



Recovered Futures
hope|courage|choice

Annual Report 2017







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MESSAGE FROM THE CHAIR



Kathy Stapley

Reflecting on this report, I recalled words from a political leader: Look at a day when you are supremely satisfied at the end. It's not a day when you lounge around doing nothing; it's a day you've had everything to do and you've done it.

I think these words ring true for so many of us in the Richmond Fellowship Queensland community right now. All of us - from the people supported by RFQ, through families and carers, staff, Executives, the CEO and the Board Directors - are very aware of how much there is to be done to ensure our organisation doesn't just survive but thrives.

Even though we all have "everything to do" when I see the level of planning and hard work which has and continues to occur, I am confident that we will meet that challenge and get what needs to be done accomplished. This work has set us on a clear pathway to meeting the challenges ahead and I would like to acknowledge all of the people who have contributed to this incredibly important work, led by our outstanding CEO.

This is my first message as Board Chair and I am honoured and excited to have the opportunity to work with so many dedicated, energetic and hardworking people to support our RFQ vision. I am proud to have the chance to do my small part in making sure we continue supporting people in recovery and meeting the challenges of the future in a way which ensures our vision comes to be.

On behalf of the Directors and the entire organisation I would like to sincerely thank the previous Chair, Sherry Wright for her dedication and commitment over the past three years and for her continuing support. David Goener has recently been welcomed as a new member of our revitalised Board and Finance Committee. David has

impressive credentials in the finance and commerce fields and we are lucky to have him join us.

I also want to acknowledge the contributions of Mark Barry as Chair of the Finance Committee and Keren Harms as company Secretary and member of the Governance Committee.

With the increasing challenges facing the organisation the Board has taken action to ensure that we continue to develop our skills and knowledge about how to best support the organisation. The Board as a whole has enrolled in the BoardWise professional development on line learning platform and are looking forward to developing our ability to work effectively and putting the learning into practice!

One of my very first experiences with RFQ was attending the End of Year Party – I had such a wonderful time meeting lots of people including clients, families and staff and enjoying the great RFQ community atmosphere. After a break last year I am happy to know that we will be gathering again on November 8th at Victoria Park Golf Course. Please come and say hello to me, I would love to meet as many people as possible and I am sure the other Directors all feel the same.

What could be more "supremely satisfying" than knowing that "We inspire hope, and empower people, we work with all of our partners to support people's recovery and together, we can recover futures."

MESSAGE FROM THE CEO



Kingsley Bedwell

A person we have supported for many years advised the support is no longer required. He wrote generous letters of thanks to the support staff and me. His letter included words of encouragement to keep 'practising integrity' and 'manifesting moral qualities and principles'.

The letter is a reminder of the absolute trust people place in us in our work. It is a reminder of our moral purpose duty: faithfulness and giving substance to the mission and values of the organisation, realised through the Vision and Strategy policy.

The Board has extended its Vision and Strategy 2012-2016 policy to 2019 with only minor amendment. In a constantly changing operating environment, acknowledging the freshness and continued relevance of the policy is a tribute to the visionary work undertaken in 2012.

I can report to our community of interest that this year we have successfully:

- transitioned to the NDIS and achieved a smooth implementation of the workforce restructure in Darling Downs
- introduced allied health services
- managed a 46 percent increase in our workforce
- rolled out our new client information management system

- implemented a re-structure of our management team
- facilitated ongoing leadership coaching for 28 staff
- achieved re-certification against the Human Services Quality Standards
- achieved strong financial outcomes
- maintained our high standards of service delivery
- strengthened key partnerships

The successes are significant achievements during a period of unrelenting change and organisational stress, not least arising from the impact of the NDIS on staff salaries. The achievements reflect intelligent and diligent work preparing and positively positioning our operations. We can be proud of our remarkable management and staff teams and I am very grateful for their dedicated efforts.

Importantly, it is a pleasure to report that these successes have been achieved without losing sight of and keeping faith with our mission and values. We can be proud of the moral character of the organisation and the continuing commitment to achieving exceptional standards of service to people.

I referred to our financial outcomes and I can report to our community of interest the company is in a strong financial position. While income



has shown a slight decrease, we have realised a profit. A ten percent increase in equity (13.7M) along with a strong cash position means the company can positively pursue its mission and face the challenges ahead.

A management restructure has revitalised the leadership team and we are fortunate to have exceptional people in these roles. The capability and dedication of all our staff ensures a positive future for the company. This annual report provides testimony to the special people we have working for RFQ, with staff stories of their own lived experience and motivation for this work.

Board Chair, Kathy Stapley, has referred in her report to the revitalisation of the Board and which also positively positions the company for the future. I am grateful for Kathy's positive support in the Chair / CEO relationship, a key relationship for sound governance.

RFQ nurtures a culture that inspires hope and celebrates courage and choice. This annual report provides testimony of this culture in our RFQ community and the human courage of people, with people sharing their recovery stories. We thank them and all of the people we support and their families for placing their trust in RFQ.

I acknowledge everyone who provides leadership at every level of the organisation. You are moral trustees of the future of RFQ.



THE YEAR IN HIGHLIGHTS

- We received feedback from Independent auditors Global Mark that client feedback was consistently positive and interactions between support workers and clients demonstrated a highly respectful, empathetic and professional relationship
- We successfully established the NDIS service in Toowoomba and supported clients to access NDIS packages that meet their needs
- We developed an RFQ NDIS Getting Ready workshop and associated resources to enable staff to support clients transition to the NDIS
- We developed a Capability Framework and set of new position descriptions to support the workforce change process
- We developed an Outcomes Framework and associated training materials to strengthen our service delivery and evidence of performance
- We introduced a Client Information Management System to support goal planning and actions, measure outcomes, manage budgets and increase efficiency
- We introduced Allied Health Services to provide assessments and capacity building therapeutic supports under the NDIS & PIR
- We partnered with PCYC to deliver Healthy Bodies Healthy Minds programs in our Darling Downs, West Moreton, Metro North and Metro South regions
- We are actioning review recommendations for our Redcliffe, Caboolture and Ryan's Place Recovery Centres, in partnership with clients
- We invested in staff leadership development with twenty-eight staff participating in Leadership Coaching with Alex Couley, International Centre for Leadership Coaching
- We hosted and participated in over 10 Queensland Mental Health Week activities across five regions
- we provided peer-led exploration on recovery and wellbeing through the delivery of 44 Peer Zone workshops to 220 clients across Metro North and South
- We delivered a guest lecture through our Senior Recovery Mentor to QUT Social Work Students on the topic 'Real Stories/Real Science'
- We trained staff in Sensory Approaches for Health and Wellbeing across five regions and are developing new programs for clients to be delivered across all regions

Recovery Supported

Achieving service excellence

Connections Built

Strengthen our strategic engagement



- We partnered with Mylestones Employment to support people to connect to the competitive employment market
- We partnered with The Way Forward program (Metro South Addictions & Mental Health Service) to support Aboriginal and Torres Strait Islander people to connect with culturally appropriate services
- We partnered with SANE Australia to deliver a safe online peer support platform for people affected by mental illness, families and carers with over 187 registered users
- We coordinated the delivery of group work activities (through our PIR services) including Healthy Bodies Healthy Minds, Wise Choices, Intentional Peer Support Training and relaxation workshops
- We received funding from the Ipswich City Council Community Development Grant to successfully deliver monthly art therapy sessions for clients in West Moreton, facilitated by Art Therapist Trevor Horsnell
- We received funding from the Ipswich City Council Christmas Grant to host a Christmas Party for clients, in collaboration with Jacaranda Clubhouse and Churches of Christ Housing
- We formally reviewed the West Moreton Personal Support Program, funded by Queensland Health
- We developed partnerships with businesses in Toowoomba including the RSPCA to deliver capacity building programs for clients
- We are fostering a new relationship with USQ to mentor Human Services Students throughout their student placements
- We presented 'Maintaining Hope in Changing Times' at the Community Services Industry Forum
- We presented outcomes of our work supporting forensic clients at The Park Centre for Mental Health Allied Health Leadership Forum, through Area Manager Yasmin Thomas
- We celebrated the 10 year milestone of the Transition, Reintegration, Recovery and Support Service [TTRanS] during which time more than 1500 people leaving correctional facilities have been referred to the service
- We contributed to the mental health policy discourse through the CEO's membership of the Queensland Mental Health Commission Advisory Council

Growth Planned

Ensure future sustainability

Awareness Raised

Influence change in the community

MARK'S STORY OF RECOVERY

"Alive for 50 years, only living for the last two... I found a clear vision for my future and reasons to change, and the hope and belief that I could succeed"

My name is Mark, I have been alive for 50 years, but I feel like I have only started living in the last two. I grew up with six siblings, one with significant disabilities. I lost my father when I was quite young, and I remember it was hard for mum raising all of us kids. I always remember her love for me though. I enjoyed school and was talented at football, playing on representative teams.

As a young teenager I was placed in 'the care and protection of Children's Services', in what one would at that time have called a 'boys home' in Brisbane. It was a terrible, harsh environment back then. It was the first time I had been separated from my family. I tried to go back to school and resume football after that in but things didn't work out. As an adult I ended up in and out of prison for 30 years.

In the last few years I started to feel that I had given enough years away to the system and there was more that I could do with my life. I had always held some hope for myself but had never felt that anyone truly believed in me or supported me to do better for myself. It was the first time I had ever asked for help, or talked about mental health, when I asked to see Richmond Fellowship at Maryborough Correctional Centre.

From 2015 to 2017 I talked about my experiences, my strengths and reasons to change my life. I developed a vision for myself, and although I experienced many set-backs and at times wanted to give up seeking parole and just serve out my sentence in prison, I was continually encouraged by my support worker to create the new life for myself that I was starting to imagine.

RFQ helped me find accommodation and whenever I felt things were too hard in those

*"Alive for 50 years,
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and belief that I could succeed"*

first couple of months it was so important that someone believed in me and helped me focus on what I really wanted for myself. Now I have my own place and I am painting every day. I treat it as a full time job. It's also a way that I keep my mind occupied and forget about my worries.

Recently a disability employment service provider referred me to the New Enterprise Incentive Scheme so I can establish myself as a sole trader in an art business. Apart from exhibiting and selling my art I would like to teach art workshops. For some people it could be a way to express their emotions or a social activity that helps them in their recovery.

I have plans to write a book about my life experiences and recovery, and one day when I feel more confident in how far I have come I would like to do some public speaking, to inspire others to believe in themselves, or to have a bit more understanding of mental health and the importance of support. By this I mean both support services but also having someone who can connect with you and believe in you.

Some of the biggest turning points in my life took place in the last two years. This included finding the strength to step forward and ask for help. Most importantly I found a clear vision for my future and reasons to change, and the hope and belief that I could succeed.

Mark is a current client of the Maryborough TRRanS Program.



KATIE'S STORY: CELEBRATING COURAGE

"I desperately wanted to be a voice for people. I wanted to show everyone, recovery is possible"

I was what some would call 'successful'. Working overseas, leading national project teams in Australia, managing large teams in business and living life to the fullest. I was outgoing, creative, innovative and I loved a challenge. My husband and I travelled the world. If I didn't understand something – I learnt it (hence why I am also a qualified Flour Miller!)

"I desperately wanted to be a voice for people. I wanted to show everyone, recovery is possible"

But then it all changed. I went from confidence and coping to not even being able to care for myself. Some days, I didn't get out of bed. I was unreliable. I felt I had no purpose, no meaning. I didn't recognise myself. Everything changed. Family, friends, it was new to us all.

Throughout those 12 years I kept trying. I knew this wasn't 'me'. I was so frustrated that many in the health industry pigeon holed me. I was a mental health patient first, and then Katie second. Recovery was not a word I heard. I heard chronic and lifelong. How could I go on? People were scared to interact with me. It felt like modern day 'leprosy'!

Some days it was hard to keep fighting. Some days the burden was too much. Here I was, a highly educated person, unable to remember in the morning I needed to have breakfast. But that's what mental illness does. I couldn't trust myself. I was beyond exhausted.

So, I went back to what had worked in the past - Lists, prompts, and learning. I knew this wasn't me. I wanted my life back. So, I kept fighting. If something wasn't working, I tried hard to change it. I needed a 'team' on my side.

And then I recovered. I found a team that listened and looked for answers. I have a common hormonal disorder – this disorder can result in mental illness for women. It resulted in severe depression, anxiety and schizophrenia. Through diet, exercise and treatment I have fully recovered.


Throughout my illness I went back to study Counselling. I moved jobs into the Mental Health Industry. I desperately wanted to be a voice for people. I wanted to show everyone, recovery is possible. It is different for everyone, but it is possible.

I'm back!

I am not angry for losing all those years to an illness. I am thankful for what I learned.

This Katie is so much more than I was prior to my illness – I'm more creative, curious of people, joyful, (sometimes a bit too loud), super organised, has extreme attention to detail, reliable, and I am so grateful for my lived experience. I listen, I look for answers for everyone.

I am not angry for losing all those years to an illness. I am thankful for what I learned. I want to give hope. I am so passionate that with the right



Katie Cheesman worked as a Support Worker with the West Moreton team and recently finished up to spend time with her daughter

support and encouragement, and a wonderful allied health team that takes the time to listen to you as an individual, you can have purpose again. Sometimes you need to 'look outside the box'. If something isn't working, try something else.

There is great stigma with mental health. It is breaking down, but it is still there. I have felt it. I have been seen too many times as 'just' my mental illness and not all my skills. That is sad

and tragic – as the full Katie is far more than just a 'Lived Experience'.

My hope for the future is that we don't pigeon hole people by what they can't do, but what they can do. We must look to different ideas and focus on the strengths of people – the whole person, not just the illness.

CELEBRATING COMMUNITY





PETER BEASLEY



My name is Peter Beasley and I have been a client of Richmond Fellowship for many years. My support workers have been very supportive of me through my NDIS journey. They have assisted me and helped me to understand what the NDIS is and how it will help me to live the life I want to live. It has meant a lot to me to be given the opportunity to explore and achieve my goals at this time in my life. In my plan I was able to receive support to help develop my skills in photography as well as computers

and woodworking and to develop social opportunities. It feels good when you receive your plan and are able to see all the support you are receiving.

I feel I have received a really good outcome and have a lot more support now than what I was receiving before being hooked up to the NDIS. I feel the NDIS can go a long way to helping myself and others.

KYLIE HARPER

I am a Broncos fan and every year I hold a Season Ticket. Each year I go to the Fan Day. We have had Fan Days at Australia Zoo, Dream World and Aussie World. My favourite Fan Day was at Suncorp Stadium. We were able to go into the dressing rooms. We played footy on the field with the players and I got signatures from the players.

I had a nervous breakdown in 2003. I had health problems and a relationship that broke down. I was at school. I had been active in sport and represented Queensland in indoor cricket and basketball. I now walk and swim to stay healthy.

I like to listen to music and go to the footy.

I have been attending the hall at Redcliffe for a long time. It was at the Redcliffe Show that Geraldine, my support worker, told me about volunteering at the Caboolture Hospital in the Mental Health wards. I went to an interview. I was chosen to volunteer on the wards. I talk to patients and encourage them to participate in activities. This was a turning point for me.

My advice to others is to stay good and healthy. I hope in the future to stay out of hospital.

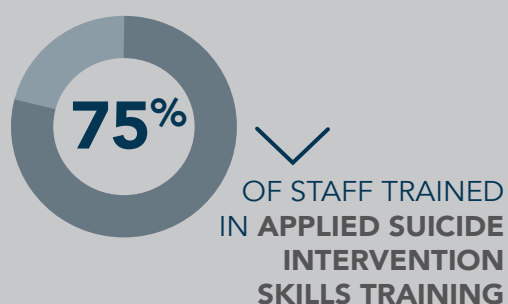


PEOPLE AND CULTURE

RFQ's agility as an organisation has been demonstrated by its ability to respond to changes in the operating environment over the last 12 months. Staff's commitment to lifelong learning has created firm foundations

for our future. In 2016/2017, our learning and development curriculum has responded to these changes, with a focus on establishing evidence of positive outcomes and finding efficiency in time and resources.

TRAINING



94% OF STAFF TRAINED IN ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL COMPETENCE



28 STAFF PARTICIPATED IN THE LEADERSHIP COACHING PROGRAM



5 CEO STAFF FORUMS HELD TO PREPARE STAFF FOR CHANGES IN OUR OPERATING ENVIRONMENT

WORKFORCE



BOARD OF DIRECTORS

FOUR MALE **FOUR** FEMALE

EXECUTIVE MANAGERS

THREE MALE **ONE** FEMALE

MANAGERS

SIX MALE **TWO** FEMALE

MALE FEMALE

4 VISICAKES EATEN TO CELEBRATE THE ROLL OUT OF OUR CLIENT INFORMATION MANAGEMENT SYSTEM

46% GROWTH IN WORKFORCE

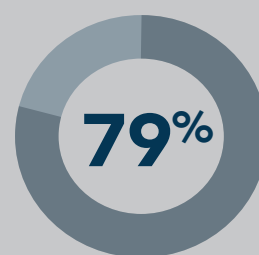
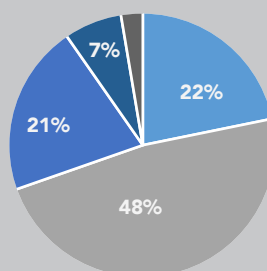
2015/16
2016/17

LAST YEAR

THIS YEAR

70%

OF THE WORKFORCE HOLD A POST GRADUATE OR GRADUATE QUALIFICATION



OF STAFF ARE EMPLOYED IN FRONT LINE SERVICE DELIVERY

8 STAFF CELEBRATED 10 YEARS OF SERVICE



Bachelor Degree
 Masters/Post Graduate
 Diploma
 Certificate IV
 Certificate III

LEARNING AND DEVELOPMENT



LIFELONG LEARNING

We are committed to research and evaluation and strive for continuous improvement within our organisation and across the wider mental health community. We contribute to research and evaluation that grows our understanding of what benefits people in recovery. This year we:

- supported research through the University of Queensland, to develop an understanding of what contributes to therapeutic and non-therapeutic interactions and outcomes for people with a mental illness during their interaction/s with police
- supported research through Queensland University of Technology, to investigate the experience of boredom with people who have been diagnosed with Major Depressive Disorder

RFQ AMBASSADORS

We are fortunate to have leaders who are committed to RFQ's mission and values, nurturing a culture of hope that mental health recovery is possible. They are culture bearers because of how they think and feel, what they believe and say, and their openness to change. This year we:

- invested in developing our leadership capacity by extending the Leadership Coaching Program to emerging leaders, with 28 staff participating

CONTINUAL IMPROVEMENT

The ability to provide evidence to clients, families, the community and funders of the positive outcomes of our work is central to our mission focus. We remain committed to our Model of Practice by empowering people, learning from every opportunity and challenging one another to improve the way we do things. This year we:

- developed a tailored training program and resources to support the implementation of the Client Information Management System
- developed an Outcomes Framework and associated training materials to strengthen our service delivery and evidence of performance
- developed a Client Safety Assessment/Plan and training materials, informed by the theory and practice championed by Rachel Perkins (UK)
- extended our training curriculum to offer Sensory Modulation, Hearing Voices Collective and Working Effectively with People with Personality Vulnerabilities

RECOVERY OUTCOMES



WEST MORETON PERSONAL SUPPORT PROGRAM

A review of the West Moreton Personal Support Program was undertaken in collaboration with the West Moreton Hospital and Health Service..

REVIEW PURPOSE

The purpose of the review was to

- measure how the program has added value to the clinical services delivered by West Moreton Hospital and Health service (WMHHS)
- identify whether the program has resulted in positive outcomes for clients, and
- identify any opportunities for enhancement to the service delivery model

The program provides personalised psychosocial recovery support to adults (18 - 64 years) experiencing severe and persistent or episodic mental illness, with the aim of improving quality of life and psychosocial functioning.

At a local level, both RFQ and the WMHHS agreed that the funding would be best utilised through services linked to the Park Centre for Mental

Health, the Ipswich Hospital Acute Inpatient Unit and the WMHHS Rural Team.

RECOVERY OUTCOMES

- All clients were able to articulate what recovery means to them
- Clients noted that the support provided met their expectations, reporting an average satisfaction rate of 90%
- 100% of clients identified that their RFQ Support Worker supported them either "very well" or "well"
- All clients felt they could openly express their thoughts and opinions about RFQ support to staff, and noted they felt their opinions were valued
- 100% of clients felt that RFQ's support enabled them to stay safe and well in the community and "definitely helped" with their recovery
- Clients described RFQ's support as "knowing you're not alone" ; "helping me know how I'm feeling" ; "getting out and meeting other people" ; "tailored to my needs" ; "I was treated equally" and "RFQ made recovery fun"

RECOVERY MENTORING



Peer support - known in RFQ as recovery mentoring - involves mutual support and self-help initiatives, a contribution to recovery outcomes, a lived-experience perspective and the sharing of that wisdom. It is a natural extension of RFQ's recovery-oriented practice.

RFQ Senior Recovery Mentor Damian Perrin shares his highlights from the past year.

AWARENESS RAISED

- We raised awareness of client engagement, participation and peer work issues through presentations at the Mental Health Professional Network
- We continued to support QUT Social Work Students understand recovery through a guest lecture 'Real Stories / Real Science'

CONNECTIONS BUILT

- We partnered with SANE Australia to deliver a safe online peer support platform to consumers, families and carers, with over 187 registered users
- We partnered with the Metro North HHS Consumer Consultant to co-facilitate WRAP workshops in Caboolture
- We participated in the Brisbane North PHN Peer Participation Network and FSG Peer Network

RECOVERY SUPPORTED

- We provided peer-led exploration on recovery and wellbeing through the delivery of 44 Peer Zone workshops to over 220 clients across Metro North and South
- We facilitated Men's Recovery Groups in Redcliffe and Caboolture for men to share their personal experiences in relation to wellbeing, growth, meaning and relationships
- We continued to deliver Hearing Voices groups co-facilitated by the Senior Recovery Mentor

GROWTH PLANNED

- We are developing a contemporary approach to Peer Work Practice at RFQ that draws on organisational psychology, management and cultural theory
- We are developing a model of co-production to enable greater client voice, participation and engagement in RFQ

CELEBRATING OUR STAFF COMMUNITY

Our shared organisational culture unites RFQ staff. We raise awareness and celebrate our successes.



SUPPORTING COMMUNITY

Raising funds for
Jeans 4 Genes Day &
RSPCA Cupcake Day





RAISING AWARENESS

We raised awareness by exhibiting at a number of NDIS and mental health expos and at various Mental Health Week events.



CELEBRATING SUCCESSES

The West Moreton, Metro South & Darling Downs teams celebrating a successful roll out of our new Client Information Management Systems (VisiCase)



MAAME'S STORY OF HOPE COURAGE AND RECOVERY

*I'm thankful for my struggle because
without it i wouldn't have stumbled
across my strength.*

My story begins as a child living in Sierra Leone in a small village called Koindu where I lived with my parents and six siblings. My dad was a politician in Sierra Leone before the war started in 1990. Little did I know, that one traumatic event one evening when I was only eight years old would change the rest of my life forever.

I remember being at home with my family one evening in our living room when the rebels forcefully entered my home. They walked into the living room and decapitated my father right in front of me and my family. All I remember hearing was run for your life. So I ran, I ran away from the house and fled into the forest, I found myself alone, rambling through the forest for a week. I had no possessions, only the minimal clothing on my body and I survived on grass. I managed to find my way to a main street and joined a moving truck (It was later explained to me that the other passengers on the truck were also running from the war). The truck ended up in Guinea but my journey had only just begun. I begged a family on the truck to take me with them. Six weeks after I ran from home I eventually arrived in a refugee camp in Ghana and I had no idea if my mother or siblings were still alive.

One morning I walked from the camp (usually a 45 minute drive) to the city and worked at a number of houses cleaning and sweeping in exchange for food and sometimes money for transport. It was unrelenting work just to be able to survive. I did this for the next eight years. Between the age of 13 and 14, there was a house that I was

Maame is a support worker for the Independent Living Service, Brisbane



permanently working at, I would be there morning and afternoon cleaning. One afternoon to my surprise one of the sons came home from school. He came downstairs and asked for his food, the mother did not mention him previously so I didn't know who he was. I had just finished preparing and serving his food that afternoon when I was jumped on from behind and sexually assaulted. I told the lady of the house what had happened, but she did not believe me and I was thrown out of the house. I was in physical pain and ended up walking to the next house to get help. After explaining my situation to the landlord (he was also a pastor at a nearby church) I was allowed in to wash down and eat. My story was checked with the lady of the other house but she denied that anything had happened. The pastor took me in as his own but warned the lady of the other house that if I was to get pregnant from the attack they needed to take responsibility.

Several weeks on from that incident, I was living in the pastor's house, they had become like my adopted family. One day, a lady came to visit the house, when she saw me she immediately could tell that I was pregnant. The wife examined me and confirmed I was pregnant by taking me to have an ultrasound. I was given medication to ensure the baby was healthy.

Some months later I gave birth to a healthy baby girl. After I delivered my daughter, she was taken from me. The mother of the boy who attacked me wanted her son to know the baby as he would be travelling for the next two years and would miss his opportunity. The lady taking care of me, I call her Maame (which means mother in the local language), told me that my baby has a right to know her father and that I deserved to have an education. A two week agreement turned into six months of not seeing my baby. I know I was young but I felt the mother in me, I managed to track down my baby and reported the case. After a long and difficult process, I got my daughter back and continued with my life.

My journey to Australia was a very complex but rewarding experience. I learnt that my sister was alive and living with her husband in Australia. She had put a request through to get the Red Cross to bring me over. The Red Cross contacted me and I was in disbelief, I remembering saying "no, my family is dead" to which the Red Cross worker replied, "no they are alive in Australia and want to bring you over". After receiving this information, I felt a range of emotions. I didn't want to leave my home and the comfort that I had created there.

After a long process my visa was approved and I moved to Australia (Wagga Wagga) in 2010. I lived with an uncle but three months later I moved out on my own with help from the Multicultural Council Wagga Wagga, a centre that assists in migrant integration in Australia. After being in Australia for a while I was also able to put in an application to bring my daughter over.

For me, working in the mental health and disability sector was a natural choice. Despite my story and setbacks in life, my spirit remains strong and I truly hold a passion for helping people. I experience depression and anxiety due to my past but I'm strong enough to work through these. I can recall the grandfather of the house that I was living in experienced severe mental health issues. I devoted myself to taking care of him and began studying nursing. I looked after the grandfather until he passed away. The son living in the house also suffers with severe mental health challenges and I want to be able to go back and help him.

There so many people that are in need of our help and this has been a pivotal factor for me getting into Mental Health work. In 2013 I applied to work for RFQ when I was living in Canberra, but was unsuccessful so when I was offered a position this year I was so excited. The RFQ values of resilience, empowerment, compassion and diversity are ones that I truly connect with and am excited to support people in their recovery.

CODY

My name is Cody, I'm deaf plus I have autism and I also live with mental health issues.

I come to Richmond Fellowship Caboolture to make new friends, socialise and look after my mental health and wellbeing. It's a really good service here and the staff are excellent. They help me with achieving my goals and with managing my mental health and wellbeing.

At the moment, I'm writing a book called empower disability into ability and it talks about my disability and mental health providing awareness for those who don't know about my disability and mental health.

I currently have my own facebook page called 'empower disability into ability' the page promotes awareness of disability rights as well as being a platform to share my lived experience and expression of mental health into the wider community.

At the moment I write music and am learning how to play guitar and piano. Soon I'll be getting a cochlear implant, I'm looking forward to this new chapter in my life as it will help with my anxiety and will allow me to build more confidence in communicating with people.

I want to thank Richmond Fellowship Queensland for their ongoing support because without them I would not be here today.



LOOKING TOWARDS THE FUTURE

In a rapidly changing world, we never lose sight of the people we support. We invest in the organisation's future, as a service and employer of choice.

Over the last year, RFQ increased its investment in marketing and communications by creating a dedicated Marketing and Communications role to build on our collateral, social media presence and brand awareness in the community.

RAISING AWARENESS

- We sponsored a number of events to increase awareness of recovery and RFQ's brand including the Brisbane Mental Health Expo and the National NDIS Mental Health Conference



- We boosted our brand awareness through collateral production and distribution doubling our promotional products
- We developed and distributed a bi-monthly RFQ E-Newsletter to celebrate our community, acknowledge client and staff achievements, streamline information and increase connections for programs and clients
- We raised awareness of recovery and RFQ services by hosting and participating in over ten events across five regions during Mental Health Week

SOCIAL MEDIA

- We connected with over 1600 followers across Facebook, LinkedIn & Instagram

GOVERNANCE AND LEADERSHIP



Board Directors



Kathy Stapley
CHAIR & CHAIR GOVERNANCE
COMMITTEE



Keren Harms
DIRECTOR & SECRETARY



Mark Barry
DIRECTOR & CHAIR FINANCE
COMMITTEE



David Geoner
DIRECTOR

CEO & Executive Team



Kingsley Bedwell
CHIEF EXECUTIVE



Andrea Turvey
CHIEF FINANCIAL OFFICER



Sarah Childs
EXECUTIVE MANAGER
CLINICAL & SERVICES



Kasia O'Shea
EXECUTIVE MANAGER
PEOPLE & CULTURE



Sherry Wright
DIRECTOR



Mike Clare
DIRECTOR



Tom Meehan
DIRECTOR



Gloria Ryan
DIRECTOR



Larry Stapleton
EXECUTIVE MANAGER
SERVICE DEVELOPMENT



Sarah Harvey
EXECUTIVE ASSISTANT

Senior Management Team

Yasmin Thomas*	Area Manager Metro South
Helen Halford	Area Manager Wide Bay
Davina Sanders	Area Manager Metro North
Laura Lattanzio	Area Manager Darling Downs
Karla Hamlyn	Area Manager West Moreton
Rudolf Manu	Assistant Area Manager MN
Debra O'Sullivan	Assistant Area Manager DD
Damian Perrin	Senior Recovery Mentor
Olive Xing	Senior Financial Accountant

*Yasmin Thomas was until recently also Area Manager for West Moreton



NAVIGATING THE SEA OF POSSIBILITY

PAUL JUSTICE

*My journey to navigate and manage
my mental health recovery and
wellness upon the challenges of
change and life circumstances.*

My journey starts with the “acceptance” of me in my own consciousness towards the direction I have chosen to take in life. I can be drifting along or I can navigate the environment of my life circumstances. I have learnt skills and a wellness toolbox through connecting with people and reading and understanding the knowledge they have shared and gained through their life experiences. I value and need, dream, hopes, fears, adventure, discovery and challenges.

I am currently with RFO in Redcliffe at the Recovery Centre. I value the connection with

people I have met within the organisation and the opportunity to be involved within the community and region. I am actively involved with networks, workshops, training, forums, activities and outings within the centre. I have made friendships that I value so much and that have influenced my life and given me insights into my own health and wellness. I feel a part of the local community that has changed my attitude and mindset and which at times have challenged me. There are so many things I have learnt and are still learning particularly how important a person’s story is in shaping their identity and journey through life.

I think some of the biggest turning points in my life have been the crises I face losing people that have influenced my life. I am taking the steps to face challenges and skills to navigate my journey and manage the flow of my health and wellness. I manage my mental health by connecting with supportive people like my family, friends and supports in the community. Everyday can be a challenge but it also creates opportunity of hope, value, purpose and direction.

I am currently working as a Peer Support worker at a Mental Health Organisation called Connections INC in Caboolture, after studying and getting my certificate IV in Mental Health and Peer work. I am learning many new things and facing many challenges in this role, it has created a lot of opportunity to learn and to give back from so much I have received from other people. I am grateful as I do have so many supportive people and influences in my life. The skills and wellness tools I have learnt from these

people and my own life experiences help remind me to be consciously aware of my own health and wellbeing.

I hope to create a career for myself in the mental health field to assist and help other people to find similar purpose and hope in their futures. I want to be a role model for people. I am continually learning and growing. I have hopes of travelling and learning from different cultures, traditions and lifestyles here in Australia and overseas.



Paul is a client of the Redcliffe Recovery Centre

FINANCIAL PERFORMANCE

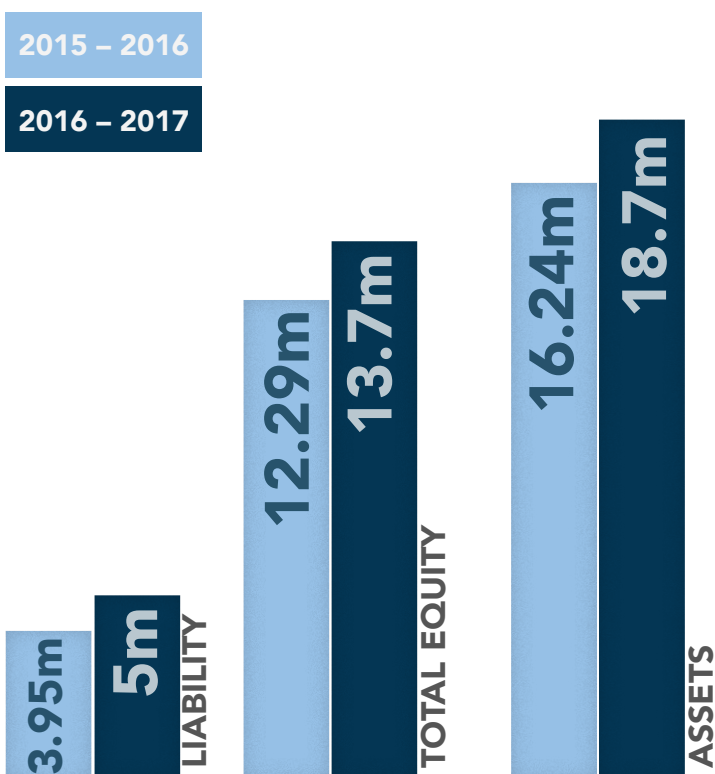
"We can report to our community of interest the company is in a strong financial position. A ten percent increase in equity (13.7M) along with a strong cash position means the company can positively pursue its mission and face the challenges ahead"

Finance Committee

Mark Barry	Chair Director
David Goener	Director
Kingsley Bedwell	CEO
Andrea Turvey	CFO
Olive Xing	Senior Financial Accountant

Auditors

KPMG Australia



"A strength of the company is the advanced financial analysis and reporting provided by its exceptional CFO Andrea Turvey and Finance Team, enabling sound decision making, creative planning and fiduciary oversight"

- Chief Executive

SPONSORS AND PARTNERS

"...We work with all of our partners to support people's recovery and together, we recover futures"

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.

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 Central Queensland, Wide
Bay and Sunshine Coast
Aftercare
Lifeline Darling Downs & South
West Qld Ltd

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 HHS Mental Health
Services
Metro South HHS Addiction and
Mental Health Services
West Moreton HHS Mental Health
and Specialised Services
Darling Downs HHS Mental Health
Services
Wide Bay HHS Mental Health
Services
Workcover Queensland

COUNCIL PARTNERS

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

COMMUNITY PARTNERS

Aftercare
Anam Cara (Centacare)
Australian Centre for Rural and

Remote Mental Health
Brisbane Housing Company
Limited
Brook RED
Centre for Cultural Competence
Australia
Churches of Christ Care
Choice Passion Life
EACH Housing
E-Mental Health in Practice
Flourish Australia
Focal – Pathways program
Footprints
Gallang Place Aboriginal & Torres
Strait Islander Corporation
Harmony Place
Healthy Options
Horizon Housing Company
Jacaranda Clubhouse
Lifeline Darling Downs & South
West Qld Ltd
Life without Barriers
Lives Lived Well
Micah Projects Inc
Mental Illness Fellowship
Queensland
Mind Australia
Mylestones Employment
Neami National
New Farm Clinic
Police Citizens Youth Club
Professional Practice Academy
PsychCare Services
OZcare
Quality Lifestyle Support
Queensland Voice for Mental
Health
QuIHN
Rural and Remote Mental Health
Richmond Fellowship Australia
Richmond Fellowship Asia Pacific
Forum
School of Hard Knocks
Stepping Stones Clubhouse
Suicide Programs
The Brook Red Centre
Under 1 Roof
UnitingCare Community

Warrina Services
YFS

UNIVERSITY AND RESEARCH PARTNERS

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

CONSULTANTS AND BUSINESS PARTNERS

Art of Ahimsa Photography
AMC Commercial Cleaning
Chamber of Commerce and
Industry Qld
Connecting Up Inc
Fuji Xerox
Global-Mark
HESTA
Insurance House
International Centre for Leadership
Coaching
Interleasing (Aust) Limited
KPMG Australia
Livingstones Australia
London Fire and Safety
McCullough Robertson Lawyers
Merit Solutions
MTU Training
My Colour Box
Optum Australia
Pencraft
Perigon Group
Pure source Recruitment
R&G Technologies
Remserv
Summit Fleet Leasing
TAA Connect
Thompson Cooling
Telstra
Tucker & Cowan Solicitors
VOK Construction
Visicase
Westpac Banking Corporation





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



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Fellowship
Queensland

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