



ANNUAL REPORT 2013
Richmond Fellowship Queensland

TOGETHER
WE
RECOVER
FUTURES

COMMUNITY MENTAL HEALTH RECOVERY SUPPORT



We have had a year of forging partnerships and collaborations, uniting people, programs and projects across the mental health community. By bringing together people with common goals and lived experiences, we ensure that our support for people in recovery remains at the heart of what we do.

We are driven by the belief that recovery is not simply defined by illness but by hope, empowerment and self discovery.

2013

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PRIORITIES

A future recovered for people facing mental health challenges and social disadvantage

In 2013 we continued to grow our presence, supporting more people and families in more places. Each of our strategic priorities are individually important, yet inextricably linked. Together, they advance our strategic plan and our vision for the future.

Focusing on evidence-based practice, outcomes and ethics

Seeking continual improvement

Strengthening our capacity to deliver

Building authentic relationships and genuine friendships

Embracing new ideas and innovative services

Advancing mental health sector research

Raising community awareness of mental health and wellbeing

Celebrating our community, culture and values

Learning from lived experiences

Valuing diversity and individual achievements



Supporting people in recovery...

Family and natural supports | Social support | Emotional support | Recovery day programs
Residential recovery | Independent living | Every-day living | Criminal justice support



Living our values...

Our values underpin the work we do and are closely linked to our strategic priorities.
Empowerment | Trust | Compassion | Resilience | Diversity | Integrity | Lifelong learning



HIGHLIGHTS



We became a consortium partner in the Commonwealth Partners in Recovery initiative in five Medicare local regions.

- We reviewed our workplace health and safety management system, including an audit of all RFQ sites, to deliver key improvements to our operating environment and the safety of staff and consumers.
- We expanded our fleet of vehicles to support staff in better meeting the needs of consumers.
- We continued to prepare and refresh staff with their legal and ethical responsibilities in responding to challenging behaviours through PART (Predict, Assess and Respond To challenging and aggressive behaviour) training.
- We invested in staff development by funding a further three staff to become PART trainers for the organisation.



We contributed significantly to the Recovery Assessment Scale-Domains and Stages research with the University of Sydney.



- We committed to research with the University of Sydney on the usability and benefits of Recovery i-Connect—an online, self-help mental health portal.

We employed the first of our Recovery Mentors to further develop peer support in, and provide expert advice to, our organisation.

- We conducted peer support 'PeerZone' workshops for consumers, facilitated by RFQ's Recovery Mentor.
- We developed staff skills with the provision of Applied Suicide Intervention Skills training.
- We supported consumer participation in SafeTALK workshops, helping them to recognise and respond to people at risk of suicide.
- We successfully tendered for a Commonwealth/ State initiative to support people in social housing in the West Moreton/Darling Downs region.



We responded to a community need and Queensland Health request to establish a new Redcliffe Day Activity Centre and Redcliffe/ Caboolture Outreach Support Service.



- We engaged SAGE social research and evaluation to evaluate the effectiveness of our court support service.
- We achieved high levels of consumer and staff satisfaction, as shown in our annual surveys, forums and reviews.
- We celebrated 10, 15 and 20 years-of-service milestones for seven of our valued staff.
- We supported RFQ consumers in an ongoing mentoring project with post graduate clinical psychology students from the Queensland University of Technology.



We promoted mental health awareness through our active participation in and support for community events such as Mental Health Week.

- We achieved compliance of our Quality Management System and are now aligning it to the new Human Services Quality Framework.



We supported consumers to re-establish the RFQ Toowoomba Social Group.



- We aligned our service delivery position descriptions with RFQ's strategic priorities.
- We implemented an improved archive system, compliant with legislative requirements.
- We continued to develop our strategic priorities, integrating new organisational initiatives and success measures.



We held our annual barbeque, connecting 200 RFQ consumers and staff for a day of fun and fellowship.

- We updated our performance appraisal processes and conducted formal reviews for staff.
- We partnered with, and are corporate sponsors of, the dance film production 'Mind the Gap' to raise awareness of the impact of mental illness on families and friends.

We celebrated the many personal achievements of RFQ consumers including Tamara Nowitzki's 2013 Dickson's Citizen of the Year Award.



Every day, the RFQ community inspires hope that mental health recovery is possible.

GOVERNANCE

The key to the governance ethos of RFQ is an unwavering commitment to our mission, vision and values, with people in recovery at the centre of everything we do.

We are proud of our reputation and the high standing of our organisation in its reporting relationship with regulatory bodies and funders. We are governed by a skilled and diverse Board of voluntary directors with backgrounds in finance, business, academia, health, legal and community sectors, and as consumers and carers.

Board of Directors



Sherry Wright
Chair



Michael Clare
Immediate Past Chair



John Goodman
Treasurer



Stephen Humphreys
Secretary



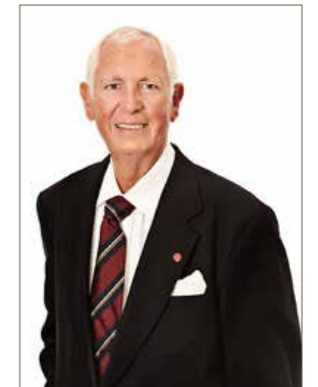
Keren Harms
Director



Robert King
Director



Gloria Ryan
Director



Andy Brodersen
Director

Integrity...

We are honest and accountable. We nurture an ethical culture that guides our relationships and services.

FROM THE CHAIR

On reviewing RFQ's activities over the past year, which for many organisations in our sector has been extremely challenging, I have been continually impressed at the way in which RFQ has met the challenges of its work through the strength of its foundations.



Michael Clare | Immediate Past Chair

The past year has proved that the foundations of our organisation are incredibly strong in the key areas of values, leadership, staff and finances. As I hand over to a new Chair this year, I would like to use the opportunity of this report to elaborate on this theme and to celebrate what this has meant for our work.

Last year I reported on the strategic planning work which went into the development and finalisation of RFQ's Vision and Strategy document 2012-2016. I am pleased to report that this has indeed been a living document which has guided our work this year and helped us to clarify pathways and decisions open to us in an uncertain environment. One of the uncertainties facing us and other like organisations has been the requirement of the State Department of Health to re-tender for current service contracts with changes to tender guidelines and timeframes for submission. In addition to the uncertainty this creates, the process places significant demands on our management resources. Our Chief Executive and senior management team responded with extreme

dedication to this task and while tender outcomes are not yet finalised, our management team is confident in the continuity of funding for our programs in the medium term.

Despite the uncertain funding environment, RFQ has been successful in expanding its services in several significant areas. Early in the year, RFQ was approached by the State Government to assist in providing service continuity to the clients of a community organisation in the Redcliffe-Caboolture area which had collapsed. We were able to respond to this request at extremely short notice and continue to play an important ongoing role which has been recognised and appreciated by the stakeholders involved.

RFQ was also successful in tendering for services under the Commonwealth-funded Partners in Recovery (PIR) initiative. Under this program, RFQ will be providing services as part of consortia with other organisations in five Medicare Local regions. This program is a significant

one in that its structure emphasises the requirement for community organisations to work in partnerships together. The partnership requirement is an increasing feature of new government tender arrangements. This was recognised under RFQ's Vision and Strategy document and, for some time now, we have been working actively to develop relationships and linkages with other organisations in our sector. This earlier work stands us in good stead when submitting proposals for new programs.

Just prior to preparing this report, our Chief Executive advised the Board of RFQ's success in tendering to provide services under a Commonwealth/State initiative program, Supporting Recovery-Coordinated Accommodation and Support. Under this program, RFQ will provide mental health support services to clients in public housing accommodation in the West Moreton and Darling Downs regions. Again, we will be working in partnership with another organisation, Lifeline Darling Downs.

The examples above illustrate the value of having a well-developed Vision and Strategy document as a foundation for providing organisational direction. In deciding on whether to bid to provide services in new areas or programs, we are guided by our core values and also consider whether we are satisfied that our organisation's core skills and competencies are the right match for a particular program. Our core interest as an organisation is to deliver high quality professional services to clients, not organisational growth for its own sake.

Another important factor for the organisation has been the stability and strength of leadership at Chief Executive, Senior Management and Board level. Our Chief Executive Kingsley Bedwell has continued to play an outstanding role in helping to position RFQ as a leading service provider in our field. I am personally aware of the massive additional hours worked by Kingsley and his management team including preparing tender documents and in laying the groundwork for the new services we have expanded into this year. RFQ continues to be fortunate that we have long-serving senior staff who are committed to the organisation. Our senior management team has been further strengthened this year through appointments to two key positions. We welcome Sue Osborne, Executive Manager Corporate Support, and Gary Bourke, Executive Manager Service Development, who commenced in June and October respectively.

At Board level this year, I would like to thank my fellow members for helping to make the Board's work proceed

in such a cohesive, collegiate and decisive manner. We have enjoyed a smooth leadership transition and welcome Sherry Wright as incoming Chair, and John Goodman as Treasurer and Chair of the Finance Committee. The contribution of the skills and experience of all individual Board members has been invaluable. This year we also welcomed Gloria Ryan to the Board. Gloria's background as a legal practitioner has been extremely useful. We were also glad to have Stephen Humphreys return to us after a period of recovery from illness.

The final strong foundation I alluded to at the beginning of this report was that of our organisational finances. Our audited Financial Statements for 2012/13 again show RFQ to be in an extremely sound financial position. Throughout the financial year our budget remained steadily on track and we have finished the year in surplus. Continuing sound financial management has enabled us to pay down some debt and fund the key new position of Executive Manager Service Development. These initiatives are designed to improve our organisational capacity to respond to future demands for service growth. This year I would again like to thank our Financial Accountant, Olive Xing, for her excellent work and for the comprehensive information which is supplied to the Board's Finance Committee.

This past year, while difficult, has been one where RFQ has benefited from its strong foundations and has continued its work in steadily expanding areas. It has been a great privilege to serve as Chairperson of our Board in recent years and I look forward to supporting our incoming Chair and the Board in its future work.

Michael Clare
Immediate Past Chair & Treasurer

FROM THE CHIEF EXECUTIVE

I am pleased to report to our community of interest that we remain true to our mission and values, while responding to and navigating a rapidly-changing policy and funding environment. There is a moral force in our organisation that ensures people in recovery and their families are at the centre of all that we do.



Kingsley Bedwell | Chief Executive

Last year, I reported on the process of review in our organisation and the priorities we developed to help plan and guide our future. I have provided ongoing report to our Board on progress towards the operational implementation of these priorities. Some of our many achievements are highlighted earlier in this report. Overall, this year's annual report has been designed to provide snapshots of the life of our community of people, their activities and achievements. I encourage all members and friends to read this report and join us in celebrating the great strength and spirit of our community.

We are pleased with the focus in the Queensland Government's Blueprint for healthcare on outcomes and value for the health dollar. We are also pleased that the policy design emphasises local responses and service partnerships within the Hospital and Health Service regions to ensure clinical and other services are working together.

Of course, the challenge for government is to ensure that good policy is realised on the ground and to avoid unintended consequences in policy implementation. A key to this outcome has been the appointment of Queensland's first Mental Health Commissioner, Dr Lesley Schoubroek. We congratulate the Hon. Lawrence Springborg, Minister for Health, on this appointment.

We are fortunate in Queensland to have Dr Schoubroek in this role at such a strategic moment for mental health services in this state. In a short time, she has demonstrated a heartfelt commitment to her task and to ensuring that people in recovery and their families are influential in the reform process. Dr Schoubroek has also emphasised that she wants to work with our sector in reform of the system. RFQ has expressed its support to the Commissioner and she has responded positively for us to share the learnings we have gained in our work.

At the national level, the new Minister for Health, The Hon. Peter Dutton, has requested the national Mental Health Commission undertake a review of the mental health system. Through my role as Chair of Richmond Fellowship Australia, I have participated in forums of the Mental Health Council of Australia with the Minister. Through the MHCA and our confederated body of Richmond Fellowships in Australia, we are keen to contribute to the policy discourse.

With the winds of change comes a wonderful opportunity to vision the best mental health system in the world, one that meets the needs of people in recovery and their families. Independent evaluations show that RFQ achieves superior outcomes at a lower cost and the collective experience of our

community of people can contribute in its own small way to realising this vision.

However, while our working alliance with the people we support is realising positive recovery outcomes, we also know that we can do better. Our first and overriding priority is to achieve service excellence by continuing to improve our learnings from the practical lived experience of people, the experience of staff and our participation in research.

I am delighted to share in this report the insights from our first appointed Recovery Mentor, Damian Perrin. Damian is breaking new ground in a role designed to empower and provide a further voice for people in our alliance. You will also read of our ongoing research and evaluation activities, a commitment we have had over the last decade to contribute to the evidence for psychosocial recovery practice. Our Manager, Learning and Development, Kasia O'Shea, is responsible for these and a range of other activities designed to ensure that what we do does benefit people. Kasia makes an exceptional contribution to our work in this role.

We are grateful for the trust placed in us by consumers and government. This was exemplified earlier this year when Queensland Health requested RFQ to establish a new service in Redcliffe, following the insolvency of the service provider. I was moved how warmly consumers received our staff and responded so positively to RFQ's empowering approach in these relationships.

The report of the Redcliffe service on pages 22 and 23 does not suggest that the service has been in the making for only a few months in very difficult circumstances. We appreciate the support we received from, and the partnership we have with, Dr Brett Emmerson, Executive Director (Metro North Hospital and Health Service), and the Director (Redcliffe/Caboolture), Monica O'Neill, and her team. The efforts of our own team have been superlative under the leadership of Regional Manager, Rudolf Manu, and team leader, Jessica Leitch.

We were pleased to recently receive advice from Queensland Health that RFQ is the successful tenderer to deliver a new service with Commonwealth and State government funding in the West Moreton/Darling Downs regions. The service is designed to support people in social housing.

I refer members and friends to the report on page 32 'Partners in Recovery'. RFQ is the largest provider of this Commonwealth initiative in Queensland, as a host agency in five consortia across five Medicare local regions. Our staff are now on the ground after 18 months of intensive work and we

warmly welcome them to RFQ. Our Regional Manager, Larry Stapleton (with support from Wade Scott and Rudolf Manu) has been outstanding in the way he has brought all of this together and represented RFQ in multiple forums.

We have made appointments to two new roles designed to strengthen our capacity and drive our strategic priorities. We welcomed Sue Osborne, Executive Manager Corporate Support, earlier this year and Gary Bourke, Executive Manager Service Development, just recently. The 'Highlights' section of this report shows the significant contribution Sue has already made to our business services.

I acknowledge the contribution to the governance of our organisation by outgoing Chair, Mike Clare, who continues in a leadership role as Immediate Past Chair. Mike has been a long term office bearer on our Board and provided 17 years of voluntary service to the organisation. There are times when sound leadership is required and RFQ can be enormously grateful to Mike, along with our long term Secretary, Stephen Humphreys, for providing that leadership. I have appreciated

the enthusiastic way new chair, Sherry Wright, has engaged the Chair/CEO relationship and for her support of my role.

It is not possible for any CEO to do their job effectively without a capable and supportive Executive Assistant. I am grateful that Andrena is able to manage the stresses I expose her to. I also acknowledge the contribution Andrena made as Office Coordinator earlier this year during the vacancy in the Corporate Manager role. It is also not possible for a CEO to do their

job effectively (and sleep at night) without having a Financial Accountant they have absolute confidence in. I am grateful to have this in Olive Xing.

The theme for this year's report is 'Together we recover futures'. I am in admiration of people in recovery, their families and our staff who never lose sight of this hope and conviction and grateful for the positive relationships we have with our partners . . . working together.

Kingsley Bedwell
Chief Executive

"With the winds of change comes a wonderful opportunity to vision the best mental health system in the world, one that meets the needs of people in recovery and their families."

TEAM

Our team nurtures a culture that inspires hope, builds confidence and empowers people.

The RFQ team supports recovery with its service philosophies of hope, empowerment and collaboration—brought to life in practice. From our management to our support workers, our staff come together to develop our business and model of practice to deliver the highest standard of mental health service.

We continue to invest in our staff, committed to their ongoing personal and professional development.

2013 training and development initiatives...

Applied Suicide Interventions Skills training with the Australian College of Community Services

Predict, Assess and Respond to Challenging and Aggressive Behaviour (PART) training with MTU Training Concepts

Collaborative Recovery Model training with the University of Wollongong

Hearing Voices and Recovery training workshops delivered by British clinical psychologist with lived experience, Rufus May

82 RFQ consumers and staff are participating in our research with the University of Sydney, testing the revised version of the Recovery Assessment Scale-Domains and Stages

"The strong focus on research, evidence-based practice and ethics adds value to my daily work"

RFQ Staff Survey 2013



Making progress...

Helping us drive our strategic priorities, we welcome our new Executive Manager Corporate Support, Sue Osborne, and Executive Manager Service Development, Gary Bourke, to our Senior Executive team. In these newly-created roles, both Sue and Gary are building our capacity to make progress on our strategic priorities while responding to new trends and opportunities in our operating environment.

Sue's and Gary's appointments strengthen our management and ability to achieve continued service excellence. They both play a key role in fostering our learning and development program, advancing our research and evaluation priorities, and building key stakeholder relationships. Sue and Gary are also actively responding to new service, partnership and funding opportunities.

Senior Executive Group

SUE OSBORNE
Executive Manager
Corporate Support

GARY BOURKE
Executive Manager
Service Development

LARRY STAPLETON
Regional Manager

RUDOLF MANU
Regional Manager

WADE SCOTT
Regional Manager

KASIA O'SHEA
Manager, Learning
and Development

ANDRENA DOYLE
Executive Assistant to CEO

Program Coordinators

DEBBIE GIBBINGS

NERIDA LUCK

DAVID STRATTON

MATTHEW GORDON

BEN AUSTIN

CHRISTINA GUZZO

MARY BRINDLEY

JESSICA LEITCH

JENNIFER CAMPBELL



Our research partnerships contribute to our understanding of what benefits a person's recovery. We translate research advances into knowledge, tools and resources to support best practice service delivery and sector development.

What was beneficial about the support you received from RFQ?

RFQ helped me get my life back.

Richmond Fellowship helped me to find meaning in my life again and helped me to regain skills and social skills I once lost.

Trust in staff. Gave me more confidence in myself.

My support workers were there when I needed them. They helped me get rehoused and re-adjusted to society without being forceful and they let me adjust at my own pace. I really respect and dig their attitude and I have to thank them for helping me turn my life around. Thank you RFQ...

Now that I am better, I can fully appreciate the help that I received to move ahead when I would hardly go outside my home. It was very timely in my recovery.



RESEARCH

LEARNING FROM LIVED EXPERIENCES

Our ongoing contribution to leading research supports consumer recovery and best practice mental health service delivery.

This year, we continued to strengthen our research partnerships with the University of Sydney, Queensland University of Technology and the University of Wollongong, supporting positive outcomes for the wider mental health community.

Eighty RFQ consumers and 42 staff took part in testing stage one of the revised version of the Recovery Assessment Scale (RAS-DS [Domains and Stages]) in partnership with the University of Sydney Faculty of Health Science. This important stage involved completing the RAS-DS and providing feedback on its effectiveness.

Through this research, we explored consumer and staff perceptions of the acceptability and usefulness of the tool, while examining whether the RAS-DS captures the true changes in recovery that consumers report. Thanks to this coordinated effort, the RFQ community shared its voice on an important and much needed evaluation tool reflecting real recovery experiences.

Researchers from the Faculty of Health Science also invited us to assess the usability and benefits of Recovery i-Connect—an innovative e-platform that enables consumers to complete the RAS-DS online and identify the areas of recovery they wish to address.

The platform aims to connect consumers with valid and reliable online resources to assist their recovery. We are pleased to be invited to participate in this research project. It will help connect people with resources that can support their mental health recovery and track their own recovery journey over time.

We truly value and embrace the benefits of psychosocial research. Through these projects and others, we strive for continual improvement—not only for our own organisation, staff and consumers, but for the wider mental health community.

"Thanks to RFQ, we have enough data to plan and start analysis of stage one of this research."

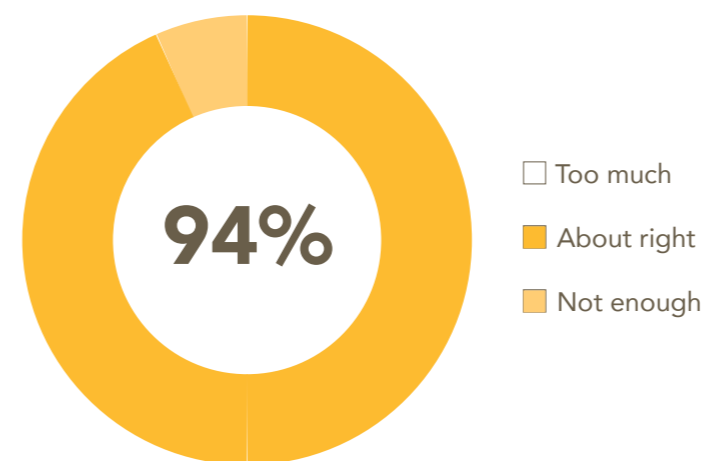
Dr Nicola Hancock

Too much support, not enough?

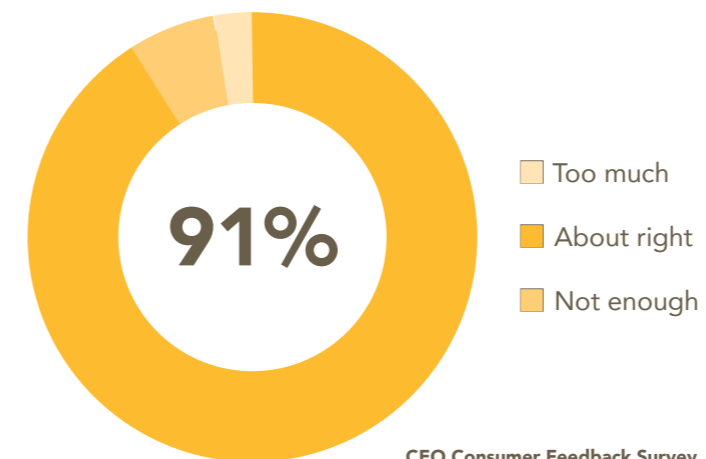
Eighty RFQ consumers shared their opinions on the amount of support they receive from us—is it not enough, about right or too much?

We are glad we are getting the balance right. For example, too much support creates service dependencies and does not support a person's recovery. Surveys are one tool that enables us to continually monitor and improve the service we provide and maintain our genuine consumer focus in everything we do.

Overall, the amount of support I receive each week is:



The amount of support I receive for day-to-day practical tasks or activities is:



The results of this year's staff and consumer surveys once again showed high levels of satisfaction across multiple categories. The invaluable feedback we received helps us to acknowledge our successes, review current practices and pave the way for continual improvement.

Consumer Exit Survey

100%

EMPOWERMENT

All exiting consumers surveyed agreed that their RFQ support worker helped them to take personal responsibility for their recovery.

96%

EMPATHY AND UNDERSTANDING

96 per cent of exiting consumers surveyed agreed that their support worker understood them and their needs.

CEO Consumer Feedback Survey

95%

INVOLVEMENT

95 per cent of consumers surveyed agreed that their support worker involves them in all decisions about the support they receive.

88%

BUILDING CONNECTIONS

88 per cent of consumers surveyed agreed that their support worker helped them to find other services, groups or activities that can help them in their recovery.

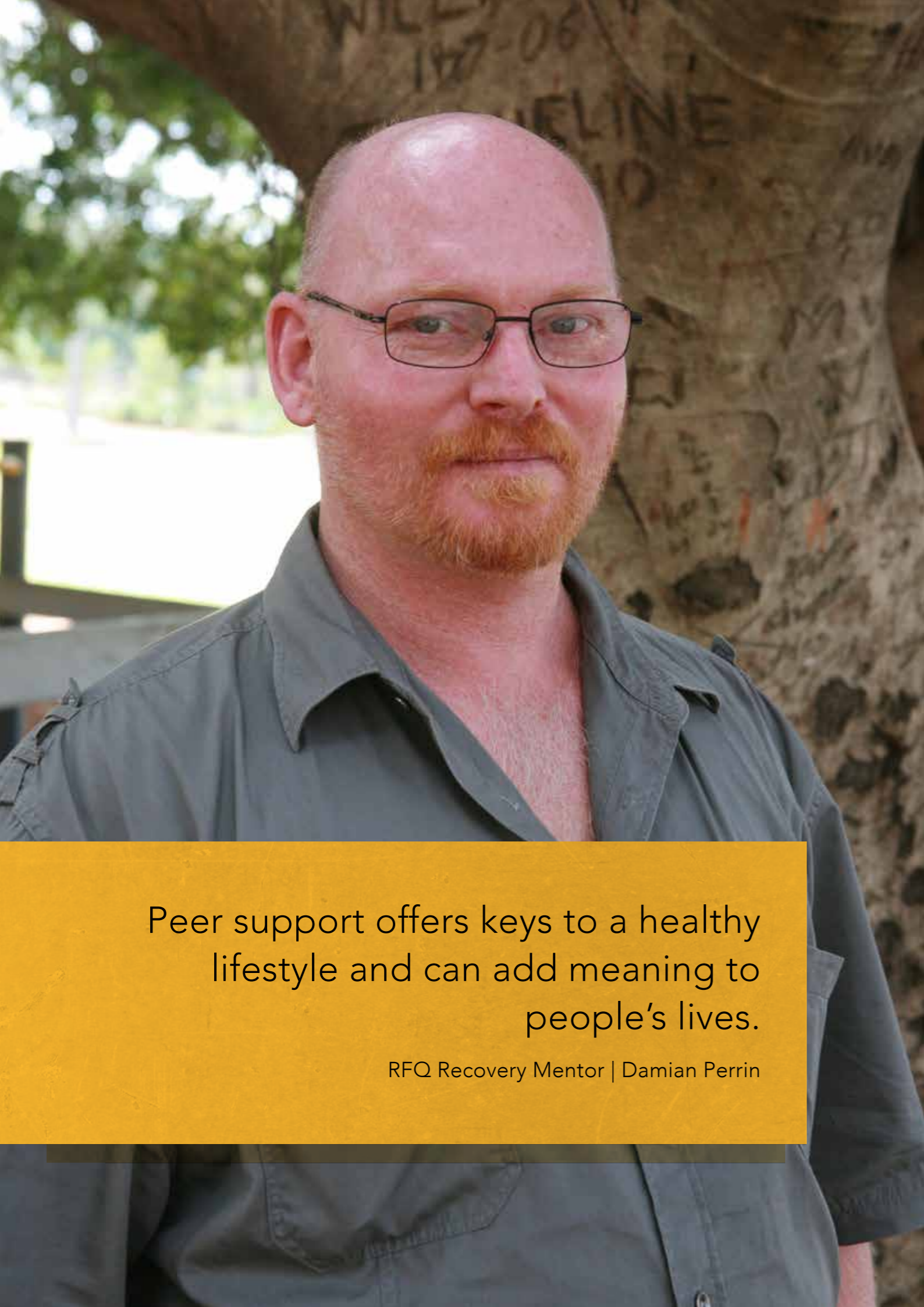


RFQ mentors...

In 2013, eight RFQ consumers were mentors to 16 postgraduate clinical psychology students with provisional registration from the Queensland University of Technology, School of Psychology and Counselling.

These mentors reflected on and shared with QUT students their own experiences, challenges and personal growth, contributing to the real life knowledge and understanding of living with a mental illness.

"Our post graduate students say the mentoring is one of the most valuable parts of the course." Associate Professor Robert Schweitzer



Peer support offers keys to a healthy lifestyle and can add meaning to people's lives.

RFQ Recovery Mentor | Damian Perrin

RECOVERY

INSIGHTS FROM OUR RECOVERY MENTOR



"I have my own path. I am personally responsible for my course of action. It is a journey of hope and discovery. I share and I connect with others on their own journeys. We belong to a wider community extending to friends, family and the greater community."

These words, shared by our first Recovery Mentor, Damian Perrin, resonate throughout the RFQ community. As Recovery Mentor, Damian regularly shares his experience of having a mental illness with RFQ consumers and families. He raises vital awareness about recovery and provides peer support—support that is not clinical or based on psychiatric models and diagnostic criteria.

He believes that peer support is incredibly powerful, offering keys to a healthy lifestyle and adding meaning to the lives of consumers. Peer support builds on the foundation of insight and participation in appropriate therapies. Damian says it's about understanding and empathising through the shared experience of emotional and psychological distress.

This year, Damian participated in PeerZone facilitator training to qualify him to facilitate peer-to-peer, recovery-oriented PeerZone workshops. This training builds on Damian's practical lived experience and qualifications in teaching, mental health and counselling.

As Recovery Mentor, Damian met with RFQ staff and consumers across multiple programs and regions, providing advice and support. From Brisbane to Toowoomba, Logan to Redlands and Ipswich to Redcliffe, Damian saw RFQ services in action. He has shared his positive experiences, particularly the strong, genuine working relationships that were so evident between staff and consumers.

Our services embrace our Therapeutic Community Framework and Collaborative Recovery Model (CRM) which provides a valuable structure and foundation for goal setting, planning and recovery. Since 2006, CRM has underpinned our approach and formed a key part of our Model of Practice. The model's evidence-based tools form part of Personal Recovery Plans that focus on building on people's values and strengths.

Personal Recovery Plans reflect a consumer's vision for the future and the goals they want to pursue with RFQ's support. Our programs are varied and respond to many different paths of recovery.

Damian believes that new partnerships and opportunities grow every day from consumer exploration and discovery.

"RFQ's close work with public, private and community agencies is vital in helping us link people in recovery with the resources they need."

Sharing his own unique experiences with our staff and consumers, Damian looks forward to his ongoing mentorship role. Over the coming year, he will continue to strengthen his relationship with and provide peer support to many members of our community.

GROWTH

A WARM WELCOME FROM REDCLIFFE

Proud of our local partnership agreement with Metro North Mental Health Services.



Supporting local mental health services on the Redcliffe Peninsular, we were invited by Queensland Health to establish a new RFQ Redcliffe Support Service this year.

Our new Outreach Support and Day Activities Centre provides a safe place for people to attend, find routine, overcome isolation and feel accepted for who they are.

RFQ Redcliffe consumers have taken the first step by establishing their own Consumer Committee, giving the program a strong consumer focus while encouraging responsibility and ownership.

We are also providing outreach support to people throughout the Peninsular, extending to Caboolture and gradually increasing the number of people we can support over time. Our aim is to ensure that we can provide the right support for each individual during each stage of their recovery.

We have established strong connections with the local Mental Health Team and Community Care Unit, attending regular morning meetings and building relationships with consumers and staff.

We attend and provide an environment for the Redcliffe Adult Mental Health Team (RAMHT) weekly Hearing Voices Group. Longer term, we hope to facilitate this group with support and collaboration from consumers.

In just a short time, we have already established a number of successful groups and programs at our new Redcliffe Day activities centre:

- Our 'Positive Pages' journaling group is giving people the chance to discuss the values and strengths that they identify as being important in their recovery.
- Our regular walking group provides the opportunity for people to get active and explore the region's beautiful surroundings with our support.
- Our men's recovery group works on strategies to help one another deal with anxiety, mental health challenges, depression, communication, mindfulness, choice, sharing experiences and positive outcomes, personal recovery and goals.
- Our newly-formed women's group has identified their focus and goals as a group.

- Our weekly music group run by experienced Musical Therapist Jeremy Williams has been hugely popular with consumers and staff alike. We are also looking to connect this group with the Redcliffe Community Care Unit's music group, together with Nundah House and The Zillmere Community Centre once a month.
- Our weekly outings, suggested and researched by RFQ consumers, promote self confidence, independence and social interaction.
- Our weekly fishing group enjoys exploring many of the top fishing spots around the Peninsular, attracting both experienced fishermen as well as people who are new and keen to learn.
- Our regular healthy lunches are predominately organised and prepared by RFQ consumers with staff support, providing an opportunity for people to learn and share life skills while enjoying a nutritious meal with their peers.

Through these activities and more, our new RFQ Redcliffe Support Service is committed to establishing positive relationships with local and relevant NGOs. We shared information at this year's Reconnect Homeless Expo, met some valuable local contacts and gained a thorough understanding of the opportunities available to RFQ consumers. On a regular basis, we also attend The Prince Charles Hospital and Redcliffe/Caboolture Service Integration Meetings to ensure that we are involved and up-to-date with local events and services.

We have been warmly welcomed by the local mental health service and look forward to supporting the needs of Redcliffe, Caboolture and beyond in the future.



At this year's RFQ staff and consumer BBQ, members of the Redcliffe service



Blooms & Bee Gees...

Trumpet lillies, agapanthus and magnolias are just a few of the beautiful flowers RFQ community member Susan grows in her own garden. An avid gardener and cloth doll maker, Susan is delighted to be living in her own unit in Sandgate. She enjoys regular social outings with RFQ, attends aqua aerobics classes twice a week and loves to take walks along 'Bee Gees Way' overlooking the Redcliffe Jetty and foreshore.

Growing social networks...

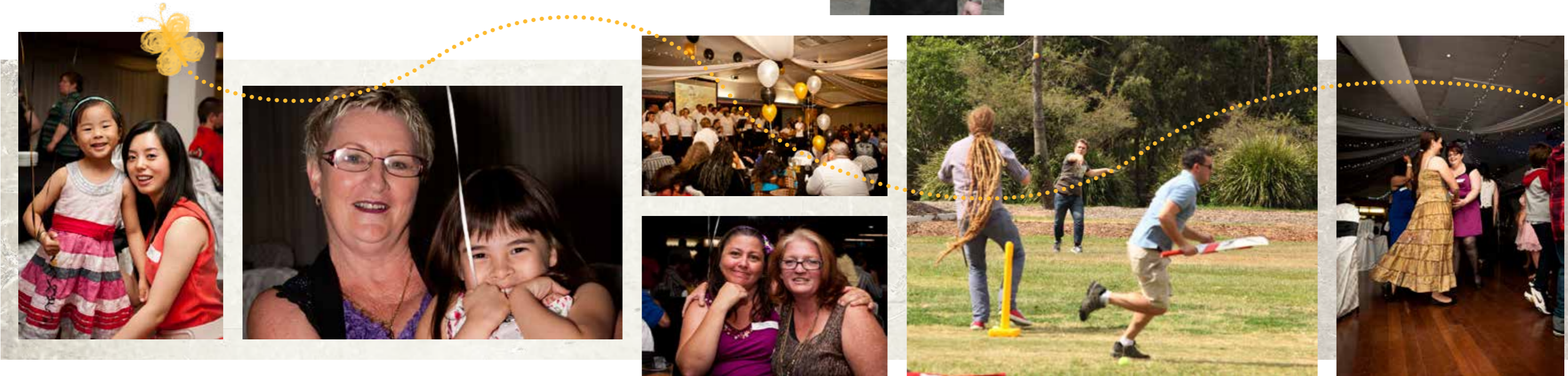
We were delighted to bring back the RFQ Toowoomba Social Group this year, partnering with Independent Living consumers to deliver a monthly calendar of weekly activities and events. Originally organised by an RFQ consumer in the region, due to other commitments, the group was unable to continue. Thanks to everyone's joint efforts, the Social Group is now back in action, coming together every week to enjoy a range of sociable activities and venues across town—from coffee shops to the City Golf Club.



COMMUNITY

RFQ ANNUAL CELEBRATIONS

We took the opportunity to celebrate the work and achievements of our community at the annual end of year celebration, and staff and consumer barbeque. Both events were a great success, bringing together staff, consumers and families from across the RFQ community.



Recovery involves being with others and reconnecting with the world, making social connections through relationships and activities.

MUSIC & HEALING

RFQ community choir

Our RFQ community choir continued to shine this year, coming together through their shared love of music. All 25 members of the choir meet regularly to perform, share their talents and brainstorm new ideas. 2013 was no exception as the choir delighted audiences at Mental Health Week and other occasions throughout the year.

Percussion group

Drum therapy is an ancient approach that has been used for thousands of years to create and maintain physical, emotional and mental wellbeing. RFQ team member Katya Skorkik says research is verifying that drumming accelerates physical healing, boosts the immune system, helps control chronic pain and release emotional trauma, and reduces tension, anxiety and stress.

More than 20 members of our community have joined our percussion group, finding a positive, creative environment to express themselves.

Compassion...

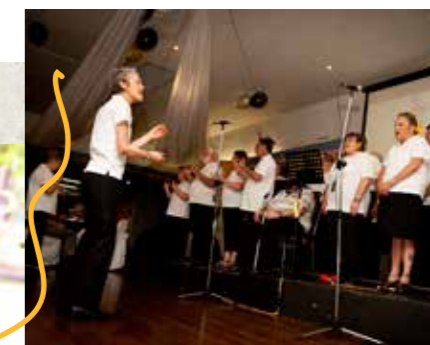


Our community creates safe, caring and inclusive environments that foster active participation, personal growth and recovery.



"I think music in itself is healing. It's an explosive expression of humanity. It's something we are all touched by. No matter what culture we're from, everyone loves music."

Billy Joel



BIG DAY OUT

Our Big Day Out (BDO) initiative supports the need for social inclusion and activity. Thanks to Christina Guzzo and our new BDO coordinator Katie Hall, the project continues to move from strength to strength. People love the opportunity our BDO events provide to lift confidence, try new experiences, visit new places and meet new people.

a successful bridging mechanism: one consumer has now joined a community sporting association, another subsequently pursued, enrolled and completed his Certificate IV in Warehousing and is now looking for casual employment in the industry.

We are proud to announce a 20 per cent increase in participation across our BDO program in 2013. We have also been pleased to see the program acting as

Stories of courage and resilience...

RFQ community member, Ted, is 33 years old. He is succeeding in his recovery after a long term stay in a psychiatric institution. He has had significant mental health and physical challenges along the way but his resilience and courage proves how recovery is possible for everyone.

Today, he lives independently and maintains a lovely unit. Ted recently completed a certificate course and has been working alongside Breaking Thru employment services seeking employment.

Ted has also been introducing exercise into his routine. He said to begin with it was tough because he wasn't in the routine of regular exercise. The first couple of times, he would think to himself "I don't want to go today," but would challenge his thoughts and say to himself "I will see how I feel this afternoon." Then the afternoon would come and he would think "Oh well, I might as well go riding now."

He now rides regularly and it isn't so hard to challenge his thoughts because he really enjoys it.



John loves Big Day Out and looks forward to it with great anticipation. His mum really appreciates that he has something to do on a Saturday which truly excites and engages him.

"I am happy because the Big Day Out gets me out of the house."

Michael can't wait for Saturdays; he hardly misses the opportunity to join in the Big Day Out. Since he started participating in Big Day Out, he has had the opportunity to try many new activities for the very first time—flying a kite, snorkelling and visiting many new destinations.

David said that he wants to learn sign language so that he can communicate with consumers from the deaf community who regularly attend the Big Day Out.

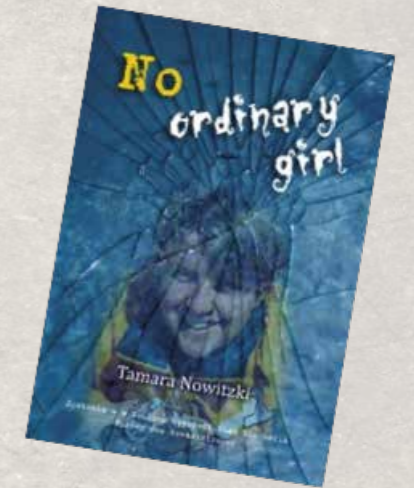


"Big Day Out is alive and well and growing." Rob Seare



TAMARA'S STORY

Tamara wrote No Ordinary Girl not only to inspire and encourage readers to strive towards their own personal goals and ambitions, but also to reduce the stigmatisation of mental health disorders and to demonstrate that they can strike anyone at any time.



Individuality doesn't just mean individualism—standing alone. It means developing one's unique gifts and being able to share them for the enjoyment of oneself and others.
Frances Moore Lappe

"Have you ever known something was really wrong and felt powerless to fix it? What about if the people you put your trust in are unable to explain? As a young girl I enjoyed everything: roller skating, bike riding, swimming in the surf, horse riding, climbing trees and bush walking. By the time I reached 15, I was constantly falling over. Early the following year, I was using a wheelchair, hardly able to hold my head up and was having great difficulty swallowing. All I wanted to do was to graduate from high school, go to university and compete in swimming."

RFQ community member Tamara Nowitzki is an inspiration to us all. Her autobiography, *No Ordinary Girl*, is about her ambition to achieve her greatest sporting dream.

Tamara's autobiography recaptures her journey from learning to swim through to receiving a silver paralympic medal in the presence of family and friends at the Sydney International Aquatic Centre. The story since the silver medal is one of struggle and turmoil. Having enjoyed a successful career in the pool, Tamara's struggles with depression, anxiety and obsessive compulsive disorder resulted in trialling numerous medications, hospitalisations and 22 electroconvulsive therapies.

With mental illness sabotaging Tamara's success in the pool, the years following her retirement from an elite

sporting career have seen an ongoing battle to overcome a life plagued by both physical disability and psychiatric disorders.

Through her book, she hopes to increase awareness of the issues both mental health disorders and physical disability present to encourage positive community response and acceptance.

This year, Tamara was presented with the prestigious 2013 Dickson's Citizen of the Year Award. The award recognised her significant personal achievements and contribution to the community in raising awareness of mental health issues.

www.tamaranowitzki.com.au



PARTNERSHIPS

Our community connects with individuals and organisations throughout the state to achieve a better quality of life and future for people facing mental health challenges and social disadvantage.

This year was no exception—we are proud of the many new positive collaborations we have formed.

- We host the Inner South Interagency Network (ISIN) meeting which brings together up to 30 NGOs and government organisations to support the community. We provide secretariat services for this collaborative and hold membership on the ISIN reference group.
- We are members of the 'Sanity Fair Committee', the working group that organises the Sanity Fair mental health week event involving numerous NGO's and government organisations.
- We host a deaf student from Charlton Brown College and support the Queensland University of Technology, School of Psychology and Counselling, mentorship program.
- We have signed a recent 'Local Partnership Agreement' with Metro North Mental Health Services (RBWH, TPCH & Redcliffe/Caboolture MHS) to formalise our commitment to work together in supporting our shared clients.
- We are progressing a future memorandum of understanding with Coast2Bay housing to support RFQ clients within the Redcliffe/Caboolture region and further north within the Metro North region.
- We attend The Prince Charles Hospital and Redcliffe/Caboolture Service Integration Meetings to ensure we are involved and up to date with local events and services.

- We have a strong connection with the local Mental Health Team and Community Care Unit in Redcliffe, attending regular morning meetings and establishing a relationship with consumers and staff.
- We attend and provide a space for the Redcliffe Adult Mental Health Team (RAMHT) weekly Hearing Voices Group. We look forward to facilitating this group in the future with the collaboration of consumers.
- We are a proud consortium partner in the Commonwealth Partners in Recovery initiative in five Medicare local regions.
- We support researchers from the University of Sydney to test the revised version of the Recovery Assessment Scale-Domains and Stages.
- We value our trusted training partnerships with the University of Wollongong, MTU Training Concepts, Living Works, Australian College of Community Services and British clinical psychologist Rufus May.
- We actively participate in Mental Health Week activities, partnering with the community to promote awareness about mental health and wellbeing.
- We value our membership of Richmond Fellowship Australia, the Richmond Fellowship Asia Pacific Forum, the Queensland Alliance and the Mental Health Council of Australia.
- We value our partnership as corporate sponsors with the 'Mind the Gap' community awareness project, highlighting the impact of mental illness on families.



Partnerships are pathways to recovery...

Partnerships are an essential component of recovery, linking the people we support, their families and their friends with services and social networks.

Partners in Recovery...

We are proud to be part of the Commonwealth Government's Partners in Recovery (PIR) program—a mental health initiative funded by the Commonwealth Department of Health and Ageing until 30 June 2016. Together, we look forward to supporting the program's objective in improving the outcomes for people experiencing severe and persistent mental illness by:

- facilitating better coordination of services
- strengthening partnerships with clinical and community support organisations
- improving referral pathways
- promoting a community based recovery model to underpin all clinical and community support services.

RFQ is a member of five consortiums in South East Queensland to provide support services in Metro North, Metro South, Darling Downs, Wide Bay and West Moreton.



FINANCIALS

FOCUS

We continue to invest in best practice service delivery and research advances to benefit people in recovery and the wider mental health community.

HIGHLIGHTS

ASSETS

Increased by
\$1.3m

LIABILITIES

Increased by
\$299k

TOTAL EQUITY

Increased by
\$1m

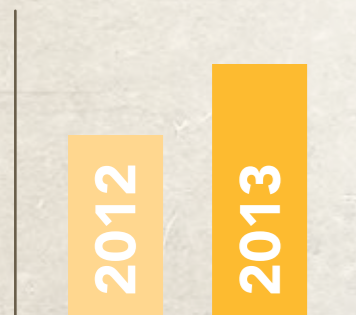
AUDITED RESULTS



Assets



Liabilities



Total Equity

Statement of financial position for end of year 2013

	2013	2012
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,079,848	2,152,606
Short term deposits	821,656	314,124
Trade and other receivables	21,681	20,313
Other current assets	41,978	40,338
TOTAL CURRENT ASSETS	3,965,163	2,527,381
NON-CURRENT ASSETS		
Property, plant and equipment	4,551,165	4,687,748
Investment property	1,032,900	1,032,900
TOTAL NON-CURRENT ASSETS	5,584,065	5,720,648
TOTAL ASSETS	9,549,228	8,248,029
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	840,296	560,171
TOTAL CURRENT LIABILITIES	840,296	560,171
NON-CURRENT LIABILITIES		
Provisions	346,570	320,444
TOTAL NON-CURRENT LIABILITIES	346,570	320,444
TOTAL LIABILITIES	1,186,866	880,615
NET ASSETS	8,362,362	7,367,414
EQUITY		
Reserves	3,354,826	3,964,618
Retained profits	5,007,536	3,402,796
TOTAL EQUITY	8,362,362	7,367,414



Susan's Painting: by Jill Goodman

THANK YOU

We acknowledge and thank our many partners and supporters for their contributions, commitment and generosity. Our positive outcomes in mental health recovery would not be possible without your support.

Our community partners for keeping our services alive in the community.

Our consultants and suppliers for their contribution to our business and operations.

Australian Business Lawyers
Blink Studio
Consolid8
Greg Hodgson & Associates
Insurance House
R&G Technologies
Masters Communication
McIlroy IR Group
Moore Stephens
PPC Worldwide
TAA Connect
Westpac Banking Corporation

Our corporate sponsors for supporting our community and vision for the future.



Our research partners for their collaboration and contribution to the wider mental health community.

University of Wollongong
University of Sydney
Queensland University of Technology

We also thank our consumers, families, friends and carers for their contribution to our community, their strength, courage and inspiration.

Thanking our fundholders for their ongoing support and contribution to quality outcomes in mental health recovery.

Australian Government
Department of Health

Queensland Government
Department of Communities,
Child Safety and Disability Services

Queensland Government
Queensland Health



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