

Richmond Group Annual Report 2023



Joint Chair and CEO Report

We are proud to present our 2022/23 Annual Report which highlights our ongoing commitment to the achievement of our vision to support people to be leaders in their own lives and connect with community. Richmond Fellowship Tasmania (RFT) and its wholly owned subsidiaries Richmond Futures (Futures) and Richmond Investments Tasmania (RIT), collectively identified as Richmond Group, combined have 39 years of experience providing support to Tasmanian people facing mental health challenges and social disadvantage.

Together utilising a group philosophy, governance, and structure (as RFT, Futures and RIT); we have again facilitated the achievement of our objectives and purpose while maintaining a cohesive and strong approach to corporate governance and management. The Board has played an important role in the organisation throughout the year and one which is not taken lightly. In addition to the legal and fiduciary responsibilities, the Board has continued to oversee the organisational management and provide an open, independent, and questioning review of the implementation of policies and strategies. The Board continues to conduct the above duties responsibly and, to do this, we reflect in its membership a diversity of experience, qualifications and an understanding of diverse lifestyles and communities.

Throughout the 2022/23 year, Richmond Group continued being an industry leader in the area of mental health recovery. Our services aligned with our clients' wellbeing – through the provision of a supportive, engaging and non-judgemental environment that celebrated diversity. Our organisation also worked closely with the industry peak bodies guiding the development of policy and strategies for mental health support.

However, this year was not without its challenges. Midway through the reporting period the Board moved to a new organisational approach: consolidation and service excellence, and saw the departure of our CEO, Miriam Morton.

A special thank you to Miriam who had been with Richmond Group for six years. A time that included the creation of Richmond Investments and Richmond Futures, our move into the NDIS sector and exponential growth. I express gratitude for the support received by Miriam through the years.

Following a rigorous search process, the Board unanimously selected Patrick Lilwall as the new CEO of Richmond Group. With more than 30 years of independent experience in senior management across many sectors and with his expertise attained from The Hobart Clinic, Patrick's combination of exceptional leadership skills and deep operational expertise positions him as the ideal new CEO for Richmond Group.

While Richmond Group is an organisation with a rich legacy, we are confident its best years are ahead. Our ability to focus on what we do best – specialising in mental health services – will continue to define us in the years that follow, guided by a dedicated and talented team of people.

While the reporting period saw major change, organisationally we continued to provide high-quality services to our participants in many parts of the community. Our Richmond Futures focus on the NDIS participants continued to see our delivery of Coordination of Support (COS), Recovery Coaching and increasing our SIL accommodation portfolio. Our Richmond Fellowship Tasmania business arm has also continued to support the community, supported

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Ally Mercer
Chairperson



Patrick Lilwall
CEO

by Government grants, to support mental health and wellbeing through the delivery of our Residential Recovery, Mental Health Homelessness Outreach, AgeWise, Mental Health Nurse, Outreach Recovery and TasRec services. This portfolio of services continues to integrate and support the wider community across the state.


The Board sees the organisational culture as a cornerstone of our success, and over this last reporting period has seen a strong improvement in our organisation's culture. We are positive about our future and have a commitment to a reinvigorating Richmond Group. While many of the changes in this Financial Year were difficult, our employees believe in the organisation, and we continue to provide bespoke services to our participants.

Recognition must also go to the Senior Leadership and Executive Team for their unwavering support of our changes. They have truly worked tirelessly to ensure Richmond Group continues its quest to be a relevant, well-respected, and dynamic organisation.

It has been prudent to review and refresh our long-term planning given the potential changes that are facing the NDIS and wider mental health sector. This requires consideration of the mental health reform both at State and Federal levels and to look to the horizon with a 10+ year consideration. The challenge for the new financial year is to fully implement our new Strategic Plan, enhance our plans to become an employer of choice, ensure a safe and valued work environment for all, and work collaboratively and respectfully with all our stakeholders.

A great thank you to our highly skilled and dedicated Board of Directors, all of whom have, for many years devoted their time to ensure Richmond Group as a whole, is on the right track, lives its vision, achieves its goals, and continues to be sustainable. The successes of 2022/23 would not have been possible without them.

Undoubtedly, Richmond Group is well-placed in the sector and has a bright future.



Ally Mercer
Chairperson



Patrick Lilwall
CEO

2023 Employee Engagement Survey:

85% of respondents are proud to tell people they work with Richmond Group.

90% of respondents understand Richmond Group's values and regularly consider them when undertaking their role.

79% of respondents agree that Richmond Group is committed to building and maintaining a safe workplace.

About Richmond Group

Guided by our principles, our purpose is to contribute to a healthy community. Our team culture is underpinned by our values. We use common language that resonates with our target participants, carers, families and stakeholders.

Our Context

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

Our origins link back to Richmond Fellowship in the UK founded by Elly Jansen in 1959. In 1984, Richmond Fellowship Tasmania opened with a focus on mental health rehabilitation service as part of a global therapeutic community.

Our point of difference is our approach to service quality that puts people first.

Our Principles

- Mental Health and Wellbeing is everyone's right.
- Mental Health Recovery is about living a valued and fulfilling life.
- Working side-by-side, we embrace a holistic approach to health and wellbeing.
- Everyone's journey is as unique as they are.
- Ensuring a culture that lives our values.

Our Purpose

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

Our Values & Behaviours: I-CARE

Integrity: Doing what's right, not what's easy.

Collaborative: Working better together.

Accountable: Owning our decisions, actions and results.

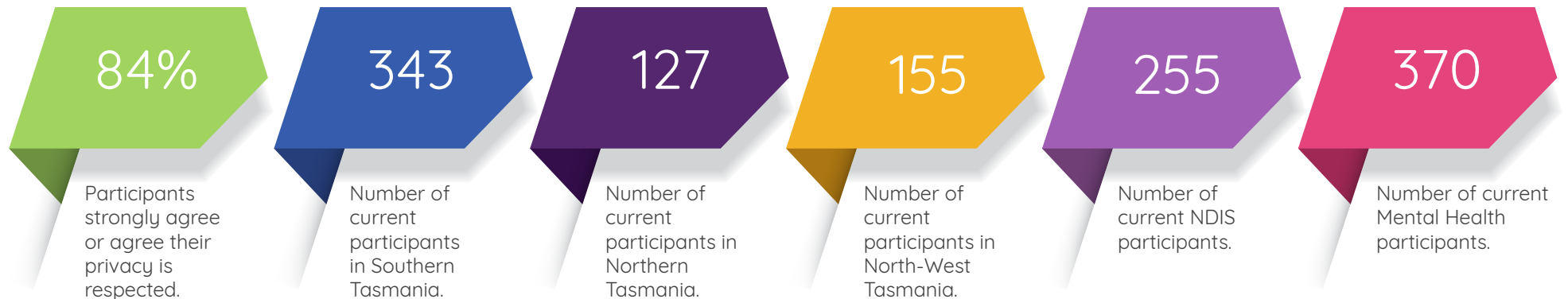
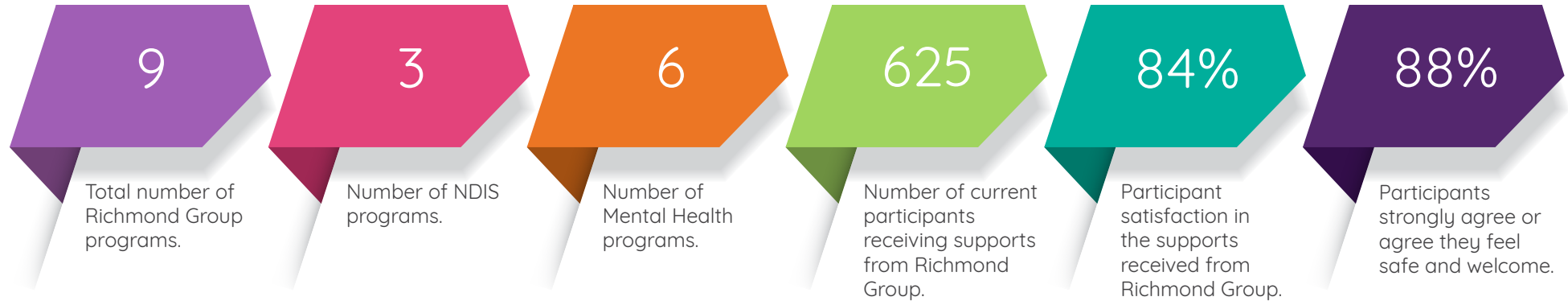
Respectful: Acting with dignity, trust and professionalism.

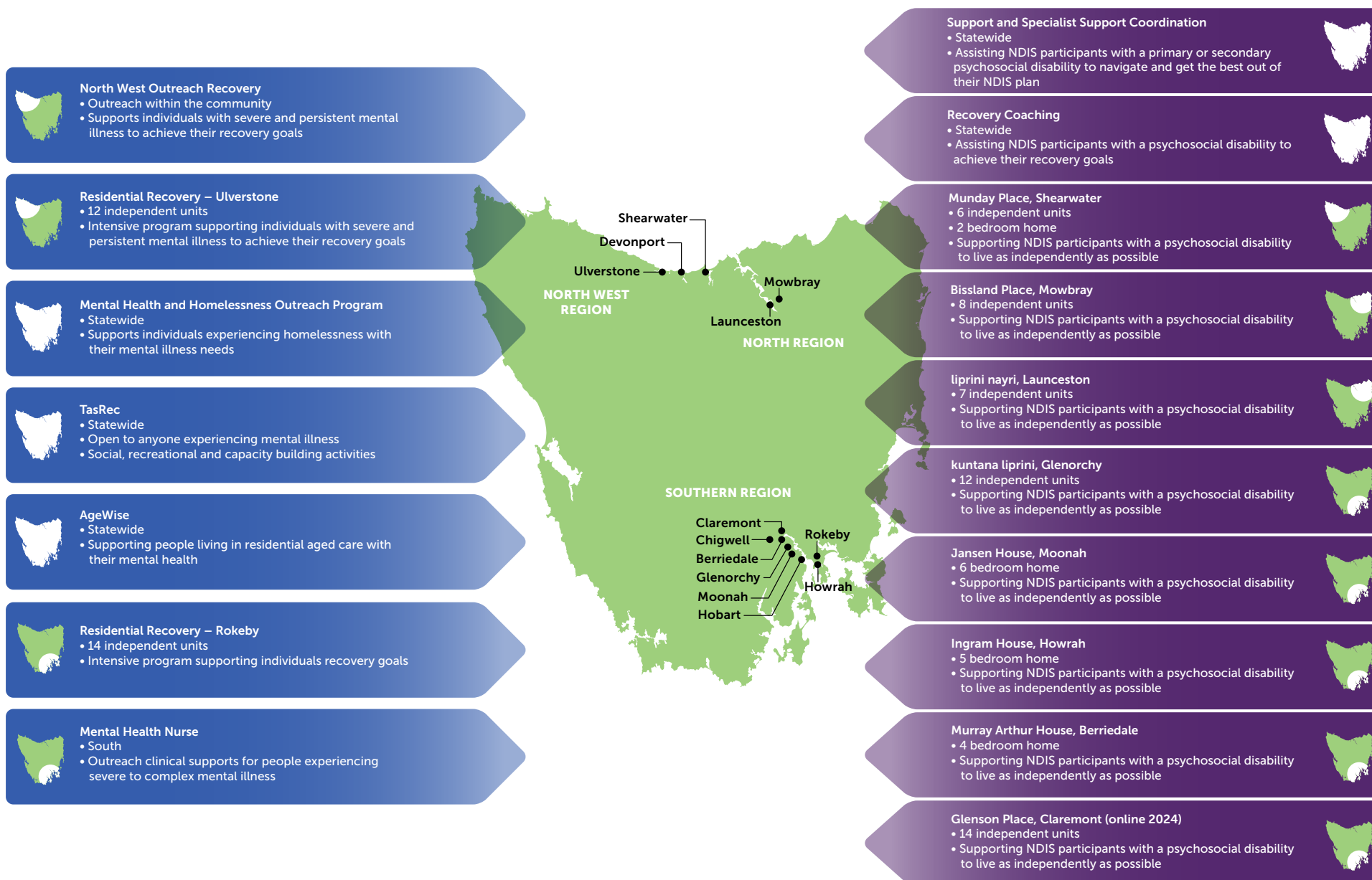
Empowering: Empowering lives, unlocking potential.

“Our point of difference is our approach to service quality that puts people first.”



Richmond Group 2022 – 2023





Richmond Group Timeline

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ANNIVERSARY

Richmond Futures
Richmond Investments Tasmania

2018
Richmond Fellowship Tasmania (RFT) establishes Richmond Futures, a wholly owned subsidiary to deliver NDIS services.

RFT establishes Richmond Investments Tasmania to provide accommodation to NFP providers supporting people with a mental health diagnosis.

RFT commences delivery of its first clinical program, the Mental Health Nurse Program across Southern Tasmania.

Paul Ingram is awarded Life Membership recognising over 20 years of service to the organisation.

Richmond Futures commences provision of NDIS Support Coordination, including Specialist Support Coordination statewide.

2019
Richmond Futures opens its first Supported Independent Living home, Murray Arthur House, becoming home to four NDIS participants.

Richmond Futures opens its second Supported Independent Living home, Ingram House becoming home to five NDIS participants.

RFT Moonah transitions to Richmond Futures as a Supported Independent Living home, called Jansen House.

The Partners in Recovery programs finishes in recognition of the full roll out of the NDIS.

RFT commences delivering its second clinical program, AgeWise.

Joyce Bisland is awarded life membership, recognising over two decades of service to RFT.

2020
RFT Glenorchy transitioned to Richmond Futures as a Supported Independent Living site called kuntana Igrini, meaning Grounding Place in Palawa, the language of the Tasmanian Aboriginals.

Richmond Futures commences providing the ECSN program to provide resources and mental health guidance to the NDIS sector Statewide.

Richmond Futures commences providing recovery coaching statewide.

2021
RFT Mowbray transitioned to Richmond Futures as a Supported Independent Living site called Bisland Place.

Richmond Futures' sixth NDIS accommodation facility opens called Igrini nayiri, meaning place of wellness in Palawa, the language of the Tasmanian Aboriginals.

RFT commences delivering its third clinical program, MyMind.

Ian Munday is awarded life membership recognising over 30 years of service to RFT, making him the 4th life member.

2005
RFT commencing providing Mental Health Supports in an outreach capacity across the North West.

RFT Glenorchy opens supporting 12 consumers in individual unit accommodation.

RFT Mowbray and Lindisfarne move to providing services on a 24/7 basis.

2016
RFT Moonah opens providing supports to seven residents previously residing at RFT Campbell St which closes the same year.

Marie Murray Arthur is awarded RFT first life member recognising over 20 years of service to the organisation.

2023
Construction starts for Glenison Place, the first purpose-built independent living facility supporting NDIS participants with psychosocial disability in the Tasmanian community - opening 2024

2023
Construction starts for Bellette Place, providing much needed accommodation for Tasmanians requiring mental health support - opening 2025

1986
RFT Lindisfarne, located at Gordons Hill Road opens. This was the first service in Australia which provided a therapeutic community for people with a history of mental illness to be funded under the Disability Services Act.

1997
Ely Jansen's second visit to Tasmania.

2002
RFT Launceston transitioned to a new site located at Mowbray, creating a new service mode through eight one-bedroom individual units.

2012
RFT Lindisfarne closes with consumers transitioning to other RFT programs.

RFT Campbell Street, Hobart opens.

The Connect In Centre, Patrick Street transitions from Colony 47 to RFT creating a drop in centre for Tasmanians experiencing homelessness.

2014
RFT is a consortium member to the establishment of Partners in Recovery across the State.

1981
Ely Jansen's first visit to Tasmania.

1984
Richmond Fellowship Tasmania was established.

1993
RFT Launceston, located at Frankland Street opens.

2003
RFT Rokeby opens supporting 10 consumers in individual unit accommodation.

2006
RFT Overton opens supporting 14 consumers in individual unit accommodation.

RFT Rokeby increased capacity to support 12 consumers.

2010
RFT hosts the ASPAC conference in Hobart.

2017
A staff exchange occurs between RF Hong Kong and RFT.

2022
Munday Place opens

1974
Richmond Fellowship QLD was established.

1975
Richmond Fellowship WA was established.

1976
Richmond Fellowship ACT was established.

1983
The Richmond Report, an inquiry into Health Services for the Psychiatrically Ill and Developmentally Disabled is published: <https://www.mentalhealthcommission.com.au/content/richmond-report>

1986
The Disability Services Act is released and for the first time includes psychiatric disability.

RF New Zealand supported the establishment of Lindisfarne.

1989
The Human Rights and Equal Opportunity Commission undertake an inquiry into mental health.

1996
The Mental Health Act 1996 was introduced.

1998
The second National Mental Health Plan was released.

2001
The Royal Burrest Hospital, New Norfolk closes.

2003
The third National Mental Health Plan.

2007
A review of the Mental Health Act 1996 is announced.

2008
Fourth National Mental Health Plan.

2010
Headspace is established.

2013
National Disability Insurance Scheme Act 2013 is passed.

The Mental Health Act 2013 is passed.

2017
Fifth National Health and Suicide Prevention Plan.

2019
The National Disability Insurance Scheme commenced full roll out in Tasmania.

1993
The first National Mental Health Plan is released.

The first Richmond Fellowship ASPAC conference is held in Brisbane.

The Brian Berdikin report, a national inquiry into the human rights of people with mental illness is released.

Sector Events

About Richmond Group

Richmond Fellowship Tasmania, Richmond Futures and Richmond Investments Tasmania (collectively identified as Richmond Group) are Tasmanian-owned and operated For-Purpose organisations which have been supporting people facing mental health challenges and psychosocial disability for 39 years.

We are independent, non-government, non-religiously affiliated organisations that recognise people as people, not as their mental health diagnosis.

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

- Mental Health and Wellbeing is everyone's right.
- Mental Health Recovery is about living a valued and fulfilling life.
- Working side-by-side, we embrace a holistic approach to health and wellbeing.
- Everyone's journey is as unique as they are.
- Ensuring a culture that lives our values.

Accreditation

Richmond Fellowship Tasmania is fully accredited against the National Standards for Mental Health Services.

Richmond Futures is certified by the NDIS Quality and Safeguards Commission as a registered NDIS provider and meets the NDIS Practice Standards.

Richmond Fellowship Tasmania, Richmond Futures and Richmond Investments Tasmania are registered charities with ACNC.



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