started catching up with blokes in the cricket clubrooms after a game to tackle mental health issues head on. Beer in hand, singlet and thongs on, we are talking in simple terms, bloke to bloke, about what anxiety and depression look like and how to access help.





“When it comes to males there tends to be a strong stigma associated with any mental health issues such as anxiety or depression. We aren’t doing enough about it until it’s too late.”

Adrian Munro

Richmond Wellbeing Executive
Manager of Operations

Domestic Violence Forum

In May, Richmond Wellbeing held an ‘It’s Time to Talk’ event at their Cannington offices. The event allowed service providers and community members to learn about recognising and assisting people affected by domestic violence, with specific detail around:

- **Family Court proceedings**
- **Restraining orders**
- **Financial abuse**
- **Aboriginal communities**
- **Criminal injury claims**
- **Housing**

The event was well-received and Richmond Wellbeing will look at running similar forums in the future.

Alcohol & Other Drugs (AOD) Forum

In June 2016, Richmond Wellbeing held an “Alcohol & Other Drugs (AOD) in WA: What You Need to Know” forum with Professor Steve Allsop from the National Drug Research Institute. Professor Allsop has been involved in policy, prevention and treatment practice and professional development in the AOD field for almost 30 years and provided a keynote presentation on the latest contemporary trends in Alcohol and Other Drugs in WA.

The forum also included a facilitated discussion on implications for service providers, how sectors can work together in a changing landscape and current service delivery and service options.

We deliver **service excellence** to clients and community

Physical Health and Wellbeing

In February 2017, the Richmond Wellbeing Health Promotion Officer launched the Richmond Wellbeing Physical Health and Wellbeing Framework, which will be an important policy guide for Richmond Wellbeing.

On a practical level, arrangements are being made for staff to receive training from Diabetes WA, while additional training options are being explored with the Heart Foundation. The objective is to provide knowledge on fundamental health topics to equip our staff to effectively support residents and clients in a holistic manner.

The Richmond Wellbeing Exercise Physiologist has completed initial assessments for clients at every site and service. This has enabled the development of individually tailored exercise programs that the Recovery Support Workers will assist participants to complete during the week.

Training is also being provided for staff on how to safely and effectively support an individual to complete an exercise program.



“This past year working for Richmond has far exceeded my expectations in client care and consistently permits me the opportunity to assist clients in their mental health recovery through improving their physical health and wellbeing.”

Stephen Hunt

Exercise Physiologist

Mental Health Week

Richmond Wellbeing celebrated many events for Mental Health Week, including morning teas, social events and family BBQs. Several staff also participated in a range of external events organised by WAAMH and other community groups or service providers.

As part of the festivities, Richmond Wellbeing celebrated spring at the Canning River Eco Centre and invited all Richmond Wellbeing staff, residents, clients and families to join together for a social afternoon to encourage everyone to get outdoors and be active and promote organisational-wide collegial support amongst staff.

Over 50 people attended and walked around the river on the trails, played social soccer or cricket, or simply enjoyed the outdoors and socialising.

This event was organised following the success of the Bibbulmun Track walk day during National Reconciliation Week, and Richmond Wellbeing is now planning one such social event every quarter.



NDIS - Our Year of Transition

Since 2014, Richmond Wellbeing has been supporting clients to test their NDIS eligibility and develop support plans.

RW provides a personalised experience by providing individual support and flexibility through choice and control of services. Our wide range of specialised services aim to help people achieve their goals including greater independence, community involvement, employment and general wellbeing.

Our recovery support workers are able to assist individuals within a variety of settings including home, community and the workplace. Our wide range of specialised services include exercise physiology, support finding employment, recreational support and household management.

This year, we continued strengthening partnerships with the Department of Communities, creating a personalised approach for those who are eligible for individualised services. We built on our regional services and grew our NDIS services for new clients whilst supporting our existing ones to transition to NDIS through our Partners In Recovery Program (PIR).

As NDIS trials were rolled out in distinct locations, Richmond Wellbeing ran a geographically targeted campaign to raise awareness of both the NDIS and Richmond Wellbeing. Facebook targeted advertising was used to match key demographic factors within the trial geographic locations.

This resulted in an increase of referral traffic to the Richmond Wellbeing site of 256% which increased the transition of plans for PIR clients in in-scope regions. In addition, the digital advertising increased advocacy for Richmond Wellbeing with happy clients and referrers engaging with social media platforms and making numerous recommendations about Richmond Wellbeing services.

“My support has helped me cope and face dilemmas from my past. I have help to deal with everyday circumstances and to overcome mental health issues such as panic attacks and agoraphobia. Richmond has helped me to learn that I am a valued person and I have a lot to contribute to the world.”

Sharon NDIS participant

New Armadale Office

We have a long history of support in the Armadale region which includes supported residential accommodation. In December 2016, we were proud to open a new office located in the city centre. This will eventually allow Richmond Wellbeing to provide place-based NDIS services to new clients whilst supporting our existing clients to transition to NDIS through our Partners In Recovery Program (PIR).

NDIS Workshops

In early 2017, Richmond Wellbeing successfully secured two DSC grants for NDIS-related workshops across Western Australia.

The workshops are designed to ensure that families and carers understand how the WA NDIS can support them, are confident in identifying and describing their own disability support needs (or in helping others to do so), and are confident to exercise choice and control over the disability support they receive.

The workshops provide the skills to determine:

- Their current situation and needs
- Their goals and aspirations (i.e. what they would like their lives to be)
- How to go about planning to achieve these goals and how to discuss them with a Local Coordinator



Richmond Wellbeing have focused significant effort on developing our projects around community inclusivity.

○ We embrace **inclusion** in every way

As well as gaining a range of official accreditations this year, Richmond Wellbeing has focused significant effort on developing our projects around community inclusivity.

Richmond Wellbeing recognised as a MindOUT! Champion

Established in 2011, MindOUT! works collaboratively with the mental health and suicide prevention sectors to ensure that LGBTIQ people are provided with and are able to access the best possible services for their health and wellbeing.

MindOUT! forms partnerships with organisations and services across Australia, helping them to develop strategies and initiatives that respect local cultures and communities.

Statistics from the National LGBTIQ Health Alliance note that:

37.1%

LGBTIQ people aged 16 and over reported being diagnosed or treated for a mental disorder in the past three years.

57.2%

of Transgender and Gender Diverse people aged 18 and over have been diagnosed with depression in their lifetime.

MindOUT! Champion Jason Reynolds: “What it means to work at Richmond Wellbeing”

During my time in a previous role, I met a number of consumers and employees from RW. I would often ask why they worked at RW, and the common theme was that they felt valued and part of an organisation that, whilst not perfect, was advanced with a vision for the future. I feel very proud and honoured to be working at RW; it doesn't feel like a job.

Growing up, I wanted to feel included and to feel that I was no different to anyone else. I feel safe, very much included and have never felt more supported by my team. I am a firm believer in hope - everyone should be able to get on with life and have a fulfilling life. My current role enables me to build good relations with GPs and network providers. I have the opportunity to strive for service excellence – after all it's not just my name, it's also RW's reputation.

When I was asked to represent RW as the MindOUT! Champion, I had to think about it. I never saw myself representing my background, never mind my organisation. I wanted to make sure it was genuine, but it didn't take long to decide. I was glad that I was asked and it was certainly a proud moment.

My hope for the future is to champion the MindOUT! role possibly as a full time role - I have lots of ideas about helping young gay people.

I would love to get out there, educate and share our success in achieving the Rainbow Tick and how it can benefit the community.

On a personal level, I may get another pet to keep my dog company. I would also like to have children someday ... though my partner Adam may need some convincing!

Diversity Advisory Group

In demonstration of our commitment to diversity, Richmond Wellbeing has instituted a Diversity Advisory Group.

The experience and knowledge of employees who identify as being from diverse backgrounds is greatly valued at Richmond Wellbeing.

The Diversity Advisory Group enhances the development and implementation of our policies and programs, which allow us to meet the recovery needs of people experiencing mental health challenges.

Multicultural Inclusive Programs - CaLD Community

Richmond Wellbeing was successful in delivering several engaging and interactive 'Social & Emotional Wellbeing' workshops aimed at people from diverse cultural and linguistic backgrounds.

Working with over 300 people from over 14 various multicultural communities, including refugees and asylum seekers, Richmond Wellbeing appreciates how connecting to the community brings meaning and value to a person's life and enables them to step outside of their daily struggles.

Our programs provide many benefits and are aimed at reducing social isolation whilst delivering an engaging and fun experience.

The activities create a sense of belonging in a safe and caring environment and provide the opportunity to interact with others and share and respect various cultures and experiences.



Courageous African Women's Network (CAWN)

The Courageous African Women's Network is a partnership initiative between Richmond Wellbeing and the African Women's Association. The initiative has a vision to establish a network of active women coming together to share stories, skills and support in a culturally and socially safe environment.

Offering a range of active programs and classes in which women lead women, the network allows members to have more connected lives and to feel supported in their life choices. Richmond Wellbeing and the network are also using the classes to promote enhanced mental health through physical activity and counselling services.

“Life challenges and mental health issues affect people across all ages, nationalities and cultures. To positively impact overall health and wellbeing across these diverse demographics we need to encourage people to share their messages and experiences of acceptance and recovery. Here at Richmond Wellbeing we believe prevention is better than cure.”

Neil Guard, Richmond Wellbeing CEO



To positively impact overall health and wellbeing across these diverse demographics we need to encourage people to share their messages and experiences of acceptance and recovery.

We **collaborate** with consumers, families and community leaders

Consumer Reference Group - Yes Survey

Richmond Wellbeing conducted the "Your Experience of Service" (YES) survey with responses from 156 adult recipients of our outreach and supported accommodation mental health services.

The YES survey outcomes provide guidance to mental health service organisations on how to improve the experience of their service for consumers. In 2017, the overall response rate was up 269% from our 2016 customer satisfaction survey!

The areas in which we are performing the best:

Safety:

Consumers feel safe when accessing a Richmond Wellbeing service, and feel that they will be supported if they were to make a complaint about the service.

Attitudes, rights & responsibilities:

The Richmond Wellbeing service demonstrates respect, hope and integrity when working with consumers. Consumers feel welcomed when accessing the service.

Physical environment:

The physical environment that Richmond Wellbeing provides, or the areas in which they reside (for outreach clients) meet their needs in relation to aspects such as cleanliness, private space, common areas, furniture etc.

Integrated Systems of Care (ISC) South Metropolitan Area

Richmond Wellbeing, in a consortium with allied service providers, has been contracted to co-design place-based integrated mental health and alcohol/other drug services in areas of need in the southern metropolitan region of Perth.

Experienced Richmond Wellbeing Community Engagement Workers (including CaLD staff and staff with lived experience of mental health and alcohol/other drug issues) have been engaging in local communities in the southern metropolitan region to gain insight into the needs of local communities, including their priorities for service provision.

Co-design workshops involving community members and local service providers build solutions to address the needs of identified communities. The integration of mental health services and alcohol/other drug services is an important move forward to better support the recovery and wellbeing of communities affected by these issues.

A thank you to supporters

Richmond Wellbeing is a not for profit organisation primarily funded by the Federal and Western Australian Governments. We thank the following funders and supporters who have helped us to work alongside people, employing leading practice, to support recovery and wellbeing.

Funders

Mental Health Commission of WA
Disability Services Commission of WA
Commonwealth Department of Social Services
Department of Health
Department of Housing
National Disability Insurance Scheme
WA Primary Health Alliance

Partners

Palmerston
360 Health and Community
Holyoake
Moorditj Koort
Aboriginal Alcohol and Drug Service
Anglicare
Cyrenian

Financial Report

As an organisation, we have strived to consolidate and improve our personal support and family services. In the ever-changing and challenging environment we operate in, where communities and governments constantly seek more from us, it is important that we have strong and resilient governance which can deliver effective and meaningful business outcomes and meet community needs.

TURNOVER	
2017	2012
17.9m	10.7m

To support this, our organisation has in place sound financial management practices that meet accounting standards and regulatory and government funding body requirements.

Over the past 5 years we have continued to grow as an organisation to meet the growing demands of the community by working with government funding bodies to provide services across the community.

GOVERNMENT GRANTS	
2017	2012
16.3m	8.7m

Our organisation relies on federal and state funding bodies for 91% of its funding which is invested back into community mental health programs. More than 70% of our grant funding covered costs to employ Richmond Wellbeing staff. Without their valued skills, knowledge and expertise we could not deliver our exceptional service.

SALARIES	
2017	2012
12.9m	7.8m

Our position of financial strength is a reflection of our positive cashflow from operating activities and net assets of \$11.4m. With a current ratio of 1.18:1 and a debt ratio of 0.35, the organisation has the ability to satisfy its total liabilities of \$6.1m from current assets.

TOTAL ASSETS	
2017	2012
17.6m	6.9m

TOTAL LIAILITIES	
2017	2012
6.1m	1.6m

Statistics as at 30th June 2017

Staff 220 | Volunteers 9

103 

Bassendean	12
Bunbury	15
Busselton	10
Kelmscott	8
Ngulla Mia	32
PaRK	8
Recovery House	10
Subiaco	2
Westminster	6

103

Outreach clients 584

Albany Fellowship House	64
PHaMs Bentley	64
PHaMs Midland/Swan	66
PIR	260
ROS	22
NDIS	76
WA NDIS	32

584

Carer Respite Service Clients

139

Perth Metro	93
Albany	46

139

Students 6



Bassendean	1
Bunbury	2
Busselton	1
Kelmscott	0
Ngulla Mia	0
PaRK	0
Recovery House	1
(sharing with HVN)	
Subiaco	0
Westminster	0
Outreach	1

6

Hearing Voices Telephone Support Line

406 calls answered

Hearing Voices Information Sessions

1706 attendees

Statistics

Statistics from the National LGBTI Health Alliance note that 37.1% LGBTIQ people aged 16 and over reported being diagnosed or treated for a mental disorder in the past three years, and 57.2% of Transgender and Gender Diverse people aged 18 and over have been diagnosed with depression in their lifetime.

People helped
3149

Board Members as at 30 June 2017

The number of meetings of Board Members held during the year and the number of meetings attended by each director were as follows:

Board Member	Number Of Board Meetings	Number Of Board Meetings Attended	Notes
Eric Baines	7	7	Resigned May 2017
Monica Holmes	2	2	Resigned October 2016
Gehann Perera	8	7	
Peter Carden	6	6	Resigned March 2017
Cath Pattenden	8	6	
Gayle Craft	8	8	
Vicki Taylor	8	8	
Paul O'Farrell	8	8	
Joydeep Choudhury	8	7	
Anthea McGuigan	1	1	Appointed May 2017
Kerry Milne	1	1	Appointed May 2017
Stephen Langsford	1	1	Appointed May 2017
Ros Carbon	1	1	Appointed May 2017

The Richmond Wellbeing Board is committed to the highest standards of governance.

The Board composition and organisational structure are built to focus on the vision, purpose and values of the organisation.



Chair Vicki Taylor with Board Members Gayle Craft and Dr Roslyn Carbon.

Make a meaningful contribution

Four million Australians are affected by complex mental ill health. Our team works with local people and families to discover what a good life means to them. Every year we provide accommodation and support services to help thousands of people in Western Australia with mental health challenges to recover a better life.

Your donation plays a vital role in enabling recovery and a better life for many people in your community.

- Workplace giving
- Monthly contributions
- Leave a gift in your will
- Sponsorship
- A one-off donation

If you want to empower your community and create lasting change for people with mental health challenges and their families, donate to Richmond Wellbeing today on our website at: www.rw.org.au/donate/ or call us on **1800 742 466** to discuss other contribution options.



Keep in touch

Our website has a wealth of information on our services and events and you can sign up to our regular newsletter to be kept in the loop. www.rw.org.au

Check out our Facebook and Twitter for regular updates and informative posts.



richmondwellbeing



@RW_wellbeing



Our Youtube channel has a range of videos from keynote speakers, staff and clients speaking on Mental Health topics. www.youtube.com/user/RFWA1



To learn more about our organisation and staff you can visit our linkedin page. www.linkedin.com/company/7582380/



