



richmond
fellowship
tasmania

2018





President's Report

On behalf of the Board, I am pleased to present my report for the 2017/2018 financial year.

For Richmond Fellowship Tasmania, this year has been about looking forward and considering the strategic direction of the Organisation. Strong collaboration and engagement has underpinned the development process of the 2018-2021 Strategic Plan. Inputs from consumers who use our services, staff and external stakeholders have deeply shaped the plan, with the outcome being a courageous plan which sets out our intention to seek out growth opportunities which complement our core business and extend the application of our skills and expertise in new business areas. Throughout this process, we have refined our vision & mission and defined our strategic pillars; consumer experience, people & brand, growth, innovation & sustainability and governance & quality.

A key element of our strategic direction is our organisational approach to full implementation of the National Disability Insurance Scheme (NDIS) in July 2019. Whilst uncertainty still remains regarding the future funding arrangements of some of our programs we also recognise that the NDIS brings new opportunities and the ability to extend services to more consumers.

To support the transition to NDIS, we have established Richmond Futures, a wholly owned subsidiary of Richmond Fellowship Tasmania. Richmond Futures will support Tasmanians statewide to access and transition to the NDIS and help people to exercise choice over their NDIS support needs and control over how they are provided while achieving stated goals. Richmond Futures will provide person centred, professional NDIS supports and services, and together with Richmond Fellowship Tasmania will work to be a provider, partner and employer of choice focused on long term sustainable service delivery.

As part of our board renewal program, we welcomed Carmel Davies and Kelly Bowring to the Board and said farewell to long term Board Member and Board Secretary, Paul Ingram. For Paul's dedication and long time commitment to Richmond Fellowship, the Board awarded him with life membership.

Richmond Fellowship Tasmania remains an active & passionate advocate for improving the mental health of our community. During the year, we facilitated both the Mollie Campbell-Smith Forum, as well as a visit from Dr Daniel Fisher. Dr Zali Yager, Senior Lecturer in health and physical education at Victoria University spoke at the Mollie Campbell-Smith Forum about children's body image and the impact it can have on their mental and physical wellbeing. Dr Yager highlighted the importance of promoting positive body image for all and ensuring that the next generation of young people enjoy positive mental and physical wellbeing. In March, Dr Daniel Fisher, Psychiatrist and CEO of the American National Empowerment Centre spoke about Recovery and Empowerment and ran Emotional CPR workshops. These events were free across the state and were open to the public.

In closing, I would like to thank my fellow Board Members for their dedication and commitment to Richmond Fellowship Tasmania and for the significant amount of time given freely over the last 12 months. To our staff, thank you for upholding the values of Richmond Fellowship Tasmania, with a special thank you to Lynn Jarvis, General Manager Recovery Service, who resigned during the year. Thank you to Department of Health & Human Services, for without your support we could not run our services.

Thank You

Ian Munday
President



Strategic Plan 2018-2021

Our Vision

To inspire a healthy community, where people are leaders in their own lives.

Our Mission

We deliver excellence, through person centred recovery and wellbeing services.

Strategic Pillars



Consumer Experience

Strengthen our existing service offerings and expertise to inspire recovery and wellbeing



People & Brand

Enable our workforce to bring their best and lead our brand



Growth, Innovation & Sustainability

Enable creativity and agility to drive diverse and sustainable growth



Governance & Quality

Strengthen our governance structure and systems to support effective and efficient service delivery and growth

Core Values

Recovery and Wellbeing

We believe that people can and do recover and that everyone has a right to feel a sense of wellbeing. We work with purpose, courage, integrity and empathy to promote choice, hope, build resilience and grow individual self-determination.

Inclusion and Community

We respect and value people's differences and recognise the strength that diversity brings. We value the relationships we have with individuals, families, colleagues and the community and look for opportunities to connect and learn from each other, and to contribute, belong to and feel safe within our community.

Co-design and Collaboration

We embrace each person's unique journey and look for creative and innovative ways to listen, reflect, learn and grow. We work as a team to have fun, play to our strengths and have the courage to take risks.

Service Excellence

We strive for excellence in all that we do and proactively identify and pursue opportunities which grow and complement our business. We embrace continuous improvement and quality, and value accountability and professionalism.



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At Richmond Fellowship Tasmania, we employ **94**  people



We run **13** different programs and collaborate with more than **60** other services

Over the last year, we have held over **268** consumer community meetings and consumer engagement activities

Our workers have travelled more than **472,518 km**  to deliver our services

And they have also completed **1,410**  hours of training to deliver high quality, person centred recovery and wellbeing supports.

70  NDIS eligibility tests completed

340  Consumers supported across our programs

2,400+  Meals provided at our Connect-In Centre

18,261  Bed nights provided

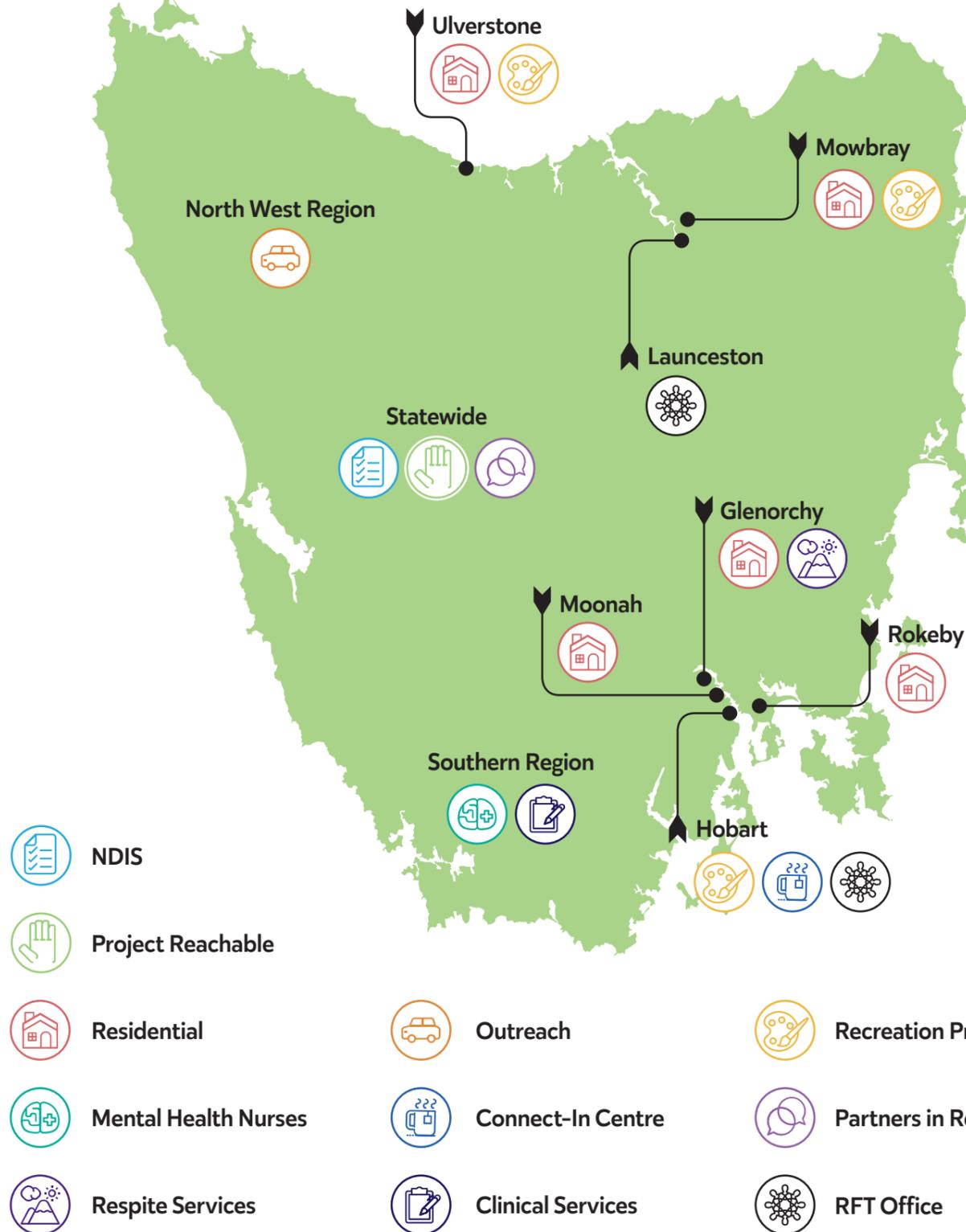
380  Recreational activities provided

924  NDIS direct support hours delivered

15,238  One-on-one residential and outreach support hours delivered

280  Coordination of Supports (CoS) hours delivered

Services Map



CEO's Report

2017-2018 has been a year of growth and diversification for Richmond Fellowship Tasmania, however our commitment to the principles of recovery, wellbeing and self-determination has been unwavering.

Our residential, recreation and activities programs has been driven by the needs and interests of our consumers. Highlights such as equine therapy, a trip on the Young Endeavor, a camp to Bruny Island, art therapy, and health cooking enjoyed by many. Additionally, consumers have participated in a number of events such as Flourish Festival of Ideas, art exhibitions, mental health week activities and workshops with mental health advocates.

The Consumer Advisory Council has continued to be instrumental to strengthening the consumer's voice in all that we do, creating learning opportunities for consumers, as well as supporting organisational initiatives. Highlights include strengthening a sense of community throughout our programs and providing input and review throughout the strategic planning process.

Through the year, Richmond Fellowship Tasmania has commenced two new programs. Riverview Respite, a staffed, fully contained two bedroom unit at Glenorchy providing respite to people experiencing severe and persistent mental illness and Project Reachable, funded by DHHS to support marginalised individuals to access the National Disability Insurance Scheme. Delivered in partnership with Colony 47 and the Link, Project Reachable has built strong networks and relationships throughout the community, mainstream and services sectors and assisted well over 100 people who otherwise would not have been supported to access the NDIS to understand the NDIS eligibility process, test their eligibility and facilitate connections with other services.

Complementing our Clinical Services Team, Richmond Fellowship Tasmania was successfully awarded the Mental Health Nursing Program in Southern Tasmania. Funded by Primary Health Tasmania, the Mental Health Nurse Program provides clinical care and treatment services for adults with severe and complex mental illness.

Our focus on creating an environment where everyone can flourish and bring their best is not only important for the organisation and our staff, but also for the consumers we support. Throughout the year work has commenced to create a robust and rewarding working environment, where employees feel heard, valued and safe in their workplace. We continue to value the important role of professional supervision, have strengthened our WHS Committee and processes and have appointed Values Ambassadors to ensure employees can raise issues and to strengthen employee engagement.

It has been a dynamic year for Richmond Fellowship Tasmania, of which our achievements would not have been possible without the ongoing commitment, perseverance and leadership of the Executive Team, Georgina Gillow (General Manager Business Services) and Rod Wright (Acting General Manager Recovery Services). A special note of thanks to Lisa Puglisi, People and Culture Manager who has led the growth of our People and Culture function, as well as provided significant supports to all staff across the State.

To all Richmond Fellowship Tasmania staff, it is your ongoing commitment, professionalism, care and dedication to supporting consumers on their recovery and wellbeing journey which sets you apart. It is truly an honour to work alongside you every day.

Thanks goes to the many partners who work with us and our consumers to achieve their goals. Of note the Mental Health and Alcohol Directorate, who funds our program and Mental Health Services and Flourish – Mental Health Action in our Hands, who work closely with us to support our consumers.

I would like to also thank the Board for their ongoing support and direction throughout the year.



Miriam Moreton
CEO



**richmond
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tasmania**

Richmond Fellowship Tasmania is a locally operated Tasmanian not for profit organisation which has been supporting people facing mental health challenges and social disadvantage for over 30 years.

We are an independent, non-government, non-religiously affiliated organisation that recognises people as people, not as their mental health diagnosis.

Our values underpin every aspect of our work. We believe that:

- Mental health and social inclusion is everyone's right;
- People can and do recover;
- Recovery is a journey, and is as unique as each participant is; and
- Every one of us has the right to feel a sense of wellbeing.

At Richmond Fellowship Tasmania, we embrace each person's unique journey and support people to become leaders of their own lives. We work alongside people and those that are important in their lives to promote choice and hope, build resilience, and grow individual self-determination.

Richmond Fellowship Tasmania is fully accredited by the Quality Improvement Council, is a Registered NDIS Provider and is a registered charity with the Australian Charities and Not-for-profits Commission.



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**Richmond
Futures**

At Richmond Futures we are recovery and wellbeing specialists, helping consumers to exercise choice over which supports work with them, have more control over how their support is provided, and help them achieve their goals.

What sets us apart is our experience in supporting Tasmanians with mental health challenges and our passion to work with them on their recovery and wellbeing journey. As a wholly owned subsidiary of Richmond Fellowship Tasmania, we draw on over 30 years of experience as Tasmania's leading provider of community based mental health services.

Our values underpin all aspects of our organisation. We are committed to providing a recovery and wellbeing oriented service and work with purpose, courage, integrity and empathy to promote choice, hope, build resilience and grow individual self-determination. We are focused on ensuring our practices are inclusive and we are creating and enabling connection with and into the Tasmanian community. We strive for service excellence and to be a provider, partner and employer of choice.

Richmond Futures is a registered NDIS provider and is a registered charity with the Australian Charities and Not-for-profits Commission.



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