

Relationships Australia

Annual Report 2010

Snapshot of a country





Relationships Australia is honoured to have Her Excellency, Ms Quentin Bryce AC, Governor-General of Australia as its national patron.

Cover photos (Left-right):

1. Moorditj Yarning art exhibition, Perth. p 26
2. The Model of Practice focussed on supporting families in a culturally appropriate manner. p 25
3. The Spanish-speaking *ArtThink* group brought people together from various Latin American cultures. p 16
4. Growing gardens, growing communities program. p 18
5. A moment of joyful celebration for counselling graduates. p 20

Aboriginal and Torres Strait Islander people should be aware that this annual report contains the images of people who may have since passed away.



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Foreword, Mary Pekin

From the Chair of the National Board

As Chair of the Board of the Federation of Relationship Australia organisations, I welcome you to the 62nd Relationships Australia Annual Report, and thank you for taking the time to review our work. This report brings to life the diverse and complex work we all do – work that is vital to ensuring that needs are being met for children, couples, families and communities, no matter where and how complex the need is.

We take this opportunity to present our services in two broad sections within this report. The first section, Snapshot of a country, presents a series of vignettes that focus on the service delivery that is the lifeblood of our national work.

The second section of the report, Heart of a country, highlights the work and passion of practitioners from each State and Territory in the Relationships Australia Federation. Our staff work in communities that reflect the diversity, complexity and breadth of our country. They are the heart of our organisation, assisting all comers, particularly those from disadvantaged communities, to navigate the increasingly complex reality of our lives.

We are proud to highlight the innovation that has evolved in our services over 62 years of working with Australian communities. Relationships Australia strives to connect meaningfully and creatively with diverse communities and the people within them, as well as State, Territory and Federal Government partners.

Relationship-building work and community engagement has been pivotal to many of our services. For example, our family counselling and support for children services in the Tiwi Islands and Arnhem Land in the Northern Territory, funded by the Northern Territory Department of Health and Families and Red Cross Communities For Children, involves employing, training and mentoring local Aboriginal people to work within their own communities. This is key to the relevance and impact of our programs in those communities.

At the opposite end of the country, mental health issues and suicide prevention are the focus of our partnerships with the Department of Health and Ageing and general practitioners in Tasmania. Relationships Australia Tasmania provides intensive and extended face to face and telephone counselling to individuals who are referred by their local doctors because they are experiencing mental health issues.

These are two of the stories you will find in Snapshot of a country and Heart of a country. We feel privileged to live and work in our diverse communities and to have this opportunity to share some of our experiences with you.

On a final note, I would like to express the appreciation of the Board to Harold Bates-Brownsword for his leadership of this organisation and the hard work over the years of his association with the Federation as National Chair, a position he relinquished in November last year. I would also like to acknowledge the contribution that Susan Holmes (CEO,

Relationships Australia Tasmania) and Andrew Davis (CEO, Relationships Australia Queensland) both made to the leadership of the organisation over a significant number of years. They each contributed powerfully in innovative ways at State and National levels.



Mary Pekin
Chair,
National Board



Foreword, Terri Reilly

From the Chair of the Governance Committee

Over the past few years, the National Board of Relationships Australia and the membership of the Federation have reviewed and restructured the governance of the Federation under the guidance of Relationships Australia's Governance Committee. This has been a timely and exciting undertaking resulting in a national structure that more effectively supports the work of Relationships Australia around the country. With full CEO participation on the Relationships Australia National Board, the link between the Federation's goals and their realisation in local communities has become clearer.

Relationships Australia has undergone a period of unprecedented growth during recent years, and it therefore became imperative that our national governance structure met the requirements of its member organisations and supported the work of about 2,000 staff in many locations around Australia.

The Governance Committee completed a number of functions during 2009/10, including updating national policies and procedures, and developing and implementing mechanisms for ensuring and enhancing Board effectiveness.

The restructure also led to strategies that have resulted in a leaner, more flexible and responsive national organisation. The Governance Committee, on behalf of the Board, also developed governance procedures for the newly-created National Executive Officer position, and has assisted in the development of the role in line with the vision of the Federation.

As Chair of the Governance Committee, I have been particularly pleased to know that all Relationships Australia member organisations received excellent feedback from the Australia-wide audit conducted on all service providers funded under the FaHCSIA Family Support Program.

After a period of significant change and growth, Relationships Australia is prepared for an exciting and challenging future underpinned by a governance structure that is sound and robust, and one which reflects the values of the Relationships Australia Federation.



Terri Reilly
Chair, Governance Committee
National Board

Partnership between Relationships Australia and Credit Union Australia

Over the past year, Relationships Australia's partnership with Credit Union Australia (CUA) has continued to provide a valuable connection between our two organisations, both of whom are focussed on assisting Australian families.

Seminars on *Managing change* were developed during the year and facilitated by Relationships Australia staff in Queensland, New South Wales, Victoria, Australian Capital Territory and Western Australia for both CUA staff and members of the wider community. This was a good opportunity to promote both organisations and provided an interactive and educational focus on an issue of importance to individuals and families. CUA staff have also volunteered to assist with a number of other Relationships Australia events and activities in their local communities.

CUA and Relationships Australia staff have been working together on the development of a booklet on *Managing money matters* for couples and families. It is expected that the publication will be available by the end of 2010.

In the near future, we will commission research for our next Relationships Australia/CUA *Relationships Indicator Survey*, to be conducted in late 2010. We will also work together to develop merchandising products to promote our partnership message: *Invest in your relationships – add value to life.*

We look forward to continuing our work with CUA and are grateful to the CUA Board and staff for their continued support of Relationships Australia's work through the partnership.



Structure of the Federation

Relationships Australia National Federation 2009/10

Canberra & Region	New South Wales	Northern Territory	Queensland
Sue Lyons President	John Longworth President	Doug Gillanders President	Eva-Marie Seeto President
Mary Pekin CEO	Anne Hollonds CEO	Marie Morrison CEO	Shane Klintworth CEO

National Board

Chair	Vice-Chair	Director	Director
Mary Pekin	Anne Hollonds	Marie Morrison	Shane Klintworth



South Australia

Tasmania

Victoria

Western Australia

Franco Camatta
President

Glenn Hay
President

Judi Anderson
President

Richard Wilson
President

Judith Cross
CEO

Mat Rowell
CEO

Michael Hunt
CEO

Terri Reilly
CEO

Director

Director

Director

Director

Judith Cross

Mat Rowell

Michael Hunt

Terri Reilly



The year in review

2009/10 has been another year of increased demand for family, child and community support services provided by Relationships Australia, from its network of eight State and Territory member organisations. Through its federated structure, Relationships Australia is able to act quickly and creatively to meet local community needs while at the same time maintaining a national focus. Relationships Australia maintains an intense interest in National, State and Territory policy and often provides input into policy development.

Family law

The area of family law has become core work for Relationships Australia around the country over recent years, with member organisations offering a range of services through family relationship centres, general service outlets and children's contact centres, providing parenting orders programs, family dispute resolution and other family and child-focussed services.

During the year there have been several key reports published in the family law arena, four years after the introduction of the *Family Law Amendment (Shared Parenting Responsibility) Act 2006*. The Australian Institute of Family Studies undertook a major evaluation of family law reforms and published its report in late 2009. Professor Richard Chisholm published the *Family courts violence review*, which was complemented by the Family Law Council's report *Improving responses to family violence in the family law system*, as well as Dale Bagshaw and Thea Brown's research report *Family violence and family law in Australia*. Additionally, in early 2010, the Federal Attorney-General clarified the intent of the shared parenting arrangements in the 2006

legislation. Relationships Australia participated in these research initiatives and wholeheartedly welcomed the review, clarification and refinement of practice in the family law environment.

There has been an ongoing focus within Relationships Australia on meeting the challenges and changes brought about by family law reform. To enable sufficient numbers of qualified practitioners to provide family dispute resolution (FDR) services around the country, July 2009 saw Relationships Australia contracted by the Federal Government to provide FDR accreditation training for all existing practitioners across Australia at the end of the first full year of new registration requirements. This has been followed with full primary training being provided to aspiring FDR practitioners throughout the country by Relationships Australia training organisations.

The Federal Attorney-General has taken the initiative to create multi-disciplinary family violence training resources for the family law system.



Relationships Australia's training institute in South Australia (the Australian Institute of Social Relations) was contracted to develop this national training package for all practitioners within the wider family law environment – in the area of family violence.

Services for families, children and communities

As well as the Attorney-General's Department, Relationships Australia has also worked closely with FaHCSIA on providing services for disadvantaged families and children around the country.

The Prime Minister's apology to the Forgotten Australians in November 2009 resulted in an increase in support services being offered to those who were taken

from their families as children - those who were placed in care, and have endured a range of emotional stresses arising from the loss of their families, communities and cultures. Many have suffered emotional and physical illnesses, substance abuse, homelessness and difficulty in maintaining close family relationships as adults as a result of their earlier experiences.

Support services have also increased for those from the Stolen Generation, Aboriginal and Torres Strait Islander children removed from their families over many decades. The Federal Government's *Closing the Gap* policies are aimed at reducing disadvantage in Aboriginal and Torres Strait Islander communities – in respect of living standards, life expectancy, education, health and employment - and Relationships Australia services have sought to contribute to these goals.

As part of its high priority on providing services to assist in closing the gap, in mid 2010

Relationships Australia launched its *Cultural Fitness Package*, a program of ongoing discussion, reflection, training and development for its staff around the country, in order that they increase their individual and collective *fitness* in understanding and supporting the needs of Aboriginal and Torres Strait Islander children, families and communities.



The year in review

The *Cultural Fitness Package* was developed by Relationships Australia's Indigenous Network, the same group that developed Relationships Australia's *Framework for Action* in 2007, a statement reflecting its commitment to the ongoing process of reconciliation and position in relation to Aboriginal and Torres Strait Islander issues. Also in this regard, Relationships Australia welcomed the launch earlier this year of Family Relationship Services Australia's *Reconciliation Action Plan*.

Other vulnerable groups needing special support include culturally and linguistically diverse (CALD) communities and humanitarian entrant families. The Relationships Australia network provides many services to such communities around the country, funded by State and Federal Governments. A small sample of these services is highlighted in the following pages.

New Relationships Australia initiatives are also emerging in a number of States in areas such as the support of families with children with disabilities, supporting children whose families are homeless, and job support services for *Stream 4* clients (those with the highest barriers to employment). Ongoing programs supporting Australian families include family violence interventions, HIV and Hepatitis C prevention programs, child-informed practice, gambling help, adoption support services, drought and bushfire support services, juvenile diversion programs, and various programs for children at risk.

Training

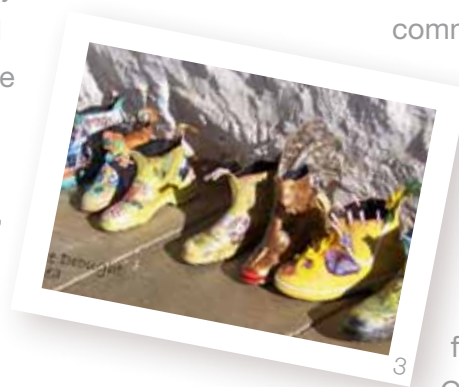
Training remains a high priority in Relationships Australia organisations. While many professional training programs, including those resulting in formal qualifications, are on offer, Relationships Australia often creates training programs that, in themselves, are designed to address identified social needs.

The first cohort of Aboriginal and Torres Strait Islander counselling and groupwork students graduated recently in a ceremony in Canberra. Those students, already working in a range of community services - many within their

own Aboriginal and Torres Strait Islander communities, now have formal qualifications in counselling and groupwork. The program is recognised in the vocational education and training framework through the Diploma of Counselling and Groupwork offered by Relationships Australia's training

institute in New South Wales, the Australian Institute of Relationship Studies (and conducted by Relationships Australia in Canberra for these students). Some of the new graduates have already indicated they will proceed to further formal study. More about this training is provided later in the report.

Two new Aboriginal and Torres Strait Islander cohorts of students will commence their studies in Canberra and southern New South Wales early in the new reporting year.



New modes of service delivery

Of course, counselling, mediation and relationship education continue to be at the core of Relationships Australia's work, with services available around the country in a range of modes. While Relationships Australia has centres providing face to face services right around Australia, it also offers other means of accessing support. Outreach services are increasingly in demand in remote and rural communities. A number of outreach services are featured elsewhere in this report. In the mining sector, outreach is often provided to remote mining communities on a fly-in-fly-out basis. The mining sector, like the rest of the country, has been hit by the global financial crisis. While some mines are booming, others are closing. This level of volatility and uncertainty has led to high levels of stress in some mining communities, with an increased need for family and community support services.

The other means by which services are introduced, and in increasing demand, is in Relationships Australia's on-line and telephone service delivery capacity. There are various benefits in accessing services through technology that make it particularly attractive for some people. Aside from overcoming the need to travel significant distances to access services, other features of using technology can include familiarity with the on-line environment for young people, feelings of safety, and in smaller rural communities, privacy – when there may be sensitivity that walking into a support services centre may be seen by others. An on-line family dispute resolution service trial is featured in this report.



The year in review

Facts and figures

Relationships Australia continued to grow this year. It received an annual income from all sources, nationally, of more than \$110,000,000, and provided services to more than 140,000 clients. Of those clients, 52% were female, 9.5% identified themselves as being from CALD backgrounds and 4.4% identified themselves as being from Aboriginal and Torres Strait Islander backgrounds.

In some States, there were higher proportions of CALD and Aboriginal and Torres Strait Islander clients depending on demographics and the mix of services offered locally. Statistically significant numbers of Aboriginal and Torres Strait Islander and CALD clients in particular choose not to register fully as clients, specifically identifying their cultural heritage, so the above figures are not fully reflective of total numbers of CALD and Aboriginal and Torres Strait Islander client numbers. This is an ongoing issue under discussion with FaHCSIA and other funders.

Relationships Australia's services are provided by nearly 2,000 staff at more than 150 Relationships Australia centres around the country. Other services are provided in an outreach capacity and some are provided via telephone and the internet.

The year ahead

While Relationships Australia looks forward to continuing the expansion of its services in 2010/11, there are a few challenges ahead.

During 2009/10, a pay equity case in Queensland resulted in significant increases in State award conditions for those working in the community sector. This was a challenge for Relationships Australia in Queensland for the remainder of the year. In early 2010, a national pay equity case was launched, and very significant increases in pay for those in the community and related sectors are being sought.

Relationships Australia fully supports the principles of the pay equity case, and hopes for an outcome in which those working in the sector are remunerated according to their true value to the community. However, it also urges the Federal, State and Territory Governments to fund the outcome of the case, in order that Relationships Australia and other organisations in the community sector can continue to provide high quality services available universally, as well as targeted programs to disadvantaged families, children and communities.

With a wide body of research demonstrating the link between financial hardship and family stress, Relationships Australia also welcomes the introduction of paid parental leave for Australian women during the coming year. The cushion provided by paid parental leave will ease that tension for many families, at a time when families are dealing with the myriad pressures of parenting new babies.

Relationships Australia looks forward to working collaboratively in the coming year with FaHCSIA, the Attorney-General's Department, State and Territory Governments and agencies, Family Relationship Services Australia and partner service providers in continuing to offer services to children, couples, families and communities around Australia that are needed and useful, and respect the rights of all those who access them, regardless of financial or employment status, age, race, disability, gender, sexual orientation or religious belief.

Alison Brook
National Executive Officer

Photo: 1. Year 10 students in the Riverina creatively express their views during the 10 week LOVE BiTES program, aimed at generating discussion and awareness about family violence.

2. Artwork from Wundurra Koolin – Men's Murri Group Program in Queensland correctional centres. The program reinforces cultural identity and awareness (often through art), and the importance of healthy relationships.

3. Boot the drought saw women from Tasmanian rural communities come together for recreation days – in this case, to decorate farm boots, reducing isolation and re-establishing social networks.

4. A manual for men about practical ways to maintain relationships was released in 2009 in Victoria, using a renovation analogy.



Snapshot of a country

A diverse selection of services offered by Relationships Australia around the country is presented in this section

ArtThink – South Australia

The *ArtThink* program is conducted in South Australia to engage members of Aboriginal and CALD communities in a learning process about mental health and wellbeing through the delivery of *Mental Health First Aid* in conjunction with art-based activities and projects.

The program seeks to increase awareness and understanding of mental health and mental illness and explores ways of dealing with such issues within specific cultural contexts. The program also addresses individual and community responses and skill development to reduce stigma associated with mental health as well as ways of strengthening wellbeing. Using arts as a medium has provided inspiring opportunities for community members to express their understanding with the wider community.

Relationships Australia South Australia held a community event in June, at which *ArtThink* program participants showcased their artistic talents to more than 500 members of different Aboriginal and CALD communities, government departments and community workers. The art-based activities and projects ranged from dancing, painting and song-writing, to embroidery, digital story-telling, photography and film-making.

A new *ArtThink* website was launched to assist in promoting the artistic work of each community group. With ongoing development in the coming months, the site will provide a rich array of imagery and interpretations about mental health and pathways to help. The *ArtThink* website will become a valuable gallery with the aim of stimulating interest and creating diverse ways for communities to access resources supporting mental health.



Photo: The Spanish-speaking *ArtThink* group brought people together from various Latin American cultures.

The Kokoda challenge – Queensland

Relationships Australia's community development and outdoor education youth worker, Daniel Crowell, has been involved in an extended program aimed at identifying young Australians who are at crossroads in their lives and providing support to assist them through current difficulties, enabling them to reach their full potential.

The program requires selected participants to commit fourteen months to a community program designed by the Kokoda Challenge Association, a not-for-profit organisation, assisted by members of the community who volunteer their time as leaders and mentors. The Kokoda Challenge encourages participants to develop self-awareness within the wider community and prepares them for the challenges of adult life.

The culmination of the fourteen month program is the annual fund raising event in which the participants use their skills and training to form teams to compete in a 96 kilometre trek through the Gold Coast hinterland, an event regarded as Australia's toughest endurance race. This is the last training exercise before the participants travel to Papua New Guinea to walk the historic Kokoda Track.

In the past five years, the Kokoda Challenge Youth Program has made a significant difference in the lives of 115 young people and the 2010 intake is larger than ever before, with 53 young people selected from the Gold Coast, Brisbane and the Tweed areas.



For the majority of the Kokoda Kids, this program has changed their lives, as they gain an appreciation for the bigger picture, learn respect and empathy, increase patience and tolerance, and develop a commitment to actively participate in their communities.

Photo: Some of the Kokoda Kids preparing for action

Snapshot of a country

Tibetan family camp – New South Wales

Australia's largest Tibetan community has settled in the northern beaches of Sydney, with more than 400 people living in the Dee Why area. Significant numbers of Tibetans came to Australia as humanitarian entrants due to substantial discrimination, disadvantage, and trauma in their homeland.

Relationships Australia New South Wales recently examined the services available to the Tibetan community to identify areas of need. As a result, it partnered with the Northern Sydney Central Coast Multicultural Health Service (New South Wales Health), in a joint project. The project is focussed on parenting adolescents and sets out to support both parents and adolescents in managing cultural issues and the general challenges of being a teenager.

A final activity for the project was a family camp held at Fitzroy Falls Conference Centre on the New South Wales south coast. The intention was for families to have fun without too many expectations of outcomes. More than fifty members of the Tibetan community attended the camp.

One Tibetan who had been in Australia for several years said *this camp is the best time my family and I have had since we arrived in Australia. I feel very happy. Camp staff said we were delightfully amazed and deeply touched by the relationships that grew between families and other community members.*

Photo: Walking the tightrope – Tibetan family at play on a recent family camp.

Growing gardens, growing communities – Tasmania

For the past eighteen months, Relationships Australia Tasmania has been conducting a project in partnership with the Royal Tasmanian Botanical Gardens (RTBG) for members of a number of African and other CALD communities as well as the wider community.

On one level, the project is aimed at improving the emotional health and wellbeing of participants. On another, it is about participants gaining practical gardening skills to enable families to grow cheaper and healthier foods at home in their new country.

The RTBG provides twelve fortnightly gardening lessons, alternating between sessions at the Botanical Gardens themselves, and a garden at the Hobart office of Relationships Australia Tasmania, to provide skills and knowledge about sustainable gardening in a southern Australian environment.

On completion, participants

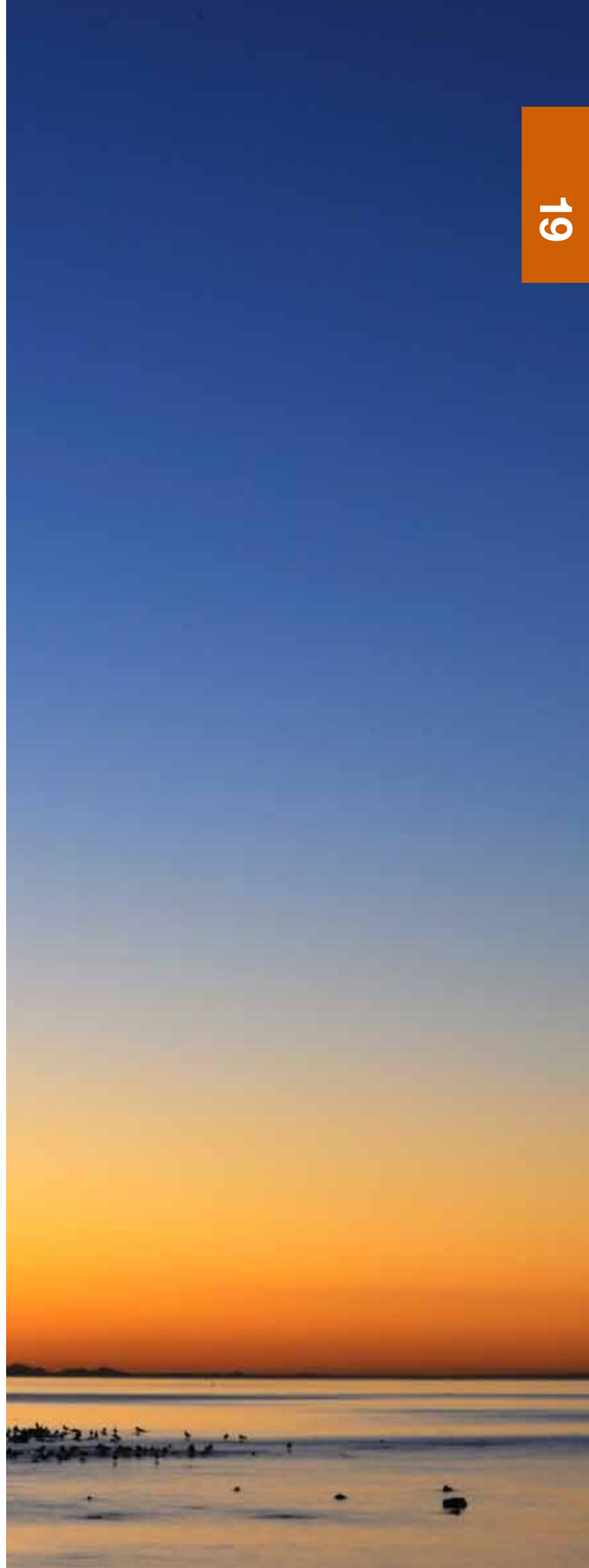


gain a Certificate 1 in Horticulture. There are also pathways toward higher qualifications with the Tasmanian Polytechnic.

The sessions provide opportunities for positive interaction between members of CALD communities and other Australians within an inclusive and safe environment, leading to improved trust and communication, increased awareness of commonalities between cultures and the development of colloquial Australian English communication through shared activities.

Between eight and fifteen participants usually attend Growing Gardens, Growing Communities sessions.

Photo: Horticulture lessons in a hothouse at Royal Botanical Gardens, Hobart.



Snapshot of a country

Graduation of Aboriginal and Torres Strait Islander counselling students – Australian Capital Territory

Eighteen students from Aboriginal and Torres Strait Islander communities recently graduated with a Diploma in Counselling and Groupwork. Fourteen women and four men had their existing and newly acquired therapeutic skills recognised by a formal qualification, and the graduation was witnessed by family, friends, community elders and others.

The Diploma, funded by Australian Capital Territory and Federal Governments, was delivered for the first time in Canberra in 2009 after community elders approached Relationships Australia Canberra and Region to address an identified gap in access to therapeutic services in Aboriginal and Torres Strait Islander communities.

The success of the course is largely due to the mutual learning and respect in the classroom between trainers and students, bridging two cultures and two models of thinking.

The most significant outcome has been the acknowledgement that Aboriginal and Torres Strait Islander people have unique skills to 'care for their own' in a culturally relevant setting.

Graduates are now eligible for membership of nationally

recognised counselling associations and entry into undergraduate degrees in Canberra universities. This qualification has created further opportunities in both Aboriginal and Torres Strait Islander communities and mainstream organisations.

The Diploma has been successful in receiving ongoing funding and will be delivered in 2010/11 to a second cohort of students in the Australian Capital Territory and, for the first time, in Wagga Wagga, in southern New South Wales.

Photo: A moment of joyful celebration for counselling graduates.



Bushfire recovery program – Victoria

Relationships Australia Victoria's Traralgon Centre has continued its high level of support for bushfire-affected communities in Gippsland. Building on the work it initiated following the devastating fires in January and February 2009, the Centre provided free counselling for those affected by the fires, as well as information on anxiety management and support available in the lead-up to the 2010 summer bushfire season.

Relationships Australia's bushfire community liaison officer worked closely with local government and other agencies to initiate a series of events and outreach services to support the recovery program. These included:

- *Making Relationships Work*, information sessions in response to an increased incidence of marriage and relationship breakdown as a result of the fires;
- *An Adolescent Recovery Action Day* held in Traralgon in October 2009 for bushfire affected adolescents. The event provided attendees with practical strategies to cope with the impact of fires on their lives and relationships. More than 200 young people attended, enjoying a range of free activities, entertainment and a chill-out room staffed by Relationships Australia Victoria counsellors. The Traralgon Centre earned an award for the event from the La Trobe City Council at its *Community Event of the Year* function on Australia Day 2010; and



- *Kids Recovery* information sessions, organised by Relationships Australia Victoria and sponsored by the La Trobe City Council, with counsellors presenting information about topics such as the effects of trauma on children.

Photo: The sculpture of a phoenix rising from the ashes was installed by the local community in Traralgon South to commemorate Black Saturday. Also pictured are Bianca Pezzutto (left), Relationships Australia's bushfire community liaison officer, and Jo Huggins, manager of Relationships Australia's Traralgon Centre.

Working across the country

APY Lands, SA:

Staff working in remote Aboriginal APY Lands provide training for local youth workers and support for youth and parenting programs.

Albany, WA:

A series of programs on suicide prevention, bereavement, grief and loss are provided out of Relationships Australia's Albany Centre in southern WA.

Key:

- General Services
- Family Relationship Centres
- Child Contact Centres
- Registered Training Organisation
- Outreach

A stylized map of Australia with a yellow landmass and blue oceans. The map is populated with numerous small, multi-colored dots (blue, teal, orange, brown) representing various locations. Three callout boxes with blue backgrounds and white text are connected to the map by thin blue lines. The first callout points to Alice Springs in the Northern Territory. The second callout points to Longreach in Queensland. The third callout points to Bega and Cooma in New South Wales.

Alice Springs, NT:

Post-separation and cooperative parenting programs are assisting to reduce conflict between parents and shift focus onto the needs of children in local families.

Longreach, QLD:

Longreach staff use their centre as a base to provide a range of relevant services to clients throughout vast and remote areas of outback Queensland.

Bega and Cooma, NSW:

Family dispute resolution services in southern NSW are geared particularly to local community needs and expectations.

Snapshot of a country

Reaching out and speaking up – Western Australia

Hip Hop is a part of *The Hood* program, conducted in a partnership between Western Australia Achievement Association and Relationships Australia. It is one of several programs conducted in Port Hedland, about 1,600km north of Perth.

Microphone in hand, a young person asks a friend a number of questions in front of about 40 listeners. Both speak up clearly and confidently about life aspirations. Other topics include how they combat bullying. Once the discussion is over, the music and dance start. Some participants start *beat boxing*, simulating the sound of drums.

Community support for *The Hood* is shown by attendance of up to 100 children a week at events, as well as family members and volunteers from community and service organisations. For older participants, *The Hood* encourages young adults to build aspirations and pursue training opportunities leading to employment.

Tim Turner, one of the facilitators, says, *we also have a partnership with the YMCA and encourage our young people from The Hood to go for their bronze medallion in swimming, with an intention of qualifying as a lifeguard. One young woman, who has never worked, attended Hip Hop, got a job at a local pool as a lifeguard, and now plans to join the Australian Defence Force.*

Photo: Members of *The Hood* in Port Hedland



Mediation with Aboriginal families in Central Australia – Northern Territory

Indigenous advisers at the Relationships Australia Northern Territory Family Relationship Centre in Alice Springs have undertaken action research to develop a model of mediation that allows a culturally appropriate service to be delivered to Aboriginal families and individuals in urban and remote communities in Central Australia.

The model, known as the *Model of Practice for Mediation with Aboriginal Families in Central Australia*, was presented at the FRSA Conference in Sydney in 2009 and has now been published.

The need for the project arose from Relationships Australia's experience in providing services to Aboriginal families in Central Australia, where separating families face problems different from those of non-Indigenous

families. These include cultural factors, different understandings of conflict resolution and expectations of the process itself.

Many Central Australian Aboriginal people have social problems that lower their natural resilience. The model allows practitioners to build relationships with the parties involved and encourages ownership of their concerns and issues. It provides for continual support, for the stories to be built and for coaching of both parties, leading to warm referrals to other services. The model has also highlighted the need for those working in related services to strengthen and maintain their networks to better assist clients experiencing difficulties related to family separation and its often traumatic effects.

Relationships Australia would ultimately like to see the dispute resolution process begin in the community, facilitated by community elders who have an understanding of mediation and the *Family Law Act*, prior to engaging the Family Relationship Centre or lawyers.

The model is now being shared with other practitioners in the field.

Photo: The *Model of Practice* focussed on supporting families in a culturally appropriate manner.



Family violence training – South Australia

The Australian Institute of Social Relations in South Australia has been contracted by the Federal Attorney-General's Department to create a multi-disciplinary family violence training package for professionals who are working in the family law system.

The aim of the training package is to provide professionals with a sound and practical understanding of family violence and the ways professionals in the system can respond effectively. The aim is also to provide a greater understanding and recognition between professions of their different roles and functions.

The package has a strong media component with filmed commentaries and professional discussions from a range of organisations and practitioners who work closely with issues around family violence. It also includes dramatised scenarios of families who have experienced family violence engaging with the family law system. These scenarios and commentaries should greatly assist participants to understand the multi-faceted issues they are likely to encounter in their own and others' work.

Snapshot of a country

Connection through art – Western Australia

Colour, connection and a sense of pride from commercial success have been the hallmarks of the art program run through *Moorditj Yarning*, one of Relationships Australia's programs for Aboriginal communities. Weekly workshops at two community centres in Perth provide opportunities for creativity and connection. The aim of the program is not only to make art, but to strengthen family relationships.

Two exhibitions, the first hosted by Relationships Australia at its West Leederville branch in Perth and the second at a city gallery, have attracted hundreds of visitors, including those who purchased artworks. More than half the paintings on show were sold.

The family / art connection is well shown by Catherine Bynder, who is an inspiration to six of her grandchildren who accompany her to the workshops at the Langford Aboriginal Association. One of her grandchildren, Toby, won the People's Choice Award at the second exhibition.

Photo: *That's my hand*, says nine-year-old Lachlan Collard, of Neerabup Primary School in Perth's northern suburbs. He was proud to show his handiwork to his sisters Larissa (left) and Louise at the recent *Moorditj Yarning* art exhibition. Both girls also had work on display.



Western Sydney Aboriginal men's group – New South Wales

The Western Sydney Aboriginal men's group has been in operation for more than six years and more than 1,000 have participated in the group in that time. As a community partner, Relationships Australia New South Wales funds the South Penrith Neighbourhood Centre to run the Aboriginal men's group annual *Dads and kids* camp.

It's a great opportunity for us to be involved in a culturally appropriate program that makes a real difference to the lives of Aboriginal men and their children, Lorraine Murphy, Senior Manager with Relationships Australia said.

The camp provides men with the opportunity to be with their children in a healthy, happy environment. Some of the themes include talking about family stories, managing depression, anger and domestic violence. Other sessions provide information in a relaxed setting on topics and services such as the Aboriginal Medical Service, housing, and health.

The overall goal of the program is to improve the quality of life for Aboriginal men and their children.

Photo: Aboriginal men from Western Sydney enjoy a visit to the New South Wales South Coast (photo courtesy of Housing New South Wales.)



Suicide prevention pilot – Tasmania

The Department of Health and Ageing is undertaking a pilot program to provide services for people with low to medium risk of suicide who do not otherwise have access to specialised services, and who often fall through the cracks because they are not deemed to be at high enough risk.

Relationships Australia Tasmania is providing up to two months of intensive face-to-face and telephone counselling to individuals referred by general practitioners. Staff who have undergone specialised suicide prevention training work with the clients to increase their ability to deal with adversity and personal issues and to help them build resilience. After the initial two months, the client may be referred for further counselling or to other Relationships Australia programs for ongoing support.

An evaluation of the program has shown significant benefits to clients and their referring doctors. Staff have reported that their experience of working in this program has been stimulating and rewarding, while enabling them to add diversity to their counselling work.

It is expected that the service will be continued as a mainstream program at the completion of the pilot.

Realives: an online community – Victoria

During the year, Relationships Australia Victoria began developing an exciting online initiative called Realives in partnership with Helpful Partners, an Adelaide-based communications company, with funding from the Victorian Department of Innovation, Industry and Regional Development.

Realives will be an online community of practitioners and clients where traditional mechanisms of counselling, family dispute resolution and training will be integrated with innovative web and social networking accessible from computers and, potentially, smartphones. Collaborating organisations will also be able to run related online services for their client groups on the site as members of the Realives community.

Clients will visit a Realives ‘house’, a virtual space created for a special interest group, such as the men’s house or the house of parenting. They will be able to discuss issues of common interest with others in similar situations to themselves and access expertise provided by professionals from Relationships Australia and other agencies.

The pilot will initially offer a limited set of online services. It is anticipated that the pilot will demonstrate how Realives can make a valuable contribution to Relationships Australia clients and those of collaborating agencies, and help facilitate social inclusion of those parts of our communities that may be geographically isolated or otherwise excluded from traditional face to face service delivery models.

Snapshot of a country

Snapshot of anger management – Australian Capital Territory

The field of working with men who become violent and abusive has been at an impasse. Evidence that traditional approaches are relatively ineffective is mounting, though rarely acknowledged openly. There have recently been calls for new paradigms to be explored by practitioners. The Relationships Australia *Men's anger management program* is a response to calls for a new approach to the problem.

informs practitioners' counselling practice with individuals and couples and centres on building a therapeutic alliance with the group (based on respect, shared concerns and empathic connection). It also maintains a focus on changing connection with anger, violence and abuse, and becoming more aligned with personal notions of ethical self.

The program is designed to promote *second order change*, that is, to encourage the release from unhealthy social hierarchies and stereotyped social and gender roles. It attempts to reverse some of the demoralisation in many men's lives and restore hope. The final six weeks of the program support personal practices that are more aligned with equal, respectful and non-coercive relationships with their partners and children.

Photo: Encouraging critical awareness in the men's anger management group



The Canberra-based program untangles social and cultural understandings of anger and challenges participants to identify and deconstruct normative ideas about anger, its triggers and cycles of violence. The program draws on research literature that



The rainbow program – Queensland

In August 2008 the Rainbow Program was launched by Relationships Australia in Queensland, with the introduction of face-to-face weekly counselling for lesbian, gay, bisexual and transgender (LGBT) clients in Brisbane. The service is a collaboration between Relationships Australia and the Queensland Association for Healthy Communities. Since its introduction, the program has gone from strength to strength and has now expanded to include services in Cairns and on the Sunshine Coast.

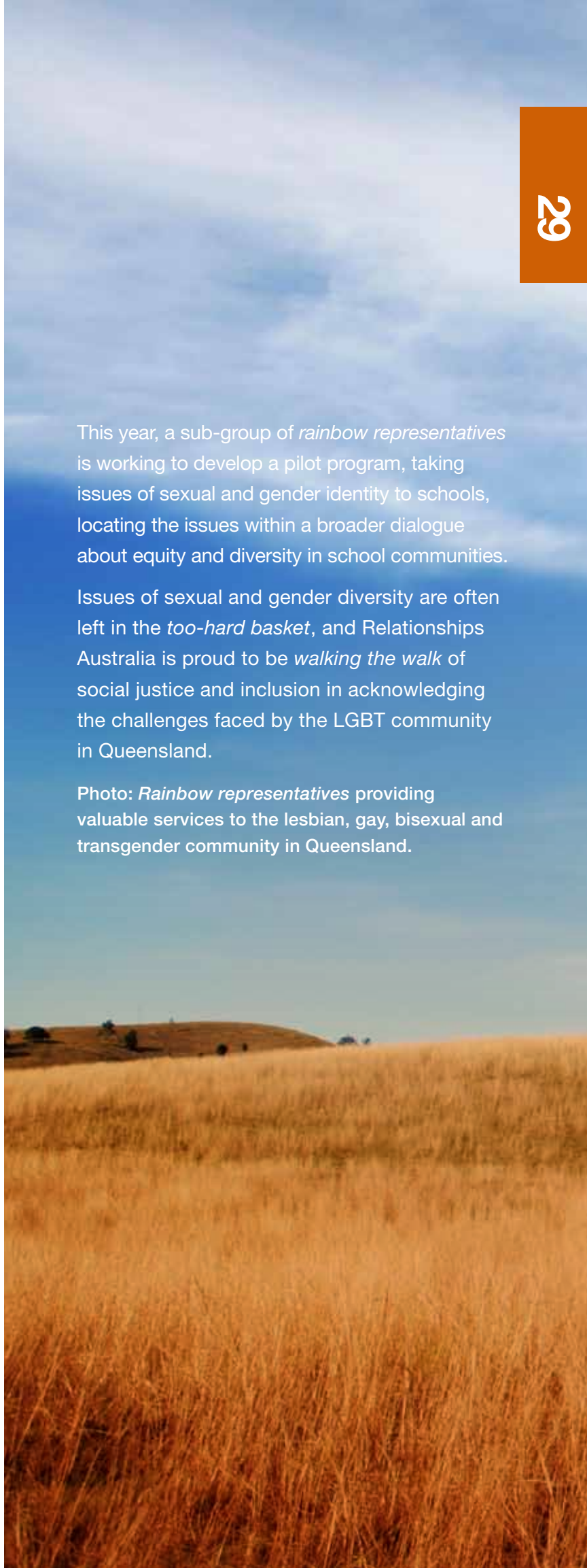
The professional and affordable program marks a new level of commitment to this marginalised and at-risk community by Relationships Australia. Its success and welcome from the LGBT community has inspired Relationships Australia to continue the work and set up a state network of *rainbow representatives* – specially trained clinicians working across a broad range of geographical areas, supporting individuals, families and couples around issues of sexual orientation and gender identity.

In November 2009, 21 Relationships Australia clinicians undertook three days of intensive and experiential training. In the coming year, more clinicians are seeking to join the annual training program and become *rainbow representatives*. *Rainbow representatives'* role is three-fold: to provide peer education within their Relationships Australia centre, to network in their communities, and to provide direct services to members of the LGBT community in their local area.

This year, a sub-group of *rainbow representatives* is working to develop a pilot program, taking issues of sexual and gender identity to schools, locating the issues within a broader dialogue about equity and diversity in school communities.

Issues of sexual and gender diversity are often left in the *too-hard basket*, and Relationships Australia is proud to be *walking the walk* of social justice and inclusion in acknowledging the challenges faced by the LGBT community in Queensland.

Photo: *Rainbow representatives* providing valuable services to the lesbian, gay, bisexual and transgender community in Queensland.



Snapshot of a country

Employment services – Northern Territory

This year, Relationships Australia, in partnership with Wise Employment, commenced the provision of employment services for the first time. Rick Gulliford, case manager for Stream 4 clients, provides vocational and non-vocational assistance for clients who are facing severe barriers in gaining suitable and sustainable employment. These barriers include homelessness, drug and alcohol addiction, mental health issues and the lack of workplace skills.

The program deals with people who have urgent and sometimes complex barriers to full community engagement, and requires creative thinking to put in place strategies that lead to positive outcomes for clients. Rick places a very high emphasis on first dealing with clients' current personal crises before helping them look to the future.

One client with whom Rick has worked is Margaret Gubaratjawuy, who is committed to keeping the stories of her people alive for future generations. Margaret creates beautiful mats from bush material – and Rick wholeheartedly supports her vision for her future self-employment and has helped Margaret find a place for her creativity in Darwin.

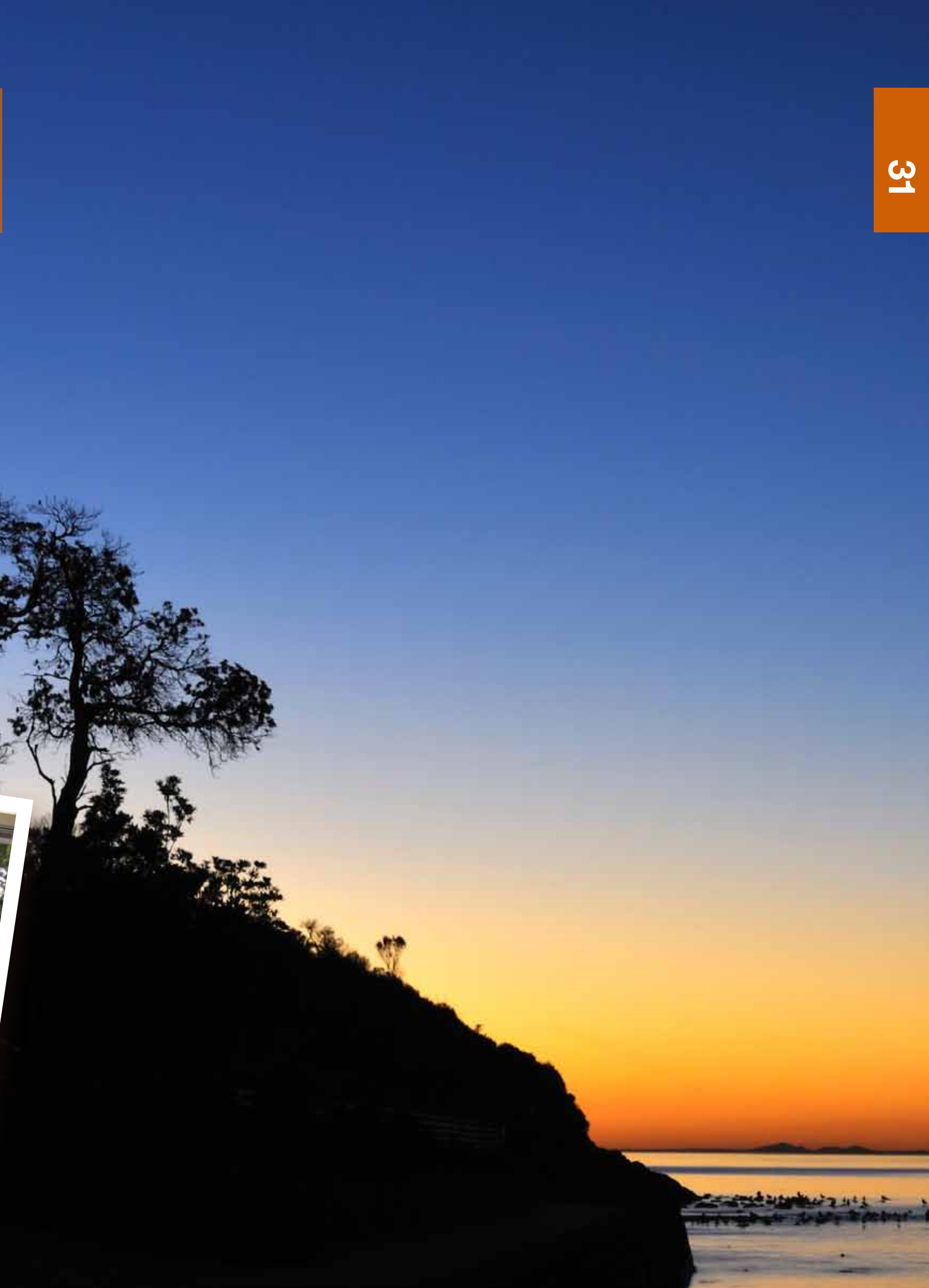
Margaret presented workshops in the dry season holiday period at local libraries. In these, she told stories of her people, and the Arnhem Land Weavers presented their arts and crafts.

From the proceeds of her Jobseeker account, Margaret purchased a digital camera to take photographs of her women's group in the bush, and the different stages of her mat production, from collecting the pandanus grass for weaving to making the dyes from local plants. These photographs will help Margaret put together a portfolio of her creative work.

Margaret and Rick have an ongoing partnership, which Rick is confident will make a significant difference to Margaret's future opportunities.

Photo: Richard Gulliford and Margaret Gubaratjawuy meet to discuss her business plan to create beautiful artworks using local bush products.





Heart of a country

South Australia

Relationships Australia South Australia's Personal Education and Community Empowerment program (PEACE) is a statewide service developed to work with CALD individuals, families and communities. Relationships Australia's strong connection with at least fifty diverse communities in South Australia demonstrates that local communities need support services that respect and are sensitive to people from all cultures.

In late 2008, Shabeena Laundry started her work with Relationships Australia and is now working as the senior coordinator of PEACE, having previously worked in Relationships Australia's HIV and Hepatitis C program for a period.

Shabeena leads, supervises and supports her team in working toward improving access to health education, early intervention, care and treatment programs for people from multicultural backgrounds. Shabeena said *I was attracted to this role because of its particular focus on HIV/AIDS, viral hepatitis, sexually transmitted diseases and associated issues. These are areas of great interest for me through both my education and life experience.*

Shabeena grew up in South East Asian, Middle Eastern and European countries prior to migrating to Australia and married into an Australian family. She said she feels privileged to have the influences of such a diverse range of people, cultures and traditions in her life. *All my experiences have richly contributed to shaping me into the individual I am today and continue*

to play a valuable part in my personal and professional growth, she said.

Issues that motivate Shabeena and that are close to her heart include bridging the gender gap, addressing stigma, discrimination and bigotry,



and helping to improve access to the health care system (particularly for vulnerable people).

A quote that particularly resonates with Shabeena is one by Colin Raye:

*I laugh, I love, I hope, I try, I hurt, I need, I fear, I cry.
And I know you do the same things too.
So we are really not that different, me and you.*

Photo: Shabeena Laundry, Relationships Australia South Australia, improving the lives of CALD individuals, families and communities.

Canberra and Region

Relationships Australia Canberra and Region provides rural outreach counselling services to individuals, families and communities affected by drought across a large geographic area of southern New South Wales. David Post is a full-time counsellor providing drought-related services, and over the past two years he has travelled around 1,500 kilometres each week visiting clients in remote locations, providing them an opportunity to access professional support services.

The program, funded by FaHCSIA, reaches people who would otherwise be unlikely to access counselling services. This is reinforced by John, a dry-land farmer in south-western New South Wales, who said *I would never have walked through the front door of a counsellor's office, but I am okay when you are prepared to visit me on the farm*. Clients are also often concerned that if they were to access a service in town, they would be noticed by others. 'Farm-gate' counselling allows clients to feel at ease in their own environment and be confident of their privacy being maintained. David conducts these sessions at the kitchen table, in the client's lounge room, or in woolsheds or in the paddock. He often visits neighbouring farms without either of the two clients being aware of the other's need for assistance.

David also focuses on community development, allowing local communities to develop resilience, rebuilding a sense of pride and wellbeing in rural communities. In this work, David enjoys



a number of successful partnerships with rural support workers from other organisations. Under the program *Healthy Wellbeing and Healthy Relationships*, David has facilitated programs for rural women in smaller, remote communities. David has also co-facilitated a series of breakfast meetings with local business leaders and professionals in rural communities highlighting key areas in which they may be able to detect distress, depression and other mental health issues in clients, giving them practical information and referral pathways.

David is passionate about his work and the people working hard in the remote rural communities he serves.

Photo: David Post, Relationships Australia Canberra and Region, providing farm-gate relationship services across southern New South Wales

Heart of a country

Victoria

The Gambler's Help (GH) program for the Victorian Grampians region is run from Relationships Australia Victoria's Ballarat office, and funded through the Victorian Department of Justice. Kathy Griffin has been with the program since 2002.

Beginning her professional career as a community educator and counsellor, Kathy has a strong sense of social justice that sees her advocating strongly for better services for clients. She is now the GH program coordinator and President of the Council for Gambler's Help Services, the peak body in Victoria.

Kathy's passion in this work recently resulted in her gaining substantial funding to trial an innovative program to enhance the capacity of gambling help teams across the region to work with unresolved trauma.

In a local newspaper article published during Responsible Gambling Awareness Week, one of Kathy's clients, Julie, spoke about her addiction. While Julie still gambles, the difference after seeing a counsellor is that she knows her limits and can stop gambling for extended periods. At the peak of her addiction, Julie was spending all day gambling, losing \$500 per week on poker machines. *While gambling gave me a lift, particularly when I won, it also made me feel low, the lowest you could get.*

Contemplating suicide, Julie turned to Relationships Australia for help. Throughout the course of her counselling with Kathy, she realised that her early life experiences of pain and tragedy

had contributed to her need to gamble. She was able to acknowledge that gambling offers a way to deaden feelings of distress. She said that working with Kathy *has given me strength and the willpower to stop. I look back now and I'm proud of myself.*

In the words of Relationships Australia's Ballarat Centre's administration coordinator, *you see some people come in and you see them start that journey, you see the change over time, and you just think, WOW!*

Photo: Kathy Griffin helping people resolve early trauma to combat gambling addictions.



Queensland

Relationships Australia Queensland established its telephone dispute resolution service (TDRS) in 2007, and has recently launched its on-line family dispute resolution service (OFDR). Mark Thomson has been part of the development and management of these services since their inception.

Mark had been a solicitor practicing in family law when the legislation was significantly amended in 2006. He became excited about the increased emphasis in the new Act on family dispute resolution (FDR), having witnessed the negative impact that litigation

can have on separated parents, their children and extended families.

When the TDRS was first introduced in 2007, Mark left private practice to join Relationships Australia and became the manager of the service, rolling out of the program across the country. The TDRS is now established as a specialist provider of FDR services in Australia, employing more than 30 staff throughout Queensland and New South Wales. To date, it has assisted many thousands of separated parents make arrangements for their children and avoid lengthy and stressful Family Court proceedings.

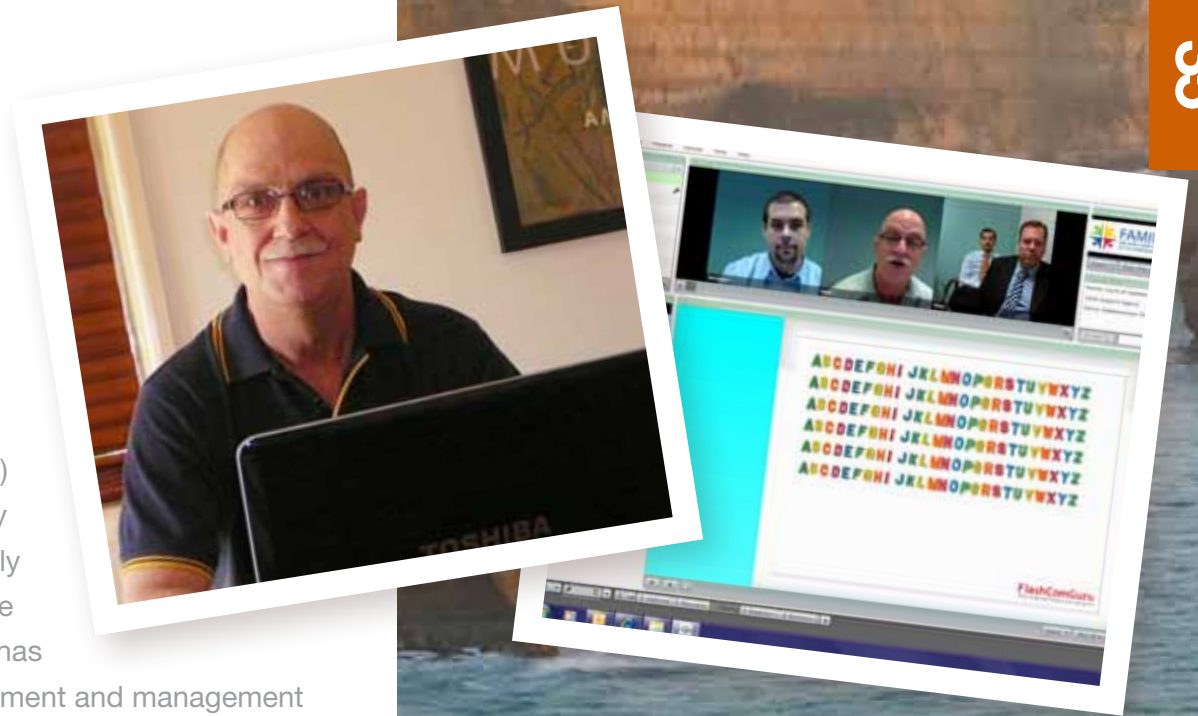
Building on the success of the TDRS service, the Federal Attorney-General's Department funded a new OFDR project in 2009 that

provided a unique opportunity for Relationships Australia to develop online FDR capabilities, including video-conferencing, and to contribute to the development of best-practice guidelines. The pilot project is scheduled to conclude on 30 September 2010; however, the knowledge and infrastructure developed for the project strengthens Relationships Australia's future capability as an innovator in the provision of virtual services.

Relationships Australia Queensland's strategic objective of providing ongoing accessibility to services through technology led to the recognition of Mark's experience and his new appointment as Director of Virtual Services. Mark said *the clear benefits of this strategy provide for an exciting and rewarding journey ahead, which I feel very fortunate to be part of.*

Photo: 1. Mark Thomson, Relationships Australia Queensland, sees many benefits to families in the use of technology to provide dispute resolution services.

2. Mark Thomson (centre) and Matt Horsfall (left) demonstrating some of the features of the ORDR system to the Attorney-General, the Hon Robert McClelland MP.



Heart of a country

Tasmania

When talking about the work they do as part of the Rural Support Team with farmers and those living in isolated areas, Max Bessell and Angela Saunders from Relationships Australia Tasmania are quick to bring the topic back to the people within the communities they serve: their resilience, their willingness to get involved and their connections with one another.

For Max it is the solid connections that stand out. *Farmers on the east coast are keen to hear about those in Circular Head and other places, how they're travelling, what they've been up to. The work we do helps to keep them connected, not just within their own communities, but with others around the State.* For Ange, it is the 'do-ers' in the communities that have been key. *The farmers, the community members ... they have really helped us get things off the ground. People are appreciative of rural support, and through these community do-ers, our initiatives have been really well received.*

One such initiative was the series of *Country Spirit* community events, held in five drought-affected areas across Tasmania and promoted as *a chance for your farming community to get together for a spell, a yarn and some fun.* They provided an opportunity for social connections to be maintained and help reduce isolation, critically important during tough times. As one farmer put it, *it's been about catching up with people. During the last ten years, the only chance some people have had is at funerals.*



A typical day for Max and Ange includes visiting family homes in rural communities, providing information at rural shows, or running community events aimed at building connections between people and reducing their isolation. They said *people don't get to go out as much, and when finances are tough, isolation is high. Social connections are missing, but not the community spirit. It's about long-term relationships. We're helping them to feel connected, and that's something that is hugely appreciated and needs to be ongoing.*

Photo: Max Bessell and Angela Saunders about to hit the road to visit rural communities in Tasmania where the community spirit remains strong, despite tough times.

Western Australia

Domestic violence is a serious and complex social problem throughout the country. In Western Australia, Relationships Australia has been at the forefront of efforts to address domestic violence over the past twenty years. Most recently, this has resulted in the addition of a senior manager responsible for domestic violence services within Relationships Australia Western Australia's organisation structure, underscoring its



commitment to social responsibility in making this a core areas of its business within the State. Noelene Iannello has been appointed to the role.

A psychology graduate with a Masters degree in Counselling, Noelene is also currently completing a second Masters degree in Social Work at the University of Western Australia. Noelene's clinical experience at Relationships Australia includes working for the past six years with perpetrators of domestic violence, as well as with adult and child victims. For the past

three years, Noelene has managed Relationships Australia's Family Abuse Integrated Response program, a community-based program funded by Western Australia's Department for Child Protection. Noelene has also been involved in numerous interagency forums and coordination committees within the domestic violence sector in Western Australia, and currently represents Relationships Australia on the joint sector working party, developing the minimum standards for responding to perpetrators of domestic violence.

Noelene has an enduring passion for her work and her new role, in which she will oversee all specialist services addressing domestic violence and hold responsibility for clinical policy.

Relationships Australia has a significant presence in the domestic violence sector in the State, and is one of the largest providers of specialist services to perpetrators (both mandated and voluntary), and adult and child victims of domestic violence in Western Australia.

Noelene's new role is an important step in Relationships Australia's continued commitment to developing skills, knowledge, and contributing to ameliorating the hardship caused by domestic violence.

Photo: Noelene Iannello, the Senior Manager responsible for domestic violence services in Western Australia.

Heart of a country

New South Wales

Janet Hurley has been a catalyst for change in the way Relationships Australia New South Wales supports Aboriginal people to work toward closing the gap.

Janet initiated Relationships Australia's work with the Mudgin-Gal Aboriginal Women's Centre, a crisis and family support service in Redfern, and New South Wales's scholarship program for Aboriginal students to undertake professional training in counselling. She also provided consultation and support to the Wirringa Baiya Aboriginal Women's Legal Service, an organisation working with the victims of violence and abuse.

Janet was a New South Wales representative on the Relationships Australia Indigenous Network and contributed to its national policy "Framework for Action 2007" – Relationships Australia's national commitment to providing culturally appropriate and accessible services for Aboriginal and Torres Strait Islander people.

Through a partnership with Sue Pinckham, Aboriginal Social Planner for Northern Sydney, Janet was instrumental in establishing the Northern Sydney Aboriginal Counselling Service, a service specifically for Aboriginal people. The counselling service supports Aboriginal people with any relationship difficulties, including issues for the Stolen Generations; reconnecting with family members; grief and loss; conflict between family members; parenting; and communication problems.

The *Aboriginal Counselling Service* is now known as the *Arrunga Gibalee Aboriginal Counselling Service*, which means *harmonious meeting*.

Janet's keen interest and commitment to working with Aboriginal communities has inspired a number of others in Relationships Australia New South Wales to take action, change their thinking and plan what the organisation can do to contribute to social and emotional wellbeing of Aboriginal people and communities.

Photo: Janet Hurley's work is part of Relationships Australia's commitment to closing the gap for Aboriginal and Torres Strait Islander people living in New South Wales.



Northern Territory

The SAAP Children's Program at Relationships Australia Northern Territory provides support for children affected by domestic and family violence. The program commenced in 2007, and in 2009 was extended to include five top-end remote communities.

Lucy Van Sambeek is a social worker with a passion for working in remote communities. When she joined Relationships Australia last year, she had had two years' experience working on the Tiwi Islands and had built many important relationships there. Lucy's work now extends to Milikapiti, Nguiu and Pirlangimpi on the Tiwi Islands, and Nhulunbuy and Yirrkala in Arnhemland. Lucy describes her work as a broad range of activities *including a family approach to counselling, community engagement and relationship building ... and facilitating narrative and strengths-based group work.*

The employment, training and mentoring of local Aboriginal people to work with their communities in the children's program is key to its success. Several women have undertaken training in the use of puppets for working with children affected by violence. Relationships Australia's partnership under the *Communities for Children* program has enabled Lucy to extend her community work and capacity building on Tiwi Islands, including her involvement in family days and bush camps.

At the Pirlangimpi family day, Lucy used a number of puppets in three skits with twenty children and

seven mothers and elders participating. During the lunch break, Lucy took *Cool Doggie* with her to the recreation hall, where children were playing pool and other games. She used *Cool Doggie* to interact with the kids in an informal way.

She said *There was one boy in the recreation hall who kept punching Cool Doggie, calling him names. I used the opportunity to talk with them about respect and treating people the way they wanted to be treated. I invited him to sit with me and five other boys and listen to Cool Doggie's story (about how he became non-violent after growing up with a violent dad). After listening to the story, he gave Cool Doggie a 'high-five' before quietly walking away.*

Photo: 1. Lucy with Cool Doggie

2. Children with elders, mothers and Lucy at the Nguiu bush camp on the Tiwi Islands



Annex A

Seminars / conferences / presentations / papers 2009/10

International

Law, Ian (RAV), *Family group conferencing in Australia*, 3rd International Social Work Conference on Contemporary Social Issues, Tainan, Taiwan, May 2010.

Law, Ian (RAV), *Family intervention with at-risk youth in Australia*, 3rd International Social Work Conference on Contemporary Social Issues, Tainan, Taiwan, May 2010.

Sheehan, Michael (RAWA), *Children's contact services: are they beneficial to all families?*, Children and the Law International Conference, Prato, Italy, 7-10 September 2009.

Thomson, Mark (RAQ), *Online dispute resolution*, International Conference on Legal Knowledge and Information Systems, Rotterdam, The Netherlands, 17-18 December 2009.

National conferences and seminars

Allan, David, Codrington, Rebecca, Iqbal, Abeda, Power, Lyndal, Savage, Julie, Segal, Jackie, Strasser, Yvonne, Thomas, Sian, Warne, Jason (RANSW), *Lost in translation? Embracing the challenges of working with families from a refugee background*, 30th Australian Family Therapy Conference, Sydney, October 2009.

Amadio, John (RASA), *Facilitator: Aboriginal Youth Action Committee State Conference*, Woodhouse Conference Centre, Piccadilly, SA, 19-20 June 2010.

Bickerdike, Andrew (RAV), Astor H., Rhoades H., *Family dispute resolution in cases involving violence: inter-professional practice, communication and trust*, FRSA National Conference, Sydney, 24-26 November 2009.

Bickerdike, Andrew (RAV), Power J., Perlesz A., Schofield M., Pitts M., Brown R., Mcnair R., Barrett A., *Understanding resilience in same-sex parented families: the work, love, play study*, BMC Public Health, 2010.

Bickerdike, Andrew (RAV), Power J., Perlesz A., Schofield M., Pitts M., Brown R., Mcnair R., Barrett A., *Same-sex attracted parents' experiences of family and community support*, Health in Difference Conference, Sydney, 29 April – 1 May 2010.

Charlesworth, Cheryl and Wood, Kathy (RANSW), *Managing critical incidents in the FRC environment*, FRSA National Conference, Sydney, 24-26 November 2009.

Connelly, Betty (RACR), *Building capacity in Aboriginal and Torres Strait Islander communities*, 2nd National Aboriginal and Torres Strait Islander Family and Community Strengths Conference, Newcastle, 1-3 December 2009.

Curran, Simon (RASA), *Differentiating types of violence: Implications for practice in informal and formal justice processes*, NT Family Pathways Network Forum, Alice Springs and Darwin, 17 and 20 November 2009.

Curran, Simon and Lee, Jamie (RASA), *Helping children make meaning of parental separation and divorce: relational lifelines for individual resilience*, FRSA National Conference, Sydney, 24-26 November 2009.

Dole, Christopher (RA Tas), *Family dispute resolution: a human rights model of practice*, FRSA National Conference, Sydney, 24-26 November 2009.

Flahavin, Mandy (RAWA) and Clarke, S (CentreCare), *A pilot program to target legal information and advice to vulnerable parties: the experience of FRCs and Legal Aid in Western Australia*, FRSA National Conference, Sydney, 24-26 November 2009.

Fletcher, Lyn (RANSW), *Relationships education – relevance and prevalence*, Marriage and Relationship Educators National Conference, Melbourne, August 2009.

Fletcher, Lyn and McFadden, Kerrie (RANSW), *Bytes and sites – developing relationship education for computer-based learning*, Marriage and Relationship Educators National Conference, Melbourne, August 2009.

Fletcher, Lyn (RANSW), *Developing positive workplace relationships*, HR Summit, Sydney, April 2010.

Gilchrist, Sue (RA Tas), *The role of dreamwork in improving wellbeing*, Joint Australian Counselling Association and Psychotherapy and Counselling Federation of Australia Conference, Canberra, 2-3 October 2009.

Hall, Scott (RAV), *Letting men do their thang – men's health messages in shedclubs*, National Men's Health Conference (part of National Men's Health Gathering), University of Newcastle, 6-9 October, 2009.

Hall, Scott (RAV), *FUN for kids programs – engaging dads and kids through games, play and relaxed parenting programs, dad-style*, Men and Family Relationships Program (part of National Men's Health Gathering), University of Newcastle, 6-9 October 2009.

Herbig, Jo and Mason, Nicola (RA Tas), *Feedback to parents by child consultants*, Child Inclusive Practice Forum, Melbourne, 27-28 October 2009.

Holden, Val and Jewell, Françoise (RAQ), *A picture paints a thousand words – use of symbols and sandplay in trauma recovery work*, Tapestry of Trauma Conference, Brisbane, November 2009.

Hollonds, Anne (RANSW), *Family Relationship Centres and changes to the family law system*, Families, Housing, Community Services and Indigenous Affairs, Sydney, July 2009.

Hollonds, Anne (RANSW), *Community-based screening and triage in family law parenting disputes*, University of NSW, Sydney, September 2009.

Hollonds, Anne (RANSW), *Family Relationship Centres and child inclusive mediation*, College of Law, Sydney, September 2009.

Hollonds, Anne (RANSW), *Interdisciplinary collaborative practice pilot*, Darwin, March 2010.

Holt, Lillian (RASA), *After the Apology: then what?*, Cathedral Conversations, St Peters Anglican Church, North Adelaide, June 2010.

Holt, Lillian (RASA), *Why whiteness*, Leaders Institute of South Australia, Adelaide, 8 June 2010.

Holt, Lillian (RASA), *Children in Need*, Disability Rally, Parliament House, Adelaide, February 2010.

Holt, Lillian (RASA), *Creativity*, Launch of LILLA, International Women's Network, Sydney, 11 November 2009.

Holt, Lillian (RASA), *Engaging everybody: ourselves and others*, 2009 ECIA and ECA Victorian State Conference, Melbourne, 16 October 2009.

Holt, Lillian (RASA), *Cultural diversity: Insight*, Community Health Conference, Port Adelaide, September 2009.

Holt, Lillian (RASA), *Yellakka Yellarkarri – today, tomorrow*, Indigenous Leadership Camp, Balair, SA, 15-17 March 2010.

Holt, Lillian (RASA), *Convenor, Doing leadership differently*, Adelaide, February – April 2010.

Huggins, Jo (RAV), *Bushfires, floods and drought – Gippsland's tapestry of trauma*, Tapestry of Trauma Conference, Brisbane, November 2009.

Jovanov, Goran and Oudih, Enaam (RASA), *Beyond Community Education*, Diversity in Health Conference, Melbourne, 7-9 June 2010.

Jovanov, Goran (RASA), *Community engagement strategics*, Special Purpose Funded Programs: Office of Problem Gambling, Adelaide, December 2009.

Juuk, Buol (RASA), *Myths surrounding the diagnosis of hepatitis among CALD communities of African/Sudanese background*, National Hepatitis C Health Promotion Conference, Hobart, 29-30 October 2009.

Laundy, Shabeena and Abdallah, Rosemary (RASA), *Beyond community education*, Diversity in Health Conference, Melbourne, 7-9 June 2010.

Laundy, Shabeena (RASA), *Effective services for CALD people*, Migration Network Meeting, Adelaide, May 2010.

McDonald, Fiona and Sheehan, Michael (RAWA), *Staff safety in family service settings workshop: understanding the difference between reactive and proactive aggression: a key to intervention*, FRSA National Conference, Sydney, 24-26 November 2009.

McIvor, Robyn (RAV), Hawkins A., and Moorhead, S., *Dilemmas and learnings of working with men from diverse backgrounds*, FRSA National Conference, Sydney, 24-26 November 2009.

McMurtrie, Leanne (RA Tas), *Just for kids service delivery model RA Tas*, Supporting Children after Separation Program Service Provider Forum, Canberra, 18-19 May 2010.

Mann, Sue (RASA), *Rites of passage and the metaphor of journey*, Narrative Family Therapy, Bouverie Centre, Victoria's Family Institute, Melbourne, September 2009.

Mason, Nicola and Hibbard, Sean (RA Tas), *Tools for child inclusive practice*, Child Inclusive Practice Forum, Melbourne, 27-28 October 2009.

Newman, David (RANSW), *Using narrative practices in working with people around anxiety and depression: elevating context, joining people and collecting insider knowledges*, Standing on the Edge: what is the way of the future? Conference, Melbourne, May 2010.

O'Donnell, Rhonda (RANSW), *Keeping my spirit*, Aboriginal and Torres Strait Islander Family and Community Strengths Conference, Newcastle, December 2009.

Oudih, Enaam (RASA), *Communication across cultures*, Nursing Faculty, University of Adelaide, Adelaide, June 2010.

Oudih, Enaam (RASA), *HIV and cross-cultural issues*, Nursing Faculty, Flinders University, Adelaide, October 2009.

Quigley, Fran (RAV), *Developing a professional relationship with BADAC to facilitate ongoing access to relationship counseling for members of the local ATSI community*, 2nd National Aboriginal and Torres Strait Islander Family and Community Strengths Conference, University of Newcastle, 1-3 December, 2009.

Ralfs, Claire (RASA), Breckenridge, Jan and James, Kerrie, *Responding to family domestic violence action research*, 30th Australian Family Therapy Conference, Sydney, 20-22 October 2009.

Roberts, David (RANSW), *Out of the rose garden and into the jungle – interdisciplinary collaborative practice*, FRSA National Conference, Sydney, 24-26 November 2009.

Ross, Cheryl, Mallard, Don and Fisher, Steven (RA-NT), *Model of practice for mediation with Aboriginal families in Central Australia*, FRSA National Conference, Sydney, 24-26 November 2009.

Simmons, Paul (RAQ), *In-home care: incidental (and accidental) counseling*, East Brisbane Community Centre, 27 March 2010.

Simmons, Paul (RAQ), *How to build, improve and affair-proof your intimate relationship at home*, Queensland Police Service Academy, Brisbane, June 2010.

Sullivan, Barry (RA-NT), *Narrative therapy*, NT Conference of General Practitioners and Health Workers, 2 May 2010.

Thomson, Mark (RAQ), *Overview of TDRS and OFDR project*, Family Relationships Services (Qld) Forum, September 2009.

Willmot, Joanne (RASA), *Reconciliation in health: impact of past policies and practices in Australia*, 6th Australian Women's Health Conference, Hobart, 18-21 May 2010.

Woodland, Jan and Ryder, Angela (RAWA), *Moorditj Yarning and Kidcare: Relationships Australia WA*, Start Stronger, Live Longer National Aboriginal Health Worker Symposium, Kulunga Research Network, Telethon Institute of Child Health Research, University of Western Australia, June 2010.

Woodland, Jan and Ryder, Angela (RAWA), *A cultural safety in mainstream services*, Start Stronger, Live Longer National Aboriginal Health Worker Symposium, Kulunga Research Network, Telethon Institute of Child Health Research, University of Western Australia, June 2010.

Published articles

Bacic, Sonya (RA Tas), *Systems and psychoanalysis – contemporary integrations in family therapy*, Flaskas and Pocock (book review), Australian and New Zealand Journal of Family Therapy, Vol 31, No 2, June 2010.

Emmerson-Whyte, Belinda (RA-NT), *Learning the craft: an internalised other interview with a couple*, International Journal of Narrative Therapy and Community Work, No 2, 2010.

Hollonds, Anne (RANSW), *Why women don't want, want and can't have kids*, Punch online magazine, 12 October 2009.

Petersen, Sandi (RASA), *The Australian-Ethiopian Adoption Program*, Australian Journal of Adoption, Vol 2, No 1, May 2010.

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Annex B

Head office locations and State Boards (as at 30 June 2010)

National Office

15 Napier Close
Deakin ACT 2600
Phone (02) 6285 4466
Fax (02) 6285 4722
Email natoffice@relationships.com.au
Web www.relationships.com.au

National Executive Officer: Alison Brook

Canberra and Region

15 Napier Close
Deakin ACT 2600
Phone (02) 6122 7100
Fax (02) 6122 7199
Email enquiries@car.relationships.com.au
Web www.relationships.com.au

Chief Executive Officer: Mary Pekin

Canberra and Region Board

Sue Lyons, *President*
Jim Dunn, *Vice President and Chair, Finance Committee*
Anne Reese, *Vice President*
Marilyn Chalkley, *Secretary*
Peter Bailey
Alan Hodges
Bonnie Montgomery
Lorraine Watt
Felicity Hamilton
Bernadette Post

Western Australia

15 Cambridge Street
West Leederville WA 6007
Phone (08) 9489 6300
Fax (08) 9489 6301
Email info@wa.relationships.com.au
Web www.wa.relationships.com.au

Chief Executive Officer: Terri Reilly

Western Australia Board

Richard Wilson, *President*
Tony Dobbs, *Vice President*
Rob Donovan, *Vice President*
Chris Lewis
Helen Shurven
Noelene Jennings
Lucy Bourne

Queensland

13/107 Miles Platting Road
Eight Mile Plains Qld 4113
Phone (07) 3423 6900
Fax (07) 3841 1840
Email generalenquiries@relateqld.com.au
Web www.relationships.com.au

Chief Executive Officer: Shane Klintworth

Queensland Board

Eva-Marie Seeto, *President*
Bruce Ballment, *Vice President*
Peter Swarbrick
Catherine Ketton
David Abbott
Barry Mahoney

Northern Territory

Levels 2 and 3
43 Cavanagh Street
Darwin NT 0800
Phone (08) 8923 4999
Fax (08) 8981 6190
Email info@ra-nt.org.au
Web www.relationships.com.au

Chief Executive Officer: Marie Morrison

Northern Territory Board

Doug Gillanders, *President*
Christine Millowick, *Vice President*
Julie Wells
Natalie Bellew
James O'Sullivan
Don Mallard
Sue Coombs
Tony Eggington

Board members retired during the year:

Andrew Hemming
Mahasti Fashidi

South Australia

Ground Floor
89-92 South Terrace
Adelaide SA 5000
Phone (08) 8216 5200
Fax (08) 8221 5223
Email mail@rasa.org.au
Web www.rasa.org.au

Chief Executive Officer: Judith Cross

South Australia Board

Franco Camatta, *President*
Peter Lee, *Vice President*
Geoff Kay
Sandy Miller
Vaia Proios
Vicki Toovey

New South Wales

5 Sera Street
Lane Cove NSW 2066
Phone (02) 8874 8008
Fax (02) 9887 2809
Email enquiries@ransw.org.au
Web www.nsw.relationships.com.au

Chief Executive Officer: Anne Hollonds

New South Wales Board

John Longworth, *President (from May 2010)*
 Louise Fitt, *Vice President (from December 2009)*
 Margaret Scott, *Vice President (from May 2010)*
 Laura Raymer
 Ann Porcino
 Kerrie Bigsworth

Board members retired during the year:

John Seaman, *President (to May 2010)*
 Sarah Fogg, *Vice President (to November 2009)*
 Lynne Fishwick
 Lynette Lennard

Victoria

450 Burke Road
 Camberwell Vic 3124
 Phone (03) 8573 2222
 Fax (03) 9822 4584
 Email reception@rav.org.au
 Web www.relationshipsvictoria.com.au

Chief Executive Officer: Michael Hunt

Victoria Board

Judi Anderson, *President*
 Ronda Jacobs, *Vice President*
 Peter Boehm
 Lyn Brodie
 Peter Gome
 Lyn Littlefield
 John Lovell
 Michael Shaw
 Paul Staindl

Tasmania

20 Clare Street
 New Town Tas 7008
 Phone (03) 6211 4050
 Fax (03) 6211 4073
 Email admin@reltas.com.au
 Web www.relationships.com.au

Chief Executive Officer: Mat Rowell

Tasmania Board

Glenn Hay, *President*
 Tim Maddock, *Vice President*
 Penny Brown
 Richard Colquhoun
 Pat Fitzgerald
 Janet Patford
 Diana Williams
 Greg Johannes

Abbreviations

CALD	Culturally and linguistically diverse
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FDR	Family dispute resolution
FRSA	Family Relationship Services Australia
GH	Gambler's help
LGBT	Lesbian, gay, bisexual and transgender
OFDR	Online family dispute resolution
PEACE	Personal education and community empowerment program
RTBG	Royal Tasmanian Botanical Gardens
SAAP	Supported accommodation assistance program
TDRS	Telephone dispute resolution service

Relationships Australia

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1300 364 277