



VISION & STRATEGY

OUR VISION, VALUES
AND STRATEGIC
ROADMAP



2025 -
2028

Our Message



2024 saw Richmond Fellowship Queensland celebrate 50 years of service. As we move into our next 50 years, we stand at a pivotal moment in our journey. A moment defined not merely by the service we deliver, but by the transformative vision we embrace.

A vision that champions holistic wellbeing, reaffirming our belief in the strength, potential and dignity of every individual. In this document we present to you a bold reimaging of our purpose. The vision, purpose, values and strategies reflect our commitment to nurturing environments where people thrive, not just survive. A world where connection, purpose and empowerment are integral to everyone's experience.

With this commitment, we are not only reshaping our work, but redefining what it means to support a flourishing life.

RECOVERED FUTURES - MENTAL HEALTH RECOVERY AND WELLBEING

Richmond Fellowship Queensland recognise and acknowledge Aboriginal & Torres Strait Islander peoples are the original and continuing custodians of the land and waters. We pay our respects to the Old People, Elders and Leaders past and present and extend our recognition to their descendants. We celebrate the unique position of Aboriginal and Torres Strait Islander peoples in Australia's history, culture and future.



RFQ is committed to building and cultivating an inclusive environment for staff, clients and carers that promotes human rights and diversity where people of all backgrounds, genders, sexualities, cultures, bodies and abilities are valued and respected.



OUR VISION

A world where optimal wellbeing is lived by all

Our vision is bold and inclusive. We see a future where every individual has the opportunity, support and tools to achieve their fullest potential in wellbeing. This vision drives everything we do, towards creating environments, relationships and systems that foster good health, connection and purpose for all people, everywhere.

PURPOSE

We recognise that wellbeing is central to a life lived well

Our purpose affirms the foundational belief that wellbeing is not just an outcome — it is the very essence of a meaningful and fulfilling life. By focusing on wellbeing, we commit ourselves to holistic and person-centred approaches that reflect the complexity and richness of the human experience.

WHO WE ARE

We walk alongside people and communities to guide, partner and advocate, optimising wellbeing for all

We are more than a service; we are a trusted guide and partner. With deep expertise and compassion, we co-create journeys of transformation, drawing on evidence, lived experience, and innovation. We engage authentically with individuals, communities, and systems to shift outcomes and raise the standard for what wellbeing can look like.



OUR VALUES

We live by our values, which shape our culture and define how we show up in every interaction.

RESPECT is given by:

Honouring each person's story and making space for them to be fully themselves.

Recognising dignity and fallibility and creating safety for honesty and hope.

Treating others with non-judgment and an openness to compassion, courage, and vulnerability.

Understanding our differences and ensuring everyone feels heard, valued, and safe.

Fostering a culture where people feel free to bring their whole selves — with compassion, bravery, and care — into our shared work and relationships.

BRAVERY is demonstrated by:

Acting with courage and compassion, even when the path ahead is uncertain, to put our clients, staff and community first.

Embracing the unknown with respect and care, so we can grow and serve others better.

Moving forward despite fear, always grounded in compassion, respect and purpose.

Challenging ourselves with honesty and empathy to do what's right for our clients.

Our commitment to people — clients, colleagues and community — even when the way forward is unclear.



OUR VALUES

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COMPASSION is shown by:

Responding with care and humility.

Listening fully, understanding deeply and acting with kindness.

Seeing pain and attempting to alleviate it whilst responding with empathy, presence and respect.

Recognising struggle and choosing to meet it with gentle understanding.

Creating a culture of respect, presence, and support — for our clients, our colleagues and our community.

STRIVING FOR EXCELLENCE is driven by:

Setting high standards and learning with humility.

Our commitment to improve, innovate and grow with integrity.

Embracing learning and holding ourselves to our best.

Humbly pursuing better ways to serve with courage and care.

Our curiosity, humility and the high expectations we have of ourselves, whilst continually evolving to better support our clients, each other and our shared vision.

STRATEGIC DIRECTIONS

To realise our vision and purpose, we will focus on the following strategic priorities:

Excellence in Practice

- Research, innovation, and evidence routinely inform decisions and practice.
- Service delivery models are co-designed in partnership to promote client wellbeing and create responsive, person-centred outcomes.
- Staff capability and leadership capacity are strengthened across the organisation.

Partnership and Advocacy

- Strategic alliances increase our reach and amplify our impact.
- Our thought leadership contributes to policy and system changes aligned to our purpose.
- People with lived experience are active partners, shaping and guiding our work through genuine collaboration.



STRATEGIC DIRECTIONS

To realise our vision and purpose, we will focus on the following strategic priorities:

Community and Individual Wellbeing

- Workforce wellbeing is improved and supported by a strong wellbeing culture.
- We are a recognised and experienced employer of choice.
- Services are culturally responsive and person-led, improving client experience and outcomes.
- Under-served communities have increased access to our services and supports.
- Trauma-informed and wellbeing approaches are consistently embedded across all services through strong partnership and collaboration.

Financial and Environmental Sustainability

- Governance and accountability are strengthened, and funding is secure and sustainable.
- Digital solutions improve our scalability, efficiency, and measurable impact.
- Our performance is measured and used to drive continuous improvement.
- Our environmental impact is minimised, and our footprint is measured and managed.





Richmond
Fellowship
Queensland

Wellbeing isn't a luxury in mental health recovery—it's the very soil in which recovery takes root.



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