

# Richmond Group Annual Report 2021



## Joint Chair and CEO Report

We are proud to present our 2020/21 Annual Report, which showcases the life-changing work of the Richmond Group of Organisations. There is no doubt 2020/21 was again a year when our sense of time flattened. In the continued midst of a global pandemic, we experienced more energy, commitment, and mobilisation of our organisation than ever before.

Richmond Group helped more participants, to greater effect, than ever before in its history. Internal and external assessments reflect growing confidence in the consistent quality of our work, as well as outstanding examples of excellence. Together with our stakeholders, we have risen to meet the needs of participants to not only survive, but recover and build meaningful lives.

We are proud of the Richmond Group's impeccable record in the mental health sector and have continued to work towards strengthening and embedding our quality systems, with Richmond Futures achieving certification by the Quality and Safeguarding Commission as a registered NDIS provider. Additionally, Richmond Fellowship Tasmania (RFT) commenced working towards accreditation against the National Standards for Mental Health Services.

With gratitude for their exemplary leadership through a period of tremendous unknowns and change, we extend a heartfelt thank you to the Executive Team whose service has meant the Richmond Group is not only stronger, but more effective and efficient.

The reporting period also heralded the third and final year of the 2018 - 2021 strategic plan, which focussed on maintaining the recovery and wellbeing of Tasmanian's experiencing mental illness, organisational sustainably while growing our programs and looking to the future. Our looking ahead philosophy identified opportunities

to have a group approach between RFT and Richmond Futures organisation's, enabling engagement priorities to truly be dynamic and flexible in providing services to our participants and stakeholders. The Group approach provided intrinsic value and advantage to work together, creating a Richmond Group Board, overseeing the governance of both organisations.

The development of the 2021 - 24 strategic plan was based on significant inputs from participants, carers, employees, external stakeholders and the Richmond Group Board and builds on the strong foundations of previous plans, while looking to greater opportunities.

**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.

**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.

“We are proud of the Richmond Group's impeccable record in the mental health sector...”



Ally Mercer  
Chairperson



Miriam Moreton  
CEO

One of the greatest areas of strengthening the participant and carer voice throughout our organisation has been led by our Lived Experience and Carer Advisory Group (LECAG). LECAG have been instrumental to providing input into the design and development of the 2021 – 2024 strategic plan, rolling out priority activities, our engagement framework and program improvements. Thanks goes to all LECAG members for their significant contributions over the year.

Our commitment to the principles of recovery, wellbeing and self-determination underpinned our delivery of all programs and services across the Richmond Group. Our psychosocial programs, including Residential Recovery and Outreach, Recovery Coaching and Supported Independent Living, continued to support people in identifying and achieving their goals, increase community connections and foster wellbeing. The year saw us work in partnership with Hobart City Mission to transition our Southern based Connect In Centre into the newly created Safe Day Space and evolve our program into providing psychosocial supports to Tasmanian's experiencing homelessness across the State. The Mental Health Homeless Outreach Program (MHHOP) is now working with housing and homelessness support services and Statewide Mental Health Services assisting participants accessing these services with their mental health needs.

Our Support Coordination, including specialist support coordination, grew and assisted more Tasmanians to exercise choice over their NDIS support needs. In its second year the Exceptionally Complex Support Needs (ECSN) Program successfully focussed on building the capacity of the sector through delivery of communities of practice workshops and secondary consults.

Provision of clinical services grew throughout the year, with the AgeWise Program working with 51 Residential Aged Care Facilities across Tasmania. Our Mental Health Nurse Program continued to work in partnership with General Practitioners across Southern Tasmania to support people within their community experiencing severe and complex mental ill-health. RFT was also successful in becoming a Bupa preferred provider, commencing delivery of the MyMind Program, providing free psychological services to Tasmanian Bupa Members.

The TasRec Programs have gone from strength to strength, promoting the importance of physical health, social connection, meaningful and purposeful activities. The successful achievement of an Information, Communication and Linkages (ILC) grant through the Department of Social Services, meant an increase in our ability to offer a diverse range of activities to meet the needs of more Tasmanians across the State.

Recognising our history and those who have played important roles in the organisation continued throughout the year, with the transition of RFT Mowbray to our sixth independent living facility being named Bissland Place, after our third life member, Joyce Bissland. Joyce served on the RFT Board for 28 years and remains a strong advocate for high quality health services in Northern Tasmania.

Improvements in systems and practices underpinned our ongoing commitment to maintaining an environment where employees can flourish and bring their best. Our annual employee engagement survey continued to guide our efforts to ensure we worked toward being an employer of choice, 88% of respondents are proud to tell people they work with Richmond Group, with 82% and 81% respectively agreeing that the organisation values diverse perspectives and is an inclusive place to work.

Thanks goes 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. The ongoing impact of COVID-19 has continued to see employees demonstrate innovative and agile work practices and ongoing commitment to the health and wellbeing of participants, their peers and their community.

Thanks also goes to our many partners who work with us and our participants to achieve their goals. Of note, the Mental Health and Alcohol Directorate, Primary Health Tasmania, Statewide Mental Health Services, National Disability Insurance Agency and Department of Social Services.



Ally Mercer  
Chairperson



Miriam Moreton  
CEO

# Richmond Group Strategic Plan 2021 – 2024

## 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.

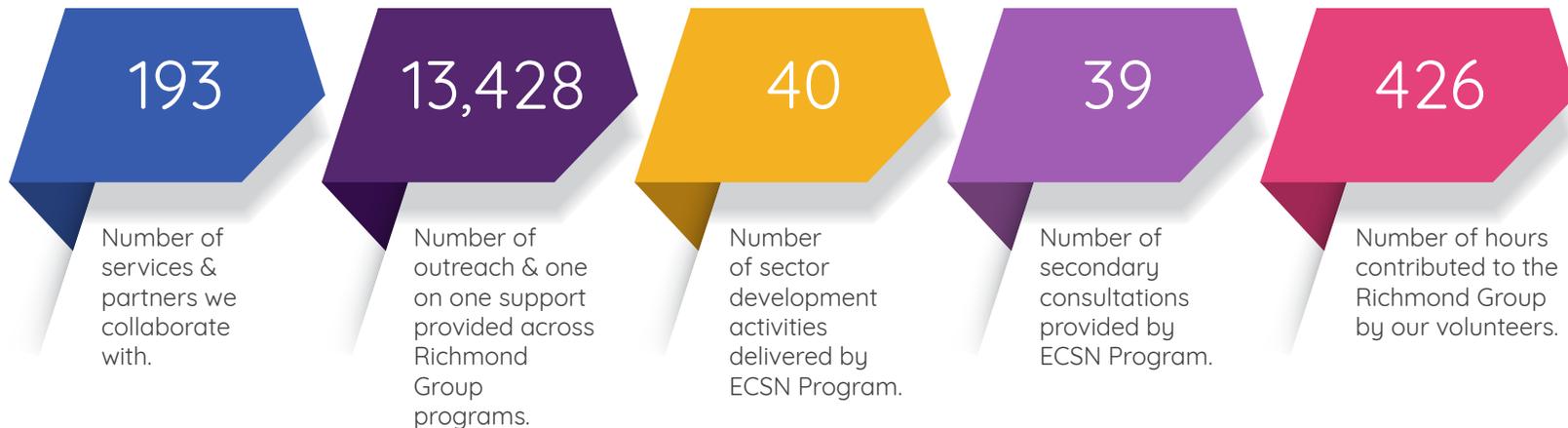
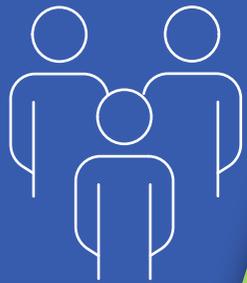
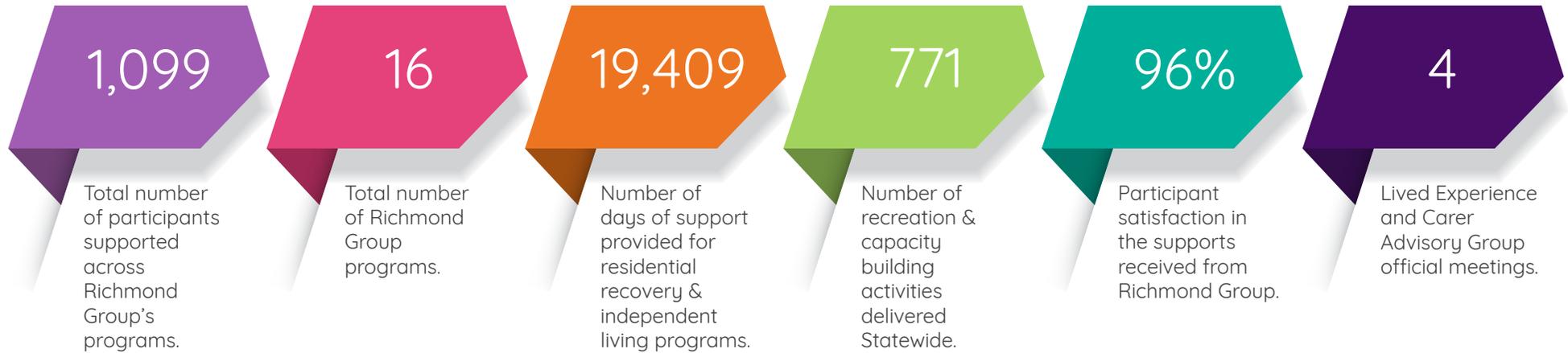
### Co-design and Collaboration

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.

## Richmond Group 2020 – 2021 In Numbers



- 

**North West Outreach**

  - Outreach within the community
  - Supports individuals with severe and persistent mental illness to achieve their recovery goals
- 

**Ulverstone Residential**

  - 12 independent units
  - Intensive program supporting individuals with severe and persistent mental illness to achieve their recovery goals
- 

**Mental Health and Homelessness Outreach Program**

  - Statewide
  - Supports individuals experiencing homelessness with their mental illness needs
- 

**TasRec**

  - Statewide
  - Open to anyone experiencing mental illness
  - Social, recreational and capacity building activities
- 

**AgeWise**

  - Statewide
  - Supporting people living in residential aged care with their mental health
- 

**MyMind**

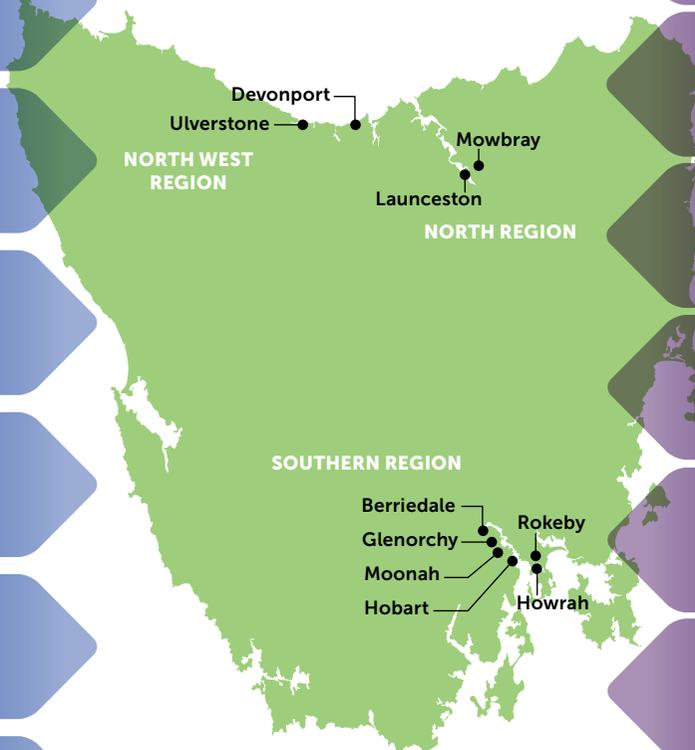
  - Statewide
  - Providing psychological services to Bupa members
- 

**Rokeby Residential**

  - 14 independent units
  - Intensive program supporting individuals recovery goals
- 

**Mental Health Nurse Program**

  - South
  - Outreach clinical supports for people experiencing severe to complex mental illness



- Support and Specialist Support Coordination**

  - Statewide
  - Assisting NDIS participants with a primary or secondary psychosocial disability to navigate and get the best out of their NDIS plan
- Exceptionally Complex Support Needs**

  - Statewide
  - Supporting NDIS participants with exceptionally complex needs
  - Providing sector capacity building, secondary consults and after hours crisis assistance
- Recovery Coaching**

  - Statewide
  - Assisting NDIS participants with a psychosocial disability to achieve their recovery goals
- Bissland Place, Mowbray**

  - 8 independent units
  - Supporting NDIS participants with a psychosocial disability to live as independently as possible
- liprini nayri, Launceston**

  - 7 independent units
  - Supporting NDIS participants with a psychosocial disability to live as independently as possible
- kuntana liprini, Glenorchy**

  - 12 independent units
  - Supporting NDIS participants with a psychosocial disability to live as independently as possible
- Jansen House, Moonah**

  - 6 bedroom home
  - Supporting NDIS participants with a psychosocial disability to live as independently as possible
- Ingram House, Howrah**

  - 5 bedroom home
  - Supporting NDIS participants with a psychosocial disability to live as independently as possible
- Murray Arthur House, Berriedale**

  - 4 bedroom home
  - Supporting NDIS participants with a psychosocial disability to live as independently as possible

## About Richmond Group

Richmond Fellowship Tasmania and Richmond Futures are locally operated Tasmanian not for profit organisations which have been supporting people facing mental health challenges and psychosocial disability for over 35 years.

We are independent, non-government, non-religiously affiliated organisations 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.
- Every one of us has the right to feel a sense of wellbeing.

At Richmond Group, 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.

## Accreditation

Richmond Fellowship Tasmania is fully accredited against ISO 9001-2016 and is working towards accreditation 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.

Both Richmond Fellowship Tasmania and Richmond Futures are registered charities with ACNC.



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## Contact

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