

90 YEARS ON AND STILL GOING STRONG!

ANNUAL REPORT 2016-2017



1926

Father & Son Welfare Movement launches as the first family service organisation in Australia (and possibly the world) to provide sexuality education for fathers and their sons.



1934

The Father & Son Welfare Movement expands to form Mother and Daughter Incorporated. The organisation becomes widely known as the Family Life Movement.



1950s

Branches of the Family Life Movement open in Victoria and Queensland.

1960

The Movement gains approval from the Federal Attorney-General's Department to operate as a marriage counselling organisation in New South Wales. In response, it introduces a family relationships counselling service.



1961-1962

The Movement conducts its first family relationships counsellor training program and opens centres to serve the Southern Metropolitan, Illawarra, Hunter and Central Coast regions.



1963-1968

Centres are established to serve the Sydney Hills and Western Metropolitan regions.

A branch of the Family Life Movement opens in South Australia.



1973

Federal Council of Family Life is established.



1975-1976

The Movement gains its status as an approved marriage education provider in New South Wales, funded by the Federal Attorney-General's Department.

Centres are established to serve the Central Western and Mid North Coast regions.



1983

Under its now official name of Family Life, the Movement adopts a new logo and opens a centre to serve the North Coast region.



Contents

- Our Patron. 4
- A message from Interrelate’s Chairperson. 5
- A message from Interrelate’s CEO 6
- Our Board Directors. 9
- Our Executive Team 10
- Recognising our staff 12
- The events that helped shape us in 2016-17 13
- Regional highlights 16
- A year of milestones, made possible by you 20
- Consolidated financials for 2016-17 36

Interrelate has **10** major regional centres across NSW, with **27** outreach locations into the broader community.

Our School Services have branched out to Victoria, through our subsidiary Family Life Victoria.



Our Patron

Interrelate is pleased to acknowledge our Patron, His Excellency General The Honourable David Hurley AC DSC (Ret'd) Governor of New South Wales, who granted Interrelate his Vice-Regal Patronage on October 2, 2014.

“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.”



It is a privilege to present this report to our members on the 2016-17 financial year, on behalf of your Board.

All five of our strategic priorities, our services, staff, funding, relationships and meeting our responsibilities have come together in the organisation's Blue Skies technology project. Our untiring CEO, Patricia Occelli, is leading Interrelate's committed and creative executive team to reinvent the organisation with Blue Skies to be fit for the future “from the outside in”. The Board's commitment to Blue Skies comprises the most significant overhaul for Interrelate in a generation. The project's costs in this financial year contributed to a financial loss, but it is an investment in the future, as the Board budgets for all project costs to be recouped – with additional continuing savings – within two years.

Blue Skies is a single system that integrates almost every aspect of what Interrelate does and will need to do into

A message from Interrelate's Chairperson

the future. Customer experience will begin with connection through an omni-channel and be coordinated by a customer relationship management system. Both new and improved services are becoming flexible as digital technology becomes pervasive, converging with societal changes to reshape what we do and how we do it. Next-generation analytics will expand beyond measuring and describing the past to predicting what is likely to happen and optimising what should happen. These possibilities will drive new ways of working. Well-supported and empowered employees will make the most of these possibilities for the benefit of Interrelate's current and future clients.

The Board thanks all staff, not only for continuing quality work, but also for their significant input into Blue Skies, maximising the improvements and opportunities this project provides. The majority of Interrelate's funding is provided through the Department of Social Services. Interrelate has shown the Blue Skies strategy to the team there and has received positive feedback for the determination to drive service quality and efficiency, to maximise the social benefit achieved.

Interrelate's 90th birthday in November 2016 and the opening of the new Graham and Anne Seton building in Port Macquarie in January 2017 were high points for the 2016-17 year. The 90th birthday involved the electronic

linking of all major centres and live-streaming celebrations that were mingled with a video showing highlights of Interrelate's first nine decades.

It was saddening, however, when our Northern NSW centre suffered a devastating flood after Cyclone Debbie. We are impressed by the resilience of staff to such difficult circumstances, adapting to limited space and resources as longer-term options are scoped.

On the plus side, reconnecting with Family Life Victoria (FLV) has been like a reunion with a sibling. Antony Floyd, having chaired FLV, joined the Interrelate Board and has assisted the transition. The Board welcomes all of FLV into the Interrelate family. Other changes on the Board included Colin Adams and Lisa Sweeney stepping down at the 2016 Annual General Meeting, and Nur Oyman stepping down in early 2017 when taking up overseas employment. I thank Colin, Lisa and Nur for their service. Lynette Moodley now strengthens the Board with clinical expertise, and Marcia Balzer has made an impressive start at filling Lisa's enormous shoes with her communications expertise.

I thank all Directors for their guidance, their dedication and their passion to see the organisation thrive in strengthening relationships and enabling people to work through life's challenges. •



Patricia Occelli

A message from Interrelate's CEO

Commissioner. As a result, we are now able to deliver programs on a national scale. In 2016-17, we had a number of successful tenders, including:

- » ClubGrant for Sista 2 Sista in the Lower Mid North Coast: **\$27,000**
- » ClubGrant for Mental Health Month in Sydney South: **\$4500**
- » Office of the eSafety Commissioner for our 2016 Festival Of Films: **\$2000**
- » ClubGrant for Enhancing Adolescent Access in the Lower Mid North Coast: **\$1900**
- » Stockland Community Grants for our 2016 Festival Of Films: **\$1000**
- » WayAhead Mental Health Matters award for Family Mental Health Support Service (CONNECT): **Highly Commended**
- » headspace Central Coast for counselling: **dependant on referrals**

Service quality

To determine whether Interrelate clients achieve goals or resolve their issues, Interrelate has implemented a set of client-focused outcome measures. These measures have now been routinely applied across all of our service delivery over the past 12 months.

Our findings are that clients attending Interrelate services resolve their issues and achieve their goals, and

the overwhelming majority (more than 80 per cent) report positive increases in their levels of knowledge, skills, connection and confidence in being able to address the issues for which they sought assistance. In addition, it is reported that the impact of current issues on their different life domains has abated. Our next stage of investigation is to explore which segments of our client group we are assisting most and how we can tailor or alter our service delivery to maximise outcomes for groups that aren't faring as well.

This year also saw the completion of a groundbreaking research study, entitled Certifying Mediation: A Study Of Section 60i Certificates, that investigated the outcomes for clients who received a certificate that certifies attendance or non-attendance at family dispute resolution. The study is available on Interrelate's website and will also appear in the working paper series for the Centre for Social Research & Methods on the Australian National University website.

Our greatest asset is the knowledge and professional insights of our staff, and this year the contribution and expertise of our staff continued to enhance our service delivery through service practice groups:

- » The School Services practice group has been active in aligning Interrelate's and Family Life Victoria's school programs to create one single suite of programs that covers the entire curriculum from >

Kindergarten to Year 12. This is a tall task that will continue into the coming year.

- » The Building Connections practice group has updated the content of our flagship program.
- » The Aboriginal Building Connections practice group finalised and trained people in the new Aboriginal Building Connections, which has deeper and richer cultural content. The program now also includes discussion of the effects of intergenerational trauma on family conflict.
- » Stronger Connections, Building Bridges, Positive Parenting and Creating Positive Relationships will be finalised in the coming year.

Technology investment

Interrelate has a long history of being innovative and cutting edge in service delivery, and this year has been no exception. We wanted to explore the role of technology in meeting the changing needs of our clients. A project staff group was established and key deliverables were agreed to, with the Board investing a pool of funds of \$250,000 to resource this investment over three years. The project is helping us to:

- » define the role we can play as an organisation in educating young people, parents and the community.
- » develop systems of support and provide information in a digital context to answer the questions children, young people and parents have about relationships.

- » stay at the forefront of service development through co-production with consumers.
- » expand the way we engage within the digital space to disseminate information.
- » use technology to support communication, staff engagement and quality assurance.

To date, the following deliverables have been achieved:

- » Work in partnership with Kudos Knowledge on the delivery of the I relate. SAFE platform, which focuses on cybersafety.
- » Lay the foundation for transforming paper-based educational resources into digital content.
- » Commence the redesign of our website to provide flexibility in our interaction with clients.
- » Develop educational webinars to enable access to programs through outreach modalities.
- » Trial options for telephone and Skype services through a web interface.
- » Use artificial intelligence to provide a parental portal that supports our 'Questions Kids Have' book series. The portal, to be launched by the end of 2017, will enable parents to access answers to frequently asked questions provided by children who attend our school education programs. The portal will be linked to an e-commerce platform that will on-sell resources, books, webinars and educational materials for parents and children.
- » Through our Festival Of Films, engage young people in the conversation about addressing

current social issues involving cybersafety.

There is still more to come, with the Board's further investment in our Blue Skies project. Blue Skies recognises the many challenges ahead for the community sector and further positions Interrelate to be relevant, efficient and competitive in an ever-changing market by focusing on the following deliverables:

- Process efficiencies.
- Maximise resource utilisations.
- Create agility.
- Create new business and service offerings through the investment in technology.

Supporting our staff

Our staff are the bloodline of our organisation, and this year we have continued to invest in their growth and development as well as in creating support structures to maintain the quality of service delivery.

- » A statement of purpose for all services has been developed that links program logics to service delivery, enabling staff to have a clear picture of the interventions being offered through Interrelate and the expected client outcomes.
- » A quality staffing framework continues to be implemented to support new staff and to ensure quality and clinical governance of our services.
- » A supervision framework supports the onboarding of new supervisors and supports existing >

- supervisors with minimum qualifications and training.
- » An organisational plan is in its third year of implementation, ensuring all existing staff meet the minimum qualifications of their job roles by 2018.
- » An Aboriginal and Torres Strait Islander cultural audit tool has been constructed to set benchmarks against which our access strategy can be measured.
- » Our Enterprise Agreement 2017-2020 was approved by the Fair Work Commission.
- » Our Traineeship Program Manual and Internship & Vocational Placement Program Manual were developed. These structured work-experience programs enable prospective (and current) employees to work towards gaining experience and developing skills in a particular occupation, providing opportunities for regions to develop career pathways into Interrelate and enable partnerships with schools and higher-education institutions.
- » Our Workforce Capability Framework was developed. It identifies the capabilities, and the level of capability, required of staff across the organisation to perform successfully in their roles. It also provides the foundation to facilitate a number of strategies identified in our Workforce Development Plan.
- » Over 2016-17, our managers' development program focused on supporting managers to:
 - develop a coaching culture.

- enhance overall conversational intelligence and leadership presence.
- apply the neuroscience of leadership to more effectively drive collaboration, engagement and performance in everyday conversations, and boost leadership in difficult conversations.

Cultivating strong relationships

Our innovative Reconciliation Action Plan was launched on August 16, 2016. In addition, to address all matters that involve some of our most vulnerable communities, our Culturally and Linguistically Diverse (CALD) staff reference group was established. In its first 12 months, the group completed its work plan, noting 10 key priority areas:

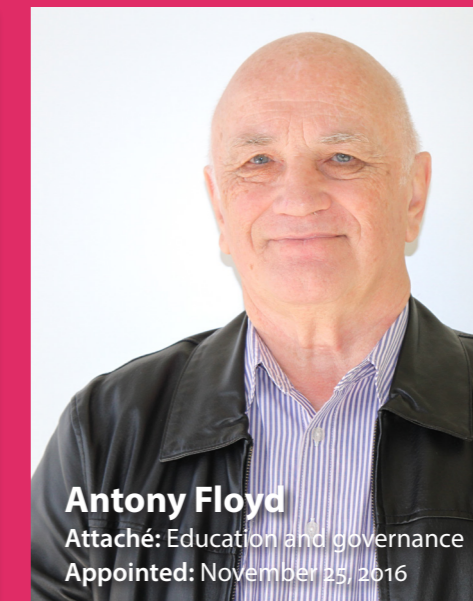
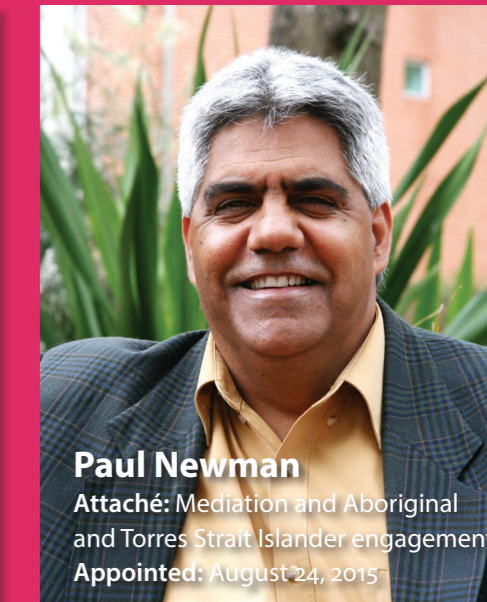
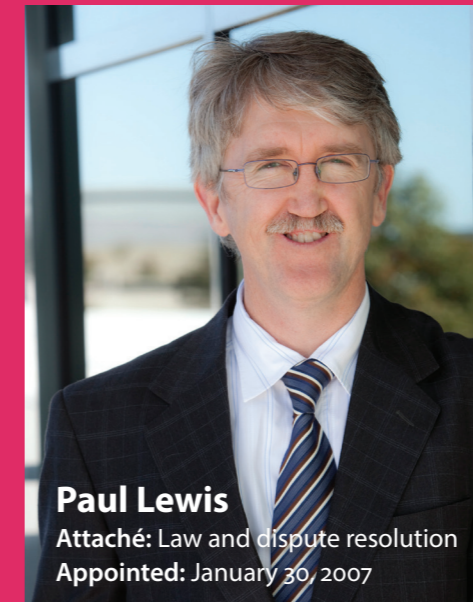
- » Support CALD initiatives, with a particular emphasis on the organisation's Access Strategy.
- » Identify service gaps and support the establishment of relationships with external CALD groups.
- » Provide cultural advice and consultation support across operational and service development areas of the organisation.
- » Create a culturally aware workforce.
- » Enhance the engagement of new CALD staff.
- » Provide cultural, collegial and professional support to all CALD staff members of Interrelate and those staff working closely with CALD communities.
- » Lead by example in promoting understanding and respectful relationships between CALD individuals and other community members.
- » Provide guidance to the organisation on how to

- increase job satisfaction and professional development for CALD staff.
- » Assist in translating research into practice across Interrelate's service delivery with a focus on CALD families and communities.
- » Support the undertaking of cultural audits.

We also recognised that corporate social responsibility is key for any organisation seeking long-term sustainability. Our focus over the past 12 months has been on sustainability, corporate citizenship and travel reduction. In 2016 we joined CitySwitch, Australia's flagship sustainability program for businesses, and we offset 16 tonnes of CO₂-e at our Norwest Head Office, which has given us an above-average Indicative NABERS energy rating of 5.5 stars. We were excited to support a student placement at our Dubbo office as part of the collaboration between CitySwitch and Macquarie University's award-winning PACE (Professional and Community Engagement) program. Based on the principle of reciprocity, it allows students to contribute to the partner organisation and the community it serves while gaining valuable industry experience and skills.

This high level of success is only possible through the work and dedication of our very skilled staff, who are attentive to clients and great custodians of the wonderful 90-year legacy we nurture. In addition, I thank the Board for being brave in believing in the potential of Interrelate – without their support, the current growth of Interrelate in capacity and capability would not be possible. •

Our Board Directors





Patricia Ocelli

Chief Executive Officer

Patricia has more than 30 years of experience in design, delivery and leadership in the human-service industry in government and non-government sectors.



Sharon Grocott

Head of Operations, Sydney & Statewide Services

Sharon has more than 28 years of experience in the community sector, with a focus on young people, families and people with disabilities.



Melanie Bale

Head of People, Culture & Performance

Melanie has more than 23 years of experience in youth work, community planning and development and human-resource management in the government, non-government and private sectors.



Matthew Stubbs

Head of Research & Service Development

Matthew is a registered psychologist with more than 22 years of experience as a counsellor, educator, writer and manager in diverse fields, including family relationship services, mental health, youth, alcohol and other drugs, and homelessness.



Graeme O'Connor

Head of Corporate Services & Business Development

Graeme has more than 24 years of experience in financial and business management across private and non-government sectors.



Suella Wright

Head of Operations, Regional Services

Suella has more than 27 years of experience in delivery and leadership in health and social-care services in the government and non-government sectors.



Simone Jackson

Head of Finance & Data

Simone has 19 years' experience in finance and data roles, with 11 years in the not-for-profit sector. At Interrelate, Simone manages and leads the finance and data teams, overseeing financial and data functions and systems, including participating in organisation-wide system implementations.



Rizan Rizvi

Head of Innovation

Rizan is a strategist with more than 20 years of experience in consulting, innovation and business transformation. He has previously worked with the University of Sydney and Emirates Airlines.



Recognising our staff

Every year, we hold our Employee Awards Program, which has been designed to recognise and celebrate the efforts of employees in championing the Interrelate values in the workplace.

In 2016, the winners were:

- » **Janet Nolan**, Senior Educator for School Services, for demonstrating **RESPECT**
- » **Claudia Da Silva**, Senior Practitioner at Sydney South, for demonstrating **EQUITY**
- » **Skye Sheehy**, Human Resources Business Partner at Bella Vista, for demonstrating **LEADERSHIP**
- » **Julie Dale**, Area Manager at Sydney South, for demonstrating **ACCOUNTABILITY**
- » **Anne Curtis**, Client Services Officer at Lower Mid North Coast, for demonstrating **TRANSPARENCY**
- » **Michella Wherrett**, Counsellor at Hunter, for demonstrating **EMPOWERMENT**

In 2016, Interrelate launched the John and Irene Robson Scholarship, which provides \$10,000 in financial assistance for an employee wanting to undertake postgraduate studies for career enhancement and professional development, or a research fellowship study. In 2017, the scholarship assistance focused on culturally and linguistically diverse communities, and was awarded to Reni Rohrl of the Upper Mid North Coast, for the undertaking of a Graduate Diploma in Family Dispute Resolution.

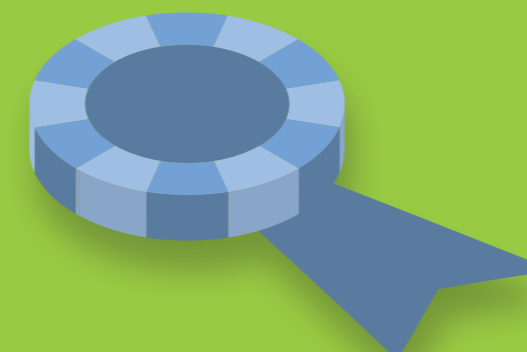
In 2016-17, we also recognised loyal employees with Interrelate's Years Of Service awards.

Ray Muddle from our Hunter centre celebrated 25 years at Interrelate, while Reni Rohrl of the Upper Mid North Coast hit her 20-year milestone and Annie Paama of Norwest reached 15 years with the company.



Staff who celebrated 10 years with Interrelate in 2016-17

- » **Elizabeth Worpel**, Victoria
- » **Georgina Campbell**, Victoria
- » **Julie Dale**, Sydney South
- » **Karen Parry**, Central & Far West
- » **Kathleen Moody**, Northern NSW
- » **Lucinda Morrish**, Central & Far West
- » **Margot Sullivan**, Central & Far West
- » **Matthew Cramer**, Lower Mid North Coast
- » **Sharyn Anderson**, Upper Mid North Coast
- » **Simone Jackson**, Norwest
- » **Sylvia Fischer**, Sydney North
- » **Tiffany Lenehan**, Sydney North
- » **Vicki Findlay**, Northern NSW



Staff who celebrated five years with Interrelate in 2016-17

- » **Anne Atcheson**, Victoria
- » **Anne Heath**, Central & Far West
- » **Daya Nanda**, Norwest
- » **Harrison Whitecloud**, Hunter
- » **Josh Roberts**, Norwest
- » **Lynette Beames**, Hunter
- » **Marc Loos**, Upper Mid North Coast
- » **Marie Fletcher**, Sydney South
- » **Mary Ann Hausia**, Central & Far West
- » **Nadia Khaled**, Sydney South
- » **Rosemary Gattuso**, Sydney South
- » **Sarah Upton**, Central & Far West
- » **Sue Pain**, Victoria
- » **Winston Guymer**, Northern NSW

The events that helped shape us in 2016-17

2016 Festival Of Films

On August 12, 2016, we hosted our inaugural Festival Of Films for NSW high-school students, in partnership with the Office of the eSafety Commissioner. Our Festival Of Films was established to raise awareness of the issue of cyberbullying, and to assist high schools to identify and address bullying behaviours. The 2016 theme was 'Cyberbullying – the effect and how we solve it'. Seven finalists, from a mix of regional and city schools, created films that captured the impact bullying has on our society and helped spread the message that bullying is never okay. Watch the 2016 finalists' films here: goo.gl/mLF9Th



2016 Festival Of Films winners Zane Voloshin and Jack Mane of Emanuel School, NSW



2017 Say No To Bullying Poster Competition

Using a creative, age-appropriate concept, our flagship competition encourages primary-school students to consider the effects of bullying on themselves, their peers and the wider community. In 2017, the theme of the competition was 'Respect for self. Respect for others. Responsibility for your actions'. More than 3000 students submitted entries, with the winner and regional finalists crowned at an awards ceremony at The Concourse in Chatswood on March 17, 2017. Watch the awards ceremony highlights here: goo.gl/QcwtuZ



2017 Say No To Bullying Poster Competition winner Gabrielle Jackson of Bellevue Public School, NSW, with Patricia Occelli.



Interrelate's 90th birthday

In 2016, we celebrated 90 years as relationship experts. From our roots as the Father & Son Welfare Movement in 1926 to today's Interrelate, we've grown to service 10 major NSW cities. We also reach out to assist those in greater rural communities. Each year, we help more than 90,000 individuals, couples, families, children, schools and communities to strengthen their relationships through our flexible programs.



On November 25, 2016, every staff member united via teleconference to celebrate everything we've worked towards and to contribute their own unique festivities to the event, which was being live-streamed. Watch the celebration here: goo.gl/AHBxTd

Interrelate's new centre in Port Macquarie

January 2017 saw the opening of a new Interrelate centre in Port Macquarie, equipped with counselling and mediation rooms, space for supervised family visits and a large meeting area for programs and training. The centre was named in honour of the late Anne and Graham Seton, in recognition of more than 40 years' contribution to our organisation.



Eloise Neylon, Alan Gibson, Dr Mark Seton, Colin Seton, Uncle Bill O'Brien and Patricia Ocelli.

Recuperating after Cyclone Debbie

In March 2017, in the wake of Cyclone Debbie, NSW's North Coast was hit by a disastrous flood. About 20,000 people were evacuated, 10,000 were left without power and safe water, and homes and businesses – including our Northern NSW centre – were devastated. However, thanks to the determination of our resilient staff, our services were up and running again just five days after the destruction.



The aftermath of Cyclone Debbie.

Emerging Leaders project presentations

Emerging Leaders, Interrelate's six-month development program, aims to assist emerging leaders to understand what leadership is as well as their own leadership style and how this can be used to lead and motivate others. It is delivered in a blended learning format, commencing with two days of face-to-face workshops followed by an on-the-job workplace project. On May 10, 2017, the participants from the 2016-17 program came together to present their workplace projects to the Executive Team and Area Managers.

- » **Archana Sharma**, an Accounts Assistant at Norwest, presented her work on building an application that automates finance data consolidation.
- » **Dannielle Stonestreet**, a Family Dispute Resolution Practitioner from the Central Coast, presented her investigations into the feasibility of providing the Building Connections program in an online format.
- » **Deborah Atkinson**, our Royal Commission Community Based Support Service Team Leader, worked on the curation of a state-wide exhibition of the creative expressions of Royal Commission Community Based Support Service clients.
- » **Helen Treglown**, a Children's Contact Service Coordinator in the Lower Mid North Coast, presented her work on assisting staff in developing their report-writing skills.
- » **Jessica Langtry**, a Children's Contact Service Coordinator at Sydney South, presented the work she's been doing in the Children's Contact Service to strengthen operational delivery by improving knowledge-sharing and team-building.
- » **Jody Webster**, a Family Relationship Centre Manager at the Lower Mid North Coast, presented her learnings on a mindfulness meditation program she has implemented in the Lower Mid North Coast offices.
- » **Karen Copeland**, a Children's Contact Service Coordinator at Central & Far West, presented the work she has been doing to build partnerships with higher-learning institutions in the region in an effort to build better career pathways into the Children's Contact Service.
- » **Masti Adler**, a Multi Skilled Practitioner at Central & Far West, presented the work she's been doing to attract higher functioning and more diverse clients to our office in Orange.
- » **Sally Sweeney**, a Senior Educator and Supervisor for School Services, presented her work on assessing the relevance and benefits of the School Services programs.
- » **Simon Coutts-Bain**, a Family Mental Health Support Service Manager at Wyong, presented a new mental-health support program he has developed for the parents of school-aged children.
- » **Stuart McMinn**, Interrelate's Aboriginal & Torres Strait Islander Community Liaison Worker, presented the work he's been doing to further enhance the Aboriginal Building Connections program.

Patricia Ocelli,
Jessica Langtry,
Dannielle Stonestreet,
Karen Copeland,
Sally Sweeney, Masti Adler,
Archana Sharma,
Simon Coutts-Bain and
Stuart McMinn.



A number of these projects are ongoing, which means Interrelate will continue to benefit from the Emerging Leaders program for some time to come.



Regional highlights

» Our Central & Far West team joined forces with Orange City Council to run the Designing Futures program. Incorporating 45 Aboriginal girls aged nine to 15, the program aims to build resilience in the students and teach life skills and social etiquette, while linking back to education through some of our school programs (Bullying Awareness, Cybersafe Teens, Minding Me and Moving Into The Teen Years).



The Designing Futures participants created a music video for their original song 'No Broken Dreams'. Watch it here: goo.gl/Ai8dYa

» In May 2017, our Central & Far West team ran three sessions of Let's Have A Yarn With Yarn for breakthru, an organisation that assists people with disabilities to find employment. At this time, breakthru had a number of clients who were experiencing relationship challenges, so the 'yarn' focused on ways to have positive relationships with family, friends, carers, colleagues and social media. In addition, they identified the differences between appropriate and inappropriate language and behaviour, looked at rules in relationships, and spoke about ways to work through relationship breakdowns.

Central Coast

» In late 2016, our Central Coast team renewed their Memorandum of Understanding with Northern Settlement Services, extending the dedicated hours that Multi Skilled Practitioner Jan Bayliss spends working with clients from a culturally and linguistically diverse (CALD) background. This work includes counselling, delivering group programs, and involvement in joint agency projects such as developing specialised resources for the local CALD community.



An Aboriginal smoking ceremony run by Stuart McMinn (far right).

» Our Family Mental Health Support Service (CONNECT) was funded to employ a Child and Family Worker to work with families arriving under the Australian Government's Humanitarian Entrants Program. Our Central Coast team was able to locate Megan Price at the Northern Settlement Services office in Newcastle to facilitate our support of this specific client community.

» The success of our collaboration with headspace Gosford led to Children & Young People's Mental Health (CYPMH), an initiative of the Central Coast Local Health District, approaching our Central Coast team about joint work. We now have a three-way partnership. Over the year, an integrated intake process for our service delivery has been developed, utilising headspace and CYPMH staff in the collaborative process. We have presented at a number of team training and development days, and our staff share office space with their Youth Assessment Team.

» Over the six months from June 2016, more than 1500 local primary-school children attended presentations by one of our Aboriginal Community Development Workers on local Aboriginal history and culture.



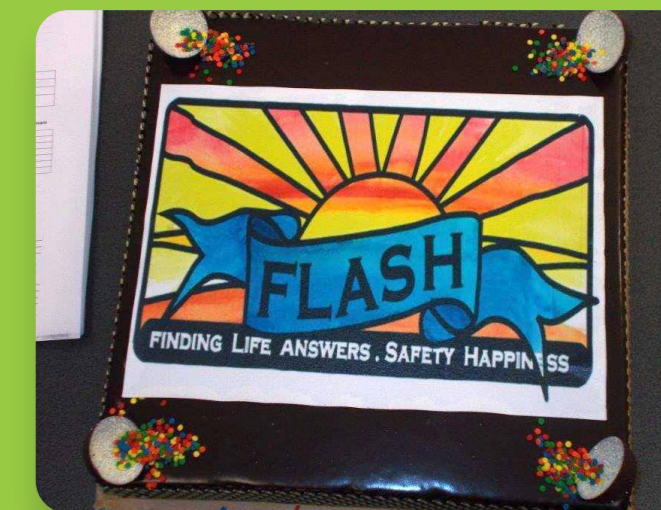
Getting involved to support our troops and their families. Image © Commonwealth of Australia

» Our Hunter centre was invited to become a coalition member of The Smith Family's 'Ready Set Go' project, a collective impact initiative focused on better preparing Aboriginal children in the Raymond Terrace and Karuah areas for successful transition into school.

» Our Hunter team was successful in gaining a \$70,000 grant from the Department of Defence's Family Support Funding Program to deliver our family support program to families who are affected by active servicemen and servicewomen being deployed.

Upper Mid North Coast

» Our Upper Mid North Coast team had the honour of accepting funding from Newcastle Permanent Charitable Foundation for our FLASH (Finding Life Answers, Safety and Happiness) program. We were one of 18 successful grants, selected from a pool of more than 100 applications. FLASH brings the nationally recognised work of The Royal Children's Hospital in Melbourne's 'Addressing Family Violence Program' to Coffs Harbour, adapting its pioneering approach to the needs of the culturally and socio-demographically diverse regional area.



Celebrating our FLASH program.

Northern NSW

- » Two members of Aboriginal support group Rekindling The Spirit attended our Northern NSW centre to present flowers to counsellor Jeannie on behalf of a Royal Commission Community Based Support Service client. The client noted that Jeannie “saved me and creates a safe and stable place for me – it has made the world of difference”.
- » In Refugee Week 2017, our Northern NSW team worked alongside the Migrant Resource Centre to showcase stories of local refugees through heartfelt posters. They also hosted a multicultural lunch in celebration and appreciation of the contributions refugees and migrants make to Australia.
- » For the Lismore Women’s Festival in March 2017, our Northern NSW team ran a workshop called Miriam’s Day, which aimed to enhance connections across all migrant groups but the Muslim community in particular. The workshop was well attended by 100 people.
- » In December 2016, our Northern NSW team delivered a Powerful Relationship seminar to more than 50 people in Mullumbimby. All relationships require work and commitment, and our aim was to reach out to couples across the region. Donations of \$435 were received on the day, and the event was successful in raising the profile of the work we deliver.
- » Area Manager Julie Leete attended headspace’s 10-year anniversary in October 2016. Our Northern NSW centre has been involved with headspace for more than four years and was part of the foundational group that successfully tendered for the project in Lismore. Interrelate offers counselling and group-work programs in collaboration with headspace.



Julie Leete alongside emotional posters created for Refugee Week 2017.



We took huge strides in our anti-bullying campaign, thanks to a grant from the local council.

Sydney North

- » Our Sydney North team was given a Hills Shire Council community grant that funded our Bullying Awareness Parent Webinar. This resulted in us building a relationship with the local council, and the newly elected mayor made a special trip to meet the team.
- » A marketing plan was developed for our Sydney North team to allow them to cultivate strong relationships and enhance business opportunities. As a result, dedicated team members made and maintained strong partnerships with headspace Castle Hill, headspace Chatswood, Riverstone Neighbourhood Centre, Christian Community Aid, Wentworth Community Housing, RAAF Base Richmond, SydWest Multicultural Services, The Hills Community Aid and Information Service, Lisa Harnum Foundation, Hills Domestic Violence Prevention Network and Hills Mental Health Interagency.



Governor and Mrs Hurley with our Port Macquarie team.

Lower Mid North Coast

- » We have expanded our waste recycling to now include soft plastic, batteries and oral health products, contributing to the reduction of our carbon footprint. When NSW Governor, The Honourable David Hurley, and his wife, Linda Hurley, visited our new office in Port Macquarie, Mrs Hurley was so impressed with the recycling efforts in the building that she asked her aid to take a photo of herself with the bins.

- » In early 2017, two of our Sydney-based counsellors – Iris and Ben – undertook the task of translating our Being A Mum and Being A Dad programs for a trial within the local Chinese-speaking community of Sydney South. The translation of this practical parenting program proved a success, delivering a unique educational experience for Chinese parents and assisting parents whose children live within two cultures to understand the challenges this can create.
- » Our Multicultural Women’s Group program, a Sydney South initiative, continues to expand and develop with the partnership we hold with Gymea Community Aid & Information Service. The group, run weekly, assists women from diverse backgrounds to connect with other women to help reduce isolation and, in turn, mental illness.

Sydney South



Participants of our Multicultural Women’s Group celebrated Christmas by creating their very own tree together.





A year of milestones, made possible by you



You're fighting the good fight

Anger is a normal everyday emotion that should not be avoided. However, out-of-control anger can lead to abuse in relationships or the workplace, and therefore some people may need assistance in expressing their anger in a constructive way. Our Making Choices course facilitates self-awareness and teaches the emotions in relationships that build intimacy and understanding. It assists participants to make healthy choices when dealing with anger.

Daniel's story

"I knew about Interrelate because of their work in my community. I wanted to be there for my children and my wife, so I asked them about their Making Choices program.

Making Choices made me take note of what is right and wrong, and now I can make more choices – there seems to be more space around me to make choices, space in my head to slow things down.

Before this, I had never been to counselling, so six hour-long sessions seemed like a lot, but I found myself actually setting my alarm clock to get to them on time. I learnt so much and time went really quickly.

Every time I learnt something new, I'd go and tell my mates 'Try to be a better man – you are not different, you've got to get help'.

I appreciated [counsellor] Michael's professionalism, calmness and experience – you can tell he's been down the same road with other people by the way he explains things. We had a pretty good partnership as teacher and student.

I'm a coach too – a boxing coach. Good coaches have to be able to give to people and make people believe in them – that's how I know Michael is a good coach. He got me to believe I can be better.

At first I was like 'It's not a manly thing to ask for help', but I thank God for people like Michael and for Interrelate. Michael got me to believe in him because he is genuine. He helped me gain confidence each week and build on that. As a client, I have confidence in Michael and Interrelate."

"Try to be a better man – you are not different, you've got to get help"





Kicking goals, thanks to you

A Children's Contact Service centre provides a safe and relaxed family atmosphere in which children from separated families can connect with both parents. When there has been a long period of separation, the centre provides the space and the expertise to assist the children and adults to get to know each other again. The centre also assists grandparents, and others caught in the dispute between the parents, to continue or re-establish relationships that are important to the children. Trained workers are on-hand to support a child's comfort should a difficult or tense situation arise.

Suzanne's case study

"Sometimes we identify that clients would benefit enormously from a collaborative approach, as was the case with a family we started seeing this year. The father had a bit of a rocky introduction to our service; there was an apprehended violence order (AVO) in place that didn't allow the mediation process to proceed. Therefore, in order for mediation to take place, he needed to get the AVO varied – but until he did so, he would not be able to see his young son. This caused the father to become depressed, and it also concerned the mother as the child missed his dad and she wanted them to be able to have contact. The child's safety was never an issue, as the mother stated from the very beginning that the father would never harm the child. Ultimately the AVO was varied, as both parents wanted to proceed with mediation.

Children's Contact Service workers Tanya and Nikki were there for initial contact, which was fully supervised, then made themselves available for changeover visits. And with an interim agreement reached, Indigenous Advisor Mary Ann and I delivered support and mediation.

In the near future, the parents will be coming in for a review, with the intention of allowing the child to stay overnight at his father's place. In the meantime, the father is now allowed to watch his son play soccer every Saturday. This is just one experience we've been part of that has been incredibly rewarding for everyone involved."

"The father is now allowed to watch his son play soccer every Saturday"



Peer-to-peer connections, enhanced because of you

The aim of our 'Say No To Bullying' Poster Competition is to raise awareness of the issue of bullying and to assist schools to identify and address bullying behaviours in their school communities. The involvement and interest has been overwhelming, with more than 20,000 students taking part since its launch in 2014.

Julie's case study

"A young girl was brought in by her adoptive mother to undergo counselling. Her story is special, however not uncommon. When she was born, she was left on the steps of an orphanage in Cambodia. She was adopted five months later. She spoke about feeling like an outsider, as though she didn't really fit (very typical of children who have been adopted, especially those involved in inter-racial adoption), then she began to share with me about how one particular event – our 2017 Say No To Bullying Poster Competition – had changed her life. She told me her class had recently focused on bullying. She had learnt about exclusion and how it affects so many people. By entering our competition, she was given a voice, and now she feels confident to speak up and not worry about what others say about her being different. This girl now knows it's okay to just be herself, and that it's very important to say what's true for her – beautiful lessons to learn at such a young age."

"She spoke about feeling like an outsider, as though she didn't really fit"

Breaking the cycle – your greatest success

Our Royal Commission Community Based Support Service supports people who have been affected by child sexual abuse and who are distressed by the work of the Royal Commission Into Institutional Responses to Child Sexual Abuse. The program can be tailored to individual needs and assists with information and referral, face-to-face and telephone counselling, support and case management, referrals to and engagement with the Royal Commission, and attendance at and debriefing after the Royal Commission.

Greg's story

"I was 11 years old when I was sexually abused while in custody. Through my contact with the Royal Commission, I was put in touch with Interrelate, whose staff currently provide me with ongoing counselling via telephone on a regular basis.

As I am now in custody again, I attempted to access help via both NSW Corrective Services and Justice Health. Both, however, refused to address the mental-health issues this caused me, stating it was against departmental policy to discuss my issues in custody. Naturally, this caused me further distress by considering the length of my current sentence – being a top of 23 years, which contributed to my last suicide attempt in 2013. Although I was promised to be supported in coming forward to the Royal Commission, it was more than 12 months before I received assistance.

The work that Interrelate and I have done together has not been easy at times. In fact, at times it has been extremely hard for me to work through, especially given that many of the experiences I face in custody today relate to the issues, the attitudes and the responses I faced 11 years ago following the sexual abuse. For a very long time, I attempted to ignore my past in a hopeless attempt to live a normal life. This has failed to work, obviously! The counselling work I have done to date with Interrelate has been extremely helpful in many aspects. Firstly, it has enabled me to dig into that which I attempted to ignore and it has allowed me a greater understanding into the way in which my past experiences can and do affect my current situations – thereby giving me a better chance to take proper control of my emotions, allowing me to respond to the current situation and not the emotional responses it has triggered. I feel this has allowed me to focus a lot more, making my thinking a lot clearer and leaving me feeling a lot calmer. This I believe has enabled me to focus on a plan for my future that I feel is obtainable and gives me a meaning.

While I understand that nothing will ever undo what happened to me, I hope that the counselling continues to assist me in this way and that others are able to access the service and obtain similar results in time."

"I attempted to ignore my past in a hopeless attempt to live a normal life"





A neutral third party, available because of you

Family Group Conferencing is a family-focused, strengths-based form of alternative dispute resolution. It brings families and professionals together to talk about concerns for children and young people, identify available supports, and decide on the best way forward. Participation by a family in Family Group Conferencing is voluntary. The process is confidential and facilitated by an impartial facilitator.

Lynne's case study

"A family was referred to us by the Department of Family and Community Services (FACS) for Family Group Conferencing, as caseworkers had identified high extended-family conflict.

Four siblings, aged five to 14, went into emergency placement with a great aunt (by marriage) about 15 months ago, when their mother passed away suddenly. At the time of her passing, the mother had separated from the fathers, and they were both in the care of corrections. The emergency placement broke down, and the siblings were residing in separate placements – the eldest chose to stay with his great aunt, while his three siblings lived with maternal aunts. However, the caregivers were not amicable, so, as a result, the children had limited access to each other.

The non-negotiables for Family Group Conferencing were that the siblings be given every opportunity to see each other on a regular basis, and that the carers not be a barrier for contact.

An important element of this process is to have a chat with the kids about their wishes and worries. With their permission, these were read to the family at the start of the conference. The model for Family Group Conferencing provides for private family time, however in this case, due to the high level of conflict, the family wanted a caseworker to stay in the room.

The family was then provided with 'guiding questions' that were paraphrased from the elements of the non-negotiables. They really struggled to address the issue of the children being able to see each other in normal extended-family situations, even when they were able to identify barriers to this occurring, such as grief, guilt and grudges.

However, thanks to the intervention of the children by identifying negatives they would like to see the carers stop (end the arguing and stop talking badly about each other) and positives they would like to see start (sleepovers, forgetting about the past), the family was able to proceed to a positive outcome."

"An important element of this process is to have a chat with the kids about their wishes and worries"

Eliminating anti-social behaviour – you're making the world a better place

Everybody experiences ups and downs at different stages of their lives, and in the darker times it helps to talk things over with a professional. Our programs and services are designed to build on people's strengths and give them the skills to maintain positive outcomes once they no longer need our assistance. All of Interrelate's services are offered in an inclusive environment, where people of all backgrounds can feel safe, welcome and accepted.

Mike's case study

"Following the expansion of our Family Mental Health Support Service (CONNECT) into Lake Macquarie in early 2016, the decision was made to base a worker, Les Coe, at Morisset High School one day a week. Twelve months on, CONNECT is playing a significant role in the life of the school and the local Aboriginal community.

Working with Morisset High School and other stakeholders, the CONNECT team coordinated an event on May 26 (National Sorry Day) to celebrate indigenous culture within the community. The school – in collaboration with students, the local Aboriginal community and other non-government organisations – participated in a series of Aboriginal activities, including art, craft, dance, song and yarnning circles. The event was attended by about 600 students and 120 community members. A number of teachers were highly complementary about the event and the way all the students were engaged during the day; in the words of one teacher: 'It was the best-run and most engaging event the school has ever had!'

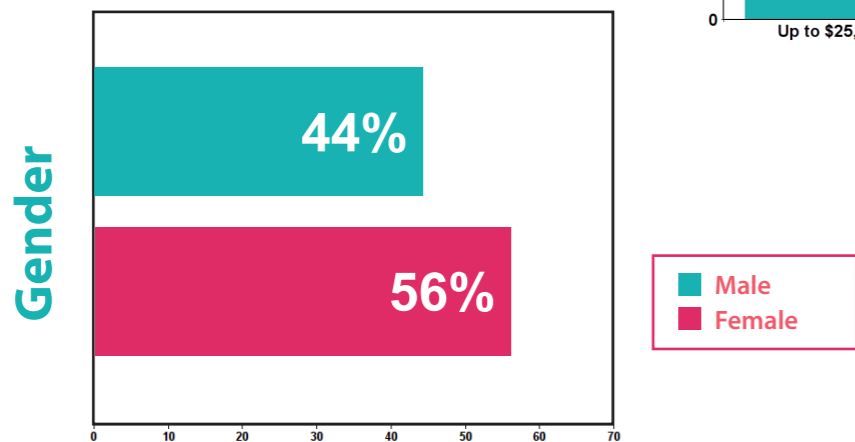
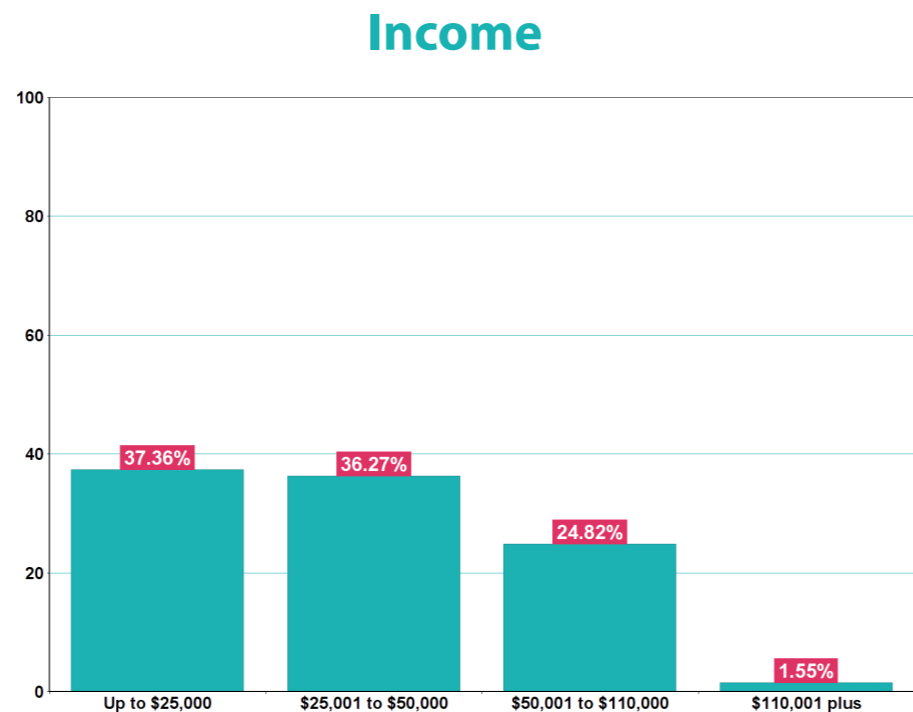
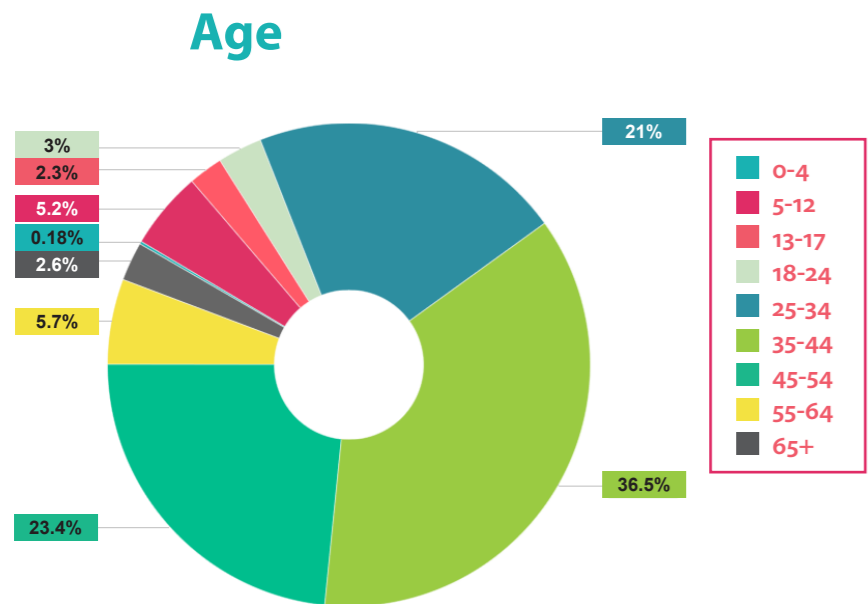
A few weeks later, on June 14, the team ran Love Bites (a school-based domestic and family violence and sexual-assault prevention program) at Morisset High School, with more than 100 students attending – the school's largest turn-out to a Love Bites program. The school advised that it was their best experience of Love Bites, and the students and teachers were very positive about the skills of our staff in delivering this program. Data we collected from student surveys revealed never-before-discussed topics within the school: gender identity and sexual orientation. This led to a conversation within the Morisset community-response committee, which has resulted in the local youth organisation offering to set up a support program for gender and sexual identity."

"It was the best-run and most engaging event the school has ever had!"

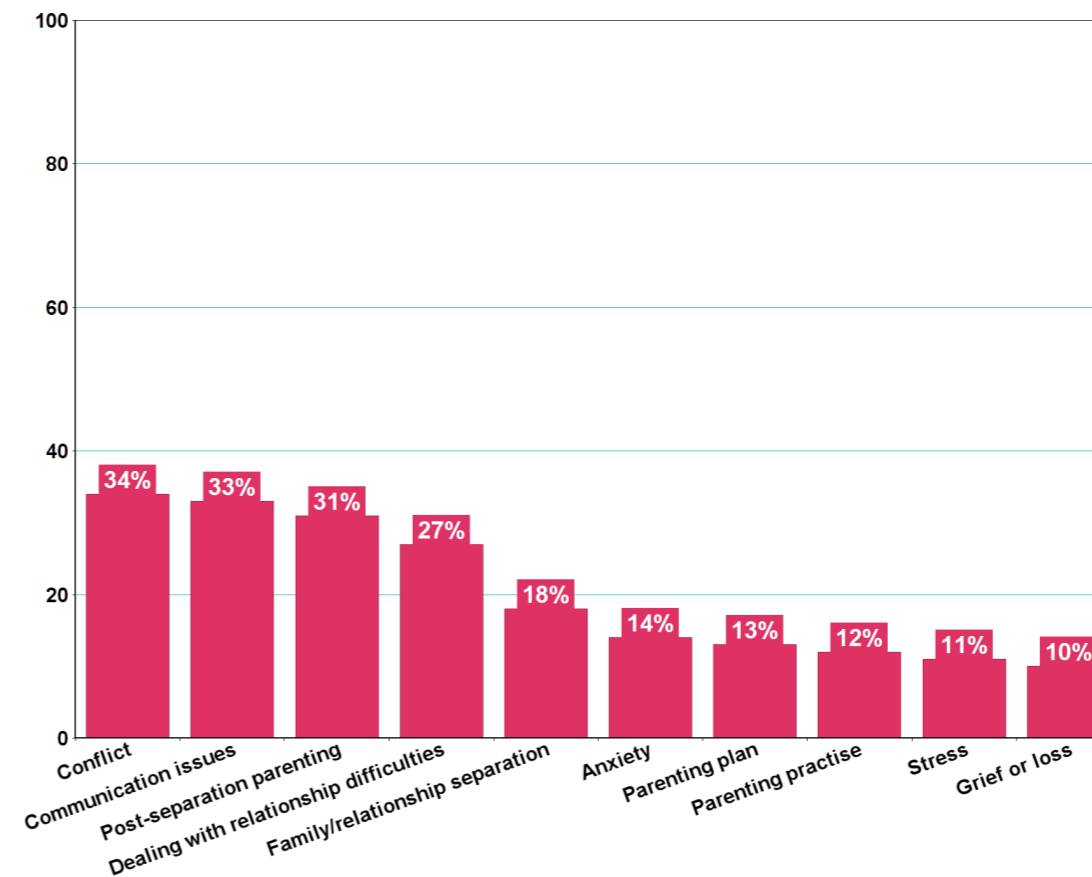


Nine to five, made possible with your support

Each year, through its flexible programs, Interrelate helps more than 90,000 individuals, couples, families, children, schools and communities to strengthen their relationships with themselves and others. Here is our data from the 2016-17 financial year:



Top 10 presenting needs



Aboriginal and Torres Strait Islander clients
10.9%

Culturally and linguistically diverse clients
4.7%

NSW School Services: number of students by program

Family Evening Programs (students and parents/carers)	16,760
Cybersafe Teens	73
Managing Menstruation	241
Minding Me	6499
Moving Into The Teen Years	11,902
Raising Awareness Of Bullying	2056
Where Did I Come From?	83

Vic School Services: number of students by program (May-June)

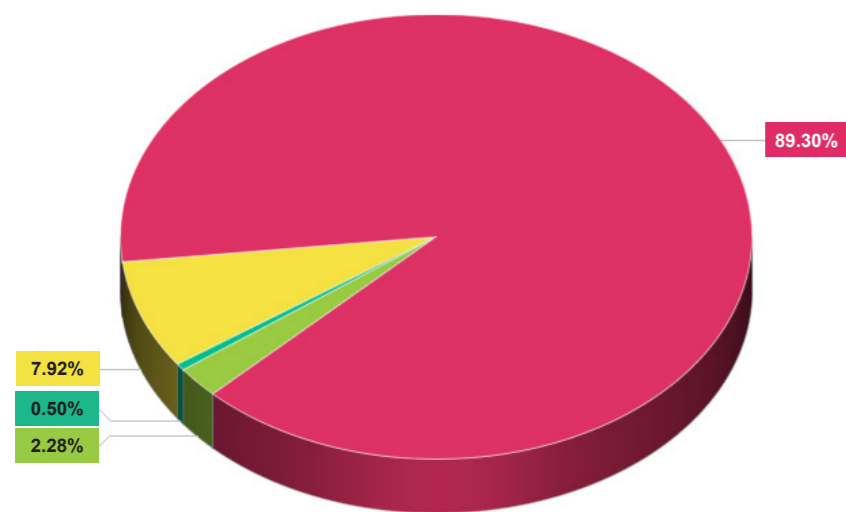
Primary-school programs	5225
Evening programs	37



Consolidated financials for 2016-17

Total revenue **\$23,528,767.15**

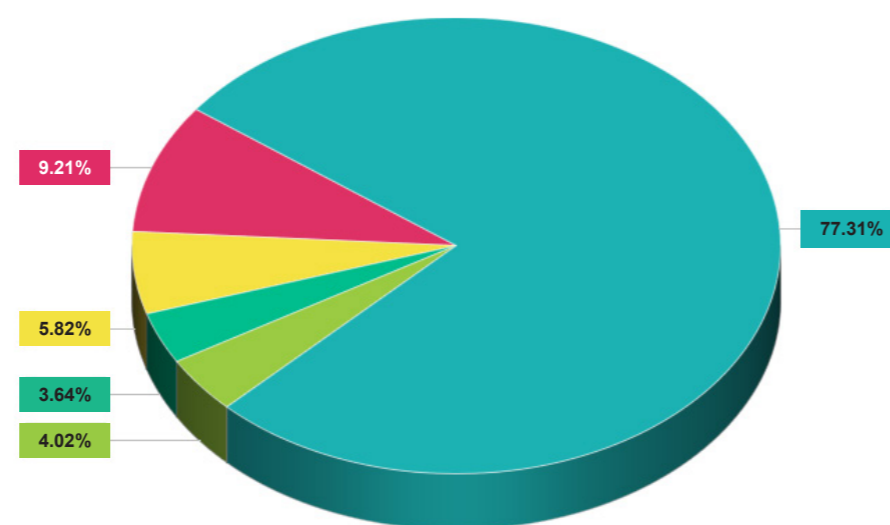
All figures are broken down by %



- Grants
- Client fees & resources
- Investments
- Other

Total expenditure **\$24,074,278**

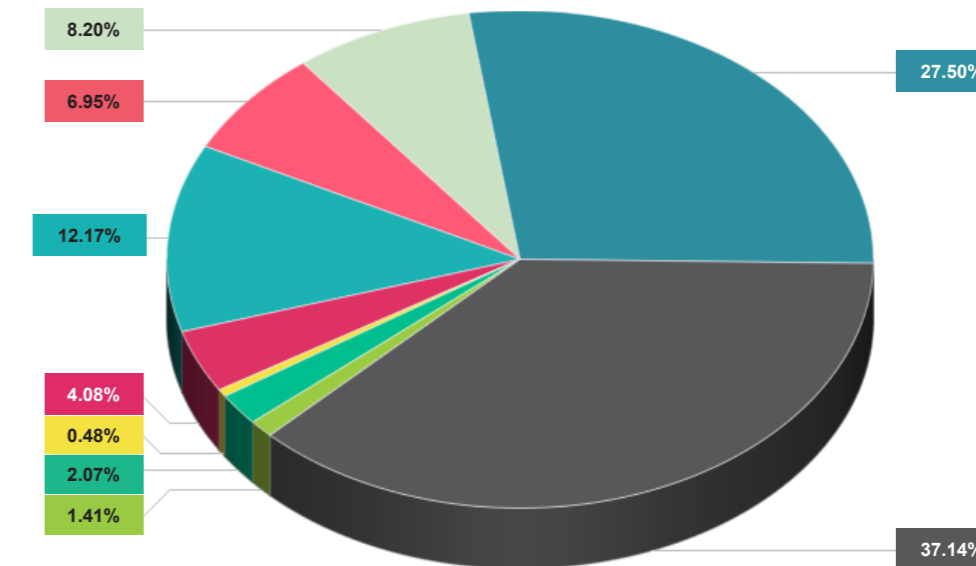
All figures are broken down by %



- Depreciation & equipment
- Administration & finance
- People
- Program costs
- Property

Interrelate receives funding from a variety of sources, including federal, state and local governments, fee-for-service, member contributions and gifts.

Operating revenue by service



- Family Law Pathways Network
- Commercial Operations
- Family Referral Services
- School Services
- Mental Health Support Services
- Post-Separation Services
- Children's Contact Service
- Counselling & Group Programs
- Dispute Resolution





In a giving mood?

At Interrelate, we help individuals and families to build resilience, enabling people to have better relationships with others as well as with themselves. A donation to Interrelate will assist:

- » a person or family to receive counselling and support.
- » a parent to build better relationships with their children.
- » a child to be supported to overcome bullying and develop into a healthy, happy human being.
- » a separating family to support the needs of their children.
- » a victim to overcome domestic violence.
- » an individual to improve their communication and change negative behaviours.

So, please, support Interrelate – every dollar donated will subsidise a program of support for a person who is doing it tough. Visit www.interrelate.org.au/get-involved/donate



Your help will never be forgotten

All of us here at Interrelate would like to send a sincere ‘thank you’ to all of our partners and stakeholders, without whom all of our achievements would not be possible.

Our partners

- Australian Research Alliance for Children and Youth
- Burn Bright
- CRANES Community Support Programs
- Family Support Newcastle
- Gynea Community Aid & Information Service
- headspace Castle Hill
- headspace Chatswood
- headspace Coffs Harbour
- headspace Gosford
- headspace Orange
- headspace Port Macquarie
- Kudos Knowledge
- Northern Rivers Conservatorium
- Northern Settlement Services Limited
- Reconciliation Australia
- Rowland Hassall School
- University of Canberra

Our sponsors

- College of Event Management
- Faber-Castell Australia
- Filmpond
- National Australia Bank
- North Sydney Dental Practice
- Office of the eSafety Commissioner
- Stockland
- The Concourse Chatswood
- Village Roadshow Theme Parks

Our funders

- Attorney-General’s Department
- Carers Australia NSW
- Department of Defence
- Department of Social Services
- Department of the Prime Minister and Cabinet
- Newcastle Permanent Charitable Foundation
- Orange Credit Union
- Panthers Port Macquarie
- South Eastern Sydney Local Health District
- The Hills Shire Council
- The Smith Family
- YWCA NSW

This year, Family Life Victoria began operating as a subsidiary of Interrelate. Both Family Life Victoria and Interrelate stemmed from the Father & Son Welfare Movement of Australia, which began in 1926, before the states began operating as separate branches. As a result, our clients are benefiting from the knowledge and expertise of two organisations that have a shared history and the same values.



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1990-1995

The Movement gains its status as an approved mediation provider in New South Wales.

Centres are established to serve the Central Metropolitan, Northern NSW and Southern Queensland regions.



1997

Family Life begins trading under a new name – Interrelate – and an updated logo is adopted. Its courses gain accreditation by the NSW Vocational Education and Training Accreditation Board.

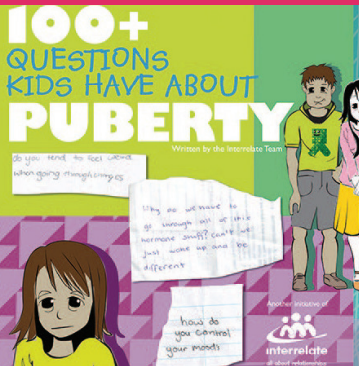
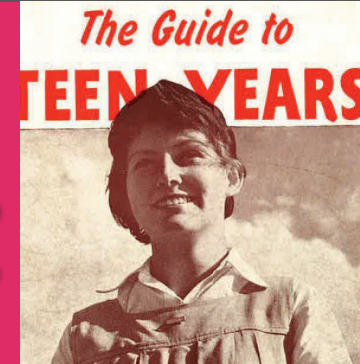
The Northern NSW centre establishes an indigenous yarning circle service called Indigirelate.



1998&2000

Interrelate is deemed a Registered Training Organisation by VETAB.

Children's Contact Centres are established in Dubbo, Orange, Lismore and Coffs Harbour.

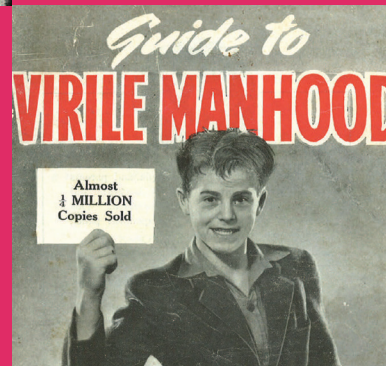


2000-2004

Interrelate establishes its auspiced Aboriginal Family Wellbeing Facilitation Service.

It also implements the highly acclaimed 'Staying Connected' program for non-residential fathers in the workplace.

A centre is established in Orange to serve the Western NSW region.



2004

The Children's Contact Service amalgamates into the same locations as Interrelate's other services in Dubbo, Orange, Lismore, Coffs Harbour.

The development, pilot and evaluation of Interrelate's Building Connections program for separated parents in conflict is funded by the Federal Attorney-General's Department.



2006

A Children's Contact Service is established in Sutherland.

Centres are established to serve the Greater Hastings, Hunter and Upper Hunter regions.

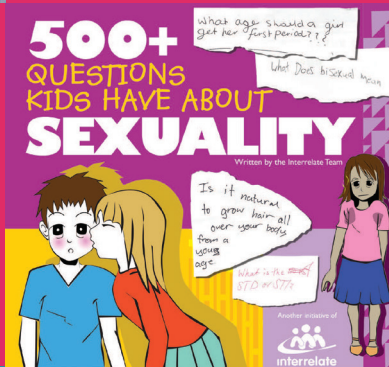
Interrelate receives the Prime Minister's Gold Award for Excellence in Public Sector Management – the highest accolade in the government sector.

2007-2008

Family Relationship Centres are established in Newcastle, Coffs Harbour, Taree, Gosford and Dubbo.

Interrelate's Post Separation Co-operative Parenting Program is established in Orange, Dubbo, Wyong, Port Macquarie, Coffs Harbour.

A Children's Contact Service centre is established in Port Macquarie.



2009-2016

Interrelate publishes books on sexuality and relationships for parents and children.

The Aboriginal Working Party (now Kutanya), Interrelate's Aboriginal and Torres Strait Islander staff reference group, is established. So, too, is the Royal Commission Community Based Support Service.

The Personal Helpers and Mentors Service is established in Ballina, Richmond Valley and Kyogle.

Family Mental Health Support Services are established in Wyong, Coffs Harbour, Kempsey, Nambucca Heads, Cobar, Bourke, Coonamble and Lake Macquarie.

A centre is established in Rouse Hill to serve Sydney's North West region.



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