



Annual Report 2014
Richmond Fellowship Queensland



Celebrating 40 years of community
mental health recovery support

40
1974
2014

Dedicated to the memory of James William Riggs
(1922-2014) for his pioneering work and contribution
to the development of our organisation

Executive Director
Richmond Fellowship Queensland
1975-1995

Richmond Fellowship Queensland works with public, private and community sector leaders and services to support people and families facing mental health challenges and social disadvantage. Our supportive community inspires, empowers and connects people in recovery to achieve a better quality of life, vision their goals and renew hope for the future. Our commitment to recovery is carried out through programs and partnerships that strengthen community engagement, promote independence, and celebrate personal growth and achievement.

For 40 years, we've worked alongside public and private mental health services to deliver better outcomes for people in recovery, their friends, families and carers.



Today, in a time of change, we continue to grow our footprint across Queensland, deliver more coordinated, collaborative service responses and set higher standards in mental health recovery through research and evidence-based practice.



“We all have a library of stories from which we create our sense of self. Some stories we own, some are a result of collaboration, others are big narratives that we adopt to belong to a community. It is important that we exercise the craft of telling stories. It is important to encourage stories that are not self-limiting. Stories that make us happy.”

It is important to externalise the story we carry that relates to illness. The person is not the illness; the illness is the illness. In this year’s annual report, we take time to share some of the stories from our RFO community—stories of hope, empowerment and self discovery.”

DAMIAN PERRIN, RFO RECOVERY MENTOR

HIGHLIGHTS 2014

Recovery
Supported

Connections
Built

Awareness
Raised

Growth
Planned

- Celebrating our 40th anniversary. Together with our partners, we have been supporting mental health recovery since 1974.
- Winning with our partners the largest Queensland Department of Health contract following the recommissioning process for community-managed mental health services, to be delivered across five Hospital and Health Services regions.
- Implementing with our partners the joint Commonwealth/State initiative Supporting Recovery: Coordinated Accommodation Support Program (CASP) for the West Moreton and Darling Downs regions to support people at risk of losing their social housing.
- Strengthening our community partnerships through Memorandums of Understanding (MOUs) with organisations including Lives Lived Well, MICAH Projects, EACH, Marist Youth Service, Footprints, U1R, Harmony Place, BrookRed and Uniting Care Community.
- Extending our support for people in West Moreton and Toowoomba as a preferred provider for the Housing and Support Program (HASP).
- Achieving successful results for workplace health and safety audits across all of our sites.
- Establishing five new sites to support people and families in Logan, Aspley, Bundaberg, Maryborough and Caboolture.
- Advancing our continued commitment to quality with the appointment of our new Manager, Quality and Systems, Susan Hawkins, who guided us to a successful outcome with the Human Services Quality Framework audit.
- Strengthening our finance team with the promotion of Olive Xing to Senior Financial Officer and appointment of an additional financial accountant Alex Ren.
- Achieving a strong financial position as highlighted by the independent auditors.
- Contributing to the development of the 'School of Hard Knocks' choir in Brisbane as a member of the inaugural Advisory Council.
- Preparing and refreshing staff teams in their legal and ethical responsibilities in responding to challenging behaviours through PART (Predict, Assess and Respond To challenging and aggressive behaviour) training.
- Increasing training capacity with five staff undertaking PART Train the Trainer programs.
- Participating in the policy discourse and providing advice to government through our CEO's appointment to the Queensland Mental Health Commission (QMHC) Advisory Council and his key role in the development of the strategic plan and social housing report.
- Establishing multiple local partnership agreements with Queensland Hospital and Health Services and forensic state-wide services.
- Participating in the policy discourse at the national level through our CEO's active involvement in Mental Health Australia forums.
- Introducing the Recovery Assessment Scale-Domains and Stages as a key measure of recovery for which RFQ provided 75 of the 77 research subjects.
- Contributing to the 'Creative Arts in Counselling and Mental Health' book, due for publication in 2015, which reflects on the formation and inspirational role of the RFQ Community Choir.
- Achieving high levels of consumer and staff satisfaction reflected in our annual surveys, forums and reviews.
- Supporting the professional development of 18 students through placements with RFQ across eight faculties in Australian tertiary institutions.
- Delivering PeerZone workshops to more than 100 people in recovery, facilitated by our Recovery Mentor Damian Perrin.
- Renewing our licensing agreement with PeerZone to continue the delivery of peer support workshops.
- Hosting Professor Li-yu, Graduate Institute of Social Work, National Chengchi University in Taipei, Taiwan, to showcase RFQ's Model of Practice and the Collaborative Recovery Model.
- Progressing our strategic priorities and plan through the integration of new organisational initiatives, success measures and research outcomes.
- Providing guest lectures to psychology students from the Australian Catholic University and social work students from Queensland University of Technology.
- Introducing art therapy through supervised placements from the University of Queensland.
- Strengthening consumer participation in organisational management and planning through the contribution of Recovery Mentor Damian Perrin.
- Welcoming Mel Grundy as a new member of the Learning and Development team.
- Presenting to the Richmond Fellowship Asia Pacific Forum Conference in Colombo, Sri Lanka, and accepting the handover for RFQ hosting the 2016 conference.
- Continuing to align our service operations with Hospital and Health Service local level priorities.
- Uniting more than 500 people and families from across the RFQ community at our annual community celebrations including our consumer and staff barbecue, consumer forum and End-of-Year party.
- Supporting an additional 18 members of the RFQ team to become trainers in the Collaborative Recovery Model.
- Raising over \$1000 for Crohn's and Colitis Australia to support research efforts for this disease which affects over 75,000 Australians annually.
- Promoting mental health awareness through our active participation in and support for community events such as Mental Health Week.
- Hosting mental health workers from the Fu Hong Society, Hong Kong, with an education session and visit to the Eliza Street Community.

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A message from our Chair

The positive feedback from our Consumer Feedback Survey, Human Services Quality Framework Audit Report and Independent Financial Auditors Report provided further validation of the high standards of excellence throughout the organisation.



Sherry Wright | Chair

As we celebrate the milestone of our 40th anniversary, I am pleased to report RFQ's reputation for excellence in service delivery and governance was further validated this year with the successful outcomes in funding submissions. The grants recommissioning process placed strains on our systems but the way our CEO and management team responded deserves our utmost respect and gratitude.

The positive feedback from our Consumer Feedback Survey, Human Services Quality Framework Audit Report and Independent Financial Auditors Report provided further validation of the high standards of excellence throughout the organisation.

The genuine respect and collaboration that is demonstrated both internally (between service delivery staff, all levels of management, the CEO and the board) and externally (between organisational partnerships and

funding bodies) are very much part of growing and maintaining good relationships that have always been fostered by RFQ. My time as Chair has been much influenced by these relationships. In particular, I appreciate the mentorship and support of the past chair, Mike Clare, board directors and the CEO, Kingsley Bedwell.

I am reminded of research presented in a book titled "The Heart and Soul of Change" written by Miller, Hubble and Duncan. They researched what worked in the successful outcomes for people who presented for assistance and categorised their results as follows:

- The relationship that was formed between helper/client—30%
- The clients' own resources —30%
- Hope—30%
- Theoretical framework—10%

RFQ's way of helping fits very well into this framework through the relationship that is formed between

our clients and their helpers, tapping into client's strengths and abilities and fostering hope for the future.

I would like to thank the families, friends and carers of the people that we serve. You continue to provide us with such great examples of the care that we are endeavouring to provide to your loved ones.

In closing, I would like to express much gratitude to you... our clients. You constantly provide us with wonderful examples of courage, perseverance... and hope.

Sherry Wright
RFQ Chair



I would like to thank the families, friends and carers of the people that we serve. You continue to provide us with such great examples of the care that we are endeavouring to provide to your loved ones.



There's no place like home

The Supporting Recovery: Coordinated Accommodation and Support Program (CASP) is supporting Queenslanders living with mental illness to live independently in the community, prevent re-admission to hospital and maintain social housing tenancies.

Funded over three years, this program provides personalised support to people whose social housing is at risk due to their mental illness and related concerns. RFQ chairs a reference group of stakeholders in West Moreton and Darling Downs to provide consultation and advice on the current and future direction of the program, as well as planning, implementation, monitoring and reporting. These stakeholders include the Department of Housing and Public Works, the West Moreton and Darling Downs Hospital and Health Services, Churches of Christ Care Housing Services, Lifeline and Rural and Remote Mental Health. We are also supported by Lifeline and the

Centre for Rural and Remote Mental Health to provide this service across the Darling Downs.

Since implementing the program in March this year, our team—Genevieve, Lisa, Marley, Erin and Trudy—are making a significant difference to the lives of people in social housing. Tailored to the needs and goals of each and every person, the program can provide people in recovery with up to ten hours of intensive, personalised support each week.

Our team supports people to develop their own personal recovery plan, provide timely information, referrals and practical support, and ensure support services are coordinated and based on the needs of those we support. We understand that different people benefit from different types of support, whether that's help with practical day-to-day things like paying rent or support to establish new professional and social networks for their recovery.

Due to the nature of the support we provide, building trust and rapport is an essential part of recovery. Our relationships with the people we support, and their friends, families and carers, are founded on genuineness and professionalism. Building rapport and trust is particularly important when supporting people to overcome obstacles and reclaim their future lives.

Supporting Recovery: CASP is a project under the Commonwealth Government's National Partnership Agreement Supporting National Mental Health Reform. It aims to help more Australians living with mental illness to secure and maintain stable accommodation and support to keep well and break the hospital cycle.



Since implementing the program in March this year, our team—Genevieve, Lisa, Marley, Erin and Trudy—is making a significant difference to the lives of people in social housing.



Our partnerships

Through our collaborative partnerships with public mental health and community service systems, we aim to deliver an integrated, seamless care system—one that places people in recovery at the heart of everything we do. Working together to reach more people in more places, our partnership framework enables us to continually improve the services we deliver while actively contributing to government policy directions for sector reform.

And most importantly, our partnership framework unites people and programs throughout our sector to support people in recovery, to strengthen their connections with the community and achieve their goals for the future.

- Multiple local partnership agreements with Queensland Hospital and Health Services and state-wide services
- 34 Commonwealth Partners in Recovery (PIR) formal partnerships in five Queensland consortia
- Contract manager with two partners in provision of social housing (West Moreton/Darling Downs)
- Membership of multiple collaborative sector networks
- Engagement at senior inter-agency system level (justice, communities, housing, police, adult guardian, public advocate)
- Strong community partnerships across multiple service sectors
- Extensive networks at service delivery level (employment, general practice, private psychiatry, housing, police, magistracy, corrections)
- Membership of Richmond Fellowship Australia, the Richmond Fellowship Asia Pacific Forum, Mental Health Australia, Queensland Alliance and National Disability Services
- CEO membership of the Queensland Mental Health Commission Advisory Council



Pat's story

Patrick Gann from our Eliza Street Community shares his personal recovery journey—a story of strength, bravery and friendship.

Pat was a successful mining machinery operator in Western Australia working in a drive-in, drive-out role, on a coal mine south east of Kalgoorlie. Having spent more than ten years of his life in the industry, Pat was no stranger to hard work.

But not unlike many of his co-workers, Pat also played hard, enjoying his time away from work socialising with friends and drinking heavily. Pat enjoyed the lifestyle that came with his six-figure-salary.

At age 32, after a work cover injury stopped him from working, Pat's life took an unexpected turn. One morning, at the start of his shift, Pat was driving a 100-tonne mining truck down one of the ramps. As Pat looked down at the excavators in the pit, his truck hit two rutts left behind by trucks overnight. He was pushed up out of the air-aspirated driver's seat and back down heavily, squashing one of the discs in his back.

Pat was now unable to work. Despite initial support from his employer and union on site, he became increasingly frustrated when his treatment wasn't aiding his recovery. Suffering acute pain and a future of uncertainty, Pat felt isolated, angry and depressed. He started taking anti-depressants to help fight his feelings of helplessness.

A series of unfortunate events followed. A violent attack left Pat with a broken jaw and his relationship with his employer and the site's Union President broke down.

"I was at the end of my tether and well, things just headed south from there," he said.

Unexpectedly, Pat experienced severe, negative side effects to the anti-depressants he was taking. Exacerbated by continued heavy drinking and

recreational drug use, Pat started to have severe psychotic/manic episodes over the months that followed.

"They just hit me straight away; I flew right off the handle and lost everything."

But Pat was oblivious to his psychosis. Despite growing concerns from his friends and family, Pat was completely unaware of what was happening to him. Pat's distress also caused him to self-harm during this difficult time.

After an event in Fortitude Valley one night, Pat was arrested by the Police and admitted to the Royal Brisbane Hospital (RBH) where he stayed for the next six weeks.

"My friends and families saw what was happening to me but I had no idea. I no longer cared, nothing phased me," Pat said.

"It wasn't until three to four weeks into my hospital stay, when the medication kicked in and the psychosis had finally gone, that I thought...what the hell just happened for the past 12 months."



Mental health issues continue to increase in prevalence across the mining industry. The predominantly male population and the level of fatigue, isolation, anxiety and stress involved in fly-in, fly-out (FIFO) and drive-in, drive-out (DIDO) work significantly increases the risk of mental health issues. People are often reluctant to seek help due to the stigma around mental illness. Add to this, risks relating to the use and misuse of alcohol both onsite and during time off work. Many employees drink in response to the loneliness, stress and anxiety they are experiencing. Drinking at harmful levels contributes to the pattern of stress, anxiety, depression and combined with alcohol often leading to deliberate self-harm and increasing the risk of suicide.

Pat's recovery journey

Pat said his family has been a huge support throughout his recovery journey.

"My sister rang around to see what help was available," he said.

"She also spoke to one of the doctors at the RBH who recommended RFQ."

In November 2012, Pat left hospital and joined the RFQ Eliza Street Community. A residential, therapeutic community program based in Brisbane, Eliza Street supports adults over the age of 18 in mental health recovery. Eliza Street tailors the support they offer to each person, encouraging them to set and achieve their own personal goals at their own pace.

Pat said that the support he has received from RFQ has been empowering, giving him strength and courage to tackle the tough times.

"My recovery really started at Eliza Street," he said.

"The staff there, as well as the clients, they don't judge—and that's a big thing. The support from staff is day in, day out. It varies for each individual but it's all about instilling that belief in yourself, getting back to the grass roots that you can do it; you can get through things.

"And building the resilience and strength back up again to tackle whatever life throws at you. I learnt pretty early on at Eliza Street about making healthy choices and looking after myself which I'd never really done before. It's all about rebuilding."

Pat has developed many close relationships at Eliza Street including a strong bond with many RFQ staff.

"It's a really close community. There are friendships I have made at Eliza Street that I will take with me when I leave. That's the biggest thing I'll take from this experience—meeting these people. The impact [Eliza Street] has on the lives of people who come there is just amazing. To take someone in like myself—pretty rough round the edges and nothing much phased me—well, it saved my life."

Pat said that the support and encouragement he received from his primary support worker Brad Payne was pivotal to his recovery.

"Brad, who I got to know pretty well, was the only person who said to me 'there's good hope for you mate'. He gave me a real sense of hope—to push through and not give up. And I held onto that because that was the only thing I had. If it hadn't of been for that, I'm not too sure what would have happened."

Looking towards the future, one of Pat's goals is to study and return to the mines as a surveyor. He also hopes to help others facing similar mental health challenges by sharing his story of lived experience. This year, Pat contributed a positive and eventful story of his recovery with fifth year psychology students at the Australian Catholic University.

"The impact [Eliza Street] has on the lives of the people who come there is just amazing... it saved my life."

For 40 years, extraordinary people have worked for RFQ, helping to fulfil our mission so that people in recovery can receive the highest standard of mental health services and support.

Inspiring hope, building confidence and empowering others, our team continues to carry that tradition forward today.

Our program coordinators and support workers operate at the heart of our community, supporting people on their journey of discovering how to continue to live a rich and meaningful life with a mental illness.

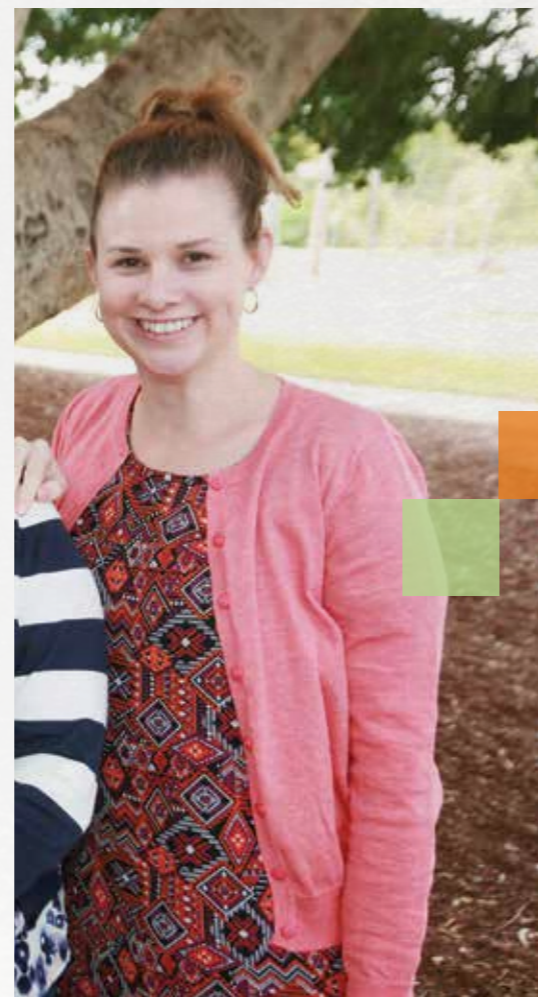
Program coordinators

Debbie Gibbings
Ben Austin
Jennifer Campbell
Nerida Luck
Christina Guzzo
David Stratton

Monica Lord
Matthew Gordon
Jessica Leitch
Anne Kimmerling
Colleen Smith
Helen Halford



Celebrating our people



"Seeing people laughing or smiling is always a good day at work"

Marley Sampson is one of our senior community mental health recovery support workers. She works at our Caboolture Day Centre, a new centre which has recently opened. Marley works collaboratively with stakeholders from health and surrounding community support services. She also supports her team to ensure effective service delivery for people in recovery to participate in workshops, support groups and outings in the community.

"Every day at RFQ is different," said Marley. "It's a very supportive organisation and you really do receive genuine support from your co-workers. I am very lucky to be with RFQ Caboolture Day Centre as the people we support there have been very welcoming. After all, I am entering into their community and work is fun!"

"One of the things I love most about working with RFQ is helping to motivate and empower people in recovery to take on positive new journeys for themselves. Seeing people laughing or smiling is always a good day at work. For me, seeing people in recovery reflect on their recovery goals and recognise their self-resilience is very inspiring.

"Since I joined RFQ six months ago, I have been surprised by the trust and encouragement I have received from management. RFQ supports opportunities for staff growth and I enjoy our close interactions with the community—participating together with the people we support in activities that help to build social connections and life skills."

Self-care is important to Marley. She enjoys yoga, walking her two dachshunds Cheerio and Cinnamon and going to the beach. She finds the beach very healing to recharge and reflect. Married into an Islander family, Marley indulges in scrumptious feasts and has had to quickly learn to get in the kitchen and cook up a mean feed!

Supporting journeys of self discovery



Meet Jessica Leitch who coordinates our Redcliffe Recovery Support Service. Jessica has been a valued member of the RFQ team for more than four years. She leads a passionate team of support workers who are helping people believe in their own strengths and values.

Jessica believes that people deserve to be given more information, responsibility and choice when it comes to their recovery.

"When people are given the space to identify their own needs, guiding values and pathways to a better life, they are more likely to achieve a sense of empowerment and purpose," she said.

"I genuinely love being around people who are on a journey of discovery; watching someone's hope and sense of self grow can be quite a cathartic experience."

Since joining RFQ, Jessica said she has learnt a lot about herself.

"When I started with RFQ, I was privileged to be part of the Collaborative Recovery Model study conducted by The University of Wollongong. This process led me (and my coach) on a powerful journey of self discovery which took me across the world and back," she said.

"I remember being impressed at how the staff at RFQ really believe in and live the organisation's values. It's an organisation with such a positive culture and a strong history. The principles of hope, responsibility, identity and meaning really resonated with me when I first started working with RFQ."

For Jessica, one of the key challenges of working in the community mental health sector is the general lack of understanding in the wider community about mental health and the stigma that still surrounds the compounding issues that people face.

"Unfortunately, many of the people we support are the most vulnerable in society," she said.

"This is why community awareness campaigns, research and education are so vital."

When she's not working, Jessica tells us she loves to sleep! She is a keen yogi who also loves to travel. Jessica is currently learning how to surf, overcoming her fear of waves and getting 'dumped'.

"I genuinely love being around people who are on a journey of discovery; watching someone's hope and sense of self grow can be quite a cathartic experience."



Members of our Redcliffe community

Sharing lived experiences

Anna Boodle has never missed an RFQ CEO Consumer Forum and this year was no exception. Anna loves coming to our annual events including our consumer and staff barbeques and End-of-Year celebrations.

At this year's CEO Consumer Forum, Anna had the opportunity to meet and connect with our special guest Karen Tyrrell, an award-winning mental health author and speaker with lived experience.

Hosted by RFQ CEO Kingsley Bedwell, our annual CEO Consumer Forum is a consumer-only event, bringing together the people we support in a safe environment to share valuable feedback to the CEO on the service they receive.

Anna has been a valued member of the RFQ community for many years.

RFQ Regional Manager Larry Stapleton, who has worked with the organisation for over 20 years, said that Anna has experienced a remarkable journey with RFQ, overcoming adversity with great determination.

"Anna's contribution to her recovery has been amazing and it comes with her incredible strength of will," he said.

"Her connection with our community is like family."

Today, Anna enjoys a busy social calendar of events and activities with her friends and support workers.

Anna said she likes everybody at RFQ and meeting friends is one of the best things about our organisation.

"I have support every day, to help me go walking and do different things," she said.

"I have different support workers and I like everybody. I go ten pin bowling with my friends every Saturday and we have a tournament in December where you get awards.

"I am also in the choir; we sing at the Sanity Fair, the AGMs and the End-of-Year party. We go to Jacaranda Hall for singing and sometimes Eliza Street.

"I've been to quite a few forums and AGMs. I am in a walking group on Wednesdays and do percussion every Thursday at Ryan's place—and some of my friends go there too. It took me a long time to learn the drums but I can do it. It takes practice and practice and practice...and then you come real good!"

Anna also loves going shopping for things at IKEA and enjoys the free coffee!

Having lived with mental illness from a young age, Anna takes medication to support her recovery and stay well.

"I take medication to help me with my mood swings," she said.

"If I stop taking medication I get sick and become unwell. When I get unwell, I get out of control. But now I don't do that.

"I don't want to go back to the way I used to be. For years I had no medication and could not sleep. Medication is the best thing for me. It helps me relax and calm down. It helps me with my sleeping. And I haven't been suicidal for years."

With her 44th birthday approaching, Anna's hope for the future is to stay well. She looks forward to this year's End-of-Year party where she will be performing with the RFQ Community Choir and joining us in celebrating everyone's achievements for the year—together with our extended family of friends, family members and carers.



This year, we welcomed Karen Tyrrell as our special guest speaker. Karen is an Australian award-winning mental health author, inspirational speaker, experienced teacher and dynamic workshop presenter. Karen was a finalist in the Queensland Mental Health Week achievement awards for her tell-all memoir *ME & HER: A Memoir of Madness* and has had a number of books and articles published on the subject of mental health, empowerment, resilience and wellbeing.



"I am really enjoying taking part in the walking club on Wednesday mornings. Walking is a goal in my personal recovery plan and it is fun at Orleigh Park with other clients, walking alongside the river and a yummy shared morning tea to enjoy afterwards.

My support worker Katie and I have matching sporty singlets to wear."

Building connections

In September this year, we had the pleasure of meeting a group of community mental health workers from the Fu Hong Society in Hong Kong.

The group was visiting Australia on an international study tour to learn more about our approach to mental health support. Together with our Eliza Street Community, we hosted an education session, sharing information about the programs we deliver. The group was very excited to hear about our different operational frameworks and service models. They were amazed by the individual supports we provide, learning about transitional housing support and community inclusion programs.

We were delighted to share our experience with the group, providing valuable information and tools for the Fu Hong Society to take home to reference and apply in practice.



Our services are evidence-based and informed by contemporary approaches to mental health recovery support. We share our research outcomes and international best practices with our friends and partners to benefit people in recovery—here in Queensland and around the world.



We are proud to be part of a national and international confederation of Richmond Fellowships. Presenting and participating at the Richmond Fellowship Asia Pacific Forum in Colombo, Sri Lanka, was an uplifting experience for our Chief Executive Kingsley Bedwell and Executive Manager Service Development Gary Bourke in July this year.

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LOOKING TOWARDS THE FUTURE

A message from our Chief Executive

Our 40th anniversary provides opportunity to reflect on our origins and contemplate our future.



Kingsley Bedwell | Chief Executive

Our 40th anniversary provides opportunity to reflect on our origins and contemplate our future. As observed in another context, our history is our greatest renewable resource from which we draw our sense of identity and purpose.

Our founder, Elly Jansen QBE, was a critic of the institutional models of care of the 1950's and a pioneer of the community mental health movement. Dr Charles Elliott, a Brisbane general practitioner and an extraordinarily compassionate man, met Elly in London through their membership of the Anglican community and she inspired him to bring her vision to the southern hemisphere.

Charles in turn inspired sympathetic people in the Men's Society to commit funds to build a purpose designed residential facility in Clayfield, and the Eliza Street Community program was born. Read Pat's Story in this annual report to see how the program saves lives and supports recovery to this day.

It is salutary to revisit our history as the formation of RFQ and the residential program was to take a number of years with significant obstacles confronting the founders including community and local government opposition and lack of financial support. We can only have admiration for the determination of the founders as the Appeal Court overturned the Council decision to not approve the building plans while they also crossed the final obstacle of the 1974 floods.

The infant organisation was poor and recurrent funding was not forthcoming until the 1980's. A bank overdraft facility was in place up to the middle 1990's to ensure payroll obligations could be met. We have current staff who can recall the 'garage' sales. Yet, it was during this testing period that the identity, character, moral purpose and mental health practice of RFQ was forged under the leadership of the late James Riggs.

A key to the organisation's reputation and success is both that it has remained true to its values and purpose as well as its contemporary relevance and leadership. However, we are having to rapidly respond to a period of unprecedented change in the health and community sectors where there seems to be only two certainties: fiscal constraint and competition.

With Executive Manager Gary Bourke, we presented a paper at the Richmond Fellowship Asia Pacific Forum Conference in Colombo, Sri Lanka, earlier this year titled 'Future of Richmond Fellowship Service Philosophy and Brand in the New Economy'. We asked whether knowing where we came from is relevant to the new economy of new ideas and new entrepreneurship. From our perspective, we can best keep our history relevant by constantly reviewing, revising, regenerating and celebrating it in our culture and our people.

A successful organisation in the changing environment is one that can vision its future through a process of renewal and regeneration, by combining traditional values with progressive thinking, advanced research and best practice service delivery.

A key to our future is nurturing a learning culture where a collective wisdom is developed with partners and networks drawing on the best of what we know from lived experience, the practical knowledge of staff and from the scientific discourse.

This annual report provides some snapshots of the contemporary relevance of RFQ and how it is positioning itself into the future as a service provider of choice for consumers, families and government.

It has been an exceptionally busy year. I acknowledge and pay tribute to the key leaders across and at every level of the organisation who have performed an invaluable role during a period when the organisation has been tested by its own growth and the imperative that it adapt to the changing operating environment. Some hold formal leadership roles and others are front line staff. In each case, you are culture bearers for the organisational mission and moral 'trustees' of the future of the organisation.

The stories of hope and recovery in this annual report provide moving testimony to the human courage of people in recovery and the compassion of family, friends and staff.

Kingsley Bedwell
Chief Executive



"A successful organisation in the changing environment is one that can vision its future through a process of renewal and regeneration, by combining traditional values with progressive thinking, advanced research and best practice service delivery."

Improving recovery outcomes

Over the last 12 months we have strengthened our commitment to developing the knowledge, skills and experience of our staff to continually improve our support for people in recovery, their friends, families and carers.

From supervised practice to advanced training in evidence-based recovery practice, our Learning and Development team supports the personal and professional development of our staff across Queensland.

2013-14 training initiatives

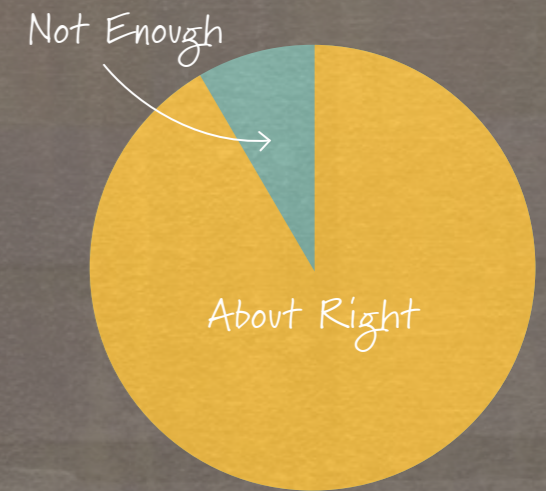


"Recovery is as much of a learning experience for us as it is for the people we support. What is truly humbling is seeing what people learn about themselves in the interactions of each day, then seeing them create, share and facilitate a better tomorrow." **Kasia O'Shea**



Our consumer and staff surveys provide us with excellent feedback. They support ongoing reviews of our practices, enable us to celebrate our successes and plan for further developments and improvements across RFQ. Our approach embraces consumer and staff participation, encouraging the wider RFQ community to actively contribute to our wider priorities for service excellence.

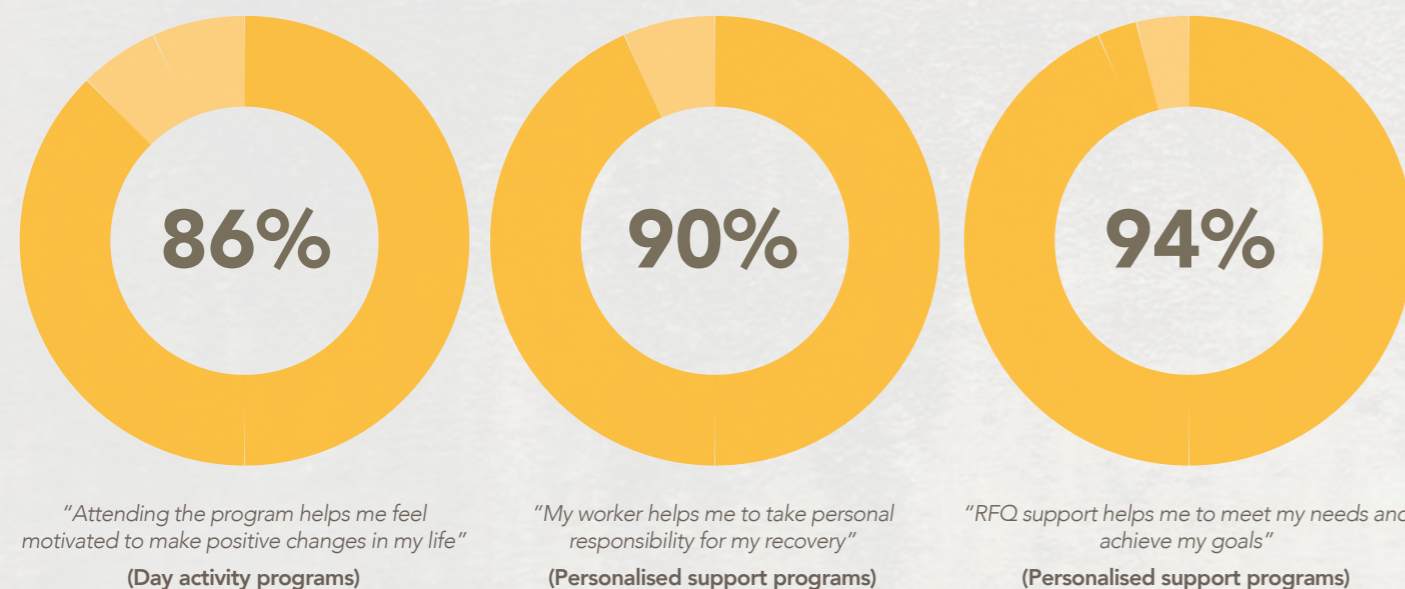
"Overall the amount of support I receive is"



< Eliza Street resident JoJo with Toby the house cat

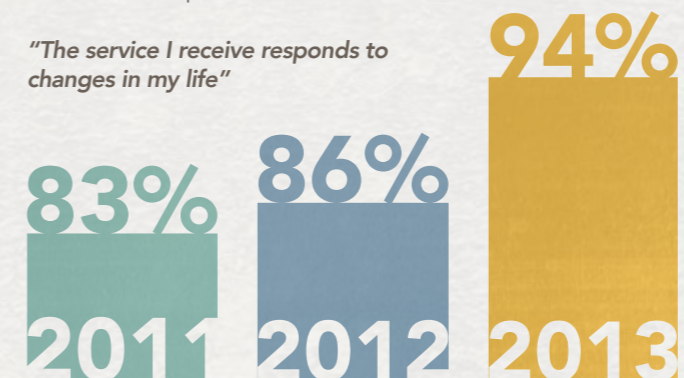
Consumer feedback survey results

Our annual consumer feedback survey is designed to measure consumer satisfaction and organisational performance across four categories including our service standards, Model of Practice, values, research and service development.

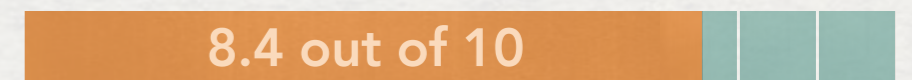


Our research partnerships, tools and measures enable the ongoing review of service effectiveness as a basis for our continuous improvement and innovation.

"The service I receive responds to changes in my life"



How do RFQ consumers rate the overall service they receive from us?



"Since reaching out for help in the community, Ryan's Place has been the only constant help I have received out of five organisations I'm in contact with. They are very caring and involved in people's lives."

(Ryan's Place Consumer)



Governance & leadership

Today, we continue to demonstrate strong and effective governance characterised by ethical financial management, positive audit results and strong financial positions.

Our Board brings to our organisation a diverse range of skills and backgrounds in finance, business, academia, health, legal and community sectors. A number of our directors also come to their roles with lived experience as consumers or carers.

Board of Directors



Sherry Wright
Chair



John Goodman
Treasurer



Stephen Humphreys
Secretary



Andy Brodersen
Director



Michael Clare
Director



Keren Harms
Director



Robert King
Director



Gloria Ryan
Director

Chief Executive



Kingsley Bedwell
Chief Executive Officer

Senior Executive Group

Gary Bourke
Executive Manager
Service Development

Larry Stapleton
Regional Manager

Wade Scott
Regional Manager

Sue Osborne
Executive Manager
Corporate Support

Olive Xing
Senior Financial Officer

Kasia O'Shea
Manager
Learning and Development

Susan Hawkins
Manager
Quality and Systems

Rudolf Manu
Regional Manager

Andrena Doyle
Executive Assistant to the
Chief Executive

Throughout our 40-year history, we have benefited from extraordinary leadership. Over the years, our Board of voluntary directors has consistently provided sound guidance, while our CEOs, management teams and staff have ensured that RFQ's services and operations meet the highest standards of excellence.

Our financial performance

Ensuring future sustainability is one of RFQ's four strategic priorities. We strive to be financially strong, fiscally responsible and to grow and respond to the changing future needs of the community.

Our financial performance for 2013-14 has exceeded expectations in a challenging economic environment with revenue growth of 31%

We successfully retained our grants and secured additional funding across five Hospital and Health Service regions.



A message from our Treasurer



John Goodman | Treasurer

The Richmond Fellowship of Queensland finished the year with a healthy profit and in a strong financial position

The Richmond Fellowship of Queensland finished the year with a healthy profit of \$1,082,391 and in a strong financial position.

The organisation is in a strong financial position and is well able to meet its likely financial commitments in the future.

RFQ's budget for 2014/15 is for significantly increased revenue arising mainly from additional contracts with Queensland Health, commensurate additional expenditure on wages and salaries, and a modest surplus for the year.

RFQ's strong current and anticipated financial position is an important component in its plans to continue to provide services of a high standard to members of the Queensland community.

Financial highlights



Statement of financial position

As of 30 June 2014	2014	2013
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6,566,102	3,079,848
Short term deposits	11,745	821,656
Trade and other receivables	23,756	21,681
Financial assets	26,015	-
Other current assets	46,769	41,978
TOTAL CURRENT ASSETS	6,674,387	3,965,163
NON-CURRENT ASSETS		
Property, plant and equipment	4,335,453	4,551,165
Investment property	1,032,900	1,032,900
TOTAL NON-CURRENT ASSETS	5,368,353	5,584,065
TOTAL ASSETS	12,042,740	9,549,228
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	3,448,128	840,296
TOTAL CURRENT LIABILITIES	3,448,128	840,296
NON-CURRENT LIABILITIES		
Provisions	433,222	346,570
TOTAL NON-CURRENT LIABILITIES	433,222	346,570
TOTAL LIABILITIES	3,881,350	1,186,866
NET ASSETS	8,161,390	8,362,362
EQUITY		
Reserves	2,067,246	3,354,826
Retained profits	6,094,144	5,007,536
TOTAL EQUITY	8,161,390	8,362,362



We thank our consumers, families and friends for enriching our RFQ community with friendship, laughter and support.

Thanks

for supporting the RFQ community

Our positive outcomes in mental health recovery would not be possible without the wonderful support we receive from our partners and friends throughout business, government and the community.

Our community partners for sharing and supporting our vision for the future.

Five Partners in Recovery (PIR) Consortiums

Lead Agencies

- Aftercare
- Metro North Brisbane Medicare Local
- Greater Metro South Brisbane Medicare Local
- Wide Bay Medicare Local
- Lifeline Darling Downs & South West Qld Ltd

Consortium Partners

- Lives Lived Well
- Australian Centre for Rural and Remote Mental Health
- Harmony Place
- Corporate Culcha
- PsychCare Services

Integrated Service Delivery, Tender and MoU Partnerships

- ARAFMI Queensland
- Brisbane Housing Company Limited
- The Brook Red Centre
- Churches of Christ Care
- EACH
- Footprints Inc
- Harmony Place
- Horizon Housing Company
- Lifeline Darling Downs & South West Qld Ltd
- Marist Youth Services
- Micah Projects
- Under 1 Roof
- UnitingCare Community

Local Councils

- Moreton Bay Regional Council
- Logan City Council

Mental Health Services

- Metro North Mental Health Services
- Metro South Addiction and Mental Health Services
- West Moreton Mental Health and Specialised Services
- Darling Downs HHS Mental Health Services
- Wide Bay HHS Mental Health Services

Our research partners for advancing outcomes in mental health recovery.

- University of Wollongong
- University of Sydney
- Queensland University of Technology

Our consultants and business partners for your contribution to our operations.

- Baker & McKenzie
- Chamber of Commerce and Industry Qld
- Clayton Utz
- Clifford Chance
- Consolid8
- Corrs Chambers Westgarth
- DLA Piper
- Insurance House
- Lander & Rogers
- Maddocks
- Masters Communication
- McCullough Robertson Lawyers
- McIlroy IR Group
- Merit Solutions
- Moore Stephens
- Optum
- R&G Technologies
- Studio Metro
- TAA Connect
- Tucker & Cowan Solicitors
- Westpac Banking Corporation

Our funders for your ongoing financial support and contribution to quality outcomes in mental health recovery.

- Queensland Government Department of Health
- Queensland Government Department of Communities, Child Safety and Disability Services
- Australian Government Department of Health



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

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