



RICHMOND FELLOWSHIP QUEENSLAND

RECOVERED FUTURES
purpose | culture | diversity | hope

Annual Report

20
19





Recovery Supported

Achieving service excellence

Connections Built

Strengthen our strategic engagement

Growth Planned

Ensure future sustainability

Awareness Raised

Influence change in the community

CONTENTS

RFQ acknowledges that Aboriginal and Torres Strait Islander people are the traditional owners and ongoing custodians of this land.

We pay our respects to Elders past, present and emerging. We also recognise those wider community leaders who are dedicated in their efforts to protect and promote Aboriginal and Torres Strait Islander cultures for the overall benefit of the Australian Community.

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THE YEAR IN HIGHLIGHTS

- We were awarded the 2019 Australia Day Cultural/Arts Award by Lord Mayor Graham Quirk for the Recovered Futures Art Exhibition
- We achieved outstanding results in the independent BPA staff feedback survey with RFQ staff enjoying a culture of success; a work environment that benchmarks above industry norms in Health and Community Services sectors and, a workplace that does not tolerate sexual harassment
- We achieved successful outcomes in the Queensland Health tender process, increasing and diversifying our services in Brisbane, Wide Bay, Toowoomba and Ipswich and expanding to Townsville and Warwick
- We hosted the Federal Minister for Health the Hon. Greg Hunt and the local member for Petrie Mr Luke Howarth (MP) to advocate for the needs of people at risk of suicide and The Way Back Support Service
- We will be expanding The Way Back Support Service to Caboolture thanks to additional funding announced by the Federal Minister for Health the Hon. Greg Hunt
- We further implemented The Way Back Support Service in Ipswich and Toowoomba in partnership with Darling Downs West Moreton PHN
- We successfully established the Transitional Recovery Service (TRS) on the Gold Coast in partnership with the Gold Coast Hospital and Health Service
- We continued to provide clinical services through individual therapeutic assessments, supports and group programs including Healthy Bodies Healthy Minds, New Sensations and Art Therapy
- We contributed to the design of the 2019 Queensland Mental Health Week branding with our Brisbane North Art Therapy group creating the artwork concepts
- We diversified our services with the development of the SAGE program, providing low to moderate psychological therapies across 32 residential age care facilities in Ipswich and Toowoomba
- We conducted a review of our Allied Health team showing a high level of satisfaction with plans to expand Allied Health services to meet the needs of Culturally and Linguistically Diverse and Aboriginal and Torres Strait Islander people
- We successfully transitioned clients from our decommissioned Recovery Centres and Hubs by providing linkages and referrals to other services
- We commenced a new Supported Independent Living (SIL) house, expanding our SIL services to three locations in Darling Downs
- We successfully managed a 41% growth in staff
- We successfully implemented a new Payroll and Employee Self Service system – MYOB PayGlobal – increasing efficiencies and streamlining payroll and human resource processes
- We invested significantly in ICT across the organisation with the phased implementation of Mobile Device Management (MDM) software, consolidation and upgrade of the wide area network, telephone system, printer/copiers, devices and intranet
- We enhanced our commitment to service excellence with increased dedicated resources in our quality team
- We presented two papers at the 2019 TheMHS Conference
- We hosted the Aboriginal and Torres Strait Islander Forum at the TheMHS pre-conference workshops



LUKE HOWARTH MP, RFQ CEO & THE WAY BACK SUPPORT SERVICE STAFF



2019 AUSTRALIA DAY CULTURAL/ARTS AWARD

- We achieved a successful outcome with the Human Services Quality Framework audit
- We successfully maintained our unqualified annual financial audit
- We invested in the wellbeing of our staff through the My Health For Life Program, increasing the health and wellbeing of 20 staff
- We presented program outcomes of the Healthy Body Healthy Minds program at the Equally Well Symposium and Metro North Mental Health Research Symposium
- We raised mental health awareness and our brand profile by leading or participating in 13 Mental Health Week events
- We sponsored the Aboriginal Torres Strait Islander category for the Mental Health Week Achievement Awards
- We hosted the Recovered Futures Art Exhibition at Brisbane City Hall, with over 200 art pieces by 115 artists, raising awareness of mental illness and recovery
- We invested in additional human resources in our Marketing and Communications, Human Resources and Learning & Development units to respond to rapid growth and changing needs across the organisation
- We have initiated a review of our service philosophy, service practices, staff curriculum and evaluation measures
- We supported research with Griffith University to better understand and inform emergency responses to people with acute mental health problems accessing Emergency Departments
- We invested in staff leadership development with 25 staff participating in leadership coaching with Alex Couley, International Centre for Leadership Coaching, and 30 staff participating in a Training & Supervision course facilitated by Skattle
- We invested in Racial Equity education for 38 current and emerging leaders, delivered by Courageous Conversations South Pacific



TRANSITIONAL RECOVERY SERVICE PROGRAM



ART THERAPY



BRISBANE MENTAL HEALTH EXPO



2019 RECOVERED FUTURES ART EXHIBITION



BEYONDBLUE DEPUTY CEO SUSAN ANDERSON, HEALTH MINISTER STEVEN MILES, RFQ CEO & MENTAL HEALTH COMMISSIONER IVAN FRKOVIC

purpose | culture | diversity | hope | purpose |



diversity | hope | purpose | culture | diversity

MESSAGE FROM THE CHAIR



Mark Barry

A huge congratulations to CEO Kingsley Bedwell and the entire team for their very successful Queensland Government re-tendering result. These outstanding results are not surprising given RFQ's primary focus has always been on the people who access our service and on those who support them.

During the year, I took time to read past Annual Reports. In every Chair and CEO report, there is reference to challenges and changes. 2019 was no less challenging and we possibly have not seen changes as sweeping as this year. The merger with MIFQ took most of the year to bed down. NDIS continues to be challenging. The above-mentioned success comes with the ongoing challenge of delivery, in particular with recruitment and training of support staff.

After deciding that we are not in the property business, RFQ sold two properties so that we can concentrate on the things we do best.

During the 2019 year (our 45th year), as part of our ongoing Board Governance, we reviewed our Board composition. We welcomed two new Directors, namely Ann Mealey and Rhonda Chesmond. Both bring considerable experience and skills to the Board, further strengthening the current Board. Ann has a professional health background and her roles with Queensland Health included significant responsibilities and

achievements in the Clinical Excellence Division. Ann also sits on the Governance Committee. Rhonda is a partner with Thomson Geer, one of the city's leading law firms and also has had academic roles. She has also shared her lived experience as a family carer. Rhonda has joined the Finance Committee.

Bob Steele (who was Chair of MIFQ), left the Board at the end of January after kindly agreeing to stay on for six months to help with the MIFQ merger.

My thanks to all 2019 Directors for their ongoing contribution.

This has also been a year of ongoing education for the Board with the introduction of electronic board access, attendance at the recent Better Boards Conference in Brisbane, and access to a myriad of Director education.

Finally, RFQ has had an outstanding year in terms of growth in every accepted metric. This success is in no small part attributable to Kingsley with the support of his very strong management and service teams.

Everything RFQ does is guided by our Values, succinctly stated as Empowerment, Trust, Compassion, Resilience, Diversity, Integrity and Lifelong Learning.

MESSAGE FROM THE CEO



Kingsley Bedwell

We can celebrate that our organisation has experienced immense growth with strong and sustainable financial outcomes, a testament in part to our strategy and foresight. However, there is a high risk of losing the potency of this work if strategy became disconnected from our purpose and culture.

A director reported to the Board on a governance conference she attended and a presentation setting out '7 deadly sins' post the Royal Commission into the Banks. Two of the 'sins' are salutary for any company but especially in human services work: losing sight of your purpose and failings in culture.

In my report for the anniversary 30th Annual Report, I commented that RFQ is a special organisation because it never loses sight of its reason for being here. I also noted that the organisational wisdom recognises the absolute importance of preserving its culture. I am pleased to report to our community of interest that in 2019 we remain dedicated to our purpose and committed to nurturing a healthy culture that supports people's recovery.

A significant part of our growth is a result of the exceptional outcomes with the Queensland Health recommissioning of their mental health community support services funding. We are mindful of the considerable trust placed in RFQ

and we are resolute in our determination to ensure that trust is well placed in partnership with the Hospital and Health Services.

A positional analysis of the company at the beginning of the year identified a number of strategic priorities with the following outcomes:

- transformation of the workforce within sustainable arrangements has been achieved
- successful implementation of new Queensland Health contracts has been achieved
- successful implementation of new payroll, finance and HR systems has been achieved
- review of the sustainability of providing NDIS Core Supports is underway
- new business opportunities with Beyond Blue and PHN partners for The Way Back and NewAccess programs have been developed
- maintaining our commitment to 'RFQ as leader' has been strengthened with increased investment in Learning and Development

In relation to this last priority, we have initiated forums to review our service philosophy, service practices, staff curriculum and evaluation measures. This work will synchronise with review of the organisation's Vision and Strategy 2016-2019.



A key value of the organisation is Diversity where we celebrate the richness of the human spirit, value difference and advocate for the dignity of each human person. Our services meet the needs of people from a diverse range of backgrounds. This richness and diversity also exists in our workforce and I am often moved at CEO inductions by the narratives of new staff and the life resilience they bring to this work.

The pages of this Annual Report brings to life an organisation that achieves much. These achievements reflect the dedication and skills of our remarkable management and staff teams who aspire to the highest standards. I acknowledge my wonderful co-chief CFO Andrea Turvey but I will not attempt to further select some for acknowledgment and not others.

However, I do acknowledge the individual directors, managers and staff who are culture bearers of the organisational purpose and values alongside good governance and service excellence. Thank you for your leadership and contribution to supporting and nurturing the healing and empowering culture in RFQ that enables peoples' recovery.

I also acknowledge our close partnerships with funders Queensland Health, Primary Health Networks and beyondblue.

This Annual Report showcases courageous narratives of people in recovery, many of whom are also culture bearers in this work. Every day we learn from them and their families to ensure our support does benefit their recovery.

We celebrate RFQ's 45th anniversary. I note the 45th wedding anniversary floral theme is Blue Iris which has the simple and elegant meaning of hope and faith. This meaning is at the heart of the organisational identity: recovered futures.

CELEBRATING COMMUNITY





End of year party!



Photobooth Fun!

NEW ACCESS

NewAccess is a free and confidential service for people who are experiencing mild to moderate symptoms of anxiety, depression, low mood and life stressors.

The program provides Low Intensity Cognitive Behavioural Therapy (LiCBT). The LiCBT provided is via an evidence-based, 'guided self-help' model with proven results.

NewAccess Defence is a national service that offers sessions via telephone and web conference to allow clients and coaches to see each other.

The NewAccess service for Primary Health Network (PHN) differs in that sessions are offered face to face in addition to telephone and web conference.

Currently PHN Services are offered in the Brisbane North and Darling Downs and West Moreton regions, and nationally for Department of Defence employees.

How does it work?

The NewAccess program includes six treatment sessions in total. These sessions consist of an assessment and five treatment sessions. After treatment has concluded; a one month, three month and six month follow up session is also provided.

The assessment

The Assessment is a tool used to help NewAccess coaches to gather a shared understanding of:

- The problem(s) clients are currently facing.
- How clients are already doing their best to cope with those problem(s).
- The severity and frequency of clients' symptoms.
- What goals clients would like to achieve.

The information gathered during the assessment provides NewAccess coaches with a better understanding of the type of CBT treatment most suitable to their clients' needs.

Treatment session

Treatment sessions are designed to be conducted on a weekly basis in order to provide clients with the best therapeutic outcomes. As treatment is 'guided self help', NewAccess coaches will check in on the progress clients are making toward their goals and help guide them to take steps to achieve them.

The role of a coach

NewAccess coaches are passionate about Cognitive Behavioural Therapy (CBT) and conduct sessions collaboratively to ensure that clients are supported and able to reach their goals. Coaches can also provide information about other services that can assist their clients with financial, housing, relationship, or employment issues.

If throughout sessions we find clients may benefit from accessing High Intensity services such as psychologists, coaches will provide information about how to access those services.

RFQ have six Primary Health Network (PHN) NewAccess coaches representing the community we share with our clients. Coaches have various personal and professional backgrounds that are relatable to the client base we deliver services to.

RFQ have three NewAccess Defence coaches in the team. All are veterans and have lived experience in the military and Defence community. This background affords coaches a contextual understanding of the day to day challenges and demands of service life and how this impacts our client base.

Service highlights from RFQ

How many people have we delivered services to over the 2018 – 2019 Financial Year?

NewAccess Defence: 157

NewAccess Darling Downs West Moreton and Brisbane North: 518

What is the recovery rate?

NewAccess Defence: 82%*

NewAccess Darling Downs West Moreton and Brisbane North: 61%*

*as measured by GAD-7 (Anxiety questionnaire) & PHQ-9 (Depression questionnaire)



Testimonials

NewAccess Defence

"I would like to take an opportunity to write to your program to offer my thanks for the help and support I have received since making the decision to contact you. I knew I needed help with some mental health issues and am very grateful that I made contact with and worked with my coach through a program that has taught me so much about myself and how I can improve my situation. The care and assistance provided by my coach in this framework was terrific. The telephone communication was excellent. I have made terrific progress and can't thank you enough for the time and help provided.

I would particularly like to acknowledge my coach for their care and support as we worked within this program. I am so grateful that my coach was on the other end of the phone each week and understood me and how they could help. The program has taught me so much. I am looking forward to continuing to use my new skills and processes as I recover."

NewAccess

"My coach was great and exceeded my expectations. The outcomes I saw were also better than expected. He was an empathetic person who understood what I was going through, helped me make sense of it all and provided practical assistance via a workbook that was not overwhelming. I had complete trust in my coach and so I was happy to do what was required in the program. Through following the instruction, I was able to apply to learnings to my challenges and to my surprise I succeeded!! Thank for your dedication."

RAISING AWARENESS – QUEENSLAND MENTAL HEALTH WEEK



RECOVERED FUTURES ART EXHIBITION

Toowong Room,
Brisbane City Hall

A collection of artworks by artists and family members with a lived experience of mental illness were on display at this event. Hosted by RFQ in association with Brisbane City Council, the exhibition was well-received with the message of empowerment and communication through art.

RYAN'S PLACE CARNIVAL

Ryan's Place, Logan

The team at Ryan's Place hosted a carnival for clients and community members interested in finding out more about RFQ, the NDIS and mental health services. The event featured guest speakers and live music.

WELLBEING STALL

Capalaba Shopping Centre

Promoting Mental Health Week to the public, RFQ staff in Capalaba met local community members to discuss mental health, recovery and wellbeing.

NEW SENSATIONS

Redbank Plains Plaza

RFQ Allied Health in conjunction with Neami National's Health Service Navigator held a sensory information stall at Redbank Plaza.

IPSWICH MENTAL HEALTH AND WELLBEING EXPO

Riverlink Shopping Centre

RFQ was one of 36 stall holders providing community engagement, inviting people to take time for mental health.

'BETWEEN' EXHIBITION

Nambour

The 'Between' art exhibition was held along with a drop-in community workshop on World Mental Health Day, 10 October. Facilitated by Occupational and Art Therapists, the artworks highlighted bodily sensations, relationships and the imagination as resources for mental health recovery. RFQ support staff were on hand to provide information on mental health and wellbeing and RFQ services on the Sunshine Coast.

CABOOLTURE HOSPITAL EVENT

Caboolture Hospital

RFQ held a presentation on RFQ's H2H program and staffed an information stall at the hospital's mental health week event.

H2H & NDIS MENTAL HEALTH EVENT

Logan Hospital

Promotion of mental health week also occurred at Logan Hospital, with stalls and activities to promote access to services such as allied health and NGOs. RFQ took part in meeting the community and talking about the H2H program during this event.

BIG RED & THRIVE BY THE BAY

Redlands

A fun-filled day in the Redlands for the community to participate in activities and live music, with RFQ holding a local stall to raise awareness for mental health.





MORETON BAY MENTAL HEALTH EXPO

Redcliffe

A windy day by the Bay, but a successful one for the RFQ Redcliffe Caboolture team, taking part in the expo and having fun meeting the locals.

RFQ MENTAL HEALTH WEEK EVENT

Maryborough

At the Maryborough mental health week event, the local RFQ group made up a banner for public display with messages for recovery and hope to include in the event alongside a henna artist, rock painting and a community drumming group.

BRISBANE MENTAL HEALTH EXPO

Reddacliff Place

In its 9th year the Brisbane Mental Health Expo engaged the Brisbane CBD community to promote mental health programs, services, organisations and resources and encouraged people to maximise their health potential and open up communication channels when it comes to mental health and wellbeing.

METRO NORTH HEALTH FORUM

Royal International Convention Centre, Bowen Hills

RFQ was proud to be involved in the sixth annual Metro North Health Forum hosted by Metro North Hospital and Health Service and Brisbane North PHN.

ART BEAT

Gold Coast

RFQ held a stall at this bright and colourful event, which was visited by Minister for Health & Ambulance Services, Steven Miles.

MENTAL HEALTH WEEK ACHIEVEMENT AWARDS

Brisbane City Hall

RFQ proudly sponsored the Aboriginal and Torres Strait Islander category. Together with Mental Health Commissioner Ivan Frkovic, RFQ presented Stepping Black Indigenous Corporation Australia with this award for their efforts in initiating, designing and implementing projects and programs which promote and support non-Indigenous and Indigenous people, families, communities and their cultures.



2019 RECOVERED FUTURES ART EXHIBITION



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

Now in its 28th year, the Recovered Futures Art Exhibition was held in Brisbane City Hall during Mental Health Week. The event was officially opened by Brisbane Lord Mayor Adrian Schrinner, with guest speakers Queensland Mental Health Commissioner Ivan Frkovic and Indigenous Artist Maria Watson-Trudgett. The week-long Art Exhibition was met with overwhelming positive feedback, noting the professional gallery feel and artwork. Hosted in association with the Brisbane City Council, the Exhibition featured 200 artworks by 115 professional and emerging artists.



Exhibition Convenor Kingsley Bedwell | **Exhibition Lead** Kasia O'Shea | **Exhibition Co-lead** Kristyn Culpepper

Exhibition Committee Sarah Harvey, Emily Kerridge, Emily Warbrook

Local Exhibition Representatives Caroline Bick, Corette Bulog, Shannon Chant, Natalie Clark, Christina Guzzo, Daria Kosova, Amanda Meagher, Juliana Reihana, Brylie Roach, David White





The exhibition served to exhibit the work of talented artists and raise awareness of mental health and to destigmatise mental illness. The public were treated to the opportunity to be moved by wonderful stories of hope and recovery.

Exhibition highlights:

- RFQ proudly accepted the 2019 Brisbane City Council Lord Mayor's Australia Day Cultural/ Arts Award for the Recovered Futures Art Exhibition's invaluable contribution to the community and artists, reflecting the passion artists have for this event and the positive impact on the public
- Significant public connection with artists' work and accompanying narratives with the sale of over a third of exhibited artwork
- Provision of support to members of the public who enquired about mental health support and RFQ services
- Artists with lived experience as family or a carer were invited to exhibit for the first time, providing the public with a special opportunity to connect with the family perspective
- A 'Family Fun Day' was held for the first time and attracted over 100 children enjoying creative activities and play
- Corporate and Government sponsorship to the value of \$22,500

"What a beautiful, inspiring and touching exhibition. Truly moving. Well done."



"It's an honour to exhibit my work next to such divine images. Thank you to all the artists."



"Wonderful to see the art exhibited again this year and a joy to add two pieces to our collection at home."



"Really appreciate the work put in creating such a wonderful space for self expression. We had the best day ever!"



"This exhibition is so important as it keeps the conversation going and helps remove the taboo and stigma attached to mental health. Thank you to all the artists."

MEET MARIA

MARIA WATSON-TRUDGETT

ARTIST & GUEST SPEAKER FOR THE
2019 RECOVERED FUTURES ART EXHIBITION



Two years ago Maria Watson-Trudgett moved from New South Wales, settling in a beautiful area of West Moreton. Maria's decision to leave personal turmoil and struggles with mental health also meant she was leaving behind strong connections with the art community. Now determined to establish herself in Queensland and share her personal story through her artwork, Maria was excited to be showing her style for the first time at the 2019 Recovered Futures Art Exhibition – an exhibition designed to raise awareness of mental health recovery and wellbeing.

"I was looking for places to start showing again, places to exhibit annually. I used to paint for the Mental Health Art Week on the Central Coast for years and was fortunate enough to sell every piece that went in and win awards."

Maria was glad she became aware of the Exhibition and noted *"it is very important for other people to be aware that at any one time, any one of us can become mentally disordered for any reason – a loss of somebody, high pressure stresses at work etc. and of course you've got people that live with mental illness all the time."*

Maria has great empathy for people with mental illness, having worked in a psychiatric ward for nearly 10 years, and is pleased to be involved with the Exhibition and its message.

"It's a great and important outlet for people to express themselves and let other people know. You may work alongside someone for decades and not even know or realise that this person struggles and doesn't share that with you."

An advocate of mental health awareness working with carers and parents of Indigenous autistic children in her day job, Maria is also an activist and role model for the Aboriginal and Torres Strait Islander community, promoting Indigenous culture and telling the Wiradjuri people's story

through her art. Using her painting to relieve the stress and pressure of being a mature age university student in 2009, an Aboriginal Elder of the university heard Maria was painting and conveyed that she had a responsibility to share her culture through her art, despite difficulties due to broken lineages with few stories passed on to her. The damage of colonisation and the impact it had upon the Indigenous people made it all the more important for Maria to share her knowledge in her own way.

"My art is not traditional because I have not been handed down stories that are of a traditional knowledge. Because of our broken lineages as an Aboriginal person, my grandfather didn't pass on his stories to tell because he had a disconnection as well. My dad told me small parts, little bits. Finding out about my culture has been on my own journey, my own accord and that's why I can tell some stories through my art now. My artwork is more contemporary and I do live now in a more contemporary society."

Maria explained 'Dot-art' originated because the First Peoples who began painting and showing their art to non-Indigenous Australians were safe guarding their traditional culture and stories that had been passed down over generations. Dots were used to cover up parts of the particular sacred story they were painting.

"Because their artwork was going to be shared, but the stories were not, that's why the dots came in – to cover up the story, cover up the truth. We could give you a part of it but we couldn't give you all of it."

Maria does not use dot-art as much as she used to. She has become looser and freer in her style, using bright, bold colours. *"I don't have a traditional story per se to share so it's more about parts of my culture and the knowledge I do know that I share."*

Initially Maria didn't see herself as an artist but due to her obligation to her people, she entered exhibitions and was repeatedly recognised for her ability. Maria also collaborated on artwork with non-Indigenous artists and won awards. A significant feather in Maria's cap was having an artwork of hers on display at Parliament House in Canberra.

Maria has since built up a portfolio of commissioned works across the country and donated art for raising funds for Aboriginal scholarships and causes. A commissioned artwork has even made its way to Colorado, USA.

All this exposure is helping Maria follow through with the story-telling responsibility bestowed upon her 10 years ago. So much of Maria's life has led her to this path and she is determined to promote cultural awareness and reconciliation.

"I am very passionate about sharing my culture through my art with non-Indigenous people. To share an appreciation and a respect for Country and the land on that they live, the people around them and the Aboriginal people that can share their learnings with them so that they can be culturally appropriate and aware. In my job I lead a team of non-Indigenous people with our Reconciliation Action Plan and knowledge and appreciation of how to work alongside and be more culturally appropriate and respectful."

Maria shared her perspective on how things have changed in terms of reconciliation, recounting stories passed on to her:

"I remember stories from my father – stories of racism and being called derogatory names all of his working life. Dad shared stories of not being allowed to go swimming in the local pool, the movie theatre or public house. Aboriginal people were even required to get permission to travel into another suburb of Sydney, and they could not move into another state or purchase land of their choosing until after the 1967 Referendum. Also, pay wasn't the same – Aboriginal people would be paid in salt, sugar, flour, meat or tobacco instead of money! Nowadays, when the Australian Government does a health campaign on stopping smoking or reducing sugar, this causes great confusion in Aboriginal communities, as the understanding of our Old People is 'that's how we were paid'. Having experienced such discrimination most of his life, my dad can't see how mindsets of our shared history are starting to change, because he's lived a negative experience for such a long time."

Maria commends the strength and resilience of Aboriginal people and comments that today there's more acceptance, jobs and equality for them and there are non-Indigenous people trying to learn and work together with Aboriginal people.

Now a Queenslander, Maria hopes she can share her story of who she is and where she is from to a new audience. *"I tend to paint in a lot of waterholes, billabongs, rivers and streams because Wiradjuri means the people of the three rivers. I tend to share a story about my artwork through that, so that enlightens people of who I am, what my culture is, what Wiradjuri means. It's important for me to share with non-Indigenous people a cultural appreciation and awareness of our shared history, our shared culture."*

Having exhibited for the first time at the Art Exhibition, Maria says she was excited to see what other artists were showcasing. A lover of all art, her philosophy of 'There is no wrong with art' rang true when she saw the diverse pieces on display, especially with the exhibition focus on mental health awareness.

"If somebody is expressing something that is within them, which they may not be able to talk about - if they can express that and get it out then that's healing. That becomes wellbeing rather than a mental illness or mental stuff that builds up and stays inside. I'm looking forward to seeing everything - there is no wrong."

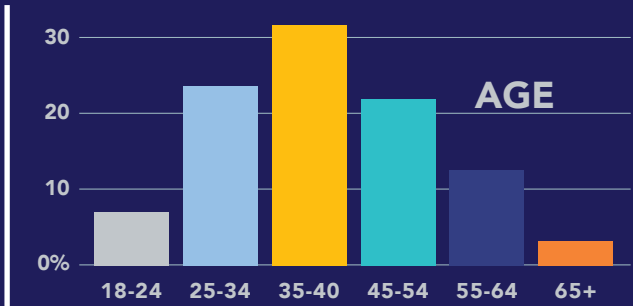
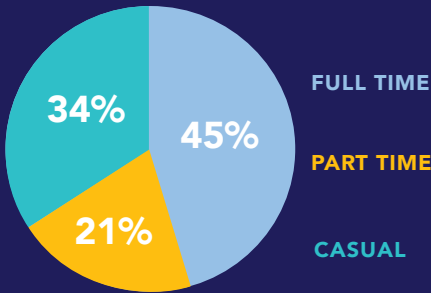
Maria hopes that with further awareness the public will come away enlightened, more sensitive and less judgmental about mental illness.

"Most people that live with mental health issues, they're hiding who they are. Putting on a brave face, putting on a mask and going out to work. Then you get home and have a meltdown. That's not the true person they are and I've lived that. When I was going through my very bad clinical depression and suicide attempts I would be going to uni - normal and vivacious, working in the job I was in for 30 years. You had to put on this big mask and a cover up. People need to become 'aware' and hopefully further awareness prompts people to say to a colleague, 'are you ok?'"

Having grown from her experiences and tapping into her intuitive and spiritual side, Maria is now doing what brings her happiness. *"What can I do or give that the public like? The answer is my art. This is something innate to me that's always been there – my purpose in life is to share my art."*

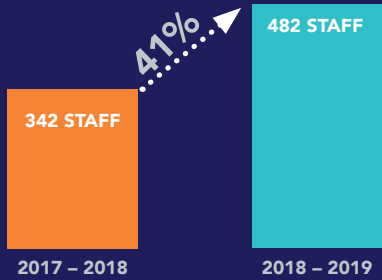
PEOPLE & CULTURE

OUR STAFF



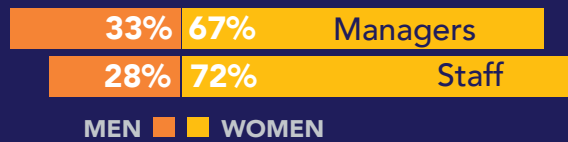
78%
OF STAFF BELIEVE RFQ IS A TRULY GREAT PLACE TO WORK

STAFF GROWTH

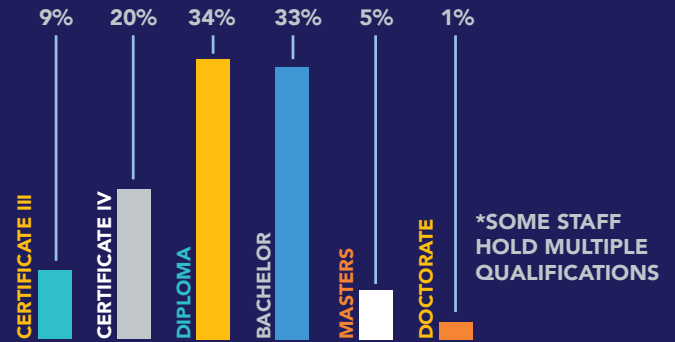


ORGANISATIONAL GROWTH SUCCESSFULLY MANAGED ENSURING A HIGH STANDARD OF ONGOING SERVICE EXCELLENCE

GENDER BALANCE



STAFF QUALIFICATIONS*



*SOME STAFF HOLD MULTIPLE QUALIFICATIONS

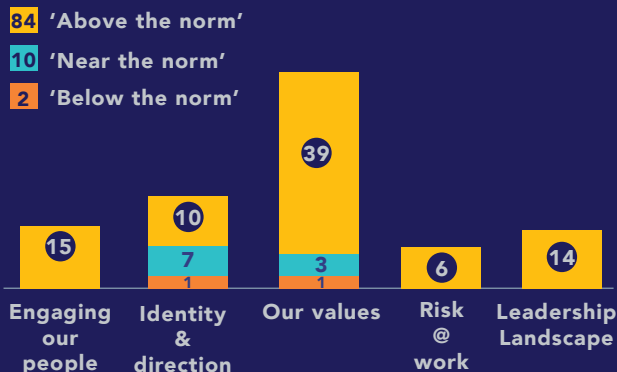
STAFF RECRUITED IN 2019

15.5% IDENTIFY AS CULTURALLY AND LINGUISTICALLY DIVERSE

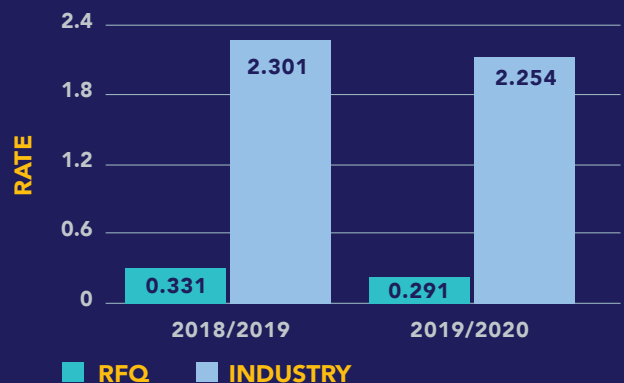
NEW STAFF COUNTRIES OF BIRTH: AFGANISTAN, AUSTRALIA, BANGLADESH, BRAZIL, CANADA, COLUMBIA, CROATIA, EGYPT, EL SALVADOR, ENGLAND, INDIA, IRAQ, KENYA, LIBERIA, NEW ZEALAND, NIGERIA, PAPUA NEW GUINEA, SAMOA, SOLOMON ISLAND, SOUTH AFRICA, SOUTH KOREA, SOUTH SUDAN, SWEDEN, TAIWAN, TURKEY, UNITED ARAB EMIRATES, USA, ZIMBABWE

BENCHMARKING NORMS

THE NUMBER OF QUESTIONS THAT RATED ABOVE / BELOW THE NORM FOR HEALTH AND COMMUNITY SERVICES (AS MEASURED BY BEST PRACTICE AUSTRALIA)



WORK COVER PREMIUM PER \$100 IN WAGES



SIGNIFICANTLY LOWER RFQ WORKCOVER PREMIUMS REFLECT A HEALTHY WORKPLACE CULTURE

LEARNING AND DEVELOPMENT

We are committed to building workforce capability through professional development opportunities for our staff. To date in 2019 we have:

- inducted 209 staff in 18 CEO induction sessions
- invested in additional learning and development human resources in response to organisational growth and a commitment to contemporary practice
- introduced CALM and CALM Care Suicide prevention onto the training curriculum
- supported staff's attendance at lectures, tutorials and exams
- supported individual training requests for staff's professional development
- begun planning a new learning management system for 2020 to provide efficient and effective blended learning and virtual learning circles
- nurtured culture bearers through staff training and leadership coaching

PEER SUPPORT

- Our Senior Recovery Mentor guest lectured QUT Social Work students on the lived experience
- We developed capacity building workshops for clients on recovery and wellbeing (Peer Shaped)
- We are developing training for staff to raise awareness of the lived experience

COMMUNICATIONS AND MARKETING

We proudly sponsored or was a sponsor of a number of events to increase awareness of recovery and the RFQ brand including:

- Aboriginal and Torres Strait Islander category – Mental Health Week Achievement Awards
- Brisbane Mental Health Expo
- Unleash the Beast Symposium, Toowoomba
- Breaking Free Concert, Toowoomba
- Australasian Mental Health in Higher Education Conference, Townsville

We increased our social media presence across Facebook, Instagram, Twitter and LinkedIn.



2053 FOLLOWERS



389 FOLLOWERS



1112 FOLLOWERS



275 FOLLOWERS

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.

We remained an active and influential member of the Queensland Mental Health Week Planning Committee.

"Management team/office staff are supportive and welcoming and have an 'open door' attitude towards their staff. Fellow staff members have also been supportive, friendly and helpful."

People & Culture Team



EXECUTIVE MANAGER PEOPLE & CULTURE
KASIA O'SHEA

HR MANAGER ROS BROWN

HR COORDINATOR CINDY JOHNSON

CORPORATE & HUMAN RESOURCE OFFICER
CLAIRE STEWART

RECRUITMENT COORDINATOR
CHRIS CLAYDON

SENIOR RECOVERY MENTOR DAMIAN PERRIN

SENIOR COMMUNICATIONS AND MARKETING
COORDINATOR KRISTYN CULPEPPER

LEARNING & DEVELOPMENT COORDINATOR
LISA SMITH

SENIOR TRAINING OFFICER TAPU FUIAVA

SENIOR TRAINING OFFICER PETER MOTT

SENIOR ADMINISTRATION SUPPORT OFFICER
SHERIDEN LARK

ADMINISTRATION SUPPORT OFFICER
EMILY WARBROOK

ADMINISTRATION SUPPORT OFFICER
CASSANDRA ARBUTHNOT

OUR DIVERSE FAMILY



"AWARENESS IS THE FIRST STEP TOWARDS CHANGE. ACCEPTANCE IS THE SECOND STEP."

MELISSA AZZOPARDI

RECOVERY SUPPORT WORKER

GOLD COAST

I love working in mental health as two days are never the same. The work is challenging but rewarding, and I have developed many special friendships from the beautiful people this field attracts. It allows me to spend quality time with a diverse range of participants and support them to achieve their goals and improve their quality of life. The best part of this role is when a participant is successful with a healthy NDIS package that ensures they will receive the future supports that they require. We need to share mental health information, talk openly about mental health and keep the conversations going to reduce stigma and discrimination. To relax and have fun I love to spend time with family and friends, walk our fur baby, visit the beach and take time for self-care so that I can fill my own cup to become a better me.



"WE CAN FIND SOLUTIONS IF WE FIND PEOPLE WITH WHOM WE CAN BE HONEST AND ACCEPTED BY."

MURAD TALUKDAR

RECOVERY SUPPORT WORKER ADV.

METRO NORTH

I chose to work in mental health after my own personal recovery was made possible by others in the industry as a desire to 'pay it forward'. One of the most significant moments I've had with a client was when I was working as a nurse and was assigned to a young man who had an acquired brain injury, was living rough and had been diagnosed with schizophrenia. He was still one of the most resilient and resourceful people I've ever met. I aspire to write a book on overcoming trauma when I am not busy cycling, singing badly and making dad jokes with my two amazing children. My message of hope is "Recovery is real. Healing is possible".



"YOU CAN GET BETTER. THERE ARE TIMES WHEN IT DOESN'T FEEL THAT WAY, BUT YOU CAN. I'VE BEEN WHERE YOU ARE NOW. YOU BELONG AND YOU MATTER. "

LENI WALKER

SUPPORT WORKER

METRO SOUTH

I love working in mental health because I have the ability to change lives and help vulnerable populations on an individual level. Those struggling with mental health and social disadvantage challenges deserve to be supported in their recovery efforts. It is incredibly rewarding but also demanding of your time and emotional energy however, I see first-hand the positive impact I have on another person and it is satisfying being part of the journey to recovery. Other personal achievements include providing life-saving military and humanitarian assistance and hope to extremely vulnerable people suffering from some of the most devastating conflicts of the modern era, including the Communist insurgency in Malaysia, the Yugoslav wars of Bosnia and Herzegovina and the East Timor conflict in Indonesia.

My career goal is to be a Clinical Psychologist who works with PTSD and Trauma. I'd like to combine traditional Māori/Indigenous concepts with Western treatment models – having a foot in both worlds. I believe we can raise awareness of recovery through self-awareness. By helping a client to understand themselves and why they behave, feel and think in certain ways, they could learn how to help themselves feel better. Check in on a mate, or someone you care about if they're not going so well. Talking and listening are powerful and mental health issues can affect anyone.



"I LOVE THAT MY JOB CHALLENGES ME EVERY DAY IN DIFFERENT WAYS"

OLIVE XING

SENIOR FINANCIAL ACCOUNTANT

HEAD OFFICE

I've been working for RFQ for 13 years and have been very fortunate to witness the organisation's significant growth. Everyone here is supportive and always willing to provide their experience and help to accomplish our goals. I feel respected and valued for what I bring to the organisation and am looking forward to seeing my next 13 years with RFQ.

My greatest personal achievement is completing a Masters Degree and CPA study while working full time and having a young family.



"SOMETIMES OUR LIGHT GOES OUT, BUT IS BLOWN AGAIN INTO INSTANT FLAME BY AN ENCOUNTER WITH ANOTHER HUMAN BEING."
 (ALBERT SCHWEITZER)

JANE ESSLEMONT

OCCUPATIONAL THERAPIST

METRO NORTH

Working in mental health has been a natural fit as I have always been curious to know and understand myself and others better. Sometimes we experience things in life that radically change our experience of ourselves, we lose touch with the essence of who we are and this manifests in ways that impact on mental health and wellbeing. Taking care of our mental health is essential to living our full potential. Recovery is developing a steady companionship with yourself, to notice and be curious about yourself, to be at ease with yourself, to become your own best friend. When we embrace our whole self, our qualities and our vulnerabilities, when we lean into our truth, life inevitably leans back. It may look quite different to how you thought it would look as we can change direction at any time, but there is no one way to live life. There is only your way and that is enough. You are the greatest adventure you will ever have.



"IT ONLY TAKES ONE PERSON TO HAVE A POSITIVE IMPACT ON SOMEONE WHICH COULD INSPIRE A POSITIVE CHANGE TO THEIR PATH"

EMMA GRIFFITH

SUPPORT COORDINATOR

THE WAY BACK SUPPORT SERVICE

My husband and I are both veterans so I was drawn to my role as I had been my husband's full time carer after he was diagnosed with PTSD. I saw first-hand the struggles veterans and their families faced when seeking help for mental illness. I wanted to be part of positive change. Witnessing my clients embrace a new lease on life after accessing our resources and support is the best part of my role. It's a beautiful thing when you meet someone who has almost given up on life, to then see them embrace positive changes and become empowered again. I am proud to be part of an amazing team helping to support our veterans in suicide prevention. This is such a rewarding role and I hope we can continue to inspire change and influence the powers that be in truly helping our veterans. When I'm not a Support Coordinator, I love being with my two beautiful kids and husband. I am also a hobby cake decorator and a huge fan of drag queen bingo!



"I WORK TO EMPOWER INDIVIDUALS SO THEY RECOGNISE THEY ARE AT THE CENTRE OF THE CARE THEY RECEIVE."

JUSTIN LEKOT

RECOVERY SUPPORT WORKER ADV.

METRO SOUTH

I was looking for the opportunity to utilise my experience in community support when I came across a Recovery Support Worker position with RFQ in Toowoomba. I have since worked in RFQ's Ipswich service before settling in my current role in Brisbane. RFQ's values are closely connected to my own and working within different teams in the organisation has strengthened my adaptability and personal diversity. I believe hope underpins the recovery process and journey. Recovery points to a better future for people with mental health challenges, where they understand and appreciate recovery does not mean the absence of mental health symptoms, but living life despite them, setbacks and all. Working in mental health has enriched me and has equipped me with the tools to view things from different perspectives with an open mind. In the future I would like to complete further study and move into team leadership within the organisation. In my down time I am part of a musical group and I play my own musical instrument. I also have my own small library, complete with electronic material, where I like to read literature.



"I LOVE GETTING TO BE A POSITIVE PART OF SOMEONE'S LIFE & ASSISTING THEM TO LIVE THE LIFE THEY CHOOSE. "

STEVEN WYATT

COORDINATOR

GOLD COAST

I believe in the importance of listening and offering tailor made supports that are client focused, and advocating for the needs and rights of those living with mental illness. We can raise awareness of recovery and aim to break the stigma through open and honest conversations, whether that be with colleagues, external stakeholders and clients. My greatest professional achievement has been being part of an amazing team that is offering the unique Transitional Recovery Service on the Gold Coast. In my personal time I enjoy taking my dogs to the beach, playing guitar, writing music and going to gigs.



"BEING ABLE TO CARRY HOPE TO THOSE STRIVING FOR A BETTER FUTURE BRINGS ME A SENSE OF ACCOMPLISHMENT."

MARA ROGERS

RECOVERY SUPPORT WORKER ADV.

MARYBOROUGH

I started at RFQ with a varied background in aged care, construction and working on rural properties in Queensland and the Northern Territory – all while juggling motherhood. Shortly after I took the opportunity to work in the Transitions Program and now I can't envisage myself working anywhere else. I love working in mental health, particularly within the justice system, as I am able to carry hope, hold space, promote self-advocacy and show compassion to those who are striving for a better future. I had been working with a highly vulnerable young man with complex and severe mental health issues during his incarceration. He was due for an important court appearance where I had arranged to meet with him. I'll never forget the look of relief on this young, scared, isolated man's face – in that moment, he knew that someone cared and believed in his future. Using language that promotes optimism and hope allows individuals to feel safe, welcomed and valued. By the whole RFQ team demonstrating this language we have created a connected community which continues to understand and appreciate people's abilities, strengths and their challenges.

To replenish my soul and reset myself, I like being outdoors, spending time with my young family and practicing self-compassion, kindness and love.



" I LOVE THAT I HAVE THE OPPORTUNITY TO MEET PEOPLE FROM ALL WALKS OF LIFE AND HEAR THEIR STORIES."

NATALIE CLARK

ADMINISTRATIVE SUPPORT OFFICER

TOOWOOMBA

Personal experiences through family and friends is what brought me to work in mental health. During my time with RFQ, the Annual Consumer and Staff BBQ is what I look forward to the most. After weeks of preparation, stress and exhaustion, I can stand there and see clients and staff interacting and having a good time. I love that I have the opportunity to meet people from all walks of life and hear their stories. It makes all the hard work worth it. I like to relax after work by spending time with family and friends, travelling, cooking, playing video games and listening to music.



"THE BEST THING IS THE PEOPLE I WORK WITH AND THE PEOPLE I SUPPORT. JUST AS EVERY PERSON IS DIFFERENT, SO IS EVERY DAY."

DALLAS SUTHERLAND

SNR RECOVERY SUPPORT WORKER

SUNSHINE COAST

I've worked in the Army, education and employment services but after a lived experience of mental illness some years ago I saw a job for a Support Worker role and I haven't looked back! One of the best moments in my role was when an ex-correctional centre inmate who had returned to the community after 13 years said to me, "I've been to many organisations and all they give me is a brochure and send me on my way. You're the only one who has been able to help me." We can raise awareness by making connections and speaking to people. I also believe in engaging the community through creative pursuits like art exhibitions showcasing works by people with a lived experience. I worked as a teacher and lecturer for visual arts so it is really important to me. The message is there in the action. Being a creative person, I have been writing fantasy novels for middle-grade readers, when I find the time amongst renovating an old Queenslander. My message of hope is that recovery is possible. It might not be as you expected, but it does happen.



"I HAVE A PASSION FOR MENTAL HEALTH."

CLAIRE COLWELL

RECOVERY SUPPORT WORKER

METRO SOUTH

A passion for mental health and a genuine peer approach are what brought me to work in the field. Before being one of the newest members of the Support Coordination team I worked with FSG as part of the MOSAIC program. I then went on to be part of the Bayside H2H team before looking for the challenge of a Support Coordinator. I have been with RFQ through the NDIS journey and like to share my love of cats and Star Wars with my colleagues. I also try and keep with a strong self-care routine, practicing mindfulness through crochet and getting active at the gym. "May the Force be with you!"

SPOTLIGHT ON HOPE & RECOVERY



Hi from Sea World!

Raymond Fletcher embodies the spirit of hope and recovery, a RFQ client with a big smile, open heart and kind nature. Come along on a few of the excursions experienced by Raymond & his support worker Bianca ...

An outing with a client can bring joy and lift the spirits of all involved, as a daily adventure can be anything you make it to be - fun, educational, entertaining, relaxing, spiritual or just down right amazing!

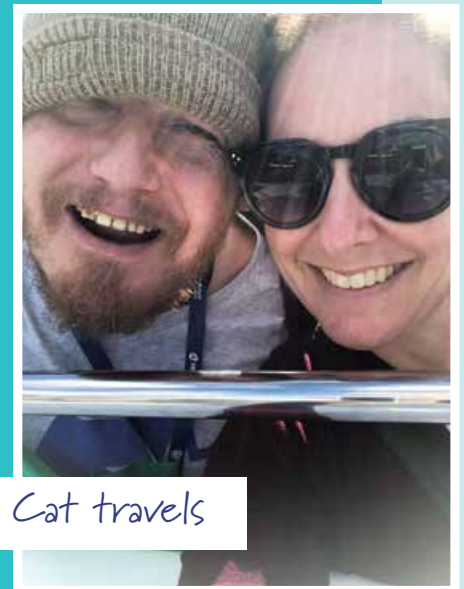
A weekly event for Raymond and Bianca is a trip to A Place to Belong in West End. Travelling via the City Cat regularly, Raymond now enjoys feeling comfortable travelling and visiting Brisbane City by transport.

A lovely idea Raymond and Bianca have undertaken is spreading joy to the community by performing random acts of kindness around the city. This helps encourage Raymond to see the beauty around him and helps shift a negative mindset to a positive one. Raymond and Bianca will leave empowering notes around for people to discover - an element Raymond really looks forward to doing.

A really special day out Raymond and Bianca shared together was a visit to Sea World. With Raymond one day hoping to swim with a dolphin, the adventure was a wonderful step towards this goal, both having so much fun learning about sea animals and gaining further insight into Raymond's hope for the future.



Act of Kindness



City Cat travels

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BRYLIE ROACH
AREA MANAGER
GOLD COAST



DIANA BENNET
SERVICE MANAGER
GOLD COAST



KATE MCGRATH
SERVICE MANAGER
THE WAY BACK SUPPORT SERVICE



ANNELIESE RUSSELL
ALLIED HEALTH SERVICES
MANAGER

FINANCIAL PERFORMANCE

We can report to our community of interest the company is in a strong financial position. A 12.2% increase in equity (\$16.8M) along with a strong cash position means the company can positively pursue its mission and face the challenges ahead.

Finance Committee

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



BOARD CHAIR MARK BARRY SIGNING AUDITED FINANCIAL STATEMENTS WITH AUDITOR MATTHEW GRAY, KPMG

Auditors

KPMG Australia

LIABILITY



TOTAL EQUITY



ASSETS



Finance Team



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ANDREA TURVEY
- SENIOR FINANCIAL ACCOUNTANT
OLIVE XING
- FINANCIAL ACCOUNTANT ALEX REN
- FINANCIAL ACCOUNTANT MAE CUI
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QUALITY & CIMS TEAMS

Client Information Management Systems Team



- EXECUTIVE MANAGER, SERVICE
DEVELOPMENT LARRY STAPLETON
- CLIENT INFORMATION
MANAGEMENT SYSTEM
COORDINATOR
JOEL TIHVERAINEN
- EXECUTIVE MANAGER, PROGRAM
DEVELOPMENT DONNA DIDLICK
- QUALITY IMPROVEMENT
COORDINATOR SHAN FAY
- QUALITY IMPROVEMENT OFFICER
SHONTELE TURNER

Quality Team

FUNDERS AND PARTNERS

*We recover futures with
and are grateful to
our valued partners*

FUNDERS

Queensland Department of Health
Queensland Department of Communities,
Disability and Seniors
Beyondblue
PHN Brisbane North
PHN Brisbane South
PHN Central Queensland, Wide Bay and Sunshine
Coast
PHN Darling Downs and West Moreton
PHN Gold Coast
National Disability Insurance Agency
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Wide Bay HHS Mental Health Services
Townsville HHS Mental Health Service
Sunshine Coast HHS Mental Health Service
Queensland Mental Health Commission
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Focal – Pathways program
Footprints
Gallang Place Aboriginal & Torres Strait Islander
Corporation
Gold Coast Youth Justice Centre
Harmony Place
Healthy Options Australia
Horizon Housing Company
Jacaranda Clubhouse

James Jacobs Fellowship
Krurungal A&TSI Corporation for Welfare,
Resource & Housing
Legacy Brisbane
Life Without Barriers
Lifeline Darling Downs & South West Qld Ltd
Lives Lived Well
Lighthouse Food Bank Deception Bay
Mates4Mates
Micah Projects Limited
Mind Australia
Multicultural Communities Council Gold Coast
and CURA
Multicultural Development Australia
Mylestones Employment
Neami National
New Farm Clinic
Open Arms
Open Doors
Open Minds
Police Citizens Youth Club
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PsychCare Services
Quality Lifestyle Support
Queensland Voice for Mental Health
QuIHN
Remembrance House
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Richmond Fellowship Asia Pacific Forum
Roses in the Ocean
RSL Queensland
Rural and Remote Mental Health
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Stepping Stones Clubhouse
Under 1 Roof
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YFS

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



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