



Richmond  
**Futures**

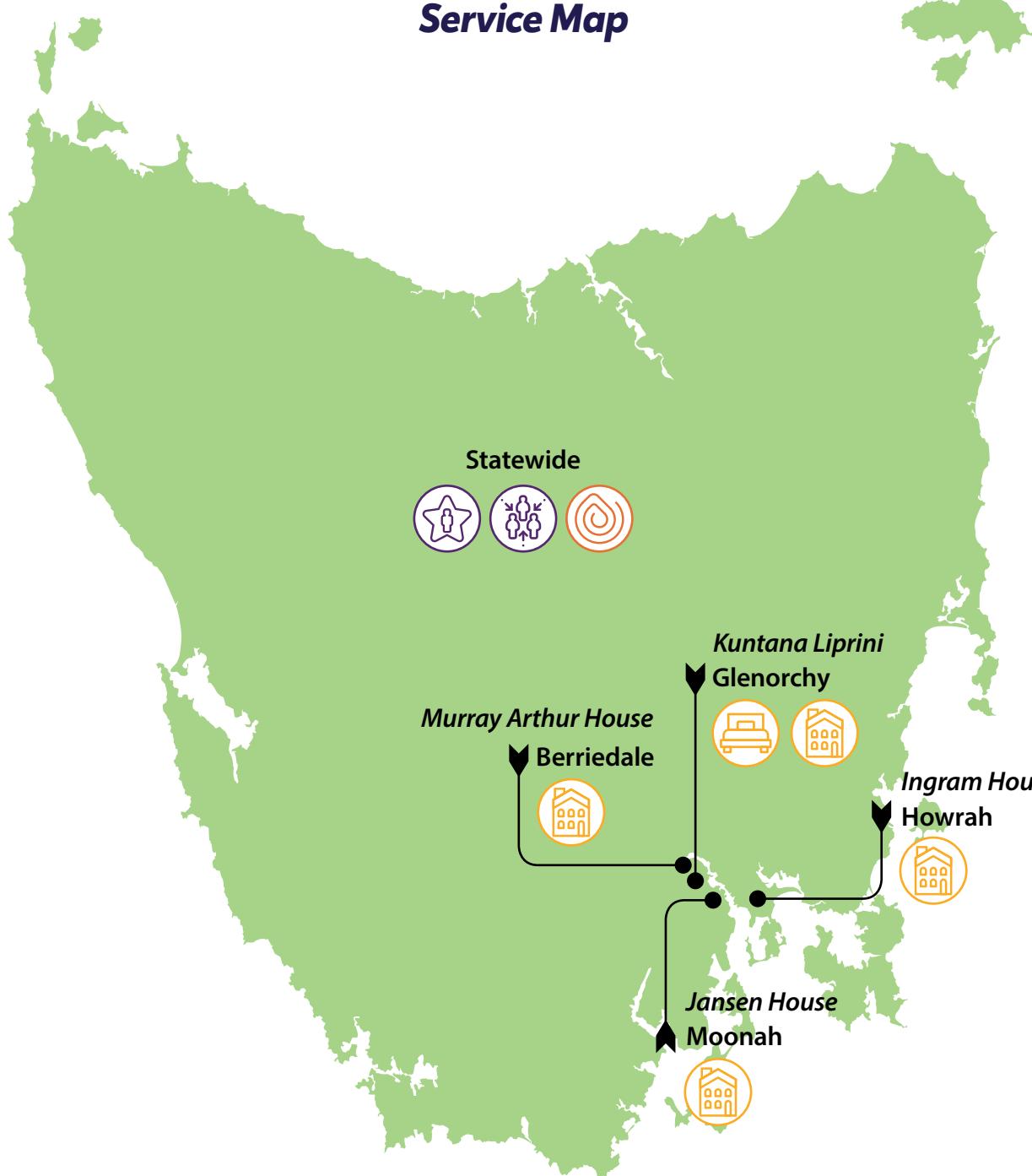
## Annual Report 2019-2020





# Richmond Futures

## Service Map



Direct Support



Support Coordination



Exceptionally Complex  
Support Needs Program



Supported Independent  
Living (SIL)



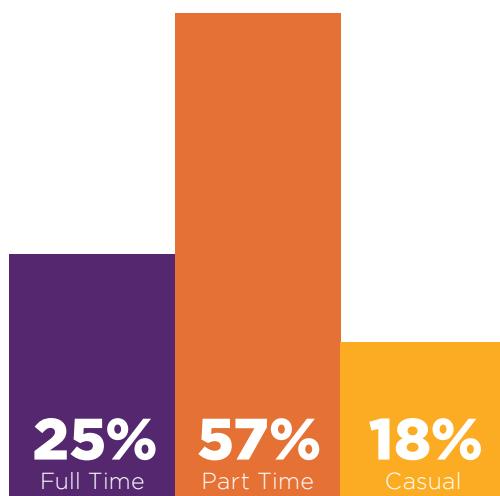
Richmond Short Stays



Richmond Futures Office

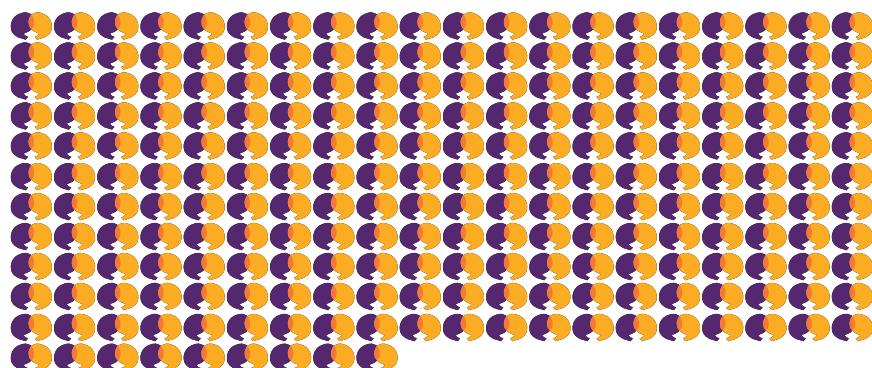
## 2019-2020: Richmond Futures

**73**  
Number of Richmond  
Futures employees



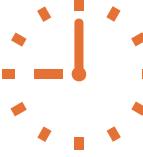
**28**  
to  
**62**  
Age range of  
employees

**229**  
Participants  
supported across  
our state-wide  
programs

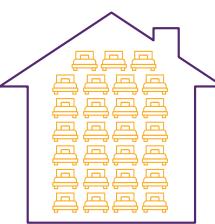


**96%** of employees indicated they felt proud to tell people that they work at Richmond Futures

**4,558**  
Support Coordination hours  
delivered

 **297**  
Hours volunteered to  
Richmond Futures

**9,546**  
Direct Support hours delivered

**27**   
Participants with permanent  
homes in our SIL properties

## Joint Chair and CEO Report

2019/2020 marked the second year of operations for Richmond Futures (Futures) and one filled with many twists and turns especially in the last half of the Financial Year due to global pandemic Covid19.

The year saw a continued focus on taking bold and market leading decisions which led Futures to expand its psychosocial disability supports to Tasmanians throughout the State .

We expanded our SIL properties firstly at Howrah in July, Moonah in November and Glenorchy later in March. The Futures Board was proud to honour Paul Ingram, Richmond Fellowship Tasmanian's second life member recipient by naming the Howrah property, Ingram House, home to five National Disability Insurance Scheme (NDIS) participants. Our Moonah property, the first to transition from Richmond Fellowship Tasmania, named Jansen House is named in honour of the Richmond Fellowship founder, Elly Jansen and houses six NDIS participants.

In addition to these new properties, Futures and RFT collaborated in the transition of the RFT Residential Recovery Program property in Glenorchy to a SIL facility made up of independent units and home to 12 NDIS participants. As the property sits directly under kunanyi (Mount Wellington), it was seen as fitting that Richmond Futures work with the Tasmanian Aboriginal Centre to rename the site, Kuntana Liprini, meaning grounding place in palawa kani, the Tasmanian Aboriginal language.

Our State-wide Support Coordination and Direct Supports services have continued to grow to assist more Tasmanians to exercise choice over their NDIS support needs, how they are provided; and to achieve their goals.

Another growth area for the organisation is in the delivery of the Exceptionally Complex Support Needs (ECSN) Program, funded by the NDIA; a three year program which supports building skills and capacity of mainstream and community services to support NDIS participants with complex needs.

An important internal development has been in the establishment of a Lived Experience and Carer Advisory Group which aims to support the implementation of our lived experience and carer engagement framework and to strengthen consumer and carer voice throughout our programs and services. We have high hopes for this



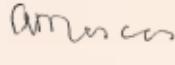
Group and believe it can provide much guidance and feedback to the Board.

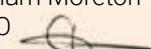
Organisationaly, we believe in the 'our people are our future' and have continued our focus on creating an environment where employees can flourish and bring their best. Belong@Richmond was launched in June 2020 to reflect our commitment to having a workplace and workforce which reflects the diverse and inclusive community we support. Our first annual employee engagement survey has informed our efforts towards being an employer of choice with; 96% of respondents proud to tell people they work at Futures.

Our commitment to quality, service excellence and participant wellbeing was enhanced by the achievement of accreditation by the Quality and Safeguarding Commission. The achievement cannot be underestimated and means Futures has demonstrated compliance with the NDIS Practice Standards, the Code of Conduct, undergone a thorough quality audit process, implemented management frameworks, reporting and resolution systems.

We also wish to recognise the executive team for their unwavering leadership of Futures and who have worked tirelessly to ensure the Organisation is a well-respected and dynamic organisation. To our Futures employees thank you for your commitment, energy and efforts to ensure the success of the organisation especially considering the immense efforts during COVID-19 restrictions whereby significant agility, flexibility and commitment was demonstrated to keep everyone safe. Throughout this period, Futures continued to run all programs and services. However, all programs were required to quickly adapt service delivery methods.

Lastly, thank you to the Board of Directors, for their commitment, skills and dedication to Futures.

Ally Mercer   
Chairperson

Miriam Moreton   
CEO

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

Interested in donating? Visit us online at [richmondfutures.com.au/donate](http://richmondfutures.com.au/donate) to make a one-time or recurring donation, 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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