



**richmond  
fellowship  
tasmania**

**Annual  
Report**  

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**2019**



## President's Report

2018-2019 has been a very challenging year for Richmond Fellowship Tasmania (RFT) as we bed down the National Disability Insurance Scheme (NDIS) into our operations. In my report last year, I referenced the changes to our structure with the creation of Richmond Futures – a wholly owned subsidiary of RFT, and provider of NDIS & other fee for service works.

RFT continues to provide residential services across the state where such services will not transition to the NDIS, as well as an outreach service in the North-West, recreation services statewide, the mental health nurse program in the South, the connect-in centre in Hobart, and other funded programs & services.

We have just completed the first year of our 2018- 2021 strategic plan. We continue to focus on our strategic pillars of consumer experience, people & brand, growth, innovation & sustainability, governance & quality. It is the growth, innovation and sustainability pillar where we have predominantly focused our attention in 2018-2019, seeking out opportunities to grow the organisation in areas that complement our core business and extend the application of our therapeutic and clinical skills and expertise. These have included commencing an exercise physiology program and being successful in our submission for a psychological treatment service for people with mental illness living in residential aged care facilities.

As we continue to grow as an organisation, it has become apparent we have outgrown our current accommodation at C3 in South Hobart and have been looking for premises to rent close to Hobart CBD. We have signed a lease on 76 Goulburn Street and will move into these premises in October. This will be our office for RFT, and will accommodate our CEO, Executive, Business Services, Therapeutic and Clinical Services teams.

RFT welcomed four new Board Members in 2018-2019 and lost five due to resignations. We welcomed Kate Luckman to the Board and said goodbye to Matthew Double, Lisa Schimanski, Thomas Williams, Carmel Davies and Jessamy Downie. Jessamy Downie had been a long-term Board Member from Launceston who resigned due to family reasons. I would like to thank each and everyone for their time and commitment and the expertise they brought to the Board in a period of rapid change.

RFT continues to be a member of Richmond Fellowship Australia who met twice in 2018-2019 – once in Canberra and once in New Zealand. The four remaining member organisations – Richmond Fellowship Queensland, Richmond Fellowship ACT, Richmond Wellbeing (Western Australia) and Richmond Fellowship Tasmania – confirmed their commitment to progress the ideals of the fellowship both individually and Australia wide, and to work together in support of mental health.

Our commitment to the Richmond Fellowships in the Asia Pacific region was demonstrated by our attendance at the Richmond Fellowship Asia Pacific Conference (AsPac) in Auckland New Zealand, where we sent a delegation of employees and Board Members in 2018. The next AsPac Conference and Board meeting will be held in Hong Kong in December 2020 at the Baptist University of Hong Kong.

During the year, the Board approved its highest honour (Life Membership) to its longest serving employee Bernie Noonan who retired recently after over 25 years with RFT.

Bernie started with RFT at the Lindisfarne program and for many years coordinated the recreation program. His commitment and dedication were exemplary and it was for this reason a non-Board Member has been awarded this honour. He is the third person to receive Life Membership of RFT.

In conclusion, 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 freely given over the last twelve months. This year has required all Board Members to take on an enormous workload in progressing our new structure. I would like to thank our CEO and Executive team and all our employees for sharing the load. What we have achieved would not have been possible without you.

I would like to thank Mental Health Services, the Mental Health & Alcohol Directorate, and Primary Health Tasmania for funding our programs and for the support shown throughout the year.

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.

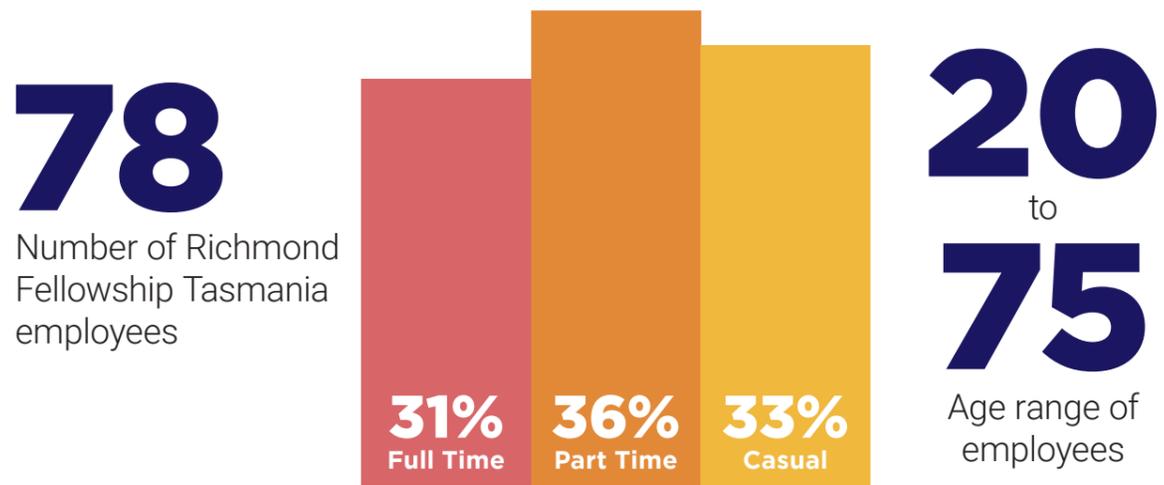
### Service Excellence

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.

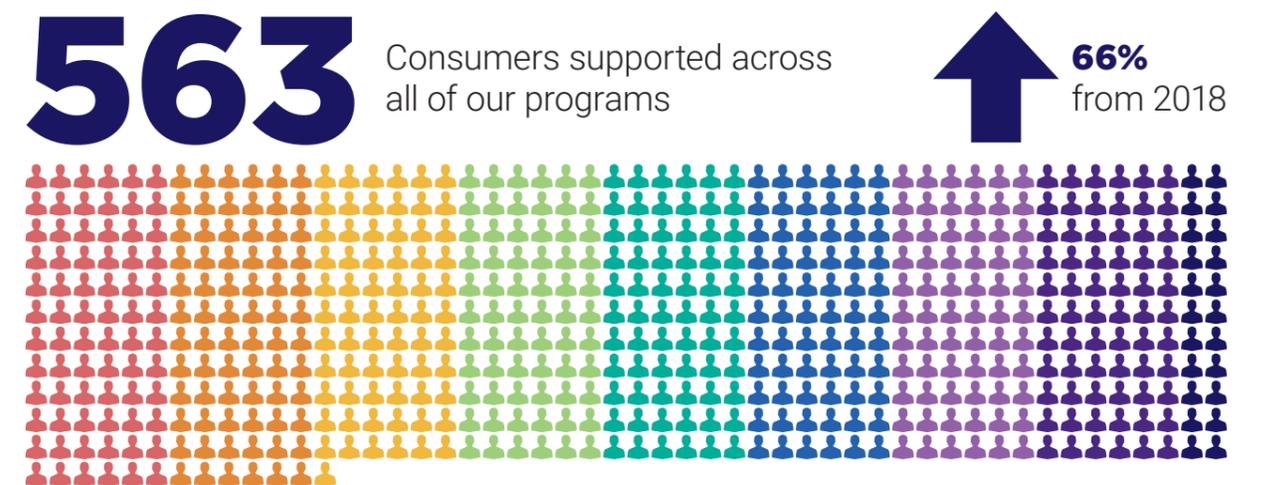


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## 2018-2019: Richmond Fellowship Tasmania in numbers



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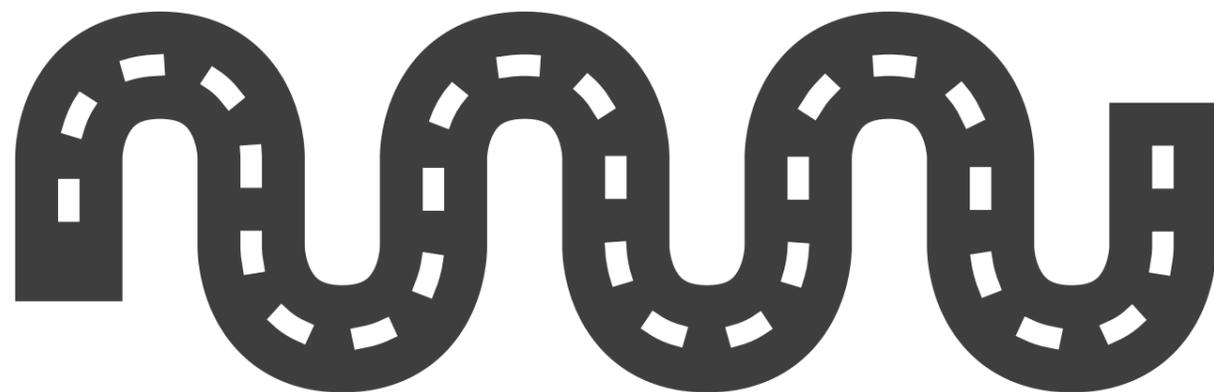
**13**  
Number of programs we offer to consumers

**75**  
Number of services we collaborate with



**105**  
Hours of training completed

**422**  
Hours volunteered to Richmond Fellowship Tasmania



**408,678**  
Number of kilometres travelled by our employees to deliver services to consumers

**17,130** One on one and outreach support actions provided

**12%** ↑

**25,638** Bed nights provided

**40%** ↑

**3,500** Meals provided at our Connect-In Centre

**49%** ↑

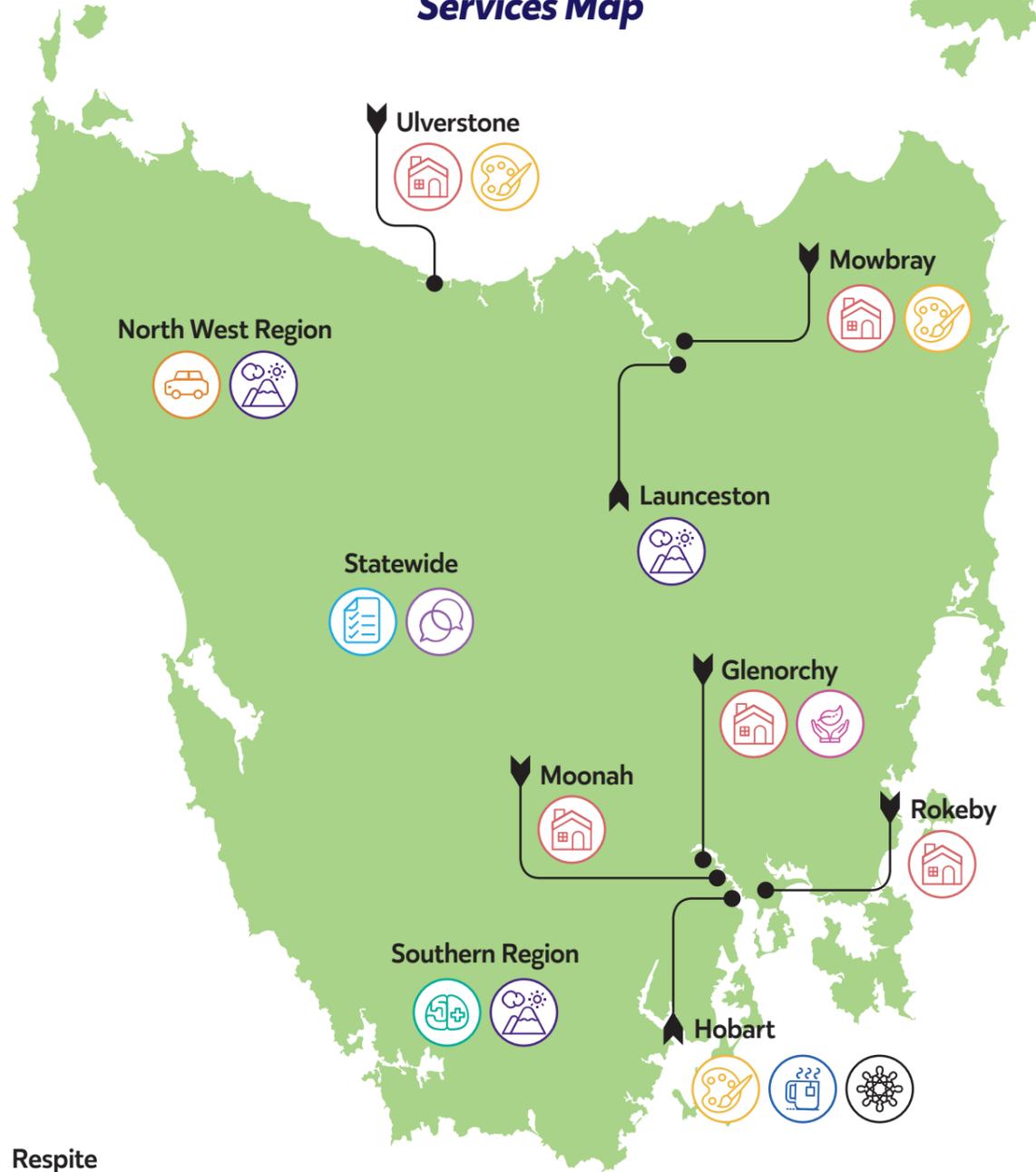
**408** Mental Health Nurse service contracts provided

**NEW!**

**144** NDIS eligibility tests completed

**106%** ↑

**Services Map**



-  **Respite**
-  **Residential**
-  **Mental Health Nurses**
-  **Up and About**
-  **Outreach**
-  **Connect-In Centre**
-  **NDIS Eligibility Testing**
-  **TasRec**
-  **NPS Transition Program (PIR)**
-  **RFT Office**



**CEO's Report**

Our focus on growth and diversification of our services to support more Tasmanians experiencing mental illness continued during 2018-2019, with new services launched and an increase in people accessing all RFT services. Our residential, outreach and respite programs continued to demonstrate our commitment to the principles of recovery, wellbeing and self-determination, with consumers being supported to achieve their recovery and wellbeing goals, such as engagement with employment or education, improvement in daily living skills, achievement and maintenance of housing within the community and connecting with families and their own networks.

RFT's recreation program relaunched during the year under the banner of TasRec, providing a structured recreation and activities programs informed by the needs and interests of our consumers to improve social engagement and capacity building. RFT was also successful in securing funding from Sports Australia to run an exercise physiology program statewide as part of TasRec. The program called Up and About supports Tasmanians experiencing mental illness to improve their physical health and wellbeing by participating in a structured and free exercise program.

RFT's homeless drop in service, Connect-In Centre, supported over 220 Tasmanians experiencing homelessness during the year. The centre experienced an increase of over 45% in the number of meals provided during the year compared to 2017-2018. Connect In continues to foster strong partnerships with other service providers to support people who are accessing the service. RFT partnered with Colony 47 to install lockers to create safe spaces for people accessing the service to store their personal effects, whilst other services continue to provide outreach into the centre.

RFT's clinical services continue to grow with the mental health nursing program moving into full operation during the year. This program provides clinical care and treatment services for adults with severe and complex mental illness across Southern Tasmania. Additionally, RFT was notified as the successful provider for the provision of psychological treatment services for people with mental illness living in residential aged care facilities. This program is funded by Primary Health Tasmania and will commence operation in the 2019-2020 financial year.

Supporting Tasmanians to transition to NDIS has continued to be a key focus of the Organisation, in line with the full NDIS transition date of 1 July 2019. As a member of the Partners in Recovery program and within its own programs, RFT has continued to support people to access the NDIS, as well as assisted Richmond Futures to commence providing NDIS funded supports. RFT has also received clarity from the Mental Health and Alcohol Directorate, its funder, regarding funding changes in line with NDIS commitments. During the 2019-2020 financial year, RFT will be defunded for two of its residential recovery programs, which will become NDIS funded Supported Independent Living (SIL) programs operated by Richmond Futures.

We have continued to focus on creating an environment where employees can flourish and bring their best. During the year, RFT launched a leadership development program, supporting all Leaders to grow their leadership skills and lead their teams. We also have commenced an annual employee engagement survey to better understand our strengths and areas of opportunity and developed a suite of people and culture resources, including training modules, competency matrix's and policies and procedures.

All our achievements would not have been possible without the ongoing commitment, perseverance and leadership of all Leaders within the Organisation, in particular the Executive Team, Michael Douglas (Operations Manager Recovery Services), Georgina Gillow (General Manager Business Services) and Lisa Puglisi (People and Culture Manager).

To all RFT employees, thank you for your ongoing commitment, professionalism, care and dedication. Thank you also for your patience during this time of great change.

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 and Primary Health Tasmania, the primary funders of our programs, Mental Health Services who work closely with us to support our consumers and Flourish; Mental Health Action in Our Hands.

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

Miriam Moreton  
CEO





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.

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



Interested in donating? Visit us online at [rft.org.au/get-involved](http://rft.org.au/get-involved) to make a one-time or recurring donation, become a volunteer, or leave a bequest.

Your donation helps to make a significant difference in the lives of Tasmanians facing mental health challenges and social disadvantage.

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