

**ANNUAL
REPORT**

2013-14



relationship experts since 1926



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Interrelate Annual Report 2013-14



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





ABOUT

Who we are

Interrelate is the largest NSW provider of relationship services, specialising in supporting parents and children and strengthening family relationships since 1926. We provide affordable services including family dispute resolution, case management, counselling, services for carers, children's contact services and relationship education throughout NSW.

Every year, Interrelate assists more than 70,000 people from both intact and separated families and children in schools to strengthen their relationships. Interrelate's work in school-based relationship education reaches more than 47,000 children and families per year across 488 schools.

Purpose, vision and values

Our purpose

To enable people to work through life's challenges and strengthen their relationships.

Our vision

To lead the way in providing responsive, cutting-edge, transformative relationship services with and for our diverse communities.

Our values

Interrelate provides a range of quality services, relevant to community needs, that aim to empower people to live and relate more effectively.

Service charter

Interrelate promises to:

- provide you with a safe environment
- protect your privacy
- recognise diversity among all communities, families, couples and individuals regardless of gender, religion, sexual orientation, age, race, ethnic origin or disability and provide equal service opportunities
- get the very best people to help you
- provide information referrals and individual sessions. There may be fees depending on your circumstances
- provide you with up-to-date information
- refer you to other services as appropriate and help you contact them
- listen to any complaints and suggestions you might have.



Where we are

We have 10 major regional locations across NSW and many more outreach locations in the broader community.



Top 10 presenting issues in 2014

- | | |
|------------------------------|---------------------------|
| 1. Communication issues | 6. Anxiety |
| 2. Conflict | 7. Anger |
| 3. Relationship difficulties | 8. Relationship breakdown |
| 4. Post-separation parenting | 9. Grief/loss |
| 5. Stress | 10. Separation of parents |



Chairperson's message



It is a privilege to present this report to our members on Interrelate's 2013-14 financial year on behalf of your Board.

The 2013-14 financial year was a period of re-commitment and reinvestment by your Board. The re-commitment and reinvestment were to and in the leadership, the management, the staff, the organisation's governance, and the breadth and quality of community responsive services that Interrelate provides.

There is no more significant function of any board of any organisation than the selection of a CEO. The organisation transitioned its leadership to Patricia Occelli in December 2013 and has not looked back. The new leadership team has been further strengthened in a new structure that prioritises service development, with the appointment of executives Matthew Stubbs, Sharon Grocott and Suella Wright. Matthew, Sharon and Suella join Melanie Bale and Graeme O'Connor in our highly skilled and experienced Executive team.

The Board set itself the task of developing a new Governance Manual. This manual articulates the way in which the framework of rules, relationships, systems and processes within and by which Interrelate is governed. It testifies to the commitment of the Board that, on the completion of the manual, all Board Directors set about presenting and explaining the Governance Manual to every staff group of Interrelate across the length and breadth of our network of offices throughout NSW.

The "Strength to Strength" staff work relationships project is a long-term investment by the Board in the organisation's own staff. The project will assist to nurture staff to develop and contribute to their potential, and in doing so, they will be able to best serve the organisation's clients and communities.

“Modern pressures on relationships can be complex, and in the same way as Interrelate's founders responded to community needs, Interrelate is responsive to the needs of its modern communities.”

The Board continues to invest into Interrelate's Registered Training organisation because the expectation is that the long-term return on this investment will be a more qualified and equipped staff, and more capable communities.

The operations and service delivery work of the organisation is economically dependent on the Federal Department of Social Services. The Board is pleased to confirm that the department has re-contracted with Interrelate to continue to provide almost all existing and potentially many more new services for a further five years, until 30 June 2019. The Board is grateful for the department's support and shared commitment to the communities in which Interrelate serves.

Back in 1926, Interrelate was formed in the wake of the Great War by founders who sought to reach out to and support a generation of young people growing up without fathers who had been lost. As commemorations continue throughout the next year to mark the 100 year anniversaries of events of the war, Interrelate continues preparing and assisting people for relationships.

Modern pressures on relationships can be complex, and in the same way as Interrelate's founders responded to community needs, Interrelate is responsive to the needs of its modern communities. In order to be able to best assist our communities in their relationships, in NSW's Central West, Interrelate is providing counselling for those in drought-affected areas. In the far north of NSW, Interrelate is delivering a Personal Helpers and Mentors program.

In Newcastle, Interrelate has been assisting

those coming forward as the Royal Commission into Institutional Responses to Child Sexual Abuse holds hearings. On the Central Coast, Interrelate is delivering a program called WyConnect to support families with youth at risk of mental health challenges. This particular program was singled out for special praise in Australia's federal parliament.

Recently, your Board approved tenders for new initiatives in existing and expanded areas that build on the organisation's strengths and capabilities. Interrelate aims to lead the way in providing responsive, cutting-edge, transformative relationship services with and for our diverse communities. We have the enthusiasm and determination to do so.

My special thanks go to my Board Director colleagues for their constant encouragement, support and counsel for me in my role and for their relentless passion for the good work of this great organisation.

Thank you for your support of Interrelate.

Alan Gibson
Chairperson, Interrelate





CEO's message



It is with great pleasure that I present the 2013-14 annual report. This year has seen a commitment to service growth, service development and the refining of our quality systems with a renewed effort in business development.

I joined Interrelate at an exciting time, as the board was embarking on a project to build on work relationships. This experience enabled me to identify the issues that staff considered important in further enhancing the organisation. From this consultation, a program of work was developed focusing on five areas: policy and procedure review and renewal; building trust and enhancing our workplace culture; reviewing our branding and how we promote ourselves internally and externally and reviewing our organisational systems.

In the six months from December to June, a staff reference group was established and the following elements of the plan were delivered:

- The renewal of Kutanya, our indigenous staff reference group, focusing on

indigenous staff engagement and indigenous service delivery

- A review of policies through staff consultation
- Involvement of staff in practice groups to inform service development
- A comprehensive service excellence framework linking service quality, delivery and client outcomes and
- The Governance Manual was developed by the Board

To enhance our capacity to drive the business operation and future growth, a renewed approach was undertaken to the executive management structure. This saw the creation of the Research and Service Development unit, supporting service excellence through a targeted research agenda, guiding current and future practice and informing program and business development opportunities; the People Culture and Performance unit focusing on human resource best practice and enhancing the culture of the organisation; supports to the operational service delivery were enhanced by the creation of two roles – one to focus on our regional services and the other to expand our fee for service work and our Sydney footprint. In addition, we maintained a robust corporate support structure whose role included the development of a comprehensive business development plan building on the organisation's capacity, experience and government contracts and an organisational brand that is supported by a targeted marketing strategy.

To guide our performance, a Risk and Performance framework was developed.

This framework enables Interrelate to monitor performance and drive service excellence of our finance and compliance, people culture and performance, service quality and outputs, and financial growth and development, for which the board governance committees use to oversee the respective areas of performance.

“ Our focus on quality and performance has also seen positive effects in service delivery. This year, Interrelate supported close to 71,000 individuals, a total increase of 8% to existing services. ”

Quality service delivery continues to be at the forefront of Interrelate's work and this year, we wanted to ensure the organisation could demonstrate quality through client's satisfaction and client outcomes.

In order to measure the impact of our service delivery, we have commenced the development of a client evaluation framework across all Interrelate services.

This has included trailing the CAARS tool documentation and processes within our Family Mental Health and Personal Helpers and Mentors programs.

The second element of good quality service delivery is our understanding of client satisfaction. The annual service satisfaction evaluation received an 85% response rate and average of 89% of clients gave a positive rating to their interactions with Interrelate.

Our focus on quality and performance has also seen positive effects in service delivery. This year, Interrelate supported close to 71,000 individuals, a total increase of 8% to existing services. This has translated into the following outcomes:

- The decrease of waiting lists for children's contact services across the state and an overall increase of services to 120 clients for the financial year
- An increase in services to schools of 9%, supporting 49,574 students and their families
- A 10% increase in family dispute resolution services
- The continued implementation of the Family Referral Service in partnership with Northern Rivers Social Development Council in which 1,426 individuals were supported

Interrelate had an exciting year in the delivery of new programs, accounting for services to 385 new clients including:

- The Drought Counselling program supporting affected communities in Walgett, Warren and Cobar





“*This year has seen a commitment to service growth, service development and the refining of our quality systems with a renewed effort in business development.*”

- The Royal Commission Support Service, which provides therapeutic supports to people directly and indirectly affected by institutional abuse
- The Family Mental Health Support Service in Wyong (WYconnect) providing holistic support for children, young people and their families to prevent poor mental health outcomes
- The Personal Helpers and Mentors Service in Lismore working in a recovery-orientated framework to provide support to young people and families impacted by mental health issues

In addition, the new investment in business development through our Registered Training Organisation enabled us to launch the delivery of the Vocational Graduate Diplomas in Relationship Counselling and Family Dispute Resolution in partnership

with the Masters in Family Studies with the University of Newcastle and the Diploma in Counselling in partnership with the Gestalt Institute. Interrelate offered units of competency across these programs to a total of 40 students.

I would like to acknowledge and thank our staff for their commitment and contribution to the vibrancy of the organisation and their dedication to exceptional client service delivery.

I would also like to thank the contribution of our Executive team who have been driving and supporting a very ambitious agenda of renewal, Matthew Stubbs, Melanie Bale, Suella Wright, Sharon Grocott and Graeme O'Connor. In addition, I would also like to thank Graeme for his great stewardship during his six months acting in the role of CEO and for his generous support during my transition into the role.

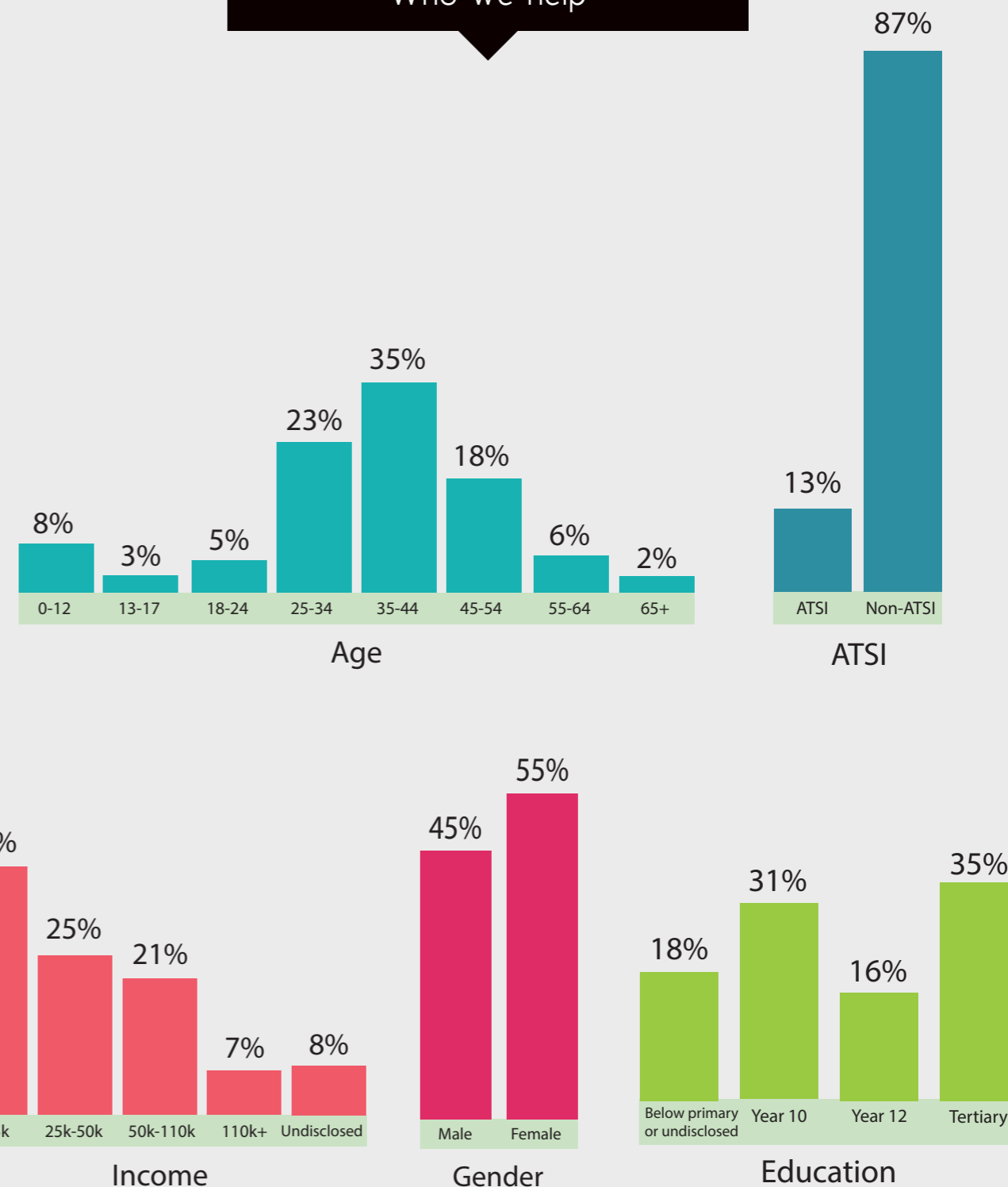
I would also like to thank the Board for their support, engagement with staff and governance and their commitment to this great organisation.

Interrelate has a lot to celebrate and be proud of in its leadership and commitment to relationship services within communities.

Patricia Ocelli
CEO, Interrelate



Who we help



Figures based on 2013-2014 FY



Our Board Directors



Alan Gibson

Finance expertise



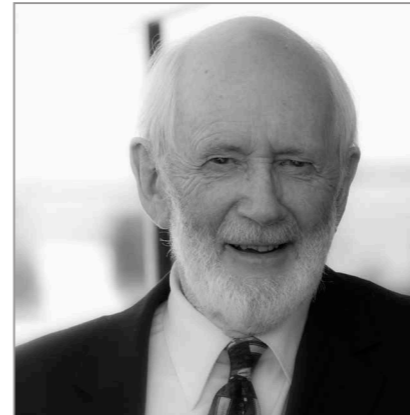
Colin Adams

Finance/asset management expertise



Breda Diamond

Human resources/general management expertise



Graham Seton

Business admin/ organisational history expertise



Hon. Graham West

Youth/management expertise



Lisa Sweeney

Marketing and media expertise



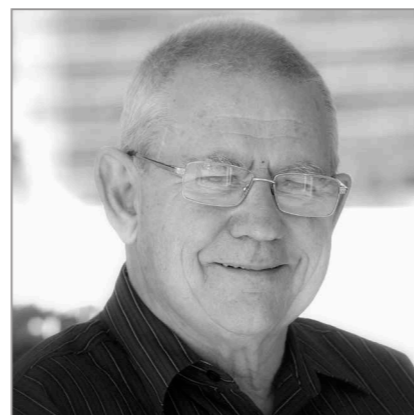
Paul Lewis

Legal expertise



Faye Reid

Clinical expertise



Doug Sotheren

Clinical expertise



See more from our Board, including their highlights for the year at www.youtube.com/interrelate

“ Back in 1926, Interrelate was formed in the wake of the Great War by founders who sought to reach out to and support a generation of young people growing up without fathers who had been lost. As commemorations continue throughout the next year to mark the 100 year anniversaries of events of the war, Interrelate continues preparing and assisting people for relationships. ”

– Alan Gibson
Chairperson, Interrelate



Our executive team



Patricia Occelli
Chief Executive Officer

Over 26 years of experience in design, delivery and leadership in the Human Service industry in the government and non-government sectors.



Graeme O'Connor
Head of Corporate Services & Business Development

Over 21 years of experience in financial and business management across both the commercial and not-for-profit sectors.



Matthew Stubbs
Head of Research & Service Development

Psychologist with over 20 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.



Melanie Bale
Head of People, Culture & Performance

Over 20 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 Operations, Sydney & Statewide Services

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



Suella Wright
Head of Operations, Regional Services

Over 25 years of experience in delivery and leadership in health and social care services in the government and non-government sectors.



PEOPLE & CULTURE

Behind the scenes

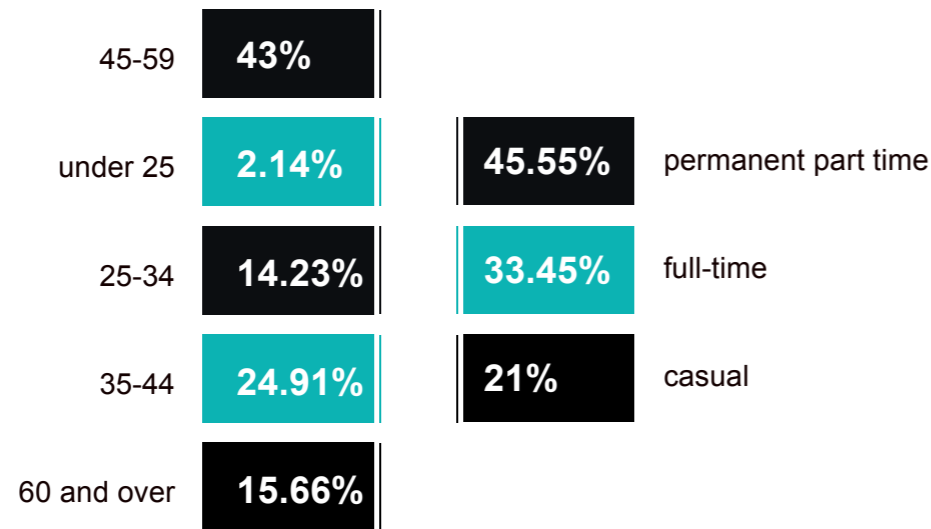
Our people

Interrelate employs 281 staff members throughout NSW in both clinical roles and corporate support. They include counsellors, contact workers, case managers, client services officers, community development workers, coordinators, educators, group leaders, family dispute resolution practitioners, managers, human resource officers, accountants, executive assistants,

payroll officers, IT technicians, data entry officers, media and communication officers and trainees.

Our staff have an average length of service of 4.43 years with Interrelate and our longest serving staff member reached 25 years of service in 2014. 79% of our staff are in permanent roles with the remaining 21% in casual positions.

Employee statistics



Work health & safety

We take our responsibility for the safety and health of our employees and clients very seriously. Between 1 July 2013 and 30 June 2014, there were 29 incidents and 12 hazards reported and resolved before any injuries were sustained. There were 8 accidents reported for the same period.



How we recognise achievements

Interrelate has an Employee Benefits and Rewards program that aims to support, recognise and reward staff for their contributions to the organisation. The main components of the program are:

- Interrelate appreciates postcard program
- Employee awards program
- Years of service awards program
- Employee referral program
- WHS star award

This year our staff acknowledged each other's contributions by issuing 358 appreciation postcards.

From strength to strength

This year, the Board and management of Interrelate launched a project with the aim of further enhancing good practice in staff work relationships. The focus in 2014 has been to better support staff in the area of work relationships so Interrelate can truly be a leading employer in this area. Through this project, Interrelate will ensure the lived culture of Interrelate and staff engagement is enhanced. Staff will be empowered to raise issues and problems that are of concern to them through trusted channels and issues will be dealt with appropriately and in a timely way.

The project, named Strength to Strength (S2S), began with Interrelate's chairperson and CEO visiting all of Interrelate's sites and engaging with staff on the goals and scope of the project. In February 2014, a staff reference group was established with a representative from each region to support the development and implementation of projects under the S2S initiative. A work plan was developed to guide cultural enhancement in 12 categories identified by staff:

- Aboriginal engagement and services
- Communication
- Complaints and grievances
- Culture
- Information technology
- Infrastructure to support growth and support delivery
- Marketing and promotion
- Policy review
- Program improvements
- Supervision
- Training
- Workforce planning and development

Staff are encouraged to provide comments and suggestions on the work plan categories, which they can do in three ways:

- In an online forum established for the S2S project
- By emailing our CEO anonymously
- Through discussions with their regional representatives



Our approach to professional development

Interrelate is committed to supporting staff with their professional development, and understands the value of such opportunities in supporting staff retention, skills development and continuous improvement in our service delivery to clients.

We work with all staff to develop individual learning and development plans to support personal and professional development, and support staff and management in undertaking annual performance reviews to ensure continuous improvement. The annual review process enables the organisation to capture the training needs of staff through training needs analysis, which then guides

the organisation's training calendar.

Interrelate provides all staff with access to a Study Assistance program, which provides staff with financial assistance, and paid study and exam leave to support staff in completing external studies.

In 2014, Interrelate supported all managers' professional development through implementing the Managers' Development program, which focused on the critical skill areas of being a manager. Following this, Interrelate's Emerging Leaders program will be rolled out in 2015, targeting up and coming leaders in the organisation and supporting their development.

Case study: Mark Hinder



– Mark Hinder, Family Dispute Resolution Practitioner, Central Coast

I started my career with Interrelate in April 2010 as a Client Services Officer at the Erina Family Relationship Centre. I progressed within and went as far as this role as a Client Services Officer allowed up until July 2013. Throughout this role, I feel that the Interrelate family offered a lot of support for me to

reach my potential, from both colleagues and management. For 12 months leading up to July 2013, I undertook study as a Family Dispute Resolution Practitioner completing my study requirements and practicum in half the time required while working full time as a Client Services Officer.

At this point in my career development, I was encouraged by centre management and afforded the opportunity of doing a 12-month full-time traineeship with Interrelate. I completed my traineeship with Interrelate at the Newcastle Family Relationship Centre where I was offered support, encouragement and mentoring from both colleagues and management. My time at Newcastle gave me fantastic learning opportunities and a chance to work with a really great bunch of people.

Since completing my traineeship with Newcastle, I applied for a position with Interrelate that became available back on the Central Coast where I live and am now a full-time FDRP at the Erina Family Relationship Centre.



Buddy program

Research has shown that the first 90 days of a new employee's employment is critical for ensuring their engagement with the organisation. These first three months are where the employee decides whether they will stay or go, and it is these attachments, relationships and feelings of safety and security that help them decide to stay. Our Buddy program has been designed to support the well-being of all new staff members during this critical stage, right from their first day up until 4 months of employment.

Our new buddy program creates a positive and supportive introduction for new employees, it ensures the overall induction

of a new staff member and opens up lines of communication with a familiar person, someone other than their line manager that the new staff member can feel comfortable to go to, to ask questions, have lunch with and feel supported.

All new staff members will be assigned a "team buddy" (someone from their region) and a "HR buddy". These buddies will support the new team member to settle into their new role and answer any questions they have. The People, Culture & Performance (PC&P) team has created a flowchart to assist buddies in supporting their assigned new team members.

Testimonial: Luke Stapleton



– Luke Stapleton, Manager, Data Support & Reporting, Newcastle

“ I found the Buddy program very helpful, it was great to have support settling into my new workplace and new role. The buddy program certainly helped me settle in and form work related and social connections faster than I otherwise would. It was great to have someone to point out the local coffee and lunch hot spots! ”



ACCOUNTABILITY



What we're responsible for

Our leadership structure

Interrelate's management and governance structures provide appropriate and effective leadership. The Board of Directors is responsible for governance and is supported by the CEO and Executive team. There are four business units to support Interrelate's work: Operations; Corporate Services and Business Development; People Culture; and Performance and Research and Service Development. Each unit is led by a qualified member of the executive, supported by a team of skilled workers. Interrelate's management structure provides staff with peer review, supervision, reporting support, managing for performance and development opportunities. Our data system produces monthly reports used to guide service quality.

In 2014-15, the Executive team's performance will be mapped to strategic priorities and have clear measurable outcomes that are aligned to these priorities.

The Board's task on behalf of its members is to ensure that Interrelate achieves its vision, mission and objectives, and in doing so, avoids adverse and unacceptable outcomes. The Board focuses on ensuring the values of Interrelate are respected along with ensuring that Interrelate members are represented in determining appropriate organisational performance. To achieve this, the Board maintains a clear link between Interrelate and its members whilst monitoring Board-level policies, which provide direction and boundaries for both the functions of the Board and the CEO.

Interrelate's Board conducts an annual internal audit and performance review of its operations to assess how it has managed its governance responsibilities throughout the previous 12 months. Individual Board member performance reviews are conducted biennially by an external facilitator, and are conducted in each alternate year by the Board.

The Interrelate Board is also accountable to the members of Interrelate and provides their Annual Report to members at the Annual General Meeting in November.

Succession planning

Succession planning is vital for Interrelate's sustainability and the Board ensures there is at least one person who is capable of assuming the CEO role and tasks in the event that the CEO is unable to carry out his/her duties.

The CEO ensures Interrelate can always provide its essential services and maintains contingency plans in relation to each manager position in the organisation.



Board committees

Interrelate has a variety of Board committees which assist the Board to carry out its role. These committees may change from time to time; however, in 2014, the following committees were active:

- Finance, Audit and Asset Management committee
- People Culture and Performance committee
- Governance and Engagement committee

Each committee must meet at least four times per year and minutes of its meeting are provided to the Board at the next convenient Board meeting.

Environmental sustainability

In 2013-14, each of our regions looked after their own practices regarding environmental sustainability. These initiatives included:

- recycling of shredded confidential documents
- green bin for composting
- turning off air conditioning and lights when office is not in use
- recycling of batteries and printer/toner cartridges
- purchasing china mugs and small dinner plates in place of disposable items
- using recycled paper in printers
- providing local pet stores and vets with our shredded paper to be used for the animals
- developed a green purchasing guide for stationery orders
- installing timers to turn off water boilers and water coolers when office is closed
- encouraging use of water-saver cycles on dishwashers
- installing water conservation device in single flush toilets
- cancelled delivery of phone books
- printing internal documents on old letterhead

In 2014-15, we plan to further improve our ecological footprint with the development of an Environmental committee and an organisation-wide environmental strategy.



Partners and stakeholders

Interrelate works closely with many great organisations and partners to provide the best possible client experience. We appreciate and acknowledge the contribution that they provide to our service delivery.

This year, we established or continued partnerships with:

- | | |
|--|---|
| • Communities for Children – YWCA | • Southern Cross University |
| • Heartfelt House | • Women's Resource Centre |
| • Indigo House | • First Sun Employment |
| • Rekindle the Spirit | • Lismore City Council |
| • Men and Families Centre | • Lismore Community Garden |
| • Goonellabah Child and Family Health | • Family Referral Service |
| • Mullumbimby Neighbourhood Centre | • Women Up North |
| • Hand in Hand Parenting | • Cranes Community Support Programs Ltd |
| • Youth Connections | • Dads in Distress Support Service |
| • Legal Aid | • Aboriginal Legal Service |
| • Community Legal Centre | • Aboriginal Family Wellbeing Service |
| • Northern Rivers Social Development Council | • Family Relationship Centre |
| • Headspace | • Mediation Solutions |
| • NORTEC Employment | • Out of Home Care |
| • NSW State Training | • Mid North Coast Family Referral Service |
| • Indigenous Community Links | • Medicare Local |
| • TAFE NSW | • Coffs Harbour City Council |
| • Tweed Family Centre | • Coffs Men's Shed |
| • St Vincent de Paul | • Attorney General's Department |



- Coffs Harbour Employment Support Services
- Men's Resource Centre
- Aboriginal Family and Community Care
- NSW Health
- Warrina Refuge and Women's Resource Centre
- Women's Domestic Violence Court Advocacy Service
- MiiMi House
- Phoenix Corporation
- Aboriginal Affairs
- National Association for Prevention of Child Abuse and Neglect
- NSW Police
- Department of Premier and Cabinet
- Royal Commission Into Institutional Responses to Child Sexual Abuse
- Lifeline
- Red Cross
- Mission Australia
- Family Law Pathways Network
- Family and Community Services
- Department of Social Services
- MINGALETTA
- BaptistCare
- Gymea Community Aid and Information Services
- Learning Links
- Rockdale Community Health
- Sutherland Mental Health
- St George Migrant Resource Centre
- Kurranulla Aboriginal Corporation
- Sutherland Cannabis Clinic
- Mensline
- SDN – Brighter Futures
- Centrelink
- Amelie House
- Sutherland Shire Family Support
- Wesley Gambling Service
- Southern Community Welfare
- CatholicCare Community Services
- St George TAFE
- Crossroads
- Sylvanvale Disability Service
- Rowland Hassall School
- Macquarie Legal Service



- Impact Youth Services
- Riverstone Community Centre
- Baulkham Hills Home and Community Care
- Hills Youth Service Network
- Hills Family Centre
- Burnside
- Western Housing for Youth
- St Michael's Family Centre
- Sydwest MSI
- Rouse Hill Families Connect
- Carlingford and Norwest Specialist Practice
- Leichardt Interagency
- Hills Domestic Violence Network
- Hornsby Carer's Service
- Butcharbin Aboriginal Service
- Marrin Weejali Aboriginal Corporation
- Centacare Wilcannia Forbes
- Orange Aboriginal Medical Centre
- Relationships Australia
- Barnardo's Orana Far West

Feedback and complaints

We value feedback about the quality of our services and use it to help us evaluate and improve the services accordingly. If anyone is at all unhappy with any part of our service our feedback and complaints process is to:

Talk to the person involved

If they are uncomfortable talking with this person or are not satisfied with the outcome

Talk to one of our managers

If the complaint is about a manager or they are still not satisfied with the outcome

Write to the CEO of Interrelate

If they are still not satisfied a complaint has been resolved, they can contact our funding bodies which are listed at www.interrelate.org.au/feedback

In 2013-14, there were eight external complaints made to Interrelate's CEO.



PERFORMANCE

How we helped

Aboriginal services

The Stand Strong Be Proud program is an Indigenous-specific program run in local high schools and has now been running in the Mid North Coast area for the past five years. This program was brought about by the large number of issues faced by our young people in Aboriginal communities and has some great outcomes for students, schools and local agencies.

mental health, youth suicide, grief and loss in local Aboriginal communities and any form of violence. These groups are run in a very open and honest way as we try to sort out fact from fiction in what these young people know about these subjects.

– Tony Clark, Indigenous Advisor and Community Development Officer

Stand Strong Be Proud was originally set up to discuss issues around drugs and alcohol, sexual health, sexual assault and domestic violence but has now expanded to cover

See more of our Stand Strong Be Proud program at www.youtube.com/interrelate

Children's contact service

This year, our children's contact service assisted 1,552 clients by providing the space and the expertise to assist children and adults to get to know each other again after a period of separation.

Testimonial: Children's contact service client

“As much as it is a ‘bitter sweet’ feeling to be in the contact centre, my time in here has been very pleasant. What makes it even more easy and takes the very depressive feelings of losing your child away is the fact that the beautiful hearted ladies that supervise you don’t make you feel like you’re some kind of ‘bad parent.’ All in all, it has been great time spent and I’m happy to have kept my relationship going with my daughter.”

– Client, Coffs Harbour Children's Contact Service





Counselling

This year, we assisted 6,861 clients through our counselling services.

Case study: Ros Romanous



– Ros Romanous, Multi-skilled Practitioner, Bella Vista

A young man self-referred to our Making Choices program to assist with his upcoming court date due to an AVO being in place after an incident with his wife. This young man stated that the court was not his only motivation for attending the program as he had two very young children whom he loved dearly and did not want to live away from them. He also felt that saving his marriage would be difficult; however, he loved his wife and stated he would do all he could to repair the damage.

What happened? He attended six sessions over six weeks of Making Choices one-on-one with the counsellor and continued on with the counselling sessions afterwards. He was able to gain an understanding of his own behaviour and his role in his marital discord. In particular, working through the impact his family of origin had on him and his beliefs, along with helping him to identify his triggers.

He also came to understand the relationship cycle he and his wife were caught in and identified he used work, alcohol and spending time with his mates to distance himself from his wife. He started to have a greater understanding of how his reactive behaviour impacted upon his relationship and became more empathic towards his wife and understanding of her triggers. He was very encouraged at the new closeness he was experiencing with his wife and felt hopeful for his marriage.

“ Having a non-judgmental and safe counselling space was also critical to the outcome. ”

Why do you think there was a significant change? This young man had great capacity to self-reflect and internalise what he was learning. He remained highly motivated as he experienced the changes he made were having a positive impact on his relationship. A key intervention in the counselling process was exploring what his avoidance was about and how he could communicate his fears and needs to his wife using immediacy. Having a non-judgmental and safe counselling space was also critical to the outcome.



Dispute resolution

This year, 5,050 people used our mediation and family dispute resolution service to help separated parents and other family members resolve minor differences or serious conflicts. It is a simple, inexpensive form of alternate dispute resolution that does not involve legal action.

Case study: Simon Goode

Five minutes into our assessment appointment, the mum said, “I still love him... and I want to stab his eyes out with a stick”. Mum had ended the relationship but was still quite ambivalent about whether they should reconcile. It was a complex case involving long-term mental and physical health issues, substance use and addiction, high conflict interactions, and at times, violence. The children were quite young (early primary school/pre-school age) and mum had a very hard time sending them to dad’s, which was a share-house arrangement.



– Simon Goode, Acting Manager, Family Dispute Resolution Practitioner, Newcastle

“ Both parties completed the Building Connections course and described having a new perspective on supporting their children’s needs as a result. ”

The issues needing to be resolved included the contact arrangements for the children, changeover, and communication about

parenting. In some ways, the more significant but less tangible issue was how the two of them might be able to focus on parenting together, in the high-pressure context of the ongoing separation process. The mother was referred to counselling prior to the mediation and attended several sessions. Both parties completed the Building Connections course and described having a new perspective on supporting their children’s needs as a result. The mediation was a roller-coaster of tears, sudden emotional outbursts, talk of reconciliation and enduring love, venting of frustration and anger, and above all, grief.

However, after a long and intense process, the clients reached an agreement about a semi-structured contact arrangement that would allow both parents more consistent time with the children and hopefully improve



their communication moving forward. They ended up joining together to convince me that they didn't need to go through specifics about the upcoming school holidays, and that after today, they would be able to just 'sort that out'.

For me, in my practice as a Family Dispute Resolution Practitioner, I hope that the process

can help facilitate a transformation in the clients' relationship; a turning point where a small change in direction in the short term can help them to form an alliance that continues and strengthens as time goes on. It's nice to think of the kids growing up in an improved environment, comfortable and supported in their relationship with both parents.

Drought assistance

This year, the Department of Social Services funded us to deliver community and social support services to drought-affected communities in Warren, Walgett and Cobar.

Case study: Cheryl Yow



– Cheryl Yow, Drought assistance recipient, Carinda NSW

Why have you come to Interrelate?

Originally for the Ladies Pamper Day, plus to look for some support, someone to lean on and to talk to in these hard times.

Which Interrelate service have you been using?

The counselling service, which is providing home visits to our farm every fortnight. Also, the Pamper day, where I had a fantastic pedicure and some great social interactions with other women in the community.

How did you find the experience?

The Pamper day was extremely relaxing and enjoyable and gave me a stronger feeling of social connectedness within my community. The home visits have been a huge relief as my partner suffers from bipolar disorder and I suffer depression, so it has given us someone else to talk to... and someone who has the knowledge of these mental illnesses who can provide us with management skills and above all, an understanding of what we are dealing with on a daily basis.



Employee advisory program

This year, Interrelate was engaged as an Employee Advisory program provider for local councils, NSW Health districts, churches, disability organisations and employment services. Next year, we will be undertaking a project to map and expand this service area.

See more about our Employee Advisory program at www.youtube.com/interrelate

Mental health

WYconnect

This year, we officially launched WYconnect, our Family Mental Health Support Service in Wyong on the NSW Central Coast. WYconnect provides support to families where there are children and young people who are affected by, or at risk of mental illness (no formal diagnosis is required). WYconnect assisted 355 clients in its first year, through intensive, short-term or group support.

Praise in the Parliament

In May, WYconnect received praise in Australia's Federal Parliament: Hansard of the House of Reps, Thursday, 29 May 2014.

Mrs. McNAMARA (Dobell) (13:36):

I rise today to congratulate an outstanding organisation that I met with recently in Wyong called WYconnect. WYconnect provides family mental health support services in Dobell. Its primary focus is on building resilience in children and young people who are struggling with mental health issues, and also strengthening families in our community.

WYconnect is built on the foundations of Interrelate, a community based not-

for-profit organisation with a network of centres across New South Wales. Support is provided to young people suffering from anxiety due to changing schools, starting high school, bullying or trouble coping with other adolescent issues. WYconnect identified a gap in service delivery and tailored its programs to address a shortfall in mental health services for young people.

WYconnect is a referral service, with many young students being referred by local schools. A case worker is allocated to the young person and their family. The support is immediate and assesses the need for further assistance. Depending on the complexity of the case, there may be a need for longer-term support. If this is the case, WYconnect provides practical whole-of-family assistance for six to 12 months.

Through early intervention and the development of a family action plan, WYconnect is able to properly plan for the future care needs of both the young person and their family, as well as engagement with appropriate service providers.

I would like to congratulate Elise Dunn and her team at WYconnect for developing and delivering this service and for the fantastic work that they do for people within Dobell.



Testimonial: Ian Ware

We came to Interrelate firstly with Zach, my son after losing his mother, my wife – and now myself with a counsellor. We have been using WYconnect with a youth and family worker and a counsellor with Interrelate.

“ Interrelate has gotten my son back to school and reformed the bond between myself and my two boys... I thank the services offered by Interrelate, which have been fantastic. ”

Both Zach and I have had a great experience with Interrelate. Zach has a great bond with Hayley as I have felt she could bring anything out, and now I am seeing Michael and it's the same. I just let out things I have never said. They are two absolutely beautiful people. Interrelate has gotten my son back to school and reformed the bond between myself and my two boys, and also respect. I thank the services offered by Interrelate, which have been fantastic.

– Ian Ware, WYconnect and counselling client, Wyong

Personal Helpers & Mentors

The Personal Helpers and Mentors (PHaMs) program is a mental health outreach program for people aged 16 years and over whose lives are severely affected by mental illness. Interrelate operates this service in Ballina, Casino and Kyogle. This was the first year of the PHaMs program and through this, we supported 54 clients experiencing the effects of mental illness by assisting them in their own recovery and in reconnecting with their local community.

Testimonial: PHaMs client

The counsellor I had been seeing for years was moving to a new position and suggested that PHaMs may be able to fill the void. As she was the first person to whom I had disclosed my 20 years of extreme sexual abuse and torture, I was most reluctant to begin with another service. I followed through with the interview with PHaMs, convinced it would not be adequate for my needs. I was feeling very vulnerable in this transition.

Initially, I was uncertain how to use the time. With suggestions from my PHaMs worker, I soon tackled medical, legal and government appointments, which I had avoided. For example, I was terrified of official forms, so my PHaMs worker supported me to deal with a problem with a government department. The official was dismissive and insisted I contact my bank. By this time, I had completely run out of confidence and hope, but with my workers encouragement, I entered the bank. Shocked to see a new teller serving, I began shaking, everything inside me screaming to run away.



To avoid being seen by her, I stood behind a large column, but as I am a large woman, I could scarcely hide. To my dread, she called me over. My brain froze and my heart raced, preventing me from articulating the problem.

My PHaMs worker kindly explained the situation. Enormous relief swept over me to

have this discrepancy resolved.

My PHaMs worker has dealt with my chronic Post Traumatic Stress Disorder with skill, understanding and patience. PHaMs has eased the stress and grief of this time of transition.

– PHaMs client, Lismore

Professional training

This year, Interrelate began offering professional qualifications as a Registered Training Organisation (RTO). The RTO commenced offering Units of Competency from the Vocational Graduate Diploma of Relationship Counselling (14 students), the Vocational Graduate Diploma in Family Dispute Resolution (8 students) and Diploma of Counselling (6 students).

There were also 12 Interrelate staff who participated in these units of competency courses. Due to the challenges in the meeting the RTO requirements, the current arrangement with Newcastle University will

complete at the end of 2014. A framework will be developed for the future structure of the RTO, which will include the inclusion of a new qualification, the Certificate IV and Diploma in Relationship Education and includes partnership changes with Terrigal Gestalt Institute, as trainers and assessors and to be subject matter experts in gestalt therapy.

Interrelate's RTO is in the process of building foundational systems and structures to offer qualifications to the broader community. These solid foundations will support extensive growth of the RTO.

Groups

This year, we delivered our group programs to 5,213 clients throughout NSW. The programs cover a range of themes for strengthening relationships, including self-esteem, communication, anger management, parenting, separation, stepfamilies, grief and loss and building resilience.



School services

Our foundation service of relationship education programs on puberty, sexuality, relationships and bullying continues to remain popular with students and their families. This year, we increased our school services delivery by 9%, to support 49,574 students and families across 488 schools. We also sold 6,147 copies of our 'Questions Kids Have' series of books, which cover topics on sexuality, puberty, relationships, having babies and bullying.

Client testimonials

“ I would like to express my delight in the services provided by Philippa Mercer. She was able to collectively involve a crowded hall of excited children and apprehensive parents with no trouble at all. Her personal delivery method was gentle, captivating, interesting, informative and most importantly age appropriate. Interrelate was well represented by Philippa, who is definitely an asset to your organisation. ”

– Wamberal Public School

“ I had mixed emotions going in, but was re-assured by the engaging presenter and kids in the room. I was pleased with the format and layout and the diagrams were descriptive and appropriate. But most of all was the feedback I received from my year 5 son when we were leaving the first session - ‘Mum, I’m so glad we could laugh’ - what a great stance to take on learning to grow up together. He asked some really good questions to me and was able to use the appropriate words without him being confused. ”

– Naomi and Lachlan Coleman

For more feedback on our school services, go to www.youtube.com/interrelate



Trauma assistance

This year, the Department of Social Services provided Interrelate with funding to support people affected by the Royal Commission into Institutional Responses to Child Sexual Abuse. We provided support to 93 clients under this funding through phone counselling, face-to-face counselling, case management and assisted referrals, assisting clients to prepare submissions to the Royal Commission and support when attending Royal Commission hearings. This is an evolving service.

Testimonial: Jacqueline Dee



– Jacqueline Dee, Senior Practitioner, Caringbah

I guess what I've always enjoyed about my work with Interrelate is the diversity of roles I've been able to undertake and the broad experience that this has afforded me. My newest role as Clinical Specialist with the Royal Commission Community Based Support Service is an exciting opportunity for me professionally, and I was particularly attracted to the role because of my view that survivors who are choosing to tell their stories show incredible courage to do so. The thought of supporting these people in their efforts to heal and recover from the trauma they've experienced, and in turn assisting their relationships with themselves and others, I believe would be some of the most challenging yet rewarding work in my professional career to date. My hope is that those clients who access the service will be provided with a safe place to begin or continue the healing process and leave with a greater sense of their own self-worth and self-determination.

“ ...survivors who are choosing to tell their stories show incredible courage. ”

Client satisfaction survey results

As part of our funding agreement with the Department of Social Services, Interrelate conducted a client satisfaction survey to report on this financial year. 85% of clients engaged in the Family Support Program services took part in the annual evaluation, with 95% giving a positive rating to immediate outcomes questions and 83% giving positive answers to the intermediate outcomes questions.



Regional highlights

Greater Sydney

Interrelate and Centrelink at Caringbah have entered into a partnership by developing a Memorandum Of Understanding to offer a service to assist clients who attend the Caringbah Centrelink location. This service will involve an Interrelate team member attending the Centrelink premises one day a week to set up a Referral Kiosk to offer information and referral services to clients of Centrelink. The worker will have an extensive database of support services that are available in the region to assist clients to be referred to the most appropriate service that will meet their needs.



Central Coast

We celebrated 40 years on the Central Coast this August! We marked the occasion with a youth art competition, which produced a beautiful inspirational journal featuring artwork and creations from the youth of the Central Coast. The competition received over 40 entries, with prizes awarded at an anniversary celebration for entrants and the local community. Professional skateboarder Simon Clegg attended as guest speaker and the evening also included a performance by the Mingaletta Didge Group. We are very proud to have provided the community on the Central Coast with our services for such a length of time. We hope to make a positive difference in the lives of our current and future clients for many years to come.



Newcastle and Hunter

A highlight for our region this year was our Family Law Pathways Network Conference held on 20th June 2014. The theme for the conference was 'Falling Through the Cracks' – The Complexities of Collaboration between Child Protection and Family Law. Key network members were invited to join the committee and to plan and assist with the conference to finalise topics, guest speakers, promotion, budget and various other aspects. The conference was well attended by 126 participants from the network. The conference speakers included Justice Margaret Cleary from the Family Court, Judge Tom Altobelli from the Federal Circuit Court, Roderick Best Acting Director of Legal Services at FACS, local FACS representative Sue Braye and Nicola Callander from Legal Aid. A panel of local NGO representatives was hosted by Luke Shearston from Hunter Community Legal Centre. The overall feedback from the conference was extremely positive.



North Coast

Aboriginal families represent 4.1% of the Lismore population and are over represented in child protection and unresolved Family Law and Domestic Violence issues. Our aim is to empower Aboriginal families to take ownership of their family matters and address these matters early. This year, we did this through a range of interventions including an Aboriginal Family Law Road Show strategy, a bush tucker project in collaboration with First Sun Employment and the Community Garden, a women's health and healing wellbeing group, literacy education in collaboration with Indigenous Coordination Unit, outreach to Aboriginal communities, a family law DVD in partnership with the Community Legal Centre and raising awareness of domestic violence.





Mid North Coast

In 2014, the scarcity of male mediators in the Upper Mid North Coast region was finally addressed. We had previously had predominantly female practitioners, which we wanted to address to allow our clients a choice of male and female practitioners. We believe this is particularly important for co-mediation, so neither client feels outnumbered by a single gender. This year, we engaged two new male practitioners and two temporary male contractors.



Lower-mid North Coast

Interrelate attended the Hastings Child Protection Network's annual Teddy Bear's Picnic in September during Child Protection Week to promote community awareness of child protection issues. This includes providing brochures to families and activities, which support messages of safety to children.

The picnic received support from agencies such as the Port Macquarie Hastings Domestic and Family Violence Specialist Service, Family Referral Services, Strengthening our Families, four Life Care & Training, Burnside (Hastings Family Support Services), Interrelate, Drug and Alcohol Services, Wauchope Pre-school, Mission Australia (Brighter Futures), St Joseph's Family Services as well as our local police services.



The theme for the 2014 event was that 'Child Protection is Everyone's Business'. The Hastings Child Protection Network aims to strengthen the notion that we cannot ignore child protection issues and that everyone within the community plays a part in keeping our children safe. Over 150 individuals (adults and children) attended the event.



Central West

In October, our Dubbo centre hosted a morning tea for Blue Knot Day in support of the estimated 5 million Australian adult survivors of childhood trauma. We invited other local service providers to join us at the morning tea to let people know what support is available for the community, especially people affected by child abuse. The event included guest speakers, entertainment, food and the releasing of blue helium balloons as a symbolic representation of working together and supporting survivors in finding hope for recovery.

Another highlight was our Orange centre celebrating 21 years in the community.





Research and evaluation

Over the year, we have engaged in a number of internal and external research and evaluation projects. One of these was a major (ARC Linkage Grant) project with the Centre for Children & Young People at Southern Cross University. Along with other industry partners, this project examined the concept of 'wellbeing' in schools - a term that is often used in school settings but is not often defined or targeted in education policies, which means it can be difficult to know how to address it or achieve it. The project aimed to inform schools on how they can improve the wellbeing of their students and staff. Several thousand primary and secondary students and teachers were surveyed about how they understood 'wellbeing' and what it felt like when their wellbeing was and was not being looked after. For students, wellbeing at school revolved around relationships - being respected, cared for, and valued, while for teachers it was a complex web of themes that included relationships, as well as culture, identity, leadership, and policy. The findings are extensive and will inform school interventions and policy.

Among other projects, we commissioned the Child Family Community Australia Information Exchange to document how participants experience our Building Connections program and to investigate how well the program is producing the desired outcomes. Building Connections is a three hour seminar designed to help separated parents understand the effects of family separation and parental conflict on children, improve communication with the other parent, and to be more effective parents.

Although this program can be confronting for parents, almost all participants experienced the seminar positively, seeing it as valuable

and informative. Based on feedback collected at the end of the program, the findings show that respondents take on board several of the key messages of the seminar relating to focusing on and being respectful of their children's needs, creating shared experiences, the importance of communication, and the effects of conflict on children. Our program facilitators were overwhelmingly rated in positive terms. The findings will inform the overall and ongoing review of our post-separation programs to ensure the program continues to help parents and their children through separation.

“For students, wellbeing at school revolved around relationships - being respected, cared for, and valued, while for teachers it was a complex web of themes that included relationships, as well as culture, identity, leadership, and policy.”

Our research and evaluation activities include more than collecting and analysing



data. This year, we also conducted a review of the research relating to what helps keep couples together in the long term. Together with a researcher from the Child Family Community Australia Information Exchange, we published a paper outlining what researchers have recently discovered about lasting couple relationships by talking directly to those who are in such relationships. New findings about the influence of different personality factors, active commitment, and seeing one's partner through slightly rose-coloured glasses all add to our understanding of how couple relationships can last the distance and point practitioners to key areas of their clients' relationships that

may help and support them through current difficulties. The paper was also the basis of a webinar and a conference paper.

Becoming a parent can be a challenging time for all new parents. Interrelate is a member of the planning and program building group for a major project that is developing ways to support dads as they become fathers, through a number of smaller projects and initiatives that employ different ways of engaging with, informing, and supporting dads. By helping men through the transition to becoming a dad, the health and wellbeing of mums and babies can also be supported.

National day of action against bullying and violence

My school without bullying

To raise Interrelate's profile and promote our school programs, we organised an anti-bullying poster competition for NSW public primary schools in March 2014. 1,700 schools were invited to participate in the competition, with 94 schools and 7,343 students entering with their drawings of 'My school without bullying'.

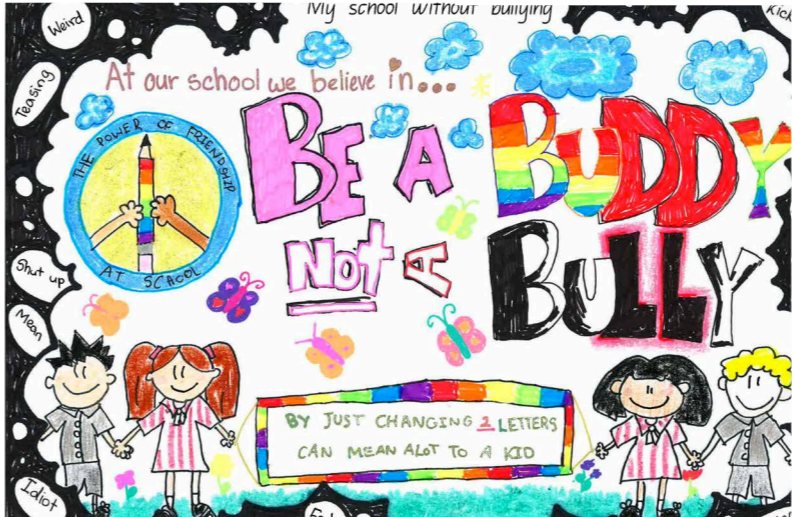
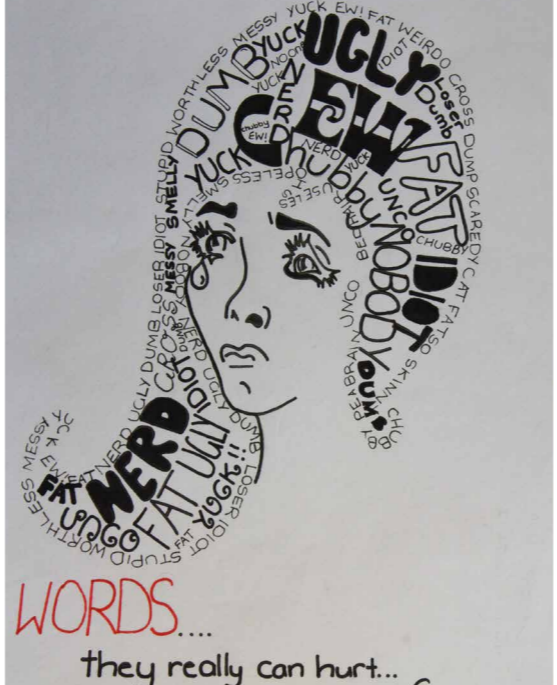
A highly commended student from each school received a copy of '100+ Questions Kids Have About Bullying' with Sarah Cribbin from James Erskine Park Public School taking out the top student prize and receiving \$500 cash and a copy of '100+ Questions Kids Have About Bullying'. As the school with the highest participation rate (91.8%), Sandy Beach Public School received \$1,000 cash to be used as determined by the principal. A morning tea and exhibition was held at Interrelate's Head Office on the National Day of Action Against Bullying & Violence on 21 March 2014 to announce the winners and display student entries.



My school without bullying poster competition:



Overall student winner: Sarah Cribbin (Year 4)





Progress against our strategic priorities

This year, we made significant achievements regarding the priorities identified in our Strategic Plan 2011-14.

Priority 1	
Maintain, develop and expand community responsive services that enhance and build resilience	
Objective	Our progress
Existing services and programs utilising current best practice	<ul style="list-style-type: none"> Contracted AIFS to undertake a report on client survey evaluation going back two years to inform the review of the Building Connections program. Service Practice Groups established with Interrelate staff to review programs and practice. Completed rollout of national training of ABC – Interrelate engaged with a working group of Aboriginal and non-Aboriginal groups and communities to develop a culturally-sensitive, strengths-based model of Building Connections, underpinned by best practice, to address the very specific needs of Aboriginal families. 220 facilitators have been trained from 25 agencies. Undertook consultancy with ARACY on the use of the Common Approach to Assessment, Referral, and Support (CAARS) framework to guide and inform practice. CAARS assists clients to look at key life domains of material wellbeing; physical health; learning and development; mental health and emotional wellbeing; relationships; and safety. Provided seminal training events to staff including Effective Group Leadership, Building Connections, Aboriginal Building Connections and Couple's counselling training. Coordinated ongoing clinical supervision to ensure best practice in client service delivery. Disseminated good practice principles through e-bulletin and chairing of teleconferences. Provided services to almost 71,000 individuals, a total increase of 8% to existing services.
Ensuring quality monitoring and reporting systems	<ul style="list-style-type: none"> Engaged clients in the annual service satisfaction evaluation with a response rate of 85% received. Positive ratings were given by 95% of clients to immediate outcomes questions and 83% of clients to the intermediate outcomes questions. Undertook a review of the Training and Accreditation Committee and developed a comprehensive service excellence framework which links service quality and delivery, focusing on client outcomes. Within this the quality staffing framework ensures adequately skilled staff are available to undertake the diverse range of roles within Interrelate.



Objective	Our progress
	<ul style="list-style-type: none"> Executive management was restructured to: Consolidate the organisation's capacity to drive the business operation and future growth by providing a strategic approach to: Service quality supported through robust service excellence and a targeted research agenda which guides current practice and informs future practice, programs and business development opportunities; Human resource management and development, which focuses on best practice and the culture of the organisation; Maintaining robust corporate support structures; Development and management of a comprehensive business development plan that is strategically driven, Management of our operational footprint which builds on the organisations capacity, experience and government contracts and Development of an organisational brand that is supported by a targeted marketing strategy. Established a Risk and Performance framework to monitor performance and drive service excellence of our finance & compliance, people culture & performance, service quality & outputs & financial growth & development for which the board governance committees use to oversee the respective areas of performance. Integrated the Leadership Capability Framework and the Performance Framework to inform staff performance. The Board developed the Governance Project and Governance Manual and Launched to all staff groups. Developed initial plan to institute an evaluation framework across all Interrelate services with FMHSS and PHAMS trialling documentation and processes Group specific client evaluations undertaken to inform review of service delivery. Senior staff provided training in the use of program logic models.
Development of an Aboriginal RAP	<ul style="list-style-type: none"> Renewal of internal Aboriginal and Torres Strait Islander reference group, (Kutanya) which has undertaken the following work: <ul style="list-style-type: none"> - Developed the "Kutanya" Terms of Reference and agency Workplan - Reviewed the Reconciliation Action Plan Interrelate, through the work of Kutanya members, journey with families to facilitate healing, family safety, cultural awareness and community connecting. Interrelate has seen a steady increase in numbers of Aboriginal clients accessing services across the past three years. Kutanya is involved in the development and refinement of programs with Service Practice Groups. The Interrelate online portal provides for feedback on Aboriginal service delivery. Cultural development of staff is ongoing with staff and managers attending cultural awareness training.



Objective	Our progress
	<ul style="list-style-type: none"> Aboriginal staff in the regions are available to consult with staff on issues of culture. Cultural induction is included for all new staff. Welcome signs are being developed for each office in the local Aboriginal language. The Aboriginal Employment Strategy (AES) has a number of mechanisms to attract support and retain ATSI staff with the Performance Framework target being reset to 6%, aiming for gender balance and peer support. Engagement with Aboriginal communities. The Board has engaged Kutanya to advise them of the processes and assistance in engaging an Aboriginal Community Leader to sit on the Board. Kutanya representatives are being consulted to ensure appropriate connection in the regions, taking into consideration the regional differences.
Implement evidence-based research	<ul style="list-style-type: none"> Developed a service development agenda and research outcomes framework. Undertook consultation with ARACY on the use of CAARS in evaluating service delivery within Interrelate. Provided Practitioner training in core clinical areas.
Increase the use of technology	<ul style="list-style-type: none"> Offering telephone counselling as part of the service delivery model for the Royal Commission Community Based Support Services Using Skype as a video conferencing tool for staff collaboration and case management. Rolled out the Penelope Case Management System to all regional teams to foster the sharing of information and to provide a centralised tool for the capture of client information to aid client service delivery and case management. Trialled a worker safety tracking application to improve worker safety for offsite workers. Using online tools such as Survey Monkey and forums to promote communication and to improve efficiencies for staff to allow for more time to be devoted to service delivery.



Priority 2	
Attract and grow a skilled, diverse and sustainable workforce	
Objective	Our progress
Ensure effective recruitment and retention	<p>Recruitment:</p> <ul style="list-style-type: none"> 2013-14 saw Interrelate run 116 recruitment opportunities, receiving over 1,200 applications in response. Standard recruitment methods were implemented, along with the introduction of alternative options to ensure remote, regional and diverse communities were reached. <p>Retention:</p> <ul style="list-style-type: none"> Interrelate has a number of strategies in place to encourage employee retention. Our annual attrition rate for the year 2013-14 was 11.57%. Interrelate offers staff above award wages, study assistance, extra days of paid leave and employee rewards and benefits.
Provide staff development opportunities	<p>Management development training:</p> <p>In order to support the growth and development of the organisation, Interrelate has focused on the growth and development of the management group to:</p> <ul style="list-style-type: none"> support and drive the strategic vision support cultural enhancement sustain, nurture and grow our workforce <p>The 10 module intensive experience focused our leaders and managers in three ways:</p> <ol style="list-style-type: none"> Self as a leader/manager and role/place in the organisation and system of which we are part. System and organisation seen from the inside out and the outside in at both operation and strategic levels. Tools and concepts needed to manage for now and for the future we desire to create for ourselves, our organisation, our sector and most importantly our clients. In this way we understand our impact as leaders/managers in our own organisation and the impact our organisation has at a broader level of community. <p>Organisation-wide Trauma Informed Practice Training was delivered by Adults Surviving Child Abuse.</p>
Implement career succession planning	<p>Interrelate has spent time in the past 12 months drafting models for career pathways and development opportunities for staff. These models look at opportunities for employees to develop skills and knowledge to assist them in undertaking other roles within the organisation. Interrelate has a great number of staff who have progressed in the organisation and undertaken a number of different roles. This creates a benefit for Interrelate as it is a strategy for encouraging retention of staff, and also increases our pool of multi skilled staff.</p>



Objective	Our progress
Integration of values and culture	<ul style="list-style-type: none"> S2S project was established to ensure staff are better supported in the area of work relationships so Interrelate can truly be a leading employer in this area and that the lived culture of Interrelate and staff engagement is enhanced and staff are empowered to raise issues and problems that are of concern to them through trusted channels and that issues are dealt with appropriately and in a timely way. The work plan focusses on 5 areas: policy and procedure review and renewal; building trust and enhancing our workplace culture; reviewing our branding and how we promote ourselves internally and externally and reviewing our organisational systems. A staff reference group was established and the following elements of the plan were commenced including: <ol style="list-style-type: none"> the renewal of Kutanya our indigenous staff reference group which will focus on reviewing our indigenous staff engagement strategy and our focus on indigenous service delivery; a review of policies including the use of Survey Monkey to seek staff feedback on draft policy exercise being undertaken with all staff on workplace behaviour to help inform our policy development and the revamping of the organisations code of conduct. to involve staff in service development, staff practice groups were established focusing on areas of service review. staff reference group met and reviewed the workplan and the workplan was put to staff for consultation regional visits were conducted by CEO to provide staff with an organisational update, priorities for 2014 and details on S2S project staff consultations were undertaken by CEO and People Culture and Performance to discuss workplace behaviour and help inform policy development including Code of Conduct Further enhancement of the Employee Benefits and Rewards Program which focuses on recognising and rewarding staff for their contribution to the Organisation, our clients and the community by the inclusion of an employee recognition and rewards component. Within this program there are opportunities for staff to be nominated by their peers and management for espousing the values of the Organisation in their work with clients, the community and each other.



Priority 3	
Develop diversified funding, including commercial services	
Objective	Our progress
Develop new funding opportunities	<p>The RTO commenced offering Units of Competency from the Vocational Graduate Diploma of Relationship Counselling (14 students), the Vocational Graduate Diploma in Family Dispute Resolution (8 students) and Diploma of Counselling (6 students). An additional 12 Interrelate staff participated in these units of competency courses. A Manager RTO Training and Development was recruited in June 2014, to support the growth of the RTO. A business plan for the RTO was developed with the aim of articulating our core business and strategies to ensure success.</p> <p>Delivery of new programs accounted for services to 385 new clients including:</p> <ul style="list-style-type: none"> The drought counselling program supporting affected communities in Walgett, Warren and Cobar. The Royal Commission Support Service which provides therapeutic supports to people directly and indirectly affected by institutional abuse. The Family Mental Health Support Service in Wyong (Wyconnect) providing holistic support for children, young people and their families to prevent poor mental health outcomes and The Personal Helpers and Mentors Service in Lismore working in a recovery orientated framework to provide support to young people and families impacted by mental health issues.
Expand and commercialise services and programs	EAP services were provided to a range of organisations including Local Councils, NSW Health districts, churches, disability organisations, schools and employment services. Interrelate generated \$27,000 worth of fee for service income from EAP services.

Priority 4	
Foster strong relationships with key stakeholders to enhance existing business and develop new opportunities	
Objective	Our progress
Maintain and develop strong relationships with government at the State and Federal level	<ul style="list-style-type: none"> Through the Royal Commission Community Support Services relationships have been developed with the Royal Commission and corrective services in the delivery of supports to clients affected by institutional abuse. Attorney General's Department re-contracted Interrelate under the Families and Communities Programme delivered by the Department of Social Services (DSS) – Families and Children to deliver: Family Relationship Centres, Child Contact Parenting Orders Program-Post separation cooperative parenting, family dispute resolution, regional family dispute resolution and family law counselling services for an additional 5 years of funding.



Objective	Our progress
	<ul style="list-style-type: none"> DSS re-contracted Interrelate under the Families and Children Programme to deliver: Family and Relationship Services for an additional 5 years of funding. The Attorney General's Department has extended funding to Interrelate to support 5 family law pathways programs for a period of 12 months to enable Interrelate to support these networks in: Greater Sydney, Coffs Harbour, Greater Newcastle, Northern Rivers NSW and Lower Mid North Coast in NSW.
Expand relationships across new areas of government	<ul style="list-style-type: none"> Interrelate has been engaged to deliver a new drought counselling program over 9 months for drought affected communities in Walgett, Warren and Cobar. Funding has been provided of \$70,103 for March to June 2014 by DSS for this financial year. The new Royal Commission Support Service was established to provide therapeutic supports tailored to suit the needs of people directly and indirectly affected by the Royal Commission. A total of \$1,800,000 was approved for 3 years by DSS. The new Family Mental Health Support Service was established providing holistic support for children, young people and their families to prevent poor mental health outcomes; through advocacy, referral, case management, groups and home visiting a total of \$1,459,812 was approved for 3 years by DSS. The service was commended for its work in federal parliament The new Personal Helpers and Mentors Service was established in Lismore to work in a recovery orientated framework to provide support, case management, home visiting and programs to young people and families impacted by mental health issues. A total of \$1,068,900 was approved until 2016 by DSS.
Build collaborative partnerships and relationships across community, welfare and business sector	<p>Across all regions, many collaborative partnerships and relationships have been maintained or developed during 2013/14. Some examples of those established during this time are noted below. For a full list see the section on 'Partners and Stakeholders'.</p> <p>Statewide</p> <ul style="list-style-type: none"> Interrelate organised an anti-bullying poster competition for NSW public primary schools to promote our school programs and lift the Interrelate profile in support of the National Day of Action Against Bullying & Violence. Competition theme: Draw a picture of 'My school without bullying'. Over 3 weeks, 7343 entries were received from 94 schools. Trialled partnership for the delivery of a qualification with Newcastle University as part of the RTO. <p>Lismore</p> <ul style="list-style-type: none"> Partnership with Goonellabah Child and Family Health-Joint delivery of family violence education to Aboriginal women. Consortia member of headspace in Lismore. The minister Mr Peter Dutton opened headspace on 9th April 2014.



Objective	Our progress
	<ul style="list-style-type: none"> A Development of a Family Court Kiosk at the Family Law Court Lismore to provide immediate advice and support to families as they are often confused about their Family Law directions/ orders. <p>Coffs Harbour</p> <ul style="list-style-type: none"> Cranes Community Programs Grafton – consortia partnership in place to deliver 87 group targets in Grafton/Clarence Valley area. Red Cross – CALD Partnership to run joint Parenting Course with CALD & Refugee parents. <p>Port Macquarie</p> <ul style="list-style-type: none"> Development of a Family Court Kiosk at the Family Law Court to provide immediate advice and support to families as they are often confused about their Family Law directions/ orders. <p>Newcastle</p> <ul style="list-style-type: none"> Muloobinba Family Support – MOU developed to provide external supervision and ABC Training to their staff. Port Stephens Family Support – Relationship in place to work in collaboration with Port Stephens Family Support to expand FDR with the Aboriginal community. <p>Central Coast</p> <ul style="list-style-type: none"> Baptistcare – Consortium Partner in place to deliver group targets within the region. <p>Central West</p> <ul style="list-style-type: none"> Successfully delivered the Respectful Relationships Program in a Yarning style in the following Central West Schools – Dubbo, Wellington, Geurie, Peak Hill, Walgett and Bathurst. This is being built on for 2014/15. Family Programs Calendar – A collaborative approach of local services such as Centacare, Mission Australia and Burnside to make the community aware of groups or programs that are available to support families in dealing with life's challenges. <p>Greater Sydney</p> <ul style="list-style-type: none"> MOU with IMPACT Youth Services for Interrelate to offer programs to support both children and team members within this service including clinical supervision for staff. A MOU has been developed with the Department of Human Services Centrelink at Caringbah. The partnership involves Interrelate staff providing a referral KIOSK at Centrelink's location in Caringbah once a week to assist clients with referral and information to meet their needs.



NUMBERS

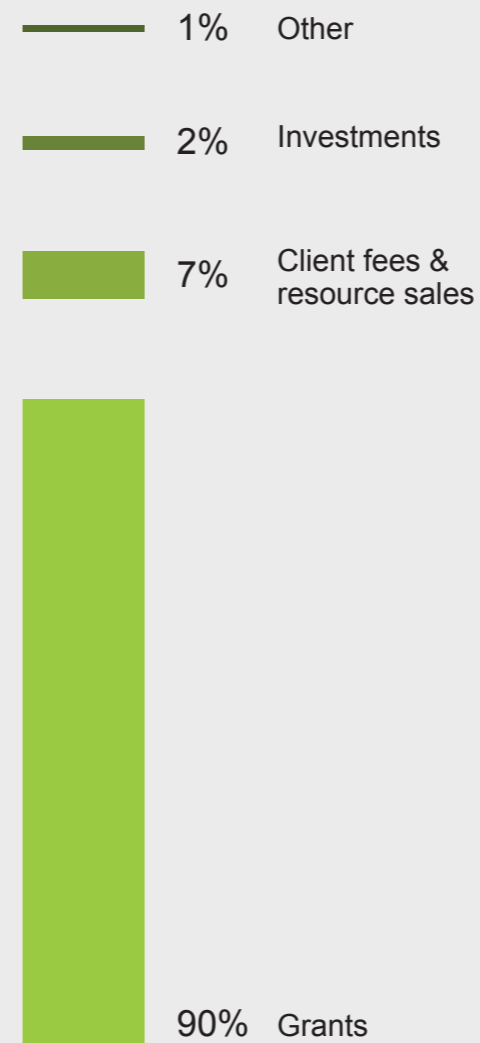


Where our money was spent

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

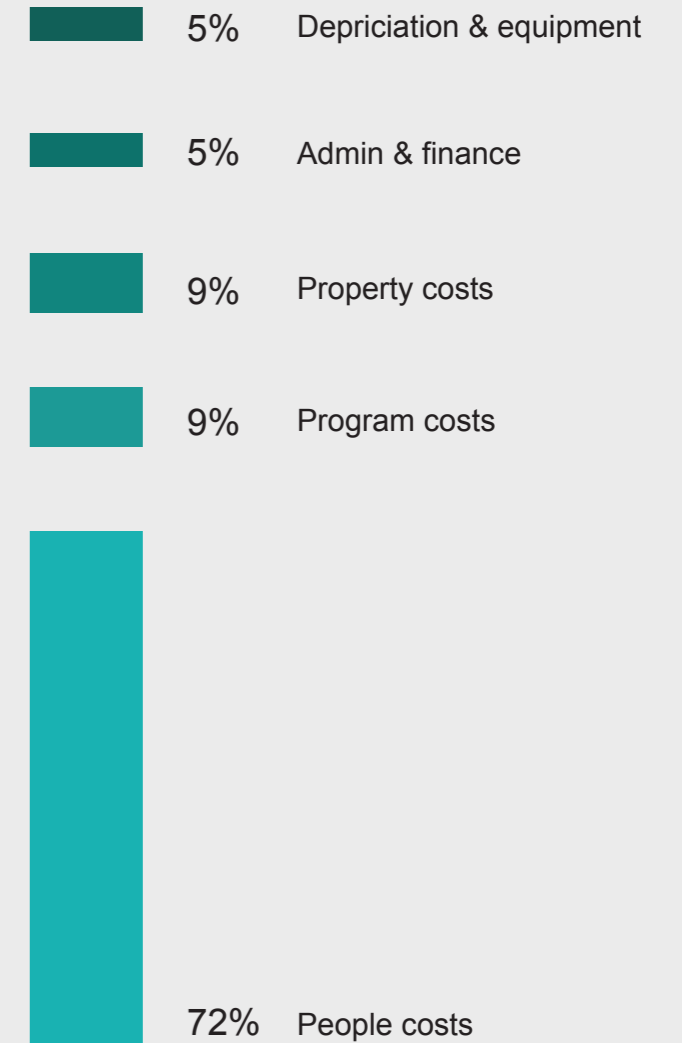
Where our funds come from

Total revenue
\$20,781,876



How our funds are spent

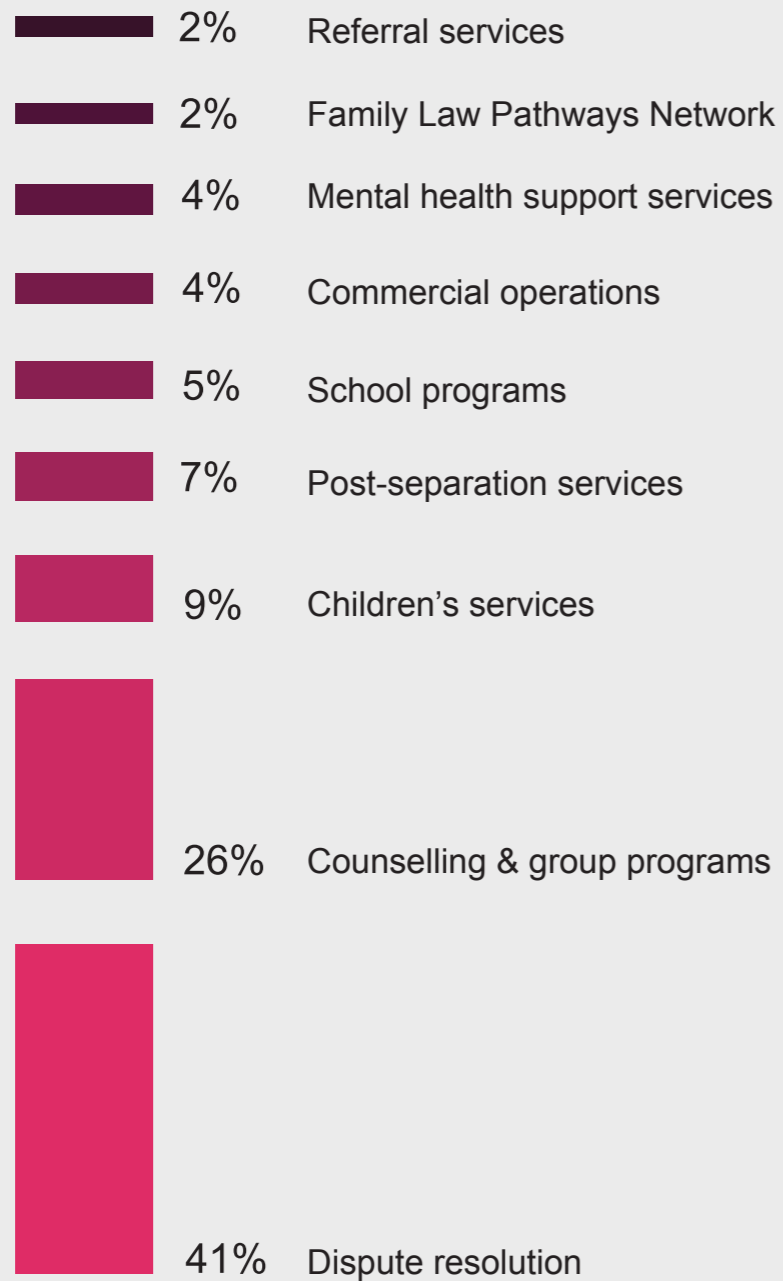
Total revenue
\$20,781,779





What we deliver with these funds

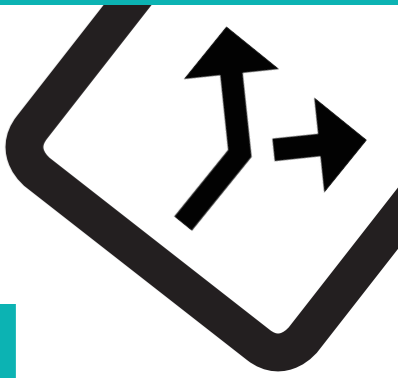
Total revenue
\$20,781,779



For Interrelate's full financial statements, go to www.interrelate.org.au

THE FUTURE

What lies ahead

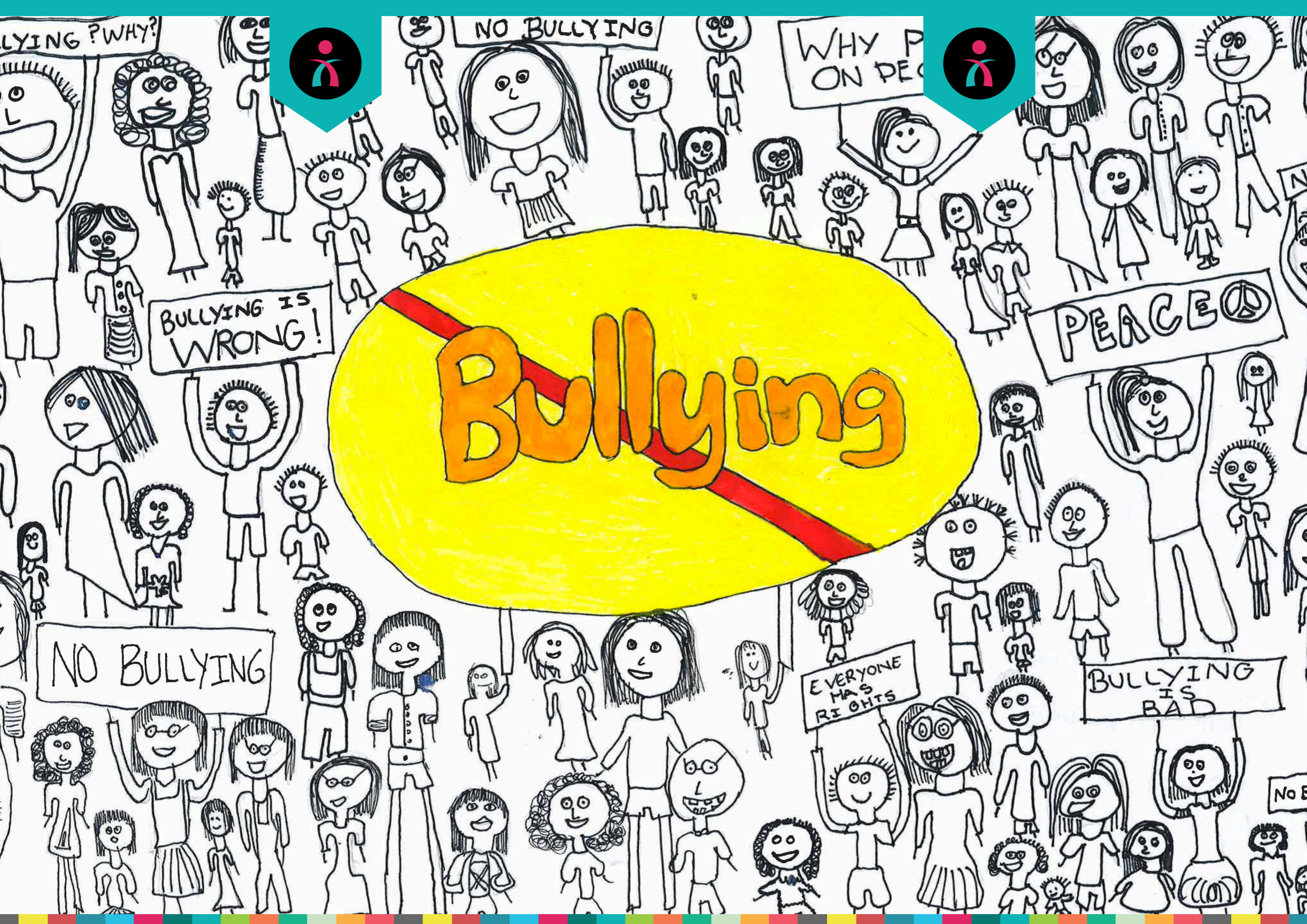


Interrelate has an exciting and vibrant future ahead with a continuing commitment by the Department of Social Services and the Attorney General's Department to a further five years of funding to deliver:

- Family Relationship Centres
- Children's Contact Services
- Parenting orders program - Post Separation Cooperative Parenting
- Family Dispute Resolution
- Regional Family Dispute Resolution
- Family Law Counselling Services
- Family and Relationship Services

The Attorney General's Department has also extended funding to Interrelate to support five family law pathways for a period of 12 months in Greater Sydney, Coffs Harbour, Greater Newcastle, Northern Rivers and Lower Mid North Coast in NSW.

Work is also on the way to pursue opportunities for future service growth to further the mission of Interrelate including government funding and fee for service work. Our 2014-15 priorities will see the expansion of our work in schools, the RTO and the Employee Assistance program.



LYING? WHY?

NO BULLYING

WHY P
ON PE

BULLYING IS
WRONG!

PEACE ☺

Bullying

NO BULLYING

EVERYONE
HAS
RIGHTS

BULLYING
IS
BAD

No B



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