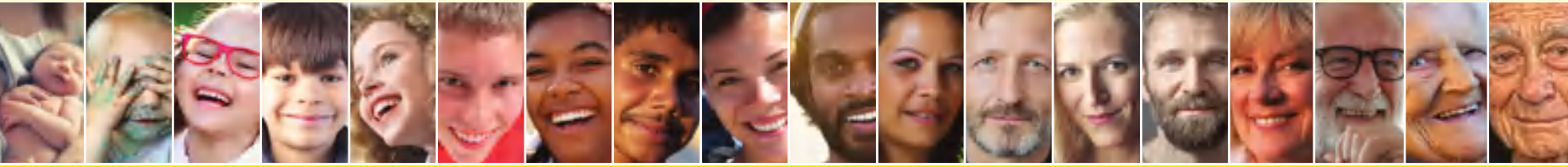


ANNUAL REPORT  
2018

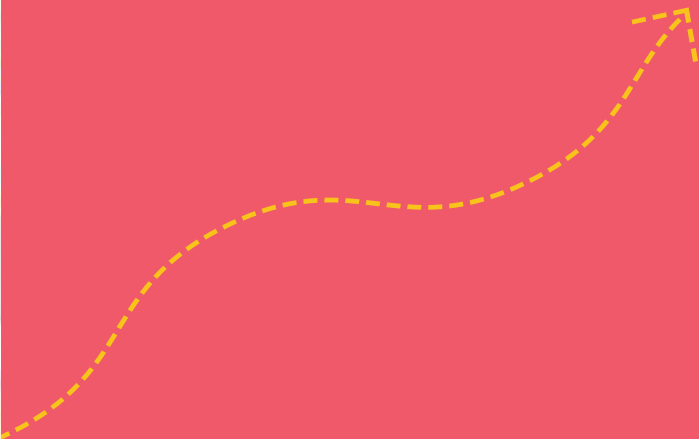
A JOURNEY OF TRANSFORMATION





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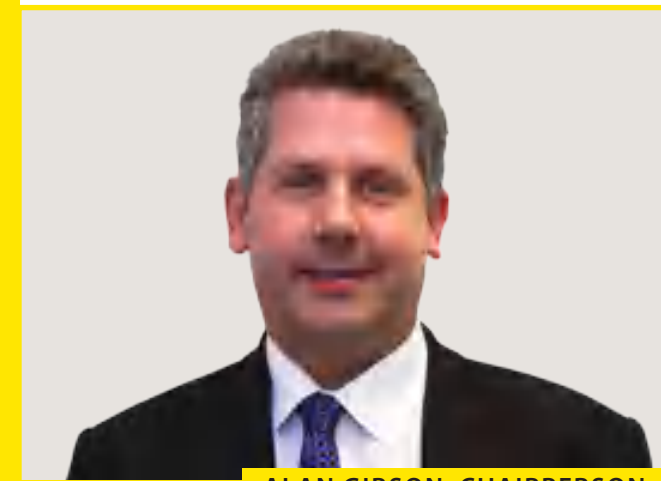
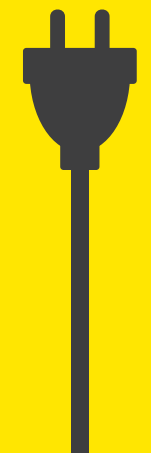
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# WHY WE DO WHAT WE DO



ALAN GIBSON, CHAIRPERSON



PATRICIA OCCELLI, CEO

## CEO AND BOARD REPORT

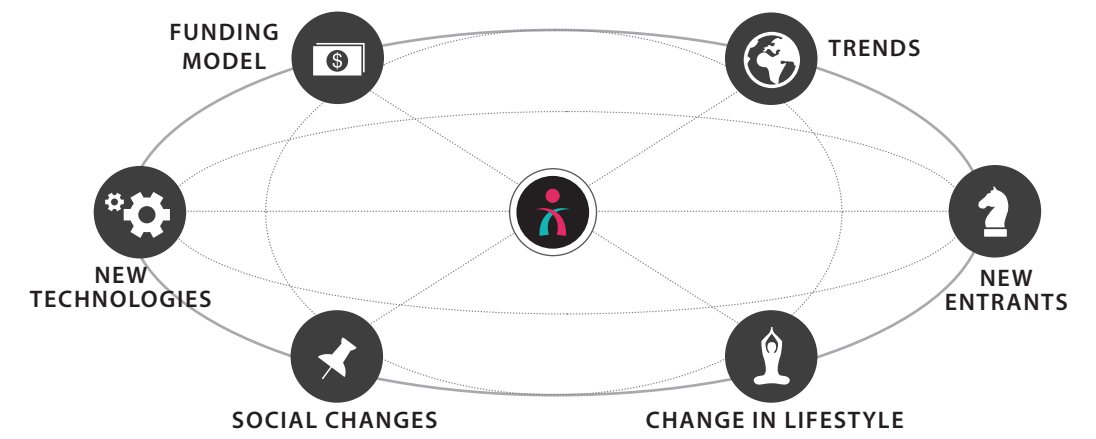
We know that thriving relationships are crucial to human existence. They have the ability to comfort, motivate, inspire and uplift. So we work, every day, to strengthen and nurture the relationships of our clients. We empower them to create a world where children will grow into happy and healthy little humans with respectful adult relationships in their future.

This past year we have been on our own journey – to transform the way we operate and provide our services, so we can better meet the expectations and needs of our clients.

Two years ago, Interrelate committed to transforming through our “Blue Skies Project”.

The Blue Skies Project focused on achieving 4 key deliverables:

- Improving process efficiencies
- Maximising the use of our resources
- Creating agility in our ability to respond and adapt
- Creating new business and service offerings



This significant investment enabled us to create a new business architecture, putting clients at the centre of its design. It has enabled us to respond to six key drivers of disruption: changes to funding models in the human service sector; new technology; social changes; changes in lifestyle and client expectations; new entrants to our market and global trends.

Our Blue Skies Project brought together a combination of existing and new projects, it challenged us to think differently and to engage with new skill sets and capabilities. The technology strategy encompassed the integration of systems under Office 365 and Dynamics, making other non-integrated systems redundant.

The Blue Skies Project enabled us to review, re-think and re-design the way we run our business and provide services to our clients and from this a reorganisation of our human resources to respond to new efficient ways of working, stopping redundant functions, creating new functions and capabilities and bringing in new capabilities to enable the ground work created by the investment to be taken forward. You can read more about our transformation and new ways of working on page 6.

These types of transformations require commitment, perseverance and tenacity. Many staff have worked diligently to deliver on the outcomes, staff have transitioned and adapted to the changes during uncertainty and have demonstrated patience and endurance during the changes.

The Board and Executive appreciate the efforts and commitment of all staff that have enabled the Blue Skies Project to come to life from late 2018. The operational savings enabled by these efforts and by two years of investment in the integration of all new systems in a new structure that prioritises service and innovation, are budgeted to have the organisation trading positively, with more reach and capacity, from the 2019 financial year.



**Alan Gibson**  
Chairperson



**Patricia Occelli**  
CEO

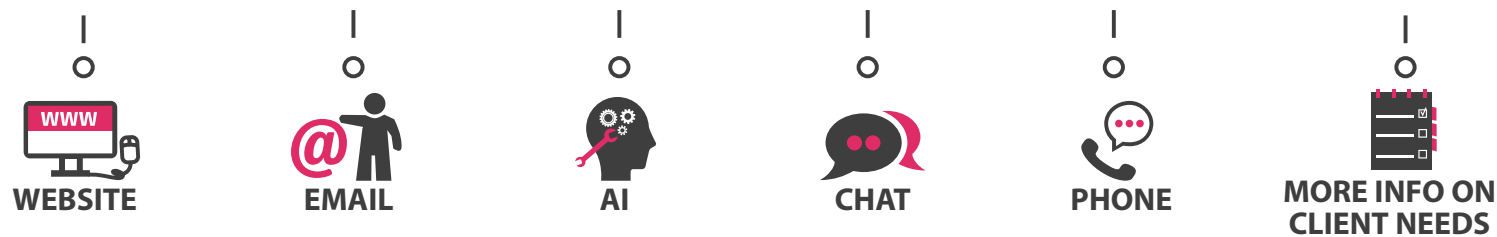
*“The Blue Skies Project enabled us to review, re-think and re-design the way we run our business and provide services to our clients and from this a reorganisation of our human resources to respond to new efficient ways of working, stopping redundant functions, creating new functions and capabilities and bringing in new capabilities to enable the ground work created by the investment to be taken forward.”*



02 **ENHANCING THE CLIENT EXPERIENCE**

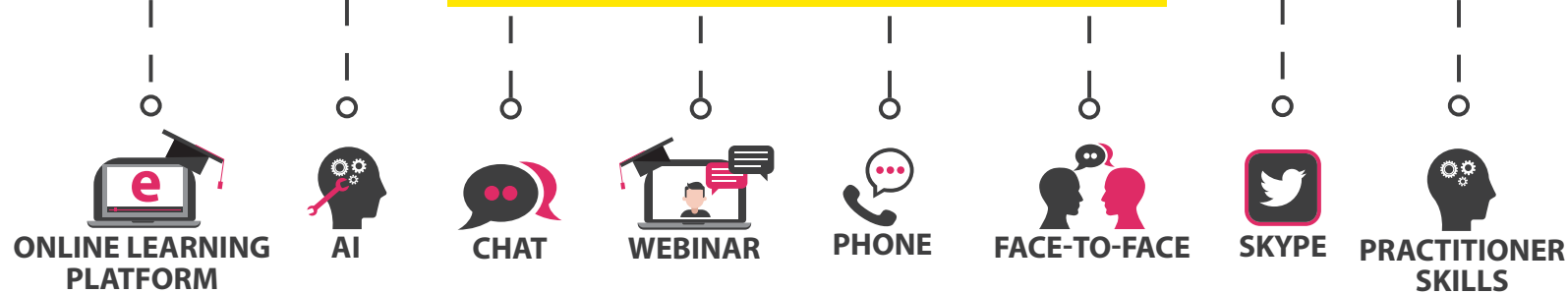
#1 CLIENT CHOOSES POINT OF ENTRY

# OMNI-CHANNEL



SERVICE SUITE

#2 CLIENT CHOOSES MODE OF ENGAGEMENT



Our Blue Skies Project for transformation has allowed us to rethink and redesign how clients engage with Interrelate. We have designed a new client experience which will include an omni-channel point of entry, followed by a greater choice in their preferred mode of engagement.

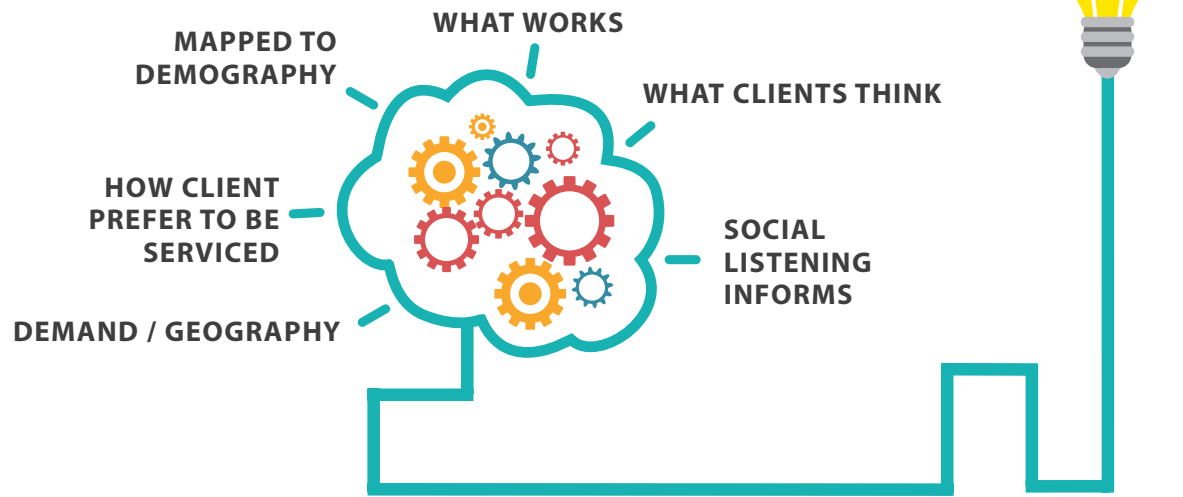
We are implementing a new integrated technology system which will enable staff to support clients through their engagement and seamlessly collect the data and information needed for identifying, tracking and reporting on their needs.

We are also enabling a greater service offering through the opportunities that the new client experience system and our new ways of working will provide.

#3 CLIENT SUPPORTED THROUGH INITIAL ENGAGEMENT TO CLOSURE



NEW DATA AND INFORMATION



**OPPORTUNITIES THROUGH CLIENT EXPERIENCE SYSTEM**



This new technology will allow us to have greater access to data, a new way of capturing and understanding their needs and a new way of working to enable us to create appropriate responsive solutions for clients and staff.

**NEW WAYS OF WORKING**



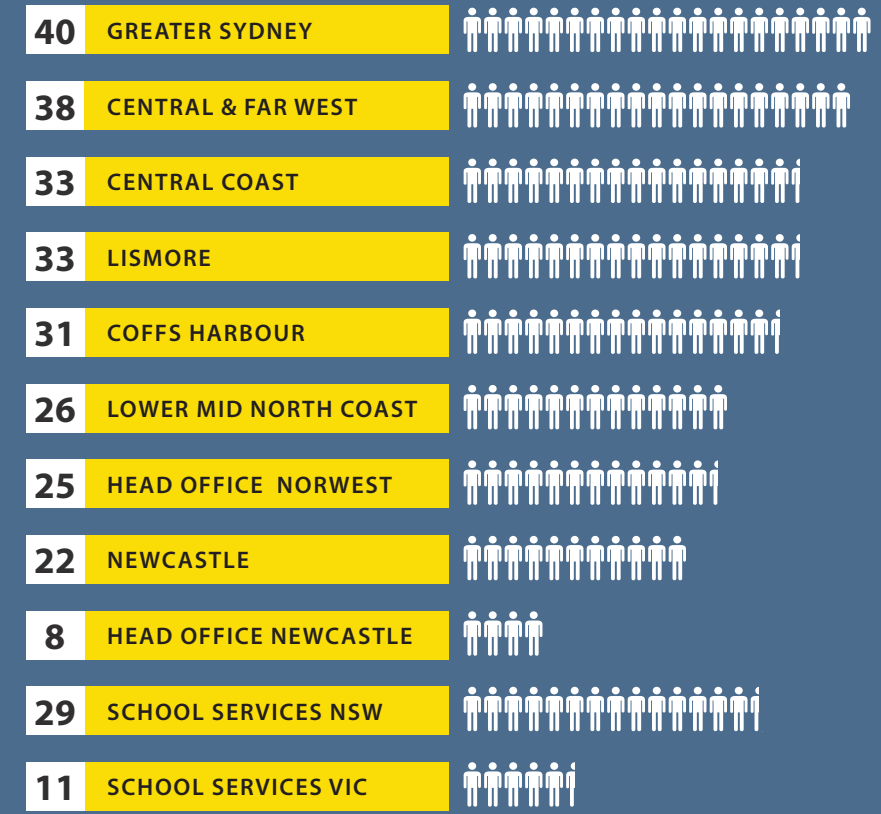
**NEW AND IMPROVED SERVICES**

- ✓ Free up resources and savings back into service delivery and viability
- ✓ Customer choice and voice at centre of design
- ✓ More resources to customers through non face to face options
- ✓ Increased staff capabilities
- ✓ Greater capacity to respond quicker and use resources more nimbly

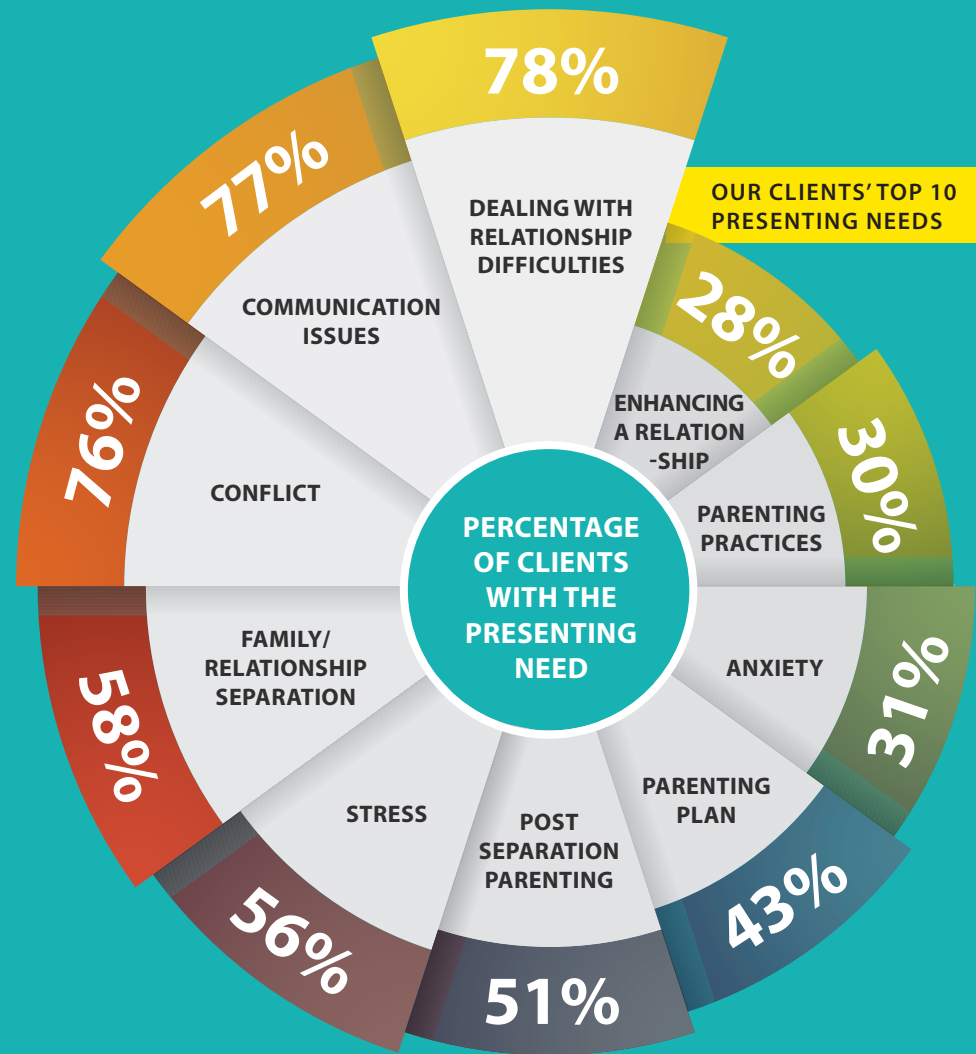
# WHAT WE'VE DONE

# 03

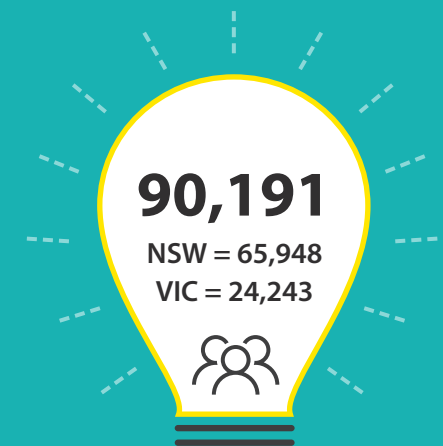
## WHERE WE WORK



Our 296 skilled and dedicated staff currently have a permanent presence in both NSW and Victoria, whilst we work to expand our service delivery into other states across Australia.

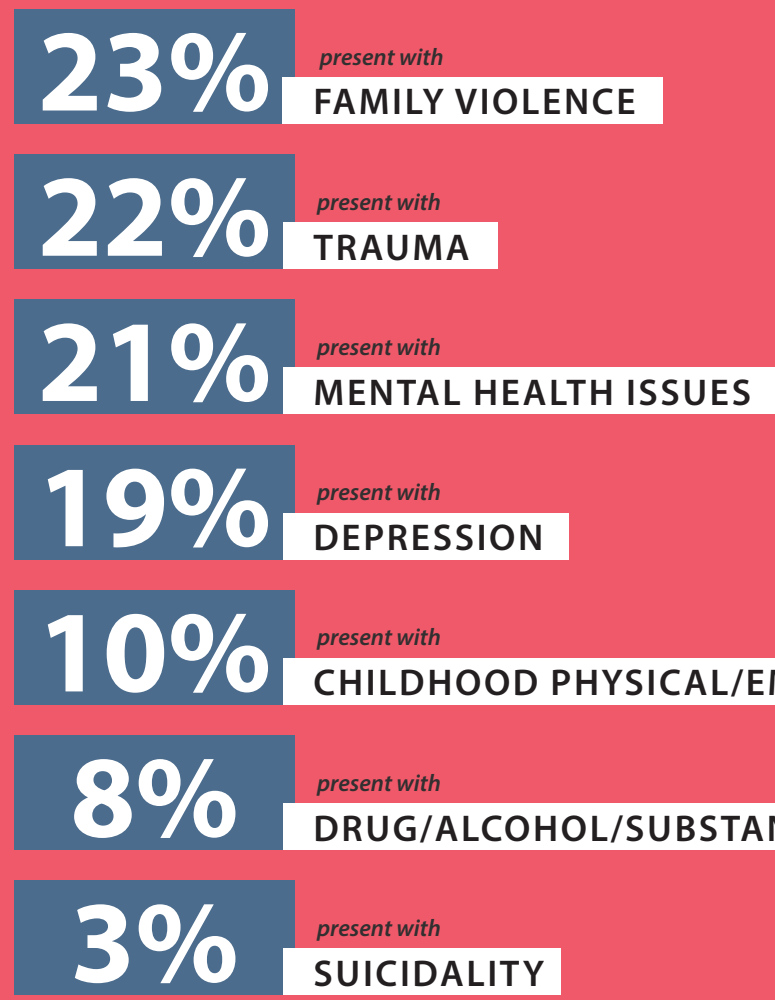


## OUR CLIENTS



STUDENTS AND FAMILIES SEEN THROUGH SCHOOL SERVICES

<b>3,326</b> Classroom programs	<b>501</b> Family evening programs
SCHOOL SERVICES SESSIONS DELIVERED	





**10%**

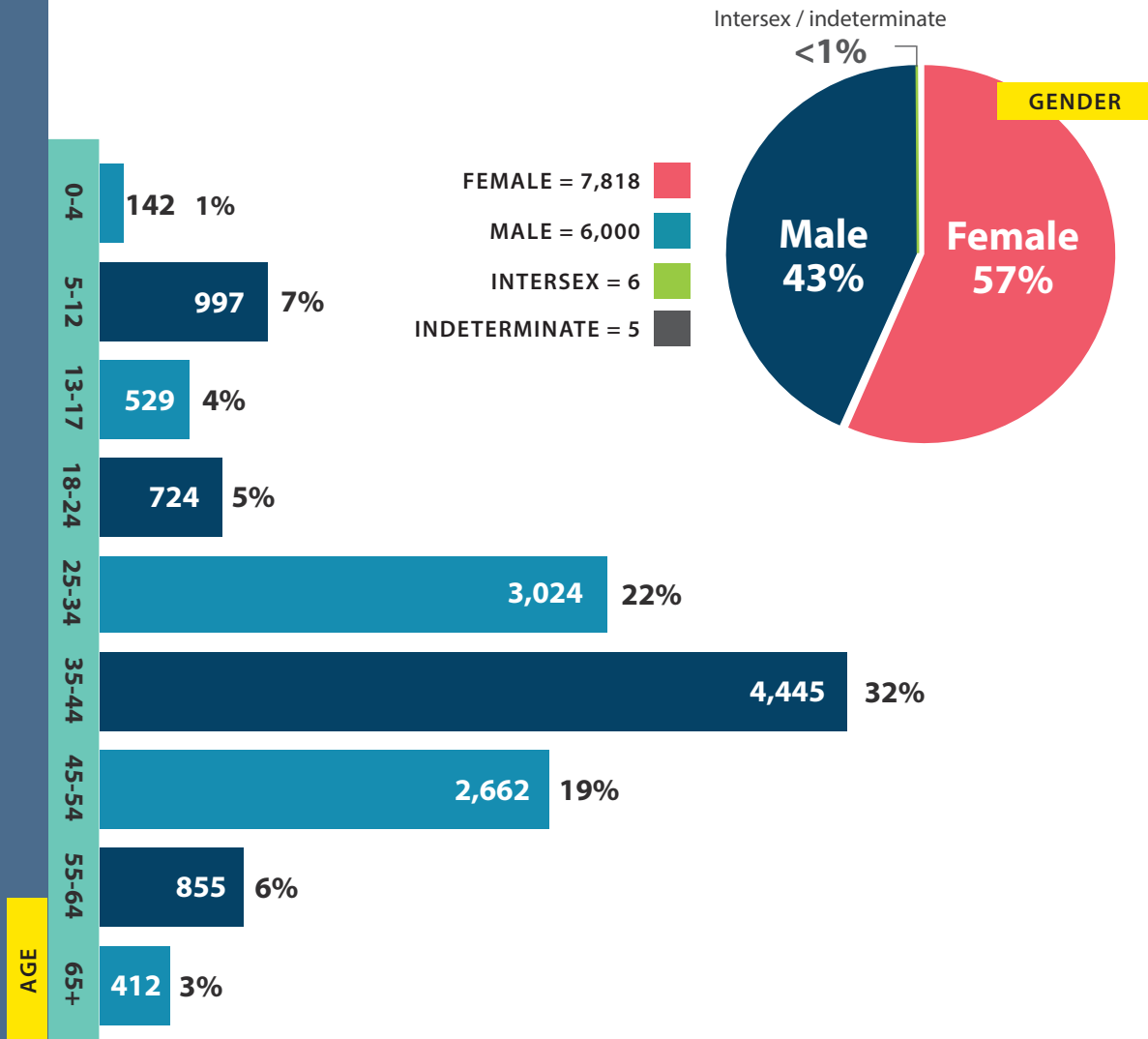
**ABORIGINAL AND TORRES STRAIT ISLANDER**

We are proud that our percentage of ATSI clients (9.8%) is more than double the average by Australian Bureau of Statistics (ABS) for ATSI clients in the general population (4.3%).

**4.2%**

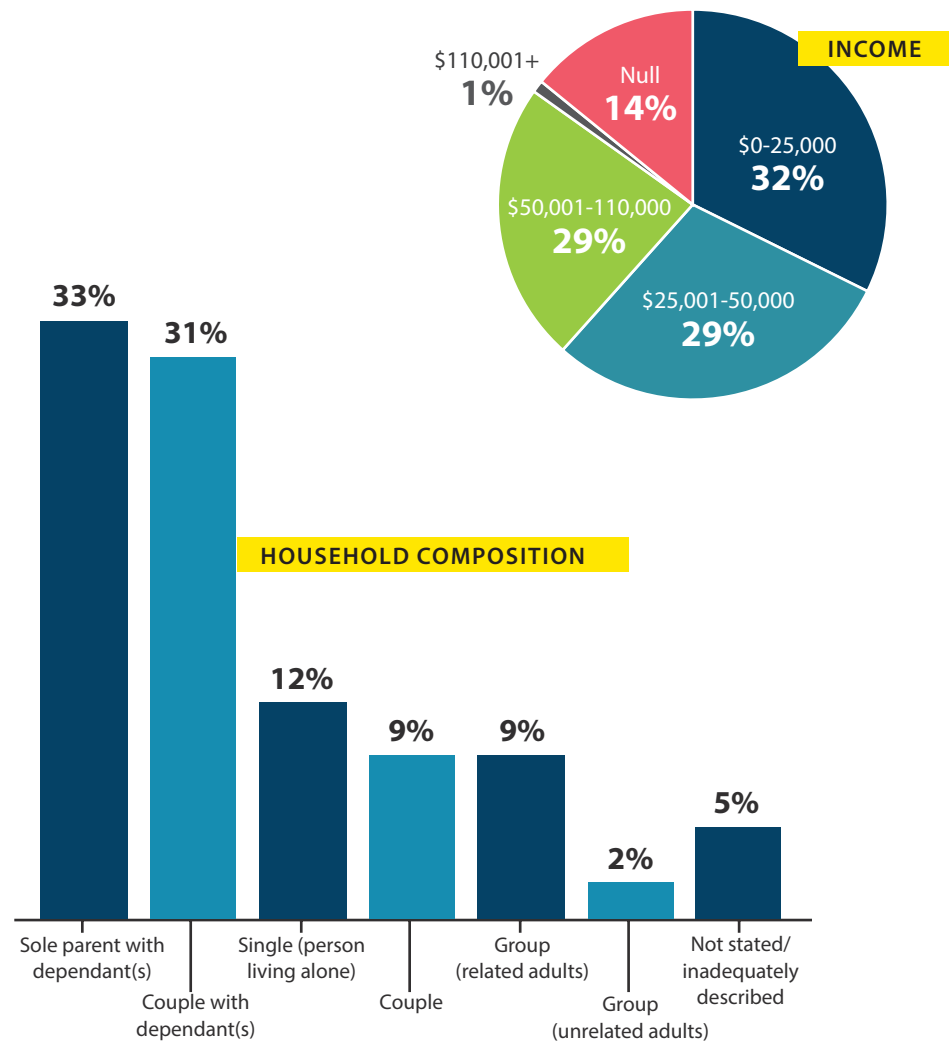
**CULTURALLY AND LINGUISTICALLY DIVERSE**

We recognise that our percentage of CALD clients (4.2%) is below the ABS statistics of 12%. We have a CALD staff reference group in place to assist us in identifying how we can better meet the needs of the CALD community and improve our percentage of clients in this area.



**NUMBER OF CLIENTS BY PROGRAM**

6,086	Family Dispute Resolution / Family Relationship Centre / Regional Family Dispute Resolution
5,266	Family and Relationship Services Counselling and Post Separation Education
2,139	Family Mental Health Support Service
1,838	Children's Contact Services
1,770	Men's Domestic Violence Support Service
1,317	Post Separation Cooperative Parenting / Parenting Orders Program
1,037	Family and Relationship Services and Family Law Counselling
635	Family Relationship Support for Carers
282	Royal Commission Support Services
232	South Eastern Sydney Local Health District
216	Family Violence
202	Communities for Children
95	Fee for Service Employee Assistance Program
61	Family Support Funding Program (Defence Force Parenting Education)
46	Fee for Service Children's Contact Service
44	Fee for Service External Supervision
41	Family Group Conferencing
29	Finding Life's Answers Safety and Happiness (Domestic violence)
7	Homeless Youth Assistance Program

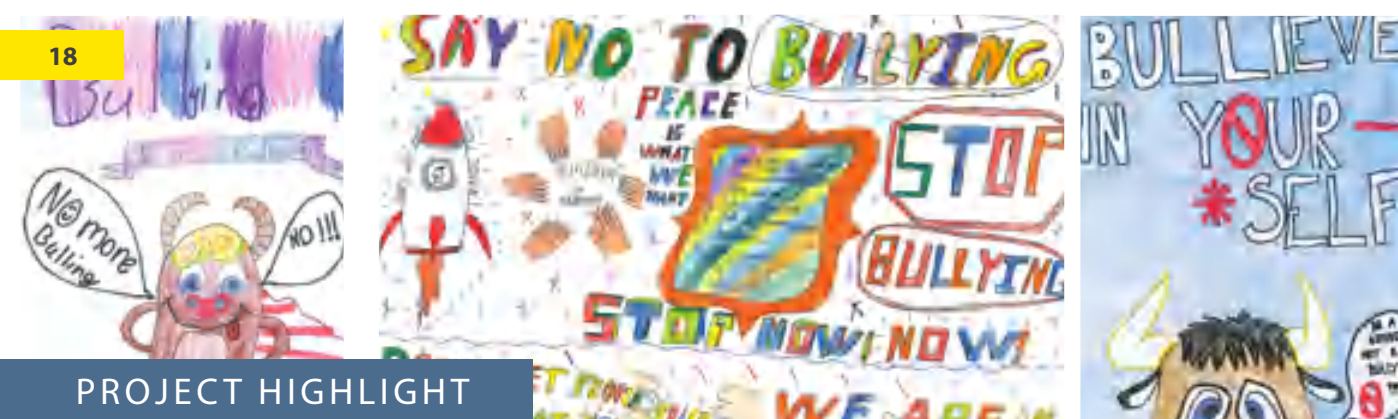


**NUMBER OF CLIENTS SEEN IN SERVICE CENTRES**

3,038	NEWCASTLE
2,968	LISMORE
2,757	COFFS HARBOUR
2,472	CENTRAL COAST
2,332	SYDNEY SOUTH
2,228	DUBBO AND FAR WEST
2,156	PORT MACQUARIE/TAREE
1,090	ORANGE
532	SYDNEY NORTH







## PROJECT HIGHLIGHT

# SAY NO TO BULLYING POSTER COMPETITION

In 2018, we ran our annual Say No To Bullying Poster Competition for primary school students for the 5th year. With over 48,000 students across Australia registering to take part, the competition once again provided an opportunity to put bullying in the spotlight. Students were given a chance to express their voice through art and educators were given the chance to identify bullying behaviours that came to the surface as a result of the competition. Twentieth Century Fox partnered with Interrelate this year, for the theme Bullieve in Yourself, in conjunction with the release of their children's animation 'Ferdinand'.

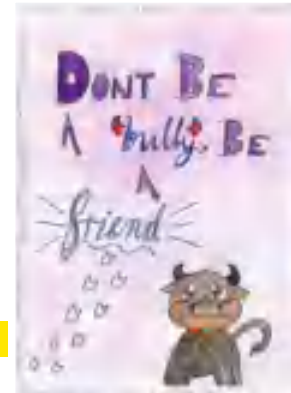
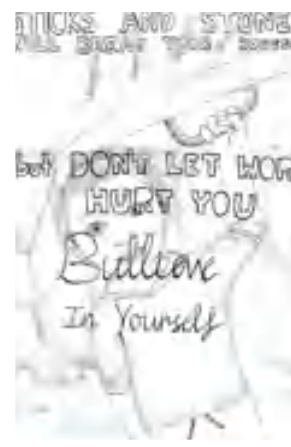
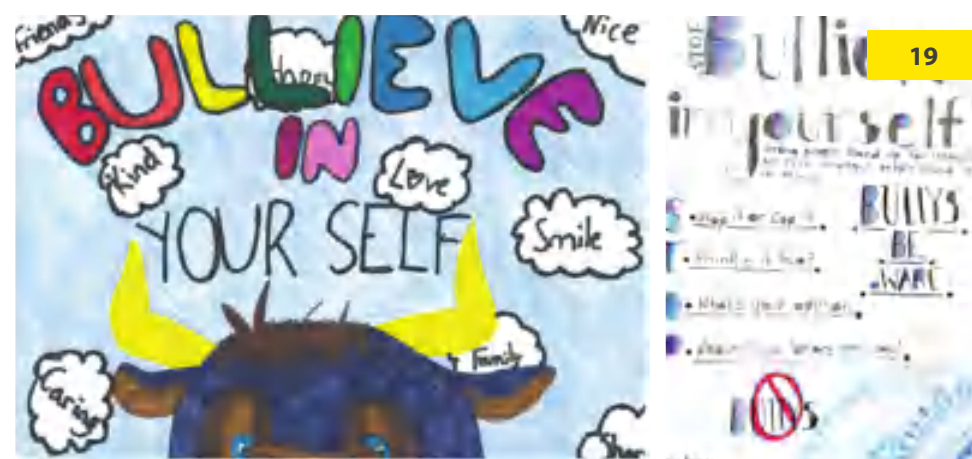
11 year old Trinity Sheridan from Alstonville won 1<sup>st</sup> place in the competition and attended a prestigious awards ceremony at NSW Government House in May. The Awards Ceremony provided a platform for us to encourage the students to:

- stand up for what they believe in
- not let others determine their value
- see how a positive view of others can help others see their own capabilities

His Excellency NSW Governor David Hurley and his wife Mrs Hurley supported the competition as Interrelate's patron. The competition garnered widespread media exposure for Interrelate, with 61 news articles published and a significant increase to our social media followers.



WINNER: TRINITY SHERIDAN





Our 'Journeys of Hope' art exhibition was on display throughout NSW in 2017 and 2018, showcasing 50 artworks from survivors of child sexual abuse in institutions. Interrelate has supported more than 1000 clients and received over 42,000 calls since receiving funding in 2013 to provide Royal Commission Community Based Support Services to survivors of child sexual abuse and their families.

Although the inquiry period of the Royal Commission has finished, there is still a long way to go for many survivors whose experiences have been brought to the forefront. This exhibition was the shining light of hope for many survivors who may be just beginning their healing journey. The final leg of the exhibition was at Parliament House in Sydney, following

the National Redress Scheme which began on 1 July, where survivors of child sexual abuse in an Australian Institution are eligible for redress to acknowledge the harm they have endured.

Interrelate's counsellors have been helping survivors like Wayne to deal with the effects of childhood trauma and build supportive and healthy relationships. As young children who were abused in institutions, they didn't have a voice. Through the Journeys of Hope art exhibition they were provided a platform to share their stories, create awareness, encourage others to speak and seek support, and most importantly highlight that abuse in institutions should be prevented.

*"Art is my way of expressing myself because it comes across so powerfully and touches others' souls. My art is also a way I say thank you to all the positive and encouraging people on my journey. Art says that in darkness, there is always light – something I've known even as a young child and I want to share the strength of what I know with others"*

*– Wayne, Interrelate client and survivor of child sexual abuse*

## ROYAL COMMISSION

## JOURNEYS OF HOPE ART EXHIBITION

PROJECT HIGHLIGHT





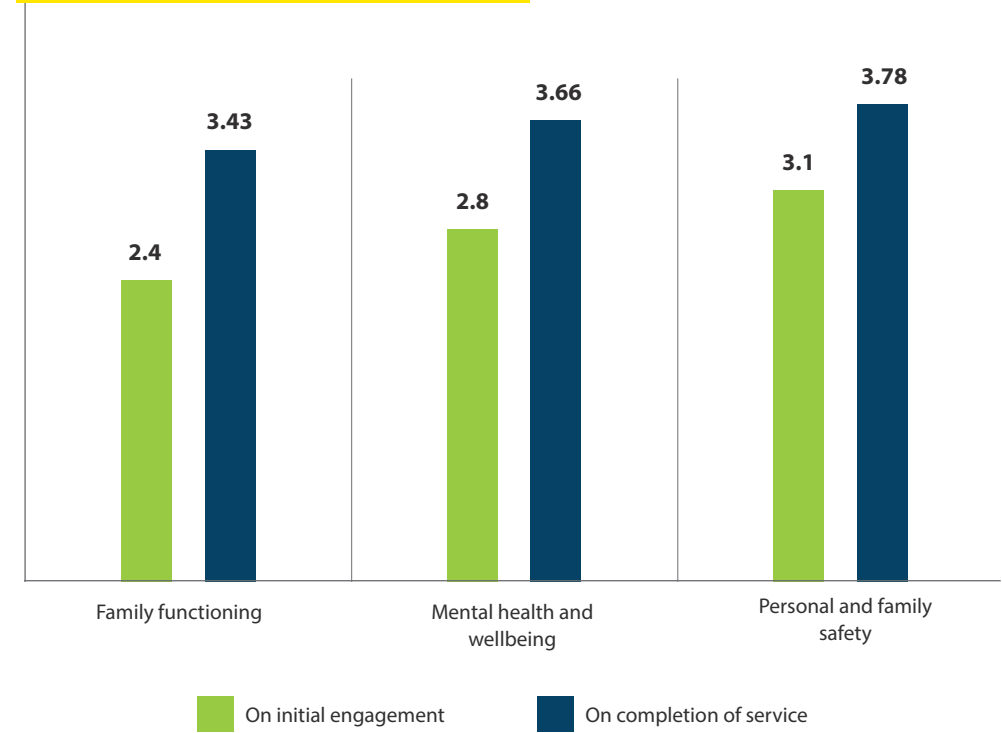


# WHAT DIFFERENCE WE'VE MADE

# 04

## MEASURING CLIENT OUTCOMES

CLIENT SELF-RATED ABILITY TO COPE



When clients engage in a service with us, we ask them to rate themselves on a scale of 1-5 with certain questions (where 1 is the lowest and 5 is the highest). To get a broader picture of their lives, clients are asked at both commencement and completion of service. This means we can see whether and how much clients feel their situation has improved.

On average, clients reported an improvement of around 1 point on the 5-point scale. Given the complexity of some clients' lives, even modest improvements can mean a great deal, particularly when achieved over fairly short periods. To put it in perspective, a 1 point movement could mean a client in distress:

- has a little more knowledge or confidence
- has learnt a new communication skill
- has been given the lift they need to feel an improvement
- has moved from 'not coping very well' to 'things are okay at the moment'

For some clients, circumstances don't immediately improve. The issues may be complex and require the sustained efforts of more than just the client.

Support networks including ex-partners or other family members can also be key parts of a client's progress during their engagement with Interrelate. For some engaged in a formal process such as family dispute resolution where there can be high levels of entrenched conflict, the situation can remain dynamic before it gets better, thereby taking longer for improvements to appear.

We also ask on completion of service if overall, clients feel that their circumstances are at least more manageable than compared with their first appointment.



**AVERAGE IMPROVEMENT  
OF 1 POINT ON A 5-POINT  
SCALE**

**91%**

**OF CLIENTS REPORTED AN  
IMPROVEMENT IN THEIR  
ABILITY TO MANAGE  
THEIR CIRCUMSTANCES**



## OUR SOCIAL IMPACT

Interrelate's purpose is to empower people to thrive in the most vital part of their lives – their relationships. Our connections with other people impact our physical and mental health and in turn our overall health and wellbeing. In bringing our purpose to life, we are creating a wider positive social impact.

The 2018 Review of the Family Law System Discussion Paper by the Australian Law Reform Council noted a common view that adversarial processes tend to escalate conflict between separating parents, with concerns about the flow-on impact of this on children's wellbeing. Our child-focused services support parents to better co-parent their children with minimal adversarial approaches.

**IMPROVED PERSONAL SAFETY =  
REDUCED RISK OF FAMILY AND  
DOMESTIC VIOLENCE =  
SAFER SOCIETY AND IMPROVED  
WELLBEING OF CHILDREN**

The National Family Violence Prevention Legal Service noted in the Review of the Family Law System that family violence is 'too often

dismissed as historical, despite clients and their children experiencing significant and ongoing impact of family-violence related trauma, including the effects that violence may have on someone's parenting capacity.' When we improve a client's personal safety through counselling, mediation and education programs, it has a flow on effect that may increase the protective factors around their children.

**IMPROVED CO-PARENTING AND FAMILY  
FUNCTIONING = REDUCED CONFLICT =  
IMPROVED CHILDREN'S WELLBEING**

The National Mental Health Commission believes there is a link between the mental wellbeing of Australians and our economic growth as a nation. When we build our clients' capabilities through education and case management, it contributes to an improved state of mental health and increased resilience. As a result, they are better able to cope with daily stress. This has wellbeing benefits for the person themselves as well as contributes to a decrease in the economic cost of mental health, with less time off work, hospitalisations, cost of medications, cost of GP visits, the impact on family members, reduction in suicide and homelessness/housing costs.

**IMPROVED MENTAL HEALTH =  
REDUCED PSYCHOLOGICAL OR  
EMOTIONAL DISTRESS =  
MORE RESILIENCE**

**INCREASED AWARENESS OF BODY SAFETY =  
REDUCED RISK OF CHILD ABUSE**

We are reducing the risk of child abuse and breaking its cycle through increased awareness and reporting in classroom programs.

*About 95% of victims  
know their perpetrators.  
– CCPCA, 1992*



*As a result of children gaining body safety knowledge in the Moving Into the Teen Years Programs, reports have been made to the school and then to the NSW Police.*



**INCREASED KNOWLEDGE OF SEXUAL AND REPRODUCTIVE HEALTH =  
REDUCED RISK OF STIs AND CHILDHOOD PREGNANCIES**

We are reducing the risk of sexually transmitted infections and childhood pregnancies through student and parent education programs.



*Thank you for providing such a wonderful program for our school community. The evening as a whole was received so well and our attending parents and students really enjoyed the information that was presented to them so thoughtfully. Melissa was a wonderful presenter and had the children engaged throughout her presentation. We look forward to holding this event again at our school in the future.*

*– Bossley Park Public School*



*School programs were cited by 77% of girls and 74% of boys as the most used source of information about sexuality and relationships.  
– University of SA, 2016*

INCREASED KNOWLEDGE OF PUBERTY = DEVELOPMENT OF SKILLS NEEDED FOR A HEALTHY LIFE

We are developing the knowledge, attitudes, values and skills children need to live a healthy life through education programs and resources.

“ Thank you for such an informative, inspiring and entertaining presentation of the somewhat sensitive and ‘awkward’ topics of *Where did I come from?* and *Preparing for Puberty*. I have received such an overwhelming positive response from the talks and also from Leesha’s ability as a presenter.  
– MWP&C, Vice President

At the turn of the 20<sup>th</sup> century, the average age for a girl to get her period was 16 to 17. Today that number has plummeted to a mean age of 12.5, with girls as young as seven starting to develop breasts and the growth spurt kicking in around 10. Similarly, boys are reaching puberty about four years earlier, around the age of 13.

INCREASED ATMOSPHERE OF RESPECT = REDUCED RISK OF CHILDHOOD BULLYING

We are promoting an atmosphere of mutual respect and identifying strategies for managing bullying behaviour through awareness initiatives, classroom programs and online platforms for children, parents and schools.

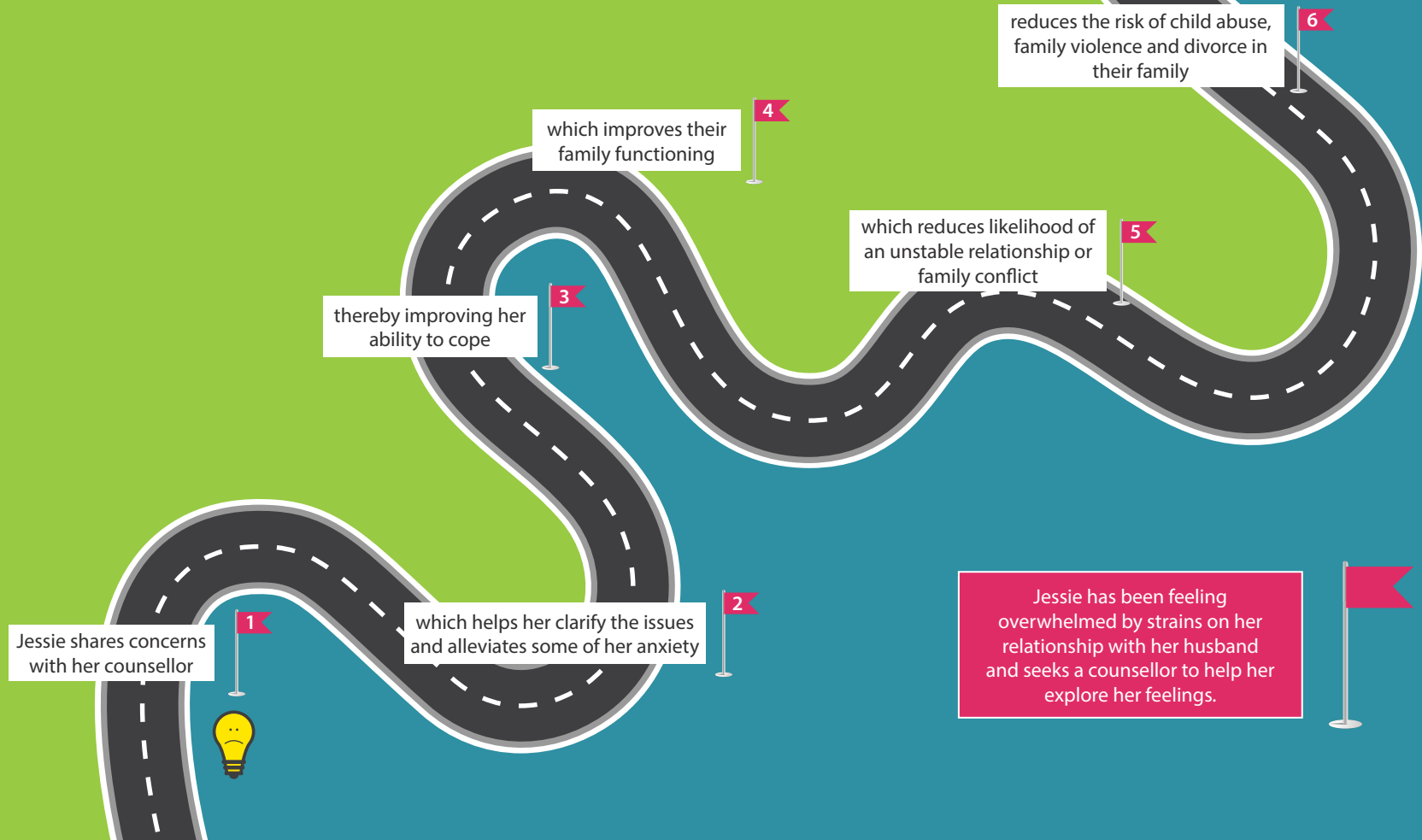
1 in 5 young Australians aged 8 to 17 years experience cyberbullying each year, with children who were frequently bullied at an increased risk of depression, anxiety disorders and suicidal thoughts.

“ The student had not long transferred from another school in the region, and was experiencing low self-esteem and confidence. It was such a turning point for the student receiving the news last year that she had won a prize, the whole school supported her in congratulating her. We can see how far she has come since then with her self-esteem and confidence.  
– Say No To Bullying Poster Competition, 2016

# A CLIENT'S JOURNEY

Jason has a family member who is always cuddling him, even when he doesn't want it. Jason undertakes the Body Basics, Body Safety and Feeling Safe classroom programs at various intervals in his primary school between Years 1-6.

- 1 Jason learns about body safety
- 2 Learns his rights and how to say no to unwanted actions
- 3 More likely to report behaviour to trusted adults
- 4 Less likely to experience child sexual abuse



## WHAT OUR CLIENTS SAY

*"As a male brought up with the old saying, 'harden up' and 'children are to be seen and not heard' this program has helped me change my ways of thinking as a parent. It's helped me to understand that being supportive and yes sometimes soft, not hard has helped me develop a lasting connection with my children for the rest of my life."*

*— Participant in the Communities for Children Parent Education Project*

*"The process of meeting with the Interrelate mediator assisted me to see that my level of distress was more than the workplace incident itself and it has helped me to understand why I react to certain situations with panic, anger and despair. I am learning to be more aware of my emotions and how they are linked to past events in my life and I am trying mindfulness and engaging in counselling. I feel that I am on the road to finding a better and happier version of myself."*

*— Workplace mediation client*

*"I recently attended the Parents not Partners 6 week program at Interrelate in Port Macquarie. It was recommended that I attend to better deal with separation and the challenges that come with being a single parent. Initially I was very hesitant having never been to anything like this before or any counselling in general. I was pleasantly surprised by the structure of the sessions, the content and most importantly the non-judgmental approach by the friendly people running the course. I felt very much at home and found myself*



*learning so much more than I expected - not only about myself but about my children and also how to improve the relationship with my ex-partner. I would strongly recommend this course to any parents post separation, whether they be newly separated or have spent many years apart. If you go into this with an open mind, you will be surprised by how much you will learn and then apply in your day to day life."*

*— Parents Not Partners client, Lower Mid North Coast*

*"Fantastic parenting class. Thoroughly enjoyed learning many new skills and making new friends as well. Great tools to help support my children in their life on an emotional level."*

*"I am seeing improvements in my child's ability to communicate and manage her anxiety."*

*"I am a lot calmer around my children and try to talk through things more with them."*

*"I am really grateful that this program is available to us. Thank you for your support in a more effective parenting path. The video clips, handouts and role plays were all very effective, useful and handy."*

*"It has provided insight into how to manage children's emotions and support them when in need."*





## NICOLAS' STORY

See Nicolas' experience of family dispute resolution and engaging with our post separation services.



SCAN HERE TO WATCH THE VIDEO

or go to

<https://youtu.be/UEcEo1ldwM4>

### CASE STUDY

## MEN'S DOMESTIC VIOLENCE SUPPORT SERVICE

Mr K was in fear of his life when he received death threats at his home from his son who was recently released from jail. After his son threatened him and damaged his property, he took off before Police arrived. Police located his son and took him to the hospital to be mentally assessed. In the early hours of the morning, Mr K received a phone call from Police stating his son had absconded from hospital and to lock all his doors and windows. When Interrelate contacted Mr K he was very scared and requested support for information on his son's whereabouts and confirmation on an Apprehended Violence Order (AVO) in place.

Interrelate liaised with the Domestic Violence Liaison Officer (DVLO) team and identified Mr K's son was located and in Police custody and obtained confirmation of the AVO and conditions. Interrelate spoke to Mr K and provided the update along with a copy of the AVO. Mr K was relieved and protected due to understanding the conditions of the AVO.



05 WHAT WE'VE  
ACHIEVED

# OUR PROGRESS AGAINST OUR STRATEGIC GOALS

#1

**Maintain, develop and expand community responsive services that enhance and build resilience**

## OBJECTIVES

- The purposes of all services are clearly defined.
- Regional plans are developed to support service and business development opportunities within the regions, consistent with community needs.
- High-quality services are appropriately delivered.
- Quality service delivery through program review and continuous improvement is maintained.
- Interrelate's research agenda is linked to service development and business development opportunities and is consistent with client and community needs.
- Client outcomes framework is implemented and demonstrates improvements in client wellbeing. Vulnerable and disadvantaged clients receive enhanced access and quality of services.
- Increase the use of technology for service delivery to meet the changing needs of our clients.

## DELIVERED IN 2017-18

- Reviewed Client Outcome Measures (COM) tools and processes
- New training webinar developed and rolled out to support the use of new forms and processes.
- COM data to be consulted when reviewing any programs and utilised when conducting clinical audits in the future.
- Refined and finalised FDR and Relationship Services Quality Staffing Frameworks (QSF). All service delivery roles now have a refined QSF.
- Family Law training was held with all managers.
- Recognition of prior learning processes clarified.
- Developed a common suite of primary school programs for delivery in Victoria and NSW
- Training held for Connect staff involved in the Strengths and Difficulties Questionnaire trial and action research



- Child protection training webinar disseminated to all staff and run in person for NSW School Services staff
- Released Aboriginal cultural webinar for staff
- Submitted conference abstracts on supporting victims of male domestic violence, still Building Connections, engaging parents in the exploration phase of FDR and providing culturally-appropriate services for Aboriginal and Torres Strait Islander people in a mainstream service
- Launched 60i research report and presented at AIFS conference
- All regions undertook ATSI Cultural Audits
- Building Connections accepted as a 'Promising Practice' program
- Developed a new welcome poster for Interrelate centres that encompasses all relationships
- Draft guidelines developed for delivering services by Skype
- Developed resources to trial online mediation
- Implemented a new Customer Resource Management system for school services, with rollout to the rest of Interrelate services in 2018-19
- Implemented digital signatures for quotes to improve efficiency

#2

**Attract, nurture, and grow a skilled, diverse and sustainable workforce**

## OBJECTIVES

- Organisational leadership is supported to ensure a high performing and engaged organisation. To be a workplace of choice.
- Workforce development programs support organisational capabilities and employee engagement. Workplace diversity is celebrated and supported.

## DELIVERED IN 2017-18

- Developed a Safer Pathway webinar for staff to increase the safety of domestic violence victims and their children through a collaborative approach to case management
- Staff working towards recognition of prior learning to comply with qualifications project
- Annual staff awards program held with number of nominations received higher than previous years
- Annual Work Health Safety Audits completed
- Staff cultural survey completed with 77% participation rate
- Work Health Safety training including evacuation drills and Warden training completed
- Commenced Purchased Annual Leave program for full time staff
- Webinars held for staff on anti-bullying and managing performance issues
- Pay scale developed for service managers
- Training needs analysis complete, with training calendar delivered to all staff
- Awarded two Board Scholarship recipients to share \$10,000 funding

### #3 Diversify our revenue streams to further deliver on our vision and enhance economic sustainability

#### OBJECTIVES

- Increase fee for service revenue.
- Seek further funding opportunities.
- Increase revenue through donations

#### DELIVERED IN 2017-18

- School services content aligned with National and State-based curriculum to allow for national expansion
- Marketing school services into lower Queensland
- Developed marketing materials for school educators in Victoria to build additional relationships
- Submitted application for fundraising in Victoria
- Successful application for funding to offer support and case coordination service for male victims of domestic and family violence in 9 areas (St George, Sutherland, Bourke, Broken Hill, Dubbo, Moree, Orange, Parkes and Walgett)
- Reached agreement with Startech Solutions to enable sales and business development support for expansion of school services into Queensland
- Created Program Developer role
- Recruited and trained new esafety educators
- Developed materials to promote purchase of baby dvd and booking of family evening programs
- Developed 3 new programs for high school students
- Marketing plan developed for Champion
- Implemented national school services expansion plan
- Finalised licensing agreement commercial terms in order to offer external facilitator training

### #4 Cultivate strong relationships with stakeholders to enhance outcomes for clients and create new business opportunities

#### OBJECTIVES

- Harness internal expertise to inform service development and growth.
- Interrelate be recognised as an industry leader.
- Partnerships developed with key stakeholders to progress service development and business objectives.

#### DELIVERED IN 2017-18

- Involved in Marriage and Relationship Education Association of Australia sub-committee
- Consulted with DSS on Royal Commission Redress Scheme
- Media exposure resulted in 60 online articles, 7 print articles, 4 radio interviews, 2 TV segments
- Ran marketing campaigns to increase awareness of Interrelate in NSW and Victorian schools
- Annual marketing plan established focusing on licencing of products, school services expansion, major organisational events etc
- Partnered with Twentieth-Century Fox on the annual Say No To Bullying poster competition (with over 48,000 students from 200 schools registering to take part)

### #5 Foster organisational commitment to sustainability and corporate social responsibility

#### OBJECTIVES

- Organisation operates efficiently to maximise the benefit from available resources.
- To be an environmentally responsible organisation within available resources.
- Performance of Interrelate surpasses accepted industry standards.
- Agency investment plan developed to ensure future service needs are met and expansion is supported.
- Be a good corporate citizen that engages in ethical behaviour within our communities.

#### DELIVERED IN 2017-18

- Energy provider reviewed by Finance with the intention to move to a single provider for the whole organisation.
- Environmental issues and discussions promoted throughout all regions and offices.
- Commenced development application project for Newcastle site.
- Relocated Central Coast site from Erina to Gosford.
- Moved Rouse Hill site back to adjoining Bella Vista Head Office.
- Completed renovation works at Lismore site.
- Implemented new financial system (NAV).
- Secured tenants for vacant premises in Port Macquarie.
- Migrated to Office 365 system.



# THE FUTURE OF OUR STRATEGIC PLAN

2018 marked the end of our current strategic plan. A new plan, for 2019-2021, will be launched with a focus on 7 strategic priorities:

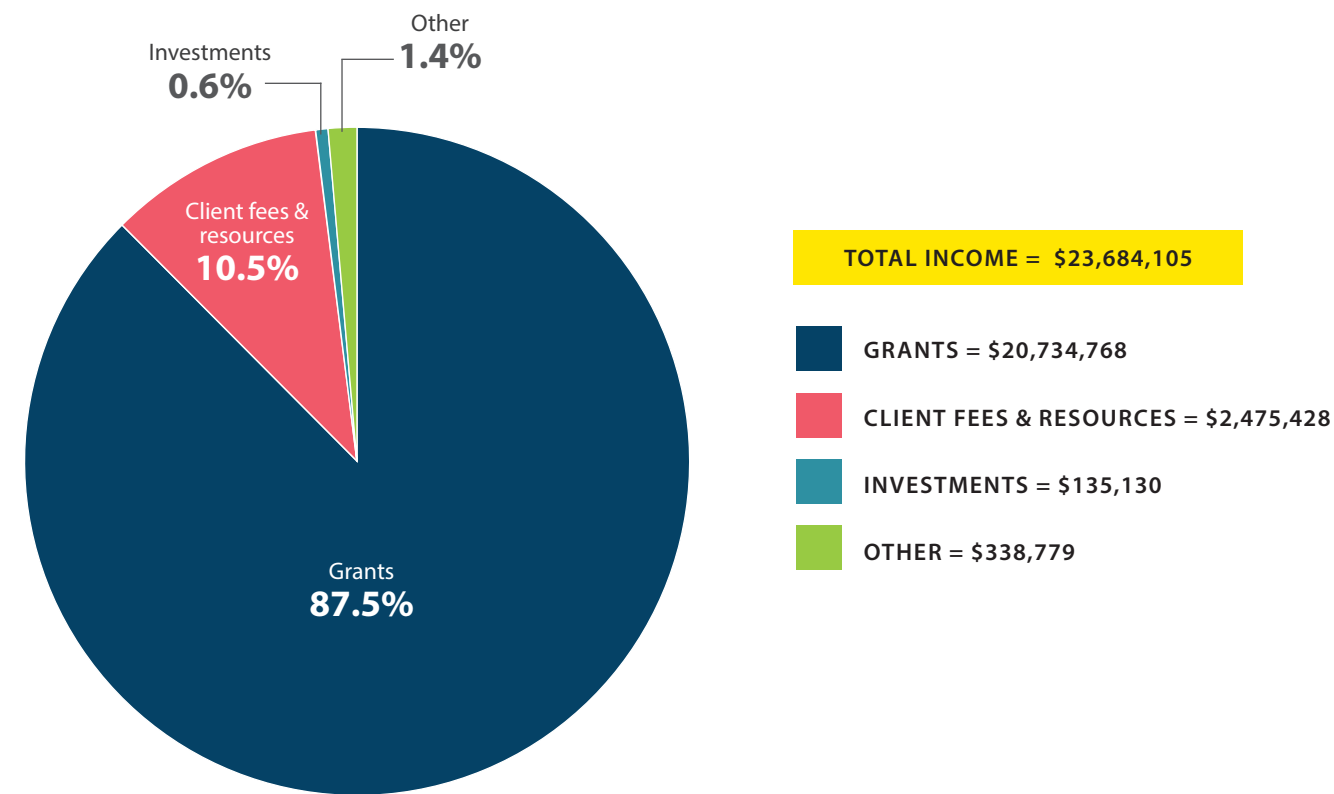
1. Quality, efficiency and choice defines our customer service
2. Increase in revenue enables an expansion of our service reach and capability
3. Optimise our strategy through data analysis
4. Interrelate informs social policy
5. Expand market awareness and drive community engagement
6. Build on existing technology with innovative solutions
7. High performing and engaged workforce

We look forward to addressing our new strategic priorities with the same vigour which enabled us to achieve our successes against the 2015-2018 Strategic Plan.

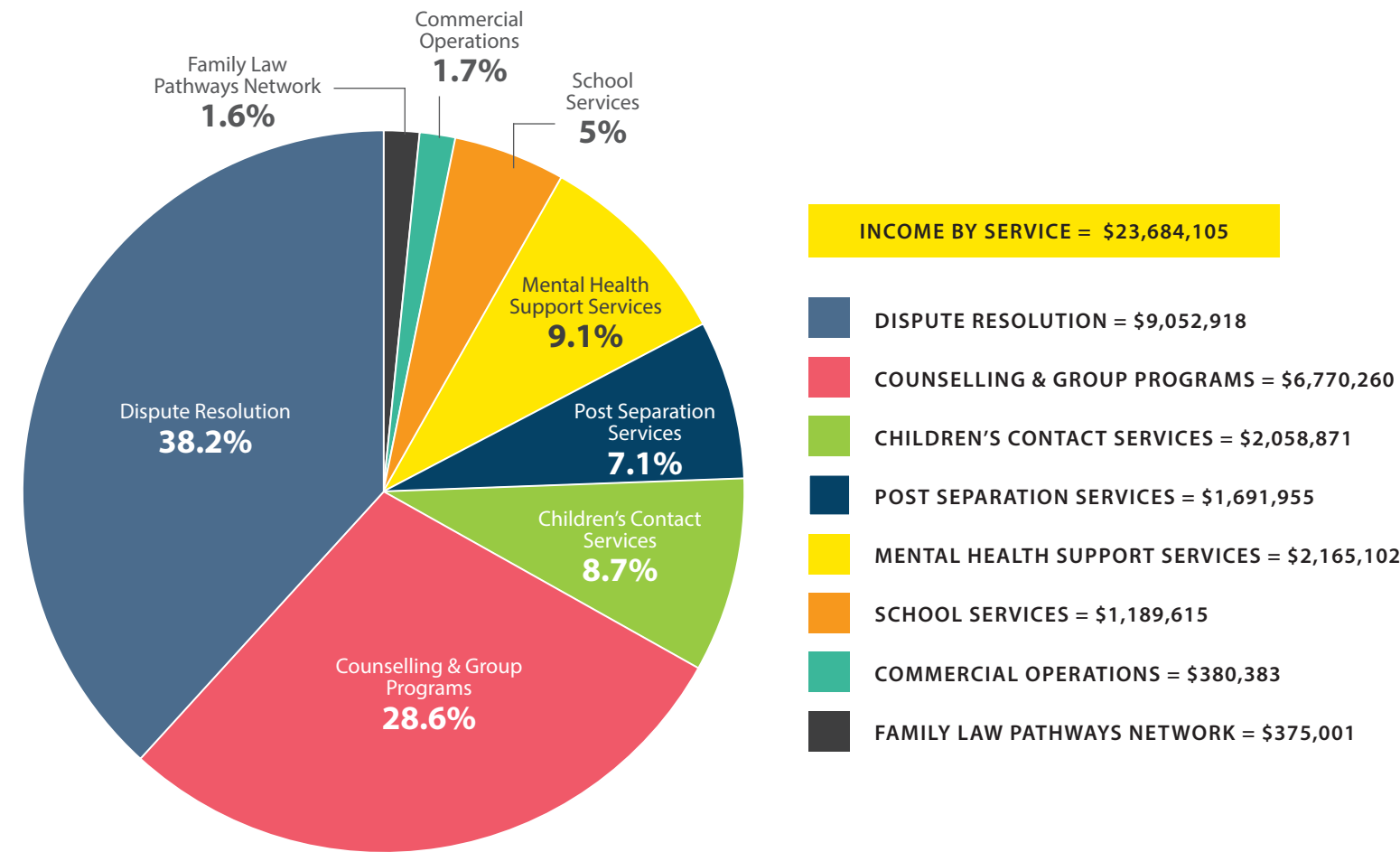
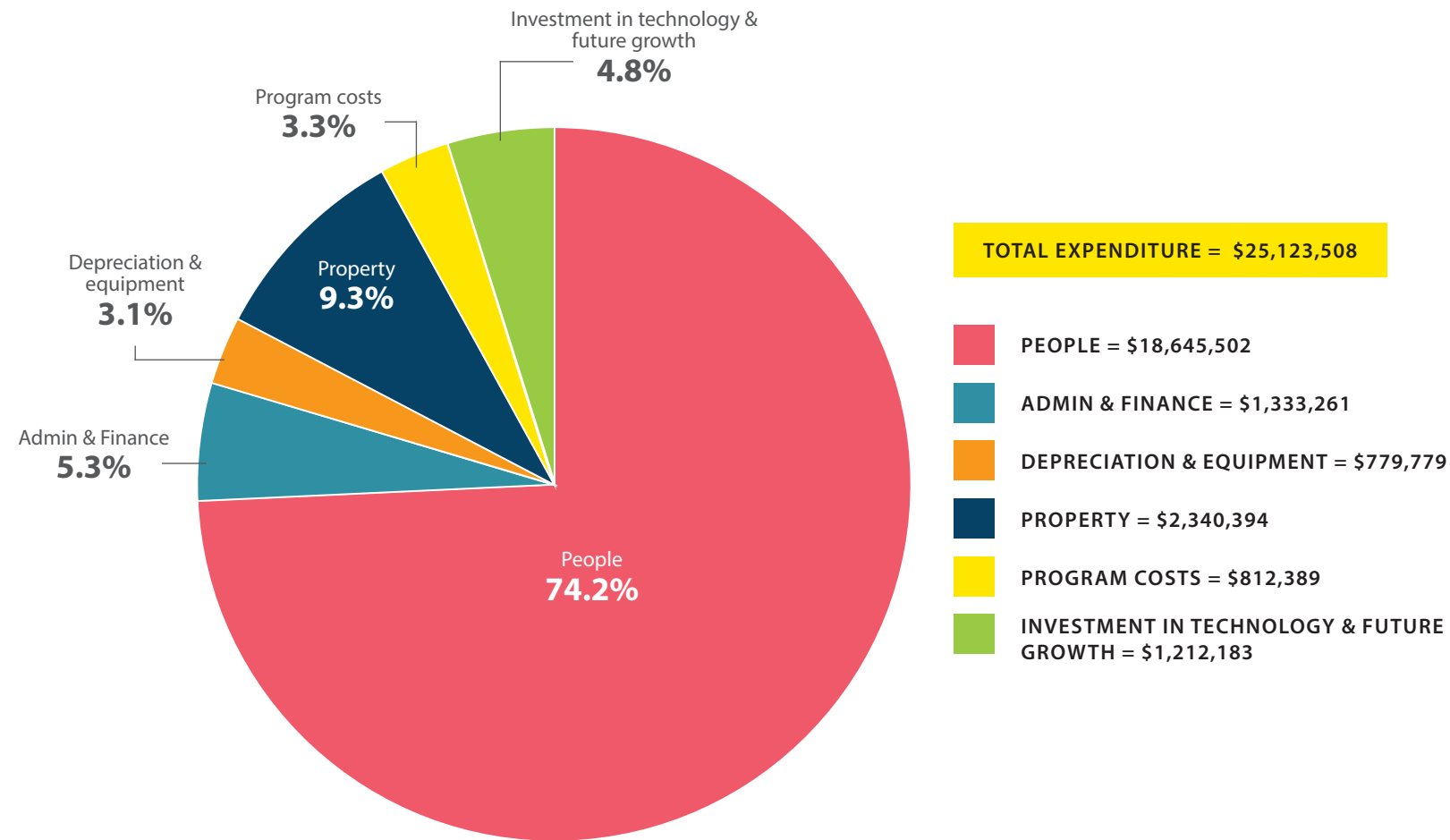


# 06 HOW WE USE OUR FUNDING

## CONSOLIDATED FINANCIALS FOR 2017-18







07  
WITH HEARTFELT  
THANKS TO OUR MANY  
ENABLERS



## OUR PATRON

*“As Patron of Interrelate, I am proud to support an organisation that, for over 90 years, has worked with families and communities across New South Wales to build respectful, inclusive and harmonious relationships. I thank everyone at Interrelate and your supporters for the valuable programs you provide to our young people, to schools, families, carers, the indigenous community and in workplaces across New South Wales.”*



**HIS EXCELLENCY GENERAL THE HONOURABLE DAVID HURLEY  
AC DSC (RET'D) GOVERNOR OF NEW SOUTH WALES**

# OUR BOARD



**ALAN GIBSON**  
CHAIRPERSON



**ADELE EZZY**  
INFORMATION TECHNOLOGY



**ANTONY FLOYD**  
EDUCATION AND GOVERNANCE



**DOUG SOTHEREN**  
CLINICAL PRACTICE



**FADIYA ALI**  
FAMILY LAW



**HON. GRAHAM WEST**  
YOUTH, MANAGEMENT AND EXTERNAL  
RELATIONS



**MARCIA BALZER**  
COMMUNICATION AND MARKETING



**PAUL NEWMAN**  
MEDIATION AND ABORIGINAL AND TORRES  
STRAIT ISLANDER ENGAGEMENT



**PAUL LEWIS**  
RETIRED FROM BOARD ROLE



**LYNETTE MOODLEY**  
RETIRED FROM BOARD ROLE

Directors Paul Lewis and Lynette Moodley have retired from their Board roles, and we thank them both for their contributions. The Board filled two casual vacancy positions by seeking professional people with a heart for the work of the organisation, and who have professional skill sets and diversity of backgrounds identified and sought by the Board for good governance and to assist the organisation to pursue its strategic objectives. Accordingly, the Board is pleased to introduce Family Law Solicitor, Fadiya Ali, and IT Project Manager, Adele Ezzy, as new Directors.

## OUR EXECUTIVE



**PATRICIA OCCELLI, CEO**



**GRAEME O'CONNOR**



**MATTHEW STUBBS**



**SIMONE JACKSON**



**MELANIE BALE**



**SUELLA WRIGHT**



**SHARON GROCCOTT**



**RIZAN RIZVI**



## OUR PARTNERS

1. Australian Research Alliance for Children and Youth
2. Burn Bright
3. CRANES Community Support Programs
4. Family Support Newcastle
5. Gymea Community Aid & Information Service
6. Headspace (Castle Hill, Chatswood, Coffs Harbour, Gosford, Orange, Port Macquarie, Lismore)
7. Kudos Knowledge
8. Northern Settlement Services Limited
9. Reconciliation Australia
10. Rowland Hassall School
11. University of Canberra
12. Maitland Family Support
13. Singleton Family Support
14. Newcastle Junior School
15. Fresh Hope Care
16. Aboriginal Employment Strategy
17. University of Newcastle
18. Charles Sturt University
19. Australian College of Applied Psychology
20. Samaritans Foundation
21. Muloobinba Aboriginal Corporation
22. The Smith Family - Communities for Children
23. Family and Community Services
24. Quota Club Lismore/ Alstonville
25. Southern Cross University
26. Bond University
27. Lismore City Council
28. Richmond River Shire Council
29. Red Inc
30. YWCA
31. Lismore City Council Art Gallery
32. ACON Northern Rivers
33. Federal Circuit Court
34. Northern Rivers Community Legal Centre
35. Legal Aid NSW
36. Centre for Rural Health
37. Lismore Elders Council
38. Northern Rivers LGBTIQ Alliance
39. Sutherland Shire Family Services
40. Centrelink

## OUR VOLUNTEERS

This year we had volunteers working with us in Coffs Harbour, Newcastle and the Central Coast. We are grateful for the contributions of people like Tony, who have given their time to help us make a difference.



TONY KENNY

*"I started volunteering with Interrelate in December 2017 while studying my Graduate Diploma in Family Dispute Resolution (FDR). The experience was great and really complemented my studies by having experienced FDR Practitioners on hand to work with and learn from. After completing my studies, I stayed on volunteering a couple of days a week. I really like the Interrelate model of FDR and can see the positive impacts that it has on our clients. I have since successfully gained a FDRP position in Newcastle and am looking forward to continuing my career as a fully accredited mediator with Interrelate."*

– Tony Kenny, Family Dispute Resolution Practitioner





# MEET OUR PASSIONATE STAFF TRANSFORMING LIVES









# ABOUT US

Interrelate empowers people to thrive in the most vital part of their lives – their relationships. We believe that thriving relationships are at the heart of humanity.

We offer education programs, counselling services and skills development that are centred on respect. Our services support people to build and nurture healthy relationships whilst focusing on the best outcomes for any children involved.

We offer:

- Counselling
- Relationship education
- Parenting support
- Family dispute resolution
- Relationship and sexuality education for students
- Aboriginal and Torres Strait Islander engagement
- Carer support
- Children's contact services
- Domestic violence and family violence support
- Mental-health support
- Workplace support and training
- External clinical supervision
- Program licensing for facilitators

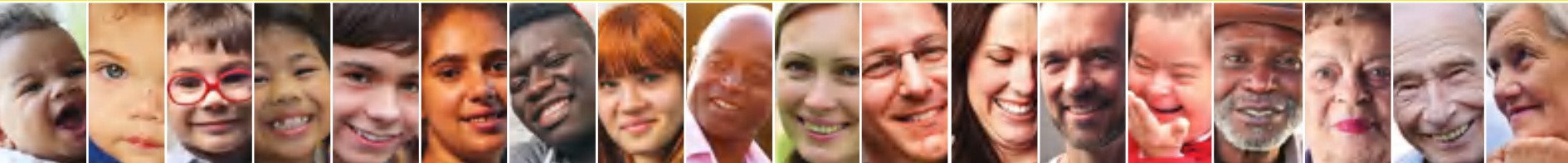


You can read more about Interrelate's relationship services at  
**[www.interrelate.org.au](http://www.interrelate.org.au)** or call us on  
**1300 i relate (1300 473 528)**



*Thriving relationships -  
at the very heart of our work*

[www.interrelate.org.au](http://www.interrelate.org.au) | 1300 i relate (1300 473 528)



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