

THINKING ABOUT THE FUTURE TODAY





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Cover page: AsPac Closing Ceremony performed by the Malu Kiai Mura Buai Dance Group
Inside Cover: AsPac Welcome Reception
Richmond Fellowship Queensland ABN 56 009 931 800



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SHARING HOPES FOR THE FUTURE

In October, RFO hosted the 12th Biennial Asia Pacific Mental Health Conference, with the 'Hope Tree' a feature.

People were invited to share their personal hopes by completing the statement 'My hope for the future ...' and hanging the card on the tree. An overwhelming response included contributions not only on mental health but wider social concerns. Themes included overcoming stigma, celebrating differences, empowering communities, equality, human rights and environmental sustainability. People were inspired by the hopes of others with a sample captured on this page.

"is the humane treatment of animals"

"is a world where we all accept one another for who we are and embrace our differences"

"is that people will be seen for who they are. Not what condition they have"

"to switch focus from mental illness to mental wellbeing"

"is filled with love and admiration for the best potential for all people to be happy and achieve "super self"

"is that we recognise the strength and resilience in all people, including those from different cultural backgrounds to our own"

"to see an end to labelling and stigma for all who passage through challenges"

MESSAGE FROM THE CHAIR

On behalf of the board, I would like to extend our congratulations to CEO Kingsley Bedwell and all of the staff involved for the outstanding success of the AsPac Conference.

The work and organisation involved was HUGE and required many hours of work for all involved. Thank you all so much.

The Board would also like to appreciate and acknowledge the wonderful contributions made by Dr. Robert King and John Goodman. Their skills and expertise have been big assets to the Board over the last number of years.

They have both announced their retirement from the Board

and done excellent work in succession planning for their roles. We wish them both well with much gratitude.

We have welcomed to the Board Kathy Stapley, Tom Meehan and Mark Barry. Each of these directors bring considerable experience and skills in the areas of clinical governance, mental health research and evaluation and business and finance.

The potential impact of NDIS on RFQ has been a source of a lot more work for Kingsley and the management staff. As the NDIS requirements become clearer, the changes which could impact on funding and staffing have been a source of many meetings and discussions.

Our primary focus has always been on the people who access our service and by association their support people.

We have been and continue to be very proud of the level of care and commitment that RFQ has demonstrated so well since its inception.



Sherry Wright | CHAIR

Change continues to be the one constant in life and work and we are confident that as the stormy winds of the NDIS requirements wash over us, we will remain firmly anchored to our purpose:

*"We inspire hope, and empower people.
We work with all of our partners to support people's recovery.
Together, we can recover futures."*

MESSAGE FROM THE CEO



An organisational priority is to support change in the community and raise mental health awareness. We created, designed and convened an international mental health forum in October that has been described as 'truly inspiring'.

Kingsley Bedwell
CHIEF EXECUTIVE

We received wonderful feedback for the 12th Biennial Asia Pacific International Mental Health Conference we hosted in partnership with the Queensland Mental Health Commission. With delegates from ten countries, the event was designed not only as a forum to share lived experience and best practice but also as a 'call to action'.

We were delighted that the challenge for better policy made by Professor John Mendoza in his keynote address was reported in the national media and prompted contact from the Prime Ministers and Federal Health Ministers offices. The ABC has also responded with a program featuring keynote speaker, Dr Daniel Fisher (US), and his promotion of emotional CPR (eCPR). The call by keynote Dr Manaan Kar Ray (UK) to sign up to a mental health system free of force and one which provides respect and dignity

for people continued to resonate at the World Psychiatric Congress this month.

I take the opportunity of this report to make some acknowledgements.

We are grateful to the Hon. Cameron Dick MP, Queensland Minister for Health, for his support addressing and opening the conference. We are very appreciative for the partnership and support of the Queensland Mental Health Commissioner, Dr Lesley van Schoubroeck. The partnership was a reputational expression of confidence in RFQ.

We are grateful for the contribution of the conference consultants, the keynote speakers, Q&A panellists, the MC, presenters and delegates for making the conference an 'inspiring' event. This inspiration was 'bookended' with the stirring performances of the Nunukal

Yuggera Dance Group and the Malu Kiai Mura Buai Dance Group.

The success of the event reflects positively on the capacity and capability of the organisation at a time of organisational stress. A commonly used word in the NGO sector at present is 'fatigued', with the unrelenting policy and funding changes and uncertainty. RFQ has demonstrated its resilience as an organisation.

I appreciated the support for the event of the Chair and Board, seeing less the financial risks and more the investment opportunity. I acknowledge and thank Professor Robert King, chair of the Abstract Panel, our project leaders, Susan Hawkins and Kasia O'Shea, my EA Sarah Harvey, the rest of the coordinating team, the chairs, volunteers, timekeepers and everyone who contributed including by their participation in the

conference. Our RFQ community was positively showcased on an international stage.

The year in review had three major areas of activity over the top of our primary purpose delivering services of excellence and supporting recovery:

- preparing for and delivering the conference
- preparing for the NDIS
- finetuning management priorities and actions through a review of the operational strategy

There has been significant investment preparing for the NDIS and related revenue, workforce and client impacts. A number of our government contracts come to an end over the next couple of years as these funds move to the NDIA and a different funding model. The management team under the project leadership of CFO Andrea Turvey and our wonderful project consultants have been working hard to get optimal outcomes and minimise any adverse impacts.

The executive team set aside dedicated 'strategic thinking' time to review the operational plan, our strategic priorities and key action areas in response to ongoing internal and external changes in the operating environment. We have finetuned our strategies, focussing on service improvement, business development and marketing and communications. This thinking and planning provided a soundly based framework for management decision making and actions. Alongside this work, we continued to build our business capability by strengthening our people and business infrastructure in support of RFQ's 'Vision and Strategy'.

We welcomed Shirley Wigan to the executive team and recently to the role of Chief Operating Officer. Shirley has had many years experience as a senior mental health executive and she brings considerable experience and skills to RFQ (see profile in this Report). We also welcomed Belinda Chelius to the role of Area Manager, Metro North. Belinda brings a strong service delivery background which has realised service improvements in our work (see profile in this report).

After an exhaustive process, we contracted the Visicase client management system. The system provides the right fit for RFQ's needs, bringing significant business improvement opportunities.

Members and friends will recall from last years report the great success of the Recovery in Focus (RIF) Photographic Exhibition held in King George Square during Mental Health Week. We have taken RIF 'on the road', exhibiting in galleries in Toowoomba, Ipswich and Maryborough. The exhibitions have been opened by local MP's and Mayors, received TV and print coverage and had very positive responses in the local mental health and wider community. Thank you to Executive Support Officer, Cindy and Area Managers Nerida, Yasmin and Helen for continuing the high professional standard for which RFQ is known for its public events.

Our partnership with the HHS mental health services continued to be a high priority during the year. A highlight has been the implementation of a service integration model with The Prince Charles Hospital, programmatically named Hospital to Home (H2H). I acknowledge the partnership with Dr Brett Emmerson, Executive

Director, Metro North HHS. Congratulations to our management and staff Will, Belinda, Sue, Lisa, James and Michelle for the early indicators of success of this innovative program.

We have maintained dialogue with senior health executives in relation to the issues that concern us as an organisation, with the needs of our clients at the forefront of those discussions. I am grateful for the receptiveness in those discussions and the value the department clearly places on RFQ in the role we play.

The Treasurer has reported on the strong financial position of the organisation. We have worked hard to position ourselves as strongly as possible across all areas of our business in preparing for the challenges that lay ahead.

The Chair has reported on the revitalisation of the Board with three new directors, highly skilled in their respective areas of expertise. I am also pleased to report we have in place a highly capable and agile executive and management team committed to the organisations future. Thank you Andrea, Shirley, Will, Larry, Susan, Olive, Kasia, Yasmin, Belinda, Nerida, Helen, Rudolf, Kim, Damien and Sarah for your dedication to our organisational purpose.

I am especially grateful to our staff who give substance to RFQ's service philosophy and values in our day to day work with people. It is the authenticity of all our people and dedication to our mission that enables the people we support to put their trust in RFQ.

We thank you for placing your trust in us.

THE YEAR IN HIGHLIGHTS

- We hosted the 12th Biennial Asia Pacific International Mental Health Conference in partnership with the Queensland Mental Health Commission and under the auspices of the Richmond Fellowship Asia Pacific Forum with over 90 international and national presentations and over 400 delegates, including 36 scholarships for people with lived experience
- We implemented the Hospital 2 Home (H2H) program in partnership with The Prince Charles Hospital, an integrated service model that provides intensive support to people through the discharge process

2015 - 2016



- We strengthened our commitment to staff development and leadership with twenty one staff participating in a Leadership Coaching program with Alex Couley, Director, International Centre for Leadership Coaching
- RFQ hosted psychology and social work student placements from Queensland University of Technology and University of Queensland
- We partnered with Queensland Voice to run a 'Discovery Day' for the consumer participation and engagement project
- We held successful Queensland Mental Health Week activities across five regions
- We toured the 'Recovery in Focus' photographic exhibition with exhibitions in Toowoomba, Ipswich and Maryborough
- We provided Acceptance and Commitment Therapy training (ACT) to 15 staff, informing the delivery of Wise Choices programs across our services

- We delivered over 55 Peer Zone workshops through our Senior Recovery Mentor, providing peer-led exploration of recovery and wellbeing
- We delivered a guest lecture through our Senior Recovery Mentor to QUT Social Work Students on the topic 'Recovery and NGOs – their roles and contributions'
- We developed women's and men's group activities in West Moreton, supported by a Community Safety Grant (Ipswich City Council)
- We delivered Wise Choices Group Facilitation Training to RFQ and wider sector staff across two regions
- We continue to strengthen our continuous improvement activities, with external program reviews completed for three of our programs in partnership with clients, clinical and community service partners, all with positive outcomes
- We strengthened our management capacity with

the appointment of Shirley Wigan, Chief Operating Officer and Belinda Chelius, Area Manager

- We published a resource for children aged 4-11 years in partnership with UnitingCare Community, titled 'Escape from the Desert', a self-help activity book for children and their parents
- We increased representation of women at the management level, with an above - industry average for women in management positions in this sector
- We committed to a client information management system providing a best fit for RFQ needs, following extensive research
- The Executive Team reviewed the operational plan, responding to the ongoing changes in the operating environment



CULTIVATING A RECOVERY CULTURE

Our annual staff feedback survey is completed to measure staff satisfaction, highlight personal development opportunities and to help inform workforce planning. The response rate was the largest yet with staff providing positive responses throughout a time of growth, uncertainty and change.

*"It has been refreshing as a professional to reconnect with recovery as it was truly intended. It has been heartening to work for an organisation that understands and values relationship based practice."
(RFQ Staff Member)*



2 staff

disagreed with the statements "RFQ gives substance to its Values" & "RFQ gives substance to its vision"

1 staff

disagreed with the statement "I feel proud to be working with RFQ"

We formally congratulate the following staff on reaching a milestone in their years of service.

10 Years

Louise Bond
Cassie Pickering
Olive Xing

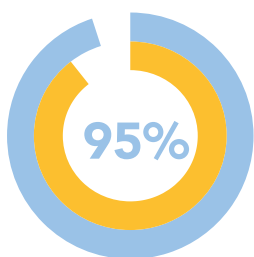
15 Years

Jennifer Campbell
Leanne McGregor
David Stratton

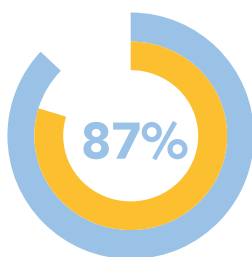
MEASURING RECOVERY OUTCOMES

Our investment in research and evaluation underpins our focus on recovery outcomes, service excellence and sector development.

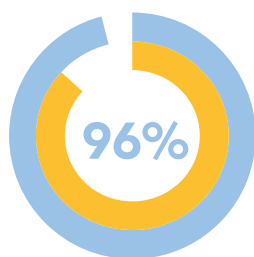
CONTINUOUS IMPROVEMENTS



My worker involves me in all decisions about the support I receive



I find my Personal Recovery Plan useful for my recovery



My worker helps me to take personal responsibility for my recovery

Our client feedback survey provides valuable information for us to pave the way for continuous improvement activities while strengthening and enhancing client engagement in RFQ.

2015

2014

"The biggest thing I'll take from my experience with RFQ are the people, the impact that RFQ has on the lives of people is just amazing." (Former RFQ client)



12TH BIENNIAL ASIA PACIFIC INTERNATIONAL MENTAL HEALTH CONFERENCE

OCT 2016

Over 90 international and Australian presentations featured at the 12th Biennial Asia Pacific (AsPac) International Mental Health Conference (24-26 October), hosted by RFQ in partnership with the Queensland Mental Health Commission and under the auspices of the Richmond Fellowship Asia Pacific Forum.

The AsPac Conference has been widely acknowledged as the region's most significant mental health forum and has emerged over two decades as a key platform to challenge conventional thinking through inclusive dialogue, debate and cross-cultural learnings.

With over 400 delegates from 10 countries attending, including 36 scholarships to people with lived experience and their family members, the AsPac Conference provided a wonderful platform for

dialogue and debate with a focus on early intervention, suicide, cross cultural learnings and innovative service developments.

The program and pre-conference workshops featured some of the world's most progressive and influential mental health thought leaders, together with leading-edge thinkers with lived experience and from clinical and rehabilitation services, primary health and human services, research and evaluation, public and social policy sectors.

Headlining the event was internationally renowned US Psychiatrist, Dr Daniel Fisher, who through his experience of a diagnosis of schizophrenia developed the Empowerment Model of Recovery and the PACE/Recovery program that helped shift the US mental

health system to a recovery orientation. He was joined by leading mental health reformer Dr Manaan Kar Ray, a UK psychiatrist and joint-lead of PROMISE, Australian political strategist Professor John Mendoza and psychologist and research specialist, Dr Laura Hayes. A highlight was ABC presenter, Sarah Ferguson facilitating a Q&A Panel featuring the keynote speakers, as well as Fionnagh Dougan, Chief Executive, Childrens Health Queensland and Trudy Atkinson, Lived Experience Academic, Central Queensland University.

The program also included very special performances by the Nunukal Yuggera Dance Group and the Malu Kiai Mura Buai Dance Group at the opening and closing ceremonies.



GOVERNANCE & LEADERSHIP

Board of Directors



SHERRY WRIGHT

Chair



JOHN GOODMAN

Treasurer



KEREN HARMS

Secretary



MICHAEL CLARE

Director



GLORIA RYAN

Director



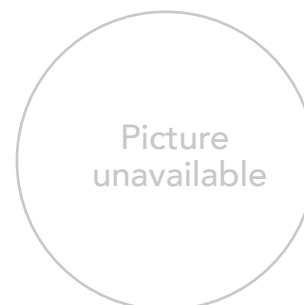
ROBERT KING

Director



TOM MEEHAN

Director



KATHY STAPLEY

Director



MARK BARRY

Director

Chief
Executive



KINGSLEY BEDWELL

Chief Executive Officer

Senior Executive & Management Team

Andrea Turvey

Chief Financial Officer

Shirley Wigan

Chief Operating Officer

William Brennan

Executive Manager Service Operations

Larry Stapleton

Executive Manager Service Development

Susan Hawkins

Executive Manager Executive Support Services

Olive Xing

Senior Financial Accountant

Yasmin Thomas

Area Manager West Moreton

Belinda Chelius

Area Manager Metro North

Helen Halford

Area Manager Wide Bay

Rudolf Manu

A/Area Manager Metro South

Nerida Luck

Area Manager Darling Downs

Kasia O'Shea

Manager Learning and Development

Kim Baker

Manager Human Resources

Damian Perrin

Senior Recovery Mentor

INCREASING TEAM CAPABILITY



Shirley Wigan

Chief Operating Officer

Shirley graduated from the University of Queensland in 1970 with a B.Social Work. She went on to complete a Grad Diploma of Public Health and an MBA through QUT in 1995. She has worked in the public mental health sector in Queensland since 1972 and held executive level positions for the last 20 years.

Shirley has an unbroken 40 years experience in health service delivery exclusively in mental health and alcohol and other drugs since 1986. Her career strengths are in carer and consumer engagement, service development, quality improvement and service innovation responsive to emerging identified consumer and carer need. Shirley has recently been appointed to the position of Chief Operating Officer.



Belinda Chelius

Area Manager, Metro North

Belinda graduated with a Bachelor of Arts, Health Services and Social Sciences from the University of South-Africa (UNISA) and with a Master of Social Work from Griffith University, Australia. She is a social work clinician, with over 14 years practicing in the not for profit sector in the fields of complex mental health, substance misuse (dual-diagnosis) and trauma.

Belinda has extensive therapeutic , managerial and leadership skills which are transferred into her strength areas of policy development; research; project implementation, system reform and team management; clinical practice and supervision and mentoring. Belinda has experience in leading teams in complex mental health areas and joins RFQ as Area Manager, Metro North.

FINANCIAL PERFORMANCE

TREASURER'S MESSAGE



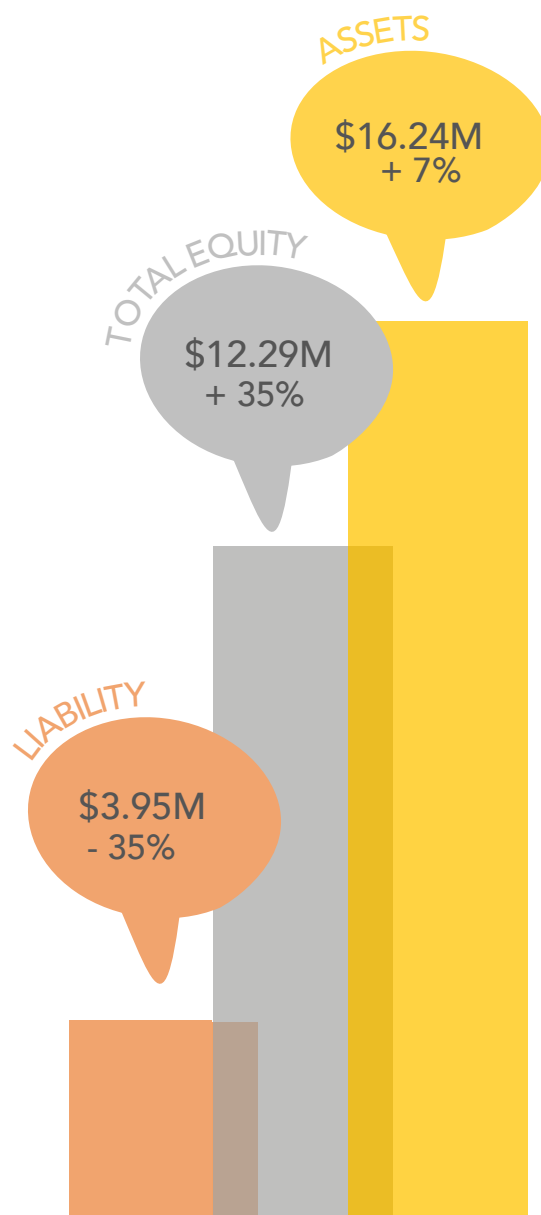
JOHN GOODMAN
Treasurer

The challenges of the future for RFQ require it to be in a healthy financial position. This was the case at 30th June 2016 with a strong end of year result including over \$10 million in cash, cash equivalents and term deposits.

The prime objective of the company is not making money but a sound financial position does enable it to confidently pursue its purpose of supporting people facing mental health challenges. To this end, there has been significant investment over the last 12 months in preparing for the impact of the National Disability Insurance Scheme (NDIS) including a new client information management system.

Behind the scenes work by CFO Andrea Turvey and her team saw an ongoing program of work to upgrade administrative and accounting processes and procedures so necessary for control and efficiency of the organisation.

In the end, it is current and future clients that benefit from the financial success and proper financial control that has been achieved at RFQ during the last financial year.



HELEN

MEMOIRS OF A SLICE OF MY LIFE



“

I was bought up in a slab hut by the Weir River in dad's timber mill. During the floods of 1956 we walked through flooded water to the house dad had built with relatives, as a workman's place. We ended up there for a few years then travelled overseas for two years, seeing London, Spain and Africa.

During my travels I met lots of different people. I was not always coping well myself but so weren't they. I was in London and there were people wanting to help me, I also recall the hostel I was staying at caught on fire. This was a very challenging time for me.

A turning point in my life was when I was sick in a hostel in London. I didn't know what was happening

to me. I felt lost and realised it was a change in me and that it was up to me. It was a whole new world and I had to get through it.

**I find strength,
meaning and
purpose in life
through people.**

People who need people are the luckiest people in the world. My relationships are important to me.

I feel well when I can carry out what I need to do without anxiety, just getting out the front door is good, this is what recovery looks like to me. A typical day for me consists of seeing my support workers for a couple of hours along with cleaning and personal hygiene. What I enjoy most

about my days, is getting out into the community and meeting new people. For fun and enjoyment I try to keep happy company and have a tippie with a friend.

Most people have heroes, I see my sisters and brothers as my heroes- they inspire me. Friends, family and Richmond Fellowship are the people who support me and make a difference to my life.

Wisdom I have gained and can share with people experiencing mental distress is that it really helps to talk with people who you trust.

If I could go back in time and talk to myself, I would say try to keep going, get help if you're feeling unwell, some people will understand and some won't, that's life. ”

SPONSORS AND PARTNERS

Every day we work with our friends and partners throughout business, government and the community to deliver better outcomes for people in recovery, their friends, families and carers. Our achievements are only possible due to the commitment and efforts of many individuals and organisations.

FUNDERS

Australian Government Department of Health
Queensland Department of Health
Queensland Department of Communities, Child Safety and Disability Services
PHN Brisbane North
PHN Brisbane South
PHN Wide Bay
PHN Darling Downs and West Moreton

GOVERNMENT PARTNERS

Queensland Mental Health Commission
Queensland Department of Housing and Public Works
Queensland Corrective Services
Queensland Department of Justice and Attorney-General
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

COUNCIL PARTNERS

Moreton Bay Regional Council
Logan City Council
Brisbane City Council
Ipswich City Council

COMMUNITY PARTNERS

Aftercare
Amergin
Arafmi
CPL
Lifeline Darling Downs & South West Qld Ltd
Arafmi Queensland Inc.

Australian Centre for Rural and Remote Mental Health
Brisbane Housing Company Limited
Churches of Christ Care
Coast2Bay
EACH
E-Mental Health in Practice
Flourish Australia
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
Mind Australia
Neami National
New Farm Clinic
Professional Practice Academy
PsychCare Services
Queensland Voice for Mental Health
School of Hard Knocks
The Brook Red Centre
Under 1 Roof
UnitingCare Community
Richmond Fellowship Australia
Richmond Fellowship Asia Pacific Forum

UNIVERSITY AND RESEARCH PARTNERS

University of Wollongong
University of Sydney
Queensland University of Technology
TAFE QLD
University of Queensland

CONSULTANTS AND BUSINESS PARTNERS

AFAY Communications
Amergin Consulting
Andrew Leggett Photography

ARC Consultancy Group
AMC Commercial Cleaning
AST Management Pty Ltd
Brisbane Convention and Exhibition Centre
Chamber of Commerce and Industry Qld
Connecting Up Inc
Creative Loop Marketing and Events
Entegy
FiftyFifty Films
Gail Browne Photography
Global-Mark
Ignite Wellness
HESTA
Insurance House
International Centre for Leadership Coaching
Interleasing (Aust) Limited
KPMG
Livingstones Australia
Masters Communications
McCullough Robertson Lawyers
Merit Solutions
MTU Training
My Colour Box
Optum
Peak Marketing
Pencraft
Perigon Group
PRISM
R&G Technologies
Remserv
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TAA Connect
Thompson Cooling
Telstra
Tucker & Cowan Solicitors
VOK Construction
Visicase
Westpac Banking Corporation

12TH BIENNIAL

ASIA PACIFIC INTERNATIONAL MENTAL HEALTH CONFERENCE

RECOVERED FUTURES

PEOPLE | PRACTICE | PARTNERSHIP | POLICY

Brisbane Queensland Australia

24, 25, 26 October 2016

Thinking about the future today

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The paper crane has long been a universal symbol of hope and healing during challenging times, representing good health, longevity, truth and fidelity.



A FUTURE RECOVERED FOR PEOPLE FACING MENTAL HEALTH CHALLENGES

WE ARE A NOT FOR PROFIT COMMUNITY OWNED ORGANISATION SUPPORTING PEOPLE FACING MENTAL HEALTH CHALLENGES FOR OVER 40 YEARS

We create an empowering future with you, inspiring hope and self belief.

TOGETHER WE RECOVER FUTURES



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