

Case Study

# MIFWA Streamlines NDIS Data Processing Workflows with Ricoh

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# Executive summary

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Founded in 1980, the Mental Illness Fellowship of Western Australia (MIFWA) is a respected community-based organisation dedicated to supporting individuals with mental health challenges across the state. With a team of over 220 staff, MIFWA not only provides essential services to participants but also champions greater understanding of mental health within the broader community.

As MIFWA's National Disability Insurance Scheme (NDIS) participant base expanded, the organisation faced increasing pressure from time-consuming, manual administrative processes. Staff were spending valuable hours on repetitive tasks such as record keeping, report generation, funding assignments, and journal entry validation—time that could be better spent delivering critical support to participants.

Having supported MIFWA's print operations for years, Ricoh's trusted relationship made it an easy next step to help resolve the organisation's complex workflow challenges. The new solution implemented a Robotic Process Automation (RPA) workflow leveraging Microsoft Power Automate Desktop (PAD). This automation dramatically transformed operations by handling routine tasks with precision and speed, ensuring accurate data processing, streamlined reporting, and efficient funding allocation.

As a result, staff were freed to focus on meaningful engagement with participants, operational efficiency improved, and the organisation positioned itself to scale sustainably as demand grows. Building on this success, MIFWA and Ricoh are exploring the automation of additional workflows to further enhance efficiency across the organisation.

## Quick facts

- Sector: **Healthcare**
- Established: **1980**
- Headquarters: **Perth**
- Employee size: **220 staff**
- Website: **mifwa.org.au**

# An overview

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From its headquarters in Perth, MIFWA provides mental health support services to more than 3,800 people across Western Australia. Services include active recovery support, carer support, hospital to home programs, and assistance for the families of participants.

## Key highlights

- Development and deployment of a new robotic process automation platform based on Microsoft's Power Automate Desktop (PAD) solution
- Streamlined processing and management of NDIS participant records
- Driving efficiency with new automated workflow initiatives, saving time and resources.

## Products & Solutions

- Microsoft's Power Automate Desktop



# The challenge

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## Overcoming complex, time-consuming data processes

Supporting a growing number of NDIS-funded participants meant that MIFWA was generating a substantial volume of complex data. The team faced a significant operational bottleneck: manual processes for collating, reviewing, and reporting this data were labour-intensive, taking approximately 100 hours per week to complete. These repetitive tasks not only consumed valuable staff time but also limited the organisation's capacity to focus on its core mission—delivering high-quality support to participants.

Recognising the growing strain on resources, Head of Finance Sarah Cameron championed the need for change, advocating for a solution that would free up valuable staff time for more meaningful, participant-focused work.

MIFWA needed a solution that could streamline these workflows, reduce manual effort, and improve accuracy, all while allowing staff to dedicate more time to meaningful participant engagement.

“We could see that, as the number of NDIS participants we were assisting grew, our ability to efficiently deal with the resulting documents and data would be put under increasing pressure,” said Cornelia Robbette, Head of Risk, Quality and Compliance, MIFWA.

“We realised that, to future proof our operations, we needed to make use of robotic process automation capabilities.”

– **Cornelia Robbette**, Head of Risk, Quality and Compliance, MIFWA

# The solution

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## Streamlining workflows with RPA

After years as MIFWA's trusted print partner, Ricoh was the natural choice to help the organisation tackle more complex workflow challenges. Leveraging their deep expertise in addressing critical data bottlenecks, Ricoh worked closely with Cameron to implement a Robotic Process Automation solution that streamlined data management and dramatically reduced time-intensive processes.

MIFWA's existing workflow meant that each time a participant receives support, a record is generated that must be precisely linked to both the participant's profile and the staff member delivering the service, with each activity assigned the correct NDIS category code. By automating the upload and update of thousands of records every fortnight, MIFWA has eliminated manual errors, reduced administrative workload, and enhanced data accuracy, compliance, and reporting efficiency—creating a more agile and scalable operation.

“We were very impressed with the level of detail that Ricoh could provide on exactly how they could help us overcome our challenges,”

– **Cornelia Robbette**, Head of Risk, Quality and Compliance, MIFWA

Mindful of the impact on community support, Ricoh rolled out the project swiftly, collaborating closely with Cameron to tailor the solution to MIFWA's specific needs. Cameron was instrumental in helping Ricoh understand the complexities of the organisation's data environment and operational workflows, playing a central role in shaping how the automation would function in practice. Together, the bot was refined and optimised, ensuring the solution delivered peak efficiency while supporting the organisation's mission. “Work on the RPA deployment began in January 2025 and it was fully operational by June,” said Robbette.

# The outcome

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## Empowering Staff to Focus on What Matters Most

By automating repetitive and time-consuming administrative tasks, MIFWA's team has been able to redirect valuable time and energy toward delivering community care—providing vital support to individuals and families in need. This shift has not only improved staff productivity but also strengthened the organisation's ability to focus on its core mission of empowering people experiencing mental health challenges.

## Enhanced Operational Efficiency

The automation of participant activity record reconciliation has transformed a once labour-intensive process into a fast, accurate, and reliable workflow. Tasks that previously demanded around 100 hours of review and reporting each week can now be completed in just 12 hours.

"Under our previous workflow, a staff member had to manually go into each record, ensure the participant and provider records were correct, and then choose the right NDIS code," said Robbetze. "When you are talking about 3,000 new records being created each fortnight, that becomes a significant amount of work."

*"With the new workflow in place, this work has been automated with a bot completing the tasks. As a result, the time required has been reduced from around 100 hours each week to about 12 hours."*

– **Cornelia Robbetze**, Head of Risk, Quality and Compliance, MIFWA

Robbetze said the RPA bot also assists by automatically generating daily summary reports highlighting any exceptions it has found that require review by a human. This saves additional time and improves the accuracy of the records.

## Future plans

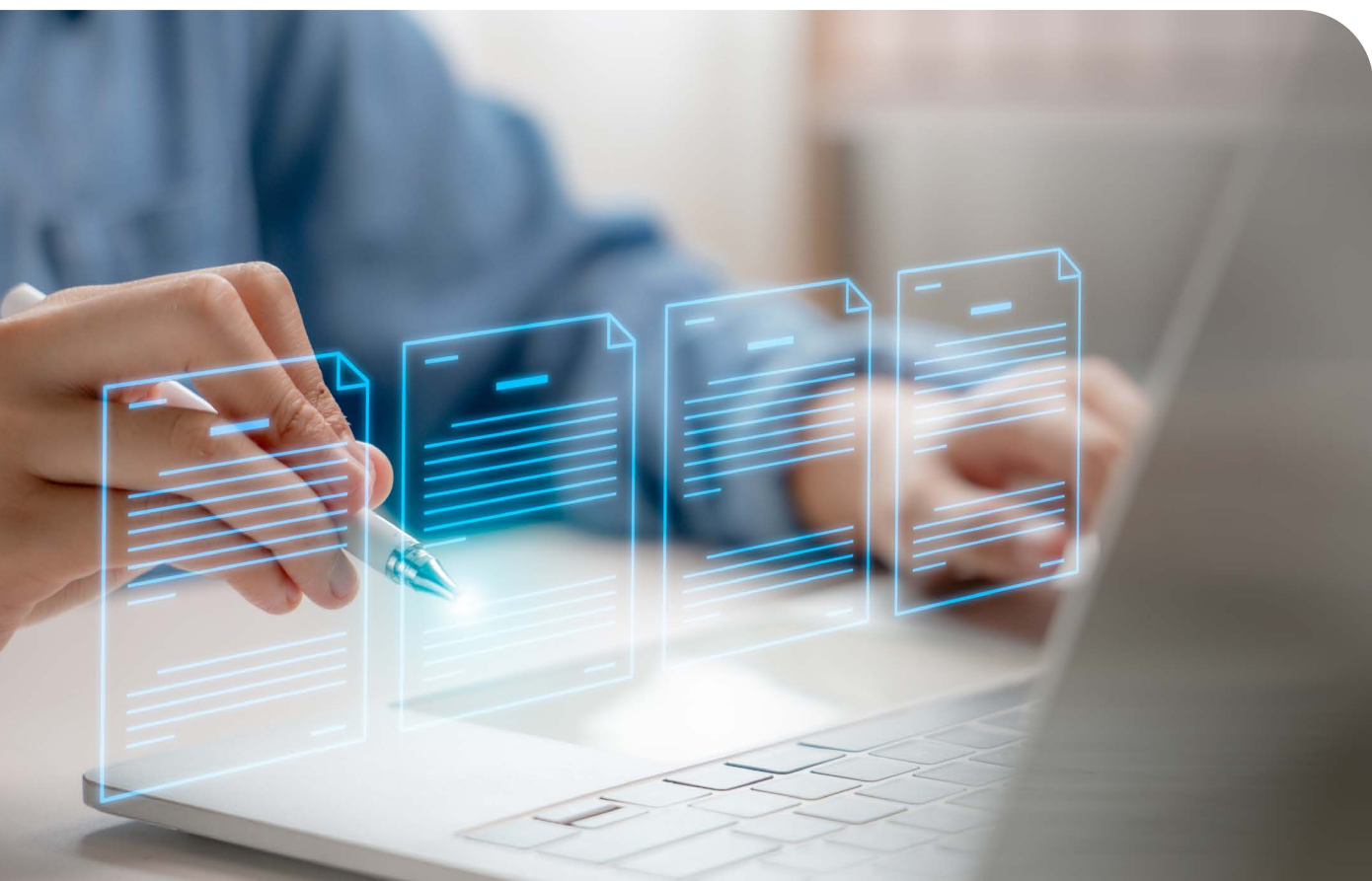
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Encouraged by the success of the RPA project, MIFWA is now exploring new opportunities to expand automation across the organisation. The next phase is already underway—automating the issuing of NDIS invoices for both participants and care providers to further boost accuracy and efficiency.

“We are currently working with Ricoh on finding a way to streamline and automate the invoicing process,” said Robbette.

“Ricoh continue to be a valuable technology partner and we look forward to working with them on additional projects in the future.”

– **Cornelia Robbette**, Head of Risk, Quality and Compliance, MIFWA



## Learn how

Ricoh's Workflow & Automation solutions can help transform and simplify your business processes for future readiness.



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