

2021

ANNUAL REPORT



Richmond
Fellowship
Queensland



MISSION-DRIVEN

| AUTHENTIC

| PROFESSIONAL

OUR VISION

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

We envision:

A world that fully supports people in recovery

A culture that nurtures authentic and empowering relationships

A future that inspires hope, self-belief and a meaningful life

OUR STRATEGIC PRIORITIES

- 1. Deliver service excellence**
Recovery supported
- 2. Build our strategic engagement**
Connections strengthened
- 3. Ensure future sustainability**
Growth managed
- 4. Influence change in the community**
Awareness raised

OUR VALUES

We combine the inspirational vision and values of our founders with progressive thinking, advanced research and service excellence.

Empowerment: We create environments that support and empower people. We empower people to embrace their own goals, responsibilities and choices.

Trust: Our relationships are authentic. They are built on trust and earned through respect, reliability, flexibility and humility. We trust, respect and support each and every person's recovery choices.

Compassion: We are compassionate people. We create safe, caring and inclusive environments that foster active participation, personal growth and recovery.

Resilience: We are resilient and resourceful. We help others to find their own strength, purpose and meaning.

Diversity: We embrace diversity in all its forms. We celebrate the richness of the human spirit, value difference and advocate for the dignity of each human person.

Integrity: We are honest and accountable. We nurture an ethical culture that guides our relationships and services.

Lifelong Learning: Learning is a continual journey for us. We evolve and adapt through reflective and evidence-based practices and world-leading research. We value new ideas and their contribution to influencing personal and social change.

Our values are evident in everything we do.

Cover artwork by Maria Watson-Trudgett
(see page 34)

CONTENTS

Our Vision, Values and Strategic Priorities	1
Year in Review	3
Chair's Message	5
CEO's Message	7
Service Developments	9
Community Engagement	17
Striving for Excellence	25
Human Resources	27
Governance and Leadership	29
Financial Performance	31
Thank You	32

Richmond Fellowship Queensland (RFQ) acknowledges that Aboriginal and Torres Strait Islander peoples are the original and continuing custodians of the land and waters. We pay our respects to the Old People, Elders and Leaders past and present and extend our recognition to their descendants who are present. We recognise, highlight and celebrate the unique position of Aboriginal and Torres Strait Islander peoples in Australia's history, cultures and future.

YEAR IN REVIEW



Strengthening strategic leadership

This year and mindful of its vision, RFQ continued to position itself for the future by ensuring it has the right expertise and values fit on its Board, Executive Team and among emerging leaders.

Embedding our Indigenous Statement of Intent

This year, we saw the further implementation of our Indigenous Statement of Intent. The delivery of the Intentions was led by the Indigenous Project Team who developed, embedded and delivered culturally appropriate services, resources, training and Indigenous Identified positions across our regions.

Working together during COVID-19

In 2021, our Executive Team led staff and clients through another extended period of the COVID-19 pandemic. With safety front of mind, our leaders successfully supported our staff and clients and transitioned back to face-to-face support during times of eased restrictions.

DECEMBER

Celebrating excellence in service delivery

We were honoured at the close of 2020 when our Transitional Recovery Service was recognised for service excellence at the Gold Coast Health Golden Gala Awards through nominations in the Compassion Award and Excellence Award categories.

MARCH

Supporting small businesses to thrive

Funded by the Federal Government through Beyond Blue, we launched the NewAccess for Small Business Owners program. The demand was immediate, with RFQ receiving 1,800 enquiries in the first six months. As a result, our NewAccess team doubled, positioning RFQ as the largest employer of the Low Intensity CBT model in Australia.

MAY

Strength in recovery

Clients, families, staff and directors came together for a special forum. Underpinned by our organisational value of Lifelong Learning, the event was designed to provide an opportunity to reflect and learn.

The forum, titled 'What's the Secret?', explored the reasons behind RFQ's exceptional client recovery outcomes and why we have thrived during times of change.

Clients and staff wore their hearts on their sleeves as they shared their stories. This honesty and vulnerability contributed to a day that RFQ Chief Executive Kingsley Bedwell referred to as 'truly inspirational.'



JUNE

Technology is the future

This year, we invested in technology to renew and expand our online presence, including redeveloping the RFQ website, which attracts around 2,500 visitors per month. Later in the year, we also launched an online gallery and store for the 2021 Recovered Futures Art Exhibition. The website welcomed more than 6,500 visitors in its first month.

JULY

Immersing our people in Indigenous culture

Across our regions, celebrations took place during NAIDOC Week, including in Brisbane. More than 100 people came together at Downfall Creek in Chermside West to honour the theme, 'Heal Country'. Songwoman Maroochy started the festivities with a heartfelt Welcome to Country and other guests joined with RFQ Indigenous staff to share Indigenous rock painting, basket and bracelet weaving, cooking and yarns.

SEPTEMBER

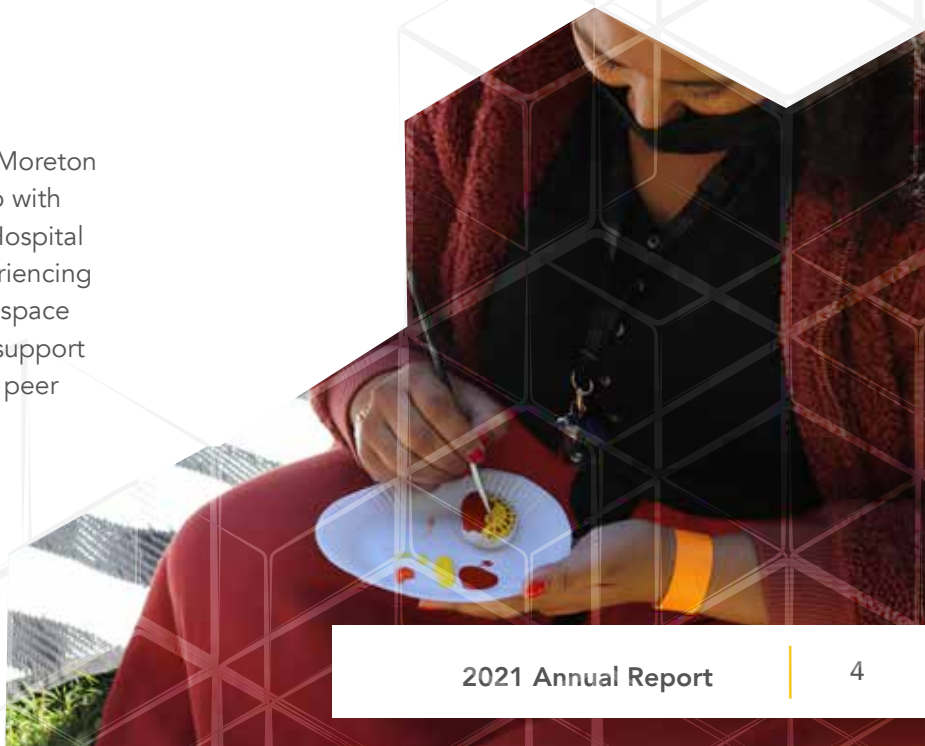
Helping those in need

A Crisis Support Space opened in the West Moreton region as part of an exciting new partnership with Queensland Health and the West Moreton Hospital Health Service (HHS). Assisting people experiencing psychological distress and/or suicidality, the space operates under an integrated model where support is delivered by a combination of non-clinical peer workers and mental health clinicians.

OCTOBER

Celebrating 30 years of raising awareness through art

2021 was a year of artistic celebration. We acknowledged 30 years of history of the iconic Recovered Futures Art Exhibition and launched the exhibition's inaugural online gallery and store, enabling people to preview and purchase artwork on a new platform. The 2021 Exhibition was once again a popular feature of the Queensland Mental Health Week calendar with more than 2,500 people attending the curated exhibition over seven days. A celebrated success, the event sold more than \$32,000 of artwork – close to 50 per cent of this year's collection!



CHAIR'S MESSAGE

Following my election by the Board as Chair at its last meeting in 2020, the outgoing Chair Mark Barry gave notice of his resignation as a Director but remained on the Board for a period to assist with a smooth transition. Mark has now retired as a Director having served for five years, including two as Chair. I would like to thank Mark for his dedication and commitment as both a Director and as Chair, including through a period of change at the time of the merger with Mental Illness Fellowship Queensland (MIFQ).

We have welcomed Caitlin Gough as a new Director and member of the Finance Committee. Caitlin is a Senior Manager with global accounting firm BDO, and brings to the Board extensive experience in finance and accounting. Ann Mealey has taken on the role of Secretary. I thank all 2021 Directors for their ongoing contribution.

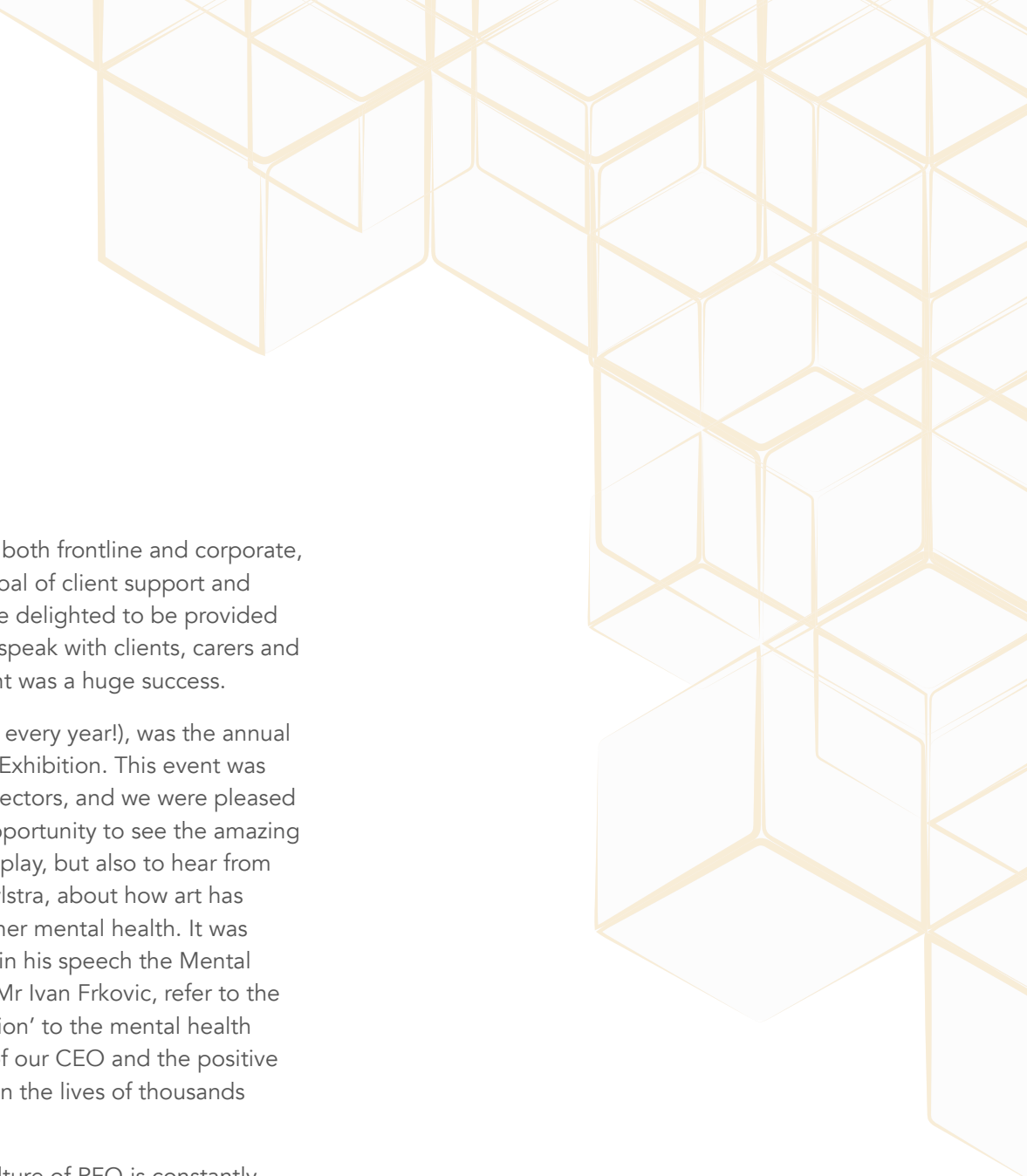
The Board, supported by the Governance Committee and Executive Team, reviewed its Vision and Strategy Policy and approved the policy for 2021 – 2024. The Policy provides the Board's 'riding instructions' to the CEO and management for its overarching desired outcomes. The Board noted that relatively minor changes following the review meant the Policy had served the organisation well during the ongoing changes in our operating environment.

Every year brings its challenges and 2021 has been no different. As the ongoing COVID-19 pandemic has caused difficulties for individuals, households and businesses, RFQ has been required to continue navigating a path which appropriately balances



the welfare of staff, clients and community. This has again been expertly achieved by CEO Kingsley Bedwell and his team. The ongoing nature of the pandemic has meant that the mental health needs of the community in general have never been higher, and this can be seen in the increasing workflows for RFQ as it has responded to government, business and community needs.

A highlight of the year for directors was the 'What's the Secret?' forum held in May and attended by executives, staff, directors, clients and carers. Bringing together all parts of the organisation, we learned first-hand about the essence of RFQ and why it continues to be so successful. We discovered



just how much all staff, both frontline and corporate, are motivated by the goal of client support and recovery. Directors were delighted to be provided with an opportunity to speak with clients, carers and frontline staff. The event was a huge success.

Also a highlight (as it is every year!), was the annual Recovered Futures Art Exhibition. This event was attended by several directors, and we were pleased to not only have the opportunity to see the amazing quality of the art on display, but also to hear from featured artist, Febe Zylstra, about how art has significantly improved her mental health. It was also wonderful to hear in his speech the Mental Health Commissioner, Mr Ivan Frkovic, refer to the 'phenomenal contribution' to the mental health sector in Queensland of our CEO and the positive impact of RFQ's work on the lives of thousands of people.

The people-centred culture of RFQ is constantly on display and our values of Empowerment, Trust, Compassion, Resilience, Diversity, Integrity and Lifelong Learning have again guided the organisation through another successful year.

Congratulations to Kingsley, the management team and all staff for so effectively navigating the challenges and changes of 2021.

Rhonda Chesmond
Board Chair

CEO'S MESSAGE

I have been reporting over a number of years how we have responded to unprecedented change and managed unparalleled growth. I have written passionately how we have remained true to our 'sacred duty' and not lost sight of our moral centre during this ongoing change.

This was profoundly evident at an organisational forum earlier this year attended by clients, families, staff, management and directors under the title 'What's the Secret?'. With a focus this year on investing in our learning and development under the guidance of Chief Leadership Officer Alex Couley, we wanted to ensure we did not lose our history and the essence of our work from which we draw our sense of identity and purpose. The event proved to be an important milestone in the life of the organisation. It combined emotion with considered reasoning, a balance of heart and head. It was especially moving to hear participants express their pride at being a part of RFQ.

The Board's review of its Vision and Strategy Policy provided further impetus to refocus our strategies and transform our operations. Relating the 'What's the Secret?' narrative and positioning the company to the new economy of new ideas and pandemic impacts is the significant challenge as we move forward.

An important development to ensure we have the right expertise and creative influence has been the appointment of a Chief of Staff in support of the CEO role. Rachel Colombi has proved to be an exceptional fit with her unique expertise and personal qualities. Another transformation has been



the re-design of the role of our talented Senior Finance Officer Olive Xing to Executive Manager Finance and Analytics, prioritising data analytics and the provision of quality and timely reporting. We are recruiting a Senior Business Analyst in support of this role and our wider innovative development activities and research partnerships.

I was also pleased to promote our wonderful HR Manager Ros Brown to the Executive Team. The executive has been working hard to intelligently assess the change opportunities and potential threats, ensuring it puts aside quality time from the day-to-day demands of its work. A planned Executive Retreat has been rescheduled for early

2022 following pandemic-related cancellations, focused on our conceptual thinking and to create an executive culture that is aligned and allows big ideas and innovation to flourish. I acknowledge Alex, Rachel, Olive, Ros, CFO Andrea Turvey and Executive Manager Larry Stapleton for their executive leadership and dedication to our vision.

I take the opportunity of this report to highlight some events related to our commitment to Aboriginal and Torres Strait Islander priorities in our work. In addition to implementing our Statement of Intent under the leadership of Juanita Johnson and supported by Robert Pedley, we -

- had an inspirational day celebrating NAIDOC in July with a range of cultural and spiritual Indigenous activities delivered by RFQ staff and guests
- sponsored the Brisbane Blacks in the Arthur Beetson Murri Rugby League Carnival in September (Men's and Women's teams)
- sponsored the Aboriginal and Torres Strait Islander Award at the Queensland Mental Health Week Achievement Awards in October
- 'unveiled' with Directors in the central office foyer in September the commissioned artwork 'A Journey of Discovery' by Maria Watson-Trudgett of the Wiradjuri Tribe (see Report cover).

Our iconic Mental Health Week Recovered Futures Art Exhibition was a huge success with 200 artworks exhibited in King George Square and City Hall. Alongside raising mental health awareness, the event has grown into an important art exhibition in its own right. The official opening

was a special occasion including heartfelt speeches by Councillor Vicki Howard, Queensland Mental Health Commissioner Ivan Frkovic and Artist Febe Zylstra. I congratulate Event Manager Hannah Hoffman and the amazing event team for the 'best ever' exhibition.

RFQ Directors commit their time voluntarily to their role. I am grateful for the support they give management in its responsibility to implement the Board's Vision and Strategy Policy and execute its operational responsibilities. I am especially grateful how Chair Rhonda Chesmond facilitates this through the Chair/CEO relationship.

I encourage our community of interest to take time reading the snapshots and narratives in this Annual Report to appreciate the extraordinary achievements of people in recovery, in partnership with our exceptional staff and their managers. This work is supported by our dedicated corporate team who are equally committed to our recovered futures vision.

We are committed to fulfilling the trust placed in us by our major funders: Queensland Health (in partnership with seven HHSs); Primary Health Networks; Comcare and Beyond Blue. We have a great sense of obligation that government funding achieves the intended mental health policy objectives. I was chuffed to receive an email from a senior Federal executive acknowledging RFQ's impact and which stated in part -

We could not have achieved what we have done to date without the dedication and professionalism of the RFQ team.

Kingsley Bedwell
Chief Executive

SERVICE DEVELOPMENTS

We support people in recovery. Through our recovery-orientated psychosocial services across Queensland and nationally via telehealth services, we work alongside people facing mental health challenges and social disadvantage. We work to create safe, caring and inclusive environments and empower people to embrace their own goals, responsibilities and choices.

Please enjoy reading some of our 2021 service highlights.

Hospital to Home expands to the Western Downs

Due to under-serviced needs in regional Queensland, our Hospital to Home (H2H) program expanded into the Western Downs region in May.

An extension of our Darling Downs service portfolio, the program is an integrated support service for people in the discharge process from acute admission wards. The service supports people through discharge preparation and provides up to 12 months follow-up recovery support in their own homes.

RFQ Area Manager Darling Downs, Laura Lattanzio, said the service based at the Myall Community Centre in Dalby has been well-received by the community, with 40 referrals received in the first three months.

"Due to the overwhelming success of the new location, two full-time Recovery Support Workers have already joined the team to support clients. They are working closely with the local mental health team, and travelling as far as Chinchilla and Tara, to support the growing demand," Laura said.

"I felt like I wasn't alone. I had someone in my corner helping me get to a better place."

H2H Darling Downs client



MOWING HIS WAY TO CONFIDENCE

H2H client Michael lost a huge 50kg by adjusting his diet and pursuing a humble hobby – mowing the grass on his property.

“Michael has always loved mowing his paddocks, he just switched from using a tractor to a push-mower to aid with his weight-loss. We found this form of exercise worked much better for Michael, as it’s a real passion of his,” said H2H Recovery Support Worker, Rowan.

Rowan said the correlation between Michael’s physical and mental health is indisputable.

“At his heaviest, Michael was very embarrassed about his size and had a lot of social anxiety. Now that he’s lost weight, he feels like he stands out less and has certainly gained confidence socially. He’s much more community-focused now and wants to connect with others. Michael would have never left the farm without assistance before, but now I see him out and about in town,” said Rowan.

With a couple of wins under his belt, Michael has been able to shift the momentum in other parts of his life.

“Michael has been ticking off some big life goals. One thing he was determined to do was attend the Boonah Show – predominantly to check out the cattle sales. Michael grew up on a cattle property and absolutely loves cows. Since then we’ve been to Ipswich and Kalbar Shows as well. Michael’s over the moon.”

Rowan says it’s been a pleasure to see Michael’s progress, and that of other clients who continually impress him with their resilience, grit and determination to put in the hard yards for their mental health.





Showing our commitment to culturally appropriate services

At RFQ, we acknowledge the cultural, spiritual and geographical diversity that exists across Aboriginal and Torres Strait Islander peoples and communities, and strive to meet this diversity by providing quality, accessible and equitable mental health support services through our Statement of Intent.

RFQ Manager Indigenous Project Juanita Johnson, said this year we have shown our commitment to improving the wellbeing of our Aboriginal and Torres Strait Islander staff, clients and community through meaningful activities which are proving effective in building the cultural capability of our services.

“To date, we have created five Indigenous Identified roles across Southeast Queensland, exceeding our original goal. We have also extended our geographical reach to the Darling Downs and North Queensland regions, with the addition of a further two Identified positions,” Juanita said.

Under the direction of our Indigenous Project Team, RFQ has also been developing and delivering resources and training to enhance staff

understanding through culturally targeted and appropriate activities. This includes connecting with local Indigenous groups and organisations, exploring and facilitating relevant training opportunities, and harnessing the power of knowledge through cultural yarning spaces and events.

“We are continuing to nurture and strengthen partnerships with relevant Aboriginal and Torres Strait Islander Health and Community organisations,” Juanita said.

“Our commitment has led to a key partnership in Toowoomba with the Jaydon Adams Memorial Foundation, with the establishment of a joint Indigenous Identified position funded through RFQ. In addition, we have become involved in many Indigenous community events across our regions celebrating NAIDOC, as well as sponsoring the Brisbane Blacks Football team in the annual Arthur Beetson Murri Rugby League Carnival.”

This year has seen great support, acceptance and commitment across all areas of RFQ to achieve our Intentions. We will continue to focus on remaining relevant and responsive to our Indigenous community.



“We intend to deliver culturally appropriate supports to our team and clients. We have a commitment to be understanding and empathetic, giving guidance where possible to assist our Indigenous clients, and give all staff the opportunity to share in the vast knowledge of our community and culture.”

Conner Carter, Indigenous Project Team Member



“At RFQ, I feel that my knowledge and experience of my mob and our mental health is appreciated, sought after and valued. That, in turn, has improved my own wellbeing.”

Juanita Johnson, Manager Indigenous Project Team



LEARNING TO TRUST AGAIN

When H2H client Michael first crossed paths with Recovery Support Worker Luke, he was apprehensive to say the least, taking an hour to sign the consent form. Having been in the mental health system for over 20 years, Michael had experienced the good, the bad and the ugly. Luke didn't blame Michael for his scepticism, instead working hard to earn his trust and build rapport.

"I think you begin to gain someone's trust when you offer up stories from your own life and your own journey. Michael was more inclined to share parts of his past once I did the same and I think that's only fair," said Luke.

With support, Michael commenced a beginners watercolour class and his love for art blossomed. He even ticked off a massive personal achievement of displaying his artwork in the 2021 Recovered Futures Art Exhibition.

"Having visited the art exhibition in previous years, it was a big deal for Michael to exhibit. He feels very proud. I think art is a meditative practise for Michael and a creative outlet which also builds structure into his day."

With a NDIS package in tow and his supports in place, including Support Coordination through RFQ, Michael was ready to exit from H2H. The team were delighted to receive a heartfelt letter from Michael, and it helped Luke reflect on Michael's journey.

"The fact that he's had such a positive experience with RFQ, and that he got so much out of the program, has helped Michael to trust mental health providers again. Where previous experiences have left Michael feeling quite restricted and controlled, he's much more open to mental health services now. I feel that Michael has peace of mind now, he is in the driver's seat of his own life."





“...NewAccess helped me define the problems in my life and start taking achievable steps towards solutions. As a small business owner, I was getting overwhelmed with everything that needed to be done and was focusing on the little things that had to be done each day without prioritising rest, self-care or maintaining relationships. Through being able to define the problems, and potential solutions, I’ve now got a conscious thought pattern about how to move forward.”

NewAccess client



Supporting small business through challenging times

Funded by the Federal Government through Beyond Blue, our NewAccess for Small Business Owners is designed to provide free and confidential mental health support for small business owners to manage their unique life and business stresses. The national rollout of this program in March saw the RFQ NewAccess team double in size to meet an immediate demand, with 1,800 enquiries received in the first six months. The program is available for small business owners over the age of 18 years and can be directly accessed by the person via phone or video call anywhere in Australia.

“NewAccess for Small Business Owners provides six sessions with a specially trained and supervised Coach who has a small business background and an understanding of the unique challenges small business owners face,” said Danielle Manolis, NewAccess Senior Manager.

The program is an evidence-based, ‘guided self-help’ model underpinned by Low Intensity Cognitive Behavioural Therapy (CBT). Coaches support the participants to set practical goals and guide them through tools and materials that will help them to manage life stressors.

“We’ve seen many successes in the program to date. 71 per cent of participants who completed at least two of the six sessions demonstrated an improvement on the clinical outcome measures administered pre- and post-program completion. Participants have provided overwhelmingly positive feedback about the program thus far,” said Danielle.

New Crisis Support Space opens in the West Moreton region

In September, RFQ entered an exciting new partnership with Queensland Health and the West Moreton Hospital Health Service (HHS) to deliver a Crisis Support Space.

The space, known as the Emu Café, provides mental health crisis support to people experiencing mental distress and/or suicidality. Offering access to a range of resources and support, the space also gives people time to work through solution-focused strategies that build capacity for wellbeing to best support their recovery. The space is a safe, warm and culturally sensitive environment away from the busy emergency department.

RFQ Area Manager West Moreton Genevieve Wells, said it is widely acknowledged – by service providers and people with a lived experience alike – that emergency departments are not ideal locations for people who are experiencing a suicidal crisis or who are in psychological distress.

“Safe space models implemented internationally have demonstrated improved experiences and outcomes for consumers, including relieving psychological distress and recurrence of crises and reducing acute admissions. These models have also been shown to have great system benefits,” Genevieve said.

“The integrated model of service, where care and support are delivered by a combination of non-clinical peer support workers and mental health clinicians, will complement existing mental health, alcohol and other drugs services across the West Moreton HHS.”

The Crisis Support Space is part of state-wide crisis system reform strategy, aimed at preventing suicide.

COMMUNITY ENGAGEMENT

As a leading community organisation, we are steadfast in our belief that we are stronger together. We are dedicated to maintaining an active presence across the communities we serve, working in partnership with government and non-government organisations. We are pleased to share some of the initiatives we have been involved in this year.

Minola Theatre Empowered Storytelling Workshops

For the second year, RFQ partnered with the Minola Theatre to run a series of empowered storytelling workshops.

The initiative was held across the Gold Coast and Brisbane regions over a four-week period and participating clients were encouraged to find their unique voice and learn how to tell their own story using art, imagination and play.

NAIDOC Week

In July, RFQ staff and clients across our regions celebrated the 2021 NAIDOC theme, 'Heal Country'.

Hosted by RFQ's Indigenous Project Team, staff in Brisbane were immersed in Indigenous culture, stories and activities delivered by Indigenous staff and guests. Attending staff enjoyed trail walks around the Downfall Creek Bushland Reserve, rock painting, basket and bracelet weaving, a cooking demonstration and yarns.

Also in Brisbane, members of our Indigenous Project Team joined staff in the Aspley office to share food and storytelling, which led to conversations of personal experiences. Everyone agreed it was inspirational.

On the Darling Downs, staff joined Goolburri Aboriginal Health Advancement for a NAIDOC morning tea, which included bush tucker inspired food.



Queensland Mental Health Week

Throughout October, our staff embraced the Queensland Mental Health Week theme, 'Take Time for Mental Health,' by joining forces with partnering organisations to host and participate in events in communities from Townsville to the Gold Coast, across to the Darling Downs and everywhere in between.

Events included the Ipswich Mental Health and Wellbeing Expo, the Brisbane Mental Health Expo, Journeys: an Art Exhibition by people with a lived experience, the ArtBeat Music and Arts Festival and Time Out Bundaberg – to name a few.

In Brisbane, the Story Bridge and Reddacliff Place turned rainbow on Wednesday 13 October to coincide with the Recovered Futures Art Exhibition. As the sun dipped, the iconic landmarks transformed into shining beacons of colour.

This year, RFQ was again the proud sponsor of the Aboriginal and Torres Strait Islander Award at the Queensland Mental Health Week Achievement Awards. The event recognises and celebrates the achievements of individuals, groups and organisations working tirelessly to reduce stigma by supporting and empowering those living with mental illness. Our Chief Executive Kingsley Bedwell joined Queensland Mental Health Commissioner Ivan Frkovic to present the 2021 Aboriginal and Torres Strait Islander Award. A warm congratulations to ImpaRa program who were this year's worthy recipient.

In King George Square and Brisbane City Hall, the people of Brisbane joined us in 'planting a seed for mental health' by adding thoughtful cards to our blossom tree at the Recovered Futures Art Exhibition. Encouraging all to focus on and improve their wellbeing, the heartfelt initiative inspired hundreds of passers-by to participate. From 'being kinder to myself' to 'slowing down' and 'becoming a role model', the words were displayed for all to see. A big thanks to everyone who took the time to consider their mental health and determine which small steps can make a big difference in their lives.

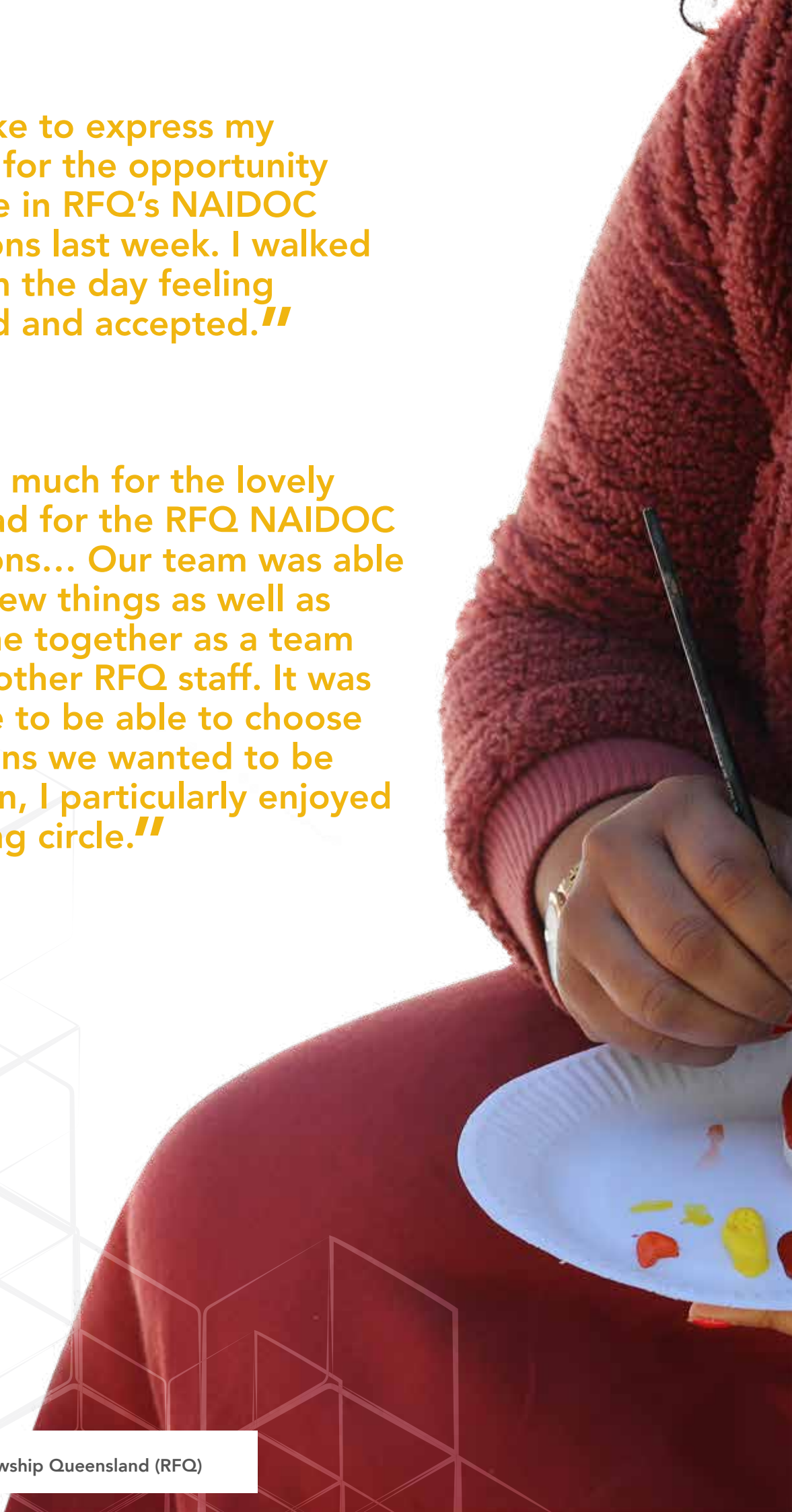


“I would like to express my gratitude for the opportunity to partake in RFQ’s NAIDOC celebrations last week. I walked away from the day feeling connected and accepted.”

Louise

“Thanks so much for the lovely day we had for the RFQ NAIDOC celebrations... Our team was able to learn new things as well as spend time together as a team and with other RFQ staff. It was really nice to be able to choose the sessions we wanted to be involved in, I particularly enjoyed the yarning circle.”

Michelle







"I look forward to these exhibitions to show mental health in a more positive way and encourage those living with mental health issues to persevere."

Leigh-Ellen Roundhill, Artist

"Really striking art and great techniques on display. The depth that the artists go into with their mental health and wellbeing is awesome."

2021 Visitor





Recovered Futures Art Exhibition

A mainstay on the Brisbane art scene, and a much-loved fixture of Queensland Mental Health Week, the Recovered Futures Art Exhibition has become a powerful platform for raising awareness of mental health, recovery and wellbeing.

This year, the event marked the significant 30-year anniversary milestone which continues to showcase the talents and stories of artists with a lived experience of mental illness; a mission which rings as true today as it did in 1991.

As the proud host of the Recovered Futures Art Exhibition, RFQ returned the beloved event to its home in the Brisbane CBD this year. The collection of artwork spanned across King George Square and Brisbane City Hall.

More than 70 artists and their guests were joined by RFQ Chief Executive Kingsley Bedwell, and Exhibition Curator Mandana Mapar for an exclusive preview.

Dignitaries, sponsors, artists and mental health professionals then joined RFQ directors and staff at the official opening. Queensland Mental Health Commissioner Ivan Frkovic, urged audience members to make mental wellbeing our highest priority, and Councillor Vicki Howard shared her long-standing admiration and support of the event, opening the exhibition on behalf of the Lord Mayor.

Artist Febe Zylstra, graced the audience with the touching story of how art has given her hope in the face of much adversity, as she journeyed on her path through mental illness. It was a pleasure to witness Febe speak, and her words echoed sentiments from many of our artists who agree that where words fail, art speaks.

Open to the public from Saturday 9 to Friday 15 October, more than 2,500 visitors enjoyed the exhibition. Almost 50 per cent of the artwork was sold – totalling over \$32,000 – an impressive achievement!

A warm thank you to our 2021 event sponsors and their generous contributions, which support the ongoing success of the iconic event: the Queensland Mental Health Commission, Pure Source Recruitment, Connect Plan Management and VisiCase.

With celebrations of the event's 30-year history heralding a new chapter, this year also marked the advent of the online gallery and store, providing artists an additional opportunity to showcase and sell their art, and allowing guests a chance to digest artwork in a new and different way. The website is available to view at recoveredfuturesshop.rfq.com.au.



“ There is so much stigma and shame surrounding mental illness. People are afraid to talk about it, they think something is ‘wrong’ with you. But the way I see it, there is immense power and healing in owning and sharing your story. That’s why this exhibition is so important, it brings us together, helping us feel less isolated and alone. ”

Mikarla Teague, Artist



A W
Alain L
Artwork
Open to
£180.00



STRIVING FOR EXCELLENCE

We are committed to excellence in service delivery and innovation and ensuring that our work benefits people's recovery. We also place a high organisational value on lifelong learning. Here is a snapshot of some of this year's achievements.

Recognising the power of our history and identity

Our values are evident in everything we do. From Integrity to Compassion, Empowerment, Trust, Resilience, Diversity and Lifelong Learning – our values are the driving force behind our progressive thinking, advanced research and service excellence.

In line with our commitment to invest in learning and development, more than 40 staff came together in May for a special event. Aptly titled, 'What's the Secret?', the reflective development opportunity explored the secret behind RFQ's exceptional client recovery outcomes.

With a focus on storytelling, the event highlighted our rich history and commitment to service excellence and explored how this translates at a grass roots level. Instilling a sense of identity and purpose, the event was an important milestone in the life of the organisation.

Moving forward, we envisage the heartfelt experience of the 'What's the Secret?' event will become an integral resource in staff inductions and learning and development activities.

Committed to continuous quality improvement

A well-established Quality Management System (QMS) continues to enable RFQ to demonstrate performance excellence in systemic issue resolution and improved service quality.

The regular availability of quality information and trends to line managers enables staff, clients and other stakeholders to routinely participate in the achievement of new efficiencies and effectiveness.

Our commitment to improvement is evidenced by our:

- timely resolution of client complaints (actioned and closed within 30 days), an achievement sustained for three consecutive years
- collaborative process reviews, resulting in improved incident management practices, improved capture of client diversity data, optional client consent preference data and client media permissions
- increase in efficiency to close Continuous Improvement Plan items within 90 days (from 71 per cent in 2020 to 80 per cent in 2021)





Surging ahead in our learning and development

With the appointment of a Manager Learning and Development, we have moved from a training department to a learning and development (L&D) space. We have responded to the needs of the business by designing and delivering some virtual bespoke training workshops.

Our contemporary L&D framework informs the training needs analysis process and the design and delivery of in-house training, while ensuring the fidelity of our current training programs. Furthermore, the launch of our Learning Management System will monitor mandatory training, and support skills and development opportunities for our people.

This year, under the leadership of Alex Couley (Chief Leadership Officer), L&D forged strong working partnerships with Mater Education, University of Melbourne, Insight and Queensland Centre for Mental Health Learning, all of whom we look forward to progressing our relationships with in the future. The fact that all our progress was achieved in the backdrop of COVID-19 meant we were required to become agile, innovative learners who were able to adapt quickly and exercise flexibility as required.

OUR COMMITMENT TO PROFESSIONAL DEVELOPMENT



- 2,000+** Internal training hours
- 134** External training applications
- 473** Hours of approved study leave



HUMAN RESOURCES

Delivering quality programs and maintaining a strong commitment to service excellence requires a team of dedicated, resourceful and resilient professionals. At RFQ, we are proud of the complementary blend of experience, skills and education our people possess, and value their contribution to inspiring a workplace culture that harnesses connectedness, integrity and compassion.

Workplace wellbeing

As part of our commitment to promote and improve workplace wellbeing, we take pride in providing meaningful benefits to our staff and driving initiatives that inspire connectedness.

This year, we have continued to focus on supporting our staff to navigate the challenges associated with COVID-19. In addition to providing an Employee Assistance Program, available not only to staff but their immediate family members, we have also made the conscious decision to offer eligible staff with 10 days' paid pandemic leave. This is above and beyond the unpaid pandemic leave provided under the relevant legislation.

From 1 November 2020 to 31 October 2021, RFQ supported staff by minimising the impact of the pandemic through the provision of 1,807 paid pandemic leave hours. To provide added support, flexible leave options were also offered, including annual leave at half pay.

Implementing practical and informative communication tools during COVID-19 has been the vision behind our new Staff Post newsletter. This newsletter is designed to provide connections across our multi-regional organisation, where team members from all regions contribute local staff updates every quarter. Each edition continues to attract positive feedback.

RFQ's commitment to the wellbeing of its staff is reflected in its WorkCover premium which is seven times lower than the industry rate.

Committed to diversity and inclusivity

At RFQ, we value diversity. We celebrate the richness of the human spirit, value difference and advocate for the dignity of each person.

Through recruitment, we continue to attract a culturally and linguistically diverse workforce, including meeting our Statement of Intent with a growing number of Indigenous Identified positions this year.

We are also working towards improving our practices to include gender inclusive language which now spans across our onboarding documentation. With a focus on improving how we communicate and demonstrate our commitment to inclusive communities, this is an area we will keep reviewing as part of our continuous improvement strategy.

Workplace gender equality

RFQ is committed to promoting women to leadership roles. Sixty-nine (69) per cent of our overall workforce are women, and they fill eighty (80) per cent of our management roles. Further, five of the seven Directors on RFQ's Board are women.



OUR FOOTPRINT



- 8** Regions across Queensland
- 21** Offices
- 8** States and Territories via national telehealth services

OUR EDUCATION & SKILLS



Collectively our staff hold more than 600 qualifications including:

- 183** Certificates
- 141** Diplomas
- 190** Undergraduate Degrees
- 57** Postgraduate qualifications
- 39** Staff are currently studying



GOVERNANCE & LEADERSHIP

Our leaders bring a powerful mix of expertise and lived experience. Together, they provide mission-driven and strategic leadership.

Board of Directors



Rhonda Chesmond

Board Chair | Chair Governance Committee



Ann Mealey

Company Secretary | Director | Governance Committee



Keren Harms

Director | Governance Committee



Tom Meehan

Director



David Goener

Director | Chair Finance Committee



Maria Watson-Trudgett

Director



Caitlin Gough

Director | Finance Committee

“The key to the governance ethos of RFQ is an unwavering commitment to our mission and values, with people in recovery at the centre.”

Executive Team



Kingsley Bedwell
Chief Executive Officer



Andrea Turvey
Chief Financial Officer



Rachel Colombi
Chief of Staff



Alex Couley
Chief Leadership Officer



Larry Stapleton
Executive Manager
Service Development



Olive Xing
Executive Manager
Finance & Analytics



Ros Brown
Executive Manager
Human Resources



Jeremy Audas
Executive Manager
North Queensland

Service Managers



Louise Faulkner
Area Manager Brisbane South



Karla Hamlyn
Area Manager Brisbane North



Laura Lattanzio
Area Manager Darling Downs



Diana Bennet
Area Manager Gold Coast



Genevieve Wells
Area Manager West Moreton



Karen Suey
Area Manager Wide Bay



Juanita Johnson
Manager Indigenous Project



Danielle Manolis
Senior Manager NewAccess

FINANCIAL PERFORMANCE

RFQ has continued to maintain a strong financial position in support of its mission, underpinned by sound strategic management and good financial practices.

EQUITY:
\$19,847,907

7%
EQUITY
GROWTH

LIABILITIES: **\$15,329,585**

ASSETS:
\$35,177,492

6%
ASSET
GROWTH

STRONG CASH POSITION



THANK YOU

Funders

Queensland Department of Health
Beyond Blue
Comcare
PHN Brisbane North
PHN Central Queensland, Wide Bay and Sunshine Coast
PHN Darling Downs and West Moreton
National Disability Insurance Agency
Australian Government Department of Health

Government partners

Darling Downs HHS Mental Health Services
Gold Coast HHS Mental Health Service
Gold Coast Primary Health Network (Gold Coast Psychosocial Alliance)
Metro South HHS Addiction and Mental Health Services
Metro North HHS Mental Health Services
Queensland Corrective Services
Queensland Department of Housing and Public Works
Queensland Department of Justice and Attorney-General
Queensland Mental Health Commission
Sunshine Coast HHS Mental Health Service
West Moreton HHS Mental Health and Specialised Services
Wide Bay HHS Mental Health Service
WorkCover Queensland
Townsville HHS Mental Health Service

Council partners

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

Community partners

Blue Knot Foundation
Brisbane Housing Company Limited
Brook RED
CALM - Education in Suicide
Churches of Christ Care Housing
Choice Passion Life
Coast to Country Housing Company
Disability Services Queensland
EACH Housing
Flourish Australia
Footprints
Galangoor Duwalami Primary Healthcare
Harmony Place
Jacaranda Clubhouse
Jaydon Adams Memorial Foundation
Life Without Barriers
Lifeline Darling Downs & South West Qld Ltd
Lives Lived Well
Mind Australia
Momentum Mental Health
Mylestones Employment
National Disability Service
Neami National
New Farm Clinic
Open Arms
Open Doors
Open Minds
Queensland Alliance for Mental Health
QuIHN
Regional Housing Limited
Richmond Fellowship Australia
Richmond Fellowship Asia Pacific Forum
Roses in the Ocean
Rural and Remote Mental Health
Stride
Trauma Assist

THANK YOU

Community partners continued

Under 1 Roof
UnitingCare Community
Suicide Call Back Service

Consultants and business partners

AccessPay
AMC Commercial Cleaning
ARC Consultancy
Burger Digital
CBT Institute
Chamber of Commerce and Industry Queensland
CityCover
Connect Plan Management
Connecting Up
Disability Services Consulting
ELMO Software Ltd
EPICURE
Fraser Coast Mates
Global-mark
GoodTel
HESTA
Insight
Interleading (Aust) Limited
KPMG Australia
LifeWorks
Mapien Pty Ltd
Maybo - Harvey Warwick Group
Mayden
McCullough Robertson Lawyers
My Colour Box
Paxton Hall Lawyers

Peak Marketing
PricewaterhouseCoopers
Pure Source Recruitment
Queensland Centre for Mental Health Learning
Scout Talent
Summit Fleet Leasing
Surety IT Pty Ltd
Tools for Hard Conversations
Trilogy Fire Safety
Tucker & Cowan Solicitors
VisiCase
Westpac Banking Corporation
Xen Technologies

University and research partners

University of Melbourne
Flinders University
Griffith University

Individual donors

Ann Devine
Grill'd
HRT Group
Marcus Tschech
Margaret Byrne
Mary Byrne
Paypal - Giving Fund
Perigon
Rebecca Bremner
Ruth Walker
Trish Brighton



ABOUT THE COVER ARTWORK

A Journey of Rediscovery by Maria Watson-Trudgett

Traditional Language Group/people: Wiradjuri

Medium: Acrylic on 100% linen and sealed

"This artwork reflects Richmond Fellowship Queensland's (RFQ) vision, and is a visual statement of hope for people facing mental health challenges and social disadvantage.

The large circle represents RFQ's Board, CEO and Leadership Teams. The grey pathways and smaller circles represent the links between RFQ offices. The small symbols on the grey pathways represent RFQ's values – Empowerment, Trust, Compassion, Resilience, Diversity, Integrity, Lifelong Learning and the interconnectedness of these values that radiates through all RFQ programs, sites and colleagues. The purple, blue, green and aqua colour circles represent RFQ's support programs.

The U, I and O symbols represent the individual people and families that RFQ support and empower. I chose to paint the U, I and O symbols yellow, to represent the ongoing relationship and support offered by RFQ.

White Dots – In traditional Aboriginal art, dots were used to disguise the sacred meanings behind the stories in the painting. Here I use the dots to represent the confidentiality of people's individual stories. I also use the beautiful aesthetics of the white dots to signify people's journey of rediscovery and empowerment.

The colours in my artwork were strategically chosen to reflect RFQ's primary logo colours, while some additional colours selected are of the colour palate that represents RFQ programs and regions."



Richmond Fellowship Queensland

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on social media

