

Annual report

2016–2017

*Responding to
Family Violence
across the lifespan*

Relationships Australia®



Relationships Australia is honoured to have his Excellency General the Honourable Sir Peter Cosgrove AK MC (Ret'd), Governor-General of the Commonwealth of Australia as our National Patron.

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Chair's Foreword



The 2016–17 year started with a Federal election that resulted in a continuation of the Ministerial portfolios relating to social services and family law. The Attorney-General's role remained with Senator George Brandis QC and the Minister for Social Services role continued with The Hon Christian Porter MP. That stability was welcome at a time when there have been major policy developments particularly in family violence in both departments. We worked closely with Departmental staff on many issues relating to family violence throughout the twelve months.

This report focuses on some of our work with people whose lives are affected by family violence, across the lifespan — from infancy to old age. Family violence is the most prevalent issue affecting clients attending our services.

A recent review identified that, of the 160,000 clients accessing our services in 2014–15, around 67,000 people were directly and significantly impacted by family violence. Family violence has always been at the core of our work and we welcome the increased and long overdue attention this issue is receiving in the community.

While last year saw a major review of family law, another even more significant review was announced by the Attorney-General in May 2017, to be conducted by the Australian Law Reform Commission. We welcome this opportunity for the Commission to examine the entire family law system and look forward to providing submissions to the Commission to assist it to identify ways in which the system may even better serve the Australian people.

Family violence is the most prevalent issue affecting clients across our services.

We continue to contribute our views to various inquiries and reviews, and a list of our submissions from the year is included in The Year in Review.

It has been a pleasure leading the National Board of Relationships Australia over the year, a year that has seen an expansion of our services in many areas; a year in which our State Governments have been active in reviewing how they undertake various social services; and a year in which the Commonwealth has actively sought to get traction in the area of family violence in particular.

The National Board comprises the eight CEOs of our member organisations in each State and Territory. We will see our colleague from Relationships Australia New South Wales retire early in the new reporting year and wish Frank Francis the very best for his future.

Elisabeth Shaw, currently the Executive General Manager of Practice, Quality and Innovation at Relationships Australia New South Wales has been appointed to the role of CEO. This year we have also welcomed Dr Claire Ralfs as the new CEO of Relationships Australia South Australia.

I trust you will find this report of interest.

Dr Andrew Bickerdike

Chair, Relationships Australia National Board

The Year in Review

The past year has seen increased demand for key services for which Relationships Australia is well known and respected. These include family law, family relationships and family violence support services. In this report we have focused on family violence through the lifespan and how it impacts on the lives of all those in the families it touches.

Whilst not a light-hearted topic, there is a sense of hope and optimism for a brighter future for many of the people we work alongside, as a result of participating in the programs and supports that we have been able to provide to them.

A major review of the family law system was announced on Budget Night 2017 by the Attorney-General, Senator George Brandis QC. We look forward to seeing the terms of reference for that review and to an opportunity to contribute our views and experience about the value of a non-adversarial approach to resolving family disputes, and the improved ongoing relationships that are possible through a consensual outcome, particularly for children.

We acknowledge the ongoing work by the Attorney-General's Department and the Department of Social Services in making

services available to people whose lives are affected by violence. Extensions of existing funding and newly created and funded services expand the numbers of people with whom we are able to work to create safer homes and families. In particular, most recently the Attorney General announced eight new specialist services for people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds who are experiencing family violence and navigating the family law system. Relationships Australia was pleased to be invited to offer four of those new services.

Another major focus of Government is on the development of high quality outcomes data through a range of mechanisms. We have continued to work closely with the Department of Social Services data team this year and have partnered with them in trialling new models for obtaining outcome data about services from clients. We believe that accurate and meaningful data about the quality of services and the results for people's lives is critical to making good decisions about ongoing service delivery. We are committed to participating in the ongoing development of this work.



102,457

55% female clients



81,145

44% male clients

The third action plans in both the National Framework for Protecting Australia's Children and the National Framework for the Safety of Women and their Children were warmly welcomed at Relationships Australia. We continue to work with Departmental staff and others in the sector to realise the aims of these plans.

We enjoy excellent relationships with staff in the Department of Social Services and the Attorney-General's Department, and highly value our regular contact and opportunities to share ideas and catch up on new developments. We also enjoy good relations with peak bodies such as Families Australia, and Family and Relationships Services Australia, as well as others such as Mental Health Australia and Suicide Prevention Australia.

During the year we have responded to a number of reviews that included:

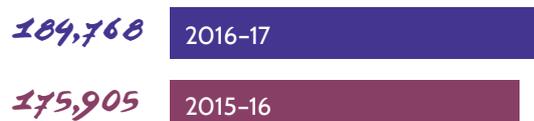
- A response to the Issues Paper on Elder Abuse to the Australian Law Reform Commission;
- A response to the Queensland Department of Justice and Attorney-General's Supported Elder Mediation discussion paper;
- A submission to the Attorney-General's Department on 'Future Focus of the Family Law Services';
- A submission to an Australian Parliamentary Inquiry on 'A Better Family Law System to Support and Protect Those Affected by Family Violence'; and

- A response to a public consultation paper on amendments to the *Family Law Act 1975* to respond to family violence.

We were pleased to be asked by the Department of Social Services to provide support to those affected by the Royal Commission into the Protection and Detention of Children in the Northern Territory this year. Partnering with two Aboriginal organisations in Darwin and Alice Springs, we put together a team of specialists who continue to work closely with Royal Commission staff in supporting children, young people, their families and others who have been impacted by the Royal Commission. The trauma-informed work we have previously undertaken, particularly in support of those affected by the Royal Commission into Institutional Responses to Child Sexual Abuse, was extended in the work supporting the new Royal Commission.



sought out Relationships Australia support this year compared to last year.



In our Annual Report last year we referred to a pilot in six cities/regional areas for families with elder members, where there were issues of concern relating to the elder or the ageing process. The Elder Relationships Service pilot was completed on 31 December 2016, and the evaluation report reviewing outcomes for clients who received services under the pilot was recently finalised. Since 1 January, all six sites have continued to offer elder relationship support services, and the Northern Territory and Western Australia will be offering those services from several new Relationships Australia venues. We see the new program as offering high quality services staffed by trained professionals to families who are struggling with issues such as elder abuse, estate planning, care arrangements, capacity issues and a range of family relationship concerns.

We continue to support Neighbour Day, a national annual campaign to reduce social isolation and loneliness, a blight on many Australian communities.



in the number of culturally and linguistically diverse people using our services.

15,998

2016-17

13,689

2015-16

By mobilising communities at the neighbourhood level, we seek to connect people in ways that are meaningful, and energise those who are otherwise socially invisible. This largely self-funded campaign increases in size each year through the energies and talents of people in each local community and neighbourhood.

The past year has seen increased demand for key services for which Relationships Australia is well known and respected.

The 2017 campaign focused on connecting with elderly people in each community. In 2018 we will focus on the role that neighbours can play in raising children in communities, and giving them a rich and safe environment in which to grow and thrive.

Our monthly online survey continues to bring us rich information about the views of visitors to our website on issues of community interest. Over its three years of implementation, a significant library of survey reports has been created, now available on our website — relationships.org.au.

In 2016–17 Relationships Australia worked with 184,768 people around the country from 118 service centres. Of those clients, 55 per cent were female, and 44 per cent were male. Around four per cent of the people with whom we worked were from Aboriginal and Torres Strait Islander background and nine per cent were from a culturally and linguistically diverse background. Those services were provided by a highly skilled and professional workforce of around 2,050 staff.

If you would like further information about our work, please visit our website (see above) or phone us on 02 6162 9300.

Alison Brook

National Executive Officer

There is a sense of hope and optimism for a brighter future for many of the people we work alongside.



Staff 2016–17

Neighbour Day

***It's time to reconnect with those around us.
#Neighbour Day #Elderly***

The theme for Neighbour Day 2017 was *'The importance of social connection for the elderly'*. Strongly connected to the origins of Neighbour Day, the theme encouraged people to reach out to the older people in their neighbourhoods, particularly those who live alone. Neighbour Day falls on the last Sunday in March every year (26 March in 2017).

In 2003, Andrew Heslop founded Neighbour Day after the remains of an elderly woman were found inside her suburban home more than two years after her death. Neighbour Day has been managed by Relationships Australia since 2014.

In the January 2017 Relationships Australia online survey we found that more than one-third of respondents reported that they often felt isolated, while a further 40 per cent reported that they felt isolated some of the time.

Committed to the promotion of strong relationships and good mental health, Relationships Australia sees Neighbour Day as an ongoing opportunity to remind people about the importance of community connection, as well as the responsibility of every one of us to create a well-connected neighbourhood.

The countdown to Neighbour Day 2017 began the week prior, encouraging people to be part of the event and to support the idea that every day can be Neighbour Day. Social media platforms including Facebook, Twitter, and Instagram transformed into live hubs for people to access a range of Neighbour Day relevant content, including research on loneliness and inclusion, tips and advice for connecting to the people around you, neighbourly stories and more.

Online messages of support were shared by Neighbour Day Ambassadors including Julie Goodwin of MasterChef, Nick Duigan of Hook Line and Sinker, Sophie Thomson of ABC's Gardening Australia and Hugh Mackay sociologist and author. Members of Parliament also participated, including the Minister for Ageing the Hon. Ken Wyatt MP and the Minister for Social Services The Hon. Christian Porter.

More than 24 local councils; over 30 government departments, police and emergency services and Neighbourhood Watch groups; 37 NGOs; 40 businesses including Lendlease Communities and IAG Good 'Hoods program and other friends of Neighbour Day joined in the countdown week.

Relationships Australia sees Neighbour Day as an ongoing opportunity to remind people about the importance of community connection.

The national launch took place in early March 2017 at Bidwill Community Garden in the western suburbs of Sydney, with over 150 guests attending. Given Neighbour Day's strong focus on promoting social connection and reducing loneliness, the Bidwill Community Garden and Nursery was the ideal location for our national launch.

The event was livestreamed on Facebook; with Neighbour Day Ambassadors Costa Georgiadis, host of Gardening Australia; Natalie Ahmat, presenter of National Indigenous Television News; and Andrew Heslop, Neighbour Day Founder as event speakers. The NSW Police posted a Neighbour Day video message from Acting Deputy Commissioner Denis Clifford that resulted in more than 16,500 views on Facebook, with a NSW Police Facebook audience reach of more than 970,000.

This year Neighbour Day 2017 event registrations increased by 16 per cent; and close to 2,500 Neighbour Day event e-kits were downloaded from the website. There were 3,253 referrals to the Neighbour Day website from 50 external websites.

In addition to social media engagement, Neighbour Day 2017 was promoted nationally via radio, press and TV coverage. SBS Television aired the Neighbour Day Community Service Announcement 3,797 times from August 2016 to August 2017 with the support of an SBS Foundation Grant.

Neighbour Day 2017 was successful in increasing connections in local communities. It is a simple yet powerful community engagement tool that is growing in interest and use by neighbours, councils, community organisations and local businesses. At Relationships Australia, we believe that being better connected is in the best interest of us all.



The community you want
starts at your front door™

National Research

The Relationships Australia National Research Network formed in 2011 to support national research collaboration to inform and improve our client services. The Network supports research and evaluation projects carried out within the Relationships Australia federation and undertakes independent research on our behalf.

Family Dispute Resolution Property and Parenting Outcomes Study 2016–2018

In 2017, the National Research Network is implementing a large and significant research project funded by Relationships Australia. This project will generate evidence on the outcomes and efficacy of Relationships Australia family dispute resolution services in both parenting and property disputes. It combines previously separate projects on parenting and property family dispute resolution respectively, and is jointly managed by Relationships Australia Victoria and Relationships Australia Queensland. The study will identify variables that contribute to effective family dispute resolution outcomes, as well as the barriers to reaching durable agreements.

In the first stage of the project, a detailed audit of family dispute resolution services was undertaken across the federation.

Throughout Australia, Relationships Australia practitioners provide close to 20,000 family dispute resolution cases annually. The majority of cases (approximately 19,000) are seeking assistance with parenting matters, however in around 2,500 cases clients also discuss property matters. Of those, more than 1,000 cases deal exclusively with property matters.

Over the three years, it is expected that around 1,500 participants will be recruited to the study from seven States and Territories. To date more than 500 clients have agreed to participate. Participating clients will complete a survey prior to commencing family dispute resolution, as well as follow-up surveys at around three months and 12 months after commencing family dispute resolution. Clients respond to questions about their wellbeing, the wellbeing of their children and their relationship with their former partners (including any experience of violence and abuse). The survey also covers post-separation arrangements, issues for resolution and progress towards agreement

At three and 12 months after service, clients will report on the outcome of family dispute resolution and the durability of the outcome.



In particular, the research will focus on the quality of the post-separation parenting arrangements including the subsequent co-operation and conflict between the parents, and the impact on their children. In addition, the project will evaluate the outcome of the property negotiations and track how these agreements are implemented. For those couples who negotiated both parenting and property matters, the research is interested in examining the degree to which these two areas interact and the impact of this interaction on the parental relationship.

Finally, the presence and impact of family violence will be carefully assessed and monitored throughout the clients' journey through the family dispute resolution process and into their post-separation lives.

The family law sector as a whole and the community funded family law services in particular are under scrutiny at present as the Government considers significant reform. This is prompted by the need to ensure services are effective and affordable. The Relationships Australia Family Dispute Resolution Outcomes Study will provide crucial and timely data to inform this reform process.

Family Violence – Prevalence and Effective Treatment 2016–2017

Throughout 2016, the Relationships Australia Research Network implemented a national review of all Relationships Australia services and practices for clients affected by family violence. The project was managed by Relationships Australia New South Wales, and aimed to collate good practice, State and Territory differences and programs that could be shared.

Through surveying key stakeholders, information was gathered on current practices and policies in detecting and responding to family violence throughout all Relationship Australia services. Data was collected relevant to terminology, screening processes, referral practices, service models, existing programs, staff training and support. The outcomes will be used to improve services and support ongoing review. The information also enables common data collection practices that can be used to generate prevalence figures. This will enable Relationships Australia services, and comparable organisations, to report on the number of clients affected by family violence with greater accuracy.

In the meantime, the researchers noted a growing family violence service response within Relationships Australia services and a greater diversity of family violence services available, such as group programs, case management, individual counselling, and tailored mediation services.

Differences in the way that family violence is articulated and defined was also noted. This is largely due to regional differences and policies shaped by State Governments.

While the differences do not affect service provision, it should be accounted for by researchers and policy makers who are tasked with conducting national projects about family violence, and programs designed to address this issue. While all States and Territories undertake comprehensive screening for family violence, during initial contact and subsequently at intake, there are differences between services in screening practices. Many use tools that are aligned with State Government policies, a particular clinical model, or their family violence training.

Finally, the review found that when conducting studies that aim to generate family violence prevalence figures across the Relationships Australia federation, researchers will need to adopt a single definition and assessment instrument to enhance data fidelity.

Owl Work

The First 1000 Days: Infant Massage and The Garden

Relationships Australia South Australia's *Together4Kids* program provides prevention and intervention services for families who have experienced trauma and adversity.

Together4Kids works with low socioeconomic status families, who can be more likely to experience destabilising life events including family violence, multiple household moves and family breakdown (Bradley & Whiteside-Mansell 1997; Gad & Johnson 1980). Recent studies on low socioeconomic status families and child development show that community-based parenting programs can have a positive influence on parent-child relationships (Conger, Conger & Martin 2010).

The World Health Organization emphasises the importance of the first 1000 days of life as a unique window to promote child development and shape more prosperous futures (Dawson, Ashman & Carver 2000). *Together4Kids* delivers two community-based parenting programs focused on the first 1000 days of a child's life.

The Garden engages parents and their children (0–4 years of age), developing parenting capacity, improving parent-child relationships and reducing children's risk of both social and emotional difficulties and negative outcomes later in life.

The Garden has a strong theoretical background and uses activities including exploration of the natural environment, art, shared sensory activities, movement, play, relaxation and reflective opportunities to support families.

This year *The Garden* has worked with 32 families across Adelaide and surrounding areas.

The first 1000 days between conception and a child's 2nd birthday offer a unique window of opportunity to build healthier and more prosperous futures.

The award winning *Infant Massage* program has played a significant role in increasing the wellbeing of mothers and their infants across Adelaide and in two communities in the Anangu Pitjantjatjara Yankunytjara Lands. The program offers evidenced-based interventions for both healthy and at risk groups that protect, restore and enhance the attunement between mothers and babies.

Relationships Australia South Australia will continue to deliver these programs and collect data to support the growing evidence of how best to increase the odds of favourable developmental outcomes for babies born to vulnerable parents to enable them to reach their full potential.

“Parents tell us they look forward to coming to *The Garden* program each week because they feel comfortable sharing concerns like the grief associated with losing a child, issues with single parenting or the potential return of ex-partner with unpredictable behaviours. In *The Garden* they can explore support and safety strategies with others and with staff.”

Together4Kids workers



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Re-Shaping the Future for Children

In the Northern Territory, Relationships Australia is supporting children affected by the trauma of family violence to re-shape their future. A significant proportion of children are Aboriginal or Torres Strait Islanders.

A range of therapeutic programs that support children and young people with high impact stress related needs have been developed to support their healing. Regulating arousal in children and young people affected by exposure to trauma is a key area of intervention.

Another key area is focused on developing close partnerships with the networks, families and communities relevant to the child. A care team includes the professionals, parents, caregivers and any other significant adults that support the child or young person. The intent is to work together in the best interests of the child to plan and provide holistic care.

The promotion of the child's safety, stability and development forms the main role of this collaborative practice. A care team is also responsible for setting the direction and delivery of appropriate therapeutic intervention for the child or young person, as well as overseeing any legal requirements.

Aboriginal and Torres Strait Islander children often face many challenges including high rates of family violence, child abuse and family breakdown. The intergenerational trauma experienced by their family often leads to adults experiencing high rates of mental health illness and substance abuse. Under these circumstances, children and young people suffer the effects of high impact stress, which in the long term affects the way they relate to others and their environment (Tucci & Michelle 2015).

References

Tucci & Michelle 2015 <http://childhoodtrauma.org.au/2015/august/toxic-stress-and-trauma-in-the-early-years>



Twelve per cent increase

in the number of Aboriginal and Torres Strait Islander people using our services

Going the Extra Mile for Children's Contact Service Families

"The world turns white, I can't hear or see anything and I just need my family to stay" and *"when the door-bell rings I just feel sick and need to run away"* are just two responses that have recently led to exploring alternative methods of working with children attending the Children's Contact Service in Wagga Wagga.

The Wagga Wagga Children's Contact Service is managed by Relationships Australia Canberra and Region. Many of the children attending the service have experienced family violence and show signs of long term trauma as a result.

This identified need has led to a new culture in the Wagga Wagga Children's Contact Service where the entire team often ask: "What if we try something different?"

The 'something different' approach has led to the use of video conferencing, behavioural support animals, electronic diversion devices, buddies, extended family visits, supported changeovers and off-site supported visits. These innovative ways have been used to support safe engagement with visiting parents and the outcomes have been extraordinary.

Thinking laterally has supported families that may not have been traditionally able to be part of the Children's Contact Service environment. Complex and difficult cases are now explored in a collaborative way with families, Children's Contact Service staff, counsellors, mediators, managers and external service providers to find out how to safely say: *"Yes, we can help!"*

"The world turns white, I can't hear or see anything and I just need my family to stay".



Repair-enting and My Mum and Me

Current evidence indicates that fathering is a motivator for behaviour change in men, supporting Relationships Australia Victoria's approach for whole-of-family, family violence interventions (Pfizner, Humphreys & Hegarty 2014; Scott & Crooks 2007; Scott 2012; McCracken & Deave 2012).

Recognition has also been given to the common tactic of male-perpetrated abuse that directly and indirectly attacks and undermines mother-child relationships (Grealy, Humphreys, Milward, & Power 2008).

Recognising this, Relationships Australia Victoria has developed two whole-of-family group programs as part of our Family Safety Model; *Repair-enting*, and *My Mum and Me*.

Repair-enting aims to reduce intergenerational trauma, promote healthy and safe parenting, and support the safe repair of relationships between children and fathers where family violence has occurred. Fathers are referred to the *Repair-enting* program by a Family Safety Practitioner, after completing a men's behaviour change program.

Relationships Australia Victoria's *Repair-enting* program recently gained emerging program status on the Communities for Children Facilitating Partners Evidence-based Programme list with the Australian Institute of Family Studies.

My Mum and Me is a program for children who have experienced family violence, along with their mothers, to connect and recover as a family. The program involves group and one-to-one activities for mothers and children.

The mother's component utilises parenting resources and experiential exercises to focus on self-care, emotional regulation, attuning to children, healthy parenting skills and repair. Through play, experiential and creative art activities, children learn about insight, empathy, forming healthy relationships and seeking help.

The program allows children to tell their own story of their experiences of family violence and have it witnessed by their mother.

Both programs are underpinned by the three core ideas of 'me', 'you' and 'us'. The 'me' concept focuses on insight, and participants' knowledge and understanding of themselves. The 'you' idea involves empathy and recognising what other people are experiencing. The final 'us' component integrates the 'me' and 'you' elements to highlight safe relating and healthy relationships.

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Step Up to Address Adolescent Violence

Step Up for SA is an adolescent and parent program to address adolescent violence in the family. Modelled on the successful Step-Up Program developed in King County USA (Routt & Anderson 2011), *Step Up for SA* is underpinned by research and practice evidence in family therapy, cognitive behaviour and restorative justice frameworks.

Step Up for SA stands for:

- Stop all the violent behaviours.
- Think: what am I feeling or thinking?
- Evaluate: what is the problem?
What are my choices?
- Plan: how can I deal with this problem and stay respectful?
- Use Skills: use I statements, listen, self-regulate and be assertive, practice non-violent communication.
- Patience: persistency is what makes respectful communication work.

Over ten weekly sessions, parents and adolescents share responsibility in learning respectful communication, emotion regulation, collaborative problem solving and making amends. This year *Step Up for SA* has worked with ten parents and their teenagers with great results.



Pre and post group measures reported a decrease in the use of violent behaviour by adolescents and a decrease in parental fear of their children. The parents also reported they felt safe in the group, appreciated the social support for the family (Stott, 2017) and believed the bond with their teenager had strengthened. (Robinson, Power & Allan, 2011).

The Institute of Group Leaders endorsed *Step Up for SA* as an evidence-based parent adolescent therapeutic group program.

References

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Working Towards a Non-Violent World

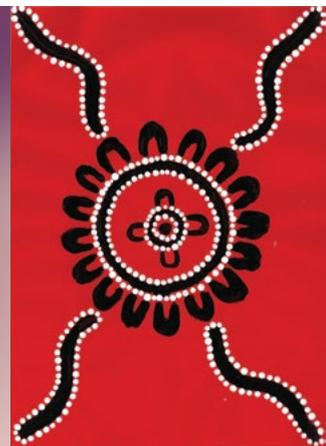
Non-violent resistance is an approach to working with families where young people are using violence against their parents. It is based on the work of Israeli Psychotherapist, Haim Omer, the OXLEAS Family Therapy Centre in the UK and more recently the Partnership Projects in the UK. Non-violent resistance has a historical link with the political movements of Mahatma Gandhi and Martin Luther King. It takes parents on an ethical journey of actively resisting violent and destructive behaviours and practicing principles of self-control and respect.

Non-violent resistance group work and counselling approaches are ‘working towards a non-violent world’ at the grass roots levels of our cultures — the family and parent-child relationships.

Relationships Australia Canberra and Region use this intensive intervention in therapy and group work. The objectives are to:

- Enable parents and carers to make a stand for, and to practice, non-violence as well as resist violent and destructive behaviours of their child;
- Improve and support healthy relationships between parents and carers and their child; and
- Develop a support network for the parent/carer.

“Non-violent resistance has stopped the violence and changed my life. It has given me confidence, and turned things around for us. I keep non-violent resistance in my head all the time. It helps me not to escalate.”



This approach does not focus on the individual young person, rather it works to assist the family and the community to support the parents to transform relationships within the family. This approach does not offer a tool kit of techniques or strategies, rather it works with parents to:

- De-escalate and not be drawn in to accelerating patterns of destructive behaviour;
- Raise their parental presence and regain confidence in their own parenting abilities and values; and
- Connect with other family members and support networks in solidarity around their parenting.

The program has been adapted for use with Aboriginal and Torres Strait Islander communities in the local Canberra region. The principles of supporting parents to regain authority in their families by drawing on the resources of both the parents and the community is closely aligned with Aboriginal cultural values.

Family Advocacy and Support Service

Relationships Australia Western Australia is working with Legal Aid to deliver family violence support services directly from the Family Court of Western Australia. The new service is part of the Family Advocacy and Support Service.

The Family Advocacy and Support Service was created within the *Third Action Plan of the National Plan to Reduce Family Violence against Women and their Children 2010–2022* and launched earlier in the year by the Federal Attorney-General, Senator George Brandis QC. The service aims to assist families affected by family violence, in cooperation with Family Court staff and other stakeholders, and to deliver safe, effective and efficient resolution of family violence matters.

Victims and perpetrators of family violence generally require a range of support services. However, it had become apparent that accessing these services in the traditional manner could be difficult and was a deterrent for those looking to address violence issues. Based at the Family Court, Relationships Australia Western Australia staff can directly provide people affected by family violence with compassionate social support, and offer empathy and understanding in what are often complex and traumatic situations.

Using the Family Advocacy and Support Service, clients can now access not only legal support but also other family violence advocacy services, including crisis accommodation, safety planning, financial assistance, child contact services, men's behaviour change programs, victim support groups as well as some government departments all under one roof. This limits the clients' requirement to visit multiple service providers at various locations, or having to repeat their story to every new service provider with whom they engage. The service has proven to be highly successful for the families they serve.



A Case Study in Family Dispute Resolution

The Relationships Australia Launceston Family Relationship Centre recently supported a separated couple to work through some of their complex issues, with the goal of minimising additional trauma to their children aged three and six years.

After two years of separation, the parents still struggled to communicate with one another and heal from the drug abuse and family violence that had previously existed in their relationship. As part of the program both parents participated in individual child-focused information sessions to learn more about how their behaviour was traumatising their children. The case was managed on a shuttle basis, with the case manager moving between two separate, secure rooms.

During their individual sessions, both clients were engaged and showed good self-reflective capacities. The father conceded there had been violence in the relationship, resulting in a Family Violence Order and a restriction on him spending time alone with the children.

After family dispute resolution, the father showed awareness of how his behaviour was impacting his children and the mother began to feel confident that her former partner had made positive progress with his issues. The parents were able to negotiate a child-informed parenting plan that reinstated the children's time with their father and addressed the mother's concerns.

This case highlights the challenge practitioners face in balancing the desire to provide a service, whilst meeting legislative requirements to assess suitability for mediation as well as ensure safety for parents, children and staff.

Family dispute resolution offers a practical solution for separating families to resolve disputes involving children or property without the cost or stress of attending court. The Family Dispute Resolution practitioner will help you to identify the issues, look at options and work out how best to reach agreement.

Integrated Service Delivery in Rockhampton

Families seeking support for family violence issues in Rockhampton are benefiting from a unique new ‘one-stop-shop’ service led by Relationships Australia Queensland.

The model responds directly to the community’s need for an integrated service system and co-located service delivery. Previously, families had reported being frustrated at having to repeat their story across multiple agencies, and being confused about where to go for support.

Relationships Australia Queensland is leading the co-ordination effort by working with local service providers as well as family law, mental health, child protection, police and addiction services on partnerships and co-location opportunities.

Currently the Domestic and Family Violence Court Support service, children’s counselling, counselling for victims, and support for perpetrators are co-located. The model represents a shift in how services are delivered by looking at the whole family.

Counselling is provided within a case management framework, with an increased focus on supporting perpetrators to develop alternate ways to manage behaviour, whilst ensuring the safety of women and children.

Staff have noted increased access under the new model and have witnessed a shift in community norms in response to positive word of mouth. More men are now coming forward for support. A particular increase is evident among Aboriginal and Torres Strait Islander families engaging with the service, with Elders approaching Relationships Australia Queensland to collaborate as cultural advisors and advocates for the service.



*more than
2,000 staff*
worked across 118 venues

A Collaborative Response to Family Violence in Darwin

Passionate people like Rosie Batty along with the White Ribbon campaign have increased community awareness about family violence in Australia — a reality all too evident for those working in Family Relationship Centres.

Statistics show that one in four Australian women experience intimate partner violence in their life-time (Cox, 2015), with one woman killed by an intimate partner almost every week (Cussen & Bryant, 2015). Aboriginal women are 35 times more likely to be hospitalised due to family violence than other women (Aboriginal & Torres Strait Islander Health Performance Framework Report, 2012), and the Northern Territory has a two and a half to five times higher rate per capita of family violence than other States or Territories (ABS, 2015).

Over the last year, the Relationships Australia Northern Territory Family Relationship Centre has supported more than 1,000 families.

Of these, close to 40 per cent of family dispute resolution cases presented with family violence issues.

Relationships Australia Northern Territory is focused on finding safe ways to deliver family dispute resolution and maintain a secure environment for both families and staff.

Key strategies employed in Darwin include:

- Ongoing assessment and review throughout the process;
- Screening out cases deemed unsuitable for mediation or dispute resolution;
- Modifying the approach including offering a shuttle mediation, where the mediator travels between parties in secure rooms or mediating by teleconference; and
- Organising for support people to be present for both parties if needed.

A collaborative approach is key to providing support and warm referrals are frequently made to women's shelters, counselling, legal support, financial counselling and legally assisted mediation. Family violence perpetrators are frequently referred to courses that address anger, behaviour and attitudes that contribute to relationship breakdown.

References

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Men's Behaviour Change Programs in Western Australia

Relationships Australia Western Australia has been a leading provider of men's behaviour change programs since the late 1980s. Over the years, the field has grown and evolved. Working with men who perpetrate family violence is an essential component of Relationships Australia Western Australia's strategic priority of supporting women and children who are victims of family violence.

From the early days of the women's movement, this work has involved holding men accountable for their violence and raising awareness of social norms and gender relations that aid and abet men's violence against women and children. Current research has expanded our understanding of perpetrator behaviour and highlighted the importance of tailoring our responses to the particular needs of perpetrators. This makes it possible to deliver more appropriate and effective interventions.

This year, Relationships Australia Western Australia provided 11 men's behaviour change programs to more than 300 men.

Relationships Australia Western Australia recently undertook a global study of best practice approaches to men's behaviour change programs and is now in the process of redesigning the local offering.

Key innovations will include new approaches to risk assessment and program planning, more extensive pre-group preparation work to ensure men are ready to get the most out



of participating in a group program, and a new range of community-based men's behaviour change programs tailored to the needs of particular cohorts, based on assessed risk levels. Input from victims will continue to inform the program as well as several new and exciting partnerships with police, the courts, corrective services, child protection agencies and family support services.

A thorough evaluation process will be built into the design of the revised programs to ensure maximum learning occurs and the program fulfils the new national outcome standards for perpetrator interventions.

Men's behaviour change programs support men who have used abusive or controlling behaviours towards their partners or children, to change their behaviour and build healthy and respectful relationships.

Family Safety Model – a whole of family approach

Relationships Australia Victoria's practice experience involves supporting the whole family, whether family members attend services together, or separately. Over many years, Relationships Australia Victoria has developed ways of assessing and working safely with the whole family, especially in high risk family violence situations. This is particularly pertinent in our complex family law services, where family violence is a common presentation (Bickerdike & Cleak, 2016).

Relationships Australia Victoria developed a Family Safety Model to enhance safety by ensuring that all family members, including men, women and their children are connected to services through a whole-of-family integrative case management framework. The model adopts an intra- and inter-agency approach, that ensures family members receive a continuum of services over an extended time period.

The aim of the model is to increase the overall responsiveness of the service system to a family's multiple and/or psychosocial needs. Underpinning this approach is the belief that it is safer to track and co-ordinate support for all family members who are affected by family violence, whether they are together or separated.



In addition to an integrative case management approach, the model also offers group work programs for fathers, and for children with their mothers. The model is aligned to our family violence services *Theory of Change*, which primarily asserts the gendered nature of family violence, whilst also recognising the compounding nature of other issues that affect families. These issues can include poor mental health issues and other psychological and structural factors that increase the risk of family violence occurring.

The Family Safety Model has been applied to Relationships Australia Victoria's community and correctional men's behaviour change programs and family dispute resolution services.

References

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Breaking the Cycle of Violence

Relationships Australia Queensland has a long history of supporting families experiencing family violence, with its Brisbane venue having run men's groups since the 1980s.

With the increasing recognition and understanding of behaviours that constitute family violence leading to greater focus on prevention and intervention, Relationships Australia Queensland's service delivery has evolved to include the *Stopping Family Violence* men's behaviour change program.

Influenced heavily by the Ken McMaster Program (Innovative Approaches to Stopping Family Violence), the service is designed for men who have engaged in violent behaviour within their families. Participants are supported to build mental and emotional strength, understand the impact of abuse, manage their behaviour in non-aggressive ways, and build stronger family relationships with their partners and children. Group sessions are delivered over 17 weeks by two highly skilled facilitators with 45 years' combined experience.

This year *Stopping Family Violence* has supported 54 men to find new ways to relate to their families and others they care about.

The success of the group is evidenced by the most recent cohort's unprecedented 100 per cent participation rate, with five of the 15 participants going on to enrol in subsequent programs. One participant described the program as 'life changing', stating that he now understands how his behaviour affects others and takes full responsibility for it. He now has regular contact with his seven-year-old daughter via the Child Contact Service, after a five-year period of having had no contact.

The program also includes a Women's Advocate, who works with partners of the perpetrators to ensure their safety, and that of their children, throughout the program.



One participant described the program as 'life changing', stating that he now understands how his behaviour affects others and takes full responsibility for it.

New Men's Behaviour Change Program Curriculum in Victoria

As the largest provider of men's behaviour change programs in Victoria, Relationships Australia Victoria welcomed the recommendations from the Royal Commission into Family Violence (Victoria) that contributed to the developing evidence base of these programs.

Like other group and relationship education programs at Relationships Australia Victoria, the men's behaviour change program uses a 'whole-of-family' model of service, and is incorporated within Relationships Australia Victoria's Family Safety Model. This broader model of service co-ordinates services for men, women and children by providing key elements such as ongoing risk and needs assessment, case tracking, joint planning of interventions, service delivery by a range of agencies or practitioners, within an overall plan and formal case closure process.

In 2016–17 Relationships Australia Victoria redeveloped its men's behaviour change program curriculum, in line with their family violence services *Theory of Change*, which adopts a feminist perspective and systemic approach.

Recently two areas that contribute to successful outcomes in men's behaviour change programs have been identified as client engagement and program flexibility to meet the needs of specific client groups (Australia's National Research Organisation for Women's Safety, 2015).

Recognising this, Relationships Australia Victoria's curriculum has been designed with a significant engagement focus, with a range of core and elective modules that can be tailored to relevant group needs and culture.

These modules fit within five structured components relating to engagement, insight, empathy, relating safely, evaluation and action.

The new curriculum meets No to Violence / Men's Referral Service minimum standards and good practice guidelines for men's behaviour change programs, to support safety, and facilitate accountability and responsibility. To its benefit, the curriculum also includes mental health promotion activities and practical relationships skill building, which complement the practices that hold men accountable for family violence.

References

Australia's National Research Organisation for Women's Safety (ANROWS). (2015). *Meta-evaluation of existing interagency partnerships, collaboration, coordination and/or integrated interventions and service responses to violence against women: State of knowledge paper* Sydney, Australia: ANROWS.

Building Better Futures for Women in Custody

The Healthy Relationship Program is a collaboration between the Northern Domestic Violence Service and the Specialised Family Violence Service at Relationships Australia South Australia. The program is designed to meet the needs of women in prison, and acknowledges the reality that women in custody often have extensive experience of trauma and violence. These experiences are too often silenced.

This year, Relationships Australia South Australia and the local Northern Domestic Violence staff delivered an eight-week respectful relationships program to 14 women at the Adelaide Women's Prison. Each woman's individual strengths were explored, as well as the importance of self-care. The participants discussed the myths surrounding family violence and developed a framework to name the abuse. They also looked at the impact of incarceration alongside family violence and how it affects relationships and parenting.

The Healthy Relationships Program has been evaluated by researchers from the School of Social and Policy Studies at Flinders University to enhance understanding on how to run effective programs for women in prison. Feedback from participants was positive, with many stating they acquired new knowledge about themselves and their relationships through the program. The Specialised Family Violence Service delivered the program again in February of this year, running the group with an additional 21 women.

Participants said:

"I feel more comfortable in being able to identify domestic violence and more confident in my strengths and abilities to make better and safer choices."

"Sharing my thoughts and the support from the group has made it feel okay to talk about domestic violence and ways to cope."



Djinda Aboriginal and Torres Strait Islander Service

Research has shown that family violence occurs with greater frequency among Aboriginal and Torres Strait Islander communities. The loss of community connection and family, resulting from domestic violence is compounded for Aboriginal mothers and children, as this represents not only a violation of the individual, but also of cultural identity.

Three years ago, Relationships Australia Western Australia began a collaboration with the Women's Law Centre with the aim of improving the safety of Aboriginal and Torres Strait Islander women and children and reducing the trauma of those who have experienced family violence. The collaboration is known as the Djinda Service.

The Djinda Service aims to strengthen safety and assist recovery for mothers and their children by using a trauma-informed model that takes into account loss and grief when working with Aboriginal clients.

The team of Aboriginal resource workers advocate on all issues on behalf of the clients, to enhance support during this difficult time.

The support includes sourcing crisis accommodation, referrals for counselling and attending all significant appointments and meetings. The Women's Legal Centre also provides clients with free legal advice and representation in court matters.

Djinda staff maintain a strong connection to Aboriginal and Torres Strait Islander communities by attending community events and network meetings with other organisations. The outstanding support and advocacy provided to the women is spoken about highly within the community, resulting in many self-referrals.

The Service is also focused on building strong relationships with social workers in local public hospitals. By working together, Aboriginal and Torres Strait Islander survivors of family violence can be referred to Djinda to get the help and support they need.



Indigenous women in Australia are 35 times more likely to experience domestic violence than non-Indigenous women.

Domestic Violence in the LGBTIQ Community

Since 2015, Relationships Australia New South Wales has been working on a research and clinical partnership with ACON (the AIDS Council of New South Wales) with the aim of meeting the needs of clients who identify as Lesbian, Gay, Bisexual, Trans, Intersex and/or Queer (LGBTIQ). Given that both organisations work hard to prevent domestic violence in the community, a joint application was successfully submitted to Australia's National Research Organisation for Women's Safety (ANROWS) to trial domestic violence group programs specifically for the LGBTIQ community.

This funded project has included a strategic review of research and clinical literature, which has since informed the tailoring of evidenced-based interventions for perpetrators, victims/survivors and their children, for people who identify as LGBTIQ. These tailored programs will commence later in 2017, and a rigorous evaluation to review effectiveness will be conducted.

The key learnings from the two years of the Relationships Australia New South Wales and ACON partnership include:

- Despite LGBTIQ people representing 11 per cent of the community (AHRC 2015), there are few specific services to support these clients. The prevalence of family violence within the LGBTIQ community is estimated to be similar to that experienced by heterosexual women (ACON 2014).
- People who identify as LGBTIQ face considerable service barriers, both formally due to the lack of tailored programs, and informally through low help-seeking behaviour. This is thought to be exacerbated by the risk of homophobia and potential prejudice.
- LGBTIQ communities favour an inclusive approach. Inclusiveness has underpinned the partnership, and the service aims to help clients no matter their sexual orientation or gender identity.
- Research on domestic violence prevention services for LGBTIQ people is currently limited. The partnership is working towards changing this outcome with the long term of reducing domestic violence in the LGBTIQ community.



Male Victims of Family Violence

A key element of the 2014 Federal Government reforms sets a new strategic direction for addressing family violence in New South Wales. The reforms proposed a streamed referral pathway, known as Safer Pathways for all victims who are at 'Threat' or 'Serious Threat' to their life, health or safety as a result of family violence. Of the 129,810 family violence referrals to the NSW Victims Services, NSW Police identified 3,700 male victims as being at 'Serious Threat'.

Relationships Australia New South Wales is now working with the AIDS Council of New South Wales (ACON) to provide support services to male victims of family violence across 21 areas throughout New South Wales. In the first six months of the service, support was provided to 1,375 men.

As part of the Safer Pathways framework, people from government and non-government agencies meet fortnightly at a Safety Action Meeting to collaborate and coordinate the response to reducing family violence.

While there is little research which acknowledges the prevalence of male victimisation, Relationships Australia New South Wales is supporting this project that will contribute to research, policy and clinical practice knowledge in the field.

Elder Relationships Service Pilot – preventing elder abuse

In 2016–17 Relationships Australia organisations in Tasmania, the Australian Capital Territory, Victoria, New South Wales, South Australia and Queensland worked together to trial an Elder Relationships Service. The service set out to review the benefits of elder mediation and counselling for families and communities.

The primary role was to support older Australians and their families to negotiate complex issues related to ageing and gauge the demand for Relationships Australia services in this area.

At the initial screening meeting in Tasmania, a secondary issue relating to elder abuse emerged — communication and partnerships. Relationships Australia Tasmania formed a valuable partnership with the Elder Abuse Referral Pathways Network hosted by the Council on the Ageing Tasmania (COTA).

COTA works in collaboration with Tasmania Police, the Elder Abuse Hotline, Legal Aid, the Women’s Legal Service and Advocates Tasmania.

The goal of the pilot was to increase awareness of elder abuse and how service providers can address the issue. Posters on elder abuse were produced and distributed to appropriate venues across Tasmania and short referral information cards were developed for service providers.

The Elder Abuse Referral Pathways Network has proven to be a valuable partner to the Elder Relationships Service as members can share information, collaborate on significant events such as World Elder Abuse Awareness Day, and most importantly refer clients to the appropriate services.

Members can share information, collaborate on significant events such as World Elder Abuse Awareness Day, and most importantly refer clients to the appropriate services.

Conferences, Presentations and Publications

International conferences

Howe, E., Petch, J., & Murray, J. RAQ (2016, July). *Are we helping? Differences in relationship counselling outcomes for distressed vs. non-distressed couples in a community counselling organisation*. International Congress of Psychology Conference, Yokohama, Japan.

Lee, J., & Ralfs, C.R. RASA (2017, June). *Getting beyond 'Don't ask, don't tell, won't know' - the implementation of universal screening after parental separation to prevent harm to children and families*. Paper presented at the 7th World Congress on Family Law and Children's Rights, Dublin, Republic of Ireland.

Oudih, E. RASA (2016, July). *Addressing HIV stigma and discrimination: An important public health priority to prevent HIV in newly-arrived CALD populations in South Australia*. Paper presented at the AIDS Conference, Durban, South Africa.

Rohrsheim, D. RASA (2016, August). *Child Focused Practice Online: Changing paradigms and building capacity to meet the needs of children*. Paper presented at the International Child and Youth Care Network together with International Federation of Educative Communities, Vienna, Austria.

Szarski, L. RAV (2016, July). *The language of children in mediating family law disputes*. Paper presented at the International Centre for Family Law Policy and Practice Conference, London, United Kingdom.

Wells, Y., McIntosh, J.E., & Lee, J. RASA (2017, June). *A large scale validation of the Family Law DOORS: A universal screening framework for identifying and responding to family-wide risks after parental separation*. Poster presented at the 7th World Congress on Family Law and Children's Rights, Dublin, Republic of Ireland.

National conferences, seminars and presentations

Andrew, R. RAWA (2016, November). *How we talk about it matters*. Sexual Assault, Sexual Abuse and Domestic Violence National Conference, Bunbury, WA.

Bickerdike, A. RAV (2016, November). *I like, like you: A family violence prevention and mental health promotion program for schools*. Breaking the Cycle of Domestic and Family Violence Conference, Melbourne, VIC.

Bickerdike, A., & McDonald, E. RAV (2016, November). *The Family Safety Model: A whole of family approach to family violence services—an option for family law services reform*. Family and Relationship Services Australia Conference, Canberra, ACT.

Britton, Dr. F. University of WA & Drommer, M. RAWA (2016, September). *Men's lived experience and the implications for mediation services into the future*. National Mediation Conference, Sydney, NSW.

- Broady, T.R. & Gray, R.M. RANSW (2016, August). *Parenting After Separation: Hatred between parents and the welfare of their children*. Association of Children's Welfare Agencies Conference, Sydney, NSW.
- Broady, T.R. & Gray, R.M. RANSW (2016, August). *Parenting after separation: Dealing with passionate hate*. Poster Presentation at the Australian Institute of Family Studies Biennial Research Conference, Melbourne, VIC.
- Broady, T.R. & Gray, R.M. RANSW (2016, November). *Entrenched parenting disputes: working with high conflict and parental hatred*. Family Relationships Services Australia Annual Conference, Canberra, ACT.
- Brunskill, A. RACR (2016, September). *Your Kids: Creating the picture from the jigsaw*. National Mediation Conference, Gold Coast, QLD.
- Caldwell, M. RAV (2017, February). *I like, like you: A healthy relationships program for schools*. Manningham Community Services Forum, Doncaster, VIC.
- Curran, S. RAV (2016, November). *Wellness and being in the age of longevity*. Family and Relationship Services Australia Conference, Canberra, ACT.
- Douglas, J. & Khuman, S. RANSW (2017, March). *Domestic Violence and Couple Therapy: Why, when and how?* The Psychologically-Oriented Psychology Interest Group of the Australian Psychological Society Seminar, Sydney, NSW.
- Douglas, J. RANSW (2016, August). *Forced Adoption Support Service best practice principles*. Australian Psychological Society Forced Adoption Webinar: Best practice principles, Melbourne, VIC.
- Dunlop, D. RANT (2016, September). *Holding children together and the importance of care teams*. Presented at the Lutheran Schools Association Staff Conference, Immanuel College, SA.
- Dunlop, D., & Preece, J. RANT (2017, March) *Families and Schools: Working together for the children of Alice Springs*. Presented at the Australian Association of Social Workers NT Conference, Alice Springs, NT.
- Elkington, L. RANSW (2016, September). *The Parental Regard Project: Findings from a research based evaluation on the use of the relational approach to post-separation family dispute resolution*. National Mediation Conference, Gold Coast, QLD.
- Elvery, S. RANSW (2016, December). *Exploring the themes and responses from 'The Only Woman in the Group' in female/male co-facilitated men's behaviour change programs*. STOP Domestic Violence Conference, Brisbane, QLD.
- Fallowfield, S. RAV (2017, June). *The results are in ... This works!* Parent Engagement Conference, Melbourne, VIC.
- Fallowfield, S. RAV (2017, March). *early matters*. Grampians Mental Health Conference, Ballarat, VIC.
- Fallowfield, S. RAV (2017, May). *The results are in ... This works!* Child Aware Approaches Conference, Brisbane, QLD.
- Foley, K. RACR (2016, September). *Co-Mediation*. Poster presented at the National Mediation Conference, Gold Coast, QLD.
- Grant, J. RAV (2016, September). *From the trenches: Using restorative conferencing practices as new ways to repair/restore family relationships in high conflict battles*. National Mediation Conference 2016, Gold Coast, QLD.
- Grant, J. RAV (2017, April). *Family dispute resolution and family dispute resolution practice*. La Trobe University, Melbourne, VIC.
- Grant, J. RAV (2017, March). *Family dispute resolution and family dispute resolution practice*. Melbourne University Law Faculty, Melbourne, VIC.
- Grant, J. RAV (2016, August). *Family dispute resolution and family dispute resolution practice*. Melbourne University Law Faculty, Melbourne, VIC.
- Grant, J., & Szarski, L. RAV (2016, September). *Real world versus role plays, actors versus clients and the function of internships in creating real mediators*. National Mediation Conference, Gold Coast, QLD.

Gray, R.M. RANSW (2016, December). *Keynote Address: Working for Forgotten Australians. "No child should grow up like this"*. Identifying long term outcomes of Forgotten Australians, Child Migrants and the Stolen Generations, University of NSW, Sydney, NSW.

Gray, R.M. RANSW (2017, February). *Gathering data and getting evidence into practice*. Presented to the Australian Institute of Family Studies, Sydney, NSW.

Gray, R.M., Broady, T.R., Garrett, M. & Pace, J. RANSW (2016, October). *Establishing the effectiveness of family therapy in routine practice at Relationships Australia NSW*. Australian Association of Family Therapy Annual Conference, Cairns, QLD.

Gray, R.M., Broady, T.R., Kolstee, J., Noonan, K. & McEvoy, J. RANSW, ACON (2016, November). *Measuring outcomes in domestic violence programs at Relationships Australia NSW*. Family Relationships Services Australia Annual Conference, Canberra, ACT.

Gray, R.M., Garrett, M., Battle, C., Bendit, J. & Hardwick, C. RANSW (2016, August). *"We support each other": Client accounts of Kids in Care: a program for parents whose children have been formally removed*. Association of Children's Welfare Agencies Conference, Sydney, NSW.

Gray, R.M., Newton-John, T., Lee, J. & Ralfs, C. RANSW, UTS, RASA (2016, September). *From person to patient, and partner to carer: The transitions and transformations of couples affected by chronic illness, and how counsellors can help them*. Psychotherapy and Counselling Federation of Australia Conference, Melbourne, VIC.

Gray, R.M., Wheeler, A. & Hewlett, B. RANSW (2016, August). *The Parental Regard Approach to Post Separation Family Dispute Resolution*. Poster Presentation at the Australian Institute of Family Studies Biennial Conference, Melbourne, VIC.

Hebb, A. RAV (2016, October). *A variation on a theme: legally assisted family dispute resolution*. FRC Best Practice Forum, Melbourne, VIC.

Hebb, A. RAV (2017, March). *The intersection between mediation and law*. WEstJustice, Werribee, VIC.

Holmquist, C. RAV (2017, March). *Family violence from a victim-centric focus in Men's Behaviour Change and ChangeAbout Program*. Corrections Victoria Offending Behaviour Programs Forum, San Remo, VIC.

Howe, E., Ogonowski, J., & Petch, J. RAQ (2016, November). *The Outcome Rating Scale in the Gambling Help Service: Utility and challenges in a community counselling organisation*. National Association for Gambling Studies Conference, Cairns, QLD.

Juuk B. RASA (2016, September). *Family dispute resolution from South Sudanese perspectives*. Presentation to the National Mediation Conference, Gold Coast, QLD.

Lee, J. RASA (2016, July). *Ten ways to help parents after separation*. Presentation to the Inaugural Student Wellbeing and the Prevention of Violence Conference, Adelaide, SA.

Lee, J. RASA (2016, July). *The politics of wellbeing*. Presentation to the Inaugural Student Wellbeing and the Prevention of Violence Conference, Adelaide, SA.

Lee, J. RASA (2016, July). *Universal screening as a practice in practise*. Presentation to the Family on Safety: Risk Management in Practise Forum, Adelaide, SA.

Manariyo, M., Ndi, S., & Oudih, E. RASA (2016, September). *The Success Factors of 'Know Your Hepatitis B' Campaign within African Communities in SA*. Poster presentation at the Viral Hepatitis Conference, Gold Coast, QLD.

Mance, P. L. RAN (2016, November). *Relationships Australia Elder Relationship Services Trial*. Family and Relationship Services Association conference, Canberra, ACT.

McDonald, E. RAV (2016, November). *Complex trauma and its impact on a child's neurobiological development: Family mental health support services*. Department of Social Services, Melbourne, VIC.

McDonald, E. RAV (2016, November). *early matters: Aligning curriculum and service design, an evaluation*. Family and Relationship Services Australia Conference, Canberra, ACT.

McDonald, E. RAV (2016, September). *Working with clients that present with mental health difficulties in a family law context*. Western Victorian Family Law Pathways Network Quarterly Forum, Ballarat, VIC.

McIntyre, S. RANSW (2017, April). *Creating a Strong Aboriginal Workforce*. Network of Alcohol and Other Drugs Agencies, Engaging Aboriginal women in AOD services Workshop, Sydney, NSW.

McIvor, R., & Bhandary, R. RAV (2016, July). *Innovations in Men's Behaviour Change: Including culturally and linguistically diverse communities*. Ending Family Violence Masterclass Series: Best practice and innovation for better outcomes, Melbourne, VIC.

Mills, S. RAV (2016, August). *The critical role of the general practitioner (GP) in responding to family violence*. HealthEd Annual Women's Health Update, Perth, WA.

Mills, S. RAV (2016, July). *The critical role of the general practitioner (GP) in responding to family violence*. HealthEd Annual Women's Health Update, Brisbane, QLD.

Mills, S. RAV (2017, April). *Identifying and working with family violence perpetrators*. State-wide Youth Refuge Forum, Prahran, VIC.

Muirhead, J. RASA (2016, July). *Increasing the quality of couple relationships*. Presentation to the Australian Federation of Civil Celebrants, Adelaide, SA.

Ndi, S. RASA (2017, March). *Multicultural considerations regarding domestic and family violence response*. Presentation at the 'Embracing Health and Diversity': Migrant and Refugee Health Forum, Adelaide, SA.

O'Callaghan, M., & Harris, A. RAV (2017, May). *Relationships Australia Victoria and Tuning in to Kids*. City of Casey International Nurses Day Conference, Berwick, VIC.

Oudih, E. RASA (2016, September). *Cross Cultural Engagement Matters: Communities responding to Hepatitis B*. Presentation to the Viral Hepatitis Conference, Gold Coast, QLD.

Owens, E., & Perry, M. RAV (2016, November). *Marking White Ribbon Day: About family violence*. Parkville Juvenile Justice Centre, Parkville, VIC.

Petch, J. RAQ (2016, November). *Good practice in measuring the success of couple counselling effectiveness: How can evidence-based assessments lead to better relationships?* Family and Relationship Services Australia Conference, Canberra, ACT.

Petch, J.QLD (2016, July). *Using good measures of family functioning: How can researcher recommended measures lead to better client outcome?* Australian Institute of Family Studies Conference, Melbourne, VIC.

Pullen, J. RAV (2016, August). *Relationships Australia's Elder Services national pilot: Providing mediation and counselling services to older adults and their families*. Eastern Elder Abuse Network, Montrose, VIC.

Pullen, J. RAV (2016, October). *Family violence services and referral pathways*. City of Boroondara Early Childhood Educators Workshop, Camberwell, VIC.

Pullen, J. RAV (2017, May). *Relationships Australia Victoria's family violence services in Boroondara*. Family Violence Forum for Early Years Professionals, Camberwell, VIC.

Ralfs, C., & Lee, J. RASA (2016, August). *Breadth, depth and universality in whole of family risk screening: Putting the Family Law DOORS into practice*. Association of Family and Conciliation Courts Australian Chapter Conference, Brisbane, QLD.

Roberts, K. RASA (2017, May). *The Garden - Build the connections and strengthen the future. Holding therapeutic intent in a parent and infant group program*. Interactive Workshop at the Child Aware Approaches Conference, Brisbane, QLD.

Robinson, B. RAWA (2017, April). *Feedback informed treatment and outcome management*. Housing SA Consultation Day, Adelaide, SA.

Robinson, B. RAWA (2017, June). *Feedback informed treatment*. Baptist Care Annual Conference, Brisbane, QLD.

Rohrsheim, D. RASA (2016, May). *Child-Focused Practice*. Poster presentation to the Child Aware Approaches Conference, Brisbane, QLD.

Rorsheim, D., & Lockwood, D. RASA (2016, July). *Pirates and caterpillars: Creating safety and supporting wellbeing of children experiencing homelessness using therapeutic groups in schools*. Inaugural Student Wellbeing and Prevention of Violence Conference, Adelaide, SA.

Rose, T. RANSW (2016, September). *Be Careful with those assumptions: Adapting child Inclusive practice to meet the needs of culturally diverse families*. National Mediation Conference, Gold Coast, QLD.

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