



Recovered Futures

hope | courage | compassion

Annual Report 2018





Recovery Supported

Achieving service excellence

Connections Built

Strengthen our strategic
engagement

Growth Planned

Ensure future sustainability

Awareness Raised

Influence change in the community

CONTENTS



CELEBRATING COMMUNITY 14



INDIGENOUS SERVICES 24



PEOPLE AND CULTURE 28

THE YEAR IN HIGHLIGHTS	4
MESSAGE FROM THE CHAIR	7
MESSAGE FROM THE CEO	8
OUR SERVICE DIVERSITY	10
ALLIED HEALTH SERVICES	12
CELEBRATING COMMUNITY	14
2018 RECOVERED FUTURES ART EXHIBITION	18
EVIDENCE BASED SERVICES - HOSPITAL TO HOME	20
OUR H2H EXPERIENCE	22
HIDDEN BEAUTY	23
INDIGENOUS SERVICES	24
SAFE SPACE CABOOLTURE	26
EMPOWERING DISABILITY INTO ABILITY	27
PEOPLE AND CULTURE	28
GOVERNANCE AND LEADERSHIP	30
COMMUNICATING THROUGH THE ARTS	32
FINANCIAL PERFORMANCE	33
FUNDERS AND PARTNERS	34

THE YEAR IN HIGHLIGHTS

- We successfully achieved a merger of MIFQ and RFQ leveraging the experience, knowledge, skills and linkages present in both organisations
- We established an indigenous unit leveraging the extensive experience, knowledge, skills and linkages of an indigenous leader
- We reviewed our Recovery Centres and co-designed a Group Menu including Skill Building Programs, Peer & Recovery Programs, and Social Recreational & Community Connection Programs
- We extended our successful 'New Sensations' program (Sensory Modulation) to Brisbane South and North, Wide Bay, West Moreton and Toowoomba
- We partnered with PCYC Queensland to deliver Healthy Body Healthy Minds program across Brisbane South and North, Wide Bay, West Moreton and Toowoomba
- We developed and delivered Art Therapy and Creative Connections programs workshops across our regions
- We presented five papers at the Healthy Futures Asia Pacific Conference – Auckland
- We successfully maintained our unqualified annual financial audit
- We successfully delivered series one and two of Wise Choices in Brisbane and West Moreton and have developed and commenced delivery of the series three program - building capacity in people to help make productive decisions for themselves
- We hosted the first Safe Space site in partnership with Wesley Mission, Aftercare and the HHS at our Caboolture Recovery Centre
- We partnered with Aftercare in Brisbane North to deliver WRAP workshops for clients in Caboolture
- We enhanced our commitment to service excellence with increased dedicated resources in our quality team - guiding us to a successful outcome with the Human Services Quality Framework audit
- We achieved high levels of consumer satisfaction reflected in our annual surveys, forums and reviews
- We supported the professional development of eight students through placements across five faculties in Australian tertiary institutions
- We successfully transitioned clients and staff of an insolvent agency on the Gold Coast, Logan and Ipswich at the request of QH
- We hosted a successful 2018 Recovered Futures Art Exhibition in King George Square, with over 250 art pieces by 139 artists, raising awareness of recovery
- We hosted a World Mental Health Day event at the Exhibition, emceed by Lady Jane Edwards, with guest speakers Commissioner Ivan Frkovic (QMHC) and Cr Peter Matic (BCC)
- We raised our brand profile and awareness of recovery by leading and participating in 13 Mental Health Week events and gaining media coverage in metro and regional news
- We achieved significant outcomes in our Metro North H2H program validated by the finding of an independent evaluation
- We launched the H2H program in West Moreton, Brisbane South and Toowoomba
- We increased the number of staff employed from 152 to 370, now supporting clients across seven Hospital and Health Service districts
- We successfully established the NDIS service in Brisbane, Gold Coast and Fraser Coast and continue to support clients to access NDIS packages



- We continued to develop our Client Information Management System in response to organisational development and strategy
- We enhanced our Allied Health Services with the appointment of 10 Occupational Therapists and three dietitians
- We invested dedicated resources to manage our Allied Health Service, with the Appointment of Anneliese Russell, an experienced mental health practitioner with over 20 years experience in Occupational Therapy
- We continued to invest in staff leadership development with 28 staff participating in leadership coaching with Alex Couley, International Centre for Leadership Coaching
- We refined and continue to deliver tailored training and resources for staff in preparation for NDIS transition and Planning for Positive Outcomes
- We successfully transitioned over 300 clients to the NDIS across Gold Coast, Brisbane, Ipswich, Toowoomba and Bundaberg

- We extended our services to more people with a hearing impairment, and employed a further two AUSLAN Support Workers
- We expanded the delivery of Allied Health Services across all areas and are being funded through NDIS (Therapeutic Supports), PIR and the PHN (Darling Downs and West Moreton)
- We increased the capability of our Recovery Support Workers and Occupational Therapists through training and supervision in the set-up and delivery of the Sensory Safe Space at Caboolture Recovery Centre
- We increased its capability to deliver programs by leveraging the extensive experience, knowledge, linkages and skills of a former CEO of MIFNQ and SOLAS who was appointed Executive Manager Northern Queensland
- We met the KPI's of the operational Strategic Plan, giving effect to the Boards four (4) strategic priorities



MESSAGE FROM THE CHAIR



Mark Barry

Having come to the role of Chair in September 2018, I have taken over from Kathy Stapley who served the entire 2018 financial year as Chair. On behalf of the Directors and Office Bearers, I would like to thank Kathy for her dedication and commitment for her period as Chair. In July, due to a job change, Kathy expressed her regret in forwarding her resignation and the Board reluctantly accepted it.

In both Board Chair and Chair of the Governance Committee roles, Kathy had a strong belief in all aspects of governance, particularly transparency, accountability, stewardship, education and ethics. She believes, as I do, that adherence to a strong governance culture cascades through any organisation.

David Goener has taken over as Chair of the other major sub-committee, the Finance Committee and Keren Harms remains as Secretary and member of the Governance Committee. Bob Steele has joined the Board as at 1 August. My thanks to all Directors for their ongoing contribution.

I can clearly remember attending Richmond Committee fundraising events in the late 1980s. They were one of the most successful events of the year. RFQ is a different organisation almost 45 years after establishing a Queensland Richmond Fellowship presence. While it has grown in size and reputation year on year, its

primary focus remains centred on those people who seek support from RFQ, along with their families and carers.

The 2018 year was particularly challenging with the impact of the continuing roll out of NDIS and the merging of Mental Illness Fellowship Queensland (MIFQ).

I would like to thank the Merger Working Group of David Goener, Kingsley Bedwell, Andrea Turvey, Bob Steele and Jennifer Pouwer. They worked through some complex merger agenda items with a strong solutions-based focus on the issues that presented for both organisations.

These two issues in particular, placed enormous pressure on Kingsley, his management team and the service delivery staff, all of whom have shown exceptional dedication during this period. Without a strong people centred culture, RFQs ability to handle these challenges would have been far more difficult.

Our website speaks to the people centred culture where it says "our people and programs encourage self-belief and discovery, personal growth and the achievement of life goals"

MESSAGE FROM THE CEO



Kingsley Bedwell

It is with much pleasure I provide this report to our community of interest.

Remaining true to our 'recovered futures' vision while successfully managing immense multi layered changes and significant growth is RFQ's wonderful success story for 2018. Exhausting demands have been placed on our leadership and teams but we can be immensely proud that what I referred to in last years' report as our 'moral purpose duty' has not been lost in the busyness of the year. We are a purpose driven and resilient organisation.

The Year in Highlights, other reports and recovery stories show how we are delivering on our vision at a high standard across our multitude of evidence based programs and innovative range of services, with remarkable clinical outcomes.

An independent evaluation of our Brisbane North H2H service for example, found significant reductions in acute care use, improved service integration and significant improvements in individual recovery. A feature of the program has been the close working relationship with the mental health services and wider inter agency collaboration, which relationships are of the upmost importance in continuity of care and achieving the best outcomes for people in recovery.

We have delivered exceptional service delivery outcomes while:

- implementing an extensive workforce restructure in Brisbane and transitioning to the NDIS
- implementing a contemporary client information management system
- successfully undertaking a merger following an exhaustive due diligence process
- undertaking at government request an emergent service response for the mental health programs of a failed company on the Gold Coast and in Logan and Ipswich
- creating a dedicated indigenous unit
- extending the acclaimed H2H program to West Moreton, Darling Downs and Metro South
- achieving conformities across the HSQF standards of the merged entity in the recent quality audit
- submitting multiple tenders for the QH recommissioning and PHN grants
- delivering five (5) well received papers at the recent international AsPac conference in Auckland
- meeting the KPI of the operational strategic plan

The merger of MIFQ with RFQ has been an exciting venture and I acknowledge former MIFQ CEO and our new Chief Strategy and Partnerships Officer Jennifer Pouwer for initiating the discussions and bringing her and her teams knowledge, skills and linkages to the merged entity. The merger has been a resource intensive process and our dedicated CFO Andrea Turvey has admirably led the corporate aspects of the process.

The CEO role is both an enormous privilege and challenge and I am blessed to have the support of a highly capable and purpose driven management team and supportive executive assistant who have all dedicated themselves to the immense tasks confronting our operations this year. I am grateful to our Leadership Coach Alex Couley for the guidance and support he has provided our leadership team during the year.

I am also grateful for the support of the Board in my role and especially through the Chair / CEO relationship. Kathy Stapley filled this role up to her resignation in July and I am grateful for and acknowledge the support and guidance I received in that relationship, with the mission of the organisation always the primary focus. I look

forward to building this relationship with new Chair Mark Barry.

I acknowledge the dedicated efforts of our amazing frontline staff and their supervisors who deliver the outstanding outcomes we are achieving in alliance with people in recovery. The achievements of people we support and their families are the inspiration for everything we do.

We are grateful to our funders and partners in the work we do. Together, we ensure the service system comes together around the person in recovery and their needs.

A British philosopher stated 'morally as well as physically, there is only one world, and we all have to live in it'. This moral imperative identifies RFQ's place in the world and the ethical behaviours informing the way we go about this work. Everyday across RFQ we see these behaviours expressed as compassion, generosity, courage and an inspirational sense of hope.

In our service philosophy, this moral commitment and these qualities and behaviours do not differentiate between staff and clients or different levels of our governance. We are a community of people growing together and making the world a better place.

Mike Clare – Retired Director

Mike Clare retired as a long serving member of the board of Directors in 2017, having been elected to the Board in 1997.

His senior role in Queensland Health was helpful in bringing an important perspective from RFQ's operating environment to the Boards strategic thinking.

Mike served for many years as Treasurer and was subsequently elected to Chair of the Board at a time when sound leadership of the Board was important to ensure the continuing sound governance of the company.

Directors resolved to acknowledge Mike's voluntary service to the Board and the company in this Annual Report. Directors noted Mike brought a range of skills to the role but it was his deliberative and calm consideration of complex issues that was of considerable value to the board.

Importantly, Mike shared his lived experience which was influential in ensuring the board never lost sight of the organisations purpose.



OUR SERVICE DIVERSITY



FAMILY AND CARER SUPPORT

GOLD COAST

Support for carers to maintain their caring role through one-to-one, phone, peer support, education, referral and respite options.

HOSPITAL TO HOME | H2H

BRISBANE NORTH, BRISBANE SOUTH, WEST MORETON, DARLING DOWNS

An intensive, integrated support service for people in the discharge process from the acute admission wards. The service supports people through discharge preparation to six weeks of follow up recovery support at home.

NDIS SUPPORT

A range of psychosocial support services through the National Disability Insurance Scheme (NDIS) are provided, including: help with Support Coordination, Community Access, Skill Building, Personal Support, Formal Assessments and Health & Wellbeing.

NEW ACCESS

BRISBANE NORTH, DARLING DOWNS, WEST MORETON – PUBLIC NATIONAL SERVICE – DEPARTMENT OF DEFENCE

Developed by beyondblue, NewAccess provides a service for people struggling with symptoms of mild to moderate depression, anxiety and life stresses. Evidence-based CBT is used to help you learn effective ways to manage symptoms. NewAccess provide six free sessions with a coach face to face, by phone or by video conferencing.

PARTNERS IN RECOVERY

BRISBANE NORTH, BRISBANE SOUTH, WIDE BAY, WEST MORETON, DARLING DOWNS, GOLD COAST, SUNSHINE COAST

The PIR initiative aims to improve system response and outcomes for people with severe and persistent mental illness by facilitating coordination of services, strengthening partnerships with clinical and community support organisations, improving referral pathways, supporting clients to prepare for and apply to the NDIS and other services, and providing in-kind support coordination to PIR clients with an NDIS plan.

PERSONAL HELPERS AND MENTORS | PHAMS

GOLD COAST, SUNSHINE COAST, DARLING DOWNS

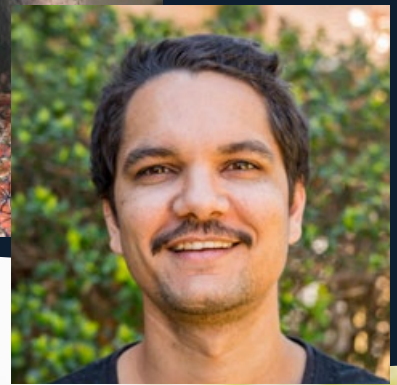
A practical, strengths-based, recovery approach for people aged 16 and over whose ability to manage their daily activities and to live independently in the community is impacted by their severe mental illness. People are supported to achieve their personal goals, develop better relationships with family and friends, manage their everyday tasks, and participate economically and socially in the community.

PERSONALISED SUPPORT

BRISBANE NORTH, BRISBANE SOUTH, WIDE BAY, WEST MORETON, DARLING DOWNS, GOLD COAST

Various personalised support services help build people's skills and confidence in daily life activities. These services help people to:

- maintain contact with services and supports
- connect with the community
- experience emotional wellbeing & safety



- identify and work towards goals
- budget and manage daily tasks
- learn / build confidence to use public transport independently
- exercise and maintain a healthy diet

RECOVERY CENTRES / HUBS

CABOOLTURE . REDCLIFFE . RYAN'S PLACE-LOGAN . SOUTHPORT . PALM BEACH

The Recovery Centres / Hubs provide structured social, educational and recreational activities and programs supported by staff and guest facilitators. Programs include: Sensory Workshops, Art Therapy, Healthy Lifestyles, Peer Support, Living Skills, Skill Building, and outings to connect with the local community.

SAFE SPACE

CABOOLTURE

A space that has been specifically chosen to provide a safe and welcoming environment for people experiencing some level of social and emotional distress. Visitors can access a mental health support worker, use the sensory modulation room, complete a safety plan, create take-home sensory resources, engage with our therapeutic arts space, access our mindfulness corner or rest and reflect in our quiet space.

SUICIDE PREVENTION – THE WAY BACK SUPPORT SERVICE

REDCLIFFE

BRISBANE (EX-ADF PERSONEL)

The Way Back Support Service provides suicide prevention support for people who have tried to take their life, with the support provided following

discharge from hospital. The service delivers one-on-one, non-clinical care and practical support to help people stay safe and connected with their support networks and existing health and community services during a period of high risk and vulnerability.

TENANCY SUPPORT | RESOLVE

BRISBANE NORTH, BRISBANE SOUTH

A short term support service that assist people to maintain their social housing tenancy. The service helps people to address issues making it difficult for to maintain tenancy, connect with mental health and community support services, and improve living situations & people's wellbeing.

THERAPEUTIC SUPPORTS

A range of therapeutic supports for health & well-being are provided by a clinical team. This includes occupational therapy, art therapy, dietetics and nutrition, and exercise groups.

TRANSITION FROM CORRECTIONS | TRRANS

BRISBANE NORTH, BRISBANE SOUTH, WIDE BAY

The Transition, Reintegration, Recovery and Support (TRRanS) service provides up to six months post-release and transition support to people with a mental illness who are released from correctional facilities. Support provided includes emotional and practical support and assistance in:

- finding and maintaining tenancy
- maintaining contact with health services
- settling back into the community
- accessing financial support and other services
- setting and working on personal goals

ALLIED HEALTH SERVICES

RFQ's approach to its work has always included supporting people to achieve their recovery goals by building up skills and confidence in daily life activities. Our programs provide a safe, supportive and inclusive environment to socialise, make friends and learn new skills. Our Allied Health team run evidence based, dynamic workshops and provide therapeutic supports to achieve recovery outcomes.

ALLIED HEALTH HIGHLIGHTS

- We have increased our capacity and capability with ten Occupational Therapists and three dietitians working across all areas providing Allied Health Services
- We created an Allied Health Services Manager position to co-lead Allied Health Services across all areas. Anneliese Russell was recruited and brings with her over 20 years of Mental Health Occupational Therapy Experience, many of those as a professional leader in Queensland Health
- We developed a series of Group Programs and deliver these in Toowoomba, Ipswich, Brisbane South, Brisbane North and Wide Bay
 - Healthy Bodies Healthy Minds – Exercise Physiology and Dietetics Program run in partnership with PCYC
 - New Sensations – Sensory Modulation Workshops
 - Art Therapy Workshops
- We secured Low Intensity Mental Health funding to deliver New sensations Workshops for people at risk of / or with mild Mental illness in Ipswich and Toowoomba

- We delivered NDIS Therapeutic Supports (Occupational Therapy and Dietetics) and provide this across all areas RFQ delivers services in

**NEW SENSATIONS | HEALTHY BODIES
HEALTHY MINDS | ART THERAPY |
CREATIVE CONNECTIONS**

ALLIED HEALTH SERVICES TEAM

**EXECUTIVE MANAGER
CLINICAL & SERVICES**
Sarah Childs

**ALLIED HEALTH
SERVICES MANAGER**
Anneliese Russell

**OCCUPATIONAL
THERAPISTS**
Megan Batts
Laura Murtagh
Rachel Price
Manny Holmes
Jane Esslemont
Sameera Suleman
Katie Eldridge
Linda Parlato
Clara Chan
Kerry Walsh

ART THERAPIST
Tamarra Rosman

PCYC PARTNERS
Justin Chapman -
Program Manager
Nelson Daugalis -
Exercise Physiologist

BMEE DIETITIANS
Bonnie Marcello
Luke Bish
Anna Reeves
Mandy-Lee Noble
Emma Robinson

DIETITIANS
Anna Reeves
Mandy-Lee Noble
Emma Robinson

BMEE PARTNERS
Bonnie Marcello -
Dietitian
Luke Bish -
Exercise Physiologist



HEALTHY BODIES HEALTHY MINDS

The Healthy Body Healthy Minds program is a group based exercise and nutritional course that has been developed and successfully adapted in partnership with the Police Citizens Youth Club (PCYC) to enhance both its evidence base and future sustainability within an NDIS context. This program is consistent with and supports the inclusion of health and wellbeing goals identified in participants' NDIS plans.

The eight week program includes group based exercise and nutritional courses delivered by Dietitians and Exercise Physiologists once a week for a total of two hours. Group participants also receive a gym membership, thus allowing them to practice and consolidate skills developed in their individually tailored exercise program.

EXPERIENCES OF HBHM

"Very helpful in identifying tips for good eating and exercise"

"The dietitian was very informative and exercise was great"

"Very supportive and non-judgemental"

"Helping me to choose more healthier foods to eat"

"By taking what I've been taught I have definitely made healthier good choices"

"I can actually eat more rather than skipping on meals because I have made better choices with what I eat"

NEW SENSATIONS

Sensory Modulation improves the way people feel or function by using the senses. The program 'New Sensations' helps people to self-regulate when facing challenging moods, emotions, thoughts and feelings, especially when talking or thinking may be difficult.

People with serious mental illness typically have a shorter life expectancy, living up to 20 years less than the general population with higher rates of chronic diseases such as diabetes, cardiovascular and respiratory diseases. Increasing evidence shows risk factors can be reduced through improved access to physical health care, education and health promotion targeting lifestyle factors."

Sarah Childs, Executive Manager Clinical Services

EXPERIENCES OF NEW SENSATIONS

"I really enjoyed and thoroughly understood every aspect of the teachings today"

"Really great experience thanks"

"Everything was fantastic and perfectly paced except towards the end it felt too rushed as we ran out of time....It was not noisy at all, the venue was fantastic, the OT's were very comfortable, easy to engage with and respond to"

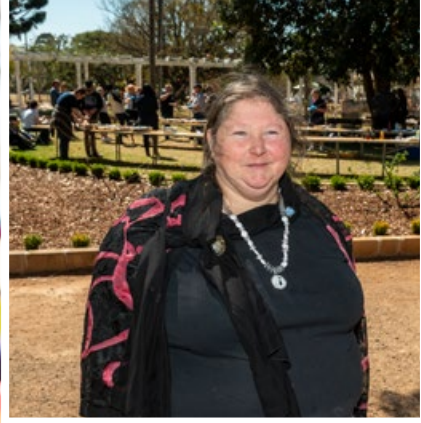
"Very good information. Helpful"

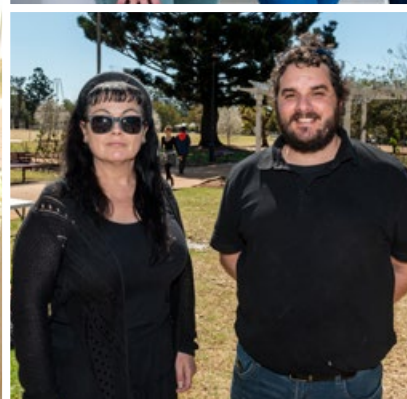
"Thank you both so much. Great ideas. Lots to explore thank you"

CELEBRATING COMMUNITY









2018 RECOVERED FUTURES ART EXHIBITION



5 – 12 OCTOBER | KING GEORGE SQUARE

A collection of artwork by artists with a lived experience of mental illness.

For 27 years, we have celebrated the imagination and ideas of artists, all of whom have a lived experience of mental illness. In 2018, the Art Exhibition celebrated the joining together of two leading mental health organisations and was branded Recovered Futures Art Exhibition. This branding marks a significant milestone in the coming together of MIFQ and RFQ. We acknowledge the history of MIFQ and the people who have played an important role in making the exhibition one of the most striking and significant events of Mental Health Week.

Lead by Melissa Bragg with co-lead Kasia O'Shea and an incredible team of staff from across Brisbane and Ipswich, the 2018 exhibition featured over 250 art pieces by 139 artists positioned in a 600m² marquee on King George Square, Brisbane.

The exhibition provided:

- a significant level of engagement and awareness that recovery is possible
- an avenue for artists to exhibit and sell their art with their lived experience narrative
- support for members of the public seeking information and assistance for themselves / others
- connection with government, sponsors and partners

Over the seven day event, we are proud to have facilitated the sales of over \$22,000 in artwork.

COMMUNITY RESPONSE

"Thank you all for sharing some of the most intimate thoughts and feelings you have."

"Beautiful & inspiring. Well done to all of the artists who contributed."

"My first time seeing the beautiful and inspiring artwork. Every story and picture were interesting. Thank you all for sharing."

"I looked at every piece of artwork and read every narrative. This marquee is bursting with talent. Thank you for the opportunity to experience it all."

"What a wonderful chance to view the talent, genius and remarkable artists thought processes that have produced so much superb art. Thanks a million for sharing this with the accidental 'drop-ins' like me. Its given me a beautiful visual experience."

"Great exhibition and great for the public to relate to art and mental health."

"As a long term strong advocate of the value of art for personal wellbeing it is a joy to see such an exhibition."

"Kind of surprised reading about artists relations to subliminal messages and patterns. Its cool feeling the perspective of art"



WORLD MENTAL HEALTH DAY EVENT – 10 OCTOBER 2018

We acknowledged the spirit and courage of people in recovery and their families and friends at our World Mental Health Day event, hosted at the Recovered Futures Art Exhibition. With over 100 dignitaries, artists, families and friends in attendance, the event was emceed by Lady Jane Edwards AM and celebrated World Mental Health Day and the merger of MIFQ and RFQ's combined 77 years of service.

RFQ thanks The School of Hard Knocks Absolutely Everybody Brisbane Choir for their wonderful performances on the evening, and special guest speakers Commissioner Ivan Frkovic – Queensland Mental Health Commission and Councillor Peter Matic (Paddington Ward and Chairman, Lifestyle and Community Services Committee) for their formal acknowledgement and representation of Mental Health Week and World Mental Health Day.



EVIDENCE BASED RECOVERY - HOSPITAL TO HOME

The Hospital to Home (H2H) program is an intensive, integrated support service for people in the discharge process from the acute admission wards. The service supports people through discharge preparation to six weeks of follow up recovery support at home ensuring the best possible outcomes for people and their family.

We are excited to have partnered with Associate Professor Yvette Miller (independent evaluator) to conduct an evaluation of our Hospital to Home (H2H) program with the Prince Charles Hospital over 12 months.

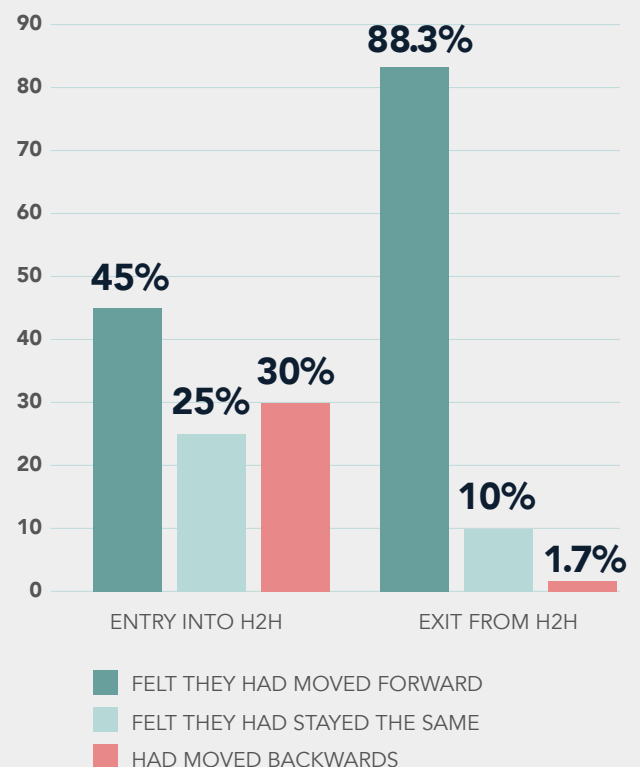


The evaluation indicates successful implementation and significant impact on recovery and acute health service use for people referred to H2H.

The evaluation indicated that people referred to H2H:

- had a significantly longer length of stay, indicating referrals that were appropriate to the program goals and target group
- were significantly more likely to experience 7-day post-discharge follow up contact with a HHS clinician than those not associated with H2H referral
- experienced significant reductions in frequency of acute service use and significantly less likelihood of hospital re-admission within 28 days
- experienced improved service integration and significant increases in frequency of visiting mental health workers and community services
- were more likely to feel they had moved forward in their recovery

PERCEIVED RECOVERY



90.8%

REDUCTION IN NUMBER OF UNMET NEEDS FROM ENTRY TO EXIT

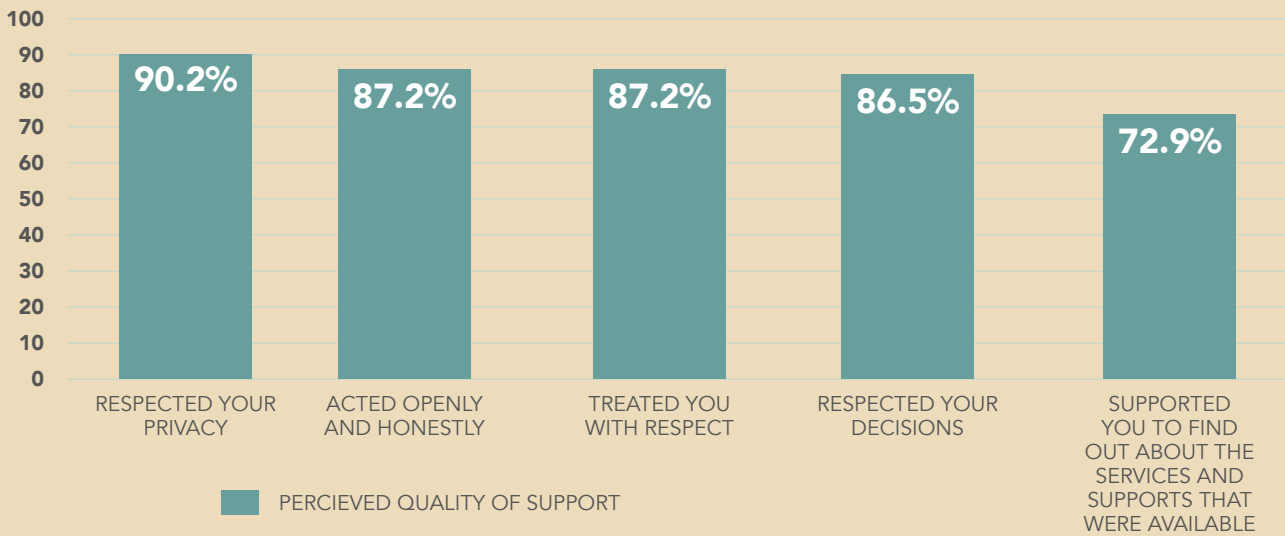
93.2%

FELT THE PROGRAM HELPED THEM TO FEEL CONFIDENT TO STAY OUT OF HOSPITAL 'ALL OF THE TIME' OR 'A LOT'

98.5%

WOULD RECOMMEND H2H TO A FRIEND AS A RESULT OF THEIR EXPERIENCE OF THE PROGRAM

PERCEIVED QUALITY OF SUPPORT



We are excited to now be delivering H2H services in Brisbane South and West Moreton Hospital and Health Service.



H2H Brisbane North Team



H2H Brisbane South Team

RFQ THANKS

- Associate Professor Yvette Miller for her role in conducting this evaluation on behalf of RFQ
- Associate Professor Brett Emmerson AM, Executive Director Metro North Mental Health for his role in developing and approving the Pilot
- The management and clinical team at Metro North Mental Health – The Prince Charles Hospital for their partnership in delivering the Pilot
- Queensland Health for funding the delivery of the Pilot through Community Managed Mental Health funding
- The Director General Queensland Health for approval to source the Hospital and Health Service Data
- The Mental Health Alcohol and Other Drugs Branch, Queensland Health for creating the Hospital and Health Service data reports

OUR H2H EXPERIENCE



"Before the Hospital to Home program, I felt I alone, overwhelmed and couldn't cope. I felt reassured by the support provided by Maria and that she was there to catch up with every week. My ability to plan, problem solve and set goals has improved. I feel like I have more accountability now because I did safety planning at my house with Maria - and we sorted out my medication so that now it is Webster packed for me weekly.

It was good to have support to unpack ongoing concerns, talking things out, making plans and having strategies in place and to feel comfortable enough to be honest has been good for me."
- Sonja Payne, West Moreton H2H

"I want to thank so much the RFQ H2H Program for their staff member Maria, for her skills in being so kind, listening skills, her compassion.

What an awesome program!! This is where I have needed so much help and here it is. Someone to help and assist me out in the community. 'Home help' to help me cope with all the daily issues of life that I struggle with and being a single mother helping with ordinary jobs that are simple tasks I find very difficult to cope with - H2H Maria is with me to help plan and organise what I need to do. Maria helps also with chemist organising my medications - so grateful to her and this amazing program.

Thank you for the program and your time to read this. I would not hesitate to recommend this program to anyone. I already recommended the program and Maria to another patient in the MHU and she also received the help from Maria and the H2H program. So thank you!"
- Anonymous Client, West Moreton H2H



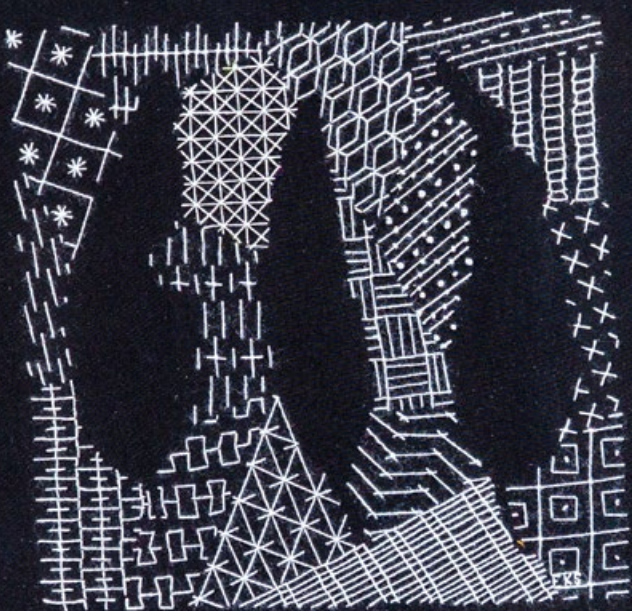
HIDDEN BEAUTY

Ever since a child, Kate Savage has shown a keen interest in textile-based arts and sewing. Currently studying a Diploma of Applied Fashion Design and Merchandising at TAFE Qld, Kate is embracing the opportunity to develop her sewing and textile knowledge and skills. Although interested in all areas of sewing and textiles, embroidery is Kate's true passion. Embroidery allows Kate to select the level of detail, textures, techniques, colours and images she wishes to use in her artworks. Thus, allowing her to develop uniquely textured works often reflecting nature from which she finds inspiration.

Kate has ongoing mental health problems which affects her day to day life, including poor concentration, memory problems, fluctuating moods and anxiety. For Kate, embroidery is a creative distraction, an outlet which helps her relax and unwind while creating self-directed challenges to work towards. The attention to detail applied to her embroideries and the ability to build upon different textiles allows the viewer to not only appreciate the visual but also sense the emotional depth of her work. As a result, these art works can take time and be challenging, but for Kate the process of creating something unique, beautiful and meaningful through embroidery outweighs these challenges and helps her create a sense of achievement.

"So often we are distracted by the manmade world surrounding us that we overlook and take for granted the beauty of nature in our world. Nature is full of innate splendour, exquisite detail and mesmerising beauty greater than anything we can create. All this we so often fail to see, but instead we focus on the towering, bold, strong geometric, nondescript coloured, repetitive designs that have been created around us."

Kate Savage, Artist 2018 Recovered Futures Art Exhibition



INDIGENOUS SERVICES

There are many barriers to Aboriginal and Torres Strait Islander people experiencing culturally responsive mental health and wellbeing services and as a result these community members experience poorer health outcomes than other Australians.

Definitions of mental health and wellbeing for Indigenous peoples are holistic and encompass physical, cultural and spiritual wellbeing not just for the individual but for their whole community.

The development of Indigenous specific services should be informed by culturally valid understandings of wellbeing, recognition of the impact of the historic trauma of colonisation, and the impact of ongoing stressors of daily life which include the experience of loss, racism, stigma and social marginalisation. Community based services should acknowledge the strengths, creativity and endurance of Aboriginal and Torres Strait Islander peoples and recognise the complex relationships of family kinship, reciprocal affection, responsibility and sharing as well as the need to respond accordingly to different cultural groups.

Focussing on the strengths of these communities and its members creates positive change that can build upon the natural resilience of and be promoted and sustained by the community.

RFQ has made a commitment to respond to the needs of Aboriginal and Torres Strait Islander community members experiencing mental health and associated problems. We invested in developing our Cultural Capability by creating a role to provide leadership for this agenda. In July 2018 Kimina Andersen commenced as Executive Manager Indigenous Services and will be assisted by Robert Pedley in a coordinating function to improve outcomes for Aboriginal and Torres Strait Islander community members by navigating cultural, community and systems interaction through engaging and investing in Indigenous Knowledge and Leadership.



Kimina Andersen,
Executive Manager
Indigenous Services

OUR NEXT STEPS

- Ensure organisational structures are in place to support the needs of Aboriginal and Torres Strait Islander community members, including through the development of specific policies and protocols.
- Establish a practice framework that will inform the development of Indigenous specific models of care to ensure that RFQ services are culturally responsive.
- Identify resources that enable RFQ to attract, recruit and retain Aboriginal and Torres Strait Islander staff to deliver Indigenous services and;
- Prioritise opportunities to participate in authentic relationships with Aboriginal and Torres Strait Islander community members, their families and communities.



Robert Pedley,
Coordinator
Indigenous
Services



COMMUNICATE THROUGH OUR STRENGTHS

Ailsa Walsh, Aboriginal Australian Visual Artist
Tribal connections - Kullili (Thargomindah QLD), Lardil (Mornington Island QLD), Yuggera (Ipswich QLD)

“Communicate through our Strengths” represents our strengths in Indigenous families. Most of us have suffered or have witnessed family/friends go through mental illness. Our strengths in culture and lore allow us to have a voice in decision making, advocating and guiding our young ones to see a better light other than suicide. In 2018 we can now use technology, which is represented through “Wi-Fi bars” in the middle of the painting. This lets us communicate in ways other than face-to-face when we want to talk to someone. Some of us can feel ‘shame’ and ‘weak’ when discussing certain sad subjects. I want to change this through my art.” - Ailsa Walsh

This painting was commissioned for Queensland Mental Health Week 2018 to reflect the theme ‘value mental health’ with a vibrant positive message of connection, values and culture. Ailsa believes the biggest gap we have in mental health

is communication. To highlight this the painting centres around a yarning circle, which is a sacred and valued place in Indigenous communities where people go to open up and connect with one another. The tracks leading away from the circle go to campfires where people engage in deeper reflection on the things that support mental wellbeing - connections to body, mind, culture, family and community, spirituality and country.



Ailsa Walsh at her grandfather's land making art

SAFE SPACE CABOOLTURE



Queensland's first Safe Space was launched at RFQ on September 21, 2018. The Safe Space initiative was kicked off through North Brisbane Partners in Recovery and Wesley Mission, and two years after the initiative commenced, RFQ's Caboolture Recovery Centre was chosen as the launch site. This partnership with Wesley Mission, Aftercare, Encircle and Metro North Mental Health (MNMH) was brought together through the Metro North Hospital and Health Service's LINK funding program.

WHAT IS A SAFE SPACE?

A Safe Space is a warm and welcoming place where people experiencing psychological distress can receive support. Safe Spaces fall into three tiers: the Caboolture Safe Space opened as a third tier site, meaning it's a place that provides mental health support for people who, faced with no other option, might normally have gone to the Emergency Department.

SENSORY MODULATION FRAMEWORK

Occupational Therapists from RFQ, MNMH and Wesley Mission helped design the Caboolture Safe Space creating an environment that utilises the benefits of Sensory Modulation for Visitors using the Space. The Space has a furnished Sensory Room where trained Support Workers help Visitors learn how to use their senses to calm their distress.

THE SAFE SPACE IS OPEN!

The launch of the Space was celebrated with representatives from the Caboolture Recovery Centre consumer group, the Safe Space partners, Indigenous Health Services, Uncle Ivan from the Pamanyanan Elders, our Public Health and Master of Social Work students, local NGOs and local mental health providers.

The Caboolture Safe Space is now open Fridays, Saturdays and Sundays 10am to 3pm and is accepting referrals, including self-referrals.

EMPOWERING DISABILITY INTO ABILITY



"I attend the Recovery Centre twice a week to improve my mental health and wellbeing. The staff have been very supportive of my recovery. Without RFQ I wouldn't recover from mental illness and I thank the staff for their encouragement to achieve many opportunities."

CODY SKINNER – CLIENT RFQ CABOOLTURE RECOVERY CENTRE

I started my journey with RFQ when I was in a mental health hospital. A support worker came to visit me in hospital and spoke to me about the service that can help my recovery. I am Aboriginal, gay, live with being deaf and have autism spectrum disorder along with anxiety disorders and psychotic experiences when I am not well.

As a client of RFQ and since leaving hospital, I feel empowered and have many opportunities in life. Late last year I went to the House with No Steps Conference in Sydney and represented my respite program that I attend twice a week to improve my lifestyle skills. At this Conference I spoke about my story living with my disability and mental health, everyone was inspired. The manager at the Conference told me about a job opportunity at House with No Steps, so I applied and successfully got the job. In my role, I advocate and give good 'quality of life' to people with disabilities – they way they deserve. I advocate and raise awareness for people with a disability who experience mental health challenges, and have recently completed Suicide SafeTalk and want to help others.

In March this year I was in the local newspaper for my charity work raising funds for children

with disability and in July I was in House with No Steps Winter magazine for the work I do with the organization. A few months ago I also secured a second job as a Consumer Representative for Indigenous people with a mental illness (Caboolture Hospital). I look forward promoting good health to my community who are in hospital.

In June, I moved out of my family home after living there since I was discharged from hospital. The staff from House with No Steps and RFQ spoke to me about independent living and the support out in the community. I decided that I was well enough to live on my own with amazing support in the community. I now live less than one kilometre from both jobs and I enjoy the walk for good health. I also got confirmed in the Anglican Church, which was important to me.

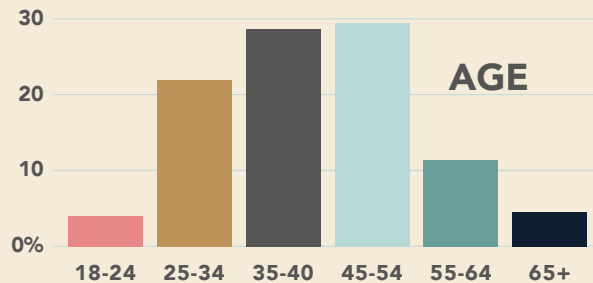
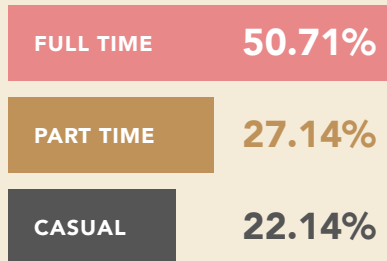
I do advocacy work in my spare time and continue to write my book which will be out soon. I now have 100 followers on my Facebook Page "Empowering Disability into Ability" who follow me on my disability and mental health blog.

A few months ago I joined the Australian Labour party to learn about politics and join social groups. I am passion about disability and mental health and I want to promote awareness about disability and mental health to create diversity and start accepting others in the community.

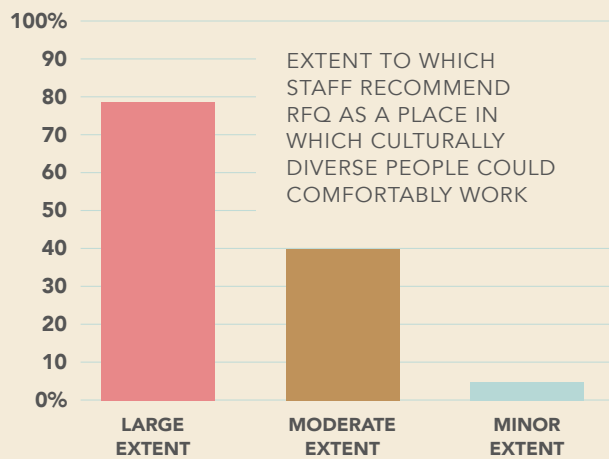
My hope for 2019 is to have my cochlear implant.

PEOPLE AND CULTURE

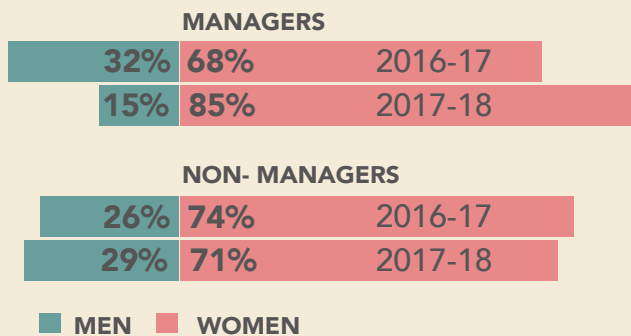
OUR STAFF PROFILE



6%
OF STAFF
IDENTIFY AS
ABORIGINAL
OR TORRES
STRAIT
ISLANDER



GENDER BALANCE



25% OF STAFF IDENTIFY AS CULTURALLY AND LINGUISTICALLY DIVERSE

20% OF STAFF CAN COMMUNICATE IN A LANGUAGE OTHER THAN ENGLISH

STAFF BORN IN

AUSTRALIA, NEW ZEALAND, INDONESIA, DENMARK, UK, INDIA, DOMINICA, JAPAN, THE NETHERLANDS, SOUTH VIETNAM, MOZAMBIQUE, TUNISIA, ZIMBABWE, IRELAND, CHINA, SOUTH AFRICA, FRANCE, USA,

LANGUAGE SPOKEN

MAORI, ARABIC, DANISH, ITALIAN, NZ SIGN LANGUAGE, AUSLAN, TELUGU, HINDI, TAMIL, SPANISH, JAPANESE, CAMBODIAN, MANDARIN, BAHASA INDONESIA, FRENCH, PORTUGUESE, GERMAN, MELANESIAN PIDGIN, POLISH

NO LIVED EXPERIENCE

9.56%

PERSONAL LIVED EXPERIENCE OF MENTAL HEALTH OR AOD RECOVERY

25.00%



BOTH PERSONAL LIVED EXPERIENCE AND CARER OR FAMILY MEMBER

33.82%

CARER OR FAMILY MEMBER OF SOMEONE IN MENTAL HEALTH OR AOD RECOVERY

31.62%

10%
OF RFQ STAFF
IDENTIFY AS
LGBTIQ (LESBIAN,
GAY, BISEXUAL,
TRANSGENDER,
INTERSEX OR QUEER)

"It is often people with a lived experience who can apply their lived experience to help clients aim towards their goals, wants, needs and aspirations in a meaningful way. Working with other professional staff who do not have a lived experience is valuable too as they often have good skills that also come in handy. Such staff also have an objective distance from the role of lived experience work and can often see things from a different & very helpful perspective." - staff

"Our workforce is made up of many ethnicities and cultural diverse staff - we should be maximising these resources for the communities we serve." - staff

WE FORMALLY CONGRATULATE THE FOLLOWING STAFF ON REACHING A MILESTONE IN THEIR YEARS OF SERVICE

25 YEARS



Rudolf Manu



Larry Stapleton

20 YEARS



Francine Johnson – Pensiero

10 YEARS

Tania Aldred
Christina Guzzo
Mitchell Lax
Lee Long

Crystal Heffron
Bradley Payne
Troy Siebuhr

LEARNING & DEVELOPMENT

We are committed to ongoing improvement within RFQ and continued to focus on building workforce capability through internal and external training.

Over 12 months we have:

- Remained committed to our Model of Practice and enhanced delivery of recovery training through the integration of our evidence based Outcomes Framework, delivered to over 100 staff
- Upskilled 93 staff across Brisbane, Ipswich and Wide Bay in NDIS knowledge and resources to support clients to transition to the NDIS
- Continued to train staff in Sensory Approaches for health and wellbeing and continue to develop new programs for our clients
- Enhanced our cultural capability with 130 staff completing an accredited Aboriginal and Torres Strait Islander Cultural Competence Course

- Continued to enhance the knowledge and skills of staff in relation to our Client Information Management System training through numerous bespoke sessions, telephone 'helpdesk' support, and video-link training sessions
- Continued to invest in building our leadership capability through our Executive Coaching Program with 28 staff participating

MARKETING & COMMUNICATIONS

We increased our capability by engaging communications and marketing professional consultants – BBS Communications.

We proudly sponsored a number of events to increase awareness of recovery and RFQ's brand including

- Mental Health Week Achievement Awards – Aboriginal and Torres Strait Islander category
- Brisbane Mental Health Expo
- 2018 BPD Conference, Brisbane
- Unleash the Beast Symposium, Toowoomba
- Breaking Free Concert, Toowoomba

We increased our social media presence, connecting with over 1800 people on Facebook & 250 people on Instagram

We raised awareness of recovery and RFQ services by hosting and participating in over 13 events across seven regions during Mental Health Week.

We boosted our brand awareness through increased collateral production for services and groups run by RFQ.

PEOPLE & CULTURE TEAM

Executive Manager People & Culture
Fundraising And Partnerships Manager
Learning & Development Coordinator
Executive Support Officer
People & Culture Administrator
Corporate & Human Resource Officer
Senior Recovery Mentor

Kasia O'Shea
Melissa Bragg
Lisa Smith
Cindy Johnson
Rosalyn Brown
Claire Stewart
Damian Perrin



GOVERNANCE AND LEADERSHIP

BOARD OF DIRECTORS



KATHY STAPLEY
CHAIR TO 6 JULY



MARK BARRY
CHAIR FROM
17 SEPTEMBER 2018



KEREN HARMS
COMPANY SECRETARY



DAVID GOENER
CHAIR FINANCE COMMITTEE



SHERRY WRIGHT
DIRECTOR



TOM MEEHAN
DIRECTOR



GLORIA RYAN
DIRECTOR



BOB STEELE
DIRECTOR

SERVICE MANAGERS



DAVINA SANDERS
AREA MANAGER BRISBANE
NORTH



SUE MAHONEY
ASSISTANT AREA MANAGER
BRISBANE NORTH



NIKKI WYNNE
AREA MANAGER BRISBANE
SOUTH



TAPU FUJIAVA
ASSISTANT AREA MANAGER
BRISBANE SOUTH



KARLA HAMLYN
AREA MANAGER WEST
MORETON



TANIA ALDRED
ASSISTANT AREA MANAGER
WEST MORETON



TIM BYRNE
AREA MANAGER WIDE BAY &
SUNSHINE COAST



DIANA BENNET
SERVICE RESPONSE
MANAGER

CEO & LEADERSHIP TEAM



KINGSLEY BEDWELL
CHIEF EXECUTIVE



ANDREA TURVEY
CHIEF FINANCIAL OFFICER



JENNIFER POWWER
CHIEF STRATEGY &
PARTNERSHIP OFFICER



DONNA DIDLICK
EXECUTIVE MANAGER
PROGRAM DEVELOPMENT



KASIA O'SHEA
EXECUTIVE MANAGER
PEOPLE & CULTURE



KIMMINA ANDERSEN
EXECUTIVE MANAGER
INDIGENOUS SERVICES



LARRY STAPLETON
EXECUTIVE MANAGER
SERVICE DEVELOPMENT



SARAH CHILDS
EXECUTIVE MANAGER
CLINICAL & SERVICES



LAURA LATTANZIO
AREA MANAGER
TOOWOOMBA



DEBRA O'SULLIVAN
ASSISTANT AREA MANAGER
TOOWOOMBA



KARISSA DAVEY
ASSISTANT AREA MANAGER
TOOWOOMBA



BRYLIE ROACH
AREA MANAGER GOLD
COAST



LISA BERNHARDT
PROGRAM MANAGER GOLD
COAST



JOHN DOMMETT
ASSISTANT AREA MANAGER
GOLD COAST



KATE MCGRATH
SERVICE MANAGER THE WAY
BACK SUPPORT SERVICE

COMMUNICATING THROUGH THE ARTS



CommuniCATE through ART. Art provides a pictorial medium for the expression of thoughts, beliefs and emotions and can convey a message often more powerfully than the spoken word. It is a wonderful form of communication among peoples of the world as no language barrier exists.

I am predominantly a self-taught artist with a background in physiotherapy, fitness, art and music. I find communicating through imagery most spontaneous. Images that rise from my subconscious capture the essence of the moment and provide me with the clearest information for analysis and introspection giving me greater insight into my true identity.

Following my sister's suicide after a seven year struggle with Bipolar Disorder, I turned to art to cope with my profound grief. Later, after a severe spinal cored injury, art helped me deal with unrelenting, chronic pain. I was diagnosed with Schizoaffective Disorder in 2004. Since this time, I have used art for self-expression, helping me on my recovery journey. Art is also a powerful tool for evoking thoughts and emotions from those who view my work. I envisage increasing society's awareness of mental illness and helping to remove some of the social stigma associated with mental illness.

The arts, such as visual art, music and dance, allow for the expression of thoughts, feelings and emotions. The arts can communicate with people of all nations as language is not required. All the arts interest me and provide me with enjoyment and happiness as well as providing me with a sense of accomplishment.

Cate Bond, Artist 2018 Recovered Futures Art Exhibition

FINANCIAL PERFORMANCE

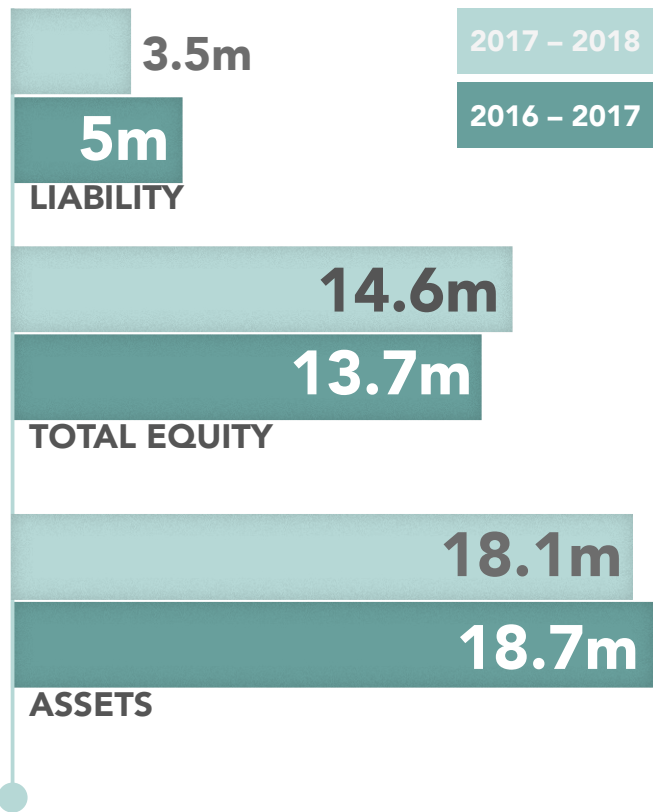
We can report to our community of interest the company is in a strong financial position. A six percent increase in equity (\$14.6M) along with a strong cash position means the company can positively pursue its mission and face the challenges ahead.

Finance Committee

- Mark Barry** Chair | Director
- David Goener** Director
- Kingsley Bedwell** CEO
- Andrea Turvey** CFO
- Olive Xing** Senior Financial Accountant
- Alex Ren** A/Senior Financial Accountant

Auditors

KPMG Australia



Finance Team

FUNDERS AND PARTNERS

Our achievements are only possible in collaboration with and the commitment and efforts of many individuals and organisations

FUNDERS

Queensland Department of Health
Australian Government Department of Health
Beyondblue
Drug Arm Australasia
Queensland Department of Communities, Child Safety and Disability Services
PHN Brisbane North
PHN Brisbane South
PHN Central Queensland, Wide Bay and Sunshine Coast
PHN Darling Downs and West Moreton
PHN Gold Coast
Lifeline Darling Downs & South West Qld Ltd

GOVERNMENT PARTNERS

Darling Downs HHS Mental Health Services
Gold Coast HHS Mental Health Service
Metro North HHS Mental Health Services
Metro South HHS Addiction and Mental Health Services
Sunshine Coast HHS Mental Health Service
West Moreton HHS Mental Health and Specialised Services
Wide Bay HHS Mental Health Services
Department of Defence
Department of Veterans Affairs
Queensland Mental Health Commission
Queensland Department of Housing and Public Works
Queensland Corrective Services
Queensland Department of Justice and Attorney-General
Workcover Queensland

COUNCIL PARTNERS

Brisbane City Council
Fraser Coast Regional Council
Gold Coast City Council
Ipswich City Council
Logan City Council
Moreton Bay Regional Council
Sunshine Coast Council

COMMUNITY PARTNERS

Aftercare
Anam Cara (Centacare)
Australian Centre for Rural and Remote Mental Health
Brisbane Housing Company Limited
Brook RED
CALM – Education in Suicide
Centre for Cultural Competence Australia
Check Up
Churches of Christ Care Housing
Choice Passion Life
Deaf Services Queensland
EACH Housing
Flourish Australia
Focal – Pathways program
Footprints
Gallang Place Aboriginal & Torres Strait Islander Corporation
Harmony Place
Healthy Options Australia
Horizon Housing Company
Jacaranda Clubhouse



Lifeline Darling Downs & South West Qld Ltd
Life Without Barriers
Lives Lived Well
Mental Illness Fellowship Queensland
Micah Projects Limited
Mind Australia
Multicultural Development Australia
Mylestones Employment
Neami National
New Farm Clinic
Open Minds
Police Citizens Youth Club
PsychCare Services
Quality Lifestyle Support
Queensland Voice for Mental Health
QuIHN
Rural and Remote Mental Health
Richmond Fellowship Australia
Richmond Fellowship Asia Pacific Forum
Stepping Stones Clubhouse
The Brook Red Centre
Under 1 Roof
UnitingCare Community
YFS

UNIVERSITY AND RESEARCH PARTNERS

Australian Institute of Suicide Research and Prevention (AISRAP)
Queensland University of Technology
TAFE QLD
University of Queensland
University of Southern Queensland

CONSULTANTS AND BUSINESS PARTNERS

Access Pay
AMC Commercial Cleaning
Australian HR Institute
BBS Communications Group PTY LTD
Bmee movement with a purpose Pty Ltd
CALM
Chamber of Commerce and Industry Qld
Connecting Up Inc
CSG Technologies
Cymax
Fuji Xerox
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McCullough Robertson Lawyers
MTU Training
My Colour Box
Northside Party Hire
Pencraft
Perigon Group
Pure Source Recruitment
Summit Fleet Leasing
TAA Connect
Thompson Cooling
Telstra
Tucker & Cowan Solicitors
TWFINEART
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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