



# Richmond Connections

Newsletter | June 2021

## What's inside

2. Message from the CEO  
Our new Strategic Plan

3. TasRec  
What we've been up to

3. Annual Participant Survey & LECAG  
Listening to the most important people

4. Supported Independent Living  
Living in Northern Tasmania

6. Staff Spotlight  
Tammy Ling



3.

## TasRec – Update

TasRec, Richmond Fellowship Tasmania's recreational and capacity building program continues to go from strength to strength, growing in the number of activities it offers as well as the number of participants it supports. Term Two's program has seen variety of activities for Participants

from across the State to engage in, including a ladies only exercise group, trauma informed yoga, cooking, arts and craft and exciting day trips. A social group in the South has commenced with bingo and pool competitions or just the chance to sit, have a coffee and a chat!

# Message from the CEO

July 2021 marks the release of our new Strategic Plan, chartering the direction of our organisations, Richmond Fellowship Tasmania and Richmond Futures (collectively referred to as Richmond Group) for the next three years.

This plan builds on the strong foundations of previous strategic plans and is based on significant inputs from participants, carers, employees, external stakeholders and the Richmond Group Board. Through the development process, time was taken to consider our vision and mission and to make sure they reflected our purpose and direction. In consultation with participants, employees and board our vision and mission received minor updates to better reflect what we stand for:

**Vision** – To support people to be leaders in their own lives and connect with community

**Mission** – To deliver quality and inclusive person-centred mental health recovery and wellbeing services.

Our values of recovery and wellbeing, inclusion and community, co-design and collaboration and service excellence remain unchanged and underpin our four strategic objectives of:

**Participant Experience** – Deliver evidence based recovery and wellbeing services which are informed by participant choice and feedback and achieve participants identified goals

**People** – Enable our people to bring their best and reflect our values

**Growth, Innovation and Brand** – Lead our brand though creative, agile and diverse growth

**Governance, Quality and Sustainability** – optimise sustainable and compliant structures and systems ensuring continuous improvement.

I would like to thank our participants, the lived experience and carer advisory group, our employees, external stakeholders for their significant contributions to this plan and to our board for their stewardship of this important process.



**Miriam Moreton**  
CEO



Term Three will have some new and exciting additions to the program. In the South, TasRec will be offering participants the chance to be a Zookeeper for a day at ZooDoo in Richmond which is a fantastic opportunity to get up close the primates, meerkats and Tassie devils! Whilst in the North there are additional creative art classes offered in ceramics, mosaicking and printing, scrapbooking and jewellery

making and the opportunity to participate in equine therapy. The North-West will see the introduction of a social group which will include bowling, board games, outdoor activities (weather dependent) or the chance to have a coffee and a chat as well as an open arts class.

Starting term three we will be introducing an art competition with the state winner receiving the Nick Nylander Art Prize, kindly donated

by Julie Nylander and the Inner Wheel Organisation. Each term will be a different art medium where participants can enter their creation with regional prizes on offer as well! In Term 3 the category will be painting/drawing of landscapes, nature and animals.

To find out what TasRec is up to in your region please check out the programs, available at [rft.org.au](http://rft.org.au)

## Our Vision

To support people to be leaders in their own lives and connect with community

## Our Mission

To deliver quality and inclusive person-centred mental health recovery and wellbeing services

## Strategic Pillars

### Participant Experience

Deliver evidence-based recovery and wellbeing services which are informed by participant choice and feedback and achieve participants identified goals.



### People

Enable our people to bring their best and reflect our values.



### Growth, Innovation and Brand

Lead our brand through creative, agile and diverse growth.



### Governance, Quality and Sustainability

Optimise sustainable and compliant structures and systems ensuring continuous improvement.



## Our 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 diversity brings. We value the relationships we have with individuals, families, colleagues, and the community and look for opportunities to connect and contribute to 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 be brave.

### Service Excellence

We strive for excellence, embrace continuous improvement and value accountability. We proactively identify and pursue opportunities which grow and complement our business.

# Annual Participant Survey / Lived Experience and Carer Advisory Group



The Richmond Group recognises all feedback regardless of nature is important to improve services and to implement best practice. It is for this reason that we have been working with our Lived Experience and Carer Advisory Group to implement our Participant and Stakeholder Feedback framework.

Built on our value of co-design and collaboration, this framework seeks to expand our current feedback mechanisms to increase the opportunities and channels available for participants and carers to provide feedback. Examples of this expansion include the introduction of annual participant survey, which will be open from 5 – 30 July 2021.

The annual participant survey aims to give participants an opportunity to provide feedback on their interactions and experiences of Richmond Group's programs and services. Responses to this survey will be considered by the Lived Experience and Carer Advisory Group in August with actions and recommendations agreed from there.

If you are a participant of a RFT or Richmond Futures service and would like to provide feedback, please use the below QR code.



# Supported Independent Living – Living in Northern Tasmania

There is a lot of buzz in and around Launceston as Richmond Futures opens its first Supported Independent Living site in Mowbray. The site, named Bissland Place is a made up of eight one-bedroom units which have recently been refurbished. Bissland Place will provide 24/7 supports to NDIS participants with psychosocial disability to live as independently as possible.

This site is named after Joyce Bissland, RFT's third life member, who was awarded life membership in 2019, after serving on the RFT board for over 20 years.

Richmond Futures is also in the final stage of establishing a second Supported Independent site on Arthur Street, Launceston which will also provide supports to seven NDIS Participants with psychosocial disability. Like Bissland Place, this site is made up of self-contained one-bedroom units with all participants have accessing to 24/7 support and assistance to live independently as possible.

We are still accepting expression of interest for Arthur Street. If you are interested in exploring this opportunity, please contact Debra Burden on 6228 3344.

## Bissland, Mowbray



### About the Units

- Featuring 8 one-bedroom individual units, Richmond Futures Bissland Place is perfect for those who need access to on-site supports, but wish to live within their own unit.
- Each unit has one good sized bedroom, an open plan kitchen, dining and living area, one bathroom, and a shared yard.
- Staffed 24 hours a day, 7 days a week (with sleepover shift).
- A vehicle is available to support participant plans.

### Community Profile

- Mowbray Marketplace Shopping Centre is a 15 minute walk from the units and just five minutes' drive away.
- A Metro bus stop is located on the main road, with buses running regularly to the nearby Quadrant Mall.

### Resident Profile

- Age 18+.
- Has a primary or secondary psychosocial disability.
- Has a NDIS plan with SIL funding.
- Is medication compliant.
- Is ambulant.



## Arthur Street, Launceston



### About the Units

- The property comprises of a collective of 7 one-bedroom units that will have on-site support.
- Two units are ground floor accessible and the five additional single story units are spaced over two floors.
- All include open plan living, dining and kitchen, double bedroom with built in wardrobe and a bathroom.
- There is a shared laundry on the ground floor and off street parking is available.
- Richmond Futures will offer Supported Independent Living and work with NDIS participants to develop a roster of care to suit their needs.

### Resident Profile

- Age 18+.
- Has a primary or secondary psychosocial disability.
- Has a NDIS plan with SIL funding.
- Is medication compliant.
- Is ambulant.



“ Finding appropriate accommodation for mentally ill young adults is a major concern for their parents. ”

*Richmond Group Carer*



# Staff Spotlight – Tammy Ling

## What is your role?

I am a social worker and an educator by training and now have taken up the role as an NDIS specialist Support Coordinator.

## Where are you based?

I am based in Hobart and I support NDIS participants mainly based in the southern part of Tasmania.

## How long have you worked for Richmond Group?

I have been a part of the Richmond Group since July 2019.

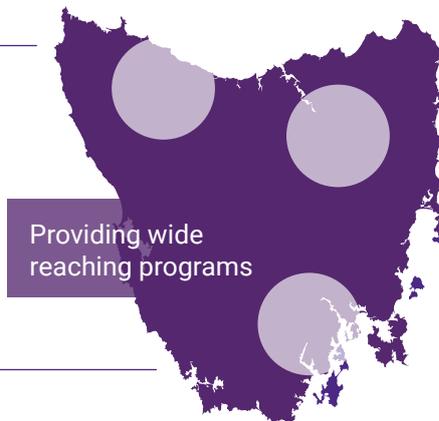
## What do you like most about your role?

The surprises I get on a daily basis is keeping me young and vibrant, and the privilege of sharing a section of one's journey to actualizing their dreams in life. I also love the mixture of having face to face people time and office screen time.

## Did you know?

Our programs reach across the psychological wellness spectrum, from mild to moderate, to severe and complex, and include the delivery of clinical and non-clinical therapeutic interventions recovery focused practice across Tasmania.

All our programs work with adults in a range of settings, including residential and in the community, collaborate with multiple stakeholders and work closely with participants families and other natural supports.



## Want to know more?

### Visit:

[rft.org.au](http://rft.org.au) | [richmondfutures.com.au](http://richmondfutures.com.au)

### To receive our news direct to your inbox go to:

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### Send Us Feedback: Scan the QR code



### To make a referral email:

[referrals@richmond tas.com.au](mailto:referrals@richmond tas.com.au)



**Interested in donating?** To make a one-time or recurring donation, become a volunteer or leave a bequest visit:

[rft.org.au/donations](http://rft.org.au/donations)

[richmondfutures.com.au/donations](http://richmondfutures.com.au/donations)

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

Richmond Fellowship Tasmania is fully accredited against ISO 9001-2016. Richmond Futures is fully accredited the NDIS Quality and Safeguarding Commission Standards. Both Richmond Fellowship Tasmania and Richmond Futures are registered charities with the Australian Charities and Not for Profit Commission.

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