

Annual Review at a Glance

2020

wellways

**It's been a huge year for Wellways.
Here's a snapshot of how we're
building inclusive communities.**

"Wellways is a truly diversified organisation, providing programs and services across a range of areas and communities."

"We believe our organisational principles will help us interpret and respond to a new post-COVID environment where old patterns of thinking and behaviour are rightly being challenged."



Michael Gorton AM,
Board Chair



Laura Collister,
Chief Executive
Officer



Creating inclusive communities

We ran 96 programs from Queensland, down the Eastern seaboard to Tasmania.

9,615

participants

Increase on the previous year:
+ 25% (7159 last financial year)

40%

of participants are aged
between 41 to 60 years old

1,382

participants under
the age of 24

Supporting carers

Our Carer Gateways in Brisbane, Queensland and Campbelltown, New South Wales opened in April 2020 – a truly ground-breaking moment for Wellways.

We've advocated for carer services since Wellways started in the 1970s.

In our first six months of operation our contact centre took more than 12,000 calls from carers in Queensland and NSW. There have been 7500 enquiries of service and our carer support workers are also providing services to 4000 people.

Choosing different

Our support workers across the eastern seaboard showed flexibility, creativity and commitment in the face of bushfires and throughout the COVID-19 pandemic to continue and strengthen our NDIS business. Together, they supported 3150 NDIS participants and delivered 351,151 service contacts.

NDIS participants



Growing together

On July 1 Wellways started operating six new Prevention and Recovery Care services (PARCs) across Melbourne.

Over the next 12 months we will support more than 1500 people to return home and achieve their goals.

On top of this, our success strengthens our partnerships with North Western Mental Health and Eastern Health, some of the biggest health service providers in Victoria.

Wellways PARCs consistently rank first in overall experience of care in the Victorian Government's Your Experience of Service (YES) questionnaire, which tracks participant experience of Victoria's 66 mental health programs.

Suicide prevention and support

Some of our most important suicide program work is helping train communities about how to support someone they are worried about, whether it be a workmate, family member or complete stranger.

Across the organisation last year, we trained more than 300 community members to help start the conversation and link loved ones with support that can literally save a life.

Advocacy

The events of 2019-20, as well as major government reviews of our State and Federal mental health systems have highlighted systemic inequities existing within our communities. These inquiries have provided Wellways with timely opportunities to influence how our nation will reset the balance and address how we can better care and support one another.

During Mental Health Month (October 2019), we launched Stampede Stigma, our innovative public mental health awareness campaign to end the stigma and discrimination





faced by people who experience mental health issues. Through Stampede Stigma, we want to change the attitudes of government and our elected representatives, we want to change attitudes in the workplace, we want to change the attitudes of children and young people, and, we want to change attitudes in communities. In its first year Stampede Stigma successfully reached out to over 2 million Australians.

This year we have also significantly expanded our reach and influence through our communications and engagement with the media and participation in government inquiries and reviews, including the Productivity Commission inquiry into Mental Health, the Victorian Royal Commission into Mental Health and the Federal and Victorian parliamentary inquiries into homelessness. Our opinions are being noticed by key decision makers and our suggestions to improve services and opportunities for some of the most vulnerable in our community have been listened to.

Towards reconciliation

Our staff acknowledge First Nations peoples as the traditional owners and custodians of the land and that sovereignty has never ceded and resistance is ongoing.

Over the course of our inaugural Innovate Reconciliation Action Plan (RAP), more than 1,000 staff attended Aboriginal and Torres Strait Islander cultural and significant events, 600 staff completed cultural awareness training and we formed more than 100 formal and informal partnership agreements with Aboriginal and Torres Strait Islander communities and organisations.

We continue to build on this in our 2020 RAP, which sets courageous, open and accountable commitments.



[READ THE WELLWAYS RECONCILIATION ACTION PLAN](#)

Living our values

Our commitment to diversity and Peer Work strengthens Wellways.

2,070

Staff

97

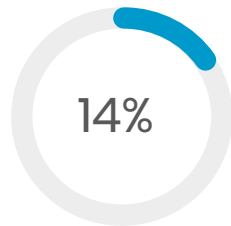
Offices

100

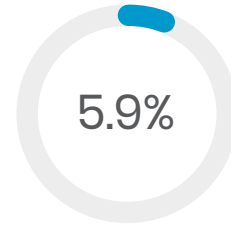
Volunteers

224

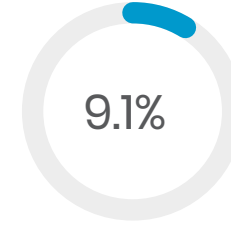
Work in a peer support or lived experience role



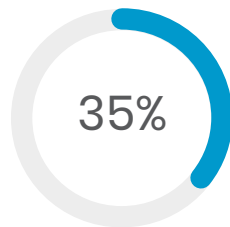
Of staff speak a language other than English



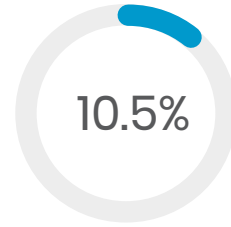
Of staff identify as Aboriginal or Torres Strait Islander



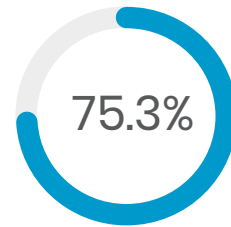
Of staff identify as LGBTIQ+



Of staff are carers



Of staff are living with a disability



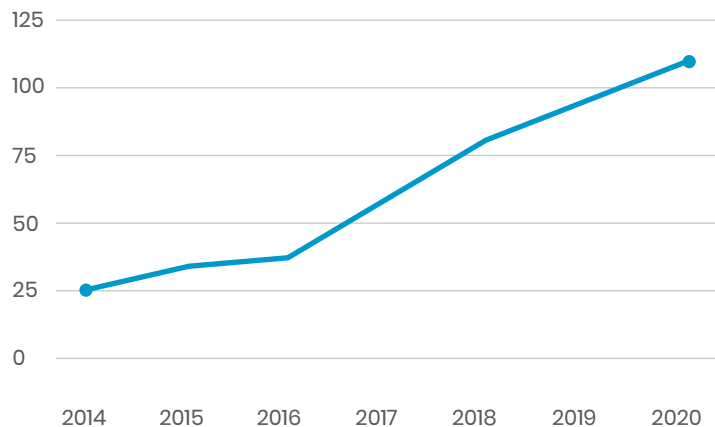
Of staff have a lived experience of mental health issues or a family member or friend with lived experience

Financial position information

With our ongoing focus in strengthening our responses to tender opportunities, we have increased our revenue by \$30 million.

Total revenue	Surplus	Equity
\$109,562,473	\$1,569,155	\$11,630,073

Revenue Growth (%)



 READ THE 2019-20 WELLWAYS CONSOLIDATED FINANCIAL STATEMENTS

Wellways is a leading not-for-profit mental health and disability support organisation with services in Queensland, New South Wales, the Australian Capital Territory, Victoria and Tasmania. Our services span mental health, disability and community care, and reach thousands of people each year.

We work with a diverse range of people living with mental health issues or challenging disabilities. We connect people, strengthen families and transform communities. We work with individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing. This can include creating a home, securing a job and building meaningful relationships.

Our vision: An inclusive community where everyone can imagine and achieve their hopes and potential.

Our mission: We connect people, strengthen families and transform communities for individuals of all ages experiencing disabilities or challenges to their social and emotional wellbeing.

Wellways acknowledges Aboriginal and Torres Strait Islander People as the traditional owners and custodians of the land on which we live, work and play and pays respect to their Elders past, present and future.

We are committed to inclusive communities, workplaces, policies and services for people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



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