



2018/2019 Annual Report



CEO Report

2018/2019

It is an exciting time to be in the mental health sector, and the social services sector more broadly. It is definitely a period of change and uncertainty, but this also brings significant opportunity for new service models and looking at challenges differently. For Richmond Wellbeing, our core business hasn't changed in that we continue to focus on recovery in a community setting and how we can improve the lives of those experiencing mental distress. This has a particular focus on the Aboriginal, CaLD and LGBTI communities.

Personally, it's a privilege to now be in the CEO role after six years as the Executive Manager of Operations and I look forward to leading RW through the next chapter and building on the rich history of Richmond Fellowship. I am deeply passionate about the mental health sector and the difference we can make to individuals and their families. The voice of lived experience is deeply valued at RW, and ultimately, it is those in our service who are the best judge of our services.

In the past year we have continued to prepare for the full roll out of the NDIS as we have many services that are transitioning to the national scheme. We remain active in all streams of the NDIS that are relevant to psychosocial supports and this will continue to be a significant growth area for us, especially for individuals experiencing severe and persistent mental distress.

We are currently renewing our Strategic Plan which will guide our growth strategies for the next three years. The new Step Up Step Down (SUSD) service in Bunbury will commence in 2020.

This will be our first entry into the SUSD service, however, we see this as a strong area of potential growth. To assist in this phase of growth, this year we have added one Executive area as we welcomed Giselle into the Executive Manager of Business Innovation and Growth role. The value and importance we place on the role is reflected in that fact that it is an Executive role, and we know how imperative it is to adapt and evolve our service models.

I'd like to thank all of the RW Board members and staff who have shown such dedication and commitment to RW and the community that we have served this year. It is very rewarding and fulfilling to work at RW and to see people empowered to recover.

Kind Regards

Adrian Munro

Chief Executive Officer



Minister/CEO SUSD laying brick - awarded contract in June 2019



Apology Day May 2019



Diversity Cafe 2018



Carers Fun Day at Swan Valley 2018



Aboriginal Staff Day with Ken Wyatt 2018



Pride Parade 2018



Community Fun Day 2018

Our Core Values



Courage and Compassion

We work in a person-centred way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with individuals, families, colleagues and the community.



Inclusion and Diversity

We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.



Service Excellence

We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.

Our Enablers

- People, Capability and Culture
- Financial Strength
- Quality Systems and Processes
- Brand and Marketing

Our Services





At a Glance

 **213** clients stayed at our residential sites...

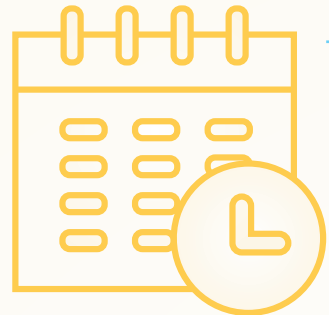
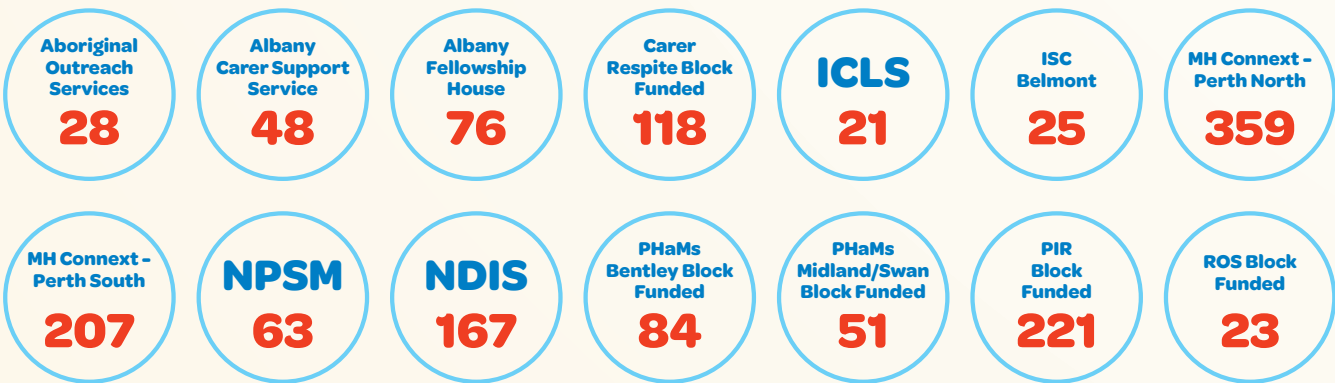
20 at Bassendean **29** at Bunbury
17 at Busselton **8** at Kelmscott
91 at Ngulla Mia **21** at PaRK
8 at Queens Park **19** at Recovery House

 **105** beds were provided

 **35,680** nights occupied

 **100%** occupancy rate at Kelmscott, Queens Park and Subiaco...
 **98%** ...and at Bassendean
at Bunbury **93%** at Busselton **91%** at PaRK **86%** at Ngulla Mia **96%** at Recovery House **77%**

We have **1,364** clients in our Outreach Programs



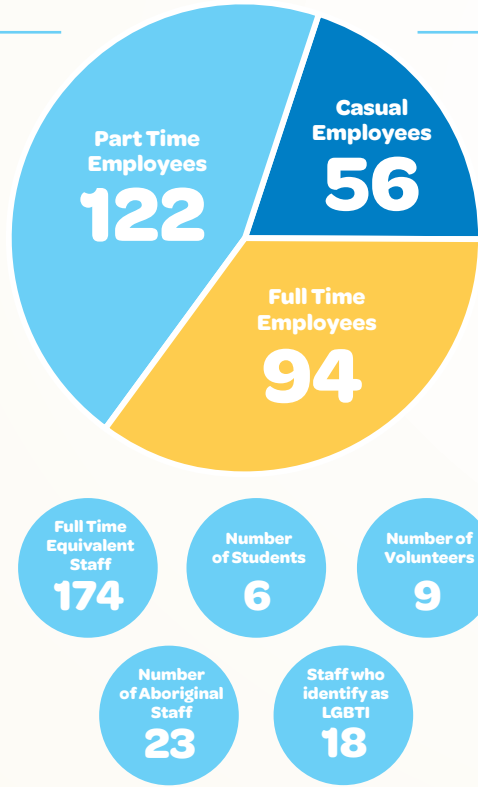
6,788 hours of ICLS support delivered

3,861 hours of PIR support delivered

HVNWA ran a total of **488** sessions consisting of HVN support groups and HVN Information sessions

 The total number of client attendances for these sessions during this period **2748.**

 The team delivered **14** additional presentations to Universities, clinicians and at an overseas conferences throughout the year



We have **90** employees at Cannington and at...



Bassendean	10	HVNWA	3
Queens Park	8	Subiaco	4
Ngulla Mia	30	Albany	5
Kelmscott	12	NPSM	21
PaRK Services	20	NDIS Armadale	11
Bunbury	19	NDIS Midland	20
Busselton	14	Recovery house	5



	2018(\$M)	2019(\$M)
Turnover	23.2	25.3
Government Grants	21.5	23.6
Salaries	15.7	16.5
Total Assets	20.2	17.9
Total Liabilities	7.9	5.9


SHARING THE JOURNEY

A 29 Manning Road, Cannington WA 6107

T 1800 RICHMOND (1800 742 466)


F (08) 9258 3090

E admin@rw.org.au

 [Richmond Wellbeing](#)

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 www.rw.org.au