



Disability & Mental Health

Capability Statement



Our expertise contributes to improving the lives of individuals with disabilities and mental health conditions by guiding organisations in delivering high-quality, ethical, and accessible services.



About Rivor

Rivor Advisory is a specialised and independent member of a global enterprise employing more than 4,000 people and providing business and technology-related services to various organisations and industries throughout the USA, Europe, Africa, and Australasia. For more than 40 years, our Group has collectively assisted in transforming the businesses of some of the world’s largest and most respected organisations. The ability of Rivor to tap into our group’s vast expertise and global reach enables us to extend our support to organisations worldwide, all while operating from our Australian base. In doing so, we are proud to offer a seamless blend of local insight and global proficiency, ensuring our clients can take advantage of proven disability and mental health sector solutions specifically tailored to their unique needs.



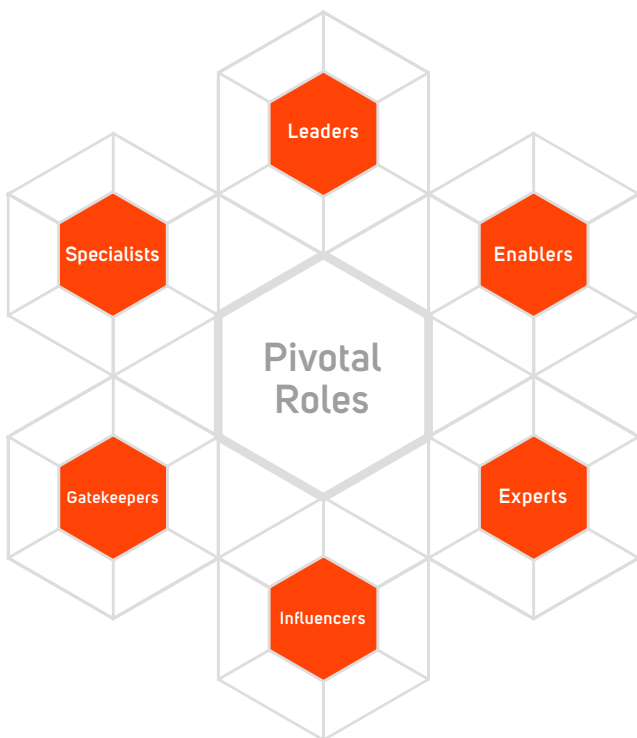


Making it work

Ours is a distinctive and highly practical advisory approach that is driven by our mission to 'make it work.' It starts with recognising that only people can create value and identifying and optimising the pivotal roles that play a decisive role in the success or failure of any project, process, or undertaking. These roles wield substantial influence over outcomes, and our in-depth understanding and analysis of them empower us to craft our innovative and tailored performance, workforce, technology, and service architecture solutions. These solutions, in turn, enhance individual efficiency, promote collaborative excellence, and foster a culture of continuous development.

Focus on the pivotal roles

In every organisation there are pivotal roles that determine the success or failure of any undertaking. At Rivor, our starting point is to identify and optimise those pivotal roles so we understand who they are, what they do, and how they can best work together to help create value.



Leaders

We assist leaders by providing them with tailored guidance, resources, and strategies to enhance their decision-making abilities, foster effective communication, and inspire cohesive teamwork within their organisations.

Enablers

We assist enablers by providing them with streamlined tools, efficient processes, and comprehensive guidance to enhance their effectiveness in facilitating the achievement of those goals and objectives.

Experts

We aid experts by providing them with specialised resources, advanced tools, and collaborative platforms that further augment their knowledge, refine their skills, and facilitate their ability to contribute significantly to their respective fields and the overall organisational objectives.

Influencers

We support influencers by providing them with tailored resources, effective strategies, and insightful guidance to amplify their impact, expand their reach, and enhance their ability to inspire and drive positive change among their communities.

Gatekeepers

We assist gatekeepers by providing them with streamlined tools, efficient processes, and comprehensive support to optimise their compliance and decision-making procedures, ensuring a smoother flow of information and resources.

Specialists

We support specialists by offering them targeted resources, advanced tools, and a collaborative environment that fosters their continued professional development, encourages innovation, and enables them to make impactful contributions.



Making Disability & Mental Health Work

The disability and mental health sector encompasses services, programs, and support systems designed to assist individuals with disabilities and mental health conditions. This sector aims to improve the well-being, quality of life, and inclusion of people facing physical, cognitive, sensory, or mental health challenges. It involves a wide range of services, including medical treatment, therapy, counseling, social support, vocational training, and advocacy.

Rivor's expertise in the disability and mental health sector involves providing specialised advisory services to organisations, government agencies, not-for-profits, healthcare providers, and stakeholders working within this field. We play a crucial role in helping entities navigate the complexities of addressing the needs of individuals with disabilities and mental health conditions.

Rivor offers a range of expert advisory services to help navigate the complexities of addressing disability and mental health needs.

Operational Efficiency

Streamlining processes and workflows to improve efficiency, conducting operational assessments to identify areas for optimisation, and implementing technology solutions to enhance operational efficiency.

Financial Management

Advising on financial management and budgeting, conducting financial assessments and recommending cost-saving measures, supporting the development of sustainable financial models.

Research & Data Analysis

Supporting research on disability and mental health issues, analysing data to identify trends and inform evidence-based practices.

Regulatory Compliance

Assisting organisations in understanding and adhering to disability and mental health-related policies and regulations.

Program Development

Helping organisations design and implement effective programs for individuals with disabilities and mental health conditions, conducting evaluations to assess the impact and effectiveness of existing programs.

Accessibility Evaluation

Conducting accessibility assessments and recommending improvements to physical spaces and digital platforms.

Support Services

Providing guidance on the development and implementation of mental health support services, advising on the integration of mental health services within existing healthcare frameworks.

Assistive Technologies

Recommending and implementing assistive technologies and adaptive solutions to enhance the independence and well-being of individuals with disabilities.



Our Ability Tools®

Developed to unlock your true potential and to tap into the inherent strengths, talent, and resources that lie within, our Ability Tools have been built on years of practical experience and know-how. Acting as an alternative to traditional consulting approaches, our Ability Tools are like smart guides that help you understand what you're doing well and what needs to get better. They direct attention to your strengths, helping you get better and pushing you closer to achieving your goals. At the same time, they also point out where you might be heading in the wrong direction, provide guidance on how to fix things, and give you the insight you need to quickly get back on track. These tools are designed to dig deep into how value is created, making sure you're ready and able to handle whatever comes your way.

Unlock your potential

Ability Tools that have been developed to specifically assist the disability & mental health sector include:



Work to Pay

Employee payment is commonly viewed as detached from overall operations. Yet, it's intricately tied to upstream activities in the Work to Pay lifecycle. A proficient Payroll service necessitates a realignment of workforce activities to prioritise the concept of Work to Pay.

Our comprehensive Work to Pay solution promises heightened productivity, reduced operational costs, and improved organisational outcomes. It enables the organisation to strategically build, deploy, and reward its workforce for optimal performance. With its built-in streamlined processes and accurate compensation, it fosters transparency and confidence in decision-making.



Workforce Future

Imagine having a comprehensive understanding of workloads, the nature of work, changing complexities, and emerging pressures within your organisation. With Workforce Future, you'll have real-time visibility into these critical factors, enabling you to optimise your workforce like never before.

Our platform equips you with the knowledge needed to make strategic investments in your workforce, identify priority areas where additional resources or skills are required, and ensure that your employees are deployed in the most efficient and effective manner. By aligning your workforce with your organisational goals, Workforce Future allows you to achieve unparalleled productivity and success.



Project Snapshots

Rivor has successfully undertaken many client engagements throughout our 25 years of operation. These examples serve to showcase our proven expertise in evaluating and improving the robustness and efficiency of disability & mental health sector performance, workforce, technology, and service architectures.

Performance

Cost Management

Employing an advanced costing review, we leveraged cutting-edge Engineering Simulation technology and Activity-Based Costing. This potent combination ensured precise cost analysis, empowering data-driven decision-making and optimising resource allocation. The result: heightened efficiency and cost-effectiveness, propelling the organisation to new heights of success.

Performance

Operational Review

Conducting a cutting-edge organisational review, we leveraged advanced modelling to identify impactful cost savings and operational enhancements. Drawing on industry-leading best practices from local and global contexts, this review paved the way for strategic optimisation, ensuring the organisation remains at the forefront of excellence.

Performance

Shared Services Model

Conducted an in-depth review of current shared services for Accounts Receivable and Payables, identifying performance enhancements through benchmarking and best practices. This insightful analysis provides valuable insights to streamline operations, optimise financial processes, and drive exceptional performance, ensuring organisational efficiency and effectiveness.

Workforce

Payroll Integrity

Conducted a comprehensive assessment of payroll processes and policies, identifying over and underpayments and quantifying the impact of payroll leakage. Provided recommendations for resolution, guiding remediation activities in areas such as leave, Enterprise Agreement obligations, pay elements, superannuation, and processes related to special payments, ensuring payroll accuracy and compliance.

Workforce

HRIS

Created a compelling strategic business case for investing in a new suite of HRIS technologies, driving organisational growth and service transformation. Provided expert guidance in managing the implementation of these technologies by third-party vendors, ensuring seamless integration, efficiency, and support to optimise HR operations and enhance overall organisational performance.

Workforce

HRIS Change

Expertly guided the client in managing complex changes, engaging the workforce, and facilitating the adoption of a new operating model resulting from updated business practices. This transformative approach ensured smooth transition and alignment with the organisation's goals, enhancing workforce effectiveness and overall success.



Workforce

HRIS

Crafted a compelling strategic business case to invest in an advanced suite of HRIS technologies, pivotal for fostering organisational growth and revolutionising the delivery and support of employee-related services. This visionary initiative maximises efficiency, employee satisfaction, and organisational success, propelling the organisation into the future with cutting-edge HR solutions.

Workforce

Organisational Structure

Crafted a novel organisational structure harmonised with the updated 5-year strategy. Devised as a migration path over 5 years, this proposed structure signified a significant departure from the existing model, mirroring essential changes necessitated by the evolving business paradigm. It allowed the client to smoothly transition to the envisioned structure.

Technology

ICT Architecture

Collaborated with the organisation to design a comprehensive ICT architecture supporting a workforce of over 3,000 employees. The design encompassed all aspects of the business, ensuring seamless integration, enhanced efficiency, and optimal technological support for the organisation's operations and growth.

Technology

HR & Finance System Implementation

Supported the organisation in successfully implementing a new HR & Finance system for a workforce of over 3,500 people. The project involved deploying a standardised HR & Finance service model across various divisions and programs, ensuring efficient operations and seamless integration throughout the organisation.

Technology

ICT Architecture

Collaborated with the organisation to develop a robust ICT architecture capable of accommodating rapid growth demands while remaining cost-effective within financial constraints. The strategic approach ensures scalability, adaptability, and optimal resource utilisation, fostering sustainable growth and enhanced operational efficiency.

Technology

ICT Architecture

Collaborated in designing a comprehensive ICT architecture to support a workforce of over 600 people, encompassing all business aspects. The tailored solution ensures seamless integration, improved productivity, and efficient technology utilisation, empowering the organisation to thrive in its operations and achieve its goals.

Technology

Service Desk

Enabled streamlined ICT infrastructure via requirements facilitation, tendering, provider selection, and onboarding. Fostered a joint operational model for Service Desk with the chosen provider, encompassing infrastructure management, Level 1 Service Desk, Onsite & Desktop Support, Server and Network Management, and occasional professional services for strategic projects.

Technology

HRIS

Crafted a strategic business case advocating investment in a transformative HRIS technology suite, pivotal for organisational expansion and service enhancement. Guided the client in efficient third-party vendor management, overseeing seamless technology implementation. Enabled streamlined service delivery and robust support for sustained business growth.

Service

Operational Review

Performed an organisational review, employing advanced modelling techniques to identify potential savings and operational enhancements. Leveraged industry-leading best practices, both domestically and globally, to inform the review, ensuring comprehensive insights and strategic recommendations for optimised operational efficiency and sustainable cost reduction.



Contact us

For an obligation-free conversation about how you can leverage our disability & mental health sector expertise in your organisation, please contact me.

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