



**richmond  
fellowship  
tasmania**

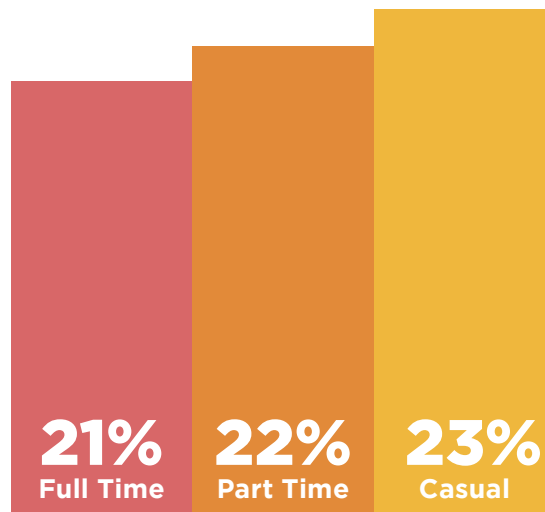
**Annual  
Report**  

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**2020**

**66**

Number of Richmond Fellowship Tasmania employees



**20**

to

**75**

Age range of employees

**142**

Number of services we collaborate with



**105**

Hours of training completed



**11**

Number of programs we offer to consumers



**365**

Hours volunteered to Richmond Fellowship Tasmania



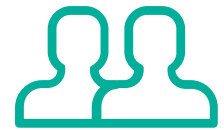
**889**

Consumers supported across all of our programs



**20,421**

One on one and outreach support actions provided



**3,650**

Meals provided at our Connect-In Centre



**465**

Recreation activities provided



**81%**

Consumer satisfaction - Aged Care and Mental Health Nurse Program (MHNP satisfied)





# 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.

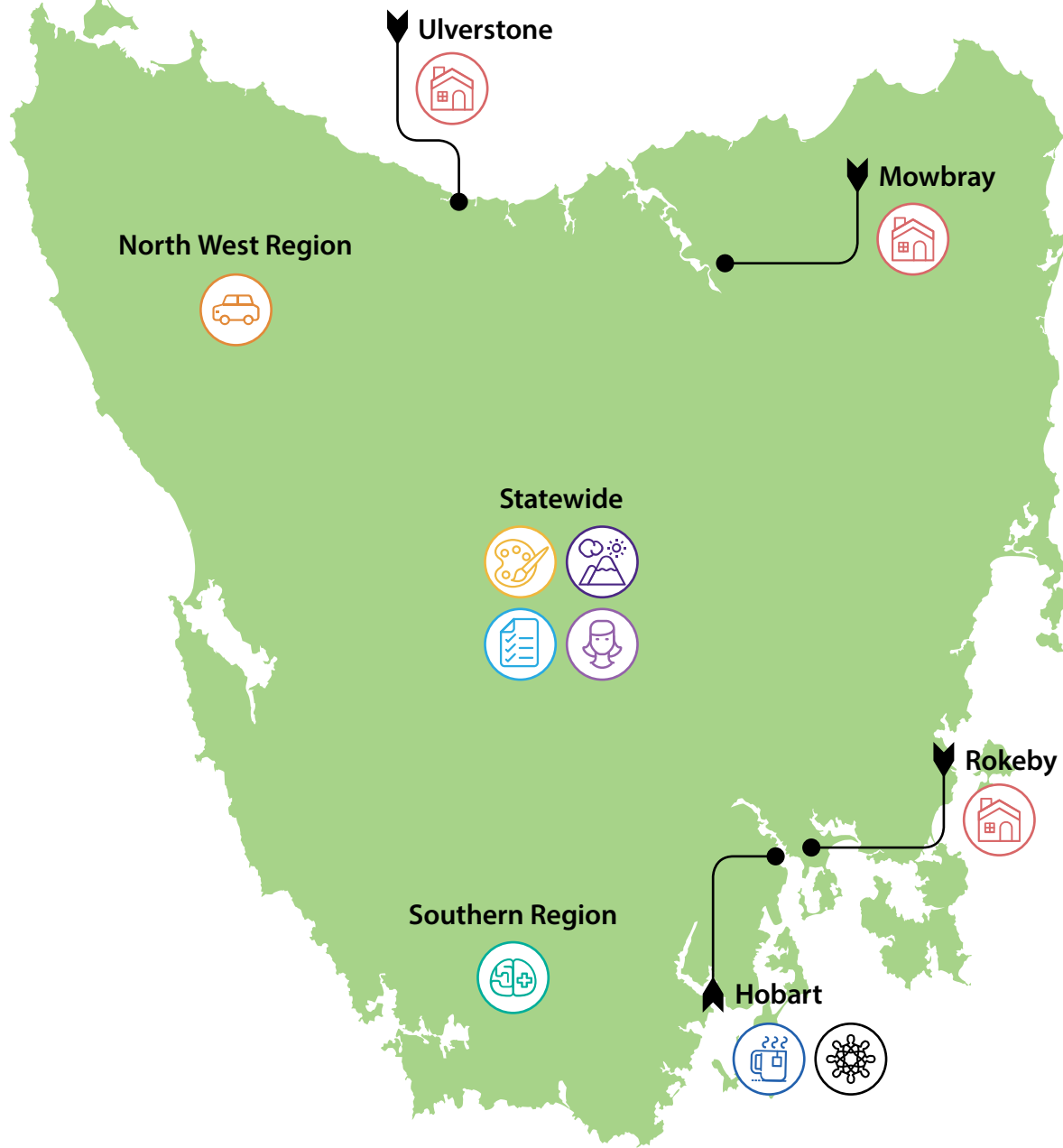


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## Services Map



**Residential**



**Outreach**



**TasRec**



**Mental Health Nurses**



**Connect-In Centre**



**Aged Care Resident Program**



**Up and About**



**Behaviour Support Plans**



**RFT Office**





## Joint Chair and CEO Report

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2019/2020 heralded the second year of our strategic plan, with a continued focus on the recovery and wellbeing of Tasmanian's experiencing mental illness whilst sustainably growing and diversifying our programs and services.

Richmond Fellowship Tasmania (RFT), in conjunction with its wholly owned subsidiary Richmond Futures, established a Lived Experience and Carer Advisory Group. The aim of this group is to support the implementation of our lived experience and carer engagement framework and to strengthen the consumer and carer voice throughout our programs and services.

Our commitment to the principles of recovery, wellbeing, and self-determination underpinned our delivery of all programs and services across the psychological wellbeing spectrum. Our psychosocial programs, including residential recovery and outreach, continued to support people in identifying and achieving goals, improve their daily living skills, increase community connections, and foster wellbeing.

Our TasRec and Up and About programs continued to promote the importance of physical health, social connection, meaningful and purposeful activities.

Tasmania to improve their mental health through clinical intervention, medication support, and case support.

Throughout of the year, RFT maintained its strong focus on governance and quality by strengthening its clinical governance framework. It also achieved ISO Accreditation and commenced the accreditation process with the Quality and Safeguarding Commission.

In line with our funding agreement with the Mental Health and Alcohol Directorate, RFT supported the transition of two of its residential recovery programs to become National Disability Insurance Scheme (NDIS) funded Supported Independent Living (SIL) programs operated by Richmond Futures. RFT will continue to work with its funder, to understand further transitions of programs during the 2020/2021 year.

We have continued to focus on creating an environment where employees can flourish and bring their best. *Belong@Richmond* was launched to ensure our workplace and workforce reflects the diverse and inclusive community we support. Our annual employee engagement survey continues to guide our efforts to ensure we work towards being an employer of choice - 88% of respondents are proud to tell people they work at RFT.

## *RFT's clinical services continued to grow during the year with the commencement of the Residential Aged Care Mental Health Program.*

Throughout the year, program participants enjoyed a diverse range of activities including sailing, archery, art therapy, exercise physiology, and healthy cooking, assisting to build skills, confidence, and connect with others.

RFT's clinical services continued to grow during the year with the commencement of the Residential Aged Care Mental Health Program. This program provides psychological treatment services for people experiencing mental illness living in residential aged care facilities. Funded by Primary Health Tasmania, this program is now supporting over 30 Residential Aged Care Facilities state-wide. Our Mental Health Nurse Program continues to support people across Southern

Strengthening of RFT's governance structures continued throughout the year, with the members voting to adopt a new constitution. The Board welcomed Catherine Gillespie, John Martin, and Andrew Ross to the Board, with Andrew Ross stepping into the role of Chairperson and John Martin into the role of Treasurer. The Board also said goodbye to three board members: Ian Munday, Joyce Bissland and Rita Meaney who shepherded RFT over the past two decades with dedication and understanding of community needs. In recognition, Joyce Bissland was awarded Life Membership for her outstanding service to the Richmond Fellowship Tasmania Board.

## Joint Chair and CEO Report

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### *Throughout of the year, RFT maintained its strong focus on governance and quality by strengthening its clinical governance framework*

In conclusion, thanks go to all board members, executives and employees for their ongoing commitment, professionalism, and dedication to our organisation and all who access its programs and services. Of note, is the immense efforts of employees over the period of COVID-19 restrictions whereby significant agility, flexibility and commitment was demonstrated to keep everyone safe. Throughout this period, RFT continued to run all programs and services. However, all programs were required to quickly adapt service delivery methods to meet the demands of this challenging period.

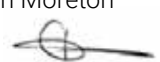
Thanks also goes to the many partners who work with us and our consumers to achieve their goals. Of note the Mental Health and Alcohol Directorate, Primary Health Tasmania, Sports Australia, Mental Health Services and Flourish, Action in our Mental Health Action in Our Hands.

**A note from the Chair:** Although this report is a joint report from myself and the CEO, I wish to make specific comment on the work done by the CEO and her executive team in responding to what has been – at least in my lifetime – an unprecedented period of time. The achievements made by the executive team and indeed all RFT staff cannot be overstated. The professionalism of all concerned is to be commended and the outcomes achieved have not come about by chance, only by careful planning and execution by the CEO and her team. I think it is also worthy of note that the Board was pleased to be able to renew the CEO's contract for a further three-year term. I, along with the rest of the Board, look forward to working with the CEO to further advance the work of RFT in the coming years.

Andrew Ross  
Chair



Miriam Moreton  
CEO



*88% of respondents are proud to tell people they work at RFT.*





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 against ISO 9001-2016 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](https://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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**Address:** 76 Goulburn Street, Hobart 7000

**Post:** PO Box 8, South Hobart 7004

**Phone:** (03) 6228 3344

**Email:** [admin@rftas.org.au](mailto:admin@rftas.org.au)

**Web:** [rft.org.au](https://rft.org.au)