



interrelate
all about relationships

WE'RE ALL ABOUT RELATIONSHIPS

ANNUAL REPORT 2013

About us

Interrelate has been a leading provider of quality relationship services since 1926. We are a community based, not-for-profit organisation with a network of centres across metropolitan, regional and rural New South Wales. Each year, we help over 50,000 individuals, couples, families and children and we are also the New South Wales branch of Stepfamilies Australia.

Interrelate provides services that strengthen and support all of the relationships in your life – with yourself, your partner, your family, your children and during life's transitions such as becoming a parent, grandparent, divorce and separation and forming a stepfamily.

Our focus is always on what is best for the children in the family.

Introduction

At Interrelate we're all about relationships. With ourselves, our families and our friends. Over the past year we have worked hard to strengthen the relationships of people in our communities and those who have come into our centres. We have met people who were struggling and had the pleasure of working with them to improve their situation. We have worked with families needing a little help to strengthen their bonds and have helped children learn the value of respectful relationships. We do this because we believe that strong relationships create resilient people. We do this because relationships are our passion.



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Our history



First publication 1935



Trading name of Interrelate and a new logo adopted.

building connections

Development, pilot and evaluation of Building Connections program (for separated parents in high conflict) funded by the Federal Attorney-General's Department.

Post Separation Co-operative Parenting Program funded by the Federal Attorney-General's Department, established at Orange, Dubbo, Wyong, Port Macquarie, Coffs Harbour.

Launch of Interrelate's Reconciliation Action Plan.

Launch of 3 new books from Interrelate's Questions Kids Have range by Governor of NSW, Marie Bashir AC CVO.

Funded by the Federal Attorney General's Department to conduct one of five national pilot programs in Coordinated Family Dispute Resolution (Newcastle).

Interrelate auspiced as Stepfamilies Australia NSW Branch.

Recipient of Prime Minister's Gold Award for Excellence in public sector management – the highest accolade in the Government sector.

Interrelate opens first Family Relationship Centre in Sutherland funded by the Federal Attorney-General's Department. The first of 7 that now operate across NSW.

Children's Contact Centres funded by the Federal Attorney-General's Department established at Dubbo, Orange, Lismore, Coffs Harbour.



Giving parents a helping hand



1926

Father and Son Welfare Movement began as first family service organisation in Australia providing relationship education for fathers and their sons

1951

Branch of Family Life Movement opened in Victoria

1960

Family relationships counselling service introduced when Movement approved in NSW as a marriage counselling organisation funded by the Federal Attorney-General's Department

1973

Federal Council of Family Life established (today, in compliance with corporations law, the Interrelate Board of Management).



1976

Status as marriage education provider approved in NSW with service (now known as family relationships education) funded by Federal Attorney-General's Department.

1990

Approved in NSW as a mediation organisation with service (now known as family dispute resolution) funded by the Federal Attorney-General's Department.

1997

2000

2004

2006

2010

2011

2013



Strategic plan 2011 - 2014

- OUR PURPOSE** is to enable people to work through life's challenges and strengthen their relationships
- OUR BUSINESS** is to provide accessible, quality services for children, couples, families and individuals
- OUR VISION** is 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

Interrelate is committed to responding to the vulnerabilities of families and children in their communities and building stronger relationships

The principles that guide all we do:

- RESPECT** Foster an environment of respect and a strength-based culture in all contact with clients and each other
- EQUITY** Provide people with equitable access to services and information, acknowledging the diversity, needs, rights and worth of all people
- LEADERSHIP** Be recognised as a leader in providing quality relationship services in a way that maximises outcomes for a diverse range of target groups
- ACCOUNTABILITY** Commit to sound ethical principles and standards of practice and operate within an outcome-based framework that recognises shared responsibility and accountability
- TRANSPARENCY** Serving the needs of staff and clients in a fair, ethical and impartial manner and providing consistent and transparent practices and procedures
- EMPOWERMENT** Offer services that focus on empowering people to build capability and resilience

Priority goals

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

- Existing services and programs utilising current best practice
- Ensuring quality monitoring and reporting systems
- Develop an Aboriginal Reconciliation Action Plan (RAP)
- Implement evidence-based research
- Develop innovative resources and materials
- Increase the use of technology

2 Attract and grow a skilled, diverse and sustainable workforce

- Ensure effective recruitment and retention
- Provide staff development opportunities
- Implement career succession planning
- Integration of values and culture

3 Develop diversified funding, including commercial services

- Develop new funding opportunities
- Expand and commercialise services and programs

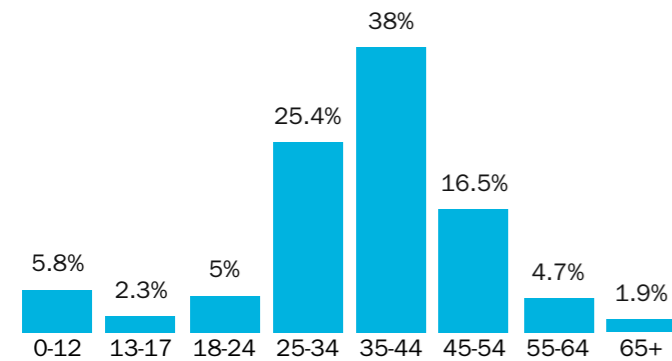
4 Foster strong relationships with key stakeholders to enhance existing business and develop new opportunities

- Maintain and develop strong relationships with Government at state and federal level
- Expand relationships across new areas of Government
- Build collaborative partnerships and relationships across community, welfare and business sector

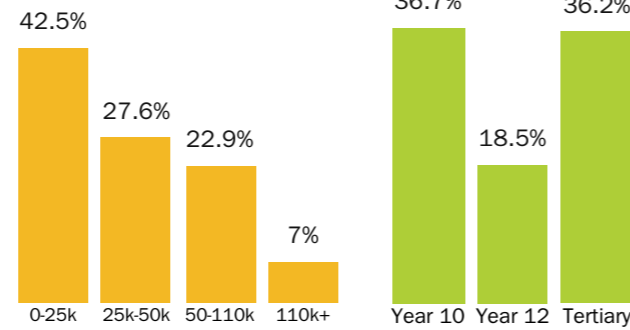


Who we help

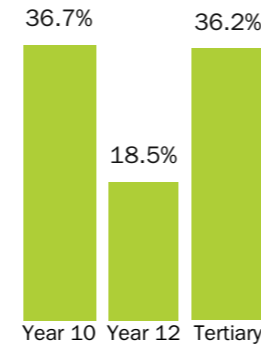
Age



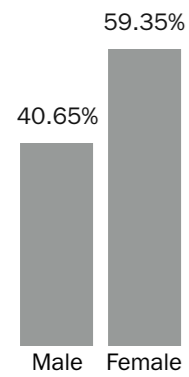
Income



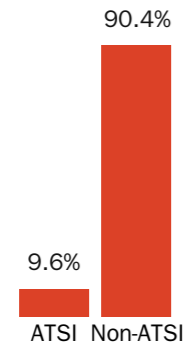
Education



Gender



ATSI



Top 10 presenting issues

1. Communication issues
2. Conflict
3. Post-separation parenting
4. Stress
5. Dealing with relationship difficulties
6. Anxiety
7. Anger
8. Relationship breakdown
9. Separation of parents
10. Family separation

Bec's story

"I have been through so much stuff in the last few years and just knowing that I've got that person to talk to... and that help is there... has made life so much easier for me. Knowing that they will help me out has been a really big deal to me... It's almost like having an extra best friend knowing that you've got that person there to rely on."

We first met Bec after her relationship had started to break down. Overwhelmed and concerned for her children, Bec began taking her eldest child to early intervention programs for assistance and counselling. Since then we have been providing Bec with advice on parenting and custody issues and been a much-needed shoulder to lean on in difficult times.



Scan to watch
Bec's Story

Where we are

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



Why we're all about relationships

At Interrelate we're "all about relationships". Whether these relationships are with a family member, close friend, partner, colleague, or neighbour, we all have them.

We believe that strong relationships are vital to an individual's health and wellbeing. There is much evidence that good relationships contribute to a healthy and happy life, with people in these relationships generally feeling more fulfilled, able to handle stress better, having fewer health problems and living longer.

When relationships aren't strong though, we can run into difficulties. People in unhealthy relationships do not receive the same added benefits, with the health risks from being alone or in a weak relationship being comparable to risks associated with high blood pressure, cigarette smoking and obesity.

Relationships are invaluable and much like anything worthwhile they require time, effort and energy. They can also be a major point of confusion and conflict in our lives.

Thankfully, the steps to strengthen relationships or to forge new ones are available to us and Interrelate provides services and programs to help people achieve this. It is for these reasons that Interrelate has been helping people strengthen their relationships since 1926.

Whether it is counselling a couple with emerging communication issues, working with a group of school children to learn about building healthy relationships, mediating with parents post separation to ensure that the needs of their children are paramount or helping a new stepfamily form, we provide a safe and supportive environment for people to develop skills and talk about issues that are important to them so they can continue to build strong healthy relationships.

Chairman report

Alan Gibson has been a member of the Interrelate board since 2008. He was elected as Chairman of the Board in 2012. The Chairman is responsible for overseeing the progress and success of the Strategic Plan, the performance of Board members and the rigour of Board processes.

It is with great pleasure that I present the Chairman's Report for 2013 on behalf of the Board.

I would like to acknowledge the service of the immediate past Chairman, Mr Colin Adams, who chaired the Board of Interrelate for 8 years during the significant expansion of the organisation with the introduction of the Family Relationship Centres. Colin continues as a senior contributor on the Board, notably in leadership of the Finance Committee.

2013 provided many challenges and successes for Interrelate.

The Family Referral Service in the Far North Coast region began operation early in the 2012/2013 financial year. This service has been established to enable case coordination services to highly vulnerable families, keeping children and families safe.

The new Respectful Relationships program is a primary prevention strategy for children and young people. It seeks to reduce sexual assault and domestic and family violence through education, by raising awareness of ethical behaviour, developing protective behaviours and developing skills in conducting respectful relationships.

Interrelate was selected to assist the Royal Commission into Institutional Responses to Child Sexual Abuse by providing counselling support services to participants and their families. Interrelate was also selected to operate the Personal Helpers and Mentors Service on the North Coast of NSW and the new Family Mental Health Support Service for children and young people in Wyong.

There was a large increase in user pay school services programs for families and children to educate about puberty, sexuality and relationships. These programs date all the way back to the organisation's foundation in 1926. This success reflects the capability and reputation of the Interrelate team in delivering quality services in schools.

I am humbled by our staff's committed service of our clients and by the reinforcing strength and leadership of our area and senior managers. I would like to recognise the professionalism and service of the organisation's Executive. In particular, I would like to acknowledge the service provided by Acting CEO, Graeme O'Connor, who has answered every challenge and seized every opportunity for the benefit of Interrelate's clients and staff.

I thank the organisational members of Interrelate and particularly my colleagues on the Board for their support and encouragement during my first year as the Board Chair.

2013 saw the passing of two central members of the Interrelate family; Irene Robson and Dr Bruce Peterson. The service of Interrelate's champions from yesterday continues to provide inspiration for the organisation.

Interrelate ends 2013 on the strongest possible note. The Board is pleased to advise the appointment of Patricia Ocellini as Chief Executive Officer of Interrelate. Patricia has significant experience in leadership for the delivery of support services to families. Patricia will commence her new role in December, hitting the ground running with a tour of Interrelate's sites, meeting staff and launching the "From Strength to Strength" cultural enhancement program. Join me in making Patricia welcome to the Interrelate family.



Alan Gibson
Chairman, Interrelate



CEO report

Graeme O'Connor joined the Executive Team of Interrelate in 2006 and took on the role of Acting CEO in 2013. The CEO leads the Executive Team in pursuit of our strategic goals and motivates our dedicated employees.

Interrelate's commitment to responding to the vulnerabilities of families and children was at the forefront of where we have been over the past 12 months and where we will go in the future. We have built on the foundation of a number of new and innovative programs and resources to enable children, couples, families and individuals to work through life's challenges and strengthen relationships.

With the generous support of the Attorney-General's Department, we rolled out a national "train the trainer" project for our Aboriginal Building Connections program. Aboriginal Building Connections is a culturally appropriate program that assists families experiencing family breakdown to focus on their children. The program is designed to create opportunities for service agencies, professionals and communities to work together within a paradigm of reconciliation. We are encouraged by the positive feedback we have received from program participants and agencies who run the program and we look forward to building on its success.

Our Respectful Relationships project began this year across New South Wales and 4,487 children participated in our Kids Connexions and My Family programs across 83 schools. The program assists year 6 children in learning how to be healthy in relationships with themselves, their family, their world and their friends. The majority of participants have shown an increased awareness and understanding of when a relationship is healthy or unhealthy, what they bring to their relationships, and how to deal with relationships that are unhealthy. By the end of this project, we will have assisted around 11,000 year 6 children throughout NSW.

In Lismore, we saw the establishment of a new Family Referral Service. We deliver this service in partnership with the Northern Rivers Social Development Council and it provides intense referral and support for vulnerable families and children.

Our partnership with the Newcastle Permanent Charitable Foundation continues to thrive. In 2012/2013 they sponsored us to run our Bullying Awareness program in schools in Newcastle and the Central Coast and they have continued their support to enable us to offer the program to schools in the Northern Rivers area in 2013/2014.

We continue to innovate through our resources and 2013 saw the launch of three new books in our "Questions Kids Have" series. The topics covered in these books include Having A Baby, Bullying and Puberty. These are wonderful resources to assist parents and children and complement the work we do in our School Services programs.

The coming year is an exciting time with a diverse array of new services and resources. We will launch two new mental health services; Personal Helpers and Mentors Service in Ballina, Richmond Valley and Kyogle and the Family Mental Health Support Service in Wyong. We will also begin providing support services to people affected by the Royal Commission.

In 2014 we will also provide training under our Registered Training Organisation for the first time. We will offer a Vocational Graduate Diploma in Relationship Counselling and a Vocational Graduate Diploma in Family Dispute Resolution. These courses will also underpin our partnership with the University of Newcastle and will form part of their Masters of Family Studies course. We will also launch a new smartphone application that we have been developing in partnership with Drummond Street Services. 'MyMob' is a communication tool to allow all busy families to stay connected via a medium that promotes positive, non-judgemental communication.

I would like to acknowledge and thank our staff. Without their commitment, hard work and passion, the work we do would not be possible and I look forward to continuing to be inspired by their efforts. I would like also to thank our Executive Team Helen Isenhour, Melanie Bale, Matt Stubbs and Simone Jackson for their leadership, dedication and support over the past year. Finally, I would like to thank the Board for their support, trust and governance during my time as Acting CEO. I particularly want to acknowledge Alan Gibson's stewardship of the Board and the organisation over 2013.

Interrelate is all about relationships and we have a lot to be proud of as we continue to support, empower and grow with the diverse communities we are part of in NSW.



Graeme O'Connor
Acting CEO, Interrelate



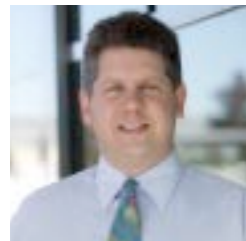
Governance and accountability

The Board

Interrelate is governed by a Board consisting of a Chairman and eight other members. The Board is responsible for the overall good and proper governance and performance of Interrelate. This includes:

- Compliance with all relevant legislation (in particular the Corporations Act 2001 and Interrelate Constitution)
- Compliance with governance requirements of Department of Social Services, FSP Approval Requirements and the Attorney-General's Department Family Relationship Centre Operational Framework
- Acting honestly and in good faith, with care and diligence, in the best interests of Interrelate and adhering to Interrelate values
- Ensuring appropriate and effective governance structures and systems are in place for strategic planning, the making of decisions and evaluation of Interrelate performance and risk
- Providing strategic leadership of the business in terms of developing Interrelate direction/mission, values and strategic board plans
- Implementing and monitoring the Board Strategic Plan
- Setting and reviewing Interrelate policies
- Liaising with key community stakeholders and sponsors
- Communicating with Interrelate members
- Appointing the CEO and the annual and ongoing evaluation of the CEO's performance
- Ensuring appropriate and effective performance management (Board, CEO and employees), work health and safety and quality systems are in place
- Reviewing, approving and monitoring Interrelate business plans and financial budgets
- Commitment to undertaking ongoing professional development in accordance with the current policy of the People & Performance Committee as approved by the Board.

Board members



Alan Gibson - Chairman
Appointed: 28/10/2008



Colin Adams
Appointed: 31/10/2003



Breda Barry
Appointed: 28/08/2007



Paul Lewis
Appointed: 30/01/2007



Faye Reid
Appointed: 30/03/2004



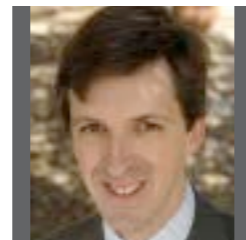
Doug Sotheren
Appointed: 28/08/2007



Graham Seton
Appointed: 27/11/2009



Lisa Sweeney
Appointed: 27/11/2009



Hon. Graham West
Appointed: 01/07/2011

Board committees

There are three Interrelate Board committees. Each Board member is required to sit on at least one of the three committees, with each committee expected to meet between regular board meetings.

Finance, Audit and Asset Management Committee

The Finance, Audit and Asset Management (FAAM) Committee has a broad range of responsibilities. These are categorised under three branches:

Financial Management and Auditing

Responsible for matters surrounding internal accounting, budgets, accounts, annual audits, contractual arrangements, investments, financial risk management and the delegation of authorities.

Asset Management

Responsible for asset management matters such as recommendations for the acquisition and disposal of assets, ensuring relevant policies and procedures comply with legislation and reflect sound management practices, and assessing disaster recovery arrangements to ensure continued delivery or recovery of core services in the event of a disaster.

People and Performance Committee

The role of the People and Performance Committee is to review and report to the Board on matters including the appropriateness of human resources policies, changes to employment terms and conditions, compliance with relevant legislation, remuneration policies, framework and reviews, and succession planning for the Executive and Board members.

Governance and Engagement Committee

The Governance and Engagement Committee is responsible for corporate governance and stakeholder management, including aspects of non-financial risk and regulation. The Committee's tasks are to:

- assist the Board in its endeavours to achieve best practice in Board governance
- develop sophisticated strategies and oversight of Interrelate's stakeholder relationships
- align its focus with the strategic plan.

Executive team

Our Executive Team provides leadership for Interrelate in pursuit of our organisational vision and objectives. The Executive Team meets regularly to review operations, identify priorities and plan for the future.



Graeme O'Connor
Acting CEO



Helen Isenhour
Director, Operations



Melanie Bale
Director, People & Performance



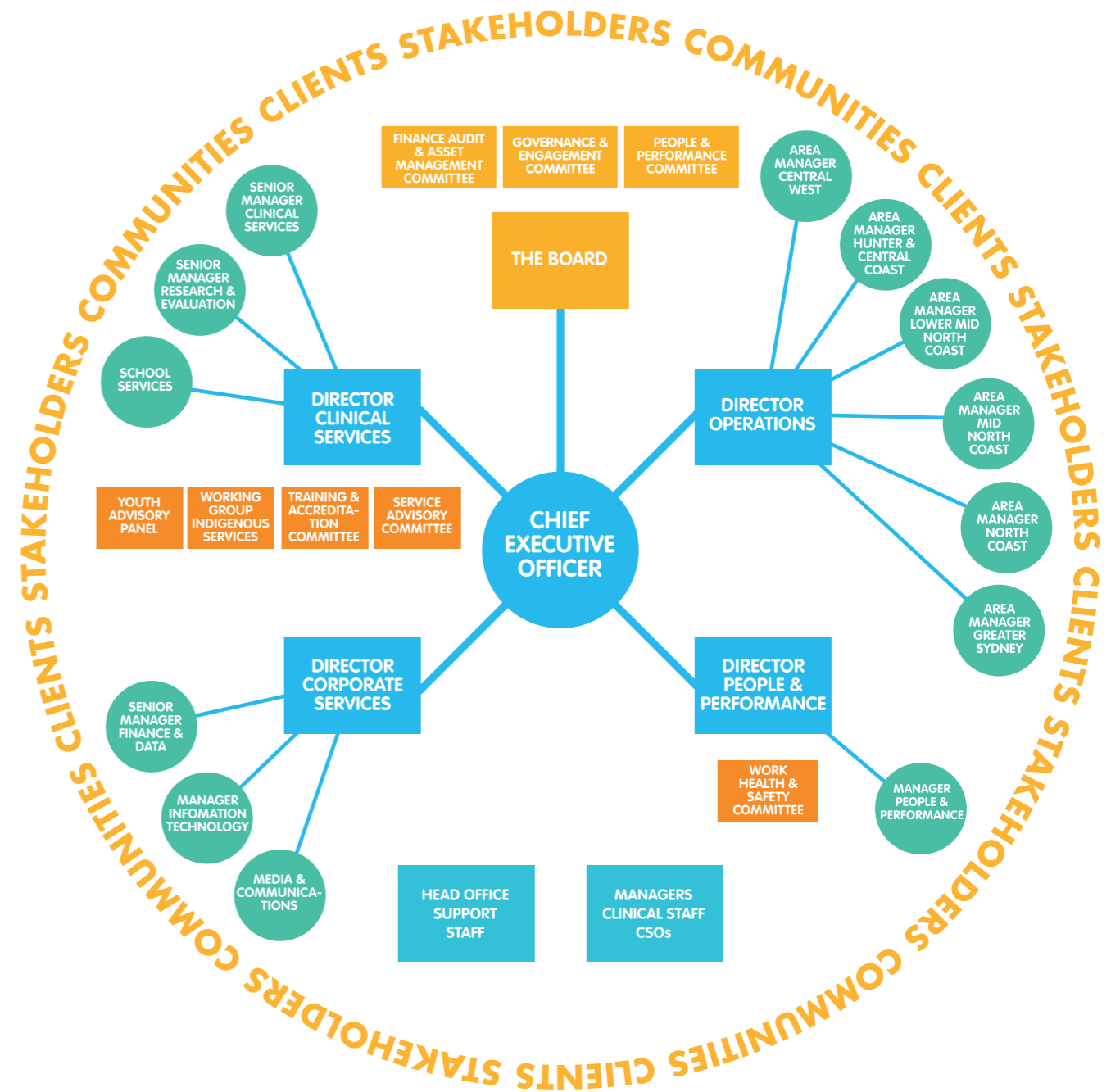
Matt Stubbs
Acting Director,
Clinical Services



Simone Jackson
Acting Director,
Corporate Services

Organisational chart

Interrelate's Board and Executive Team are supported by our highly capable 258 members of staff who work in the following structure.



RESPECT EQUITY LEADERSHIP ACCOUNTABILITY TRANSPARENCY EMPOWERMENT

* Positions current at printing of the report

Our performance

We helped

64867 people

Our school programs taught

41075 students

We ran classes in

476 schools

6293 people attended our group programs in over

700 sessions

We helped clients get the help they need with over

2000 referrals

We helped parents reach parenting agreements with over

3526 FDR cases

We helped parents stay in touch with their children with

4378 contact hours

“When I leave here
I often just want to
hug someone”





“It is comforting to get such great assistance when you are going through such an emotional time”

Our services

Counselling

With two sons aged 4 and 7 years, both Diane* and Tony* were experiencing conflict, anxiety, feelings of grief and loss, poor communication and avoidance in not wanting to accept their relationship breakdown and associated trauma. Relationship counselling together with internal and external referrals has assisted the couple to manage the complexities of separation. Both legal and individual counselling referrals assisted the parents to maintain a positive parenting relationship with their children, and to move forward.

Diane has recommenced university studies and is hopeful about the future. Support of the Interrelate service for both parents has helped Diane and Tony to be aware of their children's needs during separation.

During the reporting period, over 6,000 people sought out counselling with Interrelate and attended over 13,000 sessions. The average client received 2.75 hours of counselling.

Over 65% of closed cases were because the client reached an intended benefit or agreement. Over 9% of additional closed cases were because the client was referred to another service or program.

Family Dispute Resolution

At 21 years old Justin* has sole custody of his 3 year old daughter from a previous relationship with Anna*, 19 years old. The parents separated when their daughter was an infant, with Justin taking her with him and alleging they separated due to Anna's addictions and postnatal depression, including a threat to kill their daughter.

Anna has had limited contact with their daughter since separation, however initiated the request for mediation and accepted counselling. Both parents have benefited from the Building Connections program and participation in Family Dispute Resolution on two occasions. Whilst Justin was initially slow to engage in the process, he has over time developed confidence and trust in the mediator. Both parents agreed to come up with a short term parenting agreement and to return to mediation after 3 months to review it and formulate another agreement for a longer period. Anna has been spending time regularly with her daughter, and recently began to have her overnight once a week.

During the reporting period, over 6,500 parents who had separated or were separating, sought the assistance of Interrelate through one of our Family Relationship Centres we run on behalf of the Australian Government to reach a parenting agreement by commencing the process of family dispute resolution.

Not all parents complete the process of family dispute resolution, however of those parents who attended the full process, 56% reached a full agreement while a further 24% reached a partial agreement.

Parenting agreements, whether full or partial, have been shown to substantially minimise conflict between parents and secure stable arrangements for the ongoing care and wellbeing of their children.

Children's Contact Service

Separated parents Joe* and Myra* have three children aged 6, 7 and 9. They were given Court Orders to attend the Building Stronger Families/ Parenting Orders Program and to use the local police station for safe changeovers until the Children's Contact Service (CCS) was engaged. The family members involved included Joe and Myra, Joe's new partner, extended family members and the three children.

The children, Joe and his new partner were often in distress

following turbulent changeovers to Myra's family at the police station, which all parties recognised was disruptive and needed to change. Joe and his partner attended Building Connections and a CCS intake took place, with Court Orders provided indicating two sharing arrangements – one with Myra and the children and the other with Myra's grandmother and the children. Advice was sought from the Interrelate Indigenous Counsellor and other practitioners around contacting the various family members who were crucial to the success of the case plan.

Changeovers at the CCS have been taking place without incident and Joe has since reported that the absence of conflict had greatly improved the transition period for the children. Joe advised that he can imagine a time when the level of distress for himself and his partner will subside.

During the reporting period, Interrelate provided over 4,350 hours of CCS for over 1,400 parents and their children. The average number of hours for a family was 11 hours in the year. The largest number of hours provided for a family was 102 hours. The largest number of sessions provided for a family was 140 sessions. Over 80% of our clients returned for multiple sessions. One centre saw a return rate of over 95%.

Group Programs

Our group programs are designed to help during life's hard times. They cover a range of themes including self-esteem, communication, anger management, parenting, separation, stepfamilies, grief and loss, building resilience and strengthening relationships.

During the reporting period, Interrelate ran 33 different types of groups and seminars. These were run over 700 sessions for over 6,290 attendees.

School Services

Our school programs provided education to 41,075 NSW students and families this year. Based on sound educational principles, our programs assisted children and parents in 476 schools to communicate with each other about fundamental emotional and social development issues such as respectful relationships, bullying awareness, gender identity and sexuality.

* The names of individuals have been altered for their privacy

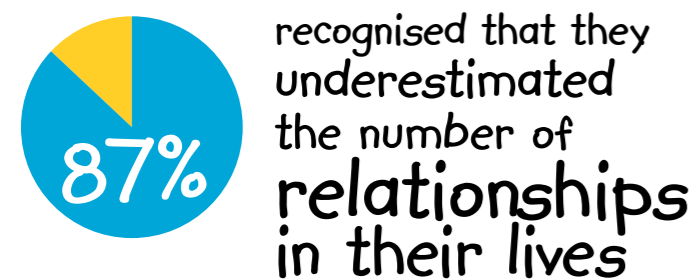
Respectful Relationships

As part of the federally-funded Respectful Relationships program, Interrelate offers schools two programs focused on improving the wellbeing of children by developing healthy relationships through school-based education.

These programs consist of four sessions conducted during school hours. This year we delivered Kids Connexions to 2,751 students in 51 schools and also delivered My Family Project to 1,736 students in 32 schools.

kidsconnexions for healthy relationships

Our school program Kids Connexions aims to improve the welfare of children by helping them build resilience in their relationships. Significant results from students assessed after participating in Kids Connexions found that:



my family

The My Family Project involves asking year 6 children to draw a picture of their family and answer 4 simple questions about the drawing they have created.

The children's drawings can be collated into a booklet which can be used in a variety of ways. For example, being photocopied and presented to the class/school, or having a special presentation where the parents are invited.

“I learnt that relationships are very delicate, so don't muck them up. If you have a fight, sort it out”



Scan to watch Kids Connexions in action at Dubbo South Primary School



Scan to watch the My Family Project in action at Wellington Public School

Strategic achievements

Interrelate's strategic plan development was underpinned by collaboration and consultation between the Board, Executive, Managers, staff and external stakeholders. This has been a long standing practice of Interrelate in ensuring staff engagement with the strategic plan.

How was the plan developed?

The process began in September 2010 with the Board and Executive reviewing Interrelate's business, purpose, values and vision. The ideas and thoughts generated at this time were passed onto the rest of the organisation for comments and feedback. At the same time all staff were asked to think about what strategic priorities and objectives the organisation should focus on in developing a new strategic plan. The feedback and ideas generated were collated in preparation for a strategic planning day in February 2011.

This planning day was attended by the Board, Executive, Managers and staff representatives for all levels and positions of the organisation.

Key external stakeholders such as our funding bodies and research partners were invited to attend and contribute to the future direction of Interrelate. A draft of our business, purpose, values, vision, priority goals and objectives were developed for fine tuning and discussion by the Board and Executive. Over the next few months, the plan was tweaked and further staff and management consultation was sought before final Board approval in May 2011. In July 2011, we launched Interrelate's Strategic Plan 2011-2014.

The strategic plan provides the foundation for all organisational business, operational and financial plans. Our progress against the priority goals identified in the plan is monitored regularly.

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"> Development and introduction of clinical E-bulletin that provides information to practitioners on resources and best practice Maintained research partnerships with University of Newcastle, Australian Institute of Family Studies and Southern Cross University to underpin service model and program reviews Provision of regular staff development and supervision, including annual clinical workshops Implementation of vulnerable and disadvantaged client access strategies Collaboration with sector partners on service delivery
Ensuring quality monitoring and reporting systems	<ul style="list-style-type: none"> Developed information pathways for reporting of information across whole organisation to ensure that all levels have the information they need. Includes service, people and financial reporting Appointed a Manager responsible for data reporting and analysis to provide relevant service and client data to the organisation
Develop an Aboriginal Reconciliation Plan (RAP)	<ul style="list-style-type: none"> Developed an organisational Reconciliation Action Plan Developed and launched regional reconciliation action plans
Implement evidence-based research	<ul style="list-style-type: none"> Appointed a senior manager for research and evaluation to embed a research aware approach Maintained research partnerships with University of Newcastle, Australian Institute of Family Studies and Southern Cross University to underpin service model and program development
Develop innovative resources and materials	<ul style="list-style-type: none"> Updated Building Connections training and participant resources Reviewed Schools Services resources and training materials and developed update plans Launched three new 'Questions Kids Have' books Partnered with Drummond Street and Stepfamilies Australia in MyMob mobile application
Increase the use of technology	<ul style="list-style-type: none"> Implemented the Penelope Case Management Data System across the organisation Use of Skype and similar technologies for supervision and meetings Use of webinars for training and dissemination of information

Priority 2	
Attract and grow a skilled, diverse and sustainable workforce	
Objective	Our progress
Ensure effective recruitment and retention	<ul style="list-style-type: none"> Organisational support of the Equal Pay campaign Continued research regarding comparison of sector pay rates to ensure Interrelate offers competitive salaries Implemented comprehensive staff rewards program Finalised new Enterprise Agreement Provision of HR training to organisation managers to enable them to support staff more effectively Launch of "Interrelate appreciates"
Provide staff development opportunities	<ul style="list-style-type: none"> Implement training as identified in the annual Training Needs Analysis following staff annual reviews Provision of annual workshops for staff Identified opportunities for staff to act up in higher roles to cover temporary absences
Implement career succession planning	<ul style="list-style-type: none"> Embed career development goals in annual review process Broadened professional development opportunities across all staff roles Provided managers with training on "How to have career path conversations" Developed programs for leadership development, coaching and mentoring
Integration of values and culture	<ul style="list-style-type: none"> Promotion and regular discussion of values and culture at team meetings Promotion of values and culture at staff and management induction Regular organisational culture surveys

Priority 3	
Develop diversified funding, including commercial services	
Objective	Our progress
Develop new funding opportunities	<ul style="list-style-type: none"> Successfully tendered for Personal Helpers and Mentors Service (PHAMS), Family Mental Health Support Service (FMHSS) and Royal Commission Support Service (RCSS) Obtained funding through the Newcastle Permanent Charitable Foundation Identified opportunities available from the State government including partnering with Northern Rivers Social Development Council to provide a Family Referral Service in the Northern Rivers area of NSW
Expand and commercialise services and programs	<ul style="list-style-type: none"> Develop workplace training and EAP opportunities and partnerships Preparation of RTO courses for launch in 2014

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 State and Federal level	<ul style="list-style-type: none"> Participation at large organisation meetings and forums organised by Department of Social Services Responded to requests for information and feedback from government departments Fostered and developed meaningful relationships with funding agreement managers and departmental representatives Participation at forums and workshops organised by Family Relationship Services Australia and other peak bodies Fostered and developed meaningful relationships with regional members of parliament at local, state and federal levels
Expand relationships across new areas of Government	<ul style="list-style-type: none"> Fostered and developed meaningful relationships with regional members of parliament at local, state and federal levels Participation at forums and workshops organised by Family Relationship Services Australia and other peak bodies Membership of the Mental Health Coordinating Council
Build collaborative partnerships and relationships across community, welfare and business sector	<ul style="list-style-type: none"> Collaborative partnerships developed with other family services providers both regionally and organisationally Participation in community and sector networks both regionally and organisationally Developed relationships with key business providers in telecommunication and IT to enhance service delivery and organisational operations

Our local communities



What relationships did you have and grow this year in order to support vulnerable families in your region?

We have continued to work with African refugees in the Newcastle & Hunter region, especially women, by assisting and supporting them in developing businesses and providing training, educational programs and material assistance. We also provided school holiday programs for children and parents. We have strengthened our relationship with Northern Settlement Services (NSS), who were involved with our Family Law Pathways Network conference around Culturally and Linguistically Diverse clients in the Family Law System. We provided a segment at the NSS planning and training day for staff around communication and conflict management.

We continued to develop connections in the Port Stephens area, actively involving Port Stephens Interagency, Communities for Children, Keep them Safe, Port Stephens Child & Family Network in meetings. We were involved in the Community Strategic Plan Workshop held by Port Stephens City Council and have an outreach office at Port Stephens Family Support with an FDRP presence. Interrelate co-organised and hosted the Port Stephens School & Services Expo at Raymond Terrace Primary School and also did this at Cessnock in conjunction with the Samaritans "Keep Them Safe" and Youth Networks.

Our relationship with Aboriginal and Torres Strait Islander communities has continued to grow, with an increase in the referral of indigenous clients by Muloobinba staff to our service. We continue to provide Supervision for the Muloobinba staff and our working relationship continues to develop with Muloobinba recommending Interrelate to Bakuma Aboriginal Corporation at Kurri Kurri, who are now referring clients to our outreach at Maitland and Singleton. Interrelate has been a major sponsor of the Wollotuka Reconciliation Scholarship Ball and Art Prize and attended the Aboriginal Knock Out Football competition held at Raymond Terrace, where we sponsored the local Worrimi Dolphins team.

What relationships did you have and grow this year in order to support Indigenous families in your community?

In Coffs Harbour we work collaboratively with Aboriginal Family Wellbeing Service/Gurehlgam with cross referrals and case management/mediation for clients. In Grafton we work with CRANES Community Programs (consortium partner) who refer to our counselling and Family Dispute Resolution services in Grafton.

Our main focus with the Aboriginal community is in Bowraville which is identified as an at-risk community where there is a high level of complex needs.

We have entered into a partnership with MiiMi House Aboriginal Corporation where we use their premises/admin for weekly counsellor outreach visit as well as being a base for our part-time employed local Aboriginal Worker (Outreach Community Development Worker). The Community Development Worker, already known and trusted by local community, has a focus on supporting the men and adolescents, and also developing innovative and culturally sensitive strategies to engage with the community and to build close networks.

Additional projects and partnerships this year include discussions with Coffs Indigenous Coordination Centre staff and agreements to work together as supportive partners in Bowraville Safe Families Project which will commence later in 2013 with funding from NSW Health. Our services will provide counselling and group education on family violence and safety strategies.

Locally we have continued to be present and visible in the community at events relating to NAIDOC, Aboriginal Legal Services and Aboriginal Service Provider Forum.



What actions did you take this year to strengthen your capacity to service vulnerable families in your region?

Interrelate has partnered with the Young Women's Christian Association's Communities for Children program. This has enabled our Lismore team to further enhance our work in relation to delivering parent education to those most vulnerable. We targeted population groups that might not attend your usual parent education program. These groups included Aboriginal women, young dads with complex needs, single parents and multi cultural women (Sudanese). We delivered parent education to young dads and we worked in partnership with the Men and Families Centre. The dads noted that the group enabled them to focus on their children and improve their parenting behaviour. For many it was their first exposure to being part of a group and many peer relationships developed. Social inclusion improved.

The Aboriginal Women's Health and Healing circle (Journey of Healing) offered a soft entry point for Aboriginal women to learn more about their needs and to assist these women to understand more about their culture and improve their general wellbeing. Group work included meditation, pregnant belly casting, creating healthy lunches, parent education, yoga, goal setting and achieving these. Some of the women expressed the desire to improve their computer literacy but felt their skills were below TAFE course level. We provided basic computer lessons over 10 weeks with a high level of attendance. These women have now moved into TAFE courses, employment and have new skills to teach their children.

What actions did you take this year to strengthen your capacity to service Indigenous families in your region?

The Lower Mid North Coast region has prioritised strengthening our capacity to provide service to local Indigenous families, some of the highlights of the steps we have taken are as follows. Five staff were trained in Yarning Circle facilitation. Three staff had been previously trained in the program meaning the majority of our staff are now trained in a more culturally appropriate way of facilitating groups and discussion. Two Aboriginal staff members were trained in facilitating Aboriginal Building Connections (ABC), one female and one male to ensure that both men and women's business is respected. We are planning to rollout ABC in early 2014. This program is currently being facilitated in a one on one format as requested by clients or recommended by practitioners.

An Aboriginal working party has been formed to review family dispute resolution processes for Indigenous families. This is a process that has involved seeking local feedback and suggestions from Aboriginal service providers in the region including the Aboriginal Legal Service and Ghinni Ghinni Youth & Culture Aboriginal Corporation, to improve the cultural appropriateness of family dispute resolution provided locally while being compliant with the relevant legislation. We were approached by the NSW Police Aboriginal Community Liaison Officer to provide mediation for Aboriginal school students and their mothers who experienced ongoing conflict, and since this we have observed an increase in referrals from the Biripi Medical Centre.

What are you doing well in your region to support vulnerable families?

In the Greater Sydney region we support vulnerable families by taking a collaborative approach with other local support agencies in service delivery. Our attendance at interagency meetings and planning days is vital to consult and gain information on presenting needs in the community and how to provide wraparound service delivery to clients. Interrelate has a strong focus on the importance of programs that support children to have better outcomes in the future. At the moment we are working on a research project with The Family Action Centre's "Dad's Connecting", this program is designed to assist dads to engage with their children through play and to increase the father's responsiveness to their children's cues.



The "Seasons for Growth" program assists children through the grief and loss associated with the death of a parent or due to separation of their parent's relationship, this program is currently running in partnership with Amelie House Women's Refuge. We also have a partnership with Impact Youth Services who work with children who have experienced trauma; we support their team members with clinical supervision. Another very successful partnership includes working with Sutherland Shire Family Services in co facilitating the "Angel Blanket" program; this is a therapeutic program through creative interventions to assist women to work through the trauma they have experienced through domestic violence. Interrelate has also entered into an MOU with Riverstone Neighbourhood Centre to offer programs to clients who are marginalised due to low socio economic circumstances and isolation, Interrelate provides outreach counselling, parenting programs and grief and loss workshops to Riverstone clients. Interrelate continually assesses the programs that are offered to ensure best outcomes for vulnerable families.



What are you doing well in your region to support Indigenous families?

The Central Coast recognises and respects the leadership role of Indigenous people when it comes to matters concerning their community. We have listened and responded to what the community has said. The community told us they were concerned about their young boys so we assisted them in establishing what is now known as the Mingaletta Didge Group. This group taught young people to be proud of their culture and invited them to participate in traditional music and dance and has given them appropriate cultural knowledge and strength.

The community told us that they communicate more confidently with Aboriginal Workers so we employed an Aboriginal Worker to assist us in building a mutually beneficial relationship.

The community also asked us to assist them with a cultural celebration called the Gulung Festival. Our Aboriginal worker taught dance and culture to school children across the Central Coast with 18 schools coming together to perform.

We have responded to the requests for a counselling service, participation in community events, for our Aboriginal worker to perform at NAIDOC celebrations, representation on committees, and in the development of groups as needs are identified.

While we aim to support by building capacity we also strive to follow a community development process that is affirming and respectful of culture.

How did you measure your effectiveness this year? How did you do?

In the Central West we measured effectiveness by collecting: Data used to inform how many clients were seen in each service type and in each site, stakeholder and client surveys, feedback collected via a client survey at the time of service delivery and feedback collected via a phone survey with stakeholders, feedback from staff, feedback from staff complaints, consultations with Elders and Community Leaders, seeking feedback through individual and group meetings, evaluating effectiveness of presence and activities by meeting with local Aboriginal stakeholders and by attending community meetings and facilitating where needed.

All feedback collected throughout the year was incredibly positive overall with the majority of clients in each service type surveyed agreeing that they have new skills and knowledge, were treated with respect, are now more confident and more able to deal with stress. We will review and improve our policy on the management of feedback and complaints by referring to the Ombudsman's Better Practice Guide as a way to provide a stronger foundation from which our procedures can be advanced. We must be attuned to feedback, recognising it as an opportunity for improvement rather than becoming defensive. We will bring these exemplars together and build on their expertise as a way to spread a consistent model covering practice and attitudes across the service when it comes to measuring effectiveness.

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.

Who we work with	How we work together
Australian Government - Attorney-General's Department	Funding provider <ul style="list-style-type: none"> Family Law Pathways Network Train the Trainer Pilot in Aboriginal Building Connections Co-ordinated Family Dispute Resolution Pilot
Australian Government - Department of Education	Funding provider <ul style="list-style-type: none"> The National School Chaplaincy and Student Welfare Program
Australian Government - Department of Social Services	Funding provider <ul style="list-style-type: none"> Family Support Program Gender Equality for Women Program - Respectful Relationships Targeted Community Care (Mental Health) Program – Family Mental Health Support Service Targeted Community Care (Mental Health) Program – Personal Helpers and Mentors Service
Australian Research Alliance for Children & Youth	Partnership in piloting Common Approach to Assessment Referral and Support (CAARS) (Lismore) Management training in CAARS and support for case management framework
Baptist Community Services	Consortium partner <ul style="list-style-type: none"> Family Support Program (Central Coast)
Child Family Community Australia Information Exchange (Located in Australian Institute of Family Studies)	Research partner
CRANES Community Support Programs	Consortium partner <ul style="list-style-type: none"> Family Support Program (Coffs Harbour)
Drummond Street Services	Program and resource development partner NSW auspice of Stepfamilies Australia
Family Relationship Services Australia	Peak body – member organisation
Newcastle Family Support Services	Consortium partner <ul style="list-style-type: none"> Family Support Program (Newcastle)
Newcastle Permanent Charitable Foundation	Funding provider <ul style="list-style-type: none"> Bullying Awareness Program (Hunter region)
Northern Rivers Social Development Council	Consortium partner <ul style="list-style-type: none"> Family Referral Service (Northern Rivers)
NSW Health	Funding provider <ul style="list-style-type: none"> Non Government Organisation grant program
The Australian Children's Contact Service Association	Peak body – member organisation NSW board member
The Family Action Centre University of Newcastle	Research partner Registered Training Organisation partner
The Yarning Circle	Training and resource partner <ul style="list-style-type: none"> Let's Have A Yarn With Yarn
YWCA Lismore	Funding provider <ul style="list-style-type: none"> Community for Children Initiative

“I think as a parent you can never have too much exposure to strategies and tools on how to parent”

Funding and support

Interrelate receives the majority of its funding from Government and other organisational grants. We use this funding to employ staff and pay for property and equipment to deliver programs that support people, families and their children.

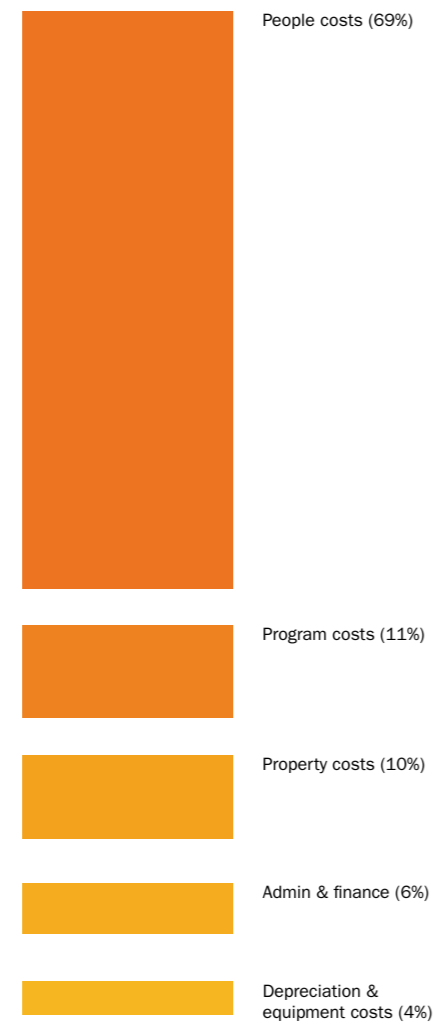
Where our funds come from

Total revenue
\$19,396,243



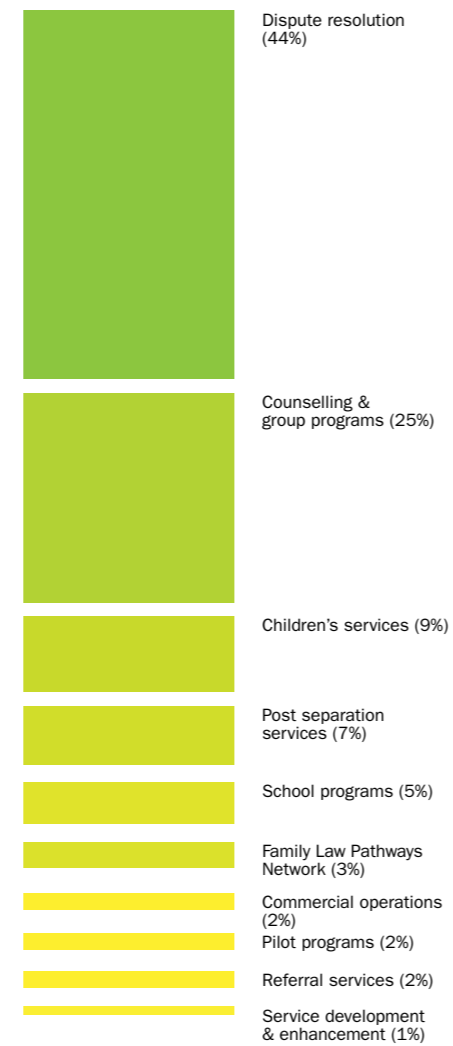
How our funds are spent

Total expenditure
\$19,220,585

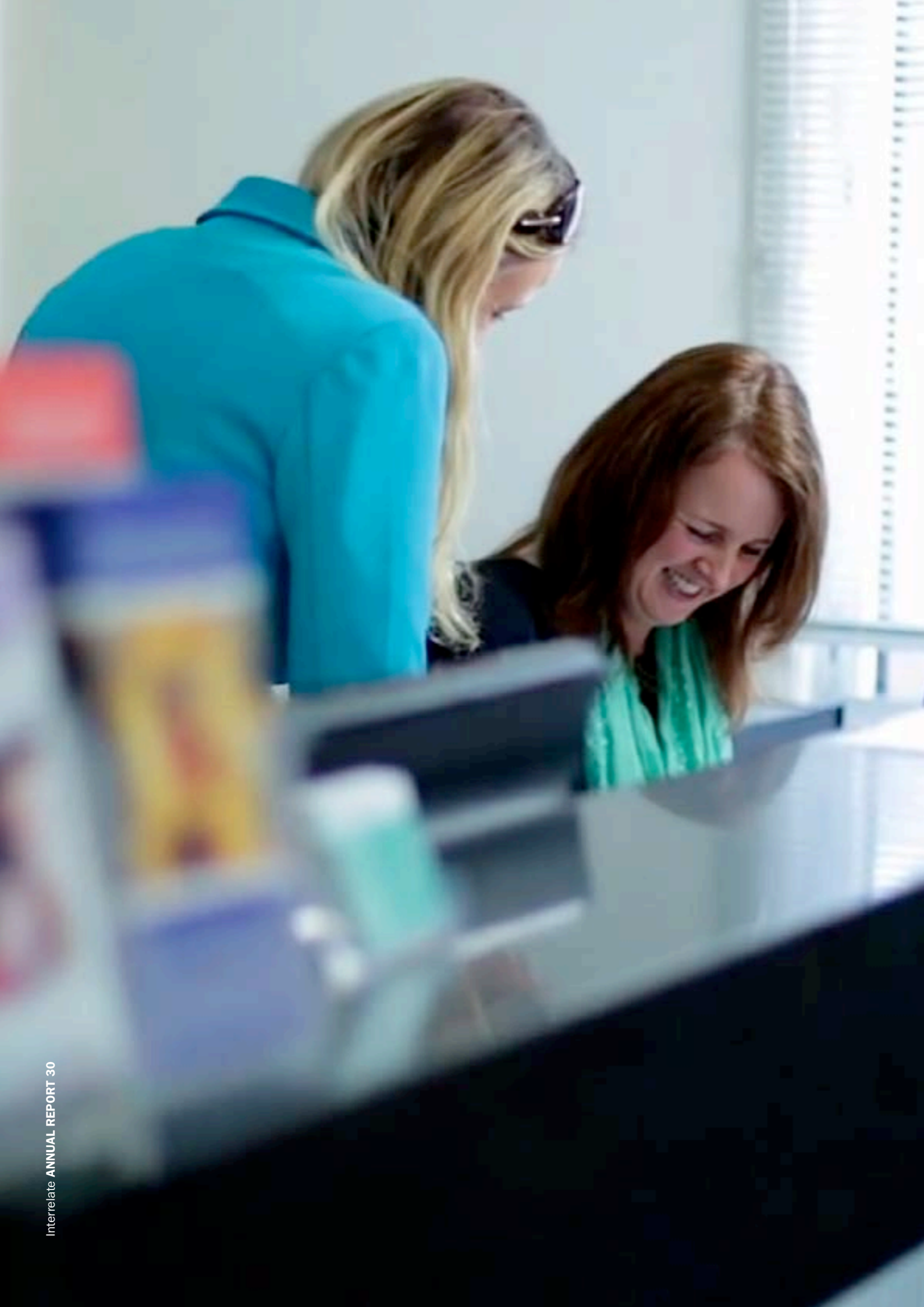


What we deliver with these funds

Total expenditure
\$19,220,585



“You took away my mum and dad’s fight”



Our people

Interrelate employs 258 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 communications officers and trainees.

Our staff have an average length of service of 3.97 years with Interrelate and our longest serving staff member reached 29 years of service in 2013. 81% of our staff are in permanent roles with the remaining 19% in casual positions.

We recognise that our staff are our greatest asset and we aim to make sure they feel appreciated. The success of Interrelate in providing quality services to our clients and communities is a direct result of the dedication and commitment of our valued employees. We acknowledge staff who have reached significant milestones of 1, 5, 10 and 15 years of service with a thank you letter and small gift.

'Interrelate Appreciates' Program

In February we launched a program for staff to recognise and acknowledge fellow employees for doing things 'over and beyond' their normal job. It's a way for our staff to let their co-workers know they appreciate something that they have done. We received an overwhelming response to the program, with 55 appreciation cards distributed in the first month of operation.

Employee Rewards Program

Interrelate offers all staff access to its employee rewards program. This program offers staff access to discount cards, study assistance, study leave, individual flexibility arrangements, mentoring and coaching, professional development and reward and recognition for service.

Work Health & Safety

We take the health and safety of our employees and clients very seriously. All new staff members undergo a Work Health and Safety (WHS) induction within their first few weeks and are provided with the necessary forms and policies for identifying hazards and notifying of injuries.

258 people employed by Interrelate as of June 2013

80% of our staff are Female

81% of our staff are permanent employees. 4 years is the average time they have been with us. Our longest serving staff member has been with us 29 years.

46.90% are permanent part-time
34.11% are full-time
18.99% are casual

43% of our staff are aged 45-59.

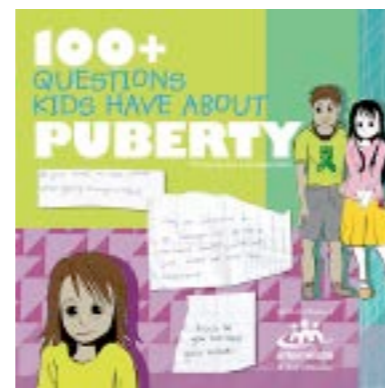
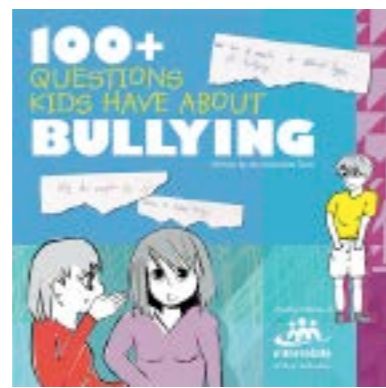
3% are under 25
17% are 25-34
24% are 35-44
13% are 60 and over

Major events

Questions Kids Have Book Launch

On February 14, Her Excellency, Professor Marie Bashir AC CVO, Governor of New South Wales launched three new books from Interrelate's "Questions Kids Have" series with topics on Having A Baby, Bullying and Puberty at Interrelate's head office in Bella Vista.

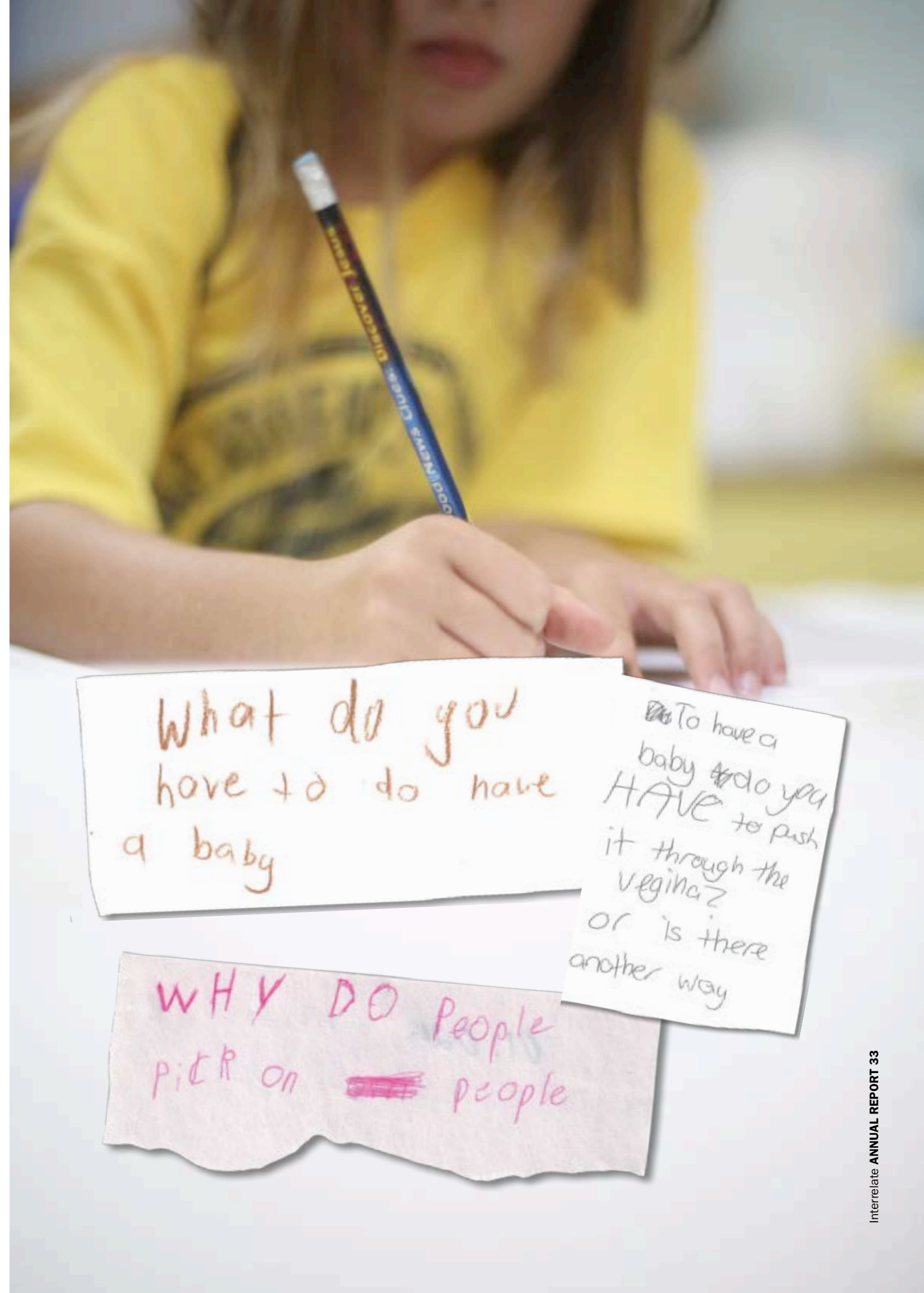
Interrelate produces books that answer these questions, submitted by kids during school programs run by Interrelate educators across New South Wales, including the original wording and spelling used by the kids. Answers have been provided by a team of experienced educators in an accessible, child and youth-friendly way. Concepts are illustrated with graphics and diagrams that are simple but factual. Boys and girls can find out about the changes each gender experiences, and there is information and resources about bullying for parents.



Should I help if I see someone get bullied?

"I was uplifted and inspired to see the range of publications and how ahead of their times they were... I am absolutely delighted with these."

- Her Excellency, Professor Marie Bashir AC CVO, Governor of New South Wales



What do you have to do have a baby
 To have a baby do you HAVE to push it through the vagina?
 or is there another way

WHY DO people pick on people



Aboriginal Building Connections Launch

Governor-General, Her Excellency, Ms Quentin Bryce AC CVO launched the Aboriginal Building Connections program held on Friday 30 November at the Murrook Aboriginal Cultural Centre in Williamstown.

Aboriginal Building Connections is a post separation program for Aboriginal families developed by Interrelate, in partnership with the University of Newcastle.

The concept for Aboriginal Building Connections aims to address the need for a culturally appropriate program with a focus on Aboriginal families experiencing family breakdown.



Aboriginal building connections
for our Kids.



“I find myself thinking more on those things that are of most importance to the child and letting go of the insignificant”



Governor-General, Her Excellency, Ms Quentin Bryce AC CVO with Millibah Dance Troupe from the Hunter School of Performing Arts

Looking forward

Interrelate's vision is to lead the way in providing responsive, cutting-edge, transformative relationship services with and for our diverse communities. We look forward to implementing the following new services and programs being developed for 2013-2014.

Family Mental Health Support Service Personal Helpers and Mentors service

Interrelate will receive \$1 million in funding over the next three years to establish and support a new service specific to family mental health, under the government funded Family Mental Health Support Service program, which will assist children and young people in Wyong to improve their mental health outcomes later in life.

The service will be child and young person centred, assisting those children and young people who are affected by, or at risk of, poor mental wellbeing.

Interrelate will attend community events in Wyong that encourage mental wellness whilst building mental health literacy in the community. This service will have an early intervention focus, assisting young people to sure up strong protective factors in their lives from their community, schools, and most importantly their families. At the same time we will be working with children and young people to identify and manage any risk factors as early as possible.

Interrelate will receive \$1.6 million in funding from the Department of Social Services over the next three years to deliver the Personal Helpers and Mentors (PHaMs) service in Ballina, Richmond Valley and Kyogle.

The PHaMs service is a federally funded, mental health outreach program for people aged 16 years and over whose lives are severely affected by mental illness. The service will support people experiencing the effects of mental illness by assisting them in their own recovery and in reconnecting with their local community.

The PHaMs service will enable us to help people who are experiencing mental illness and are looking for support to access community services, to become involved in social or community groups, to gain or develop personal skills and confidence and to manage difficulties associated with being unwell.

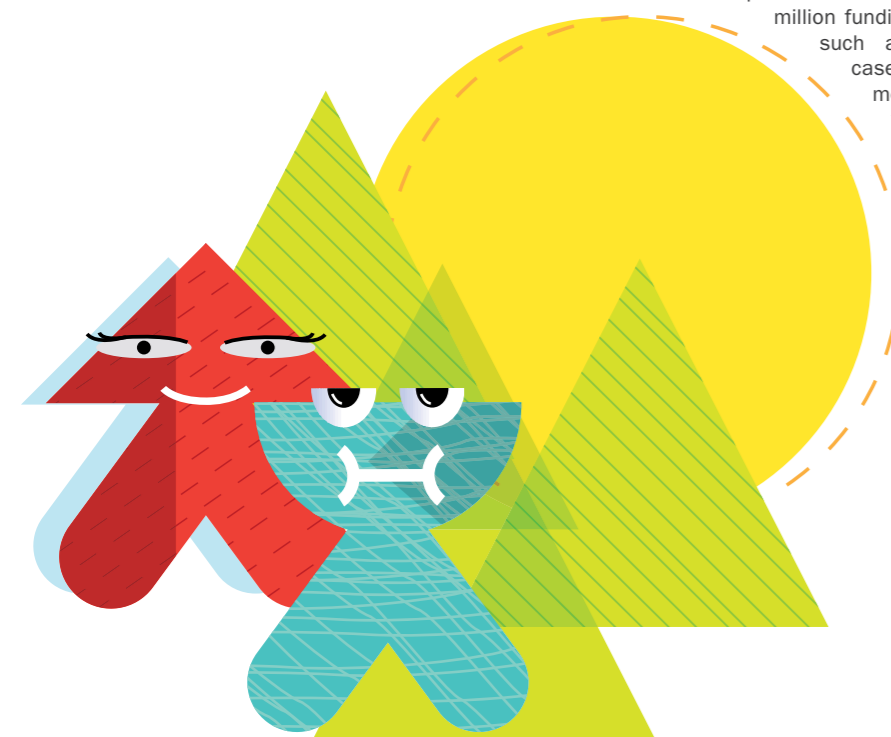
PHaMs caseworkers will develop plans with participants to identify their recovery needs and work to help them continue in their ongoing recovery. The caseworkers will assist participants to work on their goals as well as supporting them to coordinate mental health supports and reconnect with their family and community.

The service will be free and participants can self-refer. Participants do not need a formal clinical diagnosis to access the program.

Royal Commission Support service

Interrelate was one of 28 organisations chosen to provide support services across Australia to the Royal Commission into Institutional Responses to Child Sexual Abuse. Interrelate will receive \$1.8 million funding over the next three years to provide services such as counselling, information and advice and case management to individuals and their family members before, during and after their interaction with the Royal Commission. The services will complement existing supports provided by the Royal Commission and the Attorney-General's Department.

“I feel much more confident in the world”



Financial report

INTERRELATE FAMILY CENTRES LIMITED
(A COMPANY LIMITED BY GUARANTEE, NOT HAVING A SHARE CAPITAL)
ACN: 000 413 301
ANNUAL REPORT
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

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INTERRELATE FAMILY CENTRES LIMITED

DIRECTORS' REPORT

Your directors present their report on the company for the financial year ended 30 June 2013.

Directors

The names of each person who has been a Director during the year and to the date of this report are:

	Date appointed	Date of cessation	Directors' Meetings	
			Number eligible to attend	Number attended
Mr C Adams	31/10/2003	-	12	9
Ms B Barry	28/08/2007	-	12	8
Mr A Gibson	28/10/2008	-	12	12
Mr P Lewis	30/01/2007	-	12	10
Mrs F Reid	30/03/2004	-	12	12
Mr D Sotheren	28/08/2007	-	12	10
Mr G Seton	27/11/2009	-	12	12
Ms L Sweeney	27/11/2009	-	12	10
Hon G West	01/07/2011	-	12	11

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Information on Directors

Director	Expertise	Board Committee Membership
Mr C Adams	Finance/Asset Management	Finance, Audit and Asset Management
Ms B Barry	Human Resources/General Management	People & Performance
Mr A Gibson	Finance	Finance, Audit and Asset Management
Mr P Lewis	Legal	Governance & Engagement
Mrs F Reid	Clinical	Governance & Engagement
Mr D Sotheren	Clinical	Governance & Engagement
Mr G Seton	Business Admin/Organisational History	Governance & Engagement
Ms L Sweeney	Marketing and Media	People & Performance
Hon G West	Youth/Management	People & Performance

Short- and Long-term Objectives and Strategy

The company's short- and long-term objectives are to:

- provide for the direct provision of relief of poverty, suffering, distress, misfortune or helplessness of persons in Australia by providing assistance to persons, families and children in need of relief as a consequence of family breakdown; and
- to enable people to work through life's challenges and strengthen their relationships.

The company's strategy for achieving these objectives includes:

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

Principal Activities

The company's principal activities during the year were:

The provision of children's contact services, family and relationship services (which incorporates counselling, relationship education services and services for men), family dispute resolution, post separation co-operative parenting services, counselling support for carers and school programs.

These activities have assisted the company in achieving its objectives by enabling:

The provision of children's contact services enabled separated parents to meet with their children and to engage in safe and friendly change-over and change-back in a relaxed, family environment.

The provision of counselling services provided individuals and families with help for emotional or relationship concerns.

The provision of family relationship education and skills training included services for Aboriginal and Torres Strait Islander families and families with cultural and language differences. School programs educated children about bullying and relationships. Interrelate's Reconciliation Action Plan is making a difference in closing the gap between Aboriginal and Torres Strait Islander and other Australians. These services were supported by quality books and other resources and online activities accessible at www.interrelate.org.au

The provision of services for men; to assist fathers become more effective parents, deal with anger in relationships, improve positive communication and other parenting techniques.

The provision of family dispute resolution services enabled separated families and individuals to manage the effects of family separation, and to manage without the services of a Court, the development of mutually agreed parenting plans in the best interests of the children.

The provision of post separation cooperative parenting services help separated parents who are fighting, to learn how parental conflict affects children and how to focus on the needs of the children.

The provision of carers counselling provided support to carers of people with a significant disability.

User pay school services programs for families and children to educate about puberty, sexuality and relationships.

The new Respectful Relationships program, a primary prevention strategy for children and young people, sought to reduce sexual assault and domestic and family violence through education, by raising awareness of ethical behaviour, developing protective behaviours and developing skills in conducting respectful relationships.

The new Family Referral Service in the Far North Coast region has been established and will enable case coordination services to highly vulnerable families, keeping children and families safe.

The company measures performance by measuring the provision of consistently high quality relationship services to its clients against target numbers of clients consistent with government funding agreements.

The performance against these key performance indicators for the period 1 July 2012 to 30 June 2013 is as follows:

Program type	2012-2013 Actual number of clients served	2012-2013 Target number of clients to serve	Actual number of clients served as a proportion of the target number
Children's contact service	1,432	1,464	98%
Family and relationship services*	8,422	6,407	131%
Family dispute resolution	6,552	5,424	121%
Family Referral Service	1,112	N/A	N/A
Post separation co-operative parenting	1,329	1,213	110%
Family relationship services for carers	458	512	89%
Respectful Relationships	4,487	4,483	100%
User pay school services	41,075	35,000	117%
Total	64,867	54,503	119%

The performance against these key performance indicators for the period 1 July 2011 to 30 June 2012 is as follows:

Program type	2011-2012 Actual number of clients served	2011-2012 Target number of clients to serve	Actual number of clients served as a proportion of the target number
Children's contact service	1,485	1,380	108%
Family and relationship services*	5,779	6,634	87%
Family dispute resolution	6,204	4,834	128%
Post separation co-operative parenting	1,544	1,470	105%
Family relationship services for carers	522	680	77%
User pay school services	35,519	35,000	101%
Total	51,053	49,998	102%

* This number includes both government funded and private client numbers.

At the date of this report for the period 1 July 2013 to 30 June 2014 the following target numbers for client service delivery have been set.

Program type	Target number of clients to serve
Children's contact service	1,470
Family and relationship services*	6,141
Family dispute resolution	5,709
Family Referral Service	1,400
Post separation co-operative parenting	1,220
Family relationship services for carers	510
Respectful Relationships	16,017
User pay school services	40,000
Total	72,467

Members' Guarantee

The Company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the Company is wound up, the Constitution states that each member is required to contribute a maximum of \$90 each towards meeting any outstanding obligations of the Company. At 30 June 2013, the total amount members would contribute is \$5,850.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2013 has been received and can be found on page 4 of the financial report.

Signed in accordance with a resolution of the Board of Directors.



Alan Gibson
Director
Dated at Sydney, 30 October 2013

Chartered Accountants

305 / 7 Help Street
PO Box 437
Chatswood NSW 2057

Phone 02 9412 1499
Fax 02 9413 2014
partners@lewiscoble.com.au

Lead Auditor's independence declaration under section 307C of the Corporations Act 2001

To: the Directors of Interrelate Family Centres Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2013 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Lewis & Coble



Peter C. Mattock FCA
Partner

Sydney
24 October 2013

INTERRELATE FAMILY CENTRES LIMITED
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
Revenue	2	19,370,791	18,523,680
Other income	2	25,452	91,013
Employment expenses		(13,217,048)	(12,420,020)
Depreciation and amortisation expense		(886,440)	(1,033,178)
Asset impairment		-	(189,829)
Finance costs		-	(3,841)
Administration & office expenses		(1,422,694)	(1,083,154)
Consulting & research fees		(748,804)	(751,990)
Occupancy expenses		(1,872,257)	(1,781,978)
Operational expenses		<u>(1,073,342)</u>	<u>(919,689)</u>
Profit for the year		<u>175,658</u>	<u>431,014</u>
Other comprehensive income			
Net gain on revaluation of non-current assets		-	123,847
Other comprehensive income for the year		-	123,847
Total comprehensive income for the year		<u>175,658</u>	<u>554,861</u>

The above Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the accompanying notes

INTERRELATE FAMILY CENTRES LIMITED
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2013

	Note	2013 \$	2012 \$
CURRENT ASSETS			
Cash and cash equivalents	3	6,025,184	5,097,099
Trade and other receivables	4	136,444	128,659
Financial assets	5	713,515	676,472
Inventories	6	40,023	38,891
Other current assets	7	<u>244,005</u>	<u>366,125</u>
TOTAL CURRENT ASSETS		<u>7,159,171</u>	<u>6,307,246</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	5,632,868	6,151,610
Other	9	<u>30,000</u>	<u>30,000</u>
TOTAL NON-CURRENT ASSETS		<u>5,662,868</u>	<u>6,181,610</u>
TOTAL ASSETS		<u>12,822,039</u>	<u>12,488,856</u>
CURRENT LIABILITIES			
Trade and other payables	10	4,019,089	4,038,960
Provisions	11	<u>932,685</u>	<u>787,017</u>
TOTAL CURRENT LIABILITIES		<u>4,951,774</u>	<u>4,825,977</u>
NON-CURRENT LIABILITIES			
Provisions	11	<u>311,624</u>	<u>279,896</u>
TOTAL NON-CURRENT LIABILITIES		<u>311,624</u>	<u>279,896</u>
TOTAL LIABILITIES		<u>5,263,398</u>	<u>5,105,873</u>
NET ASSETS		<u>7,558,641</u>	<u>7,382,983</u>
EQUITY			
Reserves	12	965,474	965,474
Retained earnings		<u>6,593,166</u>	<u>6,417,508</u>
TOTAL EQUITY		<u>7,558,641</u>	<u>7,382,983</u>

The above Statement of Financial Position should be read in conjunction with the accompanying notes

INTERRELATE FAMILY CENTRES LIMITED
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2013

	Retained Earnings	Capital Profits Reserve	Revaluation Surplus	Total
Balance at 30 June 2011	5,986,494	633,523	208,104	6,828,121
Profit for the year	431,014	-	-	431,014
Other comprehensive income	-	-	123,847	123,847
Total comprehensive income for the year	<u>431,014</u>	<u>-</u>	<u>123,847</u>	<u>554,861</u>
Balance at 30 June 2012	<u>6,417,508</u>	<u>633,523</u>	<u>331,951</u>	<u>7,382,983</u>
Profit for the year	175,658	-	-	175,658
Other comprehensive income	-	-	-	-
Total comprehensive income for the year	<u>175,658</u>	<u>-</u>	<u>-</u>	<u>175,658</u>
Balance at 30 June 2013	<u>6,593,166</u>	<u>633,523</u>	<u>331,951</u>	<u>7,558,641</u>

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes

INTERRELATE FAMILY CENTRES LIMITED
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2013

	Note	2013 \$	2012 \$
Cash flows from operating activities			
Receipts from customers, government and others		20,853,428	22,276,615
Payments to suppliers and employees		(19,876,771)	(19,152,167)
Interest received		330,718	360,141
Interest and other costs of finance paid		-	(3,841)
Net cash flow provided by operating activities	16(b)	1,307,375	3,480,748
Cash flows from investing activities			
Payments for property, plant & equipment		(371,404)	(988,500)
Proceeds from sale of property, plant & equipment		29,157	110,388
Net cash (used in) investing activities		(342,247)	(878,112)
Cash flows from financing activities			
Repayment of borrowings		-	(44,483)
Proceeds from borrowings		-	-
Net cash (used by) financing activities		-	(44,483)
Net (decrease) / increase in cash and cash equivalents		965,128	2,558,153
Cash and cash equivalents at beginning of the year		5,773,571	3,215,418
Cash and cash equivalents at end of the year	16(a)	6,738,699	5,773,571

The above Statement of Cash Flows should be read in conjunction with the accompanying notes

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements cover Interrelate Family Centres Limited as an individual entity, incorporated and domiciled in Australia. Interrelate Family Centres Limited is a company limited by guarantee.

Basis of preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements, including Australian Accounting Interpretations and the *Corporations Act 2001*. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

The directors have elected under Section 334(5) of the *Corporations Act 2001* to apply the following Accounting Standards in advance of their effective dates:

- AASB 1053 *Application of Tiers of Australian Accounting Standards*; and
- AASB 2010-2 *Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements*.

These Accounting Standards are not required to be applied until annual reporting periods beginning on or after 1 July 2013.

AASB 1053 establishes a differential financial reporting framework consisting of two tiers of reporting requirements for general purpose financial statements:

- Tier 1 - Australian Accounting Standards
- Tier 2 - Australian Accounting Standards - Reduced Disclosure Requirements.

AASB 2010-2 makes amendments to each Standard and Interpretation indicating the disclosures not required to be made by Tier 2 entities or inserting RDR paragraphs requiring simplified disclosures for Tier 2 entities.

The company complies with Australian Accounting Standards - Reduced Disclosure Requirements as issued by the Australian Accounting Standards Board.

The adoption of these Standards has resulted in significantly reduced disclosures throughout the notes to the financial statements. There was no impact on the reporting financial position and performance of the company.

The financial statements were authorised for issue by the Board of Directors on 30 October 2013.

Accounting policies

a. Revenue

Revenue is recognised when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy. Revenues are recognised net of the amounts of goods and services tax (GST) payable to the Australian Taxation Office.

Government Funding

The company's family relationship services are supported by grants received from the federal and state governments. Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised in the statement of financial position as a liability and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised in the statement of profit or loss and other comprehensive income when the company obtains control of the funds.

Fees from Clients

Fees charged for services provided to clients are recognised when the service is provided.

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Sale of Goods

Revenue from sales of goods comprises revenue earned (net of returns, discounts and allowances) from the sale of resources developed by the organisation, or purchased for resale. Sales revenue is recognised when the control of goods passes to the customer.

Interest Income

Interest revenue is recognised as it accrues using the effective interest method.

Asset Sales

The gain or loss on disposal of all non-current assets is determined as the difference between the carrying amount of the asset at the time of the disposal and the net proceeds on disposal.

Donations

Donations collected are recognised as revenue when the company gains control, economic benefits are probable and the amount of the donation can be measured reliably.

b. Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular category they have been allocated to activities on a basis consistent with the use of the resources.

Finance costs are interest costs on finance leases and bank overdrafts.

Administration and office expenses are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

Consulting and research fees are those incurred in undertaking research to support and develop the company's work in strengthening relationships.

Occupancy expenses are those incurred in connection with owning and leasing premises to conduct our services.

Operational expenses are those costs directly incurred in supporting the objects of the company.

c. Inventories

Inventories are measured at the lower of cost and current replacement cost. Inventories held for distribution are measured at cost adjusted, when applicable, for any loss of service potential.

Inventories acquired at no cost, or for nominal consideration are valued at the current replacement cost as at the date of acquisition.

d. Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated, less, where applicable, accumulated depreciation and any impairment losses.

Property

Freehold land and buildings are shown at their fair value based on periodic, but at least triennial, valuations by external independent valuers, less subsequent depreciation for buildings.

In periods when the freehold land and buildings are not subject to an independent valuation, the directors conduct directors' valuations to ensure the carrying amount for the land and buildings is not materially different to the fair value.

Increases in the carrying amount arising on revaluation of land and buildings are recognised in other comprehensive income and accumulated in the revaluation surplus in equity. Revaluation decreases that offset previous increases of the same class of assets shall be recognised in other comprehensive income under the heading of revaluation surplus. All other decreases are recognised in the statement of profit or loss and other comprehensive income.

As the revalued buildings are depreciated the difference between depreciation recognised in the statement of comprehensive income, which is based on the revalued carrying amount of the asset, and the depreciation based on the asset's original cost is transferred from the revaluation surplus to retained earnings.

Any accumulated depreciation at the date of revaluation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Freehold land and buildings that have been contributed at no cost, or for nominal cost are initially recognised and measured at the fair value of the asset at the date the company obtains control of the asset.

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Plant and Equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses.

In the event the carrying amount of plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount. A formal assessment of recoverable amount is made when impairment indicators are present.

Plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets including building and capitalised lease assets, but excluding freehold land, is depreciated on either the straight line basis or reducing balance basis over the asset's useful life to the entity commencing from the time the asset is available for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease including option periods or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Buildings	4% - 20%
Property Fit Out	2.5% - 10%
Leasehold improvements	7.5% - 100%
Furniture, Equipment & Motor Vehicles	2% - 75%

Impairment

The carrying values of plant and equipment are reviewed for impairment at each reporting date, with recoverable amount being estimated when events or changes in circumstances indicate that the carrying value may be impaired.

The recoverable amount of plant and equipment is the higher of fair value less costs of disposal and value in use. Depreciated replacement cost is used to determine value in use. Depreciated replacement cost is the current replacement cost of an item of plant and equipment less, where applicable, accumulated depreciation to date, calculated on the basis of such cost.

An impairment loss exists when the carrying value of an asset exceeds its estimated recoverable amount. The asset is then written down to its recoverable amount.

For plant and equipment, impairment losses are recognised in the statement of profit or loss and other comprehensive income. However, because land and buildings are measured at revalued amounts, impairment losses on land and buildings are treated as a revaluation decrement.

Derecognition and disposal

An item of property, plant and equipment is derecognised upon disposal when the item is no longer used in the operations of the company or when it has no sale value. Any gain or loss arising on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in profit or loss in the year the asset is derecognised.

Any part of the asset revaluation reserve attributable to the asset disposed of or derecognised is transferred to retained earnings at the date of disposal.

e. Leases

Leases of property, plant and equipment, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the Company are classified as finance leases.

Finance leases are capitalised, recognising an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values.

Leased assets are depreciated on a diminishing value basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

f. Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (ie trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Financial instruments are subsequently measured at fair value, amortised cost using the effective interest rate method or cost. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and reduction for impairment and adjusted for an cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the *effective interest method*.

The *effective interest method* is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying value with a consequential recognition of an income or expense in profit or loss.

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

(i) Financial assets at fair value through profit or loss

Financial assets are classified at "fair value through profit or loss" when they are held for trading for the purpose of short-term profit taking, or where they are derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Loans and receivables are included in current assets, except for those which are not expected to mature within 12 months after the end of the reporting period. (All other loans and receivables are classified as non-current assets.)

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the entity's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(iv) Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

They are subsequently measured at fair value with any remeasurements other than impairment losses and foreign exchange gains and losses recognised in other comprehensive income. When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset previously recognised in other comprehensive income is reclassified into profit or loss.

Available-for-sale financial assets are included in non-current assets, except for those which are expected to be disposed of within 12 months after the end of the reporting period. All other financial assets are classified as current assets.

(v) Financial liabilities

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

Impairment

At the end of each reporting period, the Company assesses whether there is objective evidence that a financial instrument has been impaired. A financial asset or group of financial assets will be deemed to be impaired if, and only if, there is objective evidence of impairment as a result of the occurrence of one or more events (a "loss event"), which has an impact on the estimated future cash flows of the financial asset.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are discharged, cancelled or expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party, and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

g. Employee Benefits

Employee benefits comprise wages and salaries, annual, long service, non-accumulating sick leave and contributions to superannuation plans.

Liabilities for wages and salaries expected to be settled within 12 months of reporting date are recognised in other payables in respect of employees' services up to the reporting date. Liabilities for annual leave in respect of employees' services up to the reporting date which are expected to be settled within 12 months after the end of the period in which the employees render the related services are recognised in the provision for annual leave. Both liabilities are measured at the amounts expected to be paid when the liabilities are settled. Liabilities for non-accumulating sick leave are recognised when the leave is taken and are measured at the rates paid or payable.

The liability for long service leave is recognised in the provision for employee benefits and measured as the present value of expected future payments to be made in respect of services provided to employees up to the reporting date using the projected unit credit method. Consideration is given to anticipated future wage and salary levels, experience of employee departures, and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currencies that match, as closely as possible, the estimated future cash outflows.

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

h. Cash and cash equivalents

Cash and cash equivalents in the statement of financial position comprise cash at bank and on hand and short term deposits with an original maturity of three months or less where the investment is convertible to known amounts of cash and subject to insignificant risk of changes in value. For the purposes of the statement of cash flow, cash and cash equivalents consist of cash and cash equivalents as defined above, net of any outstanding bank overdrafts.

i. Taxation

Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office (ATO). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are recognised inclusive of GST. The net amount of GST recoverable from or payable to the ATO is included as part of receivables or payables.

Cash flows are included in the statement of cash flows on a gross basis. The GST component of cash flows arising from investing or financing activities which are recoverable from or payable to the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

Income Tax

The company is a charitable institution for the purposes of Australian taxation legislation and is therefore exempt from income tax. This exemption has been confirmed by the ATO. The company holds deductible gift recipient status.

j. Unexpended Grants

The Company receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete those projects. It is the policy of the Company to treat grants monies as unexpended grants in the Statement of Financial Position where the Company is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific project grants where the project has not been completed.

k. Provisions

Provisions are recognised when the entity has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

l. Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

When an entity applies an accounting policy retrospectively, makes a retrospective restatement or reclassifies items in its financial statements, a statement of financial position as at the beginning of the earliest comparative period must be disclosed.

m. Trade Creditors and Other Payables

Trade payables and other payables represent the liabilities for goods and services provided to the company prior to the end of the financial year that are unpaid. These amounts are usually settled in 30 days. The carrying amount of the creditors and payables is deemed to reflect fair value.

n. Critical Accounting Estimates and Judgements

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

The key estimates and assumptions that have a significant risk of causing material adjustment to the carrying amounts of certain assets and liabilities within the next annual reporting period are:

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Valuation of Property

The freehold land and buildings were independently valued at 30 June 2012 by Herron Todd White and MVS Valuers Australia. The valuation was based on market value. The critical assumptions adopted in determining the valuation included the location of the land and buildings, the current demand for land and buildings in the area and recent sales data for similar properties. The fair value of land and buildings would change if any of these factors change. In the current year, the directors and management have determined that the carrying amount does not differ materially from that which would be determined using fair value at reporting date.

Provisions for employee benefits

Provisions for employee benefits payable after 12 months from the reporting date are based on future wage and salary levels, experience of employee departures and periods of service. The amount of these provisions would change should any of these factors change in the next 12 months.

o. Economic Dependence

Interrelate Family Centres Limited is dependent on the Department of Social Services and the Attorney General's Department for the majority of its revenue used to operate the Company. At the date of this report, the Company has contracts with these departments until 30 June 2014 for the delivery of future services to the value of \$15 million and a further \$2 million until 30 June 2016. On this basis, the Board of Directors has no reason to believe the Departments will not continue to support the Company.

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

2	REVENUE AND EXPENSES	2013	2012
		\$	\$
	The profit or loss includes the following items of revenue and expense:		
	REVENUE		
	Client fees	1,273,171	1,219,308
	Federal Government grants	17,491,943	16,695,078
	NSW Government grants	42,600	41,400
	Rental income	44,707	51,995
	Book and resource sales	91,046	75,682
	Donations	11,077	5,412
	Interest revenue	327,041	360,401
	Sundry income	89,206	74,404
	TOTAL OPERATING REVENUE	19,370,791	18,523,680
	OTHER INCOME		
	Net gain/(loss) on sale of property, plant and equipment	25,452	91,013
	TOTAL REVENUE AND OTHER INCOME	19,396,243	18,614,693
	EXPENSES		
	Depreciation & amortisation of property, plant and equipment		
	Buildings	89,856	60,515
	Property fit out	54,843	14,361
	Leasehold improvements	368,279	405,647
	Furniture, equipment & motor vehicles	373,462	552,655
		<u>886,440</u>	<u>1,033,178</u>
	Employee benefits expense		
	Included in total employee benefits expense are contributions to defined contribution/accumulation type superannuation funds	1,069,157	1,009,597
	Finance costs - other persons	-	3,841
3	CASH AND CASH EQUIVALENTS		
	Cash at bank	6,014,599	5,086,352
	Cash on hand	10,585	10,747
		<u>6,025,184</u>	<u>5,097,099</u>
	Cash at bank earns interest at floating rates based on daily deposit rates.		
4	CURRENT TRADE & OTHER RECEIVABLES		
	Trade receivables	136,444	128,659
	Other receivables	-	-
		<u>136,444</u>	<u>128,659</u>

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

		2013	2012			
		\$	\$			
5	FINANCIAL ASSETS					
	Held to maturity investment					
	Term deposits	713,515	676,472			
		<u>713,515</u>	<u>676,472</u>			
6	CURRENT INVENTORIES					
	At lower of cost and net realisable value					
	Books	40,023	38,891			
7	OTHER CURRENT ASSETS					
	Prepayments	72,513	215,213			
	Other	171,492	150,912			
		<u>244,005</u>	<u>366,125</u>			
8	PROPERTY, PLANT & EQUIPMENT					
		Freehold Land & Buildings	Property Fit Out	Leasehold Improvements	Furniture, Equipment & Motor Vehicles	Totals
	Cost or fair value					
	At 30 June 2012	3,680,000	602,756	2,414,041	3,378,968	10,075,765
	Additions	20,342	-	45,374	305,688	371,404
	Disposals	-	-	-	(96,238)	(96,238)
	At 30 June 2013	<u>3,700,342</u>	<u>602,756</u>	<u>2,459,415</u>	<u>3,588,418</u>	<u>10,350,931</u>
	Accumulated depreciation					
	At 30 June 2012	-	42,878	1,473,211	2,408,066	3,924,155
	Charge for year	89,856	54,843	368,279	373,462	886,440
	Eliminated on disposal	-	-	-	(92,532)	(92,532)
	At 30 June 2013	<u>89,856</u>	<u>97,721</u>	<u>1,841,490</u>	<u>2,688,996</u>	<u>4,718,063</u>
	Net carrying amount					
	At 30 June 2013	<u>3,610,486</u>	<u>505,035</u>	<u>617,925</u>	<u>899,422</u>	<u>5,632,868</u>
	At 30 June 2012	<u>3,680,000</u>	<u>559,878</u>	<u>940,830</u>	<u>970,902</u>	<u>6,151,610</u>

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

8 PROPERTY, PLANT & EQUIPMENT (CONTINUED)

Revaluation on Land and Buildings

Freehold land and buildings are recorded at independent valuation, all other asset classes are recorded at cost. The Company engages Herron Todd White and MVS Valuers Australia Pty Ltd, independent accredited valuers, to determine the fair value of its land and buildings. The effective date of the revaluation was 30 June 2012. Fair value is determined directly by reference to market-based evidence, which is the amount for which the assets could be exchanged between a knowledgeable willing buyer and a knowledgeable willing seller in an arm's length transaction as at valuation date. The directors do not believe that there has been a material movement in fair value since the revaluation date. In addition to the fair value of the buildings, the Company has installed fit outs and is depreciating the cost of these over their useful lives. The carrying value of the fit outs at 30 June 2013 was \$505,035. If at a future date the Company did sell a building containing a fit out which was not fully depreciated, any carrying value not recovered in the sale price would be recognised as an expense to the statement of comprehensive income in that period.

	2013	2012
	\$	\$
9 OTHER NON CURRENT ASSETS		
Rental bond	30,000	30,000
	<u>30,000</u>	<u>30,000</u>
10 TRADE AND OTHER PAYABLES		
Trade payables and accrued charges	888,868	880,374
Unearned revenue	10	595
Unexpended grants	<u>3,130,211</u>	<u>3,157,991</u>
	<u>4,019,089</u>	<u>4,038,960</u>
11 EMPLOYEE BENEFITS		
a. Composition		
Annual leave provision	795,654	701,503
Long service leave provision	<u>448,655</u>	<u>365,410</u>
	<u>1,244,309</u>	<u>1,066,913</u>
b. Disclosure in the statement of financial position		
Short-term provision	932,685	787,017
Long-term provision	<u>311,624</u>	<u>279,896</u>
	<u>1,244,309</u>	<u>1,066,913</u>

12 RESERVES

a. Capital Profits Reserve

The capital profits reserve records non-taxable profits on sale of investments.

b. Revaluation Surplus

The revaluation surplus records revaluations of non-current assets.

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

13 OPERATING LEASING COMMITMENTS
 Non-cancellable leases of office premises contracted for but not recognised in the financial statements -

	2013	2012
	\$	\$
Payable -		
not later than 12 months	1,215,305	1,231,273
between 12 months and 5 years	38,854	1,050,575
greater than 5 years	-	-
	<u>1,254,159</u>	<u>2,281,848</u>

14 AUDITOR'S REMUNERATION

Amount received or due and receivable, by the auditor for:

Auditing the accounts	<u>32,700</u>	<u>31,400</u>
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15 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

a. KMP compensation

The aggregate amount of remuneration paid and or payable to Directors and members of the Interrelate

Executive:

Short term benefits	1,011,176	951,188
Post employment benefits	<u>78,735</u>	<u>78,997</u>
	<u>1,089,911</u>	<u>1,030,185</u>

The total remuneration paid and or payable to:

Directors	205,404	171,835
Executive	<u>884,507</u>	<u>858,350</u>
	<u>1,089,911</u>	<u>1,030,185</u>

Remuneration paid and or payable to directors of the Company is subject to an aggregate annual pooled limit (the pooled amount) agreed to by members of the Company at general meeting. The pooled amount last approved by the members was \$198,000 plus superannuation at the general meeting held on 23 November 2012.

Names of directors included in KMP disclosures, and dates of appointment / resignation where not full

b. year:

Mr C Adams

Ms B Barry

Mr A Gibson

Mr P Lewis

Mrs F Reid

Mr D Sotheren

Mr G Seton

Ms L Sweeney

Hon G West

c. Loans to Directors and other KMP

No loans are made to Directors or other KMP

INTERRELATE FAMILY CENTRES LIMITED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE FINANCIAL YEAR ENDED 30 JUNE 2013

15 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES (CONTINUED)

	2013 \$	2012 \$
d. Other transactions with Directors and other KMP		
(i) Payments made to The Columbia Superannuation Fund, a related entity of a director, Mr Colin Adams, in respect of lease of a property. Amounts include make good for the premises. All terms and conditions of the lease are on a normal commercial basis and are no more favourable than similar leases between the Company and unrelated parties.	<u>17,776</u>	<u>61,225</u>
(ii) Payments made to a director, Mr Doug Sotheren in respect of his role as a clinical supervisor and trainer of staff. This is a role Mr Sotheren held prior to his appointment as director, and his fees are paid on the same commercial basis as prior to his appointment as director.	<u>1,200</u>	<u>-</u>

16 CASH FLOW INFORMATION

a. Reconciliation of cash

Cash at bank	6,014,599	5,086,352
Cash on hand	10,585	10,747
Term deposits	<u>713,515</u>	<u>676,472</u>
Total of cash & cash equivalents for statement of cash flows	<u>6,738,699</u>	<u>5,773,571</u>

Reconciliation of profit to net cash flows provided by operating

b. activities

Profit for the year	175,658	431,014
Non cash items -		
Depreciation and amortisation	886,440	1,033,178
(Reversal of) impairment losses on non current assets	-	189,829
Net (profit) / loss on sale of non-current assets	(25,452)	(91,013)
Change in operating assets and liabilities -		
Decrease / (Increase) in receivables	(7,785)	268,396
Decrease / (Increase) in inventories	(1,132)	21,992
Decrease / (Increase) in other assets	122,121	103,804
(Decrease) / Increase in payables	(19,870)	1,533,338
(Decrease) / Increase in provisions	<u>177,396</u>	<u>(9,790)</u>
Net cash flows provided by operating activities	<u>1,307,375</u>	<u>3,480,748</u>

17 ENTITY DETAILS

The registered office and principal place of business of the Company is:

Interrelate Family Centres Limited

Suite 423

14-16 Lexington Drive

Bella Vista NSW 2153

Company Secretary

The following person held the position of company secretary at the end of the financial year:

Graeme O'Connor CA. Graeme has worked for Interrelate Family Centres for the past 8 years. For 7 1/2 years he has been the Director Corporate Services. For the past 6 months, Graeme has been the Acting CEO. Graeme was appointed company secretary on 17/12/2008.

INTERRELATE FAMILY CENTRES LIMITED
DIRECTORS' DECLARATION

The Directors of the Company declare that:

- (i) the financial statements and notes, as set out on pages 5 to 21, are in accordance with the Corporations Act 2001 and:
- (a) comply with Accounting Standards and the Corporations Regulations 2001; and
- (b) give a true and fair view of the financial position as at 30 June 2012 and of the company's performance for the year then ended.
- (ii) in the Directors' opinion there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Alan Gibson

Director

Dated at Sydney, 30 October 2013

Report of the Financial Report

We have audited the accompanying financial report of Interrelate Family Centres Limited, which comprises the statement of financial position as at 30 June 2013, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of Interrelate Family Centres Limited are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Corporations Act 2001*. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of Interrelate Family Centres Limited, would be in the same terms if given to the directors as at the time of this auditors report.

Auditor's opinion

In our opinion, the financial report of Interrelate Family Centres Limited is in accordance with the Corporations Act 2001, including:

- (a) giving a true and fair view of its financial position as at 30 June 2013 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Regulations 2001.

Lewis & Coble



Peter C. Mattock FCA
Partner
Sydney, 31 October 2013

Chartered Accountants

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Chatswood NSW 2057

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Fax 02 9413 2014
partners@lewisandcoble.com.au

“I’m very glad I sought help when I did, it has given me a lot more enthusiasm & confidence to keep going”





“I learnt that relationships can be broken like glass, but that they can also be mended”

interrelate

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www.interrelate.org.au

Relationship Service Centres

Bella Vista
Tel 02 8882 7850

Central Coast
Tel 02 4363 8050

Coffs Harbour
Tel 02 6659 4150

Dubbo
Tel 02 6815 9650

Lismore
Tel 02 6623 2750

Newcastle
Tel 02 4016 0550

Orange
Tel 02 6363 3650

Port Macquarie
Tel 02 5525 3200

Sutherland
Tel 02 8522 4450

Family Relationship Centres

Central Coast
Tel 02 4363 8000

Coffs Harbour
Tel 02 6659 4100

Dubbo
Tel 02 6815 9600

Lismore
Tel 02 6623 2700

Newcastle
Tel 02 4016 0566

Sutherland
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Taree
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