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PLAN C = 7

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SELL

COST = 10%



# ANNUAL REPORT

## 2019



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Interrelate Annual Report 2018-19

*Interrelate and its membership acknowledge the traditional Aboriginal and Torres Strait Islander custodians of the Australian land on which it provides its services; celebrates their ongoing culture and contribution to society; and respects their elders, both past and present.*



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## WHY WE DO WHAT WE DO

At our core, Interrelate is a purpose-led organisation. All of our objectives and decisions are driven by making sure we deliver on our purpose of empowering people to thrive in the most vital part of their lives - their relationships. We've focused this year on making sure the link to our purpose is clear in all of our actions.

We've worked this year on building and growing a sustainable future for ourselves so we are in a position to be flexible and responsive for our clients. We are ensuring we will be able to achieve our purpose and meet the needs of our diverse communities at every stage of their life journey.

# CHAIRPERSON'S MESSAGE



ALAN GIBSON

*May our constitutional values of Respect, Equity, Leadership, Accountability, Transparency and Empowerment guide you, the Board, the Executive and the staff as together you continue to empower people to thrive in the most vital part of their lives - their relationships. I am forever grateful to have had the opportunity to serve with you all.*

I am pleased to present to you the report on behalf of your Board, in the context of Interrelate's recent history.

The beginnings of the events of the last year date back to the Australian Parliament's decision to introduce Family Relationship Centres in 2006, which saw Interrelate successful in tenders for our seven FRCs that continue to underpin Interrelate's major service centres across NSW.

Interrelate's turnover more than tripled from \$5million in 2006 to \$17.5million per annum in 2009. There were many manual systems, processes, controls and duplication of supervision across Interrelate that all grew in order to manage the growth. The regions largely operated independently of each other and there wasn't the culture, nor the technology, to share resources between them as part of daily operations.

A decade after the 2006 reforms the Federal Department released a major

report scoping the future of the sector for a progression from a welfare to a market model. In this context, and to provide a platform to grow its own social enterprise footprint, Interrelate planned its own transformation to become a compelling choice for efficiently delivered relationship services; where, when and how our customers choose them.

The recent technology project has integrated Interrelate's front line of welcome to the organisation and the systems' integration is beginning to bring efficiencies and greater cooperation across Interrelate's operations. The digitisation of systems and a flatter organisational structure has enabled the proportion of staff resources dedicated to clinical and schools service delivery to grow, from 55% to 65% in just 2 years.

By the gradual accumulation of services in areas such as early mental health support for young people, Interrelate's turnover has grown by a further 50% across the last decade.

Interrelate has also grown in its quality and capability. A significant investment in our greatest asset, our staff, and their training has enabled a quality staffing framework across the whole organisation. Staff are encouraged to contribute, to engage, across the organisation through peer and clinical reference groups. Interrelate leads major research projects with academics and the Department of Social Services and is at the cutting edge of human centred design applications in relationship services.

Interrelate's professionalism is showcased in its brand book. The words, artwork and concepts that pull together the organisation's face to the world are supported by the investment in our evidence based innovative approaches.

Interrelate's school services work is professionally scoped and aligned with national curriculum, providing the platform and pathway for national growth and influence. Interrelate is an organisation trusted with the delivery of

sensitive trauma response services.

I welcome clinician Deborah Wilmoth, social enterprise specialist Wendy Haigh and marketing/ communications specialist Jason Hincks to the Interrelate Board this year. May our constitutional values of Respect, Equity, Leadership, Accountability, Transparency and Empowerment guide you, the Board, the Executive and the staff as together you continue to empower people to thrive in the most vital part of their lives - their relationships.

I am forever grateful to have had the opportunity to serve with you all.

Thank you.

Alan Gibson

Chairperson, Interrelate

# CEO'S MESSAGE



PATRICIA OCCELLI

*We have provided new pathways for clients to engage in our services via phone, Skype and chat functionalities following the launch of our Client Management System. This year, we provided service to 30,797 clients in our service centres, a 44% increase from the 2017-18 financial year.*

Every year at Interrelate has been filled with opportunity and organisational development, especially, this year. In 2018, to support our new ways of working, we refined our processes by reshaping our workforce in our regional centres and the redesign of some head office functions. We created positions to focus on the client experience and streamlined our management structures moving from programmatic models of management and supervision to a cross disciplinary approach and merged our regions from 7 to 4 under the direction of our Business Development Managers.

This work has drawn to a close the significant investment of resources driving our investment losses over two years now to a break-even position.

From 2018-19, we have continued to refine our products and technological resources. We have provided new pathways for clients to engage in our services via phone, Skype and chat functionalities following the launch of

our Client Management System. We have embraced technological opportunities by offering our clients 360-degree virtual facility tours to establish expectations of service quality. Further, we have ensured that our online content optimally supports clients following codesign with clients and staff.

This year, we provided service to 30,797 clients in our service centres, a 44% increase from the 2017-18 financial year.

A number of government-funded programs have grown or transformed including:

- The transition of our Royal Commission Community Based Support Services to support clients to apply for Redress.
- Re-contracting of our Family Law services valued to \$72 million over 5 years.
- Investment in new programs such as the Men's Domestic Violence Support Service, Family Group Conferencing

extending our reach across the State.

- A general increase against our core services supporting relationships to thrive.

Investment into marketing, brand awareness and partnerships has brought new opportunities, including increase of exposure across a range of channels and topics which has delivered more ABC radio interviews (regional and national) and contributions to feature journalism on elder abuse, divorce and separation, bullying, diversity and domestic violence. We now have a suite of assets that clearly demonstrate our purpose, enabling us to share this with others and build new partnerships.

We have continued and expanded our partnership with Faber Castell, now in its 5<sup>th</sup> year supporting our anti-bullying poster competition.

We also celebrate our newest partner Westpac as we work together to support customers through their life moments.

Westpac and Interrelate's current project aims are to support millennials to create healthy relationships focusing on addressing skills, resources and supports through early intervention to prevent the three major causes of relationship breakdown: financial stress; communication difficulties and different expectations and values.

We have also continued to grow our research partnerships: working with Dr Fiona Brookes, Assistant Deputy Vice Chancellor Research and Development from the University of Technology Sydney on our Cyber safety programs; Dr Wayne Warburton from Macquarie University with the Professional and Community Engagement Program (PACE) an integrated Learning program for Macquarie University students, which enables students to put their theoretical learning into practice, focusing on the development of parent education resources and with Dr Kon Mouzakis, Professor of Software and Technology

Innovation, from Deakin University who is establishing the Australian Research Council's Research Hub for Digital Enhanced Living Project, under the Industrial Transformation Research Program.

Our investment in school services has increased our reach to 105,949 parents and children, a 17% increase since 2017-18.

We are employing new ways of working, engaging the following partners: Dr Ioana Ramia from the University of NSW, Social Impact Centre to help us refine our story of impact. This work continues to enhance our program logic models, discourse the root cause of the social issues Interrelate is focusing on addressing and define the predictors of change, for all of our programs.

Our team has worked extensively with Lucas Olmos from Musketeers to shape internal staff engagement and consumer design processes through human-centred design.

This work has also been complemented by the recruitment of two new positions, our Business Systems and Analytics Manager and a Customer Experience Designer. These roles leverage data and technology platforms to enhance our internal systems and customer engagement.

In 2018, we launched our three-year strategic plan shaping our future to 2021. We defined 7 key areas to lead Interrelate forward.

1. Quality, efficiency and choice defining our customer service strategy
2. A high performing and engaged workforce

3. Increases in revenue to enable expansion of our service reach and capability
4. Optimising our strategy through data analysis
5. Informing social policy
6. Expanding market awareness and community engagement and
7. Building on existing technology with innovative solutions.

Finally, I must thank our staff for their commitment in this journey -- their perseverance, contributions and support to the organisation, even when things did not work or got tough; for celebrating our successes, engaging with our grand plan and supporting our organisational transformation and growth. Growth does not come without growing pains and we have had a few. It is our joint conviction to deliver high-quality services for our customers that drives us to be the best that we can be.



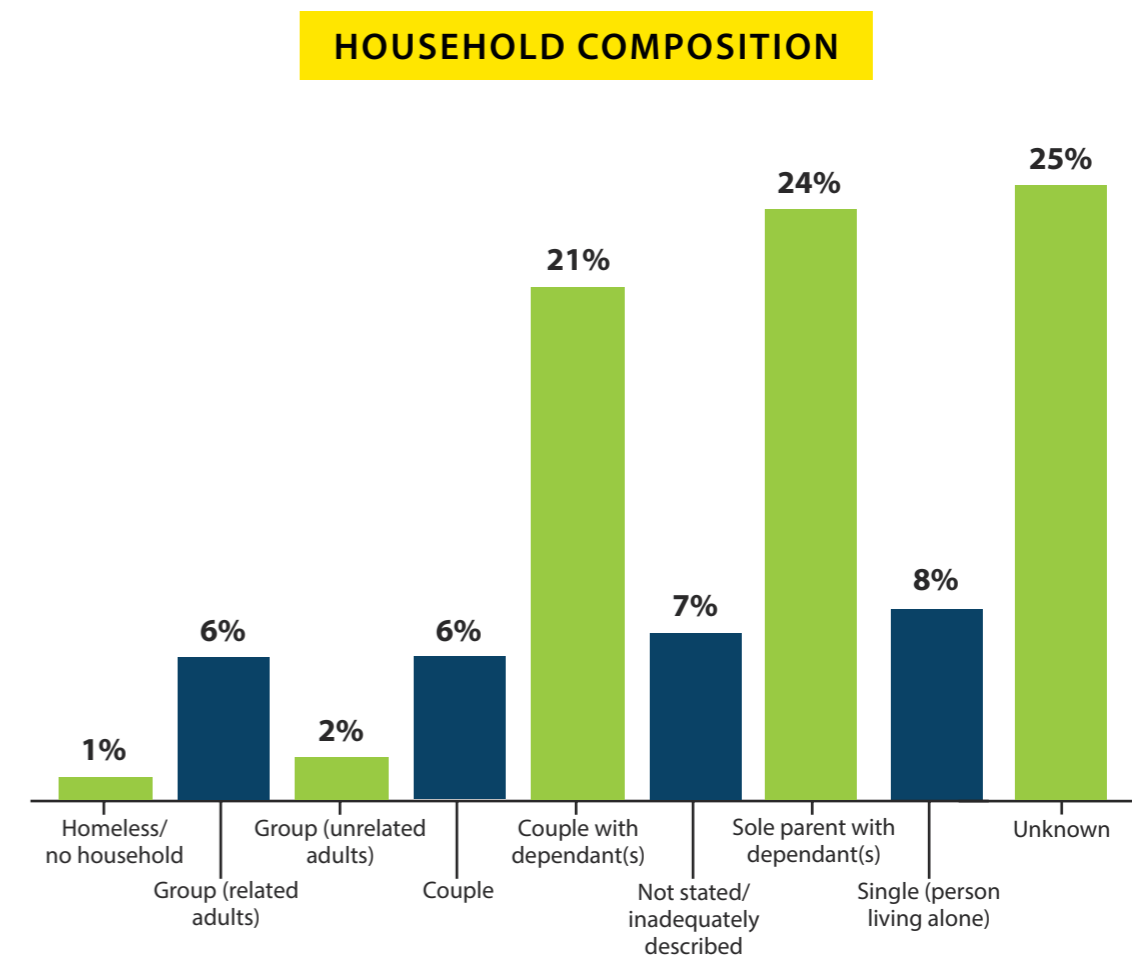
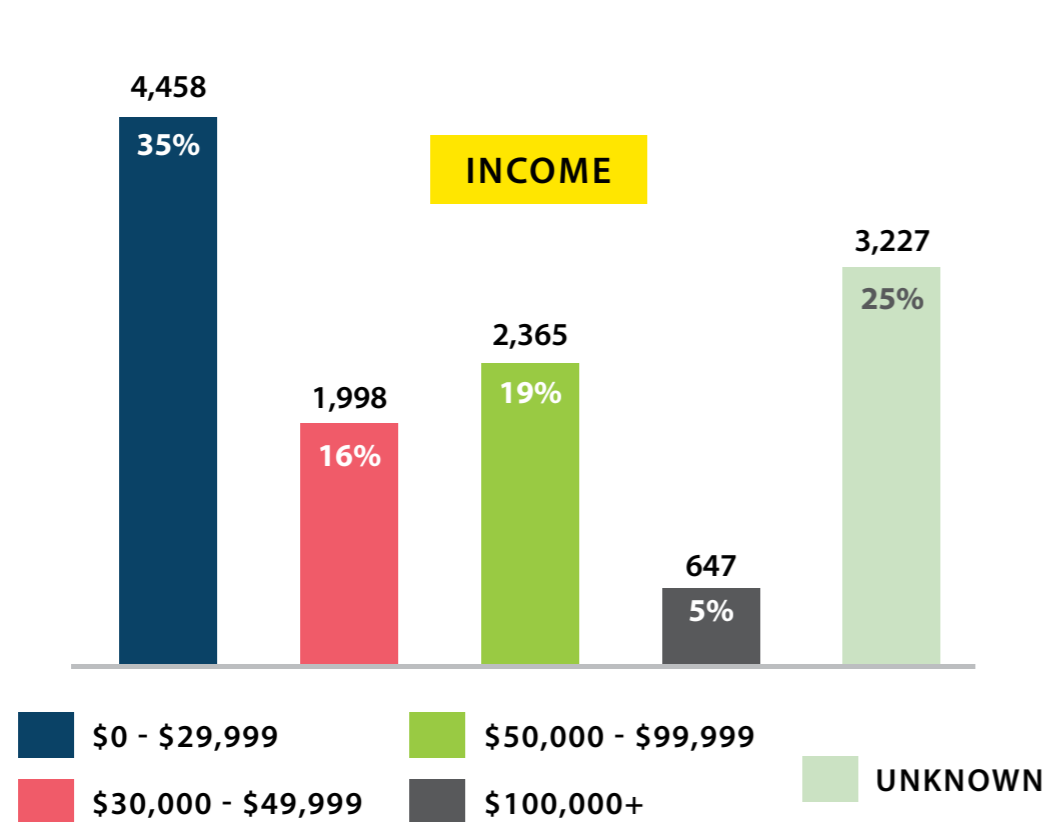
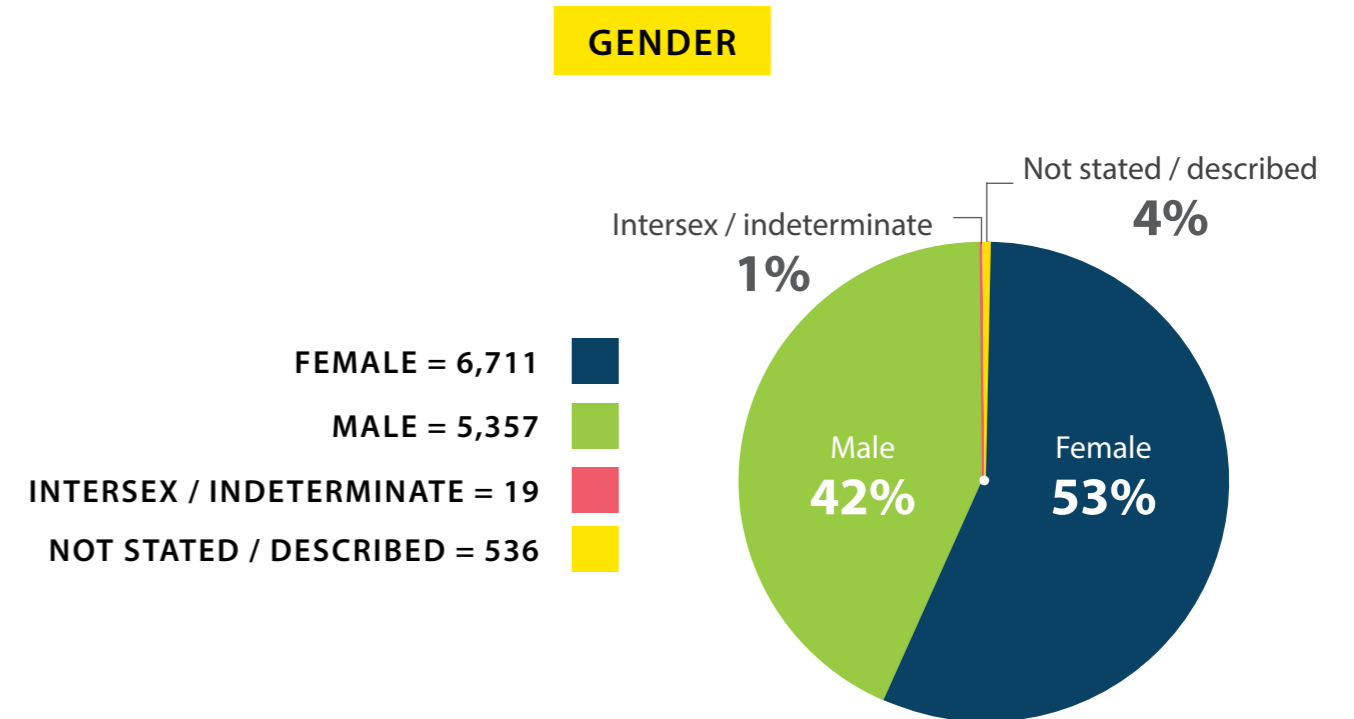
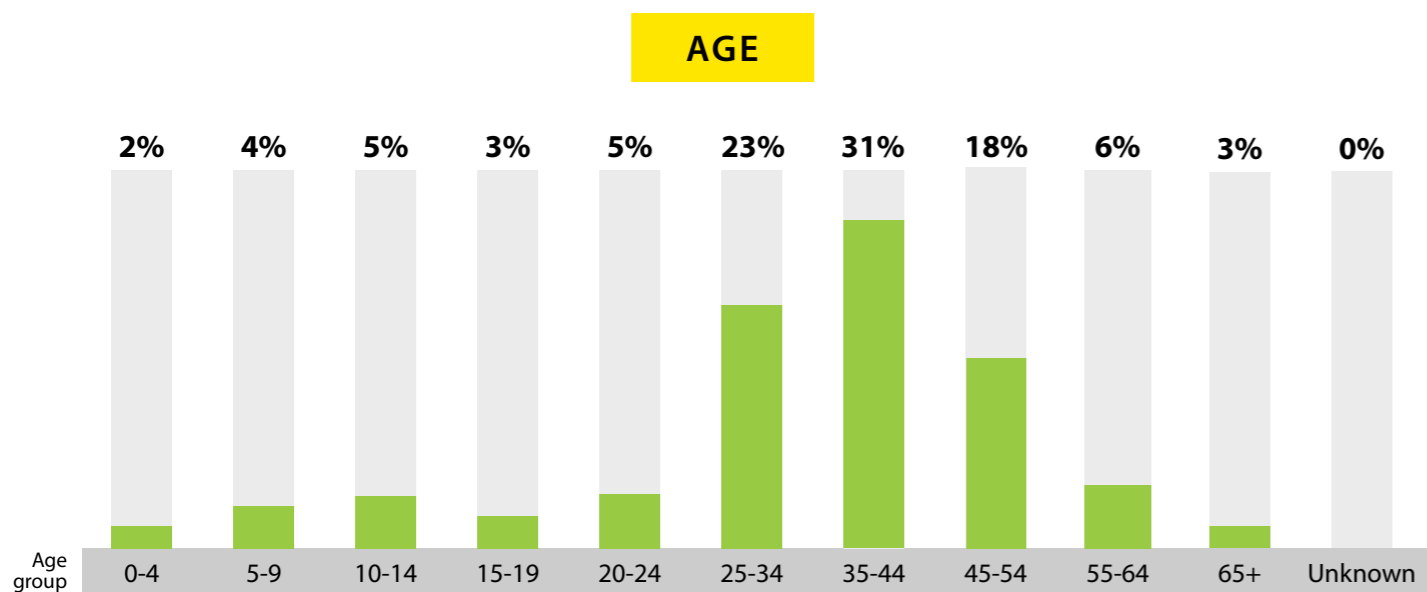
**Patricia Ocelli**  
CEO, Interrelate



# 01 WHO WE'VE HELPED

## Demographics of clients seen in our service centres and outreach locations

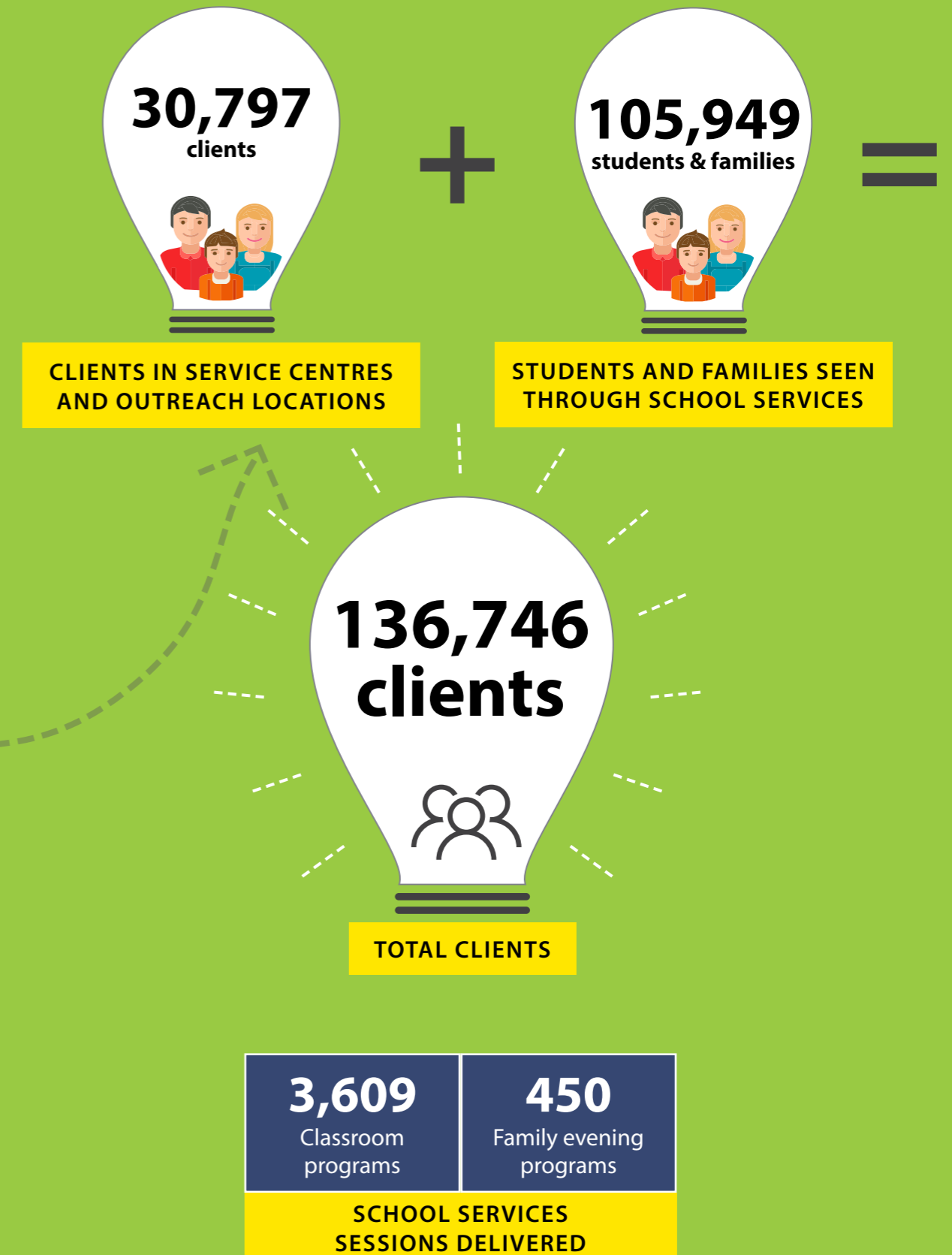
(this data excludes clients seen through our school services)



## Number of clients by program

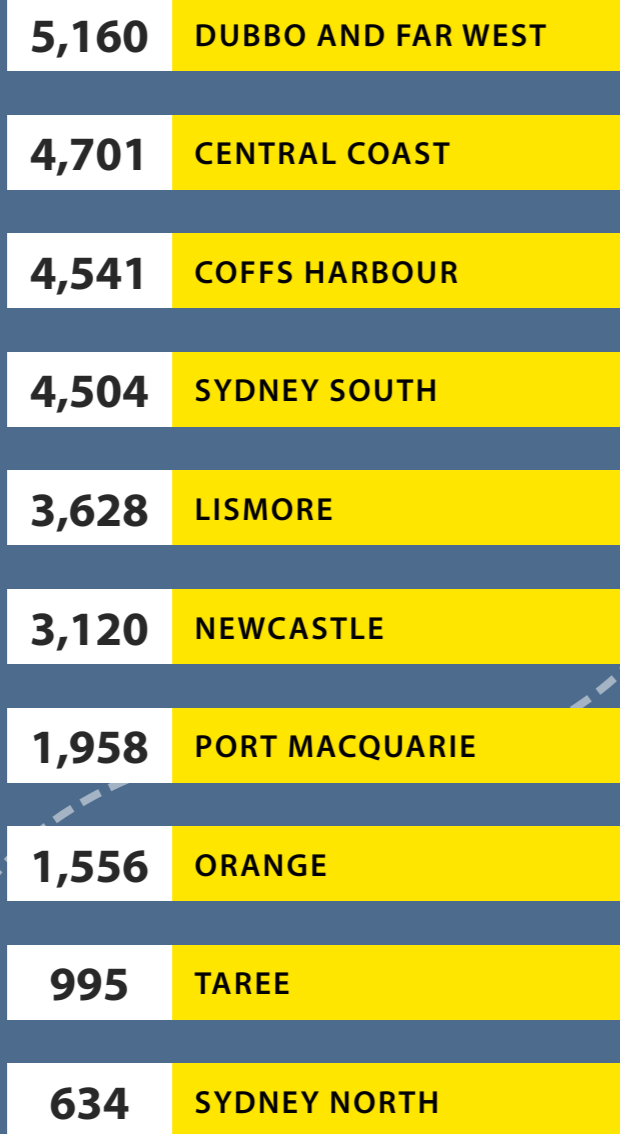
9,230	Family Dispute Resolution / Family Relationship Centre / Regional Family Dispute Resolution
9,085	Family and Relationship Services Counselling and Post Separation Education
4,746	Men's Domestic Violence Support Service
2,485	Family Mental Health Support Service
1,925	Children's Contact Services
1,015	Post Separation Cooperative Parenting / Parenting Orders Program
629	Family and Relationship Services and Family Law Counselling
613	Family Relationship Support for Carers
443	Communities for Children
170	Family Violence
143	Redress Support Scheme
84	South Eastern Sydney Local Health District
81	Fee for Service Employee Assistance Program
59	Fee for Service External Supervision
48	Fee for Service Children's Contact Service
26	Fee for Service Family Dispute Resolution
12	Family Group Conferencing
3	Homeless Youth Assistance Program

## Number of clients





## Number of clients seen in service centres



ABORIGINAL & TORRES STRAIT ISLANDER

**18%**

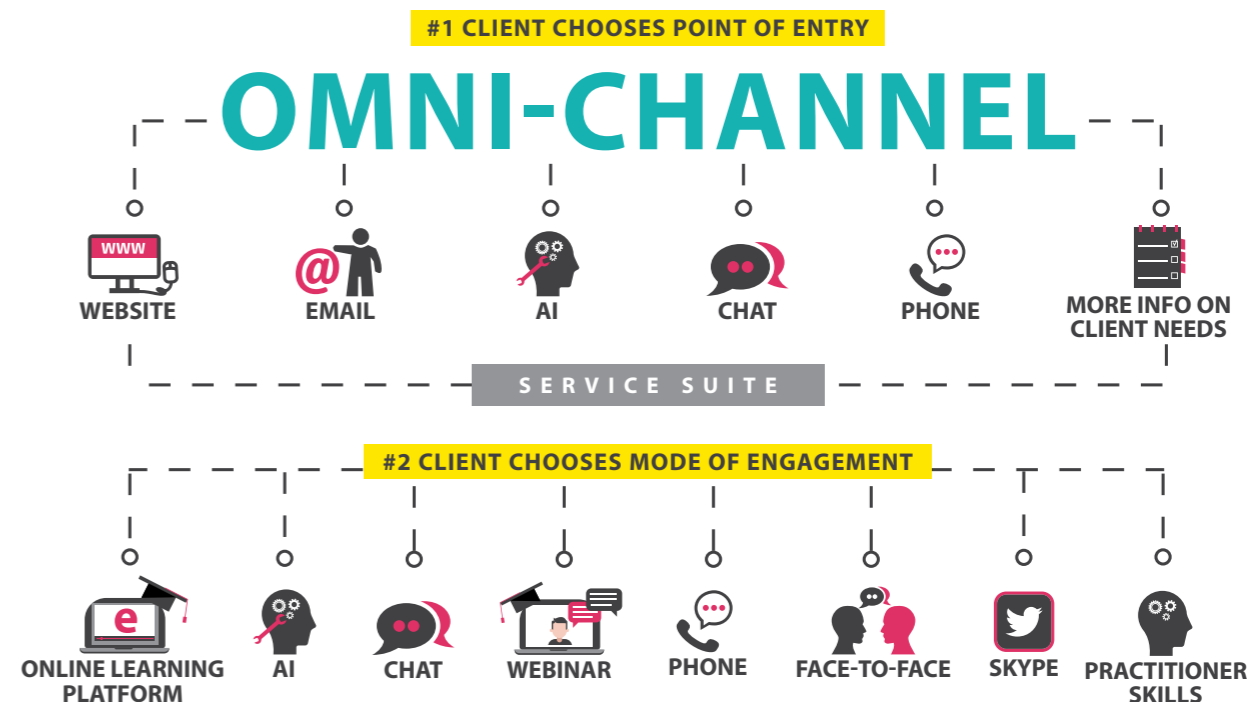
CULTURALLY AND LINGUISTICALLY DIVERSE

**14%**



# Q2 WHAT WE'VE DONE

## Improving access to services through online delivery



Accessing social services can typically be hindered by several factors including work commitments; access to childcare; lack of services in regional areas; personality factors; language or cultural barriers; disability, stigma and isolation.

To address this, Interrelate has been on a transformation journey over the last 24 months to increase both staff and client capabilities through technology. Knowing that digital transformation of services is crucial in ensuring that all our clients' needs are served in the future, we have identified a service growth strategy in our 2019-2021 Strategic Plan that addresses barriers to access and expands our national footprint through online service delivery.

To progress this strategy, we sought international guidance and expertise

from software developers in India and Sri Lanka to develop our new omni-channel approach, which drives efficiency while delivering an optimal client experience.

Our clients can now approach Interrelate using various modalities, and services can be delivered to suit their preferences. While face-to-face service is still an essential approach, other modes are used where needed or preferred.

For example, initial engagement may be through web chat on the website or an appointment can be conducted by Skype. In addition, an e-learning platform forms part of new service delivery to enable the wider community to access online relationship education programs. Our flagship program for separated parents, Building Connections, will launch online in the second half of 2019.



## Case study: Using Skype

**In the Western region, we have explored providing Skype counselling in several ways. It has been particularly useful in offering our Parents not Partners (PNP) program to clients who live remotely or are otherwise unable to attend our centre. The practitioner arranged all appointments and sent out PNP content via email and Skyped to the client's personal computer. We contracted with the client during an initial intake phone appointment and evaluated the benefits/challenges along the way.**

Offering Skype appointments has assisted us to meet demand when we have had limited availability or practitioners in sites. For example, a client came to the Dubbo centre and was assisted by our staff to connect via Skype with a practitioner who was in Orange. The client reported feeling very comfortable with this arrangement as he expressed it was less confrontational and allowed him to be more open. He has continued with face-to-face counselling.

The Family Relationship Centre on the Central Coast has been offering phone intakes to clients who were unable to attend our centre and then delivered our Building Connections program with them one-on-one using phone or Skype. Clients have reported being satisfied with the flexibility as it enables them to access a service they would otherwise be unable to attend. Given there is significant potential for using Skype across our regions, we expect that in time it will become part of all practitioners' service delivery.



## New products and clients

### Support for men

In our new Male Victims of Domestic and Family Violence (MVDFV) service, technology has enabled more support for our staff in the Far West and Sydney South. We have been using technology to:

- create internal training for new staff
- share resources, ideas and encouraging stories
- fill in for each other to meet demand

Staff have been creative with the service, taking different approaches in each region. In Sydney South, a successful court clinic was trialled and in the Far West visiting remote communities has had a big impact and identified many male victims of DFV.

The teams have had a busy 12 months developing good networking



relationships to encourage referrals both in and out of our service.

We have also been regularly making internal referrals for our clients to Building Stronger Families, mediation and the Children's Contact Service (CCS).

We believe this gives the male victims a holistic approach to their situation, with 2 male victims currently using the CCS in Orange to spend time with their children due to no-contact Apprehended Violence Orders (AVOs).

until they could mediate. Change overs and change backs are going well, and the male victim is having the 3 year old on overnight visits along with the 4 month old baby. The male victim was very thankful for the support and also the chance to see his children.

The male victims that we make contact with who want support, are very thankful for the call and also unaware that there is a service like this available for men. Sometimes, they just want to talk and get things off their chest, to have someone listen to them. A majority of the feedback we receive comes in the form of they 'didn't know a service such as ours existed', or 'how good it is to have a service for male victims'. Some male victims we have supported have called us later on, to thank us for the support and update us on their current situation, which can sometimes lead to further referrals being made.

## Case study: Male Victims of Domestic and Family Violence



**We received a referral for a male victim who lives in Orange and had been assaulted by his partner. Their relationship was rocky and the couple had a 4 month old child together and another 3 year old child from the partner's previous relationship.**

The victim's partner had told police that he had abused her and called her names, which the male victim admitted to doing but said he had been pushed to the limit by his partner. The police put an Apprehended Violence Order on both parties with no contact orders.

A referral was made to the Building Stronger Families Program and both parties also did a Family Dispute Resolution intake. The Family Dispute Resolution Practitioner organised an interim solution for both parties to use the Children's Contact Service for change over and change backs

## Snapshot of Male Victims of Domestic and Family Violence, for Central and Far West in FY 2019.

LCP	SERIOUS THREAT	THREAT	TOTAL
BOURKE	6	252	258
BROKEN HILL	15	437	452
DUBBO	10	669	679
MOREE	13	324	337
ORANGE	8	476	484
PARKES	17	272	289
WALGETT	17	181	198
<b>GRAND TOTAL</b>	<b>86</b>	<b>2611</b>	<b>2697</b>

*Referrals received in 2018-2019 were analysed each month by Victim Services to see if they were contacted or attempted to contact within 2 working days (Threat) and 1 working day (serious threats).*

## Respectful Man

This year, we began a pilot for a new program in our Mid North Coast NSW region to tackle domestic and family violence - The Respectful Man. The Respectful Man program has been working with adult and high school males to provide skills and knowledge that enable them to begin a strength-based process to become the 'man they want to be'. Using group processes and peer support, the program helps men identify what constitutes being a man; how they can change to become the man they want to be; and, how this change can support better relationships with others. The 8 week program helps men better understand their behaviours and the impacts of their past and present behaviours on others and themselves. The program covers the topics of what is a man; responsibility and accountability; family of origin impacts; power and control; healthy (and unhealthy) relationships; identifying the boy in

the man, and what hopes the boy had for becoming a man; understanding emotions and feelings; well-being and self-care; the importance of keeping the promises we make and demonstrating a deeper understanding of accountability; and, making a promise to change before our peers and demonstrating the development of new understandings about the impacts of our behaviours. Participants are encouraged to contribute with honesty and thoughtfulness whilst respecting each man's personal journey.

Preliminary results from the program are very promising with qualitative and quantitative data is indicating that the Respectful Man program is changing people's lives for the better. A working group is currently underway to evaluate the program and produce the resources needed to make it a core program across all Interrelate sites.

*"I used to be that person that lashed out all the time and couldn't control when to stop but now I can actually pull myself up."*

*— Feedback from participant*

## Expanding School Services

We developed 2 new face-to-face programs this year to cater for the high school market – Stress Less and Choosing Well.

**Stress Less** is for Years 10-12 and focuses on teaching ways to understand, recognise and manage stress. The program was first piloted at a student HSC retreat with positive feedback and has been rebooked 2 more times for the same retreat. It was also run at a full year group assembly.



**Choosing Well** is for Years 7-10 and focuses on identifying what is healthy in relationships, consent and feeling safe, sexual health and contraception. Choosing Well was first piloted with students in the Girls Academy program at Canobolas Rural Technology High School.



We have begun creating 2 online programs for high schools, on **Body Positivity and Pornography**. These will be ready for piloting in the second half of 2019.

### We've moved into Queensland!

In late 2019 we employed our first educator / project coordinator for Queensland to expand our School Services into this region. Dylan's first day in his new role was attending the Queensland Association of State School Principals' Conference in Brisbane to start networking and introducing our services.



We believe that educating parents and teachers alongside students provides a holistic support network for the children. Parents can now access webinars on our website to understand bullying, cybersafety and to find out what we talk about in our family evening programs on puberty and reproduction.

## Family Group Conferencing

In 2017, Family and Community Services (FaCS) launched a program called Family Group Conferencing (otherwise known as FGC). FGC is a way to bring families who are being supported by FaCS together in a positive way with an impartial facilitator to make a plan for their child or young person. Interrelate has been a provider of FGC from the beginning, starting with two accredited FGC facilitators from the Hunter Region, Lynne Beames and Margaret Stewart. Lynne, in particular, took up the FGC opportunity in a massive way and dedicated much of 2017 and

2018 to exclusively delivering FGC across NSW (and even doing a bit of interstate travel).

Earlier this year FaCS added more providers to their panel of FGC facilitators. Today we have 11 accredited FGC facilitators. In preparation for the expansion of our FGC service - we are establishing partnerships with out-of-home-care providers, who will be primarily responsible for purchasing FGC into the future. In the Hunter, we have been working with Samaritans to deliver FGC.

## Redefining the way we work

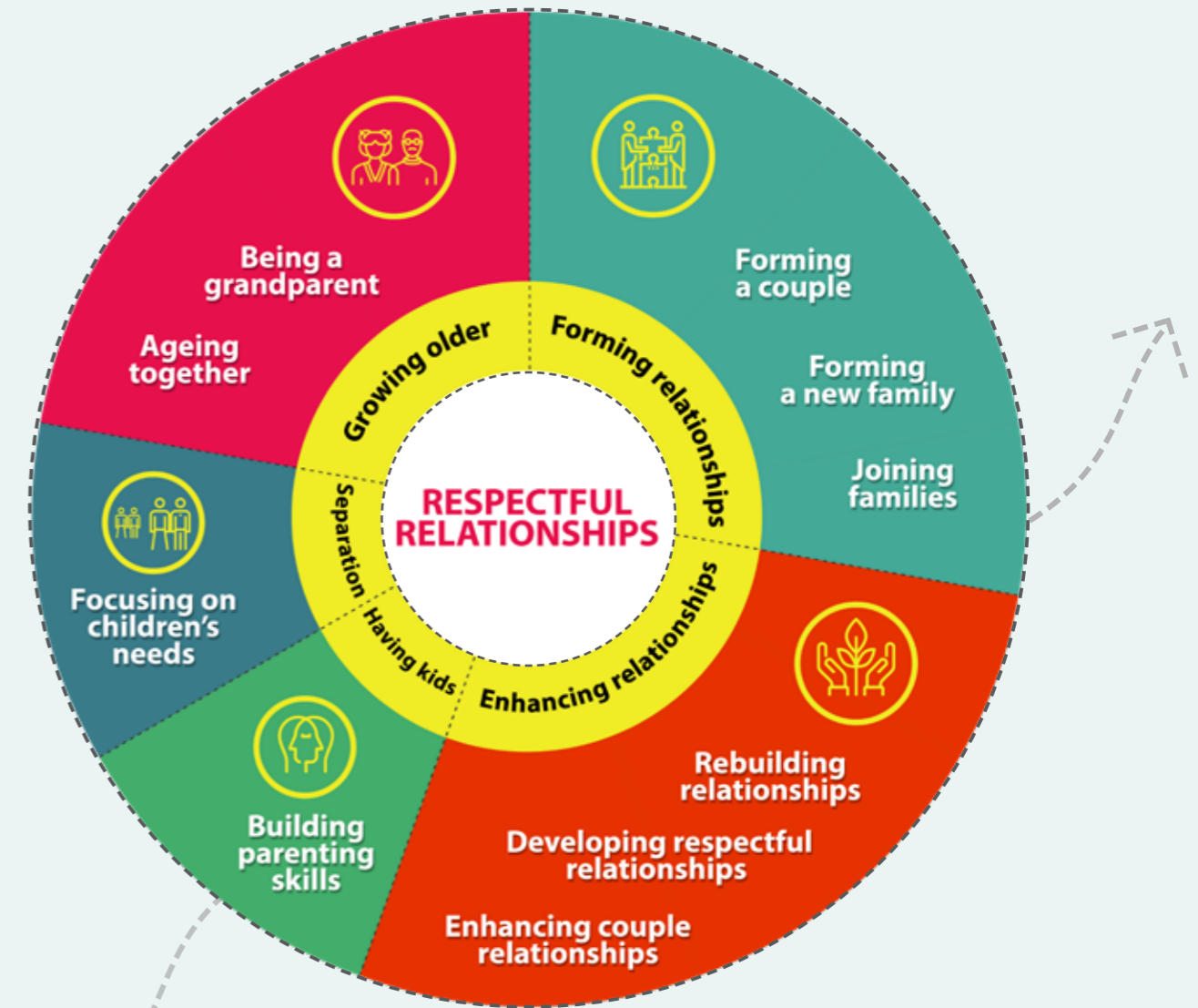
### Integrating our systems

Investments in new technology have enabled the integration of systems (e.g. client management system and finances) and new ways of working including Artificial Intelligence (AI) and social listening. This includes automating some functions (financial/administrative) to streamline processes and improve efficiencies. This has laid the foundations for the development of an enhanced customer experience while also empowering our staff to deliver high quality, client centred services.



## Lifespan approach

We take a full lifespan approach to supporting people, from childhood right through to adulthood and ageing. This approach means we have services to help develop healthy relationship skills in the formative years, and then continue to nurture them throughout the various moments in life.



### Human-centred design

This year, we created a new position, Customer Experience Designer, to ensure our services are based on human-centred design. The new role has seen us challenge our thinking and learn new skills that will benefit our clients by enhancing their experience with us.

As part of this work, our Customer Experience Designer Prabin and CEO Patricia travelled to all of our regions to conduct human-centred design workshops on adaptability, resilience and empathy. The workshops encouraged us to think about the process of building



a product (in our case our services/ programs). The process needs to start with the people we are designing for and end with new solutions that are tailor-made to suit their needs. This involves understanding customers' needs and challenges, building a prototype, getting feedback early and often and then updating the design.

The new design thinking tools we have learnt will help us to ensure we can meet the ever-changing needs of our staff, clients and communities.

### Taking a transformation leap together

On 29 January 2019, Interrelate achieved an important milestone in our transformation journey when we went live with our new client management system. After 18 months of development, testing and data migration we moved from our old client management system Penelope, to Microsoft Dynamics 365 Client Relationship Management system (CRM). This was the beginning on the next stage of our transformation.

As an organisation, we were taken out of our comfort zone and together we learnt and refined new systems, processes and technology. Since go-live, we have refined and enhanced CRM and our whole staff group have played a critical role in these updates. Changes have been made from feedback through our on-line reporting system, conversations with our systems support team and questions and comments during our regular live CRM update video sessions. The live sessions have been an invaluable place for staff to have a voice and be directly involved in the ongoing development of the system. Questions were asked by both the staff

and the CRM support team. Discussions were had covering all spectrums of opinion, demonstrations were given, and processes tweaked.

We have only just begun with CRM, there are more features to take advantage of. As we begin to use this additional functionality, we will continue to engage with staff to co-create our client management system. The next phase will also see us engage with our clients, as their voice is also vital in this journey.



## HOW WE MEASURED UP

### Our commitment to reconciliation

This year marked the end of our Innovate Reconciliation Action Plan (RAP). We achieved many of our set deliverables and look forward to continuing our work in this space in our next RAP, which is currently being developed.

### Our achievements against our Innovate RAP

- Established Terms of Reference for Kutanya, our staff reference group.
- Engaged Aboriginal and Torres Strait Islander Board Director to ensure input, guidance and representation of Aboriginal and Torres Strait Islander peoples at board level within Interrelate.
- All agendas / meetings include an Acknowledgment to Country.
- Local Traditional Owner invited and participated in a Welcome to Country at our Annual General Meeting.
- HR policies and procedures reviewed to ensure there are no barriers to staff participating in NAIDOC Week.
- All Aboriginal and Torres Strait Islander positions advertised in Aboriginal and Torres Strait Islander media.
- Aboriginal and Torres Strait Islander Employment Strategy Launched.
- Investigated the feasibility of becoming a member of Supply Nation.



## We also made significant achievements against our Aboriginal Employment Strategy this year:

- ATSI flags displayed in all centres
- 'Working and Walking Together' book in all centres
- Online cultural awareness training module developed
- Workplace employment targets established (6%) and maintained
- Employee participation in Kutanya, our staff reference group
- Staff Reconciliation Award introduced into the Staff Awards Program
- Attendance at NAIDOC and Reconciliation events
- Website demonstrates Interrelate's Diversity and Inclusion Framework – a commitment to a safe and inclusive workplace
- Aboriginal-specific media used for recruitment and promotion
- Current recruitment advertisement structures reviewed
- 'Identified positions' established throughout the regions
- Aboriginal Traineeships created and accessed by Aboriginal people
- Aboriginal Work Experience Program for High School students established in Newcastle
- Interrelate Buddy Program promoted throughout the organisation
- Workplace conditions reviewed
- Flexible working hours available
- Special leave made available for family and cultural commitments
- Mentoring opportunities made available
- Recognition of Prior Learning (RPL) made available in regards to attaining qualified rates of pay and for training and development opportunities
- Selection criteria and recruitment processes reviewed
- Web-based and paper-based applications made available
- Opportunities provided to 'have a yarn' with Panel Head before applying
- ATSI staff member made available to 'have a yarn' before applying for ATSI specific positions
- 100% of recruitment panels for ATSI positions have an ATSI representative participate
- Promotion and utilisation of the provisions of NAIDOC leave and leave for ATSI customs, traditional law and cultural practice in the Enterprise Agreement
- Partner with the Employee Assistance Provider to arrange for staff to access ATSI Counsellors for support
- Welcome to Country protocols established



## Participation in community events

Many of our staff and centres spent time organising and attending cultural community events throughout the year.





## Women's Gender Equality Report

Under the Workplace Gender Equality Act 2012 (Act) relevant employers are required to complete and submit a report covering standardised reporting matters under 6 gender equality indicators:

1. Gender composition of the workforce
2. Gender composition of governing bodies
3. Equal remuneration between men and women
4. Flexible working and support for employees with family and caring responsibilities
5. Consultation with employees on issues concerning gender equality in the workplace
6. Sex-based harassment and discrimination

Interrelate successfully demonstrated compliance with the gender equality indicators for the reporting period 1st April 2018 – 31st March 2019.

Interrelate confidently demonstrated compliance through:

- Recruitment Policy
- Retention Strategy
- Performance Management Policy
- Promotions Strategy
- Talent Identification Strategy
- Succession Planning Strategy
- Training and Development Policy
- Board target set to increase the representation of women
- Formal selection strategy for Board Directors
- Remuneration strategy
- Flexible working arrangements strategy
- Family and carer responsibilities strategy
- Family and carer support mechanisms
- Family and Domestic Violence strategy
- Cultural Survey
- Sexual harassment policy
- Discrimination policy
- Grievance policy
- Training on discrimination, harassment, bullying

## Launched research project with UTS

Children's safety on social media and the internet is a prominent concern for parents, who are often unsure of what they can do to be supportive. Students often receive information about how to be safe online, and it would seem to make sense that if parents received the same information then they could help to ensure their child's online world is safe.

This year we started to collect data for a research collaboration with University of Technology Sydney that is examining whether children are safer online if they and their parents/carers and teachers receive similar information about cybersafety at around the same time. Schools in which our Cybersafe Teens program is presented can also provide the program to parents and carers. The data we collect before and after the program will help us to learn whether this more integrated approach to cybersafety is effective in helping children to have safer online experiences.

## Diversity and inclusion

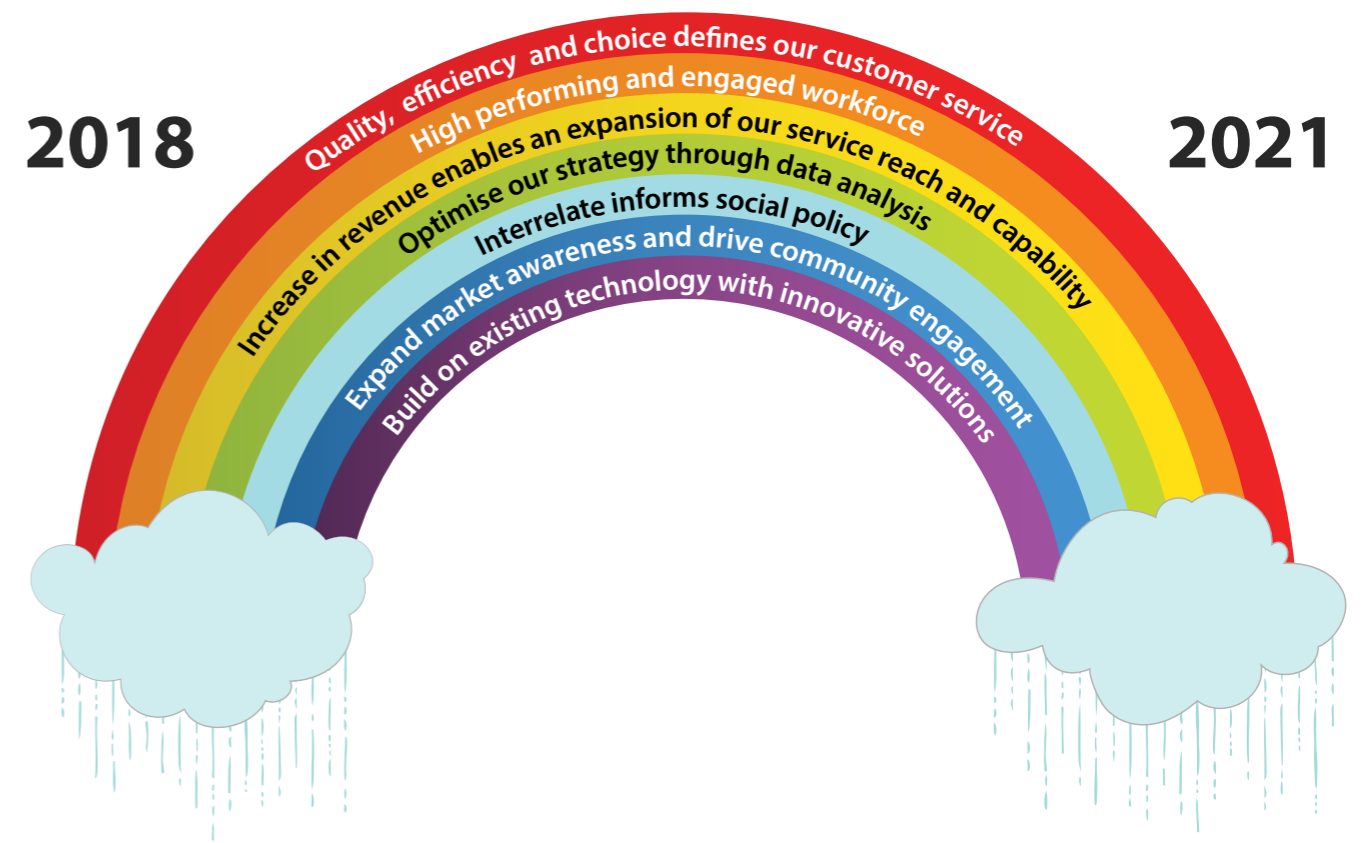
In the second half of the year, we commenced work on a diversity and inclusion framework that outlines our commitment to ensuring our centres/workplaces are inclusive and supportive of our diverse clients and staff. The framework will be launched in September 2019.





# 03 WHAT DIFFERENCE WE'VE MADE

## Progress against our strategic priorities



### Priority 1: Quality, efficiency and choice defines our customer service

#### Objectives

- New service modalities are provided
- Greater geographical reach is achieved
- Capacity to respond to clients more nimbly
- New markets are explored

#### Delivered in 2018-19

- Began developing online program content for trialing
- Piloted Body Positivity online program
- Guidelines developed for Skype
- Monitored client activity on our website to understand client journey
- Conducted online polls with clients on our website

- EAP contract updated to include Skype and phone counselling
- New position created and filled for School Services marketing/educator role in QLD
- Employed permanent supervisor for Victorian educators
- Exhibition stall held at QLD Association of State School Principals Conference
- Draft school services sales/marketing plan created for review
- Engaged students at University of New South Wales (UNSW) to recommend enhancements to sales plan
- Ran a free family evening program in a community centre in Coffs Harbour

- Virtual CCS trialed in Lismore and Orange
- Draft CCS welcome pack created
- CCS virtual tours uploaded for all 7 centres on Google Maps
- CRM system went live with refinements and staff training ongoing
- New staff structure in place

- Commenced work on reviewing the case management model of the organisation
- 3 new face-to-face programs developed for high school market
- Educators in VIC and NSW trained in new programs

## Priority 2: High performing and engaged workforce

### Objectives

- Communication and engagement
- Workforce development
- Workplace culture
- Customer service
- Capable leadership

### Delivered in 2018-19

- Regular email communication established with staff, where staff are contributing content
- Webinars run to train staff in new annual review process, with improved engagement as a result
- Staff participated in the review and development of the annual review process, the onboarding and probation process, policy review work, IT Skills Audit, WHS Corrective Action Plans and CRM development
- 68% of staff actively engaged with Yammer
- CEO and Executive visits to the regions scheduled
- Implemented Career Pathways project group
- Draft diversity strategy and inclusion framework created

- 5.5% ATSI staff participation rate
- Created policy for Workplace Surveillance
- Reviewed policies for Request for Client Information, Environmental, Management of Keys, Travel expenses and Motor Vehicle management
- Staff wellbeing group created to provide feedback on strategies for supporting staff with their mental health and wellbeing
- Implemented Sharepoint document library
- Office Supervisors undertook a 12-week training program
- Supervision training provided to Office Supervisors, Practice Leads and School Services Supervisors
- Staff Gathering held
- Executive, BDM and MCE planning day held

## Priority 3: Increase in revenue enables an expansion of our service reach and capability

### Objectives

- Marketing strategy
- School services growth plan
- Product development and redesign with technology
- Plan for new government funding

### Delivered in 2018-19

- Interrelate Brand Book developed
- Relationship Services and School Services Framework developed with unique value proposition
- Irelate Framework for schools developed to offer a whole of school approach to respectful relationships

- Free content being delivered to schools through EDMs on a regular basis
- Undertook market research to ascertain the changing community needs in relation to parenting education
- Tenders were lodged for FRAL, Redress, Elder Abuse, Casework Support Scheme and Carers MOU/EOI's completed
- Practice Specialist for Research and Innovation joined AIFS Families and Children expert panel
- Commenced research project on cybersafety in conjunction with UTS

## Priority 4: Optimise our strategy through data analysis

### Objectives

- Data informs organisational strategic and operational decisions
- Create a better understanding of social issues impacting our client base
- Measure and evaluate the effectiveness of our strategy: Customer experience, engaged employees, new and improved services, WOW – ways of working

### Delivered in 2018-19

- Commenced developing analytics plan around our data analytics needs
- Draft paper developed on providing a strategic framework for how data is used across the organisation

## Priority 5: Interrelate informs social policy

### Objectives

- Research, leading partnering and asking relevant social questions
- Product development: based on research, evidence, best practice and co-design
- Reinforcing and driving best practice
- Link expertise to market strategy

### Delivered in 2018-19

- Partnerships explored with Deakin and Monash Universities and UTS on the current issues of parenting in a technology era
- Research workplan drafted
- Current social issues identified in Brand Book
- Paper developed to explore attendance at conferences and awards that Interrelate could apply for
- Membership of the Marriage and

Relationship Educators Association of Australia

- Practice Specialist for Research and Innovation is a member of the Ready Set Go Coalition in Newcastle. The group supports school readiness
- Interrelate chairs the Redress NSW Provider meetings on a regular basis
- Interrelate participates in the NSW CCS Teleconference
- A relationship/partnership has been formed with Victim Services
- Market research completed for School Services. Feedback has shaped the high school programs.
- Building Connections online prototype developed and tested with staff
- Reviewed Clinical Governance Framework tools
- Developed new Supervision Support Framework and Tools document

## Priority 6: Expand market awareness and drive community engagement

### Objectives

- Brand awareness
- Cause relationships
- Driving our sales agenda
- Driving engagement
- Recognition as go to agency for media and expertise

### Delivered in 2018-19

- SEO improvement actions recommended

- Marketing content plan for 2019 created
- List of potential partners developed
- Anti-bullying poster competition event held at NSW Government House
- Draft NSW sales strategy for school services developed
- RI staff members attended a workshop on strategic planning and how to engage effectively across all levels of government

## Priority 7: Build on existing technology with innovative technology

### Objectives

- Mapping current services that lend themselves to new modalities through omni-channel (client experience system)
- Exploring other provider capabilities
- Co-design of current and new products with consumer

### Delivered in 2018-19

- Staff survey conducted to identify other innovative organisations/ programs
- Co-design workshop held at staff gathering to design new product/resource for clients

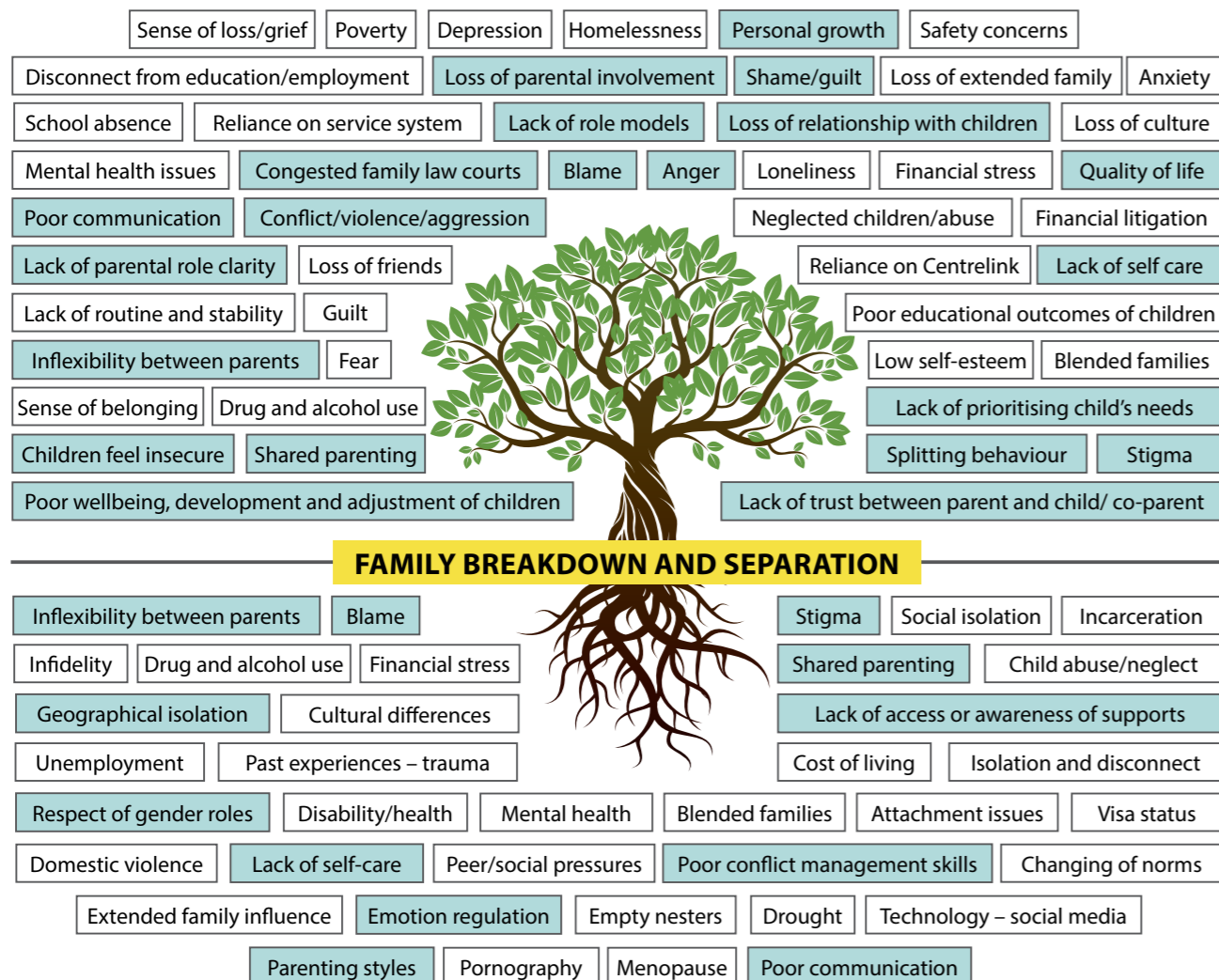


## Our social impact

Our purpose is empowering people to thrive in their relationships. We do this by providing services and programs that are founded on research and evaluated against set outcomes. All of our programs have:

- an accompanying problem tree to explore the root causes of the issue
- a program logic model that outlines the inputs needed, the activities and processes involved, the outputs, outcomes and impact
- a theory of change that outlines the goal that we are aiming to achieve
- the creation of a solution focused tree to solve wicked problems

Below is an example of a problem tree, as developed for our post separation program Building Connections.



Source: Australian Psychological Association 2018 | Interrelate 2018 | McIntosh 2005 | O'Connor 2000 | Family Court Australia

\*BC Online programs to contribute to the shaded points identified in the above problem tree.

## Feedback from our clients

We collect feedback from clients across all our services. Here is what some of our clients have said about their experience with us.

### PARENTS NOT PARTNERS PROGRAM

*"It improved my self-regulation of emotions through the development of understanding."*

*"My stress levels have greatly lowered having learnt these new skills. The most positive and important course I have done in 3 years of this process."*

*"The course was court ordered but if I'd known what I was going to get out of it I would have done it by choice. Course has helped with my confidence and approach to things and given me some good guidance. Also been nice to interact with people in a similar situation."*

*"This program has helped me way much more than I originally expected. It has significantly helped me to be the best me as possible and own myself and my actions... Thank you."*

### BUILDING CONNECTIONS PROGRAM

*"I feel that this program has been a help to see clearer."*

*"It's good to hear other people are feeling the same as myself and see others working at it too."*

*"Super insightful. It really hit home how much this affects my child and that I need to go the extra mile to protect her."*

*"I feel as if the program is a large eye opener to the other side of separation on kids."*

### CHILDREN'S CONTACT SERVICE

*"I am grateful for my experience with Interrelate and the opportunity it gives me to see my daughter for a couple of hours every week, the warm and relaxed environment. Thank you!"*

*"Thank you for your wonderful contact centre that reconnected me with my daughter. Thank you very much. LIFE SAVERS."*

## COUNSELLING

*"I really value the relationship I have built with my counsellor and the positive effect it has on my life and ability to help me manage my emotions and personal issues."*

*"Thank you for working through this with us a, offering understanding and compassion when we can't offer that to ourselves."*

*"The counselling sessions are great in terms of being able to express and get feedback on how I feel, act and react to the difficulties of the relationship I find myself in."*

## FAMILY MENTAL HEALTH SUPPORT SERVICE

*"Just knowing support there is wonderful."*

*"Don't think we could have made it without you."*

## FAMILY RELATIONSHIP CENTRE

*"I think having a third party involvement has helped all parties focus on what is good for Jess and got out issues."*

*"Very satisfied that Interrelate helped her mother appreciate where we as grandparents sit in our granddaughters life."*

*"The staff are very friendly and helpful. Going above and beyond to help both parties and the children."*

## ROYAL COMMISSION COMMUNITY BASED SUPPORT SERVICE

*"Many thanks for "bringing me to life". My children now say "Mum, you are more fun now."*

*"I am extremely grateful for the support and connection with Deborah. Her insight and strategies resonate and inspire me; I gain confidence and permission to feel what I am feeling."*

## FAMILY DISPUTE RESOLUTION

*"Interrelate and working together to make a parenting plan has been the best thing for us to positively co parent together."*

## FAMILY GROUP CONFERENCING

*"Brian and I would like to say thank you to you both for your management of our mediation sessions. We are aware that it did not end as positively as we would of liked, however, we want you both to know that we feel this had no reflection on either of your ability in facilitating the meeting. We found you both to be clear in your directives, fair in your responses and very respectful to everyone involved at all times. We wish you both well in the future and thank you again for supporting and wanting the best outcomes, not only us but for our beautiful innocent granddaughters."*

## SCHOOL SERVICES

*"I am currently training to be a nurse, and was reading an article about things teenagers believed about sex, some of the things in the article made me laugh, then made me worry because they were so ludicrous. Anyways, this made me reflect on my own sexual education, which began with interrelate in school when I was about 11 or 12. I'm now 22 years old, and while I'm sure many things about your program have probably changed, I just wanted to send some feedback about how grateful I am. Being 12, sex ed was always embarrassing, of course no child wants to speak about such things, but interrelate really gave me that initial knowledge needed before going into puberty and all the things that come along with it. So thank you, and I hope interrelate continues to teach younger generations for many years to come!"*

*"Stephanie Curtis completed two sessions of Interrelate with our Tregeagle District Year 5 and Year 6 students this term. She was very personable and able to establish respectful relationships with all students, very quickly. This enabled the students to feel confidence in speaking, questioning and engaging in discussions that would normally be very uncomfortable. They learned to behave maturely and listen to the content without being silly and overreacting. The content was very relevant and certainly apt in my classroom, as some students are having these experiences at this time in their lives. She was wonderful to have in our classroom and I would highly recommend her to any other school should they consider the program." - Moving into the Teen Years*



*"The educator provided relaxed & informative session within my class. Children were engaged and comfortable to ask a number of questions." - Moving into the Teen Years*

*"Program was great and students enjoyed the games. Encouraged discussion and questioning." - Bullying Awareness Program*

*"Girls were nervous before session 1 but returned positive. Very engaging. Good use of questioning and discussion. 'Safe space' created for students. Very body positive!" - Managing Menstruation*

*"Such a valuable program. Extremely necessary. Method of presentation was excellent." - Minding Me*

*"I have been at SPC for 11 years and we always use interrelate - I have never been disappointed, program and educators are excellent." - Minding Me*

*"The program was excellent, the mix of humour and facts (seriousness) had the children really engaged making it comfortable enough for the students." - Minding Me*



## Our environmental footprint



Interrelate was chosen as one of the community partners for the NSW **Return and Earn** scheme for 13 weeks from 25 February 2019. We actively encouraged staff and our community to collect eligible drink containers and donate them to Interrelate through the reverse vending machine.

We raised over \$6,377 for Interrelate School Services through the scheme. Overall, a total of 63,774 containers were recycled with proceeds going to Interrelate. From an environmental point of view, this saved (on average): 521 Tonnes of CO2 emissions required to remake the containers using virgin materials.

**SAVED  
521 TONNES  
OF CO2  
EMISSIONS**

**WHICH IS EQUIVALENT TO**



**PLANTING  
781 TREES**



**TAKING 137  
CARS OFF THE  
ROAD**

The above figures clearly demonstrate what an impact recycling has on helping the environment.











# 04 OUR PEOPLE



## Our staff

<b>80</b>	<b>GREATER SYDNEY AND CENTRAL COAST NSW</b>	
<b>69</b>	<b>NORTHERN REGION NSW</b>	
<b>56</b>	<b>HEAD OFFICE (NEWCASTLE, NORWEST AND BOARD)</b>	
<b>53</b>	<b>HUNTER &amp; MID NORTH COAST (NSW)</b>	
<b>50</b>	<b>SCHOOL SERVICES (NSW, QLD, VIC)</b>	
<b>45</b>	<b>CENTRAL AND FAR WEST NSW</b>	





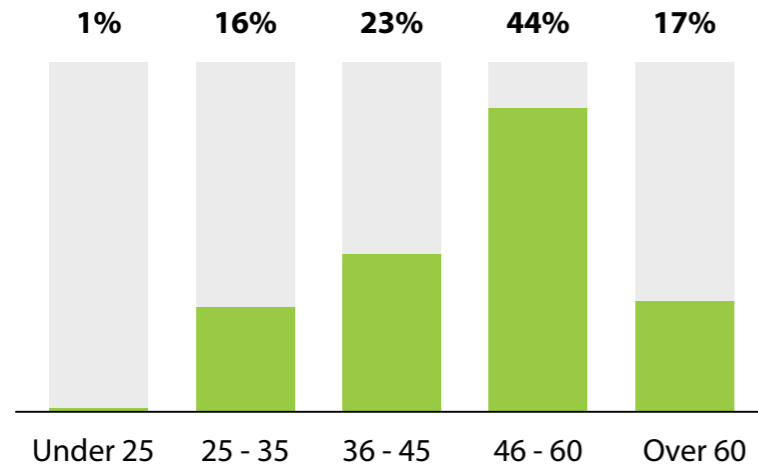
We have 353 employees working at Interrelate and their dedication and passion is what brings our purpose to life and empowers our clients to thrive in their relationships.



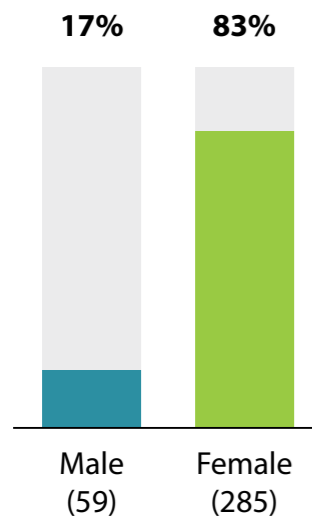
**353  
staff**



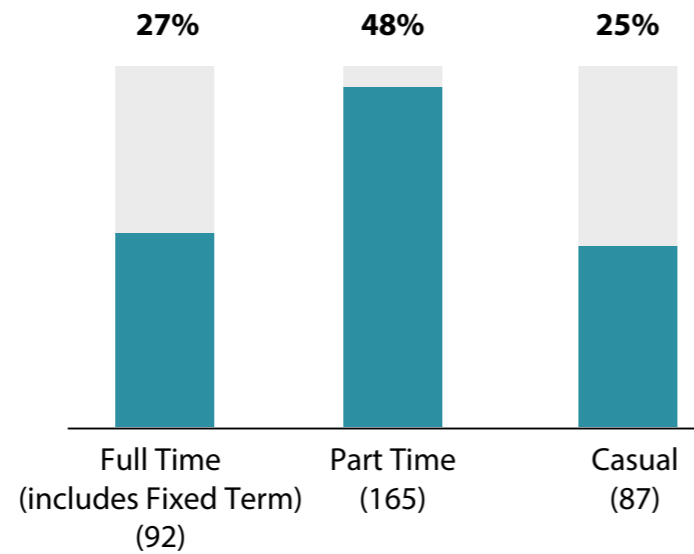
## Age



## Gender



## Employment status



*\*Data excludes 9 Board members*

## Our Executive Team



**Patricia Occelli**  
Chief Executive Officer

Over 32 years of experience in design, delivery and leadership in the human service industry in government and non-government sectors.



**Graeme O'Connor**  
Head of Corporate Services

Over 26 years of experience in financial and business management across both the private and non-government sectors.



**Melanie Bale**  
Head of People, Culture & Performance

Over 25 years of experience in youth work, community planning and development, and human resource management in the government, non-government and private sectors.



**Sharon Grocott**  
Head of Social Enterprise & Business Development  
Head of Research & Innovation

Over 30 years of experience in the community sector with a focus on young people, families and people with disabilities. Includes senior management roles and experience in building sustainable cross sector partnerships.



**Suella Wright**  
Head of Operations, NSW Services

Over 29 years of experience in delivery and leadership in health and social care services in the government and non-government sectors.

## Our Board Directors



**Adele Ezzy (Acting Board Chair)**  
Information Technology



**Alan Gibson**  
Finance



**Antony Floyd**  
Education and Governance



**Deborah Wilmoth**  
Clinical and Forensic Psychologist



**Fadiya Ali**  
Family Law



**Hon. Graham West**  
Youth, Management and External Relations



**Jason Hincks**  
Marketing and Communications



**Paul Newman**  
Mediation and Aboriginal & Torres Strait Islander engagement



**Wendy Haigh**  
Social Impact Investment and Social Enterprise

Interrelate is a company limited by guarantee. The Board of Directors is the governing body of Interrelate and is supported by the CEO and executive team. Interrelate's Board is responsible for ensuring we achieve our vision, purpose and objectives, while avoiding adverse and unacceptable outcomes.



## Creating opportunities

We believe our staff are our greatest asset. They have tremendous capacity to empower people and a willingness to share their knowledge and experience for the benefit of others.

### Case Study: Greater Sydney

In our greater Sydney region, this year we:

- celebrated 7 staff reaching 10 years' service
- hosted volunteers from Volunteering Central Coast
- created a student and intern program resulting in 8 students joining us in the areas of counselling, Family Mental and Health Support Service, Building Stronger Families and specific project work in domestic and violence information.

We are proud that as a region we have remained the workplace of choice for many staff for over ten years. This cohort have been presenting at national conferences, mentoring students and interns, providing internal training and supervision of staff.

They continue to hone their craft and add value not only to the staff but more importantly our clients.



## Supporting our staff to achieve their career goals

We have a range of supports to help our staff progress their careers, including our Study Assistance Program, which provides financial assistance and paid days for study and exam leave. Not all of the positions at Interrelate have a direct step up in career progression, but we encourage staff to think about the different ways in which they can further their goals and experience with us.

### Q&A with Kate Mudford, Central and Far West NSW

#### ***How long have you been at Interrelate?***

7 years - I started with Interrelate in 2012 as a Client Service Officer.

#### ***What is your current position at Interrelate and what does that involve?***

My current role is Senior Practitioner, prior to that as a Child Youth and Family worker in Coonamble for the Family Mental Health Support Service that Interrelate is funded to provide.

#### ***What positions have you worked in at Interrelate?***

Client Service Officer, Rural Support Worker (Drought), Community Development Worker, Trainee Child Youth, and Family Worker, Child Youth and Family Worker.

I began as a Client Service Officer in 2012 and then in 2014 moved into a Rural Support Worker role in the Drought Assistance program and then briefly back to Client Service Officer before taking on a role in the FMHSS program in 2016 as a community development Worker, where I upskilled to become a Trainee Child Youth and Family Worker and now a Senior Practitioner.



#### ***How has Interrelate supported your career progression?***

I think this has happened in many ways, the main one being the financial study assistance that allowed me to study. Additionally, the different professional development that I have had opportunities to do over my time with Interrelate. I am very grateful for this as a lot of other services do not invest in their staff in this way. I also feel that being surrounded and mentored by a great team of highly skilled people within my region and Interrelate has also assisted me in taking chances and working outside of my comfort zones and empowered me to have the self-belief that is, in turn, assisting my communities.

### **How has Interrelate supported you to balance your commitments and goals?**

I feel that my managers and Interrelate have supported me in many ways to reach goals and have helped grow my confidence as a worker in this sector. But more than that I feel they have shown me kindness and an understanding manner in which my managers (current and past), have supported me in having flexible work hours and understanding. It can sometimes be hard to explain to the rest of Interrelate what it's like in rural communities when you have limited access to services and when your work life and personal one crosses over, and

your personal phone will ring with friends of friends wanting some information on services to help them with drought and that living farm life myself in drought is extremely tough mentally and financially. I feel so grateful to have managers who understand this and will ask how I am doing and more importantly how my family is doing.

Times have changed for Interrelate in the 7 years I have worked here and while we have all been tested in learning new things, I do honestly believe that Interrelate has the potential to do a lot of great work in rural and isolated communities.

## **Q&A with Hayley Freeman, Central and Far West NSW**

### **How long have you been at Interrelate?**

I started with Interrelate in October 2010 as a CSO, 9 years with 2 maternity leave breaks.

### **What is your current position at Interrelate and what does that involve?**

My current position is a relationship counsellor based in the Orange office, part of the Central and Far West Team.

### **What positions have you worked in at Interrelate?**

- Client Services Officer (CSO)
- CSO/Community Development Worker
- Children's Contact Service (CCS)
- Schools Services project worker/educator
- Trainee Counsellor
- Back fill when needed for Case



- Co-ordinator, Male Victims of Domestic and Family Violence (MVDFV)
- Relationship counsellor/group facilitator

### **What has been your journey at Interrelate?**

I completed a business degree in hotel management in 2004 and spent

several years working in event and sales management for Accor Hotels in Melbourne and Fairfax in Orange. I spent 18 months after this time in London working as an IT support person for the National Health Service, arriving back in my home town Orange I was not able to find a position within the hotel sector. In 2010 I started my journey in the community services sector with Interrelate as a CSO full time, after 12 months I welcomed my first daughter Matilda. After maternity leave I continued in my role as a CSO part-time and also supported as a weekend CCS worker. After a few years my CSO role became part community development which allowed me to do more work in organising community events.

In 2015, I remained in my CSO role part-time and in addition I accepted a role in the school services team as a project worker, to establish partnerships in the region and promote Interrelate's suite of school programs. In 2018 I accepted a position as a trainee counsellor, where I completed my studies in January 2019 and am now qualified as a relationship

counsellor. I have recently been trained to support the MVDFV case coordinator to back fill in the position when support is needed.

### **How has Interrelate supported your career progression?**

Since starting at Interrelate I have completed the following studies with the support of Interrelate's study assistance program:

- Cert IV Community Services
- Diploma Community Services
- Diploma in Counselling

How has Interrelate supported you to balance your commitments and goals?

Interrelate's study assistance program has been supportive for me to be able to spend time achieving my goals whilst accessing study days this has allowed me to maintain a healthy work and home life balance. My Learning and Development plan has also supported me to make pathways for my goals with the support of my Practice Lead and Business Development Manager.

## **Q&A with Sally Sweeney, long-term staff member**



### **How long have you worked for Interrelate?**

I have been with Interrelate for almost 22 years.

### **What roles have you done with us in this time?**

I have always been an educator since I completed my training in Feb 1998 and presented my first program in May 1998.

I started as a seasonal worker (similar to a casual these days) but my work was quite sporadic. I then picked up more work in schools and eventually slipped into training, program rewriting and a Supervisor role. I became full-time and on contract in 2008.

Things have changed a lot in the last few years within School Services. It has been great to assist with the transition of Family Life Victoria coming on board. My team across the state of NSW comprises of around 10 at the moment so travel has also increased for me. At the moment I really enjoy the diversity of my role.

***Why have you continued to stay here?  
What is it that makes you keep coming back to work?***

I think I have stayed with Interrelate as my role has continued to evolve over the years. I really love working with schools and seeing kids equipped with important knowledge about their bodies, namely the changes that lay ahead, staying safe and making better informed choices. I constantly remind myself that I may be presenting the same program(s) for the umpteenth time, but for my students this could possibly be the first time they have heard any of this. As you know I'm very passionate about what I teach in schools!

Lastly we also have a fabulous, energetic, hardworking, passionate, and eclectic team of educators plus other admin management staff, in all the states where we run programs. I think our School Services are in great hands at the moment!

***What is a fond early memory you have of your time here?***

I have so many fond memories in my almost 22 years I wouldn't know where to start? I guess co-writing all our saleable books was a very rewarding experience.

I was employed by Faye Reid and her early mentoring has always inspired me to continue even through the tricky times. We have had some great conferences over the years where distant/isolated staff members all got to meet, for the first time. The thousands of positive comments from the many students I have taught will always be a very special part of my memories.

***What do you think is Interrelate's biggest asset?***

I think our biggest asset has always been our staff. I also think the Board continuing to foster the foundations of how it all started back in 1926 has also been very important, especially for School Services. Although there has been many ups and downs since 1998, I think Interrelate is in a good place at the moment.



# 05 HIGHLIGHTS

## Children's Contact Service

Our Children's Contact Service (CCS) in the Lower Mid North Coast has spent time this year evaluating its delivery approach and processes to improve family experience and focus on our goal of families, where appropriate, to self-manage co-parenting. We would like to share some examples of the types of things we have been doing.

All CCS's have two exit / entry points. This is an important and essential facility and ensures that, if required, parents / carers can be kept separate and provide safe leaving. In the past – we have adopted the practice of having parents enter and exit via separate doorways. In some cases this means one parent enters via the reception and the other parent enters around the back of the building.

More recently we have switched this procedure and said both parents should use the main entrance / exit to our centre as a default, unless we assess this to be a potential risk to any party. If required (and

determined by a safety assessment) we can use the two doorways. Initial feedback from parents is very positive. No longer does one parent feel less valuable or less important than the other.

Our aim (where safe to do so) is to help separated parents develop the skills and confidence they need to independently manage time with their children. Often young children can become distressed during the changeover when they enter the building with one parent, and are taken away from that parent by a worker who escorts the child into our centre and delivers them to the other parent. More recently, and only when there are no safety or legal preclusions, we have started having parents manage the handover under the supervision of staff rather than the staff being the intermediary. This way children remain continuously in the care of their parents, minimising distress and supporting high-conflict parents to interact and co-parent.



## Staff Gathering 2019

In February 2019, 173 members of our staff participated in our 'Creating Together' Staff Gathering at Wollongong Surf Leisure Resort.

The 3-day event was designed to create opportunities for staff to work in collaboration to achieve our vision and develop tools and knowledge to empower them in strengthening our shared vision for the future.

The gathering focused on diversity, human centred design and strengthening relationships with our colleagues. As part of the event, staff broke into 13 streams to learn about:

- The wellbeing and family lives of Australian sexual minorities
- eheadspace and its role in early intervention
- The impacts of violence and sexualised media on children
- Body esteem
- The importance of relationship in supervision

- Creating a positive customer experience
- Interrelate's model of cultural engagement
- Working with refugee families
- Computer-based psychological treatment in a drug and alcohol clinical service
- Becoming a parent: Australian men's and women's experiences of the transition to parenthood
- Online gaming addiction
- Basic skills for helping someone in distress
- Let's talk about the kids – engaging parents in the exploration phase of FDR

We also facilitated a panel discussion on 'What does inclusivity look like in practice?', ran workshops on human centred design and clinical governance, created artworks to show our diversity and participated in team-building activities.





The ideas generated from the gathering continued to evolve and turned into innovative projects. The gathering introduced the mindset and methods of human-centered design through the hands-on experience of designing products.

One example of an idea turned into a project was the development of a Children's Contact Service welcome pack to enhance the client experience for children and families using this service. A prototype has been developed that includes a virtual tour, welcome booklet for children and a webpage for information.



## Say No To Bullying Poster Competition

In 2019, we ran our 6th annual Say No To Bullying Poster Competition for Australian primary schools. The theme this year was Be Kind, Lend A Hand and 227 schools registered their 38,346 students to be involved.

We received 3,718 posters at our head office for judging, from which we selected 41 Finalists and 1 winner – Isabella Sinanovski from Lennox Head Public School.



**Isabella Sinanovski**  
Winner of the 2019 Say No To Bullying Poster Competition



As part of our campaign, we hosted a breakfast at Mt Pritchard Public School on the National Day of Action Against Bullying and Violence. Students at Mt Pritchard had recorded a film clip for our competition theme song, Be Kind Lend A Hand, which the entire school performed after the breakfast. Following that event, all students in the school returned to their classrooms to take part in the lesson plans we provided as part of the poster competition registration pack.



Mt Pritchard Public School on the National Day of Action Against Bullying and Violence

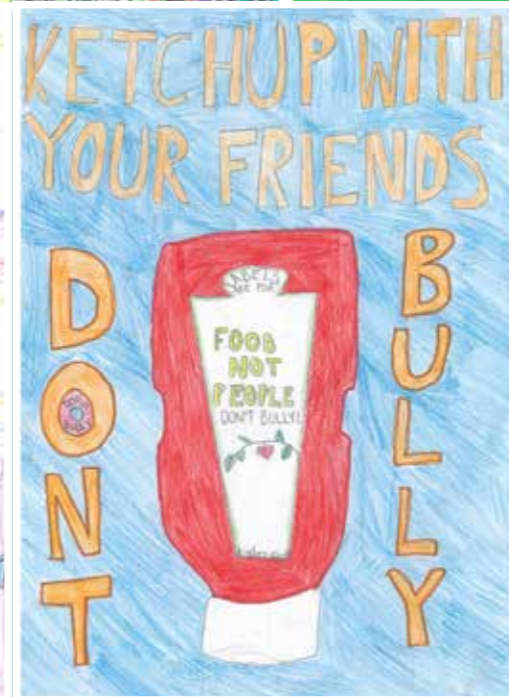
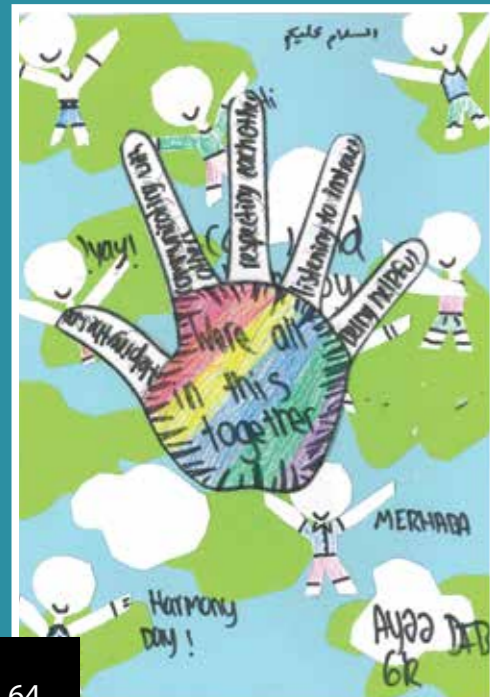


As in previous years, we found the competition provided schools with an opportunity to discuss bullying with their students and raise awareness of how to behave as upstanders. 36 of the finalists and their families joined us for an Awards Ceremony in June at the prestigious Government House in Sydney, hosted by Her Excellency the Honourable Margaret Beazley AO QC, the 39th Governor of New South Wales and her husband Mr Dennis Wilson. Our supporting partner Faber-Castell again provided prizes for the finalists and the schools who achieved 100% participation. We were delighted to have Faber-Castell's General Manager Michael Karakatsanis join us at the Awards Ceremony to present the prizes.

A highlight of the Awards Ceremony was having our 2015 competition winner, Jodi Govender, join us to speak at the event on the importance of being kind. Now in Year 10, Jodi was a wonderful role model and inspiration for the younger children who were attending as finalists.



**Jodi Govender**  
Winner of the 2015 Say No To Bullying Poster Competition





## Feedback

"Gordana, her parents and I really appreciated the kind hospitality and the effort gone into making it so special for the kids. Congratulations to Interrelate for getting behind a great cause and spreading such a positive message. Looking forward to what the future brings."

– Michelle Gorgioski Dravec, Mt Pritchard Public School

"We are so proud to have had Aya attend the special ceremony as a finalist. Looking forward to participating in next years' competition."

– Hala Abdulkader, Salamah College

"Well, what can you say, what a great setting for this presentation. Fantastic Government House, the harbour. . . beautiful day in Sydney and all I can say is please keep this going. It's so important for the youth and kids. Thanks."

As parents we're absolutely thrilled to be invited here today to Government House, this fantastic building, fantastic view of the harbour. . . First of all to bring both the boys down this morning from Tweed Heads was a thrill. . . but the significance of this is so important. We've tried to bring our boys up in an atmosphere of fair play and with no bullying. Both of their parents are registered nurses at the local hospital and we understand fair play and the impact it can have on any child.

We both work in mental health, so we fully understand the sinister impact that bullying can have on children, which can lead into their adolescence and later in life. It can destroy their career, their life and also in extremity can lead to awful things like drug addiction, homelessness and the other awful things that go along with stuff like that. . . all started from bullying."

– Keith Fyfe, Parent

## New office opened in Tuggerah

Our Central Coast centre has long been outgrowing the building at our Wyong centre. Due to the growth in our services, in April we moved to new premises which will allow more service delivery towards the northern end of the Central Coast Local Government Area. The new premises is nestled in the newly developed Tuggerah Business Park which has been growing at an exceptional rate due to the high demand for services. We are excited to now have expanded room for increased service delivery.



## Collaboration and co-design

We believe that co-designing services with colleagues, clients, industry partners and external organisations brings about results that are of greater benefit to our clients. This approach builds collaboration between, and allows contributions from people both affected by, and those attempting to resolve, particular challenges.

### Working with partners to support mental wellbeing

In our Northern Rivers region, we have been working with John Holland, the lead construction company building the new Clarence Correctional Centre. With the region having a higher than state average rate of suicide, a collaborative approach between the community, service providers and government has been underway since 2016 to increase the capacity of the community to support their mental health and wellbeing.

John Holland was keen to establish links

for their staff with local services so that staff could continue to access supports after the construction ceases once the centre is finished being built in 2020.

Initially Interrelate was invited to attend a series of BBQ meetings held with the teams prior to Christmas. Glen O'Hara (Counsellor from Coffs Harbour) attended these and presented Interrelate's 'Guide to Surviving Christmas' to approximately 600 staff. The success of these presentations led to a further invitation to work with

John Holland for the remainder of the construction phase.

Glen's work with the teams also led to referrals for our existing programs including Building Stronger Families and counselling.

Currently Interrelate is working with John Holland to support its teams and their families during the scaling back of the

construction phase.

The initiative has provided Interrelate with the opportunity to provide support to people who otherwise may not have accessed our services. It has also given us greater insight into how to work collaboratively with corporate partners in the construction industry and develop new business opportunities.

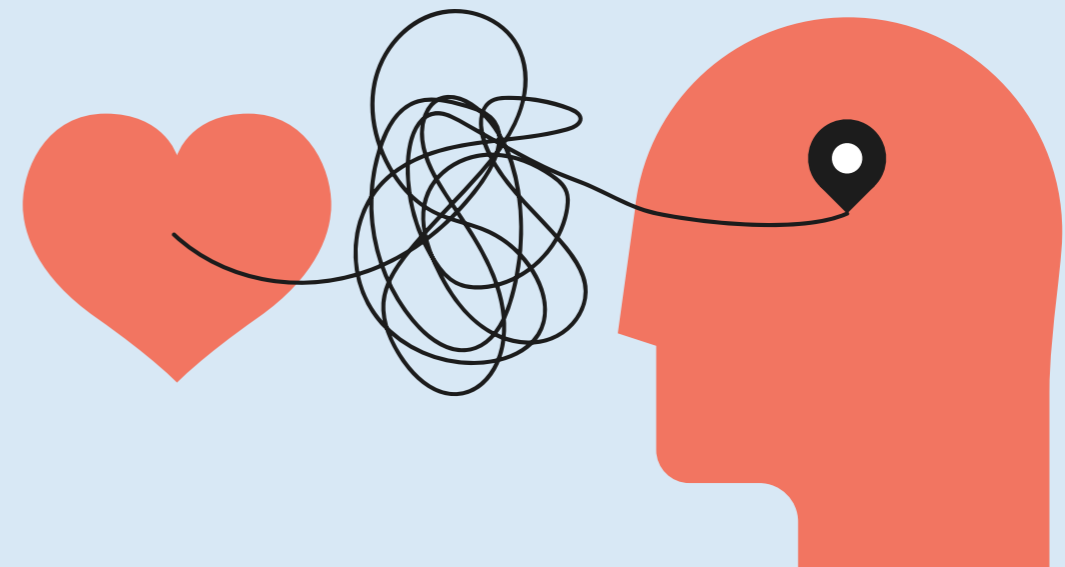
### Love Bites Partnership on Central Coast

Our Family Mental Health Support Service on the Central Coast has been supporting the LOVE BiTES and LOVE Bites Junior program over many years by providing facilitators to run them collaboratively with other services. These are school-based programs for young people aged 11-17 and are designed to prevent relationship violence.

The Committee we are a part of had forwarded a letter regarding funding this work to State and Federal MP's. The Department of Social Services (DSS)

and Federal Member for Robertson, Lucy Wicks, recognised this work and have offered funding under the Mutual Understanding, Support, Tolerance, Engagement and Respect (MUSTER) Initiative to provide \$768,208 over 2 financial years.

Lucy Wicks' office have confirmed the catalyst for this funding invitation was the recent letter from the Committee and we are thrilled to continue working with others to deliver this important work.



## Specialised DV service going the extra mile to find supports for clients at Caringbah

Penny Atwells (Specialist Family Violence Worker, Caringbah) is creative in her thinking about how to support victims of domestic and family violence connecting them with a range of support services in the area to empower them to thrive.

One such example was an occasion when she sourced driving lessons for a Culturally and Linguistically Diverse (CALD) client who struggled as a single parent to get to work using public transport.

Another example was her engagement with the Novotel Brighton-Le-Sands when they were offering free furniture following a large scale renovation/ refurbishment of the hotel. Penny contacted some of her clients to see whether they needed furniture, as many clients have had to flee their homes and have limited financial resources. The clients excitedly replied yes.



Penny then arranged a van and travelled to the Novotel and was able to get some great items for her clients, including mattresses, wardrobes, lamps, lounges, chairs, mirrors, bar fridge and outdoor settings.

## Collaborative pairs program for mental health

In February, Cheryl Parker (our Child, Youth and Family worker in Dubbo) paired with local young woman Evelyn Carroll to participate in the first ever collaborative pairs program conducted in Australia.

The aim of the program is to help consumers and providers work together to improve health care in Western NSW and it was supported by the Western NSW Primary Health Network.

The program involved working in a pair, with one person being a consumer and the other a health care provider. As part of the program Cheryl and Evelyn received leadership training, worked on a shared

health challenge project or idea, attended five monthly workshops and networked with other pairs to share their learnings.



The program gave Evelyn and Cheryl the opportunity to build networks, understand different perspectives and share their experiences to identify gaps in service delivery, enhance the voice of

young people and encourage community-led approaches to the mental health and wellbeing of young people in the Coonamble area.

## Greater Sydney Family Law Pathways Network partnership

This year our work with the Greater Sydney Family Law Pathways Network (GSFLPN) saw our project officer Ali Legg, successfully secure a \$55,000 grant to produce a DVD to educate the Indigenous Community and Indigenous service providers on the many options available in the family law sector to support families and community.

The grant is to be used by the Aboriginal Family Law Pathways Network, a subcommittee of the Greater Sydney Family Law Pathways Network, to engage Pursekey Productions to produce the film. The work to be undertaken by the company will include:

- scripting (working with legal professionals)

- Indigenous support workers (experienced in the Indigenous work of the court) and
- an Indigenous director for pre-production, shooting, editing and finishing.

The film will then be available to the public online through the Greater Sydney Family Law Pathways Network website and will be produced as a hard copy.

The hope is to have the DVD produced in time to be presented at the Young Aboriginal Lawyers Annual Gala cocktail party and the three-day GSFLPN Aboriginal Family Law Conference in the second half of 2019.



## Media exposure

We approached our media strategy in a different way this year, with the goal of Interrelate being recognised as thought leaders in our industry. We are pleased with the results, having achieved exposure for a wide variety of our services.

In particular, media planning for our Say No To Bullying Poster Competition in 2019 resulted in 39 mainstream media opportunities with a total reach (or opportunities to see) of 1,030,786. We worked with our media consultant Underground Communications on this and are pleased to say the campaign resulted in us being named as finalists in 3 categories of the Public Relations Institute of Australia's 'Golden Target Awards' for Thought Leadership Campaign, Integrated Marketing and Communications Campaign, and Small Budget Campaign. The winners will be announced in the second half of 2019.

Our work was also showcased in radio interviews, television news, print and online articles.



### Sydney Primary School Sings Against Bullying

On 15th March 2019, students at Mount Pritchard Public School came together for a school-wide breakfast in recognition of the National Day of Action Against Bullying and Violence, a national government initiative coordinated by the Safe and Supportive School Communities Working Group.

They were one of hundreds of schools around the country that engaged students with the help of non-profit Interrelate's Say No To Bullying poster competition, an art activity designed to help students embrace the more positive concepts of kindness and inclusion.



### Student anti-bullying campaign



Open to all primary schools in Australia, Interrelate's Say No To Bullying poster competition is being used as a way to help teachers start a conversation with students about bullying and how they can work together to help prevent it.

The initiative, which allows young people to express their feelings through art in a supervised and safe environment, was developed by Interrelate, a not-for-profit provider of relationship services. Registrations have now opened for schools wanting to take part in 2019.

The competition coincides with the National Day of Action Against Bullying and Violence on 15 March 2019.


"Every year at the beginning of the year we use the no bullying program to start a conversation with students about bullying, about behaviour in general," said Ruth Harris, Principal at Boxershoe Public School. "We've been doing the program for four years now and the students have a platform to speak about bullying."

### New program aims to help men examine their notions of masculinity

Interrelate, a counselling service based in NSW, has been running a pilot program called *Respectful Men*, which helps men explore their notions of masculinity and their past and current relationships.

Staff at Interrelate say the program aims to engage men that current family violence prevention programs may be missing.

149 Masters talks to **Hiloes Neylon**, practice specialist at Interrelate and architect of the *Respectful Men* program, **Matthew Campbell-Ellis**, a family and relationships counsellor, and **Michael Salovey**, Associate Professor of Psychology at UNSW and "Bruce", a recent participant in the program.



### Mob of emus cause a Cobar car-nundrum



It was not amusing, and certainly a traffic risk - a video of emus parading down a street in the region has already been viewed thousands of times on social media.

### Biking psychs roll into town on a mission for men's health



The Cobar Mental Health Network organised an event to celebrate the *Respectful Men* group which arrived in Cobar on Friday afternoon. *Respectful Men* is a not-for-profit health network that has been working with the Cobar Mental Health Network to raise awareness of rural mental health issues.

A group of Psychs on Bikes, led by Sydney psychologist Dr Joe Duric, rolled into town on Friday afternoon as part of their trip from Perth to Sydney to raise awareness of rural mental health issues.

Dr Joe and his Psychs on Bikes comrades have been doing "big bikes" since 2011 to raise awareness of mental health in rural areas.

Dr Joe said he is seeing things slowly changing.

"What we're seeing is men in particular are becoming more open and honest and more comfortable in terms of talking about their own emotional distress," Dr Joe said.

"The four silent killers in the bush are hypertension, diabetes, alcoholism and depression. Suicide rates in rural areas are one and a half to twice the numbers in metropolitan areas.

As part of their visit, they offered free mental health checks.

"Starting the check is very common to find people with high blood pressure and diabetes that they don't know about," Dr Joe said.

### OP-ED: JOHN MARSDEEN, IT'S TIME TO BE AN UPSTANDER, NOT A BYSTANDER

At a time when Australia holds the number two spot in the world for cyber bullying (dropping down from number one last year), John Marsdean's recent commentary in relation to bullying is considerably disturbing.

Quite apart from the fact that he writes about it, Australia's young people, and therefore our...

### St Vincent de Paul funding Sparky and Shady program

Robyn Osborne Community



A nationally acclaimed behavioural program 'Sparky and Shady' aimed at helping 9-12 year-old children facing major challenges in their lives is being funded by St Vincent de Paul Society.

The program was developed by former school principal, Cofts Harbour-based Kathy Sheehan and helps kids struggling at school to understand the positive, or 'sparky' side, of their nature as well as the scared, or 'shady' aspects.

"Sparky and Shady is the only program of its kind that teaches children who they are, how to cope with problems and how to believe in themselves so they can live loving, happy and fulfilling lives," Sarah Mason, southern coordinator of Winnies Breaking the Barriers initiative, said.

"These kids may have been suspended from class or expelled from school, and are a handful even for loving parents. Teachers can be at a loss to find...

### Pilot program shows early signs of a solution to domestic violence

Coria Mascarenhas Local News




A pilot program in Fort Macquarie to address violent and aggressive behaviour in men is showing promising early signs.

'Respectful Men' by relationship services not-for-profit Interrelate is designed to combat behaviours that lead to family and domestic violence.

The program is overseen by clinical psychologist, Dr Aaron Simpson, head...

### Pupil's stand against bullying recognised

Local News



Mount Pritchard Public School pupil Gordana Popovic is a finalist in the Interrelate 2019 Say No To Bullying Poster Competition.

Gordana's poster - which features the competition's theme Be Kind, Lend a Hand - over a rainbow, was one of just 42 artworks chosen as a finalist from the 378 posters received from more than 60 schools from around the country.

Her work also features examples of positive behaviour in the playground with drawings of real life situations including a student telling a teacher that they are being bullied.

In March, the school had a school-wide breakfast in conjunction with the National Day of Action Against Bullying and Violence, a national government initiative coordinated by the Safe & Supportive School Communities Working Group.


### EMU TRAFFIC

MOB OF EMUS SPOTTED RUNNING THROUGH COBAR, NSW



### Governor presentation for Zane's award

Southern Riverina News



St Joseph's Catholic School Friday student Zane Sibrava was selected as a finalist in the Interrelate 'Say No To Bullying' poster competition recently.

The 2019 competition attracted more than 4000 entries across Australia with the five year old taking one of only 40 students selected as a finalist.

The finalists were each invited to attend an awards ceremony at Government House in Sydney on Friday, June 21.

Zane attended the Government House event, along with his parents, Mike and...

### Return and Earn recycling money boosts school programs

Local News




Return and Earn recycling money boosts school programs.

Return and Earn recycling money boosts school programs.

### NSW student wins anti-bullying poster competition

Local News



A public school student from the NSW north coast's message of Be Kind, Lend a Hand has received recognition as part of a national competition.

Isabella Sinanovski with her winning poster, *Be Kind, Lend a Hand*.

Lanewah Public School student Isabella Sinanovski has won Interrelate's 2019 anti-bullying poster competition.

Her entry was chosen from 38,000 students from across the country, all focusing on the theme of Be Kind, Lend a Hand.

The annual competition encourages young people to put their voice behind stopping student bullying.

Isabella's poster highlighted the importance of being an upstander and supporting people who are being bullied.

"Be someone that counts and go and help (when you see bullying)," Isabella said.

### Want your kids to be friends when they're older? Here's how you can help them have a strong relationship

Local News



Susan Sohn's closest friends are her three siblings and she wants that for her own children.

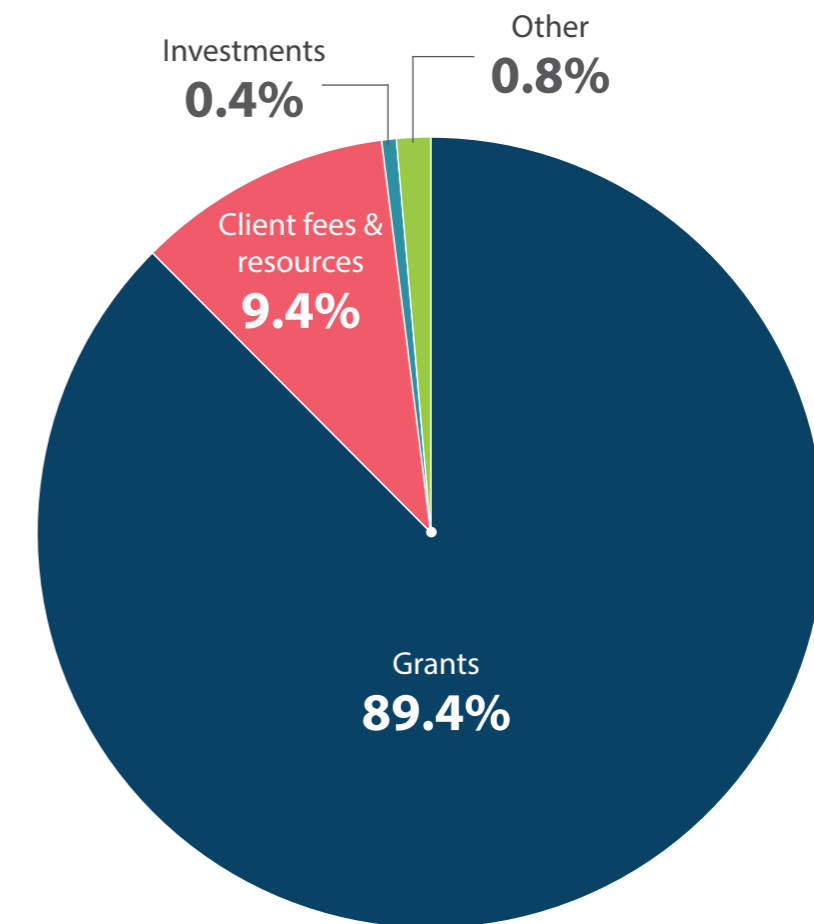
The Sydney-based author has three kids, aged 21, 18 and 14, and she says the work she and her husband put into fostering good relationships between them seems...



# 06 NUMBERS

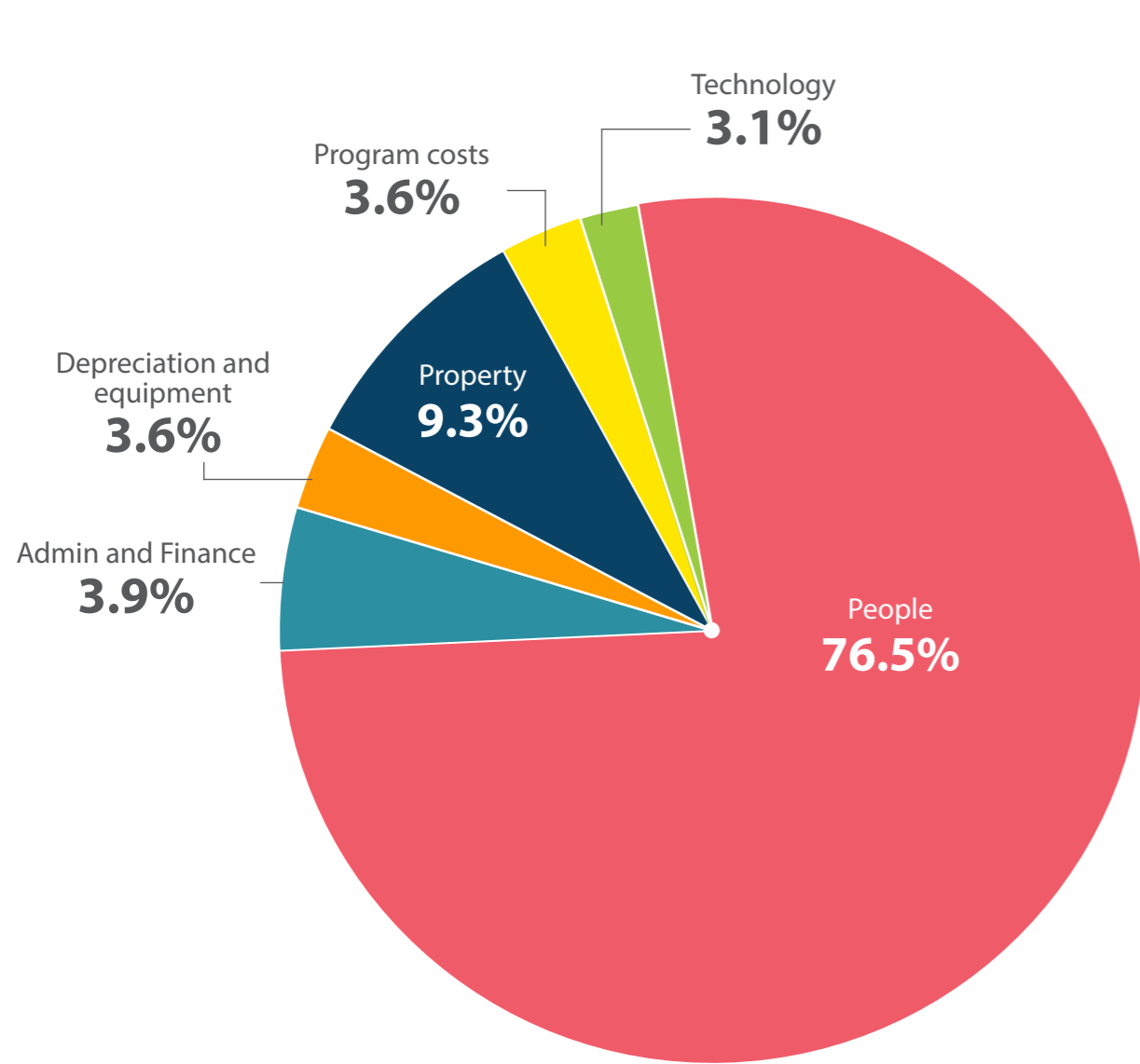
## Funding support

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



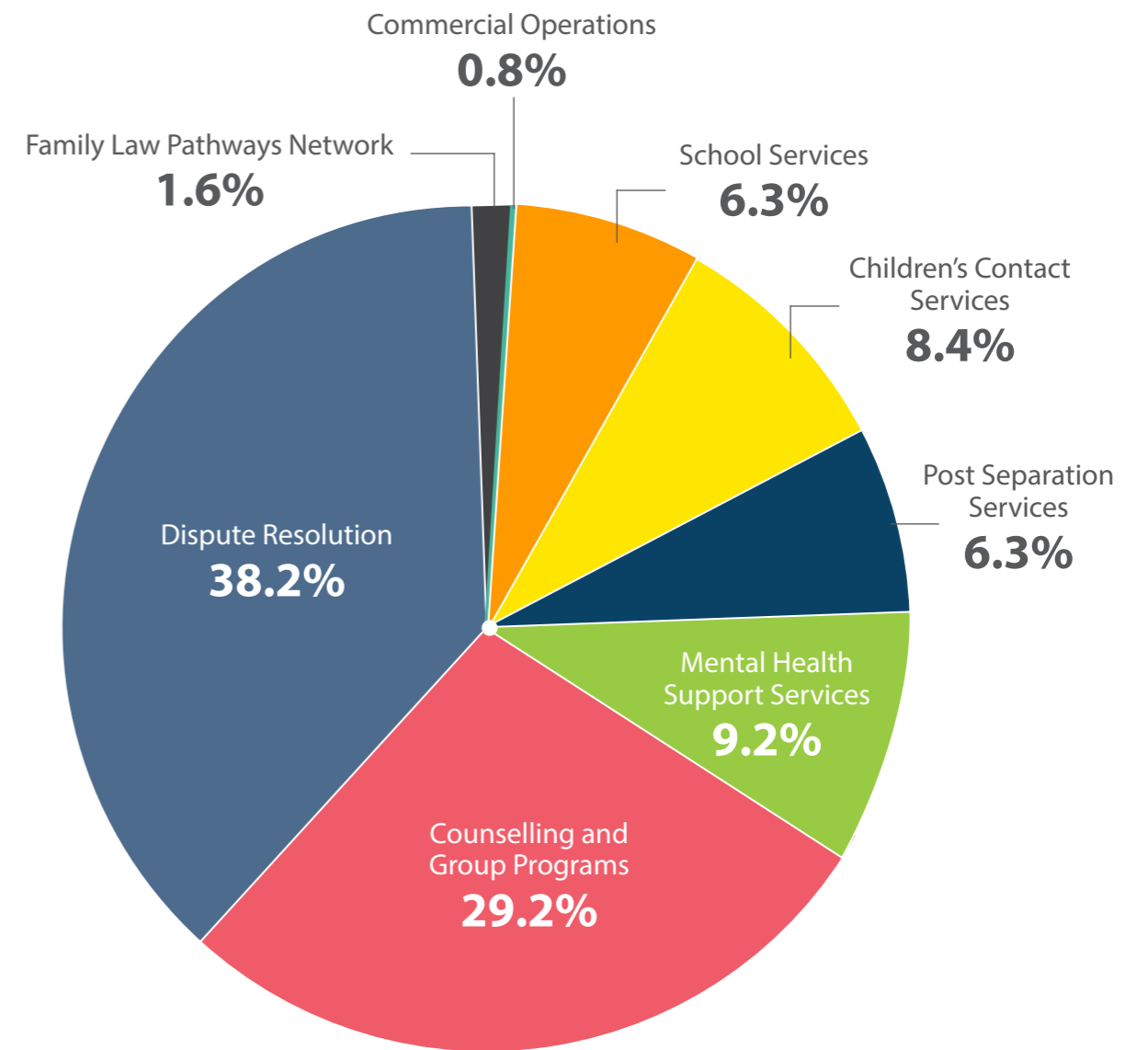
**TOTAL INCOME = \$23,960,634**

■ GRANTS = 21,404,858	■ INVESTMENTS = \$94,972
■ CLIENT FEES AND RESOURCES = 2,262,597	■ OTHER = \$198,207



**TOTAL EXPENDITURE = \$23,957,542**

- PEOPLE = 18,321,512
- ADMIN AND FINANCE = \$941,887
- DEPRECIATION AND EQUIPMENT = \$883,326
- PROPERTY = \$2,220,108
- PROGRAM COSTS = \$857,013
- TECHNOLOGY = \$733,696



**INCOME BY SERVICE = \$23,960,634**

- DISPUTE RESOLUTION = \$9,163,468
- COUNSELLING AND GROUP PROGRAMS = \$6,999,995
- CHILDREN'S CONTACT SERVICES = \$2,000,789
- POST SEPARATION SERVICES = \$1,501,900
- MENTAL HEALTH SUPPORT SERVICES = \$2,218,538
- SCHOOL SERVICES = \$1,509,037
- COMMERCIAL OPERATIONS = \$185,387
- FAMILY LAW PATHWAYS NETWORK = \$381,520

You can view Interrelate's full Audited Financial Statements on our website.





MEET OUR PASSIONATE STAFF TRANSFORMING LIVES





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

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