



2020/2021 Annual Report



Acknowledgement of Country

Richmond Wellbeing acknowledge that we stand on Nyoongar country.

Richmond Wellbeing pays respect to the Elders past, present and future who are the

Traditional Custodians of this land, acknowledging them as the holders of deep wisdom and culture.

CEO Foreword

2020/2021

This year has been unprecedented for Richmond Wellbeing in a number of ways. We continue to work through the constant challenges that are presented by the ongoing impact of COVID-19 but have also seen significant growth in our services. This year we were awarded the Karratha Step Up Step Down (SUSD) service, the Community Care Unit (CCU) in Orelia and the Youth Mental Health AoD service. Although the SUSD is yet to commence we have invested significant resources this year in the renovation and licensing processes of the CCU and Youth services.

All three of these services are unique in their own way. Karratha does not yet have any residential psychosocial beds in the community and introducing such a service is exciting but also requires significant partnership building and service mapping to ensure that we complement what currently exists in the area and adds value. Both the CCU and Youth service are new models to WA, and we know they will bring significant benefit to the people of WA when they open in early 2022.

We have continued to grow the Bouncing Back Men's Mental Health service and have seen tremendous interest from community sporting groups. The most pleasing aspect of this program has been seeing sporting clubs increasingly acknowledge and act on the social responsibility they have as community groups to invest in the mental health of their members. WA Suburban Turf Cricket Association has shown tremendous leadership in this area and their clubs have been the most proactive in engaging with our program, increasing the knowledge and awareness of mental health in their clubs and acting to address and improve the mental health of their community.

We have continued to grow our advocacy and influence in the area of LGBTI inclusion and this work has been led by our Enrich Community and LGBTI Champion. We continued to lead a Community of Practice of other like-minded service providers in the sector who are striving to create a service sector where LGBTI individuals feel safe and welcome to access any services as and when they need them. This is very important work for us, and it is fundamental to who we are as an organisation.

We have also further developed our engagement with Aboriginal communities, led by our Elders Uncle Albert and Aunty Irene McNamara and Uncle Peter and Aunty Sandra Wilkes. We have completed our first Stretch RAP and are now considering how we continue to progress our efforts in reconciliation. Our primary focus is how we create a workplace that can attract and retain Aboriginal staff, where they can bring their whole self to work and build a career with strong prospect for career and professional development. As our Elders say, once we can get this right and have a significant number of Aboriginal staff who are happy, fulfilled and engaged, then our service will be safe and welcoming for the Aboriginal community.

It has also been a significant year for RW in the development and maturing of our internal systems and process. We have implemented new comprehensive people and culture, asset management and risk management software systems. We have centralised our staff recruitment and rostering processes, enhanced our staff orientation and induction system, further enhanced our OH&S systems, prepared our organisation to meet the requirements of the NDIS Quality and Safeguards and so much more. These continuous quality improvements have greatly increased our effectiveness and efficiency across the organisation and enhanced our capacity and capability.

Throughout our growth, development and change in the organisation, one thing has remained constant; that is our unwavering focus on the safety and quality of our services. Nothing matters more to us as a service provider than the service we provide to our clients and residents, this is what determines our reputation in the community and the means by which funders, stakeholders and the community will judge us. Everyone at RW, regardless of their position, understands that service delivery is a team effort, and it takes an entire organisation to deliver the best services. As we continue to grow and mature as an organisation, this will remain our core value and focus.

Adrian Munro
Chief Executive Officer



Statement from Elders

2020/2021

We have made some strong progress this year at Richmond Wellbeing, but as is the case in our community more generally, there is still so much more to do.

That's why Richmond Wellbeing exists to provide support to people in marginalised groups in our community but there's still a lot more work to be done. Aboriginal peoples face more disadvantage than any other group in our society and so to address this properly, we all need to have the appropriate strategies and approach to work alongside Aboriginal people.

The first place to start this process is by establishing and maintaining respect and trust with one another but it doesn't come easily. We work at CEO and Board level at Richmond Wellbeing, that's why we are making progress at Richmond Wellbeing.

Like most things worthwhile in life, these things take time and effort with the whole community getting involved and working together for the greater good. Working together means we all need to learn and understand one another and where we come from, we need to communicate in a way that values everyone's contribution and perspective.

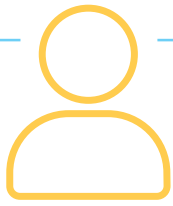
That's why we're proud to continue our partnership with Richmond Wellbeing and offer our guidance, support and wisdom for the greater good of our community. This will ultimately provide culturally appropriate and safe wellbeing services to local Aboriginal and Torres Strait Islander communities, to support a community where people can recover and live valued and fulfilling lives.

We have completed our Stretch RAP this year and we are excited about what can be achieved in the next three years as we renew our goals and objectives for Richmond Wellbeing.



2020-21 Achievements

Residential Services



316

clients stayed at our 9 residential sites across WA ...



115

beds were provided

PERTH METRO

79 at Ngulla Mia
18 at Bassendean
24 at Recovery House
11 at Queens Park

9 at Kelmscott
15 at PaRK

REGIONAL WA

27 at Bunbury
114 at Bunbury SUSD
19 at Busselton



100%

occupancy rate at Bassendean



96%

occupancy rate at Busselton

96%

at Kelmscott

98%

at Queens Park

92%

at Bunbury

90%

at PaRK

91%

at Ngulla Mia

90%

at Recovery House

Outreach Programs

1,464 clients have accessed our outreach programs

NDIS
(National Disability Insurance Scheme)

485

65,000 hours

Aboriginal
Assertive Outreach
Service

112

1,398 hours

ICLS
(Individualised Community
Living Strategy)

19

6,800 hours

Albany
Fellowship House

68

3,150 hours

ROS
(Recovery Outreach
Service)

29

1,610 hours

MH Connex

531

8,543 hours

NPSM
(National Psychosocial
Support Measure)

421

11,991 hours

Hearing
Voices Network

1,034

1,398 hours

MMHS
(Multicultural Mental
Health Service)

15

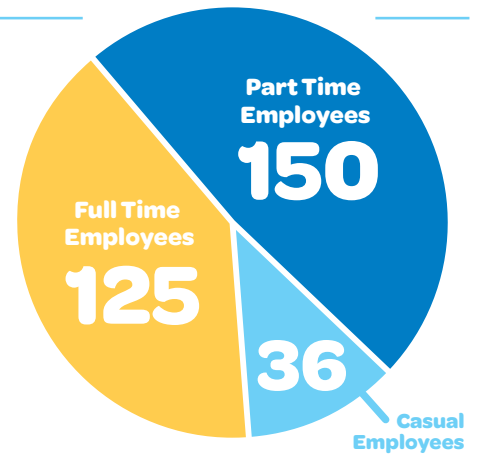
317 hours



100,207 Total Service delivery hours

2020-21 Achievements

We have
311
employees including



RESIDENTIAL

Bassendean	9
Bunbury	10
Busselton	11
Kelmscott	10
Ngulla Mia	29
Living Recovery	6
Queens Park	13
PaRK	4
SUSD	12
Residential Relief	20
Executive Support Services	6
	49

OUTREACH

NDIS Core	23
SIL	15
Subiaco	3
Capacity Building	17
NPSM	14
HVNSA	2
ICLS	5
MH Connex	9
Albany	5
WAPHA AAOS	3
WAPHA Nurses	7
Outreach Relief	10



*Please note the data in ELMO is only what is entered / disclosed by staff

	2019 (\$M)	2020 (\$M)	2021 (\$M)
Turnover	25.3	23.4	25.9
Government Grants	23.6	21.9	25.4
Salaries	16.5	17.5	20.7
Total Assets	17.9	18.9	22.6
Total Liabilities	5.9	6.5	9.5



1,300 clients

50 sports clubs

bouncing back

Hearing Voices Network

1034 Clients
1398.5 Hours

65,000 NDIS Services Delivered
6,800 ICLS Serviced Delivered

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





Working on Ngarluma Country: Step-Up-Step-Down Karratha

Richmond Wellbeing has been successful in winning the tender to deliver the Karratha Step-Up-Step-Down which is due to open late 2022. In preparation for the tender submission, Richmond Wellbeing Elder Uncle Albert McNamara and consultant Mr Danny Ford travelled with CEO Adrian Munro to engage with local Elders and begin the process of building relationships. Following cultural protocols, Richmond Wellbeing also sought to formally request permission to be on Ngarluma Country and inform the Traditional Owners and local Aboriginal community of its intention to tender for the Karratha Step-Up-Step-Down.

Through the shared wisdom of Uncle Albert and Aunty Irene McNamara, and Uncle Peter and Aunty Sandra Wilkes, Richmond Wellbeing recognises the importance of taking the time to build and sustain trusting relationships by following through on what is promised. The years of building relationships on Nyoongar boodja (Country) with Elders, staff and broader community members must be undertaken on Ngarluma Country whilst respecting local protocols.

The engagement process for the tender was therefore based on, first, acknowledging the diversity of Aboriginal cultural practices and experiences, second, the need for local place-based solutions and, third, that Richmond Wellbeing must walk together with the local community over time to build trust, deepen relationships and knowledge of local cultural practices and Country.

A key outcome from the engagement process is Richmond Wellbeing's commitment to work with the community so the Karratha Step-Up-Step-Down has a high proportion of Aboriginal workers and is culturally secure for clients and staff. Richmond Wellbeing will continue to travel to Ngarluma Country, meet with Elders and other community members to deliver what has been promised.

Momentum QP

Youth Mental Health AOD (Alcohol and Other Drug) and Homelessness Service

Richmond Wellbeing's new service for young people, Momentum QP, will be opening in Queens Park in early 2022.

The new eight-bed Mental Health Youth service will provide support services for young people (16-24 years old) who are transitioning from homelessness into independent living for up to 12 months.

The new service was established in response to recommendations in mental health, alcohol and other drug (AOD) treatment reforms that provide age-appropriate and community-based support and accommodation to people, while also reducing the pressure on inpatient beds.

The program is delivered using a culturally informed and person-centred approach. This unique service will be delivered in partnership with Anglicare WA, Cyrenian House, Royal Perth Bentley Group with Richmond Wellbeing as the lead agency.

The service aims to support individuals on their recovery journey by offering skills to secure and manage independent accommodation following the program.

In addition, the collective model of service has been designed to deliver a wrap-around service that:

- Combines a joint recovery approach for people with both drug use and Mental Health, homelessness and AOD issues (but not a detox service)
- Encourages discussion around AOD (not a barrier to service)
- Provides a clear pathway of support and options, supporting staff to best assist Consumers and provide a safe space to enable a person-centred approach
- Establishes a consistent approach, language, safe space and inclusive planning approach
- Achieves the MHC objective of co-ordinated services delivered in partnership between non-government organisations and hospitals.

Transitions can be difficult, especially for young people who may be moving from the juvenile justice system, acute mental health services and/or child protection. Without adequate support, young individuals may face increased vulnerability to homelessness, poor health outcomes and recidivism.



Living Recovery

Mental Health Empowerment Program

“Helping people make sense of their history through the exploration of their emotions, letting go of old thoughts, habits and patterns, creating a new story, and planning for their future.”

- Living Recovery Worker

The past year has seen a significant change for the Living Recovery - Mental Health Empowerment Program. Initially located in Queens Park, the Living Recovery service relocated in August 2021 to the foothills of Perth's Helena Valley.

This change has placed the service in the heart of the community. Although the location has changed, the same high-standard program is still in operation, focusing on people rebuilding and reconnecting with themselves and others. It is a comfortable, safe space in a natural setting where people improve their mental health by working through past experiences to feel empowered in the present and future to create rich and meaningful lives for themselves.

The service offers a six-month stay for people to actively commit to rebuilding their lives within a supportive community with personal development programs created for people experiencing psychological and emotional distress. Recovery is an active process and requires a strong commitment. For the duration of the program, the community works closely together to support one another on their recovery journey. Families and significant others are welcome to participate to help facilitate the healing process.

One participant described the eight-bed facility as having a “holistic design and calming ambience, which creates a grounding space that lends itself to inspiration, creativity and growth.” The holistic approach aids people's recovery by integrating meditation, exercise, tai chi, art and sharing meals to strengthen the community. The relationships between staff and participants in Living Recovery are characterised by openness, honesty, and equality, with particular emphasis on being part of a community. We are all in this together to improve people's lives; mental health affects everybody.

An additional six months of support is provided to people after they have graduated from the program. Follow-up support is designed to maintain the momentum of each participant's recovery and help reduce the risk of relapse, which in turn contributes to a sustainable WA health system. The program runs three times a year in January, May, and September, and applications are accepted at any time.

“Hope and recovery have gone from just being words I've heard over the years to something I could actually link to myself. Now, they are not just words, it's a possibility and it's never been a possibility before.”

- Living Recovery Graduate



Leading LGBTI Community of Practice

As the first organisation in Western Australia to achieve Rainbow Tick Accreditation, Richmond Wellbeing has committed to being a trusted ally and advocate for LGBTI communities. As part of that commitment and our LGBTI ENRICH Strategy 2020-2023, Richmond Wellbeing is leading a Community of Practice (CoP) to improve inclusive practice and ensure clients, volunteers and staff feel welcome and safe.

There are currently two CoPs: one in the Perth metropolitan area and one in the South West. Facilitated by Richmond Wellbeing the CoP includes Anglicare, Carers WA, RUAH, Women's Health and Family Services, the Centre for Women, Rise Network Inc., Royal Perth Bentley Group Mental Health Division, Mission Australia, WA AIDS Council, Cyrenian House, and Sexual Health Quarters.

Meetings are bi-monthly and use the Rainbow Tick Standards framework to systematically review existing policies, human resource practices and training to improve LGBTI inclusion and diversity. If desired, Richmond Wellbeing can assist organisations through Rainbow Tick Accreditation. The CoP demonstrates the commitment of organisations to change how they work to improve inclusion and diversity and has provided a constructive forum to engage authentically in robust and useful discussions around what it means to be safe, inclusive and affirming services and employers for LGBTI communities.

Richmond Wellbeing is currently working on a further project to extend sector capacity in WA which focuses on delivering training and expanding the CoP by identifying, supporting, and sustaining a community of active allies and advocates to increase inclusive practice across community services, government and beyond.



Bouncing Back

Giving Mental Health a Sporting Chance

Richmond Wellbeing's Bouncing Back program has experienced an eventful year with a significant increase in the number of sports clubs utilising the service. In the last two years the program has been delivered to over 1,300 participants in partnership with approximately 50 Perth metropolitan local sports clubs.

Suicide is the biggest killer of men aged between 18-40 years old, so targeting this service at sports clubs is an effective way of reaching this demographic and paramount to improving the mental health and wellbeing of this group. Bouncing Back was created in response to feedback from sporting clubs requesting support to raise awareness about mental health. The free mental health awareness program was developed with the support of the Kalamunda Cricket Club.

Bouncing Back is unique as it provides real opportunities to reach men in this age group and addresses the way that men typically think about their mental health, which tends to maintain the stigma associated with mental health. Such stigma can reduce the likelihood of men seeking help or referring help to others in need.

"It's not cancer or car accidents, it's suicide, suicide is the biggest killer of men. Bouncing Back helps participants to identify mental distress and promote good mental health throughout their clubs and communities." - Paul Peacock, Bouncing Back Coordinator

The program offers honest and open face-to-face sessions with clubs that provide important information about where and how to access support, as well as introducing techniques to identify feelings and emotions. In addition, skills are also taught on how best to talk to someone in supporting their mental distress.

A 2020 survey from participants demonstrates the impact of the program:

- 100% agreed that the program was beneficial for their club and recommended it for other clubs
- 89% agreed that their teammate would be more likely to seek assistance since attending Bouncing Back
- 97% agreed that the program gave them a better understanding of mental health issues
- 94.5% agreed the program provided them with skills to help teammates experiencing mental distress

The program has enjoyed great success in raising mental health awareness throughout the community ultimately giving mental health a sporting chance.



**SHARING
THE
JOURNEY**



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