



Richmond
Fellowship
Queensland

Annual
Report
2020

mission-driven

| authentic

| professional

Recovery Supported

Achieving service excellence

Connections Built

Strengthen our strategic engagement

Growth Planned

Ensure future sustainability

Awareness Raised

Influence change in the community



Richmond Fellowship Queensland acknowledges that Aboriginal and Torres Strait Islander peoples are the original and continuing custodians of the land and waters.

We pay our respects to the Old People, Elders and Leaders past and present and extend our recognition to their descendants who are present.

We recognise, highlight and celebrate the unique position of Aboriginal and Torres Strait Islander peoples in Australia's history, cultures and future.

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THE YEAR IN HIGHLIGHTS

- We achieved Certification for National Standards for Mental Health Services and our auditor said she struggled to find words to describe the extraordinarily positive feedback provided from both clients and staff during the audit process
 - We have been successfully audited against the NDIS Practice Standards
 - We successfully managed staff and client welfare during the extended period of the COVID-19 pandemic and the transition back to face-to-face support when restrictions eased
 - We won the highly competitive contract for the Comcare Low-intensity Cognitive Behavioural Therapy services which will expand our NewAccess program to 15 Federal Government Departments
 - We expanded our NewAccess programs into Residential Aged Care Facilities
 - We won the contract for the Central Queensland, Wide Bay, Sunshine Coast PHN for The Way Back Support Services in Wide Bay for people who have experienced a suicide attempt or are in suicidal crisis
 - We made significant investments to upgrade digital devices for front-line staff and improved printing integration and Wi-Fi printing capability across the organisation
 - We have a staff 'culture of success' with a workplace that benchmarks above industry norms, does not tolerate sexual harassment and is a champion of equal opportunity (BPA staff feedback survey)
 - We celebrated success in the Gold Coast Transition Recovery Service's first year, with 159 people accessing the program
 - We created two Indigenous Identified roles in our Transition Program





- We established a Safe Space in Maryborough utilising sensory modalities
- We collaborated with Fraser Coast Mates in Hervey Bay to create short social media video releases encouraging men to seek help for suicide ideation
- We connected with Galangoor, a local Wide Bay Indigenous Primary Health service, to enable Trauma Assist counselling services for community members who are unable to access urgent psychological care elsewhere
- We welcomed Queensland Assistant Minister for Health Nikki Boyd to our Caboolture office who provided positive feedback of RFQ's reputation in Queensland Health
- We have engaged design agency Burger Digital to rebuild and redesign our website
- We facilitated an interactive New Sensations sensory workshop for Years 7-11 students in Darling Downs with positive feedback leading to subsequent workshops at another secondary school
- We have expanded our Bundaberg services requiring new office space



- We have successfully moved offices in Ipswich, Caboolture and Maryborough and signed a lease in Yandina to house staff on the Sunshine Coast
- We have expanded our H2H and Way Back services to the Warwick and Kingaroy regions



WHO IS RFQ?

RFQ WAS FEATURED AS THE QUEENSLAND ALLIANCE FOR MENTAL HEALTH'S MEMBER OF THE MONTH FOR AUGUST.

Tell us a little bit about your organisation.

Richmond Fellowship Queensland (RFQ) operates across the full gamut of psychosocial recovery services, working hand in glove with clinical services to keep people healthy in the community. RFQ also provides allied health, suicide prevention and psychological support programs.

RFQ also delivers NDIS capacity building, support coordination, supported independent living and core support services.

RFQ's vision captures its conviction and passion: *a future recovered for people facing mental health challenges.*

What are three words to describe your organisation?

Mission-driven | Authentic | Professional

When did your organisation get started?

Richmond Fellowship was established in Richmond Surrey England in 1959 by Elly Jansen who was a pioneer in the de-institutionalisation and community mental health movements. Dr Charles Elliot, a Brisbane GP, was troubled when his patients were admitted for mental health treatment and subsequently institutionalised. With Elly's support, he established the first Richmond Fellowship in the southern hemisphere when RFQ was established in 1974.

RFQ is proud to be part of an international family and is an active member of the Richmond Fellowship Asia Pacific Forum, which convenes a biennial international conference.

What inspires your work and what sets your organisation apart from everyone else?

RFQ's history and the powerful social justice vision of its founder informs the inspiration, purpose and identity of the organisation where empowerment underpinned the service philosophy of the early programs. The programs were designed so that there was not a power differential between staff and clients and clients were empowered to take control of their illness and their future.

We are inspired by what people achieve as they embrace their own goals, responsibilities and choices.

Where does your organisation provide services?

What type of services are offered?

RFQ provides its services throughout Queensland.

While RFQ supports people in a few NDIS small group living arrangements and in 'bespoke' step-up/step-down facilities, services are predominantly provided to people in their own homes and in the community. RFQ also provides telephone counselling services to Federal Government Departments through Comcare.

How many employees do you have? How many offices, and where are they located?

RFQ employs 450 staff operating out of 21 offices in Brisbane, Redcliffe, Caboolture, Sunshine Coast, Redlands, Logan, West Moreton, Darling Downs, Southern Downs, Gold Coast, Wide Bay and North Queensland.

How has your organisation changed over the last few years – and what has driven this change?

As with other sector organisations, RFQ has been responding to – and informing – the unrelenting policy and funding changes in our operating environment. The NDIS and competitive contract cycles have had a significant influence on the organisations strategic thinking and planning. RFQ has had and managed significant growth over this period.

In August 2018, the Mental Illness Fellowship Queensland (MIFQ) merged with RFQ and the mental health contracts of FSG were also taken over when that company went into administration. These events understandably had a significant influence in the life of the organisation.

Looking forward, what do you see as the main challenges/opportunities for your organisation?

The COVID-19 pandemic has provided opportunity to revitalise and redesign programs for the benefit of clients. A key 2020 strategic priority is the ongoing review of our corporate and service delivery arrangements, achieving efficiencies and service excellence.

A 2020 priority is the review of our service philosophy, model of practice, staff training curriculum and evaluation measures. We will be revisiting this priority as the pandemic issues stabilise.

Tell us something about your organisation that most people wouldn't know?

Three staff have been with the organisation for over 25 years providing continuity with RFQ's mission, values and culture.

MESSAGE FROM THE CHAIR



Mark Barry

The COVID-19 pandemic has been difficult to varying degrees across Australia for individuals, businesses, governments and community organisations such as RFQ.

It has made the first half of calendar year 2020 extremely challenging. It seems that every year the Chair has made mention of challenges, and again, on behalf of the board, I commend Kingsley and his very capable team for weathering this particular storm so successfully.

The annual Recovered Futures Art Exhibition along with a number of other important social activities have been cancelled. We are all looking forward to a return to normal in 2021.

We have had two Directors leave the Board since our last Annual Report. Sherry Wright served as a director since 2010, including time as Chair. Gloria Ryan, who was a valuable member of the Governance Committee left in late 2019.

In early 2020, we welcomed Maria Watson-Trudgett to the Board.

We have had some changes to the positions on our Board and Sub-Committees. Keren Harms stepped down as Secretary early in the year and remained on the Governance Committee. Rhonda Chesmond was elected Secretary and has also sat on the Governance Committee this year.

Ann Mealey has taken up from me the role of Chair of the Governance Committee and I returned to the Finance Committee. David Goener has continued as Chair of the Finance Committee.

My thanks to all Directors for their ongoing contributions.

After serving two years as Chair, I recently gave the Board notice of my resignation in this role and oversaw a nomination process for the position. Directors have positively accepted the nomination of Rhonda Chesmond which will be formally ratified at the next Board meeting.

The Board and Management put a lot of effort into thinking about our vision, values and strategy which forms the basis and is the driving force behind everything RFQ does. Led by the Governance Committee, the Board recently reviewed and reaffirmed its Vision and Strategy Policy with only minor changes. The overarching Strategic Priorities shown inside the front cover of this Report continue to serve us well.

It is worthwhile repeating our Vision: *A future recovered for people facing mental health challenges and social disadvantage.*

MESSAGE FROM THE CEO



Kingsley Bedwell

I highlighted in last year's report that our growth and sustainable financial outcomes were testament in part to our strategy and foresight. We could never have foreseen of course what lay ahead this year with the pandemic.

Stephen Hawking said *intelligence is the ability to adapt to change*. While our ability to apply our corporate knowledge and skills to successfully adapt to the significant disruption to our business has stood us in good stead, there is another factor that is a key to ensuring the continuity of our business and high quality services to clients.

We were invited by our peak body to be Member of the Month and to choose three words that might best characterise the organisation. Mission-driven, authentic and professional were the words that readily came to mind. Putting these words into action gives substance to the moral centre and culture of the organisation, an important factor in how we have adapted to the pandemic. It is this ethical framework that is embedded in everything we do and guides us as we continue to manage the ongoing uncertainty.

Frequent CEO communications began on 2 March and a leadership forum was convened on 'unlucky' Friday 13 March to scope the COVID-19 implications and our business risk management and service responses, subsequently developed into a detailed Plan. The management responsibility for implementation of the Plan was located with Executive Manager Larry Stapleton and as part of an inner executive of the CFO Andrea Turvey and myself, which met each morning.

This core and efficient governance arrangement has served us well. I am very grateful to Larry for his lead role on top of his other responsibilities. Service Managers have been the key link to ensuring the Plan is actioned and that our 'moral centre' continued to be given substance during this challenging period. We have a remarkable team of managers who – with our dedicated and passionate staff – make sure we deliver on our duty of care to each other and services to people. We similarly have dedicated and wonderful 'back office' staff who have ensured the ongoing corporate support to our business.

Two independent indicators provide evidence of the healthy and safe staff culture in RFQ: the CEO Staff Feedback Survey independently administered by Best Practice Australia and our WorkCover Queensland Report.

RFQ has a 'culture of success' and rates above the norm in the Health and Community Services sectors. Our best scoring attributes show a workplace free from sexual harassment; welcoming of staff identifying as Aboriginal and Torres Strait Islander and Non-English speaking backgrounds and, where staff are treated equally and fairly. As further evidence, RFQ's discounted WorkCover premium is an astonishing nine (9) times lower than the industry premium for our size workforce. I am very grateful to HR Manager Ros Brown for her key role in supporting our healthy and safe staff culture.

Investing in the development of our wider leadership team is a priority and it is as much



about knowledge and skills as it is about the 'moral centre' of our culture. I am very grateful for the ongoing mentoring Executive Consultant Alex Couley provides to the team and myself. We are fortunate to have someone in this role who has a fine appreciation of the identity of the organisation.

I encourage everyone in our community of interest to read the snapshots of what is being achieved in our work with people in the Highlights and other sections of this Report. I will mention our continued commitment to the Indigenous Project led by Manager Juanita Johnson. We are excited delivering on the project's Statement of Intent with the recent appointment of Wendy Lacey and Matthew Bond to Identified Positions in our Transition from Corrections Program. The creation of identified Indigenous positions is a key objective.

We were delighted to recently be advised of our success for the highly competitive Commonwealth Comcare contract to deliver low intensity therapy services to Australian Government Departments. I am grateful for the lead role of Executive Manager Nikki Wynne and for her oversight overall of our successful NewAccess and The Way Back Support Services, as well as our Wide Bay services during a management change.

In the middle of the year, I put in place an Action Plan to review and administer our Allied Health program, led by CFO Andrea Turvey. This has been a big task and I am grateful to Andrea

for taking on this responsibility on top of her other significant responsibilities.

Board Chair Mark Barry recently announced he would be stepping down from the role, in which he has served for two years. Directors perform their role voluntarily and the Chair role demands additional time and commitment. I am grateful to Mark for his support of my role and of all Directors. I am conscious and appreciative how the Board provides intelligent oversight and monitoring of our operations while having confidence in management to execute its operational responsibilities.

I acknowledge our close and productive working relationship with Queensland Health and Darling Downs HHS, Wide Bay HHS, West Moreton HHS, Metro North HHS, Metro South HHS, Gold Coast Health and Townsville HHS; Comcare; Beyond Blue; Darling Downs and West Moreton PHN, Central Queensland, Wide Bay, Sunshine Coast PHN, Brisbane North PHN, Brisbane South PHN and Gold Coast PHN. The effectiveness of these relationships is critical to ensuring government funding achieves its mental health policy objectives, especially the new mental health funding in response to the pandemic.

It is ultimately the mission-driven, authentic and professional relationship RFQ and its staff have with people which supports them to achieve a recovered future.

QUEENSLAND MENTAL HEALTH WEEK

'ART WORKS' ART WORKSHOPS: 12 - 17 OCTOBER 2020

Led by Recovered Futures Art Exhibition Artists
RFQ Herston Art Hub

To celebrate Queensland Mental Health Week, RFQ held art workshops open to the public to showcase the benefits of creativity for mental health. *Art Works* was successfully led by two very talented Recovered Futures Art Exhibition artists, **Phoebe Hofsteede** and **Maria Watson-Trudgett**. A total of 12 workshops ran during the week, exhibiting each artist's individual style.

Phoebe introduced workshop participants to the art of flower pressing and how to create elegant floral collages on photographs. The process of removing dried flowers from vintage hardcover books and placing individually selected fresh flowers in between pages proved to be a great mindfulness activity. As participants crafted their floral mixed media artworks, they shared stories of their own mental health journeys and personal self-care tips.

Maria Watson-Trudgett is a Wiradjuri person, contemporary artist and cultural consultant who offered a cultural immersion painting experience. Participants were encouraged to ask questions about Aboriginal culture and reflect on their own lineages for their designs. Participants expressed themselves through abstract painting, and drew inspiration from the day's conversations and images of the environment provided by Maria.

Many attendees spoke about how beneficial *Art Works* was for their mental health and how much they enjoyed taking part in an activity they normally would not consider. Phoebe and Maria loved sharing their craft and connecting with those involved. With such a positive response we hope there are books being filled with flowers and canvases being covered in paint for many days to come!



Phoebe Hofsteede

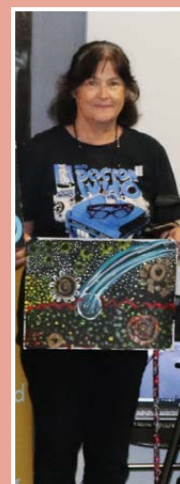


Maria Watson-Trudgett

A participant's experience

Susan has enjoyed art for many years and benefited from the creative and therapeutic aspects of putting paint on canvas. Due to challenges Susan has faced over the last year, she lost her enthusiasm and motivation to engage in her artwork, which had been a big help in keeping her well and 'trudging through hard times'. Susan recently set some goals with assistance from RFQ's H2H program to build her confidence and participate in activities which bring her joy. This included RFQ's Queensland Mental Health Week art workshops at Herston. Facilitated by Maria Watson-Trudgett, the workshop was an incredible turning point in Susan's recovery. Not only did Susan paint an amazing piece of art, she spoke freely and openly about her creative talents with those present on the day, and shared her portfolio of paintings saved on her iPad. This has empowered Susan to work towards a key goal to improve her overall wellbeing. Helping draft goals through completing Personal Recovery Plans and witnessing their fruition is the standout for me as a H2H Recovery Support Worker. Well done Susan!

Ben Wheatley, Recovery Support Worker





GREATER BRISBANE MENTAL HEALTH EXPO

Online event

To celebrate its 10th year, the Brisbane Mental Health Expo expanded its program to become a week-long event. Due to the COVID-19 restrictions, this year's theme was 'From Crisis to Calm' and the Expo moved to an all new virtual platform. An abundance of mental health programs, services and organisations were showcased on the Brisbane Mental Health Expo Facebook page and social and emotional wellbeing was promoted through interactive workshops, educational sessions and performances by local artists.

Moreton Bay region

As a 'spin-off' from the Greater Brisbane Mental Health Expo, the Moreton Bay region hosted their own facebook page with local information for the week. RFQ contributed videos created by the H2H team discussing mindfulness and sensory awareness and were excited to promote RFQ in the region, in partnership with Queensland Health and other services in the area.

METRO NORTH & SOUTH THEATRE WORKSHOP

Herston Hub

In a collaboration with Minola Theatre and the Greater Brisbane Mental Health Expo, RFQ hosted an *Empowered Storytelling* theatre workshop for clients in the Brisbane Metro regions. A series of stories filmed by Kyla Ranger evolved from the workshops which premiered on the Greater Mental Health Expo facebook page during the week.

TOOWOOMBA DISABILITY EXPO

USQ

With Queensland Mental Health Week events cancelled due to COVID-19 Toowoomba staff participated in the Disability Expo held the week earlier. Staffing one of 45 stalls at the event, RFQ's team had fun meeting the locals and enjoyed taking part in the Expo.

MARYBOROUGH MENTAL HEALTH WEEK MARKET STALL

Maryborough

RFQ held a market stall during Mental Health Week, sharing the message of wellbeing and providing information on how to access local mental health services.

ART WORKSHOPS

Sunshine Coast

RFQ's Sunshine Coast Team commenced art workshops with their clients during Mental Health Week and which will continue for the following six weeks. The workshops aim to help people increase their ability to emotionally regulate and celebrate beauty through art.

IPSWICH MENTAL HEALTH AND WELLBEING EXPO

Online event

This year the Expo was an online event showcasing mental health organisations in the region. The feature video introduced staff from each organisation and the programs they run. Stalls were also held at the Expo location for those in attendance.



TRANSITION PROGRAM

WIDE BAY &
SOUTH EAST QUEENSLAND



About the program

RFQ's Transition Program provides psychosocial recovery support to people transitioning from Correctional facilities into the community, who have been referred by Prison Mental Health Services. The relationship commences prior to release and RFQ supports clients with accommodation, setting up financial support and ensuring household essentials are in place. The program is voluntary with a focus on mental health recovery, independent living and safe community reintegration. Linkages with NDIS, clinical support and other community supports are program priorities. RFQ works with clients to develop a transition plan, establish goals for their work together, and work with stakeholders to build connections and achieve outcomes.

Challenges

COVID-19 | Wide Bay implemented *Telehealth Link* to meet with people still incarcerated and sent letters to prisoners. In Southeast Queensland, prison releases became a priority to reduce infection risk inside prisons. There was an influx of people released, many of whom the teams hadn't yet met. RFQ overcame this barrier through collaboration with Prison Mental Health Services (PMHS), who provided extensive background information and warm handovers, as well as assisting with releases. COVID-safe plans for transporting clients were also put in place.

Positives

- The Wide Bay team has supported extensive NDIS access while clients were still incarcerated and are supporting PMHS to complete applications.
- Support has extended from 6 to 12 months post-release so there is greater opportunity for workers to embed lifestyle changes and establish firmer community connections.
- Both region's teams have grown to accommodate the greater number of referrals.
- Additional training is offered to staff to build their capacity to provide culturally relevant and specialised psychosocial recovery services.

Common themes for clients this year have been:

- engaging with Child Safety to reunite with children
- family reunions
- commencement of education pathways
- seeking employment opportunities
- increased confidence and ability to engage positively with community

RFQ has prioritised cultural capability in the southeast Transition Program through the creation of two Indigenous identified positions in the Brisbane team. Wendy and Matthew, who are featured on page 19, add a wealth of experience and cultural insight. Wide Bay has also hired James, an Indigenous man of the Gubbi Gubbi people, to join the team. James, who has worked for RFQ previously, has a track record of developing authentic, trusting relationships with clients. Engagement is ongoing with the cultural liaison team in Queensland Correctional Service and PMHS.

"RFQ make me feel psychologically safe. I need support to communicate with Child Safety and Community Mental Health. I feel like I'm believed in, with no judgement passed. I feel confident. Thank you RFQ for walking alongside me."

— Client supported in Brisbane who returned to Wide Bay upon release. She is now working, renting, has contact with her children and is engaging with mental health services.

Client Testimonials

— Client who has repaired a relationship with her parents, sourced a rental with a friend and is enrolling in university. She has engaged well with RFQ and other services.

"My experience has been entirely positive. Especially compared to how difficult transitioning into the community was without help. My workers made me feel that I'm not on this journey alone and helped me with many things such as navigating emotional crisis to re-integrate into a new community. Encouragement and positive words go a long way. I 100% recommend RFQ. I have been very impressed and whole-heartedly grateful for the support provided."

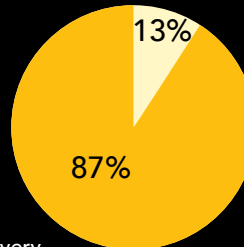
NEWACCESS WORKPLACES

NEWACCESS IS A FREE & CONFIDENTIAL SUPPORT SERVICE FOR PEOPLE WHO MAY BE FEELING DOWN OR OVERWHELMED & ARE SEEKING SUPPORT TO MANAGE THE STRESSORS OF DAILY LIFE.

- NewAccess is proven, evidence based and independently evaluated
- NewAccess provides practical tools to manage everyday challenges
- No doctor's referral is required
- NewAccess is available via face to face, phone or video call

Recovery Rate
Quarter 1
2020

Recovered
Below recovery



The service is delivered by specially trained and supervised Coaches via a guided self-help model. The model is a short-term therapy program underpinned by Low Intensity Cognitive Behavioural Therapy. Coaches support their clients to set practical goals and guide them through tools and materials that will help them learn how to identify and change unhelpful patterns of thinking and/or behaviour. The program is conducted over six sessions and three follow up appointments.

NewAccess workplaces

In 2018, The Australian Government's Comcare authority partnered with Beyond Blue and RFQ to deliver a trial of a NewAccess service that could be delivered via telehealth modalities to a limited number of Commonwealth Agency Employees. Following the success of this trial, with an average recovery rate of 79%, Comcare again partnered with RFQ to establish NewAccess workplaces and offer an additional 300 service packages as an urgent response to the challenges faced by Government employees during the COVID-19 pandemic.

NewAccess workplaces has seen nationally unprecedented demand since program roll-out across 15 participating agencies (up to 120,000 Commonwealth employees), highlighting the positive response to the program and its suitability to enhance workplace wellbeing.

In its first quarter, NewAccess workplaces achieved a recovery rate of 87%, 23% above the national average NewAccess recovery rate of 64%. Recovery rate refers to the proportion of clients who completed the program and met the clinical threshold for anxiety and/or depression at their initial assessment, and were below this threshold upon their exit from the program. The clinical threshold for anxiety and/or depression is termed 'caseness'.

It is evident from the level of caseness in the program – 78% of participants are experiencing high rates of anxiety and/or depression in the workplace – that there is a substantial need for the service. The top five reasons individuals cited for accessing NewAccess workplaces thus far include:

- workload demands
- changes in the workplace
- work-related interpersonal conflict
- family issues
- relationship difficulties

Participant feedback has been overwhelmingly positive, including testimonials such as:

"Thanks so much for getting me back on track. Because of our time together I was able to process and sort through exactly what was going on for me, and what I now need to focus on moving forward. You're doing great things for people, keep it up."

This is testament to the quality of coaches in NewAccess workplaces, who are highly experienced and come from a diverse range of career backgrounds. Client retention compares favourably to community-based programs, reporting 28% unplanned exits compared to 47% in the community.

The demand for NewAccess workplaces has been unforeseeably and consistently high. Current enquiry numbers average 38 per week, with an average of 27 assessments booked. In order to meet this unprecedented demand, RFQ have scaled up the program and sourced trained and highly skilled coaches from around Australia. RFQ have developed a strong partnership with Comcare and work closely to forecast demand and provide service governance.

PwC Australia have been contracted by Comcare as an independent evaluator to measure the impact of the program on workplace absenteeism, culture, staff wellbeing and the economic benefits of the service.

NAVIGATING COVID-19

2020 has been a year of surprises for everyone with the emergence of the COVID-19 pandemic in late January. Renowned as we are for our recovery orientated approach, RFQ's community has demonstrated remarkable agility and resilience through what has proved to be a challenging time. It is fair to say that RFQ has been 'well ahead of the game' throughout this period. For example, by the time the first health direction was issued for 'Non-essential Indoor Gatherings and Mass Gatherings Directions' on 19 March, RFQ had already issued four CEO Communiques, held an emergent executive meeting and convened an executive Business Continuity Planning (BCP) meeting.

A Business Continuity Response Team (BCRT) was formed consisting of the Chief Executive, the Chief Financial Officer and the Executive Manager Service Development. The BCRT met daily and its response was based on 'professional expert advice, common sense and conservative risk management'.

Regular CEO Communiques also focussed on ensuring everyone was aware of and continued to practice good infection control through hygiene and physical distancing.

The BCRT established a COVID-19 Business Continuity Plan and instituted additional administrative procedures to monitor any potential or suspected exposure to the virus. A hallmark of RFQ's approach was the high level of communication with each staff member. A unique and important aspect of RFQ's response to the strict social distancing measures was the provision of 'pandemic leave' for anyone who was required to isolate due to suspected contact with the virus. Income security was also provided to casual staff affected by reduced working hours.

While we continue to feel very lucky to be living in the 'sunshine state' and feel for our Victorian colleagues we nevertheless remain vigilant in case of a second wave.

KEEPING CONNECTED

When Metro South staff were required to work from home temporarily, technology played a vital part in not only service delivery, but for facilitating the emotional connection between staff. Microsoft Teams soon became a new platform for spreading joy and sharing positive stories and words of encouragement. Some staff members even recorded helpful videos of themselves facilitating a mini yoga session or providing tips and tricks on how they were successfully navigating their role in this new and unfamiliar territory. This gave Metro South managers the idea to produce a fun and positive video that made use of the unique strengths and talents of the whole RFQ Metro South team.

Recovery Support Worker Jason Hand lead the initial video with his musical talent and other members of the team were invited to record themselves tapping back his rhythm. It was warming to see so many people get on board with the idea and contribute with such enthusiasm. Every person showed such creativity in their response to the invitation, with some even involving their furry family members!

The success of the first video lead to the production of second video, this time showcasing the many wonderful personal qualities of the Metro South workforce. All of the team agreed that it was extremely special learning so much about their colleagues in the videos: some members shared qualities about themselves that their colleagues would otherwise not have known. It also demonstrated that we have so much more in common than we have differences.

In a time that many were isolated more than ever before, both videos served as a much-needed light at the end of the tunnel and highlighted how staying positive and working as a team is absolutely possible - even against all odds.



SUPPORT IN COVID TIMES

RFQ SAT DOWN WITH RFQ CLIENT BRUCE & SUPPORT WORKER AMY KNIGHT TO DISCUSS THE CHANGES TO SUPPORT IN 2020.



BRUCE, BELLA THE DOG & AMY

When the pandemic first started what were your biggest concerns?

Bruce: I was like, 'oh no, I've got to go without support', and I was freaking out a little bit.

Amy: It was really nerve-wracking with the change and the unknown, and what that was going to look like for me as a staff member and for how it was going to affect clients.

Bruce, how did you feel about the changes to your support when they were first implemented?

Bruce: Basically I just said to myself phone support is better than a poke in the eye. With the phone support that I got, in the morning and the afternoon, it helped break up my days a bit, so that was good.

And Amy, how did you feel about providing support from a distance?

Amy: I found I needed to be very adaptable and think outside of the box, and how I could adapt my skills with linking in with clients over the phone. At first it was trial and error, trying to work out what works for different people. Bruce and I spoke about how we could make this work and we picked up a flow, which ended up similar to face to face support with a similar regime.

When you started face to face support again I imagine it was a happy occasion - what did you two do that day?

Bruce: I think we went for a swim.

Amy: I think we did, but it was still really cold. And we talked about how it was really good for your vagus nerve – going in cold water.

Bruce: It's a nerve in the top of your brain that controls so many parts

of your body, it makes you feel good, alive and alert. You can do a breathing exercise – breathing in for 5 seconds, holding for 2 seconds and breathing out for 8 seconds. You can also do it by splashing cold water on your face.

Amy: So we found out about a positive mental health strategy.

Looking back, were there any positives with the situation?

Bruce: Before, my support was broken up through the week. I was hanging out in-between supports, so now my anxiety is better managed, because I'm not waiting so long for the next session. It's helping to manage my time better when I don't have support. My mum visits on Sundays. Monday is hard – I don't have support, it's my down day. Last Monday I just allowed myself to relax. I find it really hard normally. I like to be doing stuff. So that's a good thing to come out of it, realising I want support five days a week, and now it's better.

Did you learn anything about each other which surprised you?

Amy: I did. I got to see Bruce's strengths and resilience during that time – with how anxious you were coming into that space with the unknowns. From what I see, you like to see what your routine is going to be. So just your strength, how you adapted and your resilience was absolutely amazing.

What do you miss about life before the pandemic?

Bruce: Well, pretty much things are back to normal for me. My cousin and aunt are just over the border, so

now I can print the border pass. One Sunday, I went to Point Danger with my mum, and before I left I told my cousin and aunt that we were going so I could meet them there. Now you can go to all the shops, its such a relief not to have to line up to get groceries.

Amy: We were talking about how we actually enjoyed social distancing. You don't have to worry about people being so close. So that was another positive.

What do you think you'll do first when restrictions and travel bans are completely lifted?

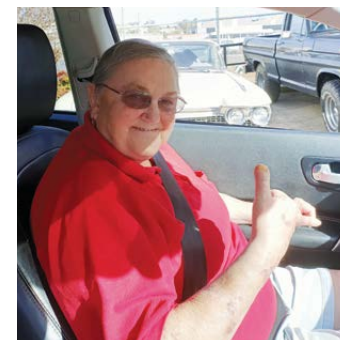
Bruce: I'll be happy to sit in the front seat again!

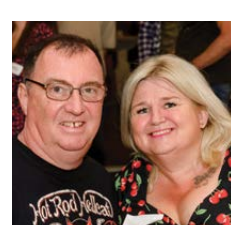
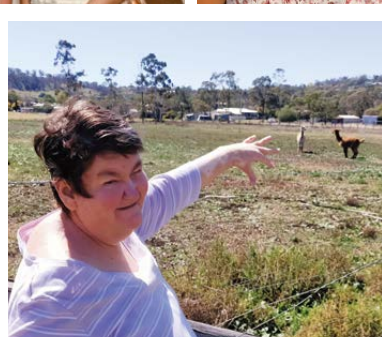
Overall, what are your thoughts on how RFQ has managed the pandemic to date?

Bruce: Really good. I was getting my roster all the time, RFQ was checking in with me all the time. I was doing stuff like walking down to the creek while I was on the phone, talking to my support workers while sitting on the bench – it was motivation to get up, keep a routine, and get out to do stuff, even though it was a struggle.

Amy: I felt it was managed really well. I noticed with the NDIS Core Supports team, we are usually such an outreach team, I felt a real strength of team come in. You could see there was a lot of support, it's really brought the team together. With the phone supports, there was a lot of interaction between the support workers. With the changing restrictions, I felt well informed about what we could and couldn't do, and with the updates. I was really glad to have that.

CELEBRATING COMMUNITY





Culturally Responsive Services for Aboriginal and Torres Strait Islander Community members

RFQ'S STATEMENT OF INTENT

Richmond Fellowship Queensland (RFQ) acknowledges the cultural and spiritual diversity that exists across Aboriginal and Torres Strait Islander communities and among their members and strives to meet this diversity with quality, accessible and equitable mental health support services. RFQ also recognises that historic and contemporary policies or practices disadvantage Aboriginal and Torres Strait Islander peoples, contributing to mental health problems and social disadvantage. RFQ is making a long term commitment to incremental change, ensuring flexibility to remain relevant and responsive.

RFQ intends to establish meaningful activities that will prove effective in building the cultural capability of our services and demonstrate our commitment to improving the wellbeing of Aboriginal and Torres Strait Islander community members.

Our intentions are:

INTENTION 1

Identified positions are created to address the mental health support needs of Aboriginal and Torres Strait Islander peoples in recognition of the particular disadvantages referred to above.

RFQ will create a minimum of five identified positions by 2022.

INTENTION 2

Accurate data collection is critical to effective service planning. While referral and intake forms contain the question "Are you Aboriginal and/or Torres Strait Islander?", this question is not always asked or completed, with loss of data.

RFQ will develop and deliver resources and training to ensure staff are informed of the importance of the question and achieve 100% compliance by 2021 in asking the question "Are you Aboriginal and/or Torres Strait Islander".

INTENTION 3

Aboriginal and Torres Strait Islander Communities have diverse cultural practices and include a mix of language groups. To work in meaningful ways with Community members, relationships need to be established with individual, family and community agencies at different times. This can enhance the health outcomes for clients and ensure communication remains open and complementary services are delivered.

RFQ will support each Area team to establish formal partnerships or service agreements with at least one local Aboriginal and/or Torres Strait Islander agency by 2021.

INTENTION 4

Attaining Cultural Capability is an ultimate pursuit requiring a multi-layered approach. This means moving beyond cultural awareness to shifting beliefs and ultimately behaviours within and of the organisation. Cultural Capability will be reflected in not only RFQ's people but its systems and policies.

RFQ will develop resources and training to enhance staff understanding of the unique aspects of Aboriginal and Torres Strait Islander mental health and social and emotional wellbeing. As a step toward cultural capability, this training will be delivered to 75% of RFQ staff by 2022.

INTENTION 5

Aboriginal and Torres Strait Islander clients are less likely to engage with mainstream mental health services until their illness requires critical intervention. This can be traumatic for the client as well as their family and community. Returning home after a hospital admission requires cultural knowledge and experience to assist in a successful transition and ensure the most appropriate services and supports are established to assist the client and significant others.

RFQ will seek funding to establish a dedicated Aboriginal and Torres Strait Islander staffed and led Hospital to Home Service (H2H) by 2021.



INDIGENOUS PROJECT

JUANITA JOHNSON

Manager Indigenous Project

Juanita Johnson has worked with RFQ for four years as part of the Partners in Recovery, National Psychosocial Support and Support Coordination teams before transitioning into this exciting new role. Previous experience in implementing Reconciliation Action Plans and Indigenous Health project is assisting Juanita to provide Indigenous Leadership, support the delivery of services and lead the enactment of RFQ's Indigenous Statement of Intent throughout the organisation.

She is thrilled the Indigenous Project is now in motion and looks forward to providing culturally responsive services for Aboriginal and Torres Strait Islander people. Juanita thinks that Indigenous Australians need to be genuinely heard and that their suggestions about service delivery need to be implemented. As a society Juanita says "We need to acknowledge and understand the impacts of historical events which contribute to the present mental health of Aboriginal and Torres Strait Island people."

The project will demonstrate RFQ's commitment to improving the wellbeing of Aboriginal and Torres Strait Islander people by committing, supporting and fostering a culture which values experience, promotes genuine and open relationships and delivers culturally appropriate services in an and effective way. Juanita says, "We want to get it right." This includes meaningful consultation, building cultural capability across the organisation and incorporating a review of the intentions while encouraging and supporting new initiatives.

Juanita belongs to the Wierdi and Kangulu tribes in Central Queensland and Normanton tribe in North Queensland. She has strong family connections to the Cherbourg, Deebing Creek, Palm Island, Woorabinda and Brisbane Aboriginal communities. Juanita enjoys spending time with her family and six grandchildren watching movies and passing on her culture by sharing language, stories, and traditional activities like weaving.



MATTHEW BOND

Recovery Support Worker - Indigenous Identified

Matthew Bond is a Bidjara and Quandamooka man who previously worked as a Queensland Police Officer and Community Support Worker for Inala Indigenous Health before recently joining RFQ's Transition Program. While only being with RFQ for a short time, Matthew loves working with the organisation and is happy to be a part of achieving the goals outlined in RFQ's Statement of Intent. He likes the ideals and team members of the Transition Program and believes having Indigenous Identified positions allows Indigenous clients to really connect with their Support Worker.

Although changes can be made to improve the mental health space for Aboriginal and Torres Strait Islander communities, Matthew thinks RFQ is taking some good steps by implementing these identified positions. Having conversations with the person who is reaching out for support and going from there is what he thinks is most effective when working to support members of the Aboriginal and Torres Strait Islander communities.



WENDY LACEY

Recovery Support Worker - Indigenous Identified

With an extensive employment history in both the Corrective and Public Services, descendant of the Mandandanji tribe Wendy Lacey is bringing invaluable knowledge and experience to Metro South's Transition Program. The opportunity to work in an Identified position with Indigenous clients transitioning from corrections is what attracted Wendy to the role with RFQ. She has enjoyed the amazing dedication and commitment shown by staff to ensure their clients receive the support they require and has found the team to be very supportive.

Wendy feels Indigenous staff have the lived experience and cultural knowledge to connect and assess support needs in a holistic way. This not only supports the client's diagnosed mental health but also their cultural connections for social and emotional wellbeing. It also assists non-Indigenous staff by providing insight into culturally informed practices. Building rapport, trust, and confidence with clients to develop their sense of hope, self esteem and self-empowerment has been most enjoyable for Wendy. Listening and identifying support needs with clients has assisted them to recognise their strengths and triggers in the vital recovery phase for clients transitioning from corrections.

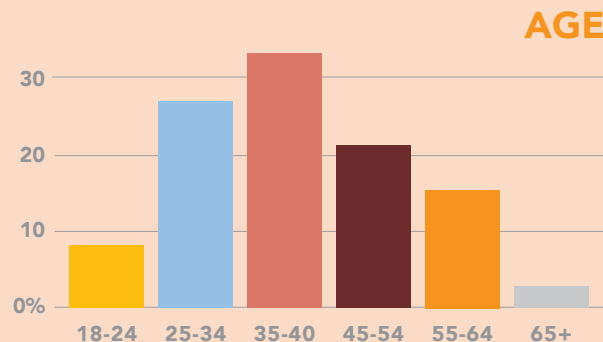
On a more personal note, Wendy is a very family orientated person with five siblings, two children, 24 nieces and nephews, 45 great nieces and nephews and a pet dog who thinks she is human!



PEOPLE & CULTURE

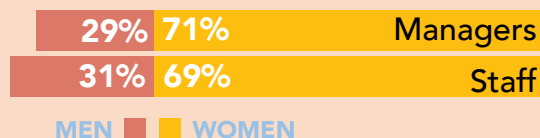
OUR STAFF

84%
OF STAFF
BELIEVE RFQ
IS A TRULY
GREAT PLACE
TO WORK



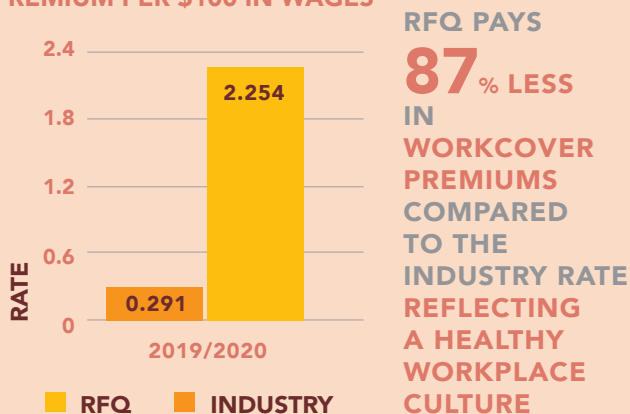
27%
OF STAFF
IDENTIFY AS
CULTURALLY
AND
LINGUISTICALLY
DIVERSE

GENDER BALANCE



WORK COVER

PREMIUM PER \$100 IN WAGES



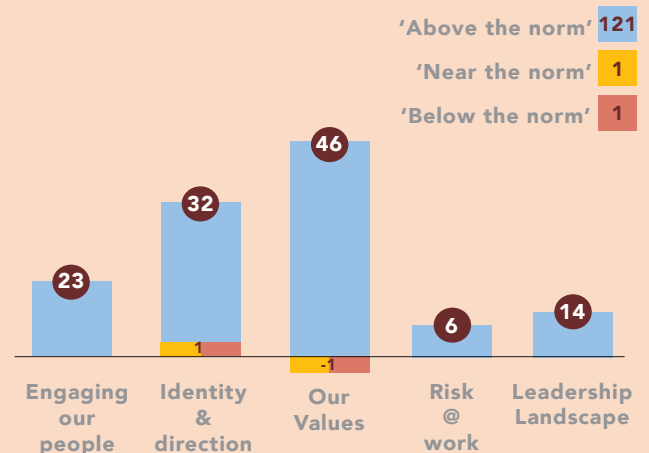
STAFF DIVERSITY 2019/2020

STAFF COUNTRIES OF BIRTH: AFGANISTAN, AUSTRALIA, AUSTRIA, BANGLADESH, BOSNIA AND HERZEGOVINA, BRAZIL, CANADA, CHINA, COLUMBIA, CROATIA, DENMARK, DOMINICA, EGYPT, EL SALVADOR, ENGLAND, FINLAND, FRANCE, GERMANY, HONG KONG, INDIA, IRAQ, IRELAND, JAPAN, KENYA, LIBERIA, MALAYSIA, MEXICO, MOZAMBIQUE, MYANMAR, NEW ZEALAND, NIGERIA, PAPUA NEW GUINEA, PHILIPPINES, RUSSIA, SAMOA, SCOTLAND, SIERRA LEONE, SOLOMON ISLANDS, SOUTH AFRICA, SOUTH KOREA, SOUTH SUDAN, SPAIN, SWEDEN, TAIWAN, TRINIDAD AND TOBAGO, TURKEY, UNITED ARAB EMIRATES, USA, ZIMBABWE

24% OF STAFF WERE BORN OVERSEAS

BENCHMARKING NORMS

THE NUMBER OF QUESTIONS THAT RATED ABOVE / BELOW THE NORM FOR HEALTH AND COMMUNITY SERVICES (AS MEASURED BY BEST PRACTICE AUSTRALIA)



LIVED EXPERIENCE





People & Culture Team



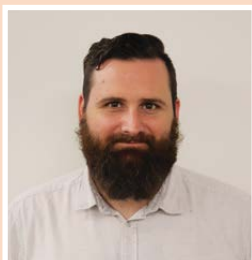
HR MANAGER
ROS BROWN



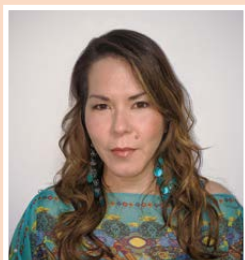
HR COORDINATOR
CINDY JOHNSON



CORPORATE & HUMAN
RESOURCE OFFICER
CLAIRE STEWART



RECRUITMENT
COORDINATOR
CHRIS CLAYDON



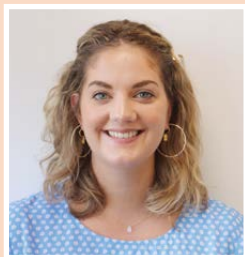
SENIOR COMMUNICATIONS
& MARKETING
COORDINATOR
KRISTYN CULPEPPER



SENIOR TRAINING
OFFICER
PETER MOTT



SENIOR ADMINISTRATION
SUPPORT OFFICER
SHERIDEN LARK



ADMINISTRATION
SUPPORT OFFICER
EMILY WARBROOK



ADMINISTRATION
SUPPORT OFFICER
CASSANDRA ARBUTHNOT



ADMINISTRATION
SUPPORT OFFICER
JANIKKA MAWDSLEY

“I am so happy to come to work each day for an organisation that values me as a person.”

FOLLOWERS



2249



464



428



1088

2020 STAFF LONG SERVICE AWARDS

20 YEARS

Kevin Moore

15 YEARS

Marian Robertson

10 YEARS

David White
Robert Seare
Joanne Shaw
Robert Birkett (retired)
Damian Perrin

END OF AN ERA: RYAN'S PLACE



In the midst of the COVID pandemic RFQ staff and consumers associated with **Ryan's Place** got together in July for a celebratory farewell BBQ following the formal end to RFQ's long involvement with Ryan's Place.

It was a sad time but also a time for a celebration for all that had been achieved over the last 14 years. There were congratulations to several people who are continuing to give substance to the vision of consumer driven activities at Ryan's Place.

The origins of Ryan's Place go back to a small consumer action group based in the Lion's Den in 1996 where Errol Ryan would challenge other consumers to take responsibility for their recovery and move into action. Ryan's Place was established in his memory at 22 Mayes Avenue, Logan Central. The property owned by Logan City Council was initially managed by a volunteer management committee and shared with Arafmi and Grow. The facility was significantly enhanced in 2005 through a Community Renewal program with the addition of a large deck and internal renovations.

In May 2006 RFQ was the successful tenderer to be an NGO partner of Ryan's Place. RFQ secured Day 2 Day Living funding from the Commonwealth in May 2007 and following the recommendations of an independent Consumer Consultation Project established a partnership with the Logan Mental Health Service and Ryan's Place Consumers. RFQ established a Consumer Governance model and the first Ryan's Place Consumer Committee was elected

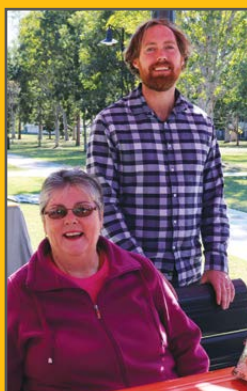
on 28 September 2007. The Consumer partnered approach involved consumers participating in the program at all levels of the program – governance, program, and service delivery levels.

Following the retirement of the volunteer Coordinator, RFQ appointed a full time Coordinator and commenced the Day 2 Day Living Program. There have been hundreds of consumers who have been actively involved in and who have benefited from the program. We also recognise the efforts and dedication of the large number of RFQ staff who have worked at Ryan's Place as well. Not only have consumers taken part in an enormous range of activities both on site as well as in various community settings, but in that time several consumers alongside staff have presented papers at conferences on the Ryan's Place model and the fantastic outcomes achieved for people who have been a part of the program over many years.

RFQ has been grateful for the support of the Logan City Council for the ongoing maintenance and improvements in the facility during our time there.

Unfortunately, times do change and since the funding now prioritises more individualised models of service, RFQ is unable to continue to deliver programs at the centre.

So it is with mixed feelings – sadness with the closure of Ryan's Place on the one hand while being grateful at the same time for the achievements of the Ryan's Place consumers alongside – we close the door on RFQ's presence at Ryan's Place.



SUCCESS STORIES



After being referred to Richmond Fellowship Queensland West Moreton client **Robyn** has been able to gain a sense of purpose that has helped her to achieve her goals. While exploring her creative side Robyn saw a video of people making various resin objects and decided to apply that artform to clocks. With the freedom to express herself artistically, Robyn has been able to sell her first handmade resin clock at an arts and craft store making money from doing something she loves.

Having always been interested in the creative industries and considering herself an artistic person, Robyn loves going to art events and visiting the Gallery of Modern Art (GOMA) with her Support Worker. With her support, Robyn is about to begin studying and hopes to complete a Diploma in Mental Health and Art Therapy. She wishes to start art classes for people that are under privileged.

West Moreton client **Michael** has been able to achieve some significant goals this year despite the challenges of 2020. After deciding to reach out for help with his mental health he has been able to gain more confidence and independence than ever before. Michael has been able to learn to budget his money better, feel healthier with the help of a personal trainer, go grocery shopping and learn to use the computer with confidence. This is not all though as a 15 year long dream has become a reality for Michael because he has obtained his driver's licence and purchased a Kia Cerato!

His Support Worker helped by explaining the learners test, sitting with him while he answered the questions and assisted with booking driving lessons. To celebrate the immense achievement of passing his test, Michael and his Support Worker enjoyed a well-deserved lunch. His favourite places to drive in his car are to work and to visit family and friends. Michael also has great future plans that include driving to Hervey Bay for a fishing trip and saving money to buy land where he can live on his own.



BRANCHING OUT



Townsville team: Zenia Crawford, Greg Latham, Mally Kirschner, and Jeremy Audas, Executive Manager - North Queensland

North Queensland

The RFQ Housing Support Service in Townsville recently completed its first year of operations. This is the first opportunity RFQ has had to deliver services in the North Queensland community and our wonderful team has done a great job creating and building relationships that benefit our clients.

Co-located at Townsville's Housing Connections hub led by Coast to Country Housing Company, we are in regular contact with other housing and homelessness services in North Queensland. This has enabled RFQ to become embedded in the local housing and mental health service systems.

Although a small team, we are an important part of the overall network of providers in Townsville. Our Housing Support Service has been developing

and maintaining good relationships with stakeholders while continuing to focus on client recovery needs. Townsville has quite a mature housing and homelessness sector and we very much feel we are a valued part of it. Team members Greg, Mally and Zenia bring much in the way of skills, knowledge and experience and they work in a highly supportive and collaborative way to problem solve, learn and grow in their respective roles. We hope to continue to build our profile in North Queensland and look forward to expanding Townsville operations when the opportunities arise.

Our Housing Support team has demonstrated in many practical ways how RFQ's values of empowerment, trust, compassion, resilience, diversity, integrity, and life-long learning have been translated into action for our clients, staff and stakeholders.

"I think Zenia, Greg and Mally have come up with some great ideas that [client] really could benefit from. Thank you to each of you for being so creative and person focussed, I think your suggestions will be really beneficial for him."

Mental Health Case Manager,
Townsville University Hospital

"Thank you both for the great work you've done with [client]. She has come leaps and bounds since we first saw her in December 2019. [Client] reports a great rapport with you, Mally, and shows eagerness to engage in support shifts. Your services have allowed her to re-develop a sense of self, something that is increasingly important on her recovery journey. Thank you again for your ongoing support. Her progress is a huge credit to the services you provide."

Senior Occupational Therapist,
Townsville University Hospital

Warwick

The Southern Downs region was identified by the Darling Downs Health and Hospital Service to be an area of need for non-clinical mental health recovery support. In response RFQ commenced the Hospital to Home (H2H) program in December 2019.

H2H assists clients across Warwick, Stanthorpe, Millmerran, Killarney, Allora, Pittsworth, Clifton, and surrounds.

The new RFQ office, located near Warwick town centre on Palmerin Street, opened in March 2020.

The program has received positive feedback from clients and the Warwick Mental Health Service as we assist clients to achieve their individual goals. Clients have been able to maintain and find accommodation, employment, establish social connections, and link with Warwick Clubhouse services.

RFQ continues to expand in the region with The Way Back Support Service operational before the end of 2019.



Ricky Fletcher & Anna Walker
outside the Warwick office.

West Ipswich

RFQ's Ipswich team has divided into two office spaces, Roderick Street and Wharf Street. In search of greater program integration, a larger second office was needed to allow space for cross-pollination and NDIS program growth. After extensive negotiations, RFQ secured 52A Tiger St in West Ipswich. This spacious new office caters to the NewAccess Coaches and NDIS Support Coordinators and has plenty of hot-desking space for floating staff. The Way Back Support staff moved from Wharf Street to their new home at Roderick Street in order to share practice wisdom (and Friday pizzas) with the Hospital to Home Team. This has paved the way for a broader RFQ footprint within the West Moreton community.

CONSUMER FEEDBACK

A testament to the impact RFQ's **THE WAY BACK SUPPORT SERVICE** has come from one of the Redcliffe service's customers who emailed his appreciation to two of the staff:

"I'm so grateful to have been supported by you both over the last 3 months. It has literally saved my life more than once... Thanks to your service I've now got a stable future and foundation to build on both materially and mentally... I wish you both and RFQ the best for the future. You are invaluable and I simply wouldn't be alive, let alone being back on my feet as I am today with a future and a purpose, finally."

"It's trust, compassion. The ladies are always available for a chat and I appreciate their support. I have grown to love them. Before I couldn't walk to the letterbox, but now I am able to go grocery shopping and catch the bus by myself because my support worker is like Mary Poppins – she provides support when I need her – the relationship is very professional."

"I came out of hospital where I didn't trust any workers, to go to RFQ where the integrity is very high. They are so caring."

"I feel so safe at **Richmond Fellowship Queensland**, and learn new information everyday."

"I just wanted to say a very big thank you for all the help you've provided in our sessions. Thank you for listening and allowing me to be vulnerable and share my journey."

I have been putting into action all the things we spoke about and utilising all the strategies, it has been such a huge help in improving my coping mechanisms in difficult times and I will definitely continue to apply these regularly.

Lastly a final big thank you for your warmth, kindness and understanding and also for being such a significant influence in my journey of healing. I appreciate it so much."

"Without the TRS (**TRANSITIONAL RECOVERY SERVICE**) program and staff I wouldn't have been able to recover as well as I have."

"I can say that over many years of being supported by many different RFQ support workers, all the values of **RFQ** have been true in my experience."

"Every RFQ staff member I met after going into care treated me with such respect and compassion. It made me feel like I was valued as a person."

"NEWACCESS has been a huge benefit and support to me. "

"Thank you to RFQ for providing transition support. It's made an amazing difference."

I've never been any good at public speaking. So I'll call this a shout out instead.

A big shout out to RFQ, But mostly this is a shout out to Deb & the crew.

Before I met Debbie, I was afraid to go out, And now I'm at BBQs and craft, without a doubt. I have a new circle of friends, which is great. Whom I have much fun with and eat lots of cake.

My confidence is the best it has ever been, I even go to the shops & friends in-between.

I love where I am at, And I've left where I've been.

Deb turned my life around, If you know what I mean.

I can't thank her enough for the support I've received She has made me become so much more than I believed.

So that's MY story, or so it seems. And my big shout out to the support of my dreams.

"I got my confidence back."

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BELINDA ALDRIDGE
ASSISTANT AREA MANAGER
BRISBANE SOUTH



JOEL TIHVERAINEN
ASSISTANT AREA MANAGER
METRO SOUTH
(from October 2020)

AUDITORS
KPMG AUSTRALIA

BANKERS
WESTPAC

LAWYERS
PAXTON-HALL LAWYERS



KARLA HAMLYN
AREA MANAGER
BRISBANE NORTH



SUE MAHONEY
ASSISTANT AREA MANAGER
BRISBANE NORTH

CEO & LEADERSHIP TEAM



KINGSLEY BEDWELL
CHIEF EXECUTIVE



ANDREA TURVEY
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JEREMY AUDAS
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ALEX COULEY
EXECUTIVE CONSULTANT



SARAH HARVEY
EXECUTIVE ASSISTANT TO
THE CHIEF EXECUTIVE



LAURA LATTANZIO
AREA MANAGER
TOOWOOMBA



DEBRA O'SULLIVAN
ASSISTANT AREA MANAGER
TOOWOOMBA



DIANA BENNET
AREA MANAGER
GOLD COAST



GENEVIEVE WELLS
AREA MANAGER
WEST MORETON



KAREN SUEY
A/AREA MANAGER WIDE BAY
& SUNSHINE COAST



KATE MCGRATH
SERVICE MANAGER
THE WAY BACK SUPPORT SERVICE



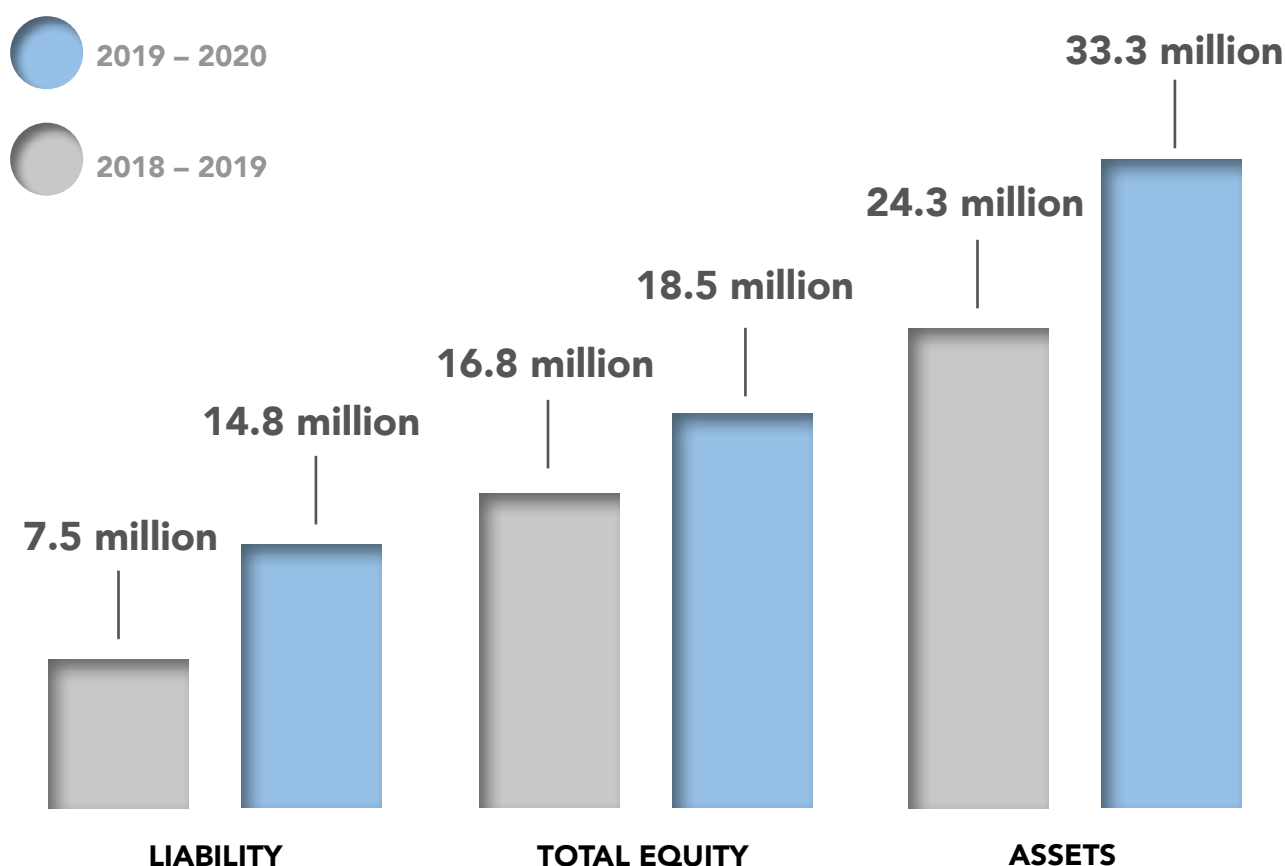
DANIELLE MANOLIS
MANAGER – CLINICAL AND
SERVICES



ANNELIESE RUSSELL
ALLIED HEALTH SERVICES
MANAGER

FINANCIAL PERFORMANCE

We can report to our community of interest the company is in a strong financial position. A 10.1% increase in equity (\$18.5M) along with a strong cash position means the company can positively pursue its mission and face the challenges ahead.



BOARD CHAIR MARK BARRY
SIGNING THE AUDITED FINANCIAL
STATEMENTS WITH AUDITOR FROM
KPMG, PARTNER DAVID HOWIE.

FINANCE, ICT & FACILITIES

QUALITY & CIMS TEAM



CHIEF FINANCIAL OFFICER
ANDREA TURVEY



SENIOR FINANCIAL
ACCOUNTANT
OLIVE XING



FINANCIAL ACCOUNTANT
ALEX REN



FINANCIAL ACCOUNTANT
MAE CUI



FINANCE OFFICER
VANI MUDALIAR



PROJECT ACCOUNTANT
RODNEY SELICK



FINANCE OFFICER,
ACCOUNTS
MAUREEN GIBNEY



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QUALITY IMPROVEMENT
COORDINATOR
SHAN FAY



CLIENT INFORMATION MANAGEMENT
SYSTEM COORDINATOR &
ADMINISTRATIVE COORDINATOR
NICKIE ELWOOD



FUNDERS AND PARTNERS

We recover futures with and are grateful to our valued partners

FUNDERS

Queensland Department of Health
Queensland Department of Communities,
Disability and Seniors
Beyond Blue
Comcare
PHN Brisbane North
PHN Brisbane South
PHN Central Queensland, Wide Bay and Sunshine
Coast
PHN Darling Downs and West Moreton
PHN Gold Coast
National Disability Insurance Agency
Australian Government Department of Health
Australian Government Department of Social
Services

GOVERNMENT PARTNERS

Metro South HHS Addiction and Mental Health
Services
Metro North HHS Mental Health Services
Darling Downs HHS Mental Health Services
West Moreton HHS Mental Health and Specialised
Services
Gold Coast HHS Mental Health Service
Wide Bay HHS Mental Health Services
Townsville HHS Mental Health Service
Sunshine Coast HHS Mental Health Service
Queensland Mental Health Commission
Queensland Department of Housing and Public
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Fraser Coast Regional Council
Gold Coast City Council
Ipswich City Council
Logan City Council
Moreton Bay Regional Council
Sunshine Coast Council
Toowoomba City Council

COMMUNITY PARTNERS

Anam Cara (Centacare)
Australian Centre for Rural and Remote Mental
Health
Brisbane Housing Company Limited
Brook RED
CALM – Education in Suicide
Centre for Cultural Competence Australia
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Choice Passion Life
Coast to Country Housing Company
Deaf Services Queensland
EACH Housing
Flourish Australia
Focal – Pathways program
Footprints
Gallang Place Aboriginal & Torres Strait Islander
Corporation
Gold Coast Youth Justice Centre
Harmony Place
Healthy Options Australia
Jacaranda Clubhouse
James Jacobs Fellowship
Krugungal A&TSI Corporation for Welfare,
Resource & Housing

Legacy Brisbane
 Life Without Barriers
 Lifeline Darling Downs & South West Qld Ltd
 Lives Lived Well
 Lighthouse Food Bank Deception Bay
 Mates4Mates
 Micah Projects Limited
 Mind Australia
 Multicultural Communities Council Gold Coast
 and CURA
 Multicultural Development Australia
 Milestones Employment
 Neami National
 New Farm Clinic
 Open Arms
 Open Doors
 Open Minds
 Police Citizens Youth Club
 Primary & Community Care Services (PCCS)
 PsychCare Services
 Quality Lifestyle Support
 Queensland Voice for Mental Health Inc
 QulHN
 Remembrance House
 Richmond Fellowship Australia
 Richmond Fellowship Asia Pacific Forum
 Roses in the Ocean
 RSL Queensland
 Rural and Remote Mental Health
 Soldier On
 Stepping Stones Clubhouse
 Stride
 Under 1 Roof
 UnitingCare Community
 YFS

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 Connecting Up
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Employment Office Australia – Scout
 Epicure Brisbane City Hall
 Ernst Body Corporate
 Global-Mark
 H2H Global Image Company
 HESTA
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 KPMG Australia
 LifeWorks
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Australian Institute of Suicide Research and
 Prevention (AISRAP)
 Queensland University of Technology
 TAFE QLD
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