



2022/2023

Annual Report

Acknowledgement of Country

Richmond Wellbeing acknowledges that we stand on Nyoongar country. Richmond Wellbeing pays respect to the Elders past and present who are the Traditional Custodians of this land, acknowledging them as the holders of deep wisdom and culture.

Acknowledgement of Elders

Richmond Wellbeing thanks Aunty Irene McNamara, Uncle Albert McNamara, Aunty Sandra Wilkes, Uncle Peter Wilkes and the Greater Bunbury Aboriginal Elders' Group for working with us and sharing their knowledge and wisdom.

Acknowledgement of Lived Experience

We acknowledge the individual and collective expertise of those with living or lived experience of mental health, and alcohol and other drug challenges. We recognise the vital contribution and the courage of those who share this unique perspective, and thank them for helping us to learn and grow together to achieve better outcomes for all.

We pay tribute and thanks to our service users and their advocates who have walked this journey. We also pay tribute and thanks to the service users and advocates whose courage and actions make it possible for us to have a positive impact today.

Contents



From our CEO & Chair	2
From our Elders	3
Our Service Delivery Locations and Impact	4
Strategic Plan Wrap Up	6
Celebrating our Elders	8
Recognising our Team	10
Moving Ahead at Ngulla Mia	12
Living my Best Life	13
MH Connex	14
WA Men’s Health Conference	15
Recognising our Consumers	16
Our Year in Highlights	18
Our Leadership	20
Working together	21

From our CEO & Chair

As we reflect on the past year at Richmond Wellbeing there is much to consider and much to be proud of.

After the profound challenges that COVID presented us, it was a relief to finally return to some sense of business as usual; and the ability to refocus on our core business without the added pressure and strain that came with COVID.

Excitingly, we have made significant strides forward in our new Community Care Unit in Orelia; and the Momentum QP Youth service in Queens Park; two new and innovative residential services. The team involved in these new initiatives are to be commended on their successful implementation, and on how well they have become embedded into the broader mental health service landscape in Perth.

As our organisation has grown and evolved we have also reviewed and updated our structure to enable us to better respond to the challenges and opportunities of the sector. This, combined with significant enhancements in our systems and processes, has us well placed for the future, with a firm foundation for upcoming projects, advocacy and growth.

Indeed, as we prepare this Annual Report, our Board and Senior Leadership Team (SLT) are already in the process of working with the wider organisation and our stakeholders to develop our new Strategic Plan, a cornerstone document which will serve as a reference point for our future direction and decision making.

This new Strategic Plan will be of key significance to us as an organisation as it will be published at the same time as we begin to reflect on who we are and where we are heading in preparation for our 50th Anniversary year. A huge achievement we look forward to celebrating.

We continue to be proud of the high quality and rigorous safety we provide across our services;

and our unwavering focus on day-to-day business means we are able to provide the very best care and support we can to the community we serve. We are also very proud of the continued work in improving our services for Aboriginal, LGBTQ+ and CaLD communities. We build year on year in these areas, and they continue to be a strong focus for our advocacy.

We were excited to co-host WA's inaugural Men's Mental Health conference alongside Mens Talk this year and we look forward to continuing to focus on men's mental health, including building on the success of this event in the coming year.

As this Annual Report highlights, we have achieved so much amazing work this year. Together, we would like to thank our Board for their support and guidance throughout the year, and acknowledge the commitment and dedication of our Senior Leadership Team. Most importantly though, we would like to thank each and every staff member that makes Richmond Wellbeing a great place to work, and one which makes such a difference in our community. Your work is so important, thank you and well done on contributing to the achievements and successes of Richmond Wellbeing this year.

We look forward to sharing our new Strategic Plan and our plans for acknowledging 50 years of Richmond Wellbeing in Western Australia.

Adrian Munro
Chief Executive Officer

Tim Marney
Board Chair



From our Elders: Working together, walking together and making the change together

This year has been a breath of fresh air as COVID has started to pass, and we have been able to come together again to build momentum in our work.

We were honoured to have the Richmond Wellbeing Boardroom and Training Room named after our two families; and the recognition of our work and the influence we have across the organisation is greatly appreciated. Our families are incredibly proud of this legacy and it really means so much to us all.

We were very pleased to see the inception of the Aboriginal Cultural Lead role which is being successfully job-shared by Maudie Sketchley and Garry Ryder. We are committed to supporting Gary and Maudie in this role. They can make a significant difference across the organisation, supported by Adrian and the SLT and we look forward to seeing them grow in the role.

The Aboriginal Community of Practice has been an important step forward and an opportunity for the Richmond Wellbeing workforce to build cultural competence and be allies across the organisation and in the community. This is an example of what we need to see more of across Richmond Wellbeing if we want to make change. We have great Aboriginal staff who are passionate about their work; now we need non-Aboriginal staff to help 'carry the load' that we, as Aboriginal people, have been carrying for generations.

We enjoyed the Truth Telling session that Dr Michael Wright facilitated with us and the Board. We see this as a very important starting point in our engagement with the Board and this Bourdja to Bourdja relationship is fundamental to how we work together. We look forward to working

more closely with the Board over the coming year as we walk together, work together and make the change together.

The next step for us is the development of our new RAP. We have been pleased to work with Dr Michael Wright over a number of years to develop criteria to measure and improve cultural competence. These have been summed up in the '7 Excellence Criteria'. We will work with Richmond Wellbeing to develop an innovative approach to deepening the organisation's reconciliation actions, using this excellence framework. We are committed to providing Cultural Governance and continuing to mentor Adrian and the team. We have high expectations of what can be accomplished.

We have achieved so much together in our time at Richmond Wellbeing, but now we are ready to elevate this further; to be leaders in the sector and improve mental health outcomes of our people.

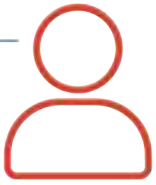
Richmond Wellbeing Elders Uncle Albert, Aunty Irene, Uncle Peter and Aunty Sandra



Our Service Delivery Locations and Impact

We are proud to work on Nyoongar Boodjar





252 clients stayed at our 11 residential sites across WA

136 Beds provided

PERTH METRO

12	Bassendean	11	Momentum QP
8	Kelmscott	58	Ngulla Mia
12	Living Recovery	12	PaRK
14	Community Care Unit	10	Queens Park Service

REGIONAL WA

23	Bunbury CSRU
79	Bunbury SUSD
13	Busselton CSRU

Occupancy Rates



100% Bassendean	95% Bunbury CSRU	40% Bunbury SUSD	96% Busselton CSRU	81% Community Care	83% Kelmscott
52% Living Recovery	53% Momentum QP	84% Ngulla Mia	97% PaRK	98% Queens Park	

Outreach Programs

1,669 consumers have accessed our outreach programs

72,630 Total service delivery hours

Moorditj Djerpin Wirrin 79 1,520 hours	Albany Fellowship House 99 787 hours	Individualised Community Living Strategy 13 3,508 hours	Hearing Voices Network 252* 1,356 hours	MH Connex 524 9,993 hours	National Disability Insurance Scheme 408 39,493 hours	Commonwealth Psychosocial Support 266 14,369 hours	Recovery Outreach Service 28 1,604 hours
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* HVN consumer numbers are lower than 2021/22 due to changes in how interactions are recorded.

Resources



346 employees including



Full Time Equivalent Staff 224	Aboriginal Staff 18	Staff who identify as LGBTI 36
CaLD Staff 84	Students 25	Volunteers 13

Finance

	2021 (\$M)	2022(\$M)	2023 (\$M)
Financial Turnover	25.9	33.7	31.8
Government Grants	25.4	32.3	30.2
Salaries	20.7	24.0	26.8
Total Assets	22.6	24.7	24.2
Total Liabilities	9.5	8.2	9.7



Solid Foundation: Strategic Plan Wrap Up

As we come to the end of our 2020 - 2023 Strategic Direction, we are excited to report on the significant progress made and reflect on our achievements.

Over the last four years our organisation has changed significantly and so too the sector. What hasn't changed is our desire to provide care and support to the community, to support people as they transform their lives, and to innovate and try new things as we respond to our ever changing environment. This has been a constant at Richmond Wellbeing and will underpin our future Strategic Direction.

During this period we have had some amazing accomplishments as we have grown significantly, opened new services, including three new residential services; and greatly enhanced our organisational capacity and capability. We believe it has all culminated in bringing us to a point where we will move into a new season at Richmond Wellbeing; one that will leave a lasting legacy.

As an organisation we are at a key juncture and the next four years will be a defining period for us. The challenges we face now are complex, diverse and rapidly evolving. The global pandemic has brought into focus the importance of mental health, revealing the depth of unmet need in communities, and highlighting the urgency of our mission. COVID had a significant impact on our ability to deliver on our Strategic Direction as we had planned; what it highlighted instead however was our ability to adapt, innovate and respond to the needs of the changing environment. Much like everyday life, when things don't go as you expect them to, it is often your ability to respond and adapt that counts.

In line with our Strategic Focus Area of 'Building internal and external capability and capacity' and our Strategic Objective of 'Responsibly growing our business for the long term' we have made considerable investments in our internal systems,



including staffing; creating new roles to meet demands and ensuring our teams are equipped to work in such a pressured environment.

We have actively developed our internal leadership capability through our Leadership Community of Practice and expanded our leadership capacity through new roles. This skill development and resource addition will help us to grow stronger and plan for the long term.

Recapping our 2020 -

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 Purpose

- Voice of Hope
- Courage and Compassion
- Inclusion and Diversity
- Service Excellence



We continue to see much unmet need in the community and we are working actively to raise awareness of mental health, recovery and wellbeing through public involvement. Over the last year Richmond Wellbeing has been represented at over 60 public events, all of which have given us the opportunity to talk to the community we are working with, finding out more about the need that is out there and innovating programs and responses to meet that need.

Following research over the last year, one particular area we are compelled to pay more attention to is that of mental health in WA's young people. The high rate of mental health distress experienced by young people in WA has led us to focus on improving our capacity to provide safe, youth-friendly services for all young people inclusive of those with multiple, intersecting identities. Whilst we currently only have one specialist youth service, Momentum QP, over 15% of current consumers across our services are aged between 18-25. To this end, and in line with our Strategic Focus Area of Innovative Service Model and Delivery, we are in the process of creating a Youth Steering Committee led by young people with lived experience of mental health distress, with the aim of reviewing our current capacity to provide youth-friendly services and identifying gaps and priority areas.



We know that when we authentically engage people with lived experience and recognise their specialist expertise, we are better placed to provide services that meet the needs of the community. The Youth Steering Committee is scheduled to be up and running in 2024.

Similarly, our Consumer and Family Reference Group, made up of current and previous consumers, their family supports and staff; continues to provide input into all aspects of our services. With members having a diverse range of backgrounds and varying experiences of mental health services, the group continues to help us become better equipped to help our consumers; all part of our Strategic Focus Area of Building Internal and External Capacity and Capability. Having people with lived experience involved in policy and procedure development, new service proposals and strategic planning means we are moving forward to better support our consumers.

We have a strong sense of who we are as an organisation, why we exist and our values. As we stand on the precipice of a new era, this will hold us in good stead to rise to meet the challenges before us. Our new Strategic Plan will be the embodiment of our dedication to transforming mental health care and support. It is our intention that it will be innovative, ambitious, and forward-thinking. As our new Strategic Plan begins to take on life, it is being crafted through careful analysis and reflection, collaboration, and an unwavering belief in the power of our work to change lives.

2023 Strategic Direction

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.

A Proud Legacy: Celebrating our Elders

In celebration of NAIDOC Week 2023 and its theme 'For Our Elders', Richmond Wellbeing was delighted to host a special event to recognise our Elders, Uncle Albert and Aunty Irene McNamara, and Uncle Peter and Aunty Sandra Wilkes.

With our four Elders as the Guests of Honour, the event was an opportunity to bring together our staff, residents and consumers, as well as guests from Kinship Connections, and Curtin University.

The day began with a smoking ceremony and Welcome to Country by Aboriginal and Cultural leaders, Maudie Sketchley and Garry Ryder. Karla Hart, Jonathon Garlett and their dancers then showcased traditional Aboriginal dancing and music.

As part of the recognition of the work and commitment of our Elders, Richmond Wellbeing CEO Adrian Munro dedicated the renaming of our Boardroom and Training Room to the Elders, and unveiled portrait photos of the couples to be displayed in the rooms.



The beautiful portraits were taken by local photographer and Nyoongar man Cole Baxter.

Adrian said "The Elders' portraits stand as a testament to their wisdom, knowledge, guidance, and lasting legacy at Richmond Wellbeing. Our relationship is built on mutual respect and a commitment to "two-way learning."

Dr Michael Wright from Curtin University also spoke about the Elders' remarkable journey and their important work.

Richmond Wellbeing is grateful to Uncle Albert, Aunty Irene, Uncle Peter and Aunty Sandra for their enduring impact on Richmond Wellbeing and our community.

Together, we proudly celebrated the invaluable contributions of our Elders.



We are honoured by this recognition of our work. Our families are incredibly proud of this legacy and it really means so much to us.



Deepening Relationships: Truth Telling Sessions

In March and April 2023, we held three Truth Telling sessions with our Elders, Board and Senior Leadership Team. The sessions were facilitated by Dr. Michael Wright from Curtin University's Looking Forward Moving Forward Research Team.

Truth Telling through Storying was an opportunity for our Elders, Board and Senior Leadership Team to share their unique stories. By listening deeply and through reflection, the storying process assists non-Aboriginal people to build connection and recognise the profoundly different worldviews and lived experiences we all have. Shared storying is a powerful process that provides a conduit for deep and personal relationships, building new levels of respect; all of which are integral to the success of co-design.

Our work in this space continues, with future activities to include an immersive On Country



experience and co-design workshops to facilitate SLT and Board members to apply Aboriginal ways of working in their decision-making and governance processes.

Our end goal through this work is to ensure that our workplaces and services are culturally informed and secure so that Aboriginal people feel respected and safe when accessing our services.

From our South West Elders

The South West Elders have been supporting Richmond Wellbeing in the South West region for the last four years. We are happy to continue to work with Richmond Wellbeing in developing culturally appropriate mental health services that are safe and welcoming places for Aboriginal people to work and to come and heal.

In working together, we encourage you to listen to us and make changes as necessary. We have seen the changes you have made so far and this paves the way for our continued work together, supporting our community. We look

forward to staying connected, and yarning about decisions that impact our people.

We encourage you to connect to Aboriginal organisations in the South West and work together to build trusting relationships.

We look forward to continuing to work with Richmond Wellbeing and to meeting and working alongside Elders in Perth to ensure that as we make changes across the organisation, all voices are heard.

Greater Bunbury Aboriginal Elders' Group

Passion & Expertise: Recognising our team

Our people are integral to who we are as an organisation. Our passionate and expert teams support people and make a difference in our community, and for them to do that to the best of their ability, we know we need to support and recognise them.

One of our Strategic Objectives is to ensure we have the right people with the right skills and over the last year we have continued to make significant progress in offering a great place of employment for our staff. The year saw an increased focus on our people, capability and culture with the appointment of a new People and Capability role at a senior leadership level, and so we welcomed Shelley Micale to our Senior Leadership Team as our inaugural Chief People and Brand Officer.

We have also had a significant overhaul of our onboarding process to improve the joining

experience for our new starters. This has led to new staff becoming embedded in their roles faster and with more support around them. To support both our staff and our consumers, we have also introduced new Senior Residential Manager roles in the last year; which are designed to better support quality in service delivery and to support the staff in those front line service delivery roles.

We also know how important it is to support the future of our sector, and our future employees. To this end, in 2022 we partnered with Marr Mooditj Training, an Aboriginal Corporation committed to providing quality training for Aboriginal and Torres Strait Islander people. We partnered with them to offer student placements and to sponsor two Mental Health Encouragement Awards at their end of year graduation.

We continue to welcome diversity in our workforce and to provide opportunities for training, development, and advancement to our team. We continue to watch our people thrive.

Raising up with KAYA Callout

New to Richmond Wellbeing in 2022 was our KAYA Callout Initiative. Our People & Capability team have collaborated with superannuation provider HESTA to create the KAYA Callout Staff Recognition Program. KAYA Callout encourages the recognition of staff who have made contributions that benefit our workplace, reflect our core values and exceed expectations.

Every staff member is encouraged to nominate a colleague for a KAYA Callout when they see great work in action, and every month two nominated staff members are selected for an award by the Senior Leadership Team.

Since its inception in September 2022, we have received over 125 nominations from our people across the organisation. A testament to the amazing work going on.



HESTA



Our People: Stories from our staff

We want you to hear first hand what being part of Richmond Wellbeing means. Here are Gemma and Reg to tell you a little about what working here means to them.

“It means so much to be part of a diverse organisation, where people’s uniqueness is held in such high esteem. Everyone recognises the expertise in the organisation and the knowledge that comes from working with people from different backgrounds and experience.

We are encouraged to engage, to interact, to ask questions and have conversations. And importantly it is always done respectfully. We work in an environment where our senior leaders set that example and have those conversations, even if they are sometimes difficult. Importantly, it is always done genuinely. It never feels tokenistic.

The messages we share across the organisation are genuine. We recognise that we don’t get it right all the time, but we know that is how we grow

as an organisation; by acknowledging, learning and doing better.

Our work is challenging. And the reality is that having a qualification is not always enough. It is when the work is done in a genuine environment, with acceptance and safety that we can really make a difference”.

Gemma is a Senior Residential Manager at Richmond Wellbeing and has been with the organisation since 2010. During this time she has grown her career from front-line service delivery to site leadership and then senior leadership.



“I love being able to lead a team and share my knowledge and wisdom. To help others bring out their best selves which in turn helps our consumers to achieve their recovery goals.

Working here is both challenging and rewarding. Some situations we face can be extremely difficult, but as an organisation we pride ourselves on our ability to tackle the hard stuff and focus on our consumers to find the right fit for them on their journey. And when you see consumers empowered, it is all worthwhile.

I see the passion in all of my colleagues and it means so much. As someone who has experienced their own struggles with the black dog, I understand what it means to live with your mental health 24 hours a day.

What means the most at Richmond Wellbeing is knowing that I can bring all of myself to work

and not be judged or treated unfairly. As an example I am a passionate Hawthorn supporter and I know our CEO is a West Coast fan but he doesn’t treat me differently because of it! For everyone at Richmond Wellbeing it is about being respectful of the uniqueness that we all bring, no matter who we are. Treating people fairly and not being judgmental; that is what makes Richmond Wellbeing such a unique place”.

Reg has been with Richmond Wellbeing since 2016 and is a Team Leader with our CPS program, as well as being a vital part of our Aboriginal and Torres Strait Islander staff group.



Safe & Sound: Moving ahead at Ngulla Mia

This year has been a big one for Ngulla Mia; and our residents are going from strength to strength.

Ngulla Mia, our largest supported accommodation program, provides a safe residence for adults experiencing mental distress, who are homeless or at risk of homelessness. Residents at Ngulla Mia are provided with tailored support to meet their individual needs.

Over the last year, the team at Ngulla Mia have been focussing on managing risks and the steps needed to provide a safe and welcoming space for both residents and staff. One of the big steps taken as part of this review is the restructuring of the referral process for new residents, including new involvement of external agencies such as a Community Health Nurse.



The last year has also seen the introduction of a new Community Transition Coordinator role. This pivotal role has been developed to help transition people both in and out of Ngulla Mia. For consumers coming into the program, this new role is there to welcome, support and advise. Similarly the role helps to transition people who have completed their time at Ngulla Mia, by working with them to ensure that ongoing support is in place and to advise on accommodation options.

The introduction of the role has already heralded much smoother transitioning for residents and as a result there have been reduced risk levels, with staff being able to better understand the needs of individuals when they first arrive.



Another element of the referral process is enhancing our connections with hospitals and referrers to help them better understand who the service is suitable for. We encourage them to visit Ngulla Mia and to make informed decisions about the suitability of the program. This has hugely reduced the number of people for whom Ngulla Mia is not the right space.

Also developed over the last year is a new structure for the recovery groups and programs operated by our Ngulla Mia teams and partners. This has provided a new level of consistency for residents and has provided opportunities for more collaboration across the whole house, helping residents and staff to better understand each other's needs and to understand people's different stages of recovery.

The increased feeling of safety that comes with people being better supported as they come into the program has been a huge shift and has led to a far more communal environment. There are more residents involved in activities together, working together and supporting each other. Ngulla Mia is more than a program for our residents, it is their community and somewhere they can belong.

Ngulla Mia is proud to be open to new ideas, and our ability to build capacity and capability has positively impacted the team culture, meaning our team is better placed to support our consumers in the best way.

Creating Change: “Living My Best Life”

In 2022, our Living My Best Life program was recognised as a finalist at the WA Mental Health Awards under the highly competitive Innovation for Change Award category; which recognises outstanding innovation in driving change for better mental health in WA.

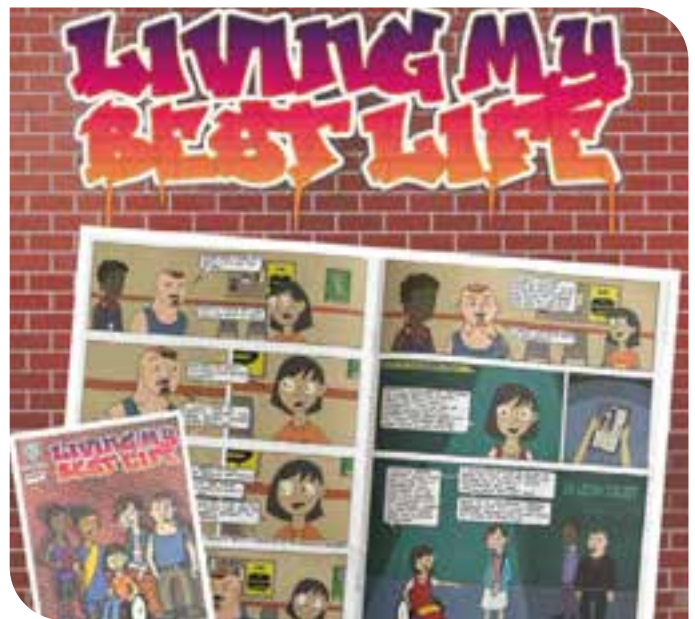
Living My Best Life is a unique training program developed to support people with a psychosocial disability to apply to the NDIS. The program saw the development of a unique suite of resources accessible to people as they start navigating the NDIS process.



The innovative development of training resources such as a graphic novel, training animations, a 15 episode podcast series and a hybrid of both online and face to face training meant that the reach of the programs was truly statewide. All of the resources developed are readily available as part of the NDIS Toolbox which Richmond Wellbeing will host online until July 2024.

The Living My Best Life project’s positive outcomes and valuable resources have contributed to a stronger, more inclusive NDIS environment; and as part of the Awards, the overall impact of Living My Best Life was deemed by the Department of Communities to be highly effective; so much so, it is now being considered as a format for future NDIS training.

The Living My Best Life graphic novel is in a classic ‘comic style’ designed to capitalise on the popularity of the graphic novel format. The result is an engaging and accessible resource for people who are considering or beginning the process of applying for NDIS support with psychosocial disability, as well as being a valuable



resource for NDIS service providers who may be assisting people through the process. This graphic novel is the only NDIS information resource of this style published in Australia. It utilises a simple visual model of storytelling to explore the journey of five unique characters as they apply for the NDIS. The characters represent diverse mental health experiences and life backgrounds including culturally and linguistically diverse, socioeconomic and diverse gender and sexuality.

“For Living My Best Life to be acknowledged on its merit and impact shows what can be achieved when we are authentic and bold in our approach to tackling the barriers in accessing the NDIS and delivering real change where it matters.”

David Gibson, Living My Best Life Project Manager

‘Living My Best Life’ is an NDIS Psychosocial Service Provider Capacity Building Project undertaken by Richmond Wellbeing, which offers a unique training program to support people with a psychosocial disability to apply to the NDIS.

Above and Beyond: Recognising MH Connex

In 2023 we celebrated our MH Connex Team, which was recognised as one of just three finalist in the Outstanding Organisation category at the National HESTA Australian Nursing and Midwifery Awards.

The team was recognised for their tireless efforts in going above and beyond to support people experiencing severe and complex mental health distress. Since the program commenced in 2017, MH Connex has received more than 1,500 referrals from over 300 GP clinics across the Perth metro area. The program has had a significant impact on people experiencing mental health distress, reaching many people who would not otherwise have received appropriate and timely support.

Central to the program's success are our nine Face to Face Practitioners, who through their

MH Connex is a free, recovery-oriented community mental health program provided for people aged 18+ who have a mental health treatment plan and live in the Perth metro area. MH Connex is made possible through funding from the WA Primary Health Alliance, provided by the Australian Government under the Primary Health Networks Program.

experience and specialised knowledge, work in partnership with Perth GPs, supporting patients on their recovery journey in a comfortable and safe setting. Their use of strong communication and interpersonal skills means that everyone they work with receives personalised and inclusive support.

In line with our strategic focus to build capacity and capability, MH Connex plans to provide nurses with much-needed specialist training; and increase service awareness.

Finalists at the Awards were selected by a group of industry experts from across the health and community services sectors, and as an organisation we were thrilled to see the work of MH Connex being celebrated and the impact of this unique mental health service being nationally recognised.



“ **As a team we feel privileged to be working with people experiencing mental health distress who allow us into their lives. Seeing the positive outcomes they achieve through the specialised mental health nursing care we provide is so rewarding.** ”

MH Connex Team



Together for Men's Wellbeing: A New Era

As part of Men's Health Week 2023, Richmond Wellbeing together with men's mental health charity Mens Talk, was excited to host the inaugural WA Men's Wellbeing Conference.

Men often face unique challenges when it comes to seeking help for mental health issues. Societal expectations of masculinity, stigma and traditional gender norms can discourage men from reaching out for support.

The Men's Wellbeing Conference was a unique opportunity to bring together experts and thought leaders from various fields to discuss topics essential for men to lead happy, healthy, and fulfilling lives.



The conference, designed to be inclusive and welcoming to anyone who interacts with men, offered a unique opportunity to hear from some forward thinking organisations currently working in the sector alongside some truly inspirational individuals sharing their stories.



Key Note Speakers included Kim Hughes, Former Australian Test Cricket Captain and current Ambassador for Richmond Wellbeing's Bouncing Back program, a mental health awareness training program for sporting clubs. Kim shared his personal journey with great humour and compassion and his stories went on to inspire conversation and discovery.

“ The more we can do to engage men and raise awareness of support for holistic health and wellbeing, the better! ”

With a range of workshops and panel discussions, the Men's Wellbeing conference showcased the wide range of support that men can access in the community, and provided face to face opportunities for guests to hear inspiring stories, helping to break the negative stigma surrounding men and their wellbeing.

'Together for Men's Wellbeing' was the conference theme, reaffirming our belief in a comprehensive and holistic approach to promoting men's health that can only be achieved through collaboration and conversation.

With over 130 delegates attending and the Conference being heralded a great success, we look forward to being involved in the next event.

Voices of experience: Informing all we do

Our work is inspired by our consumers every day. Their stories of recovery and resilience are what make it possible for us to continue having a positive impact. We acknowledge the contribution and courage of those who share their unique perspective, and thank them for helping us to learn and grow together to achieve better outcomes for all.

Rob's Story

Rob contacted us to express his deep gratitude and heartfelt appreciation for the 'exceptional care and support' provided throughout his journey with the **Fresh Recovery Program**.

"From the very beginning, Gary demonstrated an unwavering commitment to assisting me in accessing the medical care I urgently needed. His professional and genuine care shone through every step of the way, making an immeasurable difference in my life during challenging times.

What truly set Gary apart was his compassionate nature and genuine concern for my wellbeing. He consistently made time to listen to my concerns,

answer questions, and offer words of encouragement. His empathy and support provided me with reassurance and a sense of comfort during what could have been an overwhelming experience".

Thanks to Gary's invaluable assistance, Rob is making steady progress on his recovery journey. He is receiving the psychotherapy treatment that he desperately needed, and he firmly believes that this positive outcome would not have been possible without Gary's intervention and support.

"I am truly fortunate to have had the opportunity to work with such exceptional individuals".



Names and some details have been changed for confidentiality and privacy purposes. Photos shown are of staff and used with consent. No consumers are included.

Jane's Story

At 34, Jane found herself with PTSD, depression and anxiety; all a result of domestic and family violence.

Together with her two young children she was able to escape her situation but struggled to find secure housing or a job in Perth. With the support of Richmond Wellbeing, Jane was added to the Priority List with the Department of Housing, and after being linked in with Edge employment, was able to find work. Sadly through no fault of her own, Jane soon found herself without a job again. A set back which resulted in her becoming extremely depressed.

After starting a new relationship Jane moved her family interstate for a new life. Richmond Wellbeing was able to support her to settle in, but sadly the relationship was not a healthy one and both Jane and her children returned to

Perth, where, unable to find accommodation, they found themselves homeless.

Our support of Jane continued and she was able to be placed back on the Housing Priority List. After more setbacks things finally started looking up for Jane and her children. Our team supported her to link in with counselling through Parents Next; and finally, Jane was allocated a furnished home through Transitional Housing while awaiting a house through the Department of Housing.

Jane is extremely grateful for our support and knows how many challenges she has overcome and worked through to get this far. Jane's resilience, determination, and strength, to get back on her feet, despite all the setbacks, and disappointments is remarkable. As is the commitment and dedication our team has shown in continuing to walk with Jane as her story continues.



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Our 2022 - 2023 Highlights

In the last year, Richmond Wellbeing and our amazing teams around WA have been getting out and about quite a bit!

Being part of community, spreading the word and helping to share and support recovery stories across WA. Here are just a few of our events and highlights from the last year...

Starting in July and running throughout the year, we hosted over 20 events as part of the **Bouncing Back Series**, providing sports clubs with tools to assess club members mental health and wellbeing.



To celebrate the oldest living cultures in the world July also saw us participating in a whole host of community based events as part of **NAIDOC 2022**.

In August 2022, members of Richmond Wellbeing's **Hearing Voice Network** groups got together in the Swan Valley to share their stories of hope and positive identity. An amazing outing that created new friendships and memories.



In September, **Bouncing Back** was in focus again as Program Facilitator Paul Peacock presented at the WACA to over 500 WASTCA Presidents, delegates, and coaches promoting the Bouncing Back program and the importance of men's mental health.

In October our staff took part in and attended a series of events as part of **Mental Health Week**. One particular event was a WAAMH seminar which featured a panel of professionals, academics and experts working to unpack the theme: "Where, how and what we live" focusing on the important intersection between mind, body and environment for mental health.



In November we were full of pride to be a part of **PrideFest 2022!** A really special month that included many engaging conversations and activities in celebration and support of the LGBTIQ+ community.

Our tag line at the Pride Fair Day and Pride Parade was 'Lighting the Way, Sharing the Journey' and our participants dazzled onlookers as they proudly carried



coloured lanterns adorned with fairy lights and glowsticks emphasising how Richmond Wellbeing support LGBTIQ+ people and communities in their own journey.

November also saw us taking part in the **WAAMH Mental Health Conference**, which brought together over 500 people, all with a shared purpose of improving mental health outcomes for all.

In December we were thrilled to attend the **Marr Mooditj Graduation** event where we sponsored two awards. Marr Mooditj is a training organisation that is committed to providing Aboriginal and Torres Strait

Islander students with the opportunity to access high quality training and assessment services, delivered in a culturally safe and secure environment. With over 300 people at the event it was a great opportunity for us to engage with new graduates looking to work in the mental health space.



In February, as part of our collaboration with Mens Talk, staff were invited to view the screening of the documentary **Happy Sad Man** at Palace Cinema. Australian filmmaker Genevieve Bailey was inspired to find more diverse and positive portrayals of men exploring their emotional selves. Happy Sad Man gives an unforgettable voice to the complex emotional landscapes we can all traverse.



In March Aboriginal staff from across Richmond Wellbeing and our Elders came together to Yarn in recognition of **Close the Gap Day**; a day of action aimed at closing the gap in health outcomes between First Nations and non-Indigenous people.

In May Richmond Wellbeing once again held an event for **International Day Against Homophobia, Biphobia and Transphobia**, with performers sharing their stories. We had performances from Lyricalinfusion, all with lived experience of identifying as LGBTIQ+. The four cast members, Steph, Candice, Xanadu Dahlia and Charlie, presented a 25 minute spoken word performance backed by a support cast. The performance was followed by lunch and a Q&A session with the cast, which over 50 members of our team were able to attend.



In June we hosted a celebratory event for our **Elders Uncle Albert and Aunty Irene McNamara and Uncle Peter and Aunty Sandra Wilkes**. The event brought together staff, residents, consumers and guests from Kinship Connections and

Curtin University. At the event, in honour of our Elders, we unveiled portrait photos of the couples that would be displayed in our Board and Training Rooms, which were renamed in acknowledgement of the work of our Elders. The portraits were taken by a local photographer and Nyoongar man Cole Baxter.



As part of Mens Health Week, June 2023 saw us hosting the **WA Mens Wellbeing Conference** in conjunction with Mens Talk. The conference brought together experts and thought leaders from various fields to discuss topics that are essential for men to lead happy, healthy, and fulfilling lives. The day was filled with fantastic organisations that support men alongside some truly inspirational individuals sharing their story.



Leadership: Our Board & Senior Leadership Team

For Reporting Year 2022 - 2023

Our Board 2022/2023



Tim Marney
Board Chair



John O'Connor
Chair of Finance
Committee



Helen Reid
Chair of Governance
Committee



Roslyn Carbon



James Curtis



Stephen Langsford



Susan Milos



Paul O'Farrell
Chair of Governance
Committee
Departed Board
Jun 2023



Matthew O'Shea

Our Senior Leadership Team 2022/2023



Adrian Munro
CEO



Shelley Micale
Chief People &
Brand Officer
Joined Feb 2023



Ian Moore
Chief Operating
Officer



Maryanne Wilson
Chief Financial
Officer

We would like to acknowledge the hard work and commitment of Board and Senior Leadership Team members who departed during the reporting year:

Paul O'Farrell, who left the Board at the end of June 2023, after serving eight years and making a significant contribution as Governance Committee Chair.

Dean McNair, who left the Senior Leadership Team in October 2022, after three years in his role as Chief Shared Services Officer.



Dean McNair
Chief Shared Services Officer
Departed SLT Oct 2022

Working together: Connecting Communities

Working together is what we do. Whether that is working with our consumers and their families, working with communities to raise awareness or working with organisations across the sector to champion change and the future of mental wellbeing in WA.

Service Excellence is one of our core values, and that means we consistently aspire to exceed consumer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities. With that in mind we would like to acknowledge those we have worked in partnership with over the last year, those who we have collaborated with in our search for change, and those who have financially supported our long term growth.

Aegis

Anglicare WA

Casson Homes

Champion Centre Armadale

Consumers of Mental Health WA

Community Employers WA

Curtin University

Cyrenian House

Department of Communities

Department of Health WA

HESTA

Hope Community Services

ISHAR

Kinship Connections

Lifeline

Marr Mooditj Training

Mens Talk

Mental Health Advocacy Service

Mental Health Commission

NDS

NDIS

Office of the Chief Psychiatrist

Pride WA

Roshana Group

South West Inclusion Network

WA Country Health Service

WA Mental Health Association

WA Primary Health Alliance

WA Suburban Turf Cricket Association



“ We know that working together makes a difference. We know our consumers benefit from our collaborative approach, and we know that by working in partnership, the difference we make will be far greater than by working alone. ”



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