



2019/2020 Annual Report



Acknowledgement of Country

Richmond Wellbeing would like to acknowledge the traditional custodians of the land on which this document was created, the Whadjuk people of the Noongar Nation.

We pay our respects to Elders past, present and emerging, acknowledging their strength, resilience and connection to land, waters and community.

We extend this to all Aboriginal and Torres Strait Islander people seeing this message.

CEO Foreword

2019/2020

This year has certainly presented unique challenges that we would never have imagined we would face. I'm very proud of the way that we have responded to the COVID-19 pandemic and continued to provide services throughout this difficult time. I'm very proud of the way the staff have responded and always put the needs of our clients first and the feedback we've received from the clients is that their care has not been compromised in any way during this time. This is an excellent example of our values living and breathing and show some of the benefits that can result from facing such challenges.

We've also reimagined the way we work, how we use office space and how we connect with clients. I'm happy to say that the challenges presented by the pandemic has caused us to innovate and be more flexible than ever before and we will see long lasting benefits to the organisation and our clients as a result.

We have still continued to progress many other areas of the business including growing our NDIS and SIL clients, successfully launching the Bunbury SUSL service and completing a range of compliance and accreditations processes with excellent results.

We have also continued to demonstrate leadership in how we care for those in our community who are disadvantaged or marginalised. We strive to give voice to those with a lived experience and we know that our reputation is ultimately built on the quality of the services we provide.

I am very excited about what the next year holds as we continue to grow the business, improve the quality of our services, increase the evidence base of our work and strive to demonstrate leadership in the sector and in our community. I'm very proud to lead Richmond Wellbeing and of the impact that our staff make in the lives of our clients every day

Adrian Munro
Chief Executive Officer





Bunbury Step Up Step Down official opening - March



Bouncing Back media launch - November



Mental Health Week - October



NAIDOC Week 2019 - July



Pride Fairday - November



Waakal Moort Kaadadjiny Family Festival

Strategic Direction 2020-2023

Our Vision

A community where everyone has the opportunity to improve their mental health and wellbeing and live a fulfilling life.

Our Purpose

We work alongside people to support their mental health, recovery and wellbeing.

Our Values



Voice of Hope

We believe hope is a cornerstone of recovery and will always speak out for support and social change for people living with mental health challenges.



Courage and Compassion

We work in a person-centred way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with clients, 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 clients' expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.

Our Strategic Focus Areas

- Building Internal and External Capacity and Capability
- Innovative Service Model and Delivery
- Expansion, Scalability and Sustainability

Our Strategic Objectives

- To ensure we have the right people with the right skills.
- To deliver diversified mental health services to the community that are innovative and respond to the needs of the changing environment.
- To responsibly grow our business for the long term.

What we believe



Our Services



2019-2020 Achievements

Residential Services



231

clients stayed at our 11 residential sites across WA ...



117

beds were provided

PERTH METRO

78 at Ngulla Mia
17 at Bassendean
19 at Recovery House
11 at Queens Park

12 at Kelmscott
24 at PaRK
05 at Subiaco/SIL

REGIONAL WA

30 at Bunbury
24 at Bunbury SUSD
11 at Busselton



100%

occupancy rate at Bassendean



99%

occupancy rate at Busselton

93%

at Kelmscott

93%

at Queens Park

92%

at Bunbury

90%

at PaRK

89%

at Ngulla Mia

79%

at Recovery House

Outreach Programs

3,192 clients have accessed our outreach programs

NDIS
(National Disability Insurance Scheme)

262

57,000 hours

Aboriginal
Assertive Outreach
Service

116

1,274 hours

ICLS
(Individualised Community
Living Strategy)

18

7,152 hours

Albany
Fellowship House

65

2,697 hours

ROS
(Recovery Outreach
Service)

21

1,519 hours

MH Connex

562

7,675 hours

NPSM
(National Psychosocial
Support Measure)

560

15,702 hours

Family and
Carer Support
(concluded May 2020)

51

2,050 hours

Hearing
Voices Network

921

1,399 hours

MMHS
(Multicultural Mental
Health Service)

72

2,194 hours



98,662 Total Service delivery hours

2019-20 Achievements

We have
279
employees
including

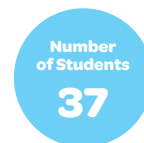
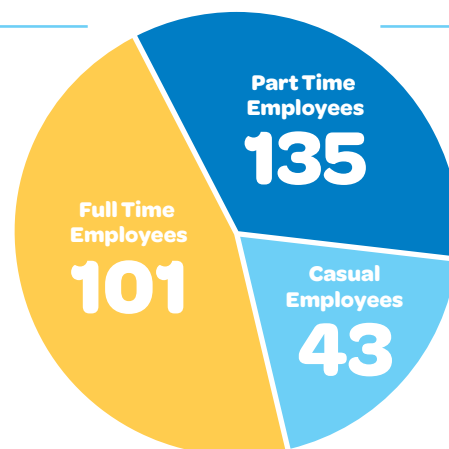


RESIDENTIAL

Bassendean	7
Kelmscott	10
Ngulla Mia	29
Recovery House	6
Queens Park	8
PaRK	3
Bunbury and Busselton	28
Bunbury SUSD	12
Executive Support Services	5
	22

OUTREACH

NDIS Core	32
NDIS SIL	2
Subiaco and SIL	15
Capacity Building	11
NPSM	16
HVNSA	2
ICLS	6
MH Connex	17
Albany	5
Relief	43



Turnover

Government Grants

Salaries

Total Assets

Total Liabilities

2019 (\$M)

25.3

23.6

16.5

17.9

5.9

2020 (\$M)

23.4

21.9

17.5

18.9

6.5

Rainbow Tick Community of Practice



9 member organisations



3 meetings held



bouncing back

544 clients

16 sessions held

SHARING THE JOURNEY



29 Manning Road, Cannington WA 6107

1800 RICHMOND (1800 742 466)

www.rw.org.au