



2015

Annual Report



The future in focus. Today.

mental health recovery through the lens of wellness and community



"My two support workers Francine and Carmel help me each day. They help me believe life is not a problem. I visualise the supportiveness of the world through their words, and the words of others at RFD. I am given trust, good listeners, sharing and most of all acceptance. Thank you RFD for making my life not only tolerable and bountiful, but also enjoyable. I am much more confident, healthy, and I feel safe and secure."

Madonna with RFQ support worker Carmel

In this year's Annual Report, we celebrate our focus on the future of community mental health recovery, today.

Together with our friends, families and partners, we celebrate the worldwide shift from mental illness to mental wellness as critical in supporting recovery journeys. And the continuing emphasis on community-based care and support.

Because improving the quality of life for people with lived experiences and their families is not about addressing the illness in isolation.

It's about bringing into spotlight ways we can increase wellbeing today, and promote wellbeing for the future with contemporary, recovery-focused programs and services.

Woven throughout this report is an inspiring selection of personal narratives that celebrate the lives and achievements of people at the heart of our RFQ community.

These powerful stories demonstrate the great courage and resilience of the people we support—and the passion and dedication of our staff.

They capture the important role of peer support, and creating friendships and community spirit, in rebuilding lives and breaking down the barriers to mental health recovery.

Our RFQ community comes together with a common purpose. To create positive change in the lives of others. To recover futures.

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Man's best friend
I like having my own home and paying my own mortgage. I've been working for 22 years and take myself to the movies when I feel like it. I love my dog, Rambo, and seeing him excited when I come home really helps in my recovery.

Charles

We are a passionate and dedicated organisation of people
who support people and families facing mental health challenges and social disadvantage.

We inspire, empower and connect people in recovery to achieve a better quality of life
with more self-confidence, independence and choice.

We embrace our partnerships with sector leaders, complementary services and research bodies
to deliver better recovery outcomes through collaboration and evidence-based practice.

We never stop learning from the lived experiences of people
and respect the many different paths to recovery.

Sherwood Forest Park artwork
Artist unknown

We renew hope. We recover futures.

WE ARE RFQ

CHAIRPERSON'S MESSAGE

Reflecting on the past year, the words 'challenges' and 'changes' come to mind.

These words are especially relevant to the closure of the unique Eliza Street Community program delivered from St. Oswald's House for 40 years. Our longstanding relationship with the landlords, the Anglican Men's Society, came to an end but we are grateful for the gift of this facility over many years. The program assisted the recovery of many hundreds of young adults in a way that was not otherwise available.

A challenge was the resettlement of residents in the facility in a relatively short period of time and ensuring that our clients felt safe and not abandoned. The way in which this resettlement occurred is testament to the hard work and dedication of management and staff. It reflected the extent to which staff give substance to RFQ's vision and values.

Everyone went the 'extra mile' to achieve the best possible outcome for our clients; it truly was an honour to witness their commitment and professionalism.

A further challenge we continue to face is the funding changes that our organisation is preparing for. I acknowledge the determination and client focus of management in their approach to this challenge.

The Board took on the challenge this year of adopting a contemporary Constitution. I thank all directors for their diligent contribution to this important task and especially Gloria Ryan and members of the Governance Committee. I acknowledge Gloria's role in dedicating considerable time and energy instructing our lawyers and to the project overall. I also acknowledge the considerable contribution of Keren Harms to the work of the Committee.

The Governance Committee has been reviewing the Board's guidelines for director recruitment following the resignations of Stephen Humphreys and Andy Brodersen. I especially want to acknowledge Stephen who serviced the Board as Secretary for many years.

The Board undertook a 'Change of Auditor' process this year. I am grateful for the diligent efforts of our Treasurer, John Goodman, in leading the Board through this important change.

The appointment of an internationally reputable audit firm and a contemporary constitution provides two important pillars for the governance of our organisation during the challenges and changes in the years ahead.

// *Everyone went the 'extra mile' to achieve the best possible outcome for our clients; it truly was an honour to witness their commitment and professionalism.* //

Sherry Wright
CHAIRPERSON



CHIEF EXECUTIVE'S MESSAGE

Our founder, Elly Jansen OBE, in a recent email referred to the “sacred duty” we have in the work we do.

There are many at all levels of our organisation who find deep fulfilment in this work and give selfless devotion to it. This dedication flows to the people and community we are here to serve.

There are many ‘windows’ through which I have the opportunity to make this observation. I am often quite moved for example, when I engage new staff during our induction activities and hear their personal stories and motivations for applying for a position with RFQ. It is moving because of the way they reflect the reputation of the organisation and share what brings them to mental health work.

In her report, our Chair refers to the dedication of management and staff during the resettlement of clients following the closure of the Eliza Street

Community program. These examples are repeated every day across RFQ and celebrated in some snapshots throughout this Annual Report.

We continued to build our capacity and capability over the year as we respond to the ongoing and unprecedented changes in our operating environment. An important ‘plank’ in our response has been the restructure of our management arrangements. We have completed appointments to all positions in our newly-created executive and corporate teams and also begun the process of appointment to the new Area Manager roles. We welcomed Andrea Turvey, Chief Financial Officer; Will Brennan, Executive Manager Service Operation; Kim Baker, Human Resource Manager; Carene Carroll, Manager Communications and Marketing; and Yasmin Thomas, Area Manager, to the management team this year.

It is a privilege to serve RFQ in my role with the support of an exceptional and highly-capable leadership team. We are fortunate to have a team that

embodies the dedication to our purpose referred to earlier in this report and has the capability to help us navigate RFQ’s future.

We have prepared for our organisation’s future in the last year by increasing our financial management capacity and capability with a significant strengthening of our finance team under our new CFO. Increased investment in our financial management has realised enhanced analysis and reporting for operational management decision making and director fiduciary oversight. I am exceedingly grateful to Senior Financial Accountant, Olive Xing, who managed RFQ’s finances over many years to the highest standard with limited resources.

Our management team has reviewed our strategic plan with the adept facilitation of NDIS Readiness Project Manager, Anne Kilner. Reviewing our operational priorities is an ongoing task for the team but a comprehensive review has been timely as we prepare for NDIS, and anticipated changes to funding models and service delivery arrangements. The operational reviews inform my reporting to the Board.

I acknowledge the leadership of Board officer bearers, Sherry Wright (Chair) and John Goodman (Treasurer) during the year as directors further strengthened the governance capability of

the organisation including the appointment of new auditors, KPMG, and adoption of a contemporary Constitution for presentation to the annual general meeting.

Raising awareness of mental health and RFQ’s work is one of our key strategic priorities. We continued to increase our investment in this priority, especially with our participation in Mental Health Week where we were active across five regions this year.

This annual report highlights two major events promoted by RFQ during Mental Health Week: ‘Recovery in Focus’ and ‘Futures Unthreaded’. These events had considerable impact across a much wider public audience, attracting positive media coverage. We appreciated our partnerships with the Queensland Mental Health Commission (Recovery in Focus) and TAFE Queensland (Futures Unthreaded) in delivering these events. The outstanding response we received to these events was reassuring to the many people who conceived and contributed to these major projects and I congratulate everyone involved for their dedicated efforts.

Building connections is also a strategic priority. We are grateful for all our wonderful partners who work with us to ensure people get the range of services that will benefit their recovery. I acknowledge

particularly our relationships with Hospital and Health Services and clinical services with whom we work ‘hand in glove’.

For reasons of space and the risk of excluding, I am not going to name the many who deserve to be thanked in this report except for one. Susan Hawkins straddles many portfolios as well as managing the stresses of the CEO’s office. I’m not sure what the last year would have been like without her support and I am grateful for her dedication to the demanding responsibilities she has.

People with mental health challenges—and many of the people we support come from a place of social disadvantage—can face enormous struggles and terrible distress. But we are inspired by our daily experience of what people accomplish. RFQ provides a system of care and compassion for people where they are empowered through personal responsibility in a culture of respect and hope.

We admire the courage and resilience of the people we support and the dedication and humility of our staff as we never lose sight of our mission.

Kingsley Bedwell
CHIEF EXECUTIVE

“ We continued to build our capacity and capability over the year as we respond to the ongoing and unprecedented changes in our operating environment. ”

- RFQ hosted international recovery expert with lived experience, Dr Rachel Perkins, who led a series of public workshops on improving mental health practices.
- Our Manager Learning and Development, Kasia O'Shea, co-authored an article published in the Australian & New Zealand Journal of Psychiatry, in relation to a recovery assessment tool.
- We progressed our commitment to grow our peer support workforce with the development of a new 'peer worker' model of practice.
- The RFQ Community Choir performed at six public events across South East Queensland.
- Our Ryan's Place Wellness Centre hosted a visit from Dr Rufus May (UK clinical psychologist with lived experience) with the Queensland Alliance for Mental Health to film a video on non-violent communication for D2DL funded services across Australia.
- RFQ supported a number of our community members to gain qualification as Wellness Recovery Action Plan (WRAP) facilitators.
- Mark McConville, Brisbane stand-up comedian and founder of The Laughter Clinic, presented at our annual CEO Consumer Forum, sharing with consumers how to reduce stress, depression and risk of suicide through simple steps to increase laughter in their life.
- RFQ hosted with the Queensland Mental Health Commission a Consumer and Carer Reception on Wellness, featuring international wellbeing expert Mr Gregor Henderson prior to his public lecture at Brisbane City Hall.
- Our staff raised over \$1500 for our sister organisation Richmond Fellowship Nepal following the country's devastating earthquake in May.
- Our Event Manager Intern Nikita Bedwell raised awareness of the mental health concerns of young people by creating and producing the Fashion Festival 'Futures Unthreaded' during Mental Health Week with partners TAFE Queensland.
- More than 50 RFQ consumers were active participants in our 'Recovery in Focus' project and photographic exhibition—a highlight of Mental Health Week—celebrating the lives and achievements of people in recovery (a project funded by the Queensland Mental Health Commission).
- RFQ consumers increased their involvement in the planning of initiatives such as men's and women's groups.
- Over 40 Peer Zone workshops were delivered by our Senior Recovery Mentor to 220 consumers, providing peer-led exploration of recovery and wellbeing.
- We strengthened our management capacity and capability in response to the ongoing changes in our operating environment.
- More than 600 people from across the RFQ community came together at our annual community gatherings including our consumer and staff barbecue, CEO Consumer Forum and End-of-Year Celebration.
- Our Senior Recovery Mentor shared his personal story and practice insights during guest lectures to social work students at Queensland University of Technology (QUT).
- RFQ continued to facilitate the consumer mentoring program for QUT provisionally-registered psychology students.
- Independent auditors KPMG highlighted RFQ's strong financial position in 2014/15.

The year in highlights 2015





The year in highlights
2015

- Our RFQ community increased its Mental Health Week awareness activities through multiple events across five regions.
- We extended our social housing support programs following a successful tender during the year.
- RFQ staff supported communities in Vanuatu by donating food, clothing and non-perishables following Cyclone Pam in February.
- Our management team hosted Dr Tim Fung, CEO Richmond Fellowship Hong Kong, and his wife during their visit to Australia in July.
- We strengthened our close partnership with the School of Hard Knocks and its goal to support disadvantaged people to participate in cultural life.
- RFQ consumer Jill Goodman gave an empowered address at the 'Women of the World' conference at QUT in June.
- We continued to build our consumer partnerships with the establishment of a consumer committee at our Redcliffe Wellness Centre.
- We continued to facilitate peer-led activities including art groups at the Ryan's Place and Bayside communities.
- We supported 50 training and professional development opportunities, in addition to our ongoing advanced staff training, for staff to upskill their knowledge, skills and experience in mental health support and practice.
- Our Board Director, Adjunct Professor Robert King, co-edited a recently published book, 'Creative Arts in Counselling and Mental Health,' and featuring RFQ's Community Choir.
- Our Executive Manager Service Development, Larry Stapleton, co-authored a yet to be published article evaluating the post prison program in partnership with the Forensic Mental Health Service.
- Our CEO Kingsley Bedwell, a member of the QMHC Advisory Council, was acknowledged for his contribution in the landmark Social Housing report presented to Parliament this year by the Queensland Mental Health Commissioner Dr Lesley van Schoubroeck.

Progressing our strategic priorities

01	02	03	04
Recovery Supported	Connections Built	Growth Planned	Awareness Raised



Wellness in focus

"I have a lot of good friends here, I enjoy coming and I love it"

We operate day activity programs through our Wellness centres in Redcliffe, Logan and Caboolture. These centres support people to improve their mental health and wellbeing by participating in social, recreational and educational activities, improving independence and quality of life, building social networks, overcoming social isolation and improving self-confidence.



Gregor Henderson

Gregor Henderson draws on decades of experience working in policy development and implementation in the United Kingdom's health and wellbeing sector. He has been at the cutting edge of large-scale national change and development programs designed to transform policy and practical approaches to mental health. His extensive international network of experts and thought leaders ensures leading insight into research and practice, evidence and emerging innovation across the globe.

He has advised governments in Europe, Canada and Australia relating his work for government, public, private and voluntary organisations. Gregor is currently leading the development of the world's first 'What Works Centre for Wellbeing', which aims to put evidence in the hands of agencies and people to improve wellbeing across the UK.

"If we start to make the shift to wellbeing and begin to unpick the 'wellness code' we will not only help save our planet and improve our minds — we can potentially live better lives every day."

FOCUS ON MENTAL HEALTH WELLNESS

Consumer and Carer Reception

We were delighted to host a Consumer and Carer Mental Health Wellness Reception with the Queensland Mental Health Commission on 15 April 2015.

Held at Brisbane City Hall, this special event invited people with lived experience and carers to be informed and inspired by international expert Gregor Henderson. Gregor is helping transform the way people and communities think and act about mental health and wellbeing.

We also had the wonderful opportunity to hear from Dr Lesley van Schoubroeck, Queensland's Mental Health Commissioner, our CEO Kingsley Bedwell and enjoy a performance by the RFQ choir.

"With the right approach, our children and grandchildren can have a better planet, better minds, and better opportunities."

The Consumer and Carer Mental Health Wellness Reception preceded a Gregor Henderson public lecture from 6.30pm – 8.00pm in the Ithaca Auditorium at City Hall.





RICHARD

Richard first came to Ryan's Place 15 years ago. Back then, he would only go out once a fortnight but things changed for Richard when his case manager brought him down to Ryan's Place and got him involved in the program over a period of time.

“Today, I am part of the program as much as I feel I need to be. If I could go back in time, I would go back to the days before I joined Ryan's Place... the days when I use to walk around Woodridge with a back pack on my back, carrying bottles of water with me and seeing the Ryan's Place sign but not going in. I would tell myself to “just go in and seek help”.

I find that without Ryan's Place, I would still be doing the same as I was doing back then—sleeping a lot. For me, it's hard to get out of bed some days. I have been overmedicated in the past and this affects my motivation. What helps me is the social activities in the Ryan's Place calendar, the calendar helps me to plan my week, keep motivated and to mix with people that are likeminded.

Ryan's Place helps me to think positively. Positive thinking helps me to cope and get through things. At Ryan's Place, people give and receive support. It's about open listening and relating similar experiences to yourself. Interacting with peers helps me keep things in perspective.”

Snapshot...

Our Ryan's Place Wellness Centre, a consumer-partnered program for people in the Logan-Beaudesert area, is a positive example of mental health wellness in action. Ryan's Place is a safe social network of supportive relationships that foster good health and positive wellbeing.

SCOTT & PETA

“From feeling worthless to happiness, success and marriage. It’s bloody beautiful.”

Scott

Scott grew up in Bundaberg and moved to Brisbane in 1981 when he was 15. Moving from the country to the city was a “big step” for Scott. He worked in a shopping centre as a trolley boy at first and later became a wardsman—a role he remained in for more than 10 years.

“In 2004 I was diagnosed with anxiety and depression and was admitted to Rockhampton hospital for six months. Some of my greatest struggles were when my parents passed away. When my Mum passed away I had the support of my wife and the workers at RFQ—and this helped. However, if I could, I would go back in time, to when my Dad was alive and tell myself to improve my relationship with him.

On the other hand some of my greatest memories include meeting and marrying my wife Peta and representing the Ryan’s Place [RFQ] community at a national mental

health conference. Doing things that make me happy is important, and for me it’s about collecting blue rays and DVDs, watching movies and spending time in my car—it’s my baby!

Also, a big turning point for me happened two years ago when I became a security guard. Now I’m almost full-time in the company. These days, my week is pretty full on. I will normally attend two different drop in centres and get around four days security work.

For me, recovery is about not being isolated at home, it’s about having friendships through participating in groups and being part of a community. My wife is important to me, she and my family are my heroes, they are always there for me. I support them and they support me, that’s what family is about.

When asked, how I find strength, meaning and purpose in life, I tell people that I simply get up, go out and do something—I don’t sit around worrying about the problems in life. This is important, because it helps me to stay hopeful about the future... a future where I am in full-time work and owning my own home. I never want to have financial problems again.

If I could share some wisdom with people experiencing mental distress or their families, I would tell people to always have hope, keep going on in your life, there is always a rainbow around the corner.

Peta

Peta was 39 when she started accessing services for help with her mental health challenges.

Prior to getting support for my mental health, I had to get a lot of support through the department of children services.

At age 24, I had three children, all aged under three. This was a challenge for me at the time. If I could go back in time, I would tell myself to leave my then relationship and go to my Dads with the kids.

Recently, I’ve been getting some qualifications, I have just gained a diploma in Youth Support Work and I’ve completed my Mental Health First Aid and done a Certificate in Suicide Prevention. I thank my husband/hero Scott for being the ‘turning point’ in my life, he saved me from my previous relationship.

These days, on a typical day I get up, get ready and go to Brook RED or Ryan’s Place [RFQ]. I get the opportunity to be able to connect with my peers. It’s about not feeling isolated, getting out and about and trying to enjoy life—this is what recovery looks like for me. I like to connect with my friends and I recently got into learning about my family heritage. Family is important to me, especially my husband Scott and my Dad. Having fun is important too, and expressing myself with art is something I enjoy a lot.

When asked, what gives me strength, meaning and purpose in life, for me, it’s about helping people when they need help; I’m good at listening. I support my husband, and I enjoy the support I receive from RFQ, Brook RED and of course my husband.

My hope for the future is simply for ‘peace’. And when asked what words of wisdom would I share with others experiencing mental distress, I would encourage people to access as many services as possible because you will always find the help you need in the end.”

There is always a rainbow around the corner.

Scott



ANNE

Anne's recovery journey begins in the late eighties when she was raising her children. Life started to get pretty hectic and she found herself in hospital with post-natal psychosis.

“Having the kids is my fondest memory. I have had many challenges and have had to cope with new situations on a daily basis.

To keep life with some normalcy I am involved with Ryan's Place. It gives me structure to my days and confidence. I have crochet as a hobby. Being in the moment. Ryan's Place gives me a reason to get up in the morning. Where I can I am an active mental health advocate. To destigmatise.

Every day to me is a new adventure. I've been inspired by many people. That's given me strength and purpose in life.

My hope for the future is world peace. To see my family more often. My words of advice are that if people are going through the 'black dog' or experiencing mental distress, hang in there as there is hope.”

Snapshot...

Members of our Ryan's Place community started their own 'peer-led' art groups which we support by providing art materials for everyone to use. Last year we also introduced art therapy through supervised placements from the University of Queensland.

Professional arts therapies for people with mental health challenges aim to help people draw on their inner, creative resources while exploring personal issues with a trained arts therapist in a safe, secure space.



*Ryan's Place gives me a reason
to get up in the morning.*
Anne

THE HEART OF OUR COMMUNITY

RFQ Program Coordinator Bradley Payne is responsible for RFQ's Wellness Centres and outreach services in Redcliffe and Caboolture. Brad says the one thing he enjoys most about working at RFQ is the people.

What was your first impression of RFQ?

Honestly, I couldn't believe there were no uniforms! I had always thought that wearing a uniform when you are working with clients in public was pretty disempowering. When I found out there were no uniforms and that this was the reason why, I was impressed.

What's it like to work with RFQ?

It's rewarding. Every day, I find new challenges that stretch me in my role. RFQ's staff are a bright, innovative, supportive and professional team of people who live the values that are at the heart of what we do. It's a playground of great ideas and inspiration.

What has surprised you most about working with RFQ?

The extent to which we allow the people we work with to be at the centre of their recovery. The word Recovery has become very popular in the last few years, but in a risk averse culture it's actually hard to find real recovery. Risk is at the heart of recovery, recovery costs something. It's RFQ's ability to convey that cost to

those we work with and the support that accompanies all the hard work our clients put in that makes RFQ very unique.

What's your personal philosophy on what needs to be done to better support people in recovery?

I think it's up to us to build openness into our communities. People with mental illness find the road a lot easier when they feel supported and included. As communities, we need to find ways for people with mental illness to have real and meaningful roles and to contribute their valuable experiences.

What do you believe stands RFQ apart from other community mental health support service providers?

So many of the staff I work with actually love what they do, many of them would continue doing it if they won lotto tomorrow. It's a culture of genuineness and real care. While on one hand we are challenging our clients to grow, on the other we are not asking them to do more than we would. You can't work for RFQ for very long without experiencing a great deal of personal growth as well.

What do you do when you're not working?

I love the outdoors, I do a lot of boating and camping. I have three young children who love coming along on adventures too; we have lots of fun.



We couldn't do it without you

Our incredible team of supervising staff, program coordinators and support workers operate at the heart of our community. They join the people we support on their journeys of recovery, making the road a lot easier with their support, strength and friendship.

Senior Support Facilitators

Anne Kimmerling
Marian Robertson

Program Coordinators

Jonathan Bridge
Debbie Gibbings
Matt Gordon
Christina Guzzo
Brad Payne
David Stratton
D Sweetman

Senior Support Workers

Tania Aldred
Kim Beckman
Rob Birkett
Jennifer Campbell
Tapu Fuiava
Naphier Lee
Madison Mayson
Sakuntala Nand
Marley Sampson
Troy Siebuhr
Susan Stevens
Joel Tihverainen
Marie Allen

>> Members of our Redcliffe community enjoy a shared lunch together at the community hall.

Thank you

88%

We value the feedback from our staff and actively encourage their contribution to our wider priorities for service excellence, development and growth. RFQ staff share their feedback about our organisation and work environment in our RFQ staff surveys.

RFQ is a good place to work

90%

I feel proud to be working with RFQ

Thanks to everyone for contributing to our continual improvement.

87%

My team colleagues are a reason I enjoy coming to work

"A playground of great ideas and inspiration"

93%

RFQ gives substance to its vision

From our RFQ staff survey



EDNA

Edna takes us back to the beginning of her story, what she describes as an evolving change of circumstances that paved the way for some of her fondest and most challenging memories.

I migrated to Australia from England at the tender age of five. In the early years, I lived on the north side of Brisbane. If I could go back in time and talk to myself I would say “Edna, choose your relationships carefully”... I married at 19 and soon after was grieving the death of my husband at age 20.

At age 21, I worked at a mobile chest X-Ray clinic that travelled a lot. It was at this employment that I found companionship with my boss and married again at 24. The birth of my son and daughter saw some of my greatest memories created. These I cherish today.

Following 14 years of marriage, we divorced and life led me to Kenilworth where my skills on the farm raising calves and training horses were tested. These days were very challenging as I had never done this before, however when I reflect on how I coped... there simply wasn't any getting around it; I just got in and did it.

Despite the challenges, life in the country was very special to me. I moved again to Miva, another cattle property, before coming back to north Brisbane and finding a home in Redcliffe. I sang in choirs all over SE QLD, including Redcliffe.

Over the years, different people entered and left my life as circumstances changed. One significant life circumstance was when I experienced a serious assault which continued with ongoing abuse over a number of years. Even though help was sought and investigations undertaken this matter remained unfinished. Despite this situation I continued to maintain and strengthen my independence and continued to get on with my life.

Several turning points in my life included being widowed at a young age and later, after moving to Redcliffe, connecting with Redcliffe Community association (RCA). I now enjoy coming to the fellowship (RFQ) and enjoy the company and support from other people there. I also enjoy meals with my family and walks with my dog Amber.

For me, recovery is about being on an even keel and being able to face each day with anticipation. When I think about what wisdom I could share with someone experiencing mental distress or their families, I would say “listen to the professionals”. My hope for the future is for good health and to be self-sufficient for as long as possible. My son and his wife, they are important to me—I consider them heroes of mine.

Snapshot...

A VOICE FOR MENTAL HEALTH IN REDCLIFFE

Our Redcliffe team has grown from strength to strength this year, continuing to work in partnership with Brisbane's Metro North Hospital and Health Service and our other valued partners throughout the region. In 2015 we supported the ongoing development of an RFQ Consumer Committee to represent the voice of consumers participating at our Redcliffe Wellness Centre. We also delivered 'in-reach psychoeducational support' to people in recovery at the Redcliffe Mental Health Unit.



SUE

When Sue was 16 both her parents remarried. Sadly, neither of them wanted her to live with them. Sue says she ended up moving from place to place, staying wherever she could.

“When I was 18, I started hearing voices.

I thought this was normal but would always tell the doctors that I did not hear voices. I had my first breakdown when I was 24. When this happened I hated myself and wanted to be someone else. I had such a bad time with my mental illness. Mostly because I didn't really understand it. This led to multiple attempts at suicide—one stands out the most because I took nearly 100 pills and still woke up two days later.

When I was 30 I got married to Phil. He wasn't a very nice person. He was abusive and drank a lot. He also had a mental illness like I did. I have a very strong memory of walking down the aisle, and my voices saying horrible things. Phil and I were married for 16 years before he completed suicide. Unfortunately I don't remember as much as I would like to from back then. I think due to my mental illness.

Some of my greatest memories are meeting Hellie and Bill. We have become very good friends. I spend a lot of time with them. Also getting my own unit was a definite highlight for me. I thought I would not be able to get my own unit and would have to live in hostels. But I have managed my own unit now for five years. I love it so much.

During challenging times, I make sure I see my GP and psychiatrists regularly. I love colouring in, and have hundreds of pages that I have coloured over the years. I used to sing in the choir at RFQ Redcliffe, but haven't been for a little while. But when I do go I really enjoy it.

I really see my independence as a huge turning point for myself. It has given me freedom to take care of myself, make new friends and do things I enjoy that help keep me going. A typical week for me is usually pretty busy. I love being out with people and doing things. I try and go to RFQ three days each week, and sometimes the Friday outings. I keep busy with my friends Hellie and Bill.

Recovery for me has been hardly hearing voices anymore. It has made it easier for me to stay well mentally and physically. Also allows me to be the social person that I love being.

My sister Lorna and my friends Hellie and Bill are extremely important to me. Having my independence and my own unit makes me feel very good. I really love my unit.

Colouring in is one thing I do a lot of. I like listening to music and playing my CD's. I am a big ABBA fan. I still like singing in the RFQ Redcliffe choir and attending the Friday outings.

My friend Hellie inspires me so much. She does so much despite being mentally unwell herself. My foster mother is amazing. She came into my life when I was 17 and I really couldn't have wished for a better mum.”

I really see my independence as a huge turning point for myself. It has given me freedom to take care of myself, make new friends and do things I enjoy that help keep me going.

Sue





Members of our Caboolture community enjoy a day out at the Mafeny Cheese Factory

CHRIS

Roller Coaster

Chris started his recovery journey on the streets of the Gold Coast where he “boomeranged” back and forth between homes.

“It was a hard life but one day a very kind street support worker asked me if I wanted a better life. I said “yes!” I wanted to get off the streets. She offered me support to go into a program where I could learn to read, write and stay in a safe place. I had not had this before now. This gave me a new found sense of confidence that enabled me to complete a horticulture course at TAFE.

I loved being independent and earning my own money.

Everything was going along so well but I was waiting for something to go wrong, as it always did previously. I remember what my dad always said to me “never give up” and “the only person to make you dumb is you”. This inspired me to find the strength to cope and learn from other people.

One of my greatest memories is being present for the birth of all six of my children of whom I love and live for every day. The saddest day was when I lost my child and my marriage broke down. The only thing I could do was just to take one day at a time.

I turned a corner when I reached out for support. RFQ helps me by talking with peers who have been through similar journeys; this has helped me understand my mental health. Recovery for me means learning to get through hard times and trying to understand it all. I love driving to different places, dancing and hanging out with different people. I look forward to being in a good relationship with someone that loves me for who I am.

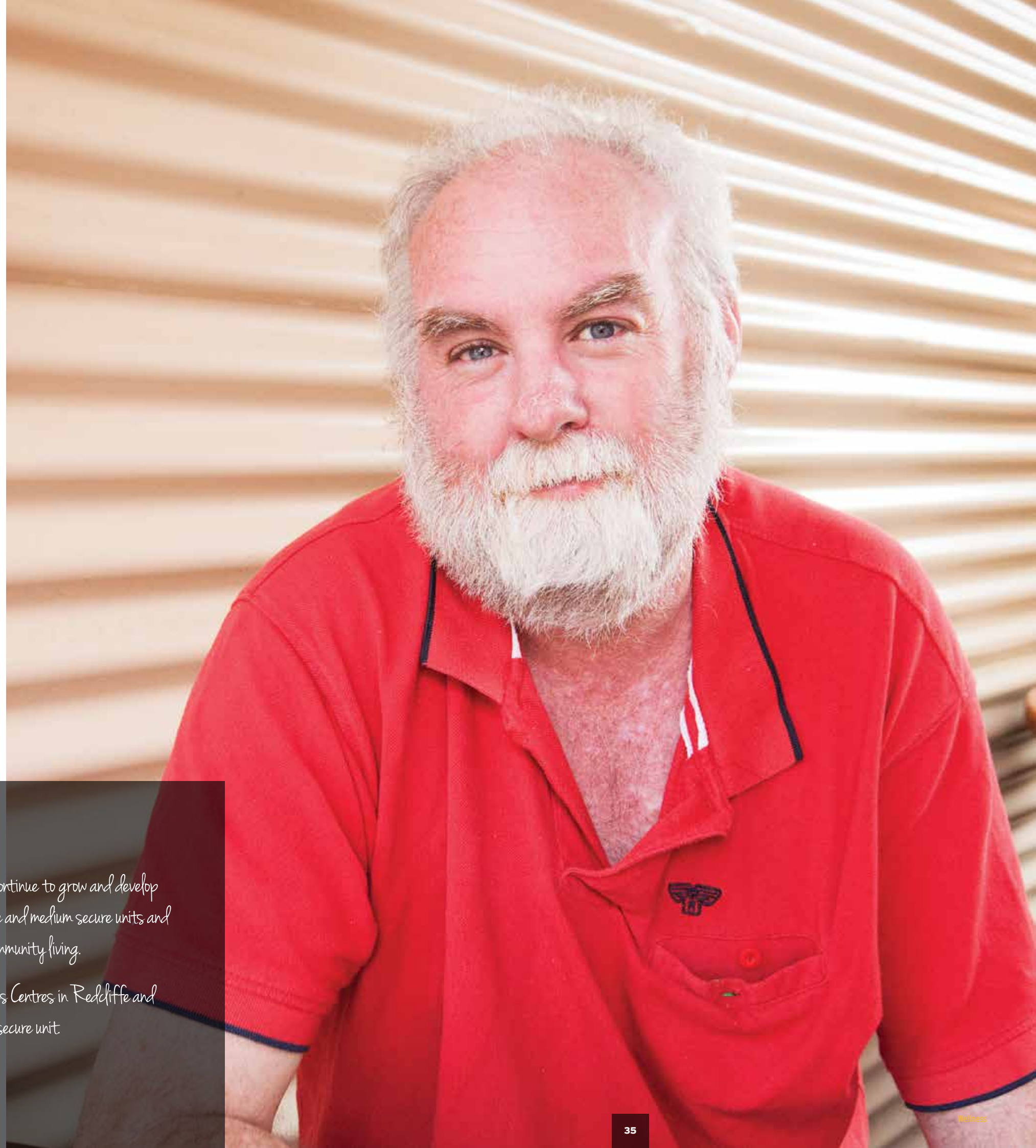
For anyone doing it tough, sometimes it's as simple as asking them if they would like a cup of tea and bickies.”

Snapshot...

Chris is a member of RFQ's Caboolture community. Our Caboolture and Redcliffe services continue to grow and develop strong partnerships with Hospital and Health Services. They have worked with hospital acute and medium secure units and community mental health services to develop supported recovery pathways to independent community living.

As well as the comprehensive range of group support activities operating through our Wellness Centres in Redcliffe and Caboolture, we also provide in-reach personalised support services to the Caboolture hospital secure unit.

We are also expanding our home-based services in Caboolture and Redcliffe.



Community support in focus

93%

"The support I receive from RFQ helps me to meet my needs and achieve my goals"

87%

"The service I receive from RFQ supports changes in my life"

87%

"RFQ helps me to take personal responsibility for my recovery"

From our annual consumer feedback survey (personalised community support services)

"RFQ has helped me build a new life"

The RFQ community is an extended family of the people we support, their family and friends. Through our personalised community support services, we create safe and supportive places, foster resilience and empower people to live valued lives in the wider community, vision their goals and renew hope for the future.

OUR COMMUNITY

Community: A place or set of connections that allow us all to belong, to make a contribution and to flourish.

Communities, both place-based and where people share a common identity or affinity, make a vital contribution to health and wellbeing.

Together with our partners, we all have a role to play in helping to build confident and connected communities—where everyone has access to social support and social networks, has a voice in shaping services and can play an active part in community life.

This year, more than 600 people from across the RFQ community came together at our annual community celebrations including our consumer and staff barbecue, consumer forum and End of Year Celebration.

CEO Consumer Forum

Hosted by our CEO Kingsley Bedwell, our annual CEO Consumer Forum brings consumers together without service staff to provide valuable feedback on the service they receive.

At this year's forum, Mark McConville—Brisbane stand-up comedian and founder of The Laughter Clinic—presented an engaging, funny and educational

presentation aimed at supporting people to reduce stress, depression and risk of suicide through simple steps to increase laughter in their life.

"I'm struck by how laughter connects you with people. It's almost impossible to maintain any kind of distance, any sense of social hierarchy when you are just howling with laughter. Laughter is a force for democracy."

John Cleese



Mark McConville—Brisbane stand-up comedian and founder of The Laughter Clinic at our annual CEO Consumer Forum



RFQ Community Choir

>>
We were honoured that Queensland Mental Health Commissioner Dr Lesley van Schoubroeck joined us for our End of Year Celebration at Riverside Receptions in New Farm, Brisbane.



BUBBA

It's where it all begins.

Bubba has been living in Logan since she was 10 years old. By the age of 20, everyone knew who she was but then she became unwell and started to slow down.

“At my lowest point, I lost my daughter while in hospital and had to fight to regain my mental health so that I could get my daughter back. Today, everyone still knows who I am and they give me great respect. But more importantly, my daughter lives with me full time. I am a single mother raising a beautiful bright young girl along with our dog, Brind.

My greatest memory was my mother saying how proud she was of me when I gave birth to my daughter, Layla. She said this to me just before she passed away. I love and miss my mother greatly.

A normal day for me always starts with a cup of tea as I say goodbye to Layla as she goes off to school. With the support of RFQ workers I go to the gym and then attend Ryan's Place where I catch up with friends, do odd jobs and have lunch. I then go home to wait for Layla to return home from school.

Recovery to me is about feeling happy with myself.

I am grateful that I am supported by so many different people: my daughter, my dog, my family, all RFQ workers and consumers at ILS Logan and Ryan's Place, doctors, case manager, and Anytime Fitness.

All these people believe in me and give me strength when I feel that I have none. I can't believe I now lift weights at the gym, I'm losing weight and gaining strength. My hope for the future for not only myself but also those around me is for good health and happiness.

My words of wisdom for those experiencing mental distress is to:

- Put your shoes on and go to the gym
- Get yourself to a good, trusted doctor
- Have a chat with good friends
- Love your children and animals

If I could go back in time I would tell myself that life is going to be ok and you can do it.

When I look at my life I can clearly see that Layla, my daughter, gives me strength, meaning and purpose. She is my reason for living, while my dog gives me unconditional love.

I love watching footy, all codes. My hero is Benny Elias, he played for Balmain. He is my hero because he would always get up when knocked down. He would just keep going and that is what I try to do each and every day.”



Snapshot...

Be active. It's one of the five ways of wellbeing promoted by the UK new economics foundation (nef) to help people incorporate more wellbeing promoting activities into their lives. Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and one that suits your level of mobility and fitness.

THE ART OF RECOVERY

At RFQ we continue to grow our understanding of the relationship between creative activity and recovery from mental illness.

We formed our community choir over ten years ago to provide an opportunity for performance for people who love music.

Today the choir continues to play an important role in the lives of many members of the RFQ community.

Social connectedness

Social connectedness lies at the heart of the RFQ choir. This group brings people together through a shared activity that each feels individually good about. The choir is not a rehabilitation activity, although this may be an added benefit. The group performs in a range of settings and provides its members with a point of connection with the wider public and not just with other members of the choir. People come together to do something that matters to them, not because they have a mental illness. This is when connectedness supports the development of an identity that is not shaped primarily by the experience of illness.

Ann
RFQ MUSICAL DIRECTOR

Ann Birmingham is a social worker and musician. She has been the musical director of RFQ's choir since 2003.

“I have a degree in social work and worked in that capacity for about ten years before deciding to see if I could bring my lifelong musical passion to

a central focus in my life rather than a hobby. I have been working as a musician since 1989 and over that time, leading community choirs has grown to be the major part of my work.

The RFQ choir first met in August 2003, practicing and performing for two years before moving to the Twelfth Night Theatre between 2006 and 2008 under the musical direction of Gail Wiltshire. In 2009, the choir recommenced under my direction and continues today.

Membership

There is significant continuity of membership. About five of the choir members who now attend were at the first meeting back in 2003, most have been coming for three or more years, four came for the first time in 2013, and one member joined two weeks before our performance at RFQ's 2013 end-of-year celebration.

A decade of song

In earlier times, the RFQ end-of-year performance was often our only one. However, since 2012, the choir also performs at several annual Mental Health Week celebrations. I think performing for audiences is enjoyed and desired by many choir members. I have always regarded music making, and singing in particular, as our birthright and as something that is intrinsic to us as human beings. I came to this choir expecting that the group would develop in its own way, as all

choirs do, and that my assignment was to create a space in which collective and individual musical expression could flourish and evolve.

As I reflect on the RFQ Choir, I'm struck more by its similarities to other choirs that I lead and know about rather than its differences. My experience of the group is that there is a strong sense of community and mutual respect, a willingness to express opinions and to let go of them, a capacity for collaboration in musical decisions, and an openness to individual difference and to newcomers.

What is different about the RFQ Choir from my other experiences is the mix of staff and clients. The fact that in rehearsal this is largely irrelevant is a testament to RFQ's culture and of the individuals involved. I feel very fortunate that the relationships forged between me and senior staff and management over the years are based on a shared vision about the group, and honest and respectful communication.

I can't speak about what individuals get from the group. What I see is that people will often come along, even when they're having a tough day, and will then feel safe to participate to whatever level they can manage. I feel proud that this is what we have created together.

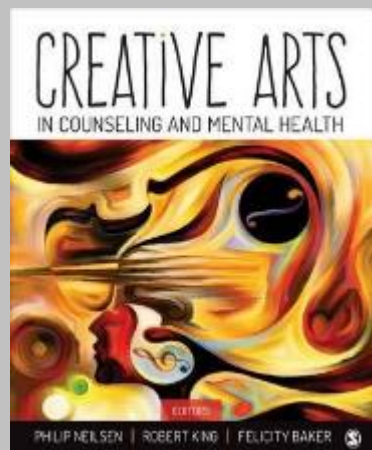
What I see is that people will often come along, even when they're having a tough day, and will then feel safe to participate to whatever level they can manage. I feel proud that this is what we have created together.

Ann Birmingham
RFQ Musical Director



Snapshot...

Ann's story and the story of the RFQ Community Choir is featured in Creative Arts in Counselling and Mental Health. Co-edited by our RFQ Board Director Adjunct Professor Robert King, this book explores the beneficial role of expressive arts within a recovery perspective.





...there is a strong sense of community and mutual respect,
a willingness to express opinions and to let go of them,
a capacity for collaboration in musical decisions, and an
openness to individual difference and to newcomers.

Ann Birmingham
RFQ Musical Director

School of Hard Knocks...

Four of our RFQ Community Choir members also participate in the School of Hard Knocks 'Absolutely Everybody' Choir. RFQ has partnered with the school since its establishment in Brisbane in 2014. We provide ongoing support to a number of their programs including their choir which was recently featured in The Courier-Mail newspaper.

>> RFQ choir member Trevor (right) is also a proud member of the School of Hard Knocks 'Absolutely Everybody' Choir.



NATASHA

My beautiful life.

Natasha grew up in Deception Bay and lived with her parents until her twenties when she moved into Eliza Street—an RFQ residential recovery program in Clayfield for young adults. Today, Natasha is 43. She lives in her own unit and participates in many activities in the community and with RFQ.

“When I first moved into Eliza Street I felt very overwhelmed with all the young people who lived there. It was a different way of living then I was used to and it was a big turning point in my life. It was the start of me learning to live more independently. I made friends there and learnt to have fun but also learnt to work as well. I learnt to do housework and went for job interviews. Some of those people who lived at Eliza St with me, I am still friends with today.

Another challenge for me was when it was time to move out of Eliza St into a unit in Clayfield—where I’m living now. It’s a two-bedroom unit and my housemate’s name is Jill and she also gets support from RFQ. We have been living here for about seven years so far. It’s pretty full on living in my unit because I have a lot of things I have to do like cleaning, shopping and going to doctor’s appointments. I also get support from Blue Care and they are wonderful nurses. They help me every morning with my tablets.

Usually during the week I go to exercise group on Mondays (RFQ), choir on Wednesdays (RFQ) and Footprints on Fridays to do social activities like arts, craft and sometimes ten pin bowling.

On the weekends I do my grocery shopping at Toombul with Jill. The other days are pretty low key so I can rest. To me, recovery is about being able to do things for myself without too much help. Things like my own cooking, shopping and housework. Being independent. I like to keep busy and be around other people because when I spend too much time by myself I can get depressed. Some of the things I do for fun are ten pin bowling, swimming in summer, fun games at Footprints, reading fashion magazine (Vogue is my favourite) and cooking. I like to bake cakes and scones to take to choir on Wednesdays to share with everyone.

My flatmate Jill is my hero because she has been through a lot in life and she inspires me. Things I would say to other people experiencing mental distress are: don’t worry too much, try and help yourself as much as you can, do things that make you feel happy like singing, listening to music, shopping, watching funny movies. My hope for the future is that I’m able to manage my health problems, and stay strong and happy.

”

To me, recovery is about being able to do things for myself without too much help.

Natasha





GLENDa

A promise gone right

“I’m quite a busy person. I’m part of three choirs, one drumming group and I go to two drop in centres and then church on the weekend.

I see recovery as being happy in one’s self.

I think that with recovery, it’s always important to trust your gut and know that when times get hard, help is always on the way.

Self sufficiency is important to me. My ultimate dream would be to live in a little cottage on five acres of land without a care in the world.”

PARTNERS IN RECOVERY

Improving pathways for people living with a mental illness

Over the past two years, RFQ has been part of five Partners in Recovery (PIR) consortia in Metro North and Metro South Brisbane, West Moreton, Darling Downs and Wide Bay.

Across these areas 16 Support Facilitators have been employed to provide case management, care coordination, system integration and system reform.

Evaluations of PIR have shown that PIR participants, their families and service providers have increased knowledge of community supports, services and service systems; PIR participants have shown improved wellbeing, and the level of coordination between clinical and community support providers has improved.

PIR has shown the importance of the use of flexible funds to assist participants to move forward in their recovery through the provision of practical services and supports.

RFQ’s Wide Bay PIR team has worked collaboratively with local agencies in Hervey Bay to provide internationally renowned facilitator and peer support training for service providers and participants with an interest in hoarding and squalor.

RFQ has collaborated with a multicultural agency on a PIR system reform project for the provision of a mobile clinic in metro south.

RFQ’s metro north team recently gave a presentation at a regional PIR forum on a system reform project for participants who require drug and alcohol rehabilitation.

Snapshot...

Dur Caboolture service introduced 'Drumbeat' to the Brisbane Metro North region this year—an initiative aimed at teaching social skills and building self-esteem through the use of music and rhythm.



ELISE

Elise was diagnosed with Paranoid Schizophrenia 15 years ago, in September 2000. She was 16 years old.

“I experience voices and deal with the voices by challenging them and reassuring myself. I don't let them hold me back and still get out and about, and live my life.

I have learnt through my journey that sometimes you need to pamper and look after yourself if you're having a bad day—like taking a warm bath, spending time with a pet or sitting in the sun. My greatest triumph has been my recent weight loss of 20kg. This has been a real turning point in my life, where I am feeling more alert, confident and better able to concentrate.

Some days I am quite busy and other days are quiet; it's good to have a bit of a mix. Sometimes I need to get out of the house, but I also need time to relax. I try to keep a good balance. When I go out I like to catch up with family and friends, socialise, go to groups, the gym, shopping, movies and Bingo. When at home I like to play computer games and I would like to play a musical instrument again. I used to play the saxophone but more recently I have shown an interest in learning the bass guitar.

I really value my family and friends, and enjoy spending time with them. My parents and family are my greatest support. I also find a lot of support from community organisations such as RFQ and Clubhouse.

I am greatly inspired by my sister, she is a single mother and works and at one stage she was studying as well.... she's incredible! People I see working out at the gym also inspire me, along with other people who have lost weight.

My long term goals are to continue losing weight until I reach my goal weight. I would eventually like to find paid work and drive again also.

To me, recovery is about just taking one day at a time. You can't think too much about tomorrow because it's always changing. I just concentrate on today.”

Snapshot...

ART THERAPY PROGRAM TOOWOOMBA

Our team in Toowoomba trialed an exciting new art therapy program called 'Art Frenzy'. With a trained facilitator, the six-week program encourages conversation around feelings and mental health.

We were also a major organiser and participant in 'Big Ideas, Big Night Out', a Toowoomba community event held at the Empire Theatre during Mental Health Week to promote awareness and understanding.

To me, recovery is about just taking one day at a time. You can't think too much about tomorrow because it's always changing. I just concentrate on today.

Elise

PETER

It's not just for today.
It's always.

Peter's story begins in 1992 when he was earning \$300 a day working by himself fencing properties in Roma. He was "set for ages" but things quickly changed following a high-impact motor vehicle accident.

An oncoming 4WD collided with me as I attempted a U-turn on an open road north of Roma. People at the scene thought I had died, yet I had survived with a mouth full of broken teeth, broken ribs and a brain injury. At the time, people did not acknowledge the brain injury and I was diagnosed with a mental illness. A legal battle for compensation was my next challenge; I was denied legal aid and had no choice other than to battle for justice by self-representing in court. I won the settlement and subsequent appeal against the defendant who had a barrister.

In 2000, as fate would have it, I was involved in another motor vehicle accident near Leyburn that saw me spend 26 days in a coma and subsequently seven months of memory loss. I had spent 6.5 hours on the side of the road bleeding before some old chap found me. I don't know how I didn't bleed to death.... perhaps it's the power of prayer that I had always found solace in? I feel I have been given another opportunity.

Today, I receive two hours of support each day from Richmond Fellowship Queensland. They help me go out, go to the doctors or shopping. My photography and family are important to me also. My mother lives in Lourdes Home and I have three sisters between Roma, Bluewater and Leyburn. My son is a musician in Mackay; he has a daughter. I am grateful for my support from my mother and my support worker Francine; I try to make life pleasant for them too, as I feel it would be very hard to cope without them. Some people talk about heroes and people who inspire them, my hero is Wayne Gardiner (former motor cycle champion). Wayne underwent the same operation I did on my left leg, following his horrific crash in 1983. I find comfort in his recovery story.

My hope for the future is for peace and happiness, and to be comfortable in most things I do. My words of wisdom for people experiencing mental distress and their families is that "there is support if you seek it!" When I think about the advice I would give my 'younger' self, I would tell myself that I have made many mistakes, but it's not too late to learn from them.



Snapshot...

Supporting better community care in Toowoomba

In Toowoomba, we work collaboratively with the Darling Downs Hospital and Health Service (HHS) Mental Health Services. A primary area of collaboration has been the provision of Personalised Support and Housing and Support Program (HASP) services to support consumer transitions from Baillie Henderson Hospital.

We worked in close partnership with clinical mental health staff to successfully effect transition for a number of consumers. Our staff continue to regularly meet with mental health services to promote and coordinate referrals, and work together to provide innovative service delivery solutions.

We are in discussions with Darling Downs HHS to further strengthen our collaborative relationship and explore new service development opportunities in response to consumer needs.



HELEN

Supporting people and communities on the Fraser Coast

RFQ Area Manager Helen Halford manages the day-to-day operations of our three programs offered in the Wide Bay: TRRanS, Wide Bay Independent Living Services (ILS), and Fraser Coast Partners in Recovery (PIR). Helen contributes to our strategic partnerships and program development in the region.

Since joining RFQ 18 months ago, Helen says her role has continued to evolve and present many exciting opportunities that she could not have anticipated. "When I first started reading about RFQ, I thought the values of the organisation were well articulated and very much 'front and centre'," she said.

"The notion of 'a future recovered' was new to me at the time but I deeply appreciated RFQ's commitment and found the language around it highly engaging and aspirational.

"I was keen to find out more about the people who were behind this organisation with such a strong vision."

Reflecting on her own personal and professional growth, Helen says she enjoys being part of an organisation that continues to evolve.

"RFQ has been engaging in bigger shifts in thinking and planning, tackling changes in the sector and corporate environment," she says.

"RFQ enthusiastically partners in research activities and continues to develop their practice tools around a strong evidence base. There's a clear focus on learning and development and I think this adds a certain quality to the culture at RFQ.

"It also seems to me that there's a strong sense of always being up for a challenge, of being open and observant, exploring new ways forward, that comes from our CEO but is also found throughout our team."

Working at RFQ

Helen believes that her work, and the larger context of the health and community sector, is always developing and has to continually adapt.

"I feel constantly challenged, in a good way—to keep pace with change, learn on my feet, believe in myself and grow to meet new demands," she says.

"I also enjoy working with my colleagues; our team members seem to share a similar sense of humour.

"There's a lot of laughter and support for each other. I appreciate this every day."

Looking to the future

Due to the role Helen plays in managing our TRRanS program in the Wide Bay, she says she often thinks about ways we could better support people in prison environments to continue their recovery.

This program provides transitional support to people with mental illness exiting correctional facilities in South East Queensland.

"We are working with Mental Health Services to improve care coordination and access," she says.

"Through our TRRans program, I've met many people who are very insightful about their needs and challenges, and who they want to become. But they have limited access to support to help them build on that vision and, at the same time, they experience many challenges and setbacks in their environment. The barrier of social stigma is there of course, as it is in the community.

"Philosophically, I think it's helpful to a person's recovery even to start by opening up to the idea that mental illness is not something that sets us apart, but something that makes us human.

"I think RFQ does some great work encouraging this connection, through its practice and activities."

"mental illness is not something that sets us apart, but something that makes us human."

About Helen

Helen has a Bachelor of Arts with a major in Psychology and a background in child protection and family intervention services. She has lived in Hervey Bay since 2006 and has three primary school aged children. Helen also spent three years spent living and working in the Torres Strait Islands.

When she's not working, Helen enjoys working out in the gymnastics centre, developing skills on the women's bars and with challenging floor routines.

Thank you

We thank our Regional and Area Managers for their commitment and dedication to the South East Queensland communities we support.

- Rudolf Manu
Regional Manager
- Nerida Luck (acting)
Area Manager Darling Downs
- Helen Halford (acting)
Area Manager Wide Bay
- Yasmin Thomas
Area Manager West Moreton

RFQ's team on the Fraser Coast operates from Bundaberg and Maryborough.

>> Top right: Helen (far right) with our team in Maryborough. From left, Chris O'Brien, Kim-Maree Mann and Leanne McCarthy.

>> Bottom right: Supporting the Bundaberg community, Helen (far right) with colleagues (left to right) Kristen Kahler and Marie Allen.



BIG DAY OUT: 2015

Rebuilding connections

Our popular Big Day Out (BDO) program continued in 2015 with an exciting range of community events and activities.

From movie days to laser tag to barbeques with friends, this year's outings brought many members of our community together in a supportive environment to build lasting relationships and enjoy new experiences. We are delighted to share some highlights from this year's program newsletters, co-written by staff and consumers.

// When everyone arrived we gathered together, laid out some butcher paper and all discussed BDO 2015's vision and got some great ideas for upcoming events from everyone. //



<< Lionel, Chris, David and Mark all enjoyed seeing 'the Gambler' at Southbank Cinemas.

<< After our Double Decker Brisbane bus tour exploring our amazing city.

>> Walking up the hill together after a visit to Cedar Creek Falls.



<< Our minds were then on food and we all stopped for an EKKA legend...a Dagwood Dog! Yum!!

>> Enjoying a fascinating visit to the Queensland Museum to see the dinosaur exhibit.

>> Far right: Anna and teddy dressed for the occasion!



<< A little bit of rain didn't deter us from making the most of a BBQ at Captain Burke Park. By the time we arrived the sun was shining and it was a beautiful day.

∞ Below right: The "Lords and Ladies" of RFQ BDO had a great day at the 2015 Medieval Festival.





I like going to the Richmond Fellowship Queensland 'Big Day Out' events. Big Day Out is a weekly group that has fun together in the community doing enjoyable things like ten-pin bowling, barbecues and the movies. I enjoy the company and conversations with other clients who are now friends. It is great to talk to everyone. I especially like how Richmond Fellowship staff treat me.

Lionel

LYNDELL

Winning my life back, for me.

Twelve months ago, if someone had told Lyndell that in a year's time she would not only be feeling a lot better, but she would also be achieving her goals, she would have "given them a false smile, and just walked away..."

Depression, for me, truly was endless days of blackness joining into nights of permanent darkness. I had given up the fight. Nothing seemed to work and to stay in bed all day, every day seemed the best way for me to stay alive.

Then I had a visit one day from Michael who was to become my [RFQ] support worker. I had already been told by a 'professional' that my depression was untreatable, as all avenues had been exhausted. It would get worse as I got older, and to be honest, I gave up as I had given up time and time again. I felt I was going to spiral downwards more than ever.

However, Michael is extremely intuitive and understanding. He stood by me, turning up once a week at the same time, same day, and patiently listened to me, watched me cry and listened to my painful issues from throughout my life which started at the age of four, and gradually I started to feel a bit better.

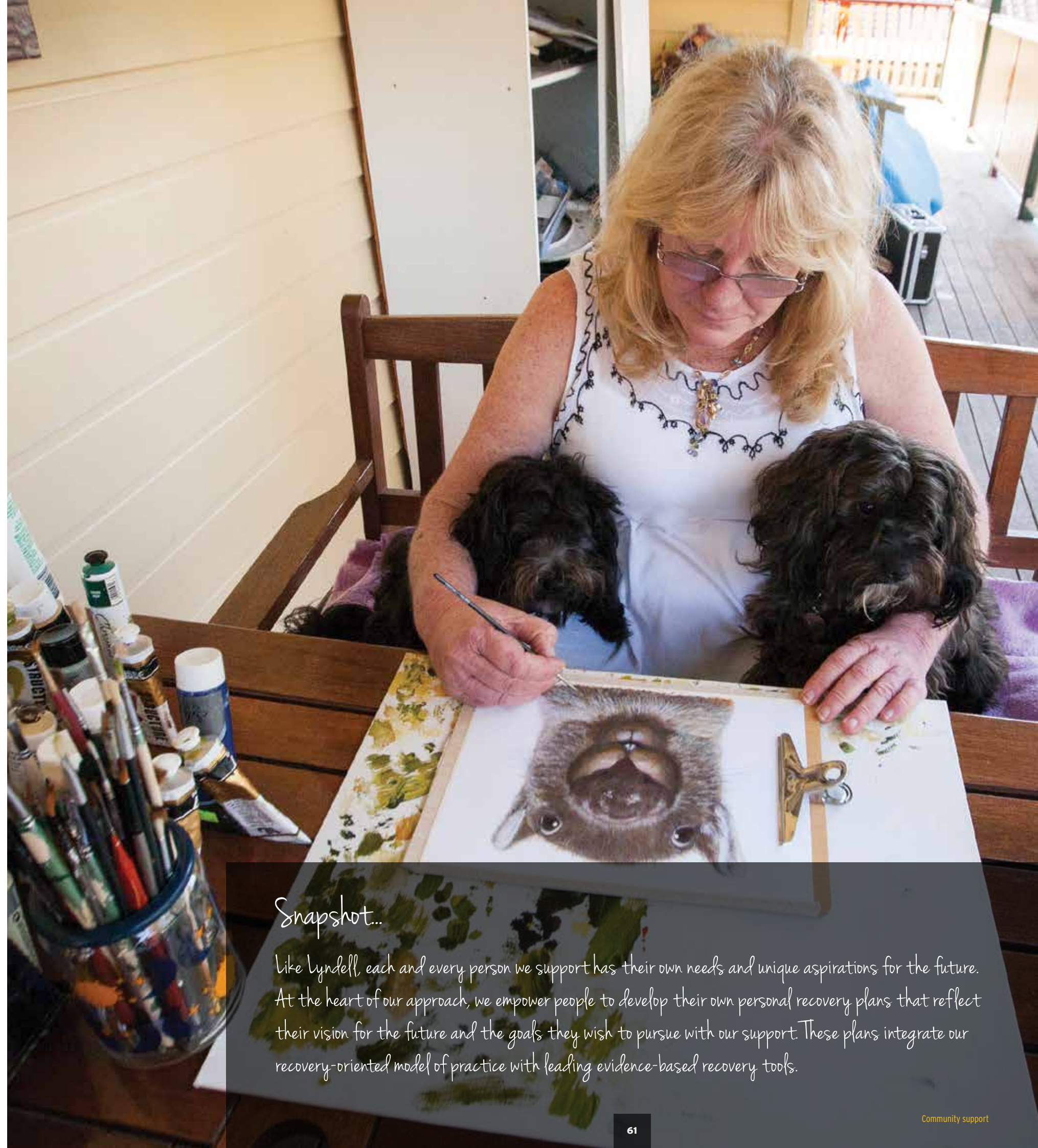
I knew when I first met Michael I had two options: to just lay down and die or fight back. I chose the latter option, being stubborn and determined that I would not let depression be the cause of my demise. So I fought and fought, each and every day. I live now quite contented with my life—don't suffer from depression anymore. Sure, some days aren't so great but others are better than they have been for years.

I refuse to ruminate and feel sad about the past anymore. If I do start to think about things, I will look at a tree, concentrate on the colour of the leaves, the shine on them from the sun, and watch the branches swaying in the wind. It works for me.

In 12 months, I have already won first prize for my poem on depression—My Personal Battle—in an Australia-wide competition held by SANE Australia in 2014. I received first prize for my wildlife painting in an International Art Competition 2014, a Special Recognition Award for Art Excellence in 2015 and a Published Profile of my Art Story and my artwork 2015.

And the most important prize of all is winning my life back, for me. With help from Michael, I have not only have my life back on track, but I now have a healthy future to look forward to. My beautiful website has just gone 'live' www.lyndellmuirheadartist.com and if you are interested to read some of my poetry, just 'google' my name as I have had a few of my poems published on the Internet. My successes in art are available for viewing as well.

Believe me, after years of torment, darkness and to be where I am today, is a true blessing. I wake up each and every day planning what I am going to do, ensuring that I do some nice things just for me during my days which are now filled with sunshine and pride.



Snapshot...

Like Lyndell, each and every person we support has their own needs and unique aspirations for the future. At the heart of our approach, we empower people to develop their own personal recovery plans that reflect their vision for the future and the goals they wish to pursue with our support. These plans integrate our recovery-oriented model of practice with leading evidence-based recovery tools.

Things can get better

I have been experiencing mental health issues since a young age. From age 14 onwards, I was seeing various mental health professionals on a regular basis. Medication and treatment have been part of my life for so long that it's all I knew. That is until a few months ago, when I was told by my psychologist and psychiatrist that as I am doing so well, I no longer need to see them anymore. I am also medication free and feel great.

Cheree

RFD community member Joe (centre) with staff Christophe and Christina working on food preparation and cooking skills.





Recovering lost time

I am recovering from a mental illness, schizophrenia. I have been working with my support worker in setting up my own unit. For the very first time I will be living on my own. I will be living closer to my daughter so we can make up for lost time.

Carey

TRANSITION, REINTEGRATION, RECOVERY & SUPPORT

TRRanS program

It has now been over eight years since RFQ was awarded a contract with Queensland Health to provide transitional support to people with mental illness exiting correctional facilities in South East Queensland.

Although RFQ had prior experience working with people who were involved in the criminal justice system, this new contract gave us the opportunity to build on this experience.

A key to the success of the program has been the very close relationship with our colleagues in the forensic and prison mental health services. This important partnership has been a key factor in successfully meeting the needs of people who are one of the most socially disadvantaged groups in our community.

Our name TRRanS is an acronym of the goals of the service (Transition, Reintegration, Recovery and Support) as well as implying that the service is a support for moving (trans) across and through an important life transition.

The TRRanS team see that it is a privilege to work with people as we become a part of people's life struggles and achievements.

As we seek to establish a relationship, characterised by respect, trust and hope, the TRRanS team assists people with:

- practical support, especially on the day of release
- finding a place to live
- staying connected with mental health services and,
- (re)connecting with family, friends and community life.

At times, people can give up hope of reconnecting with their families however, it is gratifying when we see family reconciliations.

It is often a huge task to find safe and secure housing for people leaving prison. Available options are often expensive or simply unsuitable. We are familiar with the remark that "my cell in Arthur Gorrie was bigger than this". After release, TRRanS will work with the person to try and find suitable housing such as a private flat, shared accommodation or social housing.

It is very common for people to remark to staff that "this is the longest I've ever stayed out of custody" or "this is my first birthday out of custody since I was little".

The TRRanS service continues to excel in its work of assisting people to have a 'recovered future'.

Recognition

Our team on the Fraser Coast was proud to be presented with a Certificate of Appreciation at the Queensland Corrective services—Hervey Bay Probation and Parole's Annual Recognition Ceremony.



RFQ was recognised for the valuable services our staff provide to Probation and Parole in delivering services to offenders and the public.

⤴

Left to right, Nicole Trousdell, District Manager, Hervey Bay Probation and Parole, RFQ Area Manager Helen Halford and Thea Schmacke, Maryborough Correctional Centre, at the Hervey Bay Probation and Parole's Annual Recognition Ceremony.

Snapshot...

The relationships we have with other services in the community are so vital in obtaining the best possible options and outcomes for the people we support. We play a key role in linking people with wider supports and services. We are supported in this role through our valuable relationships with 'Partners in Recovery', Centreflink including their Prison Liaison Team, Queensland Corrective Services—Probation and Parole District offices, Micah, the Queensland Department of Housing and Public Works, and many other groups and organisations who operate within the communities we support.

A young 21 year old man who has been in and out of correctional centres since the age of 12 recently received support from RFQ. After nine weeks, he and his RFQ support worker celebrated with fish and chips by the sea. He said "this is the longest I've ever stayed out of custody."

"I felt very proud to represent RFQ and our positive and collaborative approach to delivering services to people exiting the Maryborough Correctional Centre."

Helen Halford
RFQ Area Manager





Best practice in focus

"RFQ enthusiastically partners in research activities and continues to develop its practice tools around a strong evidence base."

As individuals and as a community, we never stop learning. Through research, training and development we aim to continually improve the care and support we provide to people facing mental health challenges.

PEER SUPPORT

A natural extension of RFQ's recovery-oriented practice

RFQ Senior Recovery Mentor and peer support specialist Damian Perrin discusses RFQ's continued focus on peer support including plans to establish a dedicated peer support workforce who can draw upon their own lived experience to support more people and families in recovery.

"As RFQ's first Recovery Mentor, my original role was to take a horizontal view across RFQ programs and to report back through the lens of what makes recovery-oriented practice from a lived-experience perspective.

Following this initial work, came program specific initiatives, working closely with RFQ's coordinators and support workers to deliver mutual support in a number of areas.

On a day-to-day basis, my role today currently includes:

- one-to-one support at Ryan's Place and Redcliffe Recovery Centre
- self-help groups at Redcliffe including facilitation of a men's group and co-facilitation of the Hearing Voices Collective
- psychoeducation involving PeerZone workshops across Bayside, Metro North and Metro South, and WRAP at Metro North and in the future across programs.

PeerZone

In 2015, we delivered more than 40 PeerZone workshops, involving over 220 participants. PeerZone is a series of three-hour, peer-led workshops where we explore recovery and wellbeing. These sessions invite participants to rebuild a more positive story of their lives, offer tools for whole-of-life wellbeing and create a community of mutual support.

WRAP groups

We started facilitating WRAP (Wellness Recovery Action Plan) groups in September this year. I attended WRAP train-the-trainer workshops together with Redcliffe Support Worker Shannon Chant, and Redcliffe consumer Paul Justice. We shared the facilitation of WRAP groups at Redcliffe across a nine week period.

Raising awareness amongst future practitioners

We were delighted to be invited by Queensland University of Technology to deliver a guest presentation on Recovery, raising awareness of recovery amongst future mental health practitioners.

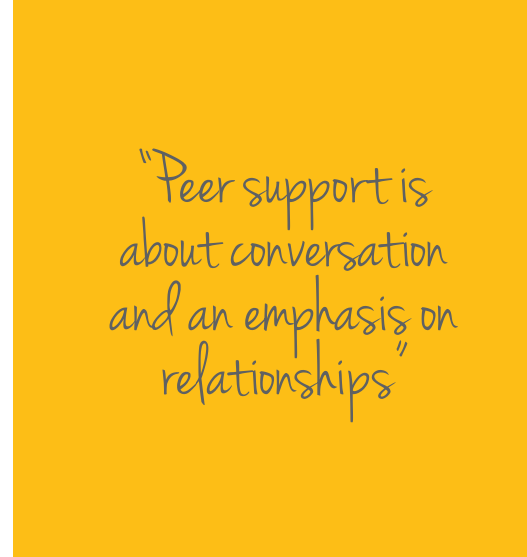
Growing our peer support workforce

RFQ plans to grow its peer support workforce, reflecting the growing body of evidence that demonstrates the effectiveness of peer support, and continued positive feedback from many members of our RFQ community.

Peer support is about conversation and an emphasis on relationships. RFQ's peer support workforce will act as a peer mentors, using their own experiences of overcoming mental distress to support others in recovery.

Peer support involves mutual support and self-help initiatives, a contribution to recovery outcomes, a lived-experience perspective and the sharing of that wisdom.

It's a natural extension of RFQ's recovery-oriented practice.



Snapshot...

Peer support, in all its forms, can bring great value to the people and families we support. It can deliver enormous benefits including hope and belief in the possibility of recovery, empowerment and increased self-confidence. But we know that there is much more to be learned from experience.

We also know that there is no such thing as 'one size fits all'. The need for peer support and how we provide it may look different for different people and communities.

So together with our partners, we look forward to the ongoing sharing of experience, research, service and training evaluation, to inform further developments in the growing role of mental health peer support.





TRAINING AND DEVELOPMENT

We continued to invest in the professional training and development of our staff throughout the year.

In doing so, we have further strengthened our internal capabilities to meet the needs of our rapidly-changing operating environment.

Staff training: 2015

- **CRM (Collaborative Recovery Model)** training, a values and strengths based model designed to assist people living with mental illness.
- **PART (Predict, Assess and Respond to Challenging and Aggressive Behaviour training)** aimed at keeping staff and clients safe.
- **PART REFRESHER** training to ensure excellence in our employees' professional approach at work.
- **ASIST (Applied Suicide Intervention Skills training)**, an industry-standard course that supports staff in their approach to keeping people at risk of suicide safe.

- **Wellness Recovery Action Plan (WRAP)** facilitator training to promote best practices and standards for delivering and implementing the WRAP Program.

Staff survey

In our annual staff survey, training and development was highlighted among many of the positive aspects of working at RFQ.

"...working as part of a team with a variety of knowledge, skills and experience. I'm always learning from my colleagues and appreciate their mentorship."

"...varied role, great program success, great team skills and environment."

"...strong support in Learning and Development... the scope for professional growth within the role of SW [support worker]."



Snapshot...

We supported 50 training and professional development opportunities, in addition to our ongoing advanced staff training, for staff to upskill their knowledge, skills and experience in mental health support and practice.



"I'm always learning from my colleagues and appreciate their mentorship."

<< Opposite: Bayside team

⤴ Top: Michael and Anthony

⤴ Middle: RFQ's Corporate Support team

>> Right: Joyce Sellers, Susan Hawkins; Executive Manager, Executive Support Services and Jonas Hill.



INTERNATIONAL EXCELLENCE

Together with Richmond Fellowship Australia, we were extremely proud to host a series of public workshops in Brisbane and Toowoomba led by Rachel Perkins OBE, arguably one of the world's most influential voices in mental health recovery.

Held in May this year, the workshops brought together consumers, families, mental health professionals and community workers to learn from Rachel and each other.

The following workshops were provided in Brisbane and Toowoomba:

Improving mental health practice

Engaging in co-production & developing team recovery implementation plans

Managing risk in recovery environments & those who are hard to engage fall through the gaps

During the workshops, Rachel discussed ways in which we can rethink the existing mental health service model from one that reduces symptoms to one that rebuilds lives.

We were honoured to be part of these very special events during Rachel's time in Australia. Rachel has a background in clinical psychology and 30 years of experience working in the mental health system.

She is also an expert by experience and continues to use mental health services for her own wellbeing. Rachel Perkins has worked in NHS Mental Health Services in the UK for more than 30 years. With a background in Clinical Psychology she then became a Clinical Director (initially of Rehabilitation Services, then all Adult Services in South West London) and finally Director of Quality Assurance and User Experience at South West London and St. George's Mental Health NHS Trust.

Rachel lives and works with a long term mental health condition, is a member of National Mind External Relations Committee and provides consultancy and training nationally and internationally. Rachel assists organisations and professionals to work in partnership with people using services. In 2010 she was voted Mind Champion of the Year and awarded an OBE for services to mental health.

Rachel has co-authored four books, including 'Social Inclusion and Recovery: A Model for Mental Health Practice'.

She has also written briefing papers on 'Recovery Colleges', 'Personalisation and Recovery' and 'The Team Recovery Implementation Plan: a framework for creating recovery-focused services' and has contributed to briefing papers on Peer Support Workers.



Above: Rachel Perkins OBE

// Recovery is not something that services or professionals do, it is a personal journey of discovery. The challenge for services is how best to assist people in their journey by fostering hope, helping people to take back control, providing access to the opportunities they seek and help them participate as equal citizens. //

International Mental Health Conference

Mental health professionals, academics, community workers and people with lived experience will convene in Brisbane next year for the bi-annual Richmond Fellowship Asia Pacific Conference on Mental Health.

We are extremely excited to be hosting next year's conference, under the auspices of the Richmond Fellowship Asia Pacific Forum, where we will explore contemporary approaches to

mental health recovery with experts around the world.

We look forward to sharing research outcomes and international best practices with our global friends and partners to benefit people in recovery.

The theme of next year's conference will focus on what benefits people in recovery: 'Thinking about the future today'.

Save the date: 24-26 October 2016
www.aspacmentalhealth16.com.au



RICHMOND FELLOWSHIP QUEENSLAND
A future recovered for people facing mental health challenges



Research excellence

RFQ partnered with the University of Sydney to test the revised version of the Recovery Assessment Scale.

>> RFQ Manager, Learning & Development, Kasia O'Shea co-authored the article 'Recovery Assessment Scale-Domains and Stages (RAS-DS): Its feasibility and outcome measurement capacity', published in the Australian & New Zealand Journal of Psychiatry, highlighting the psychometric strength of the RAS-DS—a tool that measures peoples' personal recovery experience.



A visit from Dr Tim Fung...

We had the pleasure of welcoming Dr Tim Fung, the CEO of Richmond Fellowship Hong Kong, and his wife to Queensland in July this year. Our team enjoyed sharing with Dr Fung examples of our work and contemporary approach to community mental health recovery support.

"Thank you so much for your hospitality, frank sharing of your work, and the great opportunity to share with your management team. I hope to meet you soon, probably in the Asia Pacific Forum at Queensland next year."

Dr Tim Fung

Operational Profit	Assets	Liabilities	Total Equity
\$0.9m	\$15.17m	\$6.07m	\$9.10m

Financial year in focus

Financial Snapshot

Having a strong financial platform enables us to adequately fund the day-to-day activities of our RFQ community while investing in expanding and improving our services to have a greater impact on mental health recovery.

Our 2014-15 financial results are evidence of the strong financial management which underpins our excellence in service delivery and ability to build our future capacity to deliver services to those in need.

Total assets increased by 26% and net assets by 11.5%

TREASURER'S MESSAGE

Richmond Fellowship Queensland finished another year with a healthy surplus of \$937,460, exceeding budget.

Overall revenue increased on the prior year by 21 per cent due to successful grant applications and full year impact of programs awarded in the 2013/14 year. The budget for 2015/16 sees a further 15 per cent increase in revenue forecast, again due to successful grant applications, resulting in modest surplus.

We ended the year in a strong financial position and are well positioned to meet our future financial commitments.

These strong results position our organisation well as we negotiate the significant changes and challenges impacting the sector while continuing to provide quality services to the communities of Queensland in which we operate.

I acknowledge the contribution of Finance Committee members and the professional support of the finance team which has enabled accessible financial reports to the Board.

I also acknowledge the diligence of our new auditors, KPMG, in conducting this year's audit and the time Matthew Gray has taken to personally report to the Finance Committee and Board on the audit outcome.



John Goodman
TREASURER

Statement of financial position

As of 30 June 2015

	2015 \$	2014 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	8,568,564	6,566,102
Term deposits	1,295,644	11,745
Trade and other receivables	152,266	23,756
Available-for-sale financial assets	24,945	26,015
Prepayments	19,306	46,769
TOTAL CURRENT ASSETS	10,060,703	6,674,387
NON-CURRENT ASSETS		
Property, plant and equipment	4,076,230	4,335,453
Investment property	1,032,900	1,032,900
TOTAL NON-CURRENT ASSETS	5,109,130	5,368,353
TOTAL ASSETS	15,169,833	12,042,740
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	912,674	430,163
Unexpended funds	4,026,979	2,540,592
Employee benefits	904,723	477,373
TOTAL CURRENT LIABILITIES	5,844,378	3,448,128
NON-CURRENT LIABILITIES		
Employee benefits	266,607	433,222
TOTAL NON-CURRENT LIABILITIES	266,607	433,222
TOTAL LIABILITIES	6,070,983	3,881,350
NET ASSETS	9,098,850	8,161,390
EQUITY		
Reserves	1,662,590	2,067,246
Retained earnings	7,436,260	6,094,144
TOTAL EQUITY	9,098,850	8,161,390

01

Achieving continued
service excellence

02

Strengthening
our strategic
partnerships

03

Ensuring future
sustainability

04

Supporting change
in the community

The future in focus

*"We never lose sight of our vision: a future recovered for people facing
mental health challenges and social disadvantage."*

We are committed to a long-term future and have ambitious plans to ensure that we remain true to our values and clearly focused on our vision. As we look to the future, RFQ will look to build on key initiatives and partnerships to advance our strategic priorities.

GOVERNANCE AND MANAGEMENT

Our organisation thrives on ethical, innovative and strategic leadership with one eye on its values and the other on the future.

Our Board of voluntary directors comprises six highly qualified and passionate individuals who each bring unique expertise and experience to their governance role. A number of our directors also bring to their role their own lived experiences of mental health recovery, as consumers or family members.

The role of our board is to ensure RFQ delivers on its mission and operationally gives substance to the board's 'Vision and Strategy'. The board is committed to high standards of governance, accountability and transparency.

Sherry Wright continued to serve as Chair and John Goodman as Treasurer in 2015. The Board is in the process of appointing a new Secretary following the resignation of long term Secretary, Stephen Humphreys.

New auditors, a contemporary constitution and review of Board evaluation, induction and recruitment processes are indicators of the Board's commitment to the long term stable governance of the organisation.

Increasing our team capability

Earlier this year, we welcomed Chief Financial Officer, Andrea Turvey, and Executive Manager Service Operations, Will Brennan. Strengthening our senior executive team, both these roles support the future sustainable development of our organisation.



Andrea Turvey

As CFO of RFQ, Andrea is responsible for providing oversight and management of the financial, business and commercial operations and functions of our organisation. As part of our executive team, Andrea also shares responsibility to ensure RFQ's future sustainable development and growth.

Andrea brings to RFQ more than 20 years of experience in the private sector where she has held a number of senior finance roles including as Finance Director and Group Planning Analyst with an international company working predominantly in the welfare to work space. Andrea holds a Bachelor of Commerce from the University of Queensland, is a CPA and a Graduate of the Australian Institute of Company Directors.



Will Brennan

Will has worked in mental health nursing for more than 20 years. He studied in England in the 1990s and commenced his career working in forensic services including inpatient and community settings.

Before joining our team, Will's most recent appointments included Director of Clinical Services at Belmont Private Hospital and Director of Nursing for West Moreton Mental Health and Specialised Services. Will has a particular interest in systems reform and service development.

In 2014 Will was given an academic title of Associate Adjunct Professor by the University of Queensland.

Board of Directors



Sherry Wright
Chair



John Goodman
Treasurer



Michael Clare
Director



Keren Harms
Director



Robert King
Director



Gloria Ryan
Director

Stephen Humphreys and Andy Broderson resigned on 30/5/15 and 1/6/15 respectively.

Chief Executive



Kingsley Bedwell
Chief Executive Officer

"The senior executive team is so communicative, focused and committed, and very supportive of their staff. This has been a great experience for me, being fairly new to the organisation."

RFQ Area Manager

Senior Executive and Management Team

Andrea Turvey
Chief Financial Officer

Gary Bourke
Chief Operating Officer

Larry Stapleton
Executive Manager
Service Development

Susan Hawkins
Executive Manager
Executive Support Services

Will Brennan
Executive Manager
Service Operations

Olive Xing
Senior Financial Accountant

Kasia O'Shea
Manager, Learning and
Development

Kim Baker
Human Resources Manager

Damian Perrin
Senior Recovery Mentor

Rudolf Manu
Regional Manager

Yasmin Thomas
Area Manager

Nerida Luck
Area Manager (acting)

Helen Halford
Area Manager (acting)

Carene Carroll
Communications and
Marketing Manager
(Resigned 24/10/2015)

AWARENESS RAISED

Keeping the conversation going about mental health

Supporting change in the community is one of our four strategic priorities. We are committed to keeping the conversation going about mental health to help reduce stigma and promote our work.

2015 was no exception. We actively participated in community events throughout the year and made a significant contribution to Mental Health Week.

A celebration of hope and recovery

Award-winning photographer Andrew Leggett spent three months travelling around South East Queensland meeting and photographing over 50 members of the RFQ community.

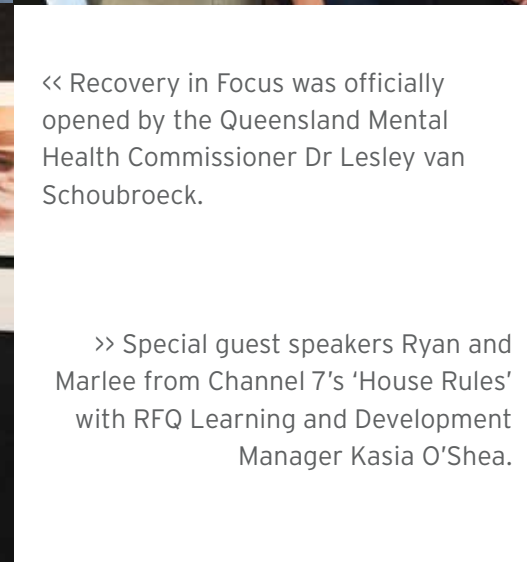
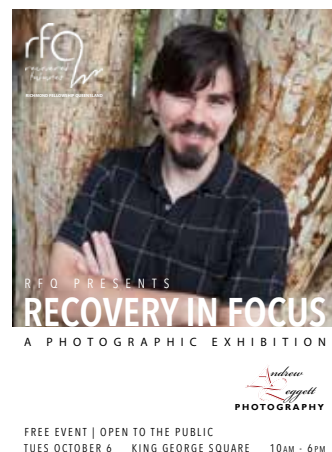
This joint project, funded by a Queensland Mental Health Commission's Community Mental Health and Wellbeing grant, culminated on 6 October with a stunning display of images and personal narratives in Brisbane's King George Square.

Photographer Andrew said the project has helped to raise vital awareness of mental health by sharing and celebrating the lived experiences and incredible achievements of people in recovery.

"There are so many negative things associated with mental health, so this was a remarkable step in the right direction," he said.

"I hope we can continue to share these amazing stories with others and keep the conversation going about mental health."

Consumer portraits and narratives from the Recovery in Focus project are featured throughout this year's annual report. We thank Andrew for his incredible work that truly captures and celebrates the great strength, courage and spirit of our RFQ community.



<< Left to right: RFQ CEO Kingsley Bedwell; RFQ Learning and Development Manager, Kasia O'Shea; Queensland Minister for Health, The Hon. Mr Cameron Dick; Photographer Andrew Leggett and RFQ Executive Manager, Executive Support Services, Susan Hawkins.

<< Recovery in Focus was officially opened by the Queensland Mental Health Commissioner Dr Lesley van Schoubroeck.

>> Special guest speakers Ryan and Marlee from Channel 7's 'House Rules' with RFQ Learning and Development Manager Kasia O'Shea.



FUTURES UNTHREADED

Fashion Festival

We were delighted to host the successful 'Futures Unthreaded' Fashion Festival event on World Mental Health Day.

The event promoted emerging young designers, as well as supporting a sustainable, non-exploitative and psychologically healthy fashion industry, while raising awareness of the mental health concerns of young people,

Held at the heritage Boggo Road Gaol, this innovative event was created and produced by Nikita Bedwell through an RFQ internship with TAFE Queensland.

RFQ Event Manager Intern Nikita Bedwell said the event aimed to get people openly talking about mental health issues.

"We are promoting a culture in the industry where fashion is an expression of who we are and which supports difference," she said.

"Futures Unthreaded was an important step I believe, in raising awareness about mental health in the fashion industry and mental health in general."

Four young designers, aged between 18 and 20 were showcased at the event including:

- Amber-Courtney Le Label by Amber Lynch
- Elira by Kirsty Campell and Elissa Valenzuela
- Claché by Ciane Gallenti-Guilfoyle
- Alexandra Fashion Boutique by Alexandra Chiotakis

Sixteen young models were featured including a transgender model supported by young hair and make-up artists. The event also featured young adult Burlesque dancers. TAFE Event Management, Hospitality and Floristry students assisted the event as volunteers.

We thank TAFE Queensland and our feature partner R&G Technologies.



<< RFQ Event Manager Intern Nikita Bedwell-creator and producer of Futures Unthreaded.

≈ RFQ Board Director John Goodman with Futures Unthreaded burlesque performers.

"I had the opportunity to model at Futures Unthreaded, and needless to say I was pretty excited by this prospect since I hadn't ever imagined I would ever be on a catwalk modelling frontier designs. What struck me in particular, is that the focus of the show was centred around mental health... I can take some comfort in knowing that the importance of mental health has gained considerable traction within the public... I'm feeling like it was a good representation of how an industry otherwise known for its superficial nature, can be anything but that."

Kai Knuth, transgender model

SUPPORTING LOCAL COMMUNITIES

Mental Health Week events



RFQ West Moreton proudly had a number of clients who contributed and sold artworks at the Ipswich Community Art Gallery as part of Mental Health Week in Ipswich.



RFQ again hosted Mental Health Week in Redcliffe at the Pensioner's Hall. RFQ holds the lease for this landmark building in Redcliffe, which plays such an important role facilitating local celebrations and activities in the Redcliffe community.

<< Kim Beckman (Caboolture) and daughter Ellee Beckman performing at Redcliffe Hall Celebrations for Mental Health Week.

Fraser Coast >>

Our team at Maryborough designed an 'Inspirational Tree' for the Fraser Coast community. They invited community members to choose a leaf design, write down a thought that inspired them, describe something they had overcome, or write down something that had meaning for them. We provided art supplies such as coloured pencils, paints and glitter to support creative expression and fun.

>> Right: RFQ team members Leanne McCarthy, Chris O'Brien (both pictured) and Kim Mann developed this activity, which was facilitated by Chris and Leanne on the Fraser Coast.



GIVE

The wider RFQ community in action

GIVE. It's another one of the five ways of wellbeing promoted by the UK New Economics Foundation (nef) to help people incorporate more wellbeing promoting activities into their lives.

The process of giving has been shown to influence wellbeing in a positive way. Research continues to demonstrate that helping, sharing, giving and team work can all be associated with positive feelings and an increased sense of self worth.

This year, our staff and wider community supported a number of other people and communities in need:

RFQ's Mo Bros The Story of the Mo

"I think it was three years ago during Movember that I started growing my moustache. That year Mark Twigg and I decided to grow moustaches and we both donated to the Movember cause. Since then I haven't cut my moustache, so it's a three-year moustache! Mark started growing his beard in April of this year and has develop quite a fine beard for that short growing time."

Program Coordinator, Matt Gordon

Nepal Appeal

The people of Nepal were hit by a catastrophic earthquake on 25 April this year which killed over 8,000 people and injured over 14,500 people.

Our sister organisation Richmond Fellowship Nepal has been working within their surrounding village centre and Kathmandu, as well as remote villages in four districts Nuwakot, Sindupalchok, Makawanpur and Lalitpur. These areas are where the poor and socially disadvantaged are living and 100% of their homes, schools, and primary healthcare systems have been destroyed.

Our wonderful staff donated \$1578.00 to our appeal, Richmond Fellowship Nepal! 314 raffle tickets were sold over two weeks. RFQ matched staff donations.

Supporting people and communities in Vanuatu

This year, RFQ staff and families also supported people and communities in Vanuatu by donating food, clothing and non-perishables following Cyclone Pam in February 2015. Thank you for the amazing response we received –it was nothing short of amazing. Between the blankets and sleeping bags, clothes and shoes, food and cash, we were able to donate two carloads plus a jam-packed ute to the people of Vanuatu. It was so wonderful to see so many RFQ families getting involved.

"RFQ lives out its values in real ways in the community more so than any other organisation I have worked for, I'm proud to be a part of it."



RFQ's Mo Bros:
Matt Gordon and Mark Twigg



Richmond Fellowship Nepal
working to rebuild homes
and schools after the
earthquake earlier
this year

Snapshot..

Give. Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.



RFQ staff raised \$1,578 for Nepal



PARTNERS AND SUPPORTERS

On behalf of our community, staff and board, we say thank you!

We are extremely proud of our collaborative work with community, public and private sector providers, mental health consumers and carers, government agencies and other community groups.

Together, we create a rich and developing network of groups, organisations and individuals with a shared passion and vision for the future.

Government funders

Australian Government

Australian Government Department of Health

Queensland Government

Queensland Department of Health

Queensland Department of Communities, Child Safety and Disability Services

Government partners

Queensland Government

Queensland Mental Health Commission

Queensland Department of Housing and Public Works

Queensland Corrective Services

Queensland Department of Justice and Attorney-General

Hospital and Health Services

Metro North Mental Health Services

Metro South Addiction and Mental Health Services

West Moreton Mental Health and Specialised Services

Darling Downs Mental Health Services

Wide Bay Mental Health Services

Regional and City Councils

Moreton Bay Regional Council

Logan City Council

Brisbane City Council

Ipswich City Council

Community partners

Partners in Recovery (PIR) Consortium 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

Complementary partners

Arafmi Queensland Inc.

Australian Centre for Rural and Remote Mental Health

Brisbane Housing Company Limited

Churches of Christ Care

Coast2Bay

Corporate Culcha

EACH

Gallang Place Aboriginal & Torres Strait Islander Corporation

Harmony Place

Horizon Housing Company

Lifeline Darling Downs & South West Qld Ltd

Marist Youth Care

Micah Projects Inc

PsychCare Services

Queensland Voice for Mental Health

School of Hard Knocks

The Brook Red Centre

Under 1 Roof

Uniting Care Community

Richmond Fellowship partners

Richmond Fellowship Australia

Richmond Fellowship Asia Pacific Forum

University and research partners

University of Wollongong

University of Sydney

Queensland University of Technology

TAFE QLD (Southbank Campus)

Consultants and business partners

Andrew Leggett Photography

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

MOTIVE SOUND & VISION

Pro LED Screens

R&G Technologies

TAA Connect

Tucker & Cowan Solicitors

Westpac Banking Corporation



A special thank you to the Queensland Mental Health Commission for their generous Community Mental Health and Wellbeing grant funding for our 'Recovery in Focus' photographic exhibition project.



SAVE THE DATE

24, 25, 26 October 2016

Brisbane Convention and Exhibition Centre • Southbank

CELEBRATING 20 YEARS WITH RFQ

This year our CEO Kingsley Bedwell celebrates 20 years in the role. We take this opportunity to congratulate Kingsley and recognise his great passion for and contribution to mental health, not only through RFQ but also in the wider sector.

Kingsley's passion for what has become a life's work began in his youth while working at a long stay psychiatric hospital during university vacations.

During the course of the last four decades, he has developed an in depth understanding of service delivery and social inclusion through public and community roles and lived experience as a family member.

Reflecting on his history with RFQ, Kingsley said he is now the third member of staff who has reached this milestone—alongside Regional Manager Rudolf Manu and Executive Manager Service Development Larry Stapleton.

"Rudolf and Larry will recall we had the Eliza Street and Brisbane ILS programs with staff meetings held in my office, a converted garage also serving as the board room," he said.

"It has been a privilege to serve the organisation in this role and to be part of such a wonderful organisation with its pioneering history in mental health. I also feel blessed to be working alongside very special people in the RFQ community, consumers and staff."

This year we also celebrated
10 and 15 year service
milestones for seven
longstanding members of
our team. Congratulations!

10

Celebrating 10 years

Michael Anderson

Marian Robertson

15

Celebrating 15 years

Cliff Braddon

Joanne Bregonje

Nerida Luck

Kevin Moore

Garry Timms

12th Biennial Richmond Fellowship Asia Pacific International Mental Health Conference

Brisbane Queensland Australia

Hosts: Richmond Fellowship Queensland (RFQ) under the auspices of the
Richmond Fellowship Asia Pacific Forum

Thinking about the future today

www.aspacmentalhealth16.com.au

RICHMOND FELLOWSHIP QUEENSLAND

A future recovered for people facing mental health challenges



A special thank you

To all of the remarkable men, women, family members and friends who shared their stories with us to help raise awareness about mental health wellbeing. Your stories are a constant source of inspiration. Together, we can continue the conversation and achieve our vision for a future recovered for people facing mental health challenges and social disadvantage.



*"Times and conditions change so rapidly that we must keep our aim
constantly focused on the future."*

Walt Disney

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Front cover photo: Richard, Ryan's Place

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