



Relationships Australia®

ANNUAL REPORT
2010-2011

Working with families and communities



Relationships Australia is honoured to have Her Excellency, Ms Quentin Bryce AC, Governor-General of Australia as its national patron.

CONTENTS

Foreword	02
National board	04
Structure of the federation	05
The year in review	06
Families and communities	10
Presentations/publications	50
State/territory head office locations and board members	53

FOREWORD

FROM THE CHAIR OF THE NATIONAL BOARD



The 2010/2011 year has been a productive and rewarding time for the Relationships Australia federation. As Chair of the Relationships Australia National Board I'm very pleased to present the 63rd Annual Report, which highlights the work that has been done during the past year to support families and communities. Over the past year, Relationships Australia staff have been assisting a diverse range of people across the country, with particular emphasis on those who experience disadvantage

and who struggle to access help due to geographic, cultural or personal constraints.

The Relationships Australia federation's commitment is reflected in our Strategic Direction (2011-2016), ratified by the National Board earlier this year, which emphasises "services tailored to your needs at times of challenge and change in your life" and the provision of "special services to those who are particularly disadvantaged". This commitment, coupled with Relationships Australia's emphasis on excellence in service standards, has resulted in a year marked by strong connection with many diverse communities and the increasingly complex needs of our clients.

The National Board has also continued the work of strengthening our federation so that the people we serve throughout Australia can be guaranteed a service underpinned by the values we share. Our collective efforts safeguard the culture of the federation, ensuring that our staff around Australia are supported to deliver relevant services that are respectful and useful to people in diverse environments. On behalf of the National Board I would like to pay tribute to all Relationships Australia staff – the heart of our organisation.

We are fortunate to have the combined strength of such inspired, dedicated people working to make a difference in the lives of many thousands of people around the country.

The 2010/2011 year has been marked by the development of new federal contracts and the preparation for funding reductions relating to a number of key services we provide. All state and territory organisations in the Relationships Australia federation are responding to both the challenges and opportunities with a continued focus on their impact on clients. The federation values its relationship and ongoing dialogue with governments at national and state levels and will continue to invest in strengthening a shared understanding of the work we do, and its significance in people's lives.

The past year has also been a milestone in our organisation's life, with the retirement of Michael Hunt from the Board and as CEO of Relationships Australia Victoria. Michael's contribution over many years was acknowledged at a farewell that highlighted his achievements and strong participation at the national level. More recently, we farewelled Anne Hollonds, who left our National Board and Relationships Australia New South Wales in May. Anne's powerful 'voice' for Relationships Australia and significant contribution over a number of years is gratefully acknowledged. We have recently welcomed Andrew Bickerdike (Victoria) and Frank Francis (New South Wales) to the Board and look forward to working with them.

Finally, my thanks to all my National Board colleagues for the year's work; and with whom it has been a pleasure to share an exciting vision for Relationships Australia in the lives of families and communities around Australia.

Terri Reilly
Chair, National Board

Judith Cross
Deputy Chair, National Board

PARTNERSHIP BETWEEN RELATIONSHIPS AUSTRALIA AND CREDIT UNION AUSTRALIA



Over the past three years, Relationships Australia's partnership with Credit Union Australia (CUA) has provided a valuable connection between our two organisations, both of whom are committed to supporting Australian families.

Public seminars on effective negotiation and work-life balance were developed during the year and facilitated by Relationships Australia staff in Queensland, New South Wales, Victoria, Australian Capital Territory and Western Australia. The seminars were an opportunity to provide helpful information to the community and to promote the work of both organisations.

CUA staff have volunteered to assist with a number of other Relationships Australia events and activities in their local communities, including community seminars, White Ribbon Day activities, family fun days and NAIDOC Week events.

CUA and Relationships Australia staff have worked together on the development of a resource called *Managing Money Matters* for couples and families. It is expected that these resources, that will include a website, podcasts and fact sheets, will be available late in 2011.

CUA also sponsored the Relationships Australia/ CUA Relationships Indicator Survey this year. The social research was launched in mid 2011 and resulted in widespread media coverage.

Relationships Australia is grateful to the CUA Board and staff for their continued support of our work through this partnership. We have particularly appreciated their sponsorship of events and the development of joint projects, some of which would not have occurred without their support.



NATIONAL BOARD



CHAIR
Terri Reilly



DIRECTOR
Mary Pekin



DEPUTY CHAIR
Judith Cross



DIRECTOR
Shane Klintworth



DIRECTOR
Andrew Bickerdike



DIRECTOR
Marie Morrison



DIRECTOR
Mat Rowell



DIRECTOR
Frank Francis

As at 30 June 2011

STRUCTURE OF THE FEDERATION

RELATIONSHIPS AUSTRALIA FEDERATION 2010-2011

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Terri Reilly
CEO

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Judith Cross
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(to December 2010)
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(to May 2011)
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Doug Gillanders
President

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CEO

THE YEAR IN REVIEW

Relationships Australia is pleased to present an overview of its work around the country in its 2010/11 Annual Report. It has been an eventful year in many respects, but the focus of all work has remained centred on the needs of vulnerable families, children, couples and communities.

Family Violence

During 2010/11, amendments were proposed to the *Family Law Act 1975* in respect to family violence. The *Family Law Legislation (Family Violence and Other Measures) Bill 2011* expands the definition of family violence and clarifies the 'twin pillars' in the extant legislation, giving priority, ultimately, to the best interests of the child where shared parenting arrangements are under consideration.

Relationships Australia welcomed the legislative reform and made submissions to both the Attorney-General's exposure draft and the Senate review. Additionally, the Family Court of Australia and the Federal Magistrates Court reviewed their Best Practice Principles later in the reporting period, to which Relationships Australia made further submissions.

The AVERT Family Violence Training Package for family practitioners was launched in Adelaide by Attorney-General, Robert McClelland MP on 17 March 2011. The multimedia package, developed by the Australian Institute of Social Relations (the training division of Relationships Australia South Australia) provides comprehensive training for those working in the family law sector, in any capacity, about the identification of family violence in family law matters and how best to proceed where family violence is present.

Relationships Australia also released a statement about family violence and how we work with families when family violence is present. That statement is available on our website at www.relationships.org.au.

Other submissions

The views of Relationships Australia were sought on a number of occasions in 2010/11. In response to proposed legislation on pre-commitment schemes for poker machines, we provided written submissions and made oral representations at a hearing of the Joint Parliamentary Committee, in February 2011.

Further, Relationships Australia provided its view on a separate Senate inquiry examining the effects of online sports betting late in the year.

A Senate review on the proposed establishment of an Office of Commissioner for Children and Young People was established early in the year, to which Relationships Australia provided input.

All submissions can be found on our website.

Working with the Commonwealth

The year culminated in the confirmation of new family services contracts by the Department

We look forward to contributing to the development of contract performance guidelines, particularly in respect to services provided to vulnerable and disadvantaged communities.

of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), covering a range of family support and family law programs. Relationships Australia communicated with FaHCSIA and the Attorney-General's Department in various capacities as the new contracts and associated funding arrangements were negotiated. We look forward to contributing to the development of contract performance guidelines, particularly in respect to services provided to vulnerable and disadvantaged communities.

National work

In early 2011, Relationships Australia settled its five-year strategic direction that focuses on children, couples and families, individuals and communities. A copy of our strategic directions document is available on our website.

Northern Territory has committed increasing resources to services for children in the past year, through programs in the top end and in the centre. In the top end, a number of services are being provided for children affected by family violence, and in Alice Springs, counselling services for children are being

provided, under the FaHCSIA's *Communities for Children* program. This aligns with our national focus on the provision of services for children.

Relationships Australia's Cultural Fitness Package for the ongoing training of our staff around the country continued to be rolled out this year in all states and territories. The package was developed as part of Relationships Australia's commitment to reconciliation with Aboriginal and Torres Strait Islander people and developing our cultural competence as part of everyday practice and in all aspects of our business.

The training of Aboriginal and Torres Strait Islander students in the Diploma of Counselling and Groupwork has continued this year with new intakes of students in Canberra, Wagga Wagga and Bathurst. Plans are in place for similar education programs for Aboriginal and Torres Strait Islander communities elsewhere in Australia.

There is a national focus on working with people from culturally and linguistically diverse (CALD) backgrounds. One initiative from Relationships Australia Victoria was the production of a DVD resource kit (*Building Strong Families*) that is now

being used by migrant resource centres and community based services to assist newly-arrived families as they settle in Australia.

In late 2010, Relationships Australia released a guide to the settlement of property in relationship breakdowns. *A Fair Share* has proved to be a useful resource for many family law practitioners and those experiencing relationships difficulties. The booklet can be sourced through Relationships Australia outlets around the country and is a companion guide to Relationships Australia's *Share the Care* publication.

Climatic disasters and ongoing drought

Climatic stresses and disasters affected many communities around Australia in the past year – and in particular, disastrous floods and cyclones in Queensland and floods in Victoria, that impacted on the lives of millions of people. Relationships Australia has provided ongoing support in many disaster-affected communities in the months since their occurrence, as people struggle to recover and rebuild lives, homes and relationships so badly damaged by those events.

Services were provided to rural communities affected by drought in areas of New South Wales, Victoria, Tasmania, South Australia and Western Australia during the year. These services included counselling in rural and remote locations (including some on-farm services), health checks conducted in conjunction with other service providers, family dispute resolution, and community programs that help to build community spirit in times of stress and despondency.

The 2011/12 Budget released in May 2011 provided for a continuation of funding for families affected by drought in most areas only until December

2011 (with the exception of a couple of areas that have funding until June 2012), notwithstanding a demonstrated ongoing need for special family support for rural and remote families and communities (and the cumulative effect of the previous drought from which many people have not yet recovered).

Relationships Australia welcomes an extension and expansion of the rural support program pilot in Western Australia, where rural communities have suffered many years of stress from long term drought. Relationships Australia supports the longer term resilience-building framework of rural community support in Western Australia and strongly supports a rollout of similar services to other rural communities around the country.

The extent of our work

Relationships Australia recorded an income of around \$100 million in 2010/11, aggregated across all member organisations, and from all income sources: particularly the Commonwealth Departments of FaHCSIA and Attorney-General, as well as state and territory governments around the country.

Around 2,000 staff provided services from 173 service venues to nearly 140,000 clients. Around 4% of clients were from Aboriginal and Torres Strait Islander backgrounds, 10% from CALD backgrounds and 54% were female, 46% male.

Social Research

Relationships Australia undertook social research in relation to its *2011 Relationships Indicators Survey* during the year, in conjunction with our corporate sponsor CUA, to provide a snapshot of attitudes and behaviors relating to relationships around Australia.

The 2011 survey, conducted by Woolcott Research, asked 1204 adults in a statistically representative sample across Australia about their views on important relationships, partnering and marriage, sexual relationships, finances and their impact on relationships, social networking, community connection, loneliness, and accessing help. A copy of the published report is available on the Relationships Australia website.

The year ahead

During the year ahead, Relationships Australia will conduct a range of activities around the country on *“the future of relationships, and how we work with them”*. Further details will be published on the website in the coming months about events, research and activities.

Other work will include a joint initiative between SBS, the Federation of Ethnic Communities Councils of Australia (FECCA) and Relationships Australia, relating to a new television series to be broadcast later in the year on SBS. Details will be available on SBS, FECCA and Relationships Australia websites in coming months.

In 2011/12 we will continue to focus on work relating to our 2011-16 strategic direction, that will involve collaboration, a number of new initiatives and research. We look forward our continuing contribution to meeting the needs of families and communities with enthusiasm, care and commitment, and invite you to read through an account of some of our work over the past year around the country.

Alison Brook

National Executive Officer



FAMILIES AND COMMUNITIES

FOOTY FAMILIES

Getting out there to have a 'kick of the footy' and playing in a sporting team help to connect people and are protective factors against mental health issues, relationship breakdown and suicide. The role of the local football club is especially important in rural areas.

Inter-town football competitions give people a sense of belonging and being part of a game that holds history, meaning and hope. But in tough times, football club membership often suffers; people can be overwhelmed by life's worries and find themselves withdrawing, less likely to catch up with mates and staying home to save money.

In 2011, Relationships Australia South Australia's Berri staff invited Riverland football clubs to participate in a region-wide *Footy Families* initiative. The aim was to get people back on the footy field, with their families in tow, and to keep football clubs strong and vibrant in the community. The *Footy Families* initiative was tailored to each participating club, and involved hosting a family event during a home game round. Some clubs ran family days with children's activities and junior football games held at half-time of the seniors' game. Other clubs ran 'minute to win it' games with players vs coaches and supporters vs canteen ladies. One club ran a father and son golf tournament. All events were well attended and gave families an opportunity to catch up, relax and have a bit of fun amidst the inter-town rivalry.

Relationships Australia staff assisted in the planning, coordination and setup of each *Footy Families* event, in addition to sponsoring the events including food, entertainment and games, with no cost to

the families attending. Staff were present at each event to promote the role of families and made themselves available to talk to supporters and players about family, relationships and local support services. Many players, supporters and their partners completed a *Relationship Health Check* with a relationship counsellor.

Many staff heard stories of hard work, survival and hope. The lengths that some players, supporters and their families had gone to in order to keep their clubs going over the past few years were profound. Many people in the Riverland community have faced personal and financial hardship as a result of the extended period of drought, the declining wine grape market and reduced primary production. To acknowledge this, Relationships Australia South Australia sponsored awards that recognise a person who had worked especially hard to keep their club running, despite their own hardships. Awards will be presented at Presentation Nights in September 2011.

Photo: *Footy Families* in the Riverland

Inter-town football competitions give people a sense of belonging and being part of a game that holds history, meaning and hope.

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Footy Families



An Australian Government Initiative

FAMILIES AND COMMUNITIES

BREAKING DOWN THE BARRIERS IN TASMANIA



Women from countries including Sudan, Rwanda, the Congo, Pakistan, Iraq and Indonesia attended the *CALD Womens Group* program that included information days on parenting, budgeting, anti-discrimination, a pamper day, a zumba class, and a trip to Bruny Island – a cold wind-swept day that provided quite a contrast to their countries of origin.

CALD Womens and Mens groups have been a successful Relationships Australia Tasmania initiative in 'breaking down the barriers' and developing a strong sense of community among new Australians.

The *CALD Mens Group*, now active for several years, has a busy schedule of activities that includes visits to Mens Sheds and other men's groups and monthly meetings where the men explore issues such as lack of employment opportunities, difficulties with obtaining drivers licences, housing, racism and discrimination, law, family violence, and gender roles. The main focus is on enabling the men to explore other options or new ways of thinking to improve their own and their family's emotional health and wellbeing.

Participants have reported higher levels of self-esteem, confidence and resilience in dealing with life issues, a better understanding and appreciation of the commonalities and differences between each of their cultures, and a better understanding and connection between the men, the Aboriginal community and the wider community. A number have gone on to obtain their drivers licences and find employment.

The *CALD Mens Group* is now seen as a reference group for government on issues regarding successful resettlement in Tasmania.

Refugee Week provided an opportunity for Relationships Australia Tasmania to showcase a range of activities it facilitates as part of its commitment to embrace, celebrate and promote cultural diversity in the Tasmanian community.

A highlight was the *Celebration of Cultural Diversity* that brought together refugees and migrants attending Hobart Polytechnic English classes, members of the CALD Womens and Mens Groups, service providers, Relationships Australia Tasmania staff and others, for a program of singing, dancing, drumming and story-telling.

Following a warm Welcome to Country, Dave, Relationships Australia Tasmania's Aboriginal Community Development Officer, shared some of his life journey. Victoria, our new financial counsellor, went on to provide insights into her Hungarian family history and their migration from Hungary to Australia after WWII. Attendees were then treated to a performance of traditional singing and dancing by Charlotte, Yvonne and Beatrice, three women



from the Rwandan community and an enthusiastic and exciting drumming demonstration by Relationships Australia Tasmania colleague, Mwase.

Relationships Australia Tasmania plans to further develop programs and activities that will support the goal of 'breaking down the barriers' within Tasmanian communities.

Photo: 1. Bruny Island outing
2. Celebration of cultural diversity

Refugee Week provided an opportunity for Relationships Australia Tasmania to showcase a range of activities it facilitates as part of its commitment to embrace, celebrate and promote cultural diversity in the Tasmanian community.

FAMILIES AND COMMUNITIES

DADS SUPPORT PROGRAM MAKES LIFE *FUN FOR KIDS*

The *Fathers Utilising Networks (FUN) for Kids* program has had success in improving confidence in parenting capacity, skills and knowledge, resulting in more closely involved dads.

Relationships Australia Victoria has run the program in partnership with maternal and child health and other community centres, kindergartens and primary schools since 2001. *FUN for Kids* allows fathers to examine their parenting styles, establish support networks, communicate more effectively with children and share experiences with other dads. The program is funded by FaHCSIA and the Victorian Department of Education and Early Childhood.

An important part of the program is the opportunity for fathers to communicate positively with their children during the groups, and to share their stories about becoming a father and the difficulties of modern parenting.

The program aims to help normalise fathers' feelings and experiences, while encouraging them to form a parenting partnership at home. The sharing of experiences and stories during these groups helps fathers realise they are not alone and opens the door for them to build on their parenting strengths and develop confidence and new skills. This not only results in stronger bonds between dads and their children, but also a greater co-operation between parents and stronger family cohesion.

Recent research has demonstrated the positive contribution that fathers can make to children's development and to family well-being. Children with highly involved fathers tend to experience more positive outcomes in socio-emotional, behavioural and educational development.

FUN for Kids has attracted strong numbers since its inception. An independent evaluation of the

program undertaken by the Australian Institute of Family Studies, and funded by the Potter Foundation, indicated positive outcomes for dads, partners, children and communities.



Children with highly involved fathers tend to experience more positive outcomes in socio-emotional, behavioural and educational development.

FAMILIES AND COMMUNITIES

WATTLE PLACE, NEW SOUTH WALES SUPPORT SERVICE FOR FORGOTTEN AUSTRALIANS

Wattle Place, the New South Wales Support Service for Forgotten Australians, provides services for people who grew up in orphanages, children's homes, institutions and foster homes in New South Wales from the 1920s to the 1990s.

Services at Wattle Place are provided by Relationships Australia New South Wales, and funded by the New South Wales Government.

The service's long-term aim is to improve the health and wellbeing of the many people who grew up in institutional care in New South Wales, and their families, regardless of where they live now. Former child migrants who spent their childhood in institutional settings in New South Wales are also eligible to access the services provided at Wattle Place.

Wattle Place is located in a beautiful Federation house in western Sydney, close to transport links. The service opened in March 2011 and provides a range of specialist services including counselling, information and referrals to health, legal and family support services, a drop-in centre, life-skills workshops, social activities and events, newsletters, support for family reunions, access to records, and help for education and training. The services offered are also practical: helping people to access their entitlements to health services and housing, and assisting them to improve literacy and numeracy skills.

Outreach is provided to people living in regional areas where Wattle Place works in partnership with existing advocacy and support networks.

Linda Burney, the former New South Wales Minister for Community Services, opened Wattle Place earlier this year. She acknowledged the suffering experienced

by the Forgotten Australians and the role Wattle Place could play in the process of healing by sensitively considering their fears, needs and concerns.

In the first four months of operation, more than 200 clients accessed the service from all over Australia.

Photo: (l-r) Christina Green, Pamela Vernon and Robert Conway with the Hon. Linda Burney, former New South Wales Minister for Community Services, at the launch of Wattle Place



FAMILIES AND COMMUNITIES

iKiDs

iKiDs (I know, I do) is a Relationships Australia South Australia program supporting children and young people whose parents have separated, or are in the process of separating. *iKiDs* provides one-on-one counselling, therapeutic group programs and education for children.

Over the past two years, *iKiDs*, funded by the Commonwealth Attorney-General's Department, delivered an innovative school program presented in the form of a puppet show. The show has a number of key messages that address ways in which children can keep themselves safe. Professional actors, the educator and/or a counsellor are present at each performance, debriefing with children afterwards.

Themes include emotional resilience, managing feelings, friendship skills and help-seeking. There are two puppet shows: *Dillon's Secret Adventure* for Reception to Year 1, and *Leila's Birthday Party* for Years 2 to 4.

Schools also receive a resource kit with pre and post show activities for children. The *iKiDs* resource CD discusses themes including: the nature of secrets, and how to distinguish between good and bad secrets; the healing power of sharing; the power of friendships; managing and making sense of feelings; what you can and can't change, and coping strategies; and cultural differences.

The puppets are popular with children and those who have attended the school-based program have remembered the characters and how they solved their problems months later in a group work situation. Children have said it helped to know that the puppets had the same feelings that they had and that it is good to learn coping skills in fun ways.

iKiDs also runs therapeutic groups for children who have been affected by separating parents. These groups are developed according to the needs of the children, taking into account culture and experiences.

“I like that the counsellor doesn't take sides and likes both my parents.”

“It was good that I could decide what would get shared with my parents and what could just stay between me and the counsellor”.



FAMILIES AND COMMUNITIES

DIPLOMA OF COUNSELLING AND GROUP WORK FOR ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES

2011 will see the completion of the second intake of the Diploma of Counselling and Group Work for Aboriginal and Torres Strait Islander students in Canberra.

Following on from the successful graduation of eighteen students of the Inaugural Diploma during NAIDOC week 2010, this year will see fifteen students successfully complete the course in Canberra, with an additional twelve students expected to graduate in early 2012 in Wagga Wagga, New South Wales.

Supported by the Department of Education, Employment and Workplace Relations, and the Australian Capital Territory Government, the Diploma resulted from a collaborative approach between Relationships Australia Canberra and Region and the Aboriginal and Torres Strait Islander community, initiated by local elders who identified a gap in therapeutic services. The vision

of creating a pool of qualified Aboriginal and Torres Strait Islander counsellors in mainstream and community organisations was realised when graduates became registered members of the Australian Counselling Association and returned to their organisations with their existing and newly-acquired skills formally recognised.

A further development saw the employment of permanent and casual Aboriginal and Torres Strait Islander counsellors at Relationships Australia Canberra and Region. Betty Connelly, the person behind the Diploma's inception and now a graduate of the program, has become the first Aboriginal counsellor in Relationships Australia's Canberra office.



Strong community partnerships carefully and respectfully built over the last decade have created pathways for further educational and employment opportunities for people working in Aboriginal and Torres Strait Islander organisations.

The Diploma has resulted in greater uptake of therapeutic services by marginalised community members. In 2011, Relationships Australia Canberra and Region was approached by the National Sorry Day Committee and a partnership was formed for the provision of counselling to the members of the Stolen Generation. Relationships Australia has created a team of casual counsellors who have graduated from the Diploma and who continue to work in other roles in the community sector.

Strong community partnerships carefully and respectfully built over the last decade have created pathways for further educational and employment opportunities for people working in Aboriginal and Torres Strait Islander organisations. Local service providers have supported their employees to complete the Diploma in 2010 and 2011. Relationships Australia Canberra and Region continues to offer counselling placements and mentoring to graduates and current students employed by other community organisations, to everyone's benefit.

The focus of the Diploma of Counselling and Group Work is the provision of further employment and education opportunities for Aboriginal and Torres Strait Islander people. A newly developed

partnership between Relationships Australia Canberra and Region and the Australian Catholic University (ACU) led to the ACU recognising the qualification of the graduates for a direct entry pathway into a Bachelor of Social Work program. Both organisations worked together to develop these higher education initiatives to ensure an inclusive and accessible model that otherwise would not have been available within mainstream delivery. Students in the second intake of the Diploma have expressed their interest in applying to ACU in 2012.

Photo: Diploma students, Canberra

FAMILIES AND COMMUNITIES

DADS DAY GROUP - GONE FISHING

During the year, Relationships Australia Tasmania's *TassieMale Dads Day Group*, and the *Dads CHAT Group* (Child Health Association Tasmania) combined forces to make a dream come true for some local dads and their sons when they accepted an assortment of fishing and camping gear – surf fishing rods, a range of fishing gear and tackle boxes, tents and instructional DVDs – generously donated by two Launceston businesses.

A hands-on workshop on knot tying and rod care provided dads and their boys with skills that came in handy when the groups combined for a successful two-day fishing trip at St Helens on Tasmania's east coast.

Seven dads and their seven sons spent the two days testing out the donated tents, although a few took the more comfortable path and slept in a beach shack. Preparations for each day's fishing started at 4.30 am, with everyone well rugged up against the chilly Tasmanian night. Many fish were caught, with a dozen good sized fish brought home afterwards.

Through regular weekly get-togethers and arranged activities, the *TassieMale Dads Day Group* in Launceston provides an opportunity for dads to interact with other dads, further develop their relationships with their children, participate in a range of educational workshops and enjoy a number of excursions throughout the year to various places of interest in the state.

Many of the Dads Day Group activities are designed to attract other family members as well. The six

activities organised over the summer holiday period attracted more than 300 people: dads, mums, grandparents and children of all ages. Two of the excursions were held in partnership with other community groups and neighbourhood houses. These activities included family fun days, trips to the Launceston Gorge, the challenging maze complex of Tasmazia near Devonport, and the beaches at Low Head and Bridport. And, of course, the obligatory Aussie barbecue is a feature of all Dads Day Group activities.

The *TassieMale Dads Day Group* goes from strength to strength, giving dads the opportunity to feel connected to their children and other dads and reducing the sense of isolation some may feel. It also gives them an opportunity to further develop their social networks, and, through a series of information and education sessions, their knowledge and skills in parenting, first aid, health care, cooking and computers.

Photo: 1. Surf fishing

2.(inset) Final instructions for the 4.30 am start



FAMILIES AND COMMUNITIES

MT DRUITT FAMILY REFERRAL SERVICE

– CONNECTING COMMUNITIES

Relationships Australia New South Wales manages the Mt DrUITt Family Referral Service (FRS), a New South Wales Government initiative that opened in July 2010. The FRS supports the safety and wellbeing of children and families in the local area.

The children, young people and families supported by the FRS are those who do not warrant statutory intervention by the New South Wales Department of Community Services, but need help before problems worsen.

The role of the FRS is to connect families to services in their local area. The service supports families who seek help, as well as families who have been referred by others in the community such as schools, hospitals and childcare facilities.

The FRS makes referrals for clients to many services, including family support services, mental health services, housing, supported playgroups, drug and alcohol treatment programs and domestic violence services, among others. The FRS maintains contact with the families to review their progress and to help them get back on track.

As part of connecting with communities, the Mt DrUITt FRS has played an active role in coordinating and attending community events in the Mt DrUITt local area. Since opening, the Mt DrUITt FRS has coordinated two 'family fun days' in Dawson Mall and

The service supports families who seek help, as well as families who have been referred by others in the community such as schools, hospitals and childcare facilities.

a 'Who's Who in Mt DrUITt' event. Dawson Mall is a central gathering point for locals and is located next to the local shopping centre. The events aim to bring the community together for a fun experience, promote the services of the Mt DrUITt FRS, offer a space for people to access local services and for service providers to build relationships with the community.

All of the events have been well attended and resulted in strong local awareness of the Family Referral Service. Since opening, more than 600 families have contacted the FRS requesting support.

The Mt DrUITt FRS was a pilot program. Funding has been extended for a further year while an independent evaluation is conducted to inform the Government's decision on a statewide roll-out of Family Referral Services.

FAMILIES AND COMMUNITIES

CONNECTING WITH COMMUNITY IN THE TOP END

Connecting with the Top End community and participating in community events is an intrinsic part of service delivery for Relationships Australia Northern Territory.

Over the past year, the Indigenous Advisors and Community Education team (including representatives from the CALD and Children's Counselling Service programs) has doubled its participation in community events. The aim is to engage with diverse parts of the community and let people know about services available to them. Staff worked long hours and travelled many kilometres to participate in more than 20 community events during the year.

A new experience this year – an OzConnect barbeque – was held in conjunction with the OzHelp Foundation, a non-government early intervention suicide prevention and capacity building service for the building and construction industry. Relationships Australia Northern Territory was invited to visit the site, attend the barbeque and talk with workers about how they can be supported. With 95% of the audience being male, the initiative is aimed at building the resilience of employees, raising awareness of suicide and letting them know what services are available to assist them in the Top End.

The favourite event of the year is the Katherine Isolated Children's Service Family Fun and Information Day held each July. It is a free event that provides many hours of activities and entertainment for families, including refreshments and information kits for all visitors. With no financial barrier to attendance, the event was very successful and lots of fun. At many of these community events people approach staff and share stories about their positive experiences at Relationships Australia Northern Territory.

Photo: Katherine Isolated Children's Service fun day



FAMILIES AND COMMUNITIES

CANVAS ON ART

During the year Relationships Australia Tasmania's *Reconnect* program facilitated a *Canvas on Art* workshop at the Tasmanian Youth Conference.



The conference provides an opportunity for young people aged 12 to 25 years to initiate projects, learn skills, hear from dynamic speakers and engage with a range of interactive workshops aimed at increasing social capacity and developing personal strengths.

Reconnect is an early intervention service that aims to improve the level of engagement of homeless young people, or those at risk of homelessness, with family, work, education, training and the community. *Reconnect*'s strengths include its accessibility and flexibility - for example, meeting with young people in venues in which they feel comfortable, such as food outlets and malls; its focus on working collaboratively with schools and other service providers; and its acknowledgement of the strengths and achievements of the young people. *Reconnect* seeks out new ways to reach young people.

The *Canvas on Art* workshop was an interactive event showcasing some of the issues young people face when confronted with unstable housing and homelessness.

A number of young participants were provided with information and statistics about homelessness and housing in Launceston, and Tasmania as a whole, as a prelude to a group discussion to explore the complexities and issues that young people face when confronted with unstable housing and homelessness. They were also able to consider the important points or concepts they wanted other community members to know about youth homelessness.

Each was then given the opportunity to sketch their thoughts and/or personal experiences of homelessness and couch surfing onto a large canvas before working on it with a medium of their choice—paint, oil pastels and other art materials were provided. Close support was given by local artist Jenny Sayer. Many imaginative and thought-provoking canvasses were created.

Photographs of the artists with their completed canvases, as well as many of the actual canvases, will be displayed during National Homeless Persons Week and will be used at other events for promoting awareness in the community of youth homeless and the needs of young people.

Canvas on Art provided participants with information on the realities and risks of youth homelessness, practical aspects such as living expenses (rent, food, power) and services available to them, as well as an opportunity to network and share their experiences with others facing similar issues.

Photo: 1. *Canvas on Art* group
2. Broken-hearted girl

Broken Hearted Girl!



Shamie Jones '11

FAMILIES AND COMMUNITIES

TAKING CARE OF THE CARERS

“Care in the community . . . and for the community” has been a major focus of education at Relationships Australia Western Australia in Albany on the south coast.

A key community activity was running workshops with three care organisations – Albany’s Red Cross Carers Group, the Multiple Sclerosis Carers Group and the Lower Great Southern Community Living Association – which gave their members opportunities to raise concerns about how looking after a partner or parent, for example, could be frustrating and all-consuming. Many of the carers saw their life choices as severely limited by having to maintain such a consistent role in the family.

The workshops were intended to encourage and support carers to look after themselves better through maintaining good health and wellbeing, building better relationships with family and friends, and developing skills to deal with stress and anxiety.

Most of the carers were aged between 40 and 80, caring full-time for family members. Most felt tired and stressed. The workshop offered tools for them to consider and helped them feel more in charge of their reactions and responses. At the workshop, there was animated discussion about autonomy and freedom of choice – the carer’s sense of control over his or her life. In many cases they felt loyalty and a moral obligation overrode their own needs.

For some, the task of caring can be an emotional roller-coaster, but by giving voice to the feelings and problems they often face, they can begin to address these issues.

For some, the task of caring can be an emotional roller-coaster, but by giving voice to the feelings and problems they often face, they can begin to address these issues. Those at the workshops were encouraged to access Relationships Australia counselling services. Any overwhelming feelings and experiences could, in this way, be offloaded in a safe and understanding environment.

As part of reaching out to the community, Relationships Australia ran the workshops in a social setting, in an arts centre where a morning tea was provided and the atmosphere was very relaxed.

FAMILIES AND COMMUNITIES

DARING TO DIVERSIFY IN THE KOREAN COMMUNITY

Now in its fifth year, Relationships Australia New South Wales' Korean fathers group began as part of the Ryde/Hunters Hill Localised Parenting Project in Northern Sydney.

The project began in 2006 with the aim of providing parenting information to families in their own language; linking these families to relevant services; establishing a support network; and providing family services in a culturally appropriate format.

Since its early days the project has expanded both in scope and format. The parenting focus is the starting point - from there the program can offer support with the development of communication skills, guidance in building strong marriages, and managing children's challenging behaviour. The Korean fathers group now offers family camps that support Korean parents to spend valuable time with their children and to increase their parenting skills. It also provides a forum for parents to get together, to discuss their family relationships and to support each other. In Korea strong connections are formed between family and community. The Korean fathers group and the family camp help families establish new connections in a new country.

This year a new resource was launched to help Korean and Chinese fathers across New South Wales raise happy, healthy children. The Dad's Toolkit, developed by Relationships Australia and funded by the New South Wales Government, provides positive advice for expectant fathers and those with newborns and children aged up to eight. It is available in three languages - Chinese, Korean and English.

The Dad's Toolkit helps fathers in their parenting role by offering ideas on how they can play and engage with their children as well as a series of questions about life, love and family that dads might find useful to think and talk over with their family or peers.



Photo: Little Korean dancer from the launch of the Dad's Toolkit

“Like everyone, I want to be a good father and a good husband but I don't know how. The Dad's Toolkit is my saviour as it made me think a lot.”

“This little book and the Relationships Australia parenting program led me from despair to hope, enabling me to become a good father.”

FAMILY HEALING BUSH CAMPS

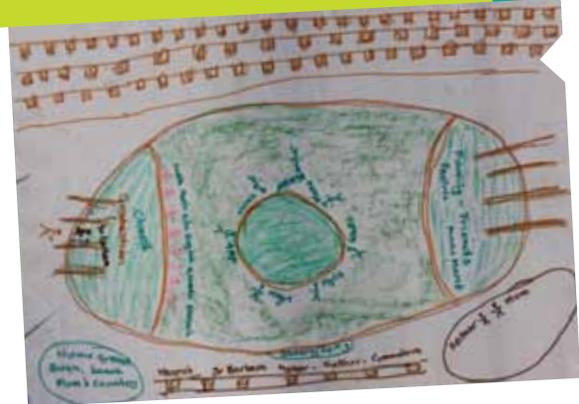
A STORY ABOUT THE *TEAM OF LIFE* IN PICTURES...

Family healing bush camps in the Tiwi Islands have been a partnership project between Relationships Australia Northern Territory and Red Cross.



1. Relationships Australia's Lucy Van Sambeek trained Therese and Alberta Puruntatameri, local Tiwi Island women, in the *Team of Life*, which uses the metaphor of football to talk about life.

The women learnt by drawing their own *Team of Life* and sharing stories about the various people in their lives and how they are helping them achieve their goals.



4. We start by asking
 "What do you like about footy?"
 "Where did you learn about the game?"
 "Who introduced you to it?"
 We have a big talk and write up all the responses.
 The elders know a lot about the history of footy in the Tiwi Islands.



5. We ask "Who's your favourite player?" and "What do you love about how they play the game?" and try to link these skills and values with the child's own skills and values.



7. Step by step, the kids are invited to draw their goalkeeper, their defence, their attack, their coach, and the people on the sidelines and in the stands cheering them on. Their oval is given a name, that special place they know they can go always go to for safety or comfort.



10. The kids have a photo taken of their *Team of Life* drawing so that they will always be able to remember who in their family will be there to support them in the future, through tough times and easy wins.



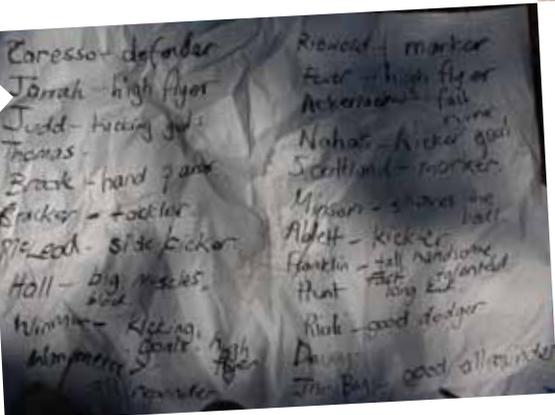
11. Celebration is important. The kids are proud of their certificates acknowledging they have skills and abilities to play the game of life with the support of friends and family, as well as set, achieve and celebrate goals scored.

The program supports a community development, culturally safe and family support approach to working with children and their families who have been hurt by past experiences. These can include abuse, violence, substance misuse, family separation, ill health, loss, stress and social disadvantage. Healing bush camps aim to provide a space for families to make sense of their experience, spend time together as a strong family unit and engage in a healing process. Tiwi people also identify the bush as a place for clear thinking and reconnecting or strengthening cultural connection. This program combines both western approaches and traditional methods to promote healing for the body, mind and spirit on country. The *Team of Life* is one of many activities that aim to strengthen relationships between children, parents and grandparents.

2. These special people who have different roles in the team are documented on their football oval. The homeground, which is the place where Therese and Alberta feel most at home or safe is named.



3. On camp, we wait for the right time to introduce the Team of Life to the kids.

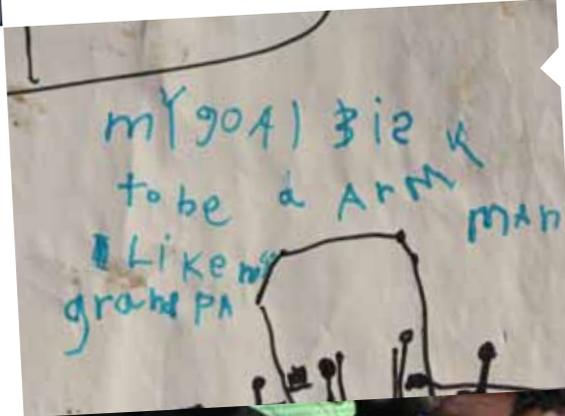


6. Therese introduces the *Team of Life* by talking about her own drawing and all the people in her life.

The children are engaged because she talks to them in their own Tiwi language.



8. Parents and elders are especially important in helping little ones remember their family members and loved ones who might have passed away, but have passed on special skills or knowledge to the children, to be included in their team. They sometimes share new stories about them with the kids!



9. There is an opportunity to acknowledge and celebrate the goals that the children have already achieved with the support of their friends and family, as well as goals they are working on now.



FAMILIES AND COMMUNITIES

LOCKYER VALLEY FLOOD RESPONSE

*A land of red dust plains and summer rains,
To this sun-burnt land we will see a flood...
(‘The Great South-Land’, Geoff Bullock)*



In January this year, the residents of Lockyer Valley experienced an extreme weather event. Following weeks of devastating weather and flooding across the state, people around the world watched in horror as torrential rains wreaked havoc and devastation on the communities of Toowoomba, Withcott, Helidon, Murphys Creek, Postmans Ridge and Grantham, with significant loss of life and property.

The magnitude of the disaster left communities and families in shock. Relationships Australia Queensland, in conjunction with other community and government agencies, identified staff who could access the stricken area. With many towns and communities inaccessible for days, staff were mobilised from Toowoomba and Brisbane to provide support and assistance to those in need.

Relationships Australia staff worked with other community services to meet the affected people in emergency relief centres, responding

flexibly to meet the needs of local families. Counsellors offered support by encouraging people to share their experience over a cup of coffee and providing emergency assistance. They visited flood-affected properties to share in the horrific aftermath of the catastrophe and were available around the clock to take calls when emotions became overwhelming.

There were opportunities to build on these early and simple services when Relationships Australia staff organised their friends, relatives and a group of young people from the Kokoda Challenge to form working parties to fill in and resurface washed away driveways and clean up flood debris from a property whose owner was having an “at home” wedding.

The disaster enabled trusting relationships to be developed, laying the foundations for ongoing contact between Lockyer Valley residents and Relationships Australia staff. To have been able to assist in a small way in the lives of people affected was humbling and rewarding – many thanks and much appreciation go to those staff who gave their time so wholeheartedly.

Photo: Postmans Ridge

They visited flood-affected properties to share in the horrific aftermath of the catastrophe and were available around the clock to take calls when emotions became overwhelming.

FAMILIES AND COMMUNITIES

MANY VOICES, MANY LINKS

Partnership is a priority at the Perth Family Relationship Centre (FRC), where Relationships Australia Western Australia is the lead consortium partner.

Their team ethos affects not only the application of a wide range of skills for the benefit of clients, but also applies to the staff themselves. As a team they are a fine example of practice collaboration, diversity and social inclusion.

The FRC is a workplace that includes professionals from other agencies and from a range of cultural backgrounds including Europe, Africa and Asia.

From Uniting Care West (UCW), for example, there is a financial counsellor who attends every week to provide advice on such things as weekly budgeting and longer-term money management. She is part of Creditcare, a UCW program supported by funding from the Department of Child Protection and FaHCSIA. UCW also provides a child focused/development counsellor who sees parents as part of the family dispute resolution (FDR) process.

A Perth Primary Care community development officer attends monthly meetings at the FRC, sharing information and resources from her daily networking with GPs and allied health professionals. This link is important in cases where an FRC client needs, for example, a referral to a health professional. The client may have issues with health as well as with family matters, so the FRC adopts a triage role, assessing how best to meet the client's needs.

Three of the family relationship advisors at the FRC work for Multicultural Services Centre of WA. They bring to their work a depth of experience in making major cultural adjustments to their lives.

Nadia Loncar is a Bosnian who lived through the Balkan wars in the early 1990s and is now an FDR practitioner. She has also worked as senior policy officer and project coordinator for the Ethnic Communities Council of WA, and as an employment officer at Multicultural Services before joining the FRC.

On some FDR cases she has worked in tandem with her Multicultural Services of WA colleague, Josef Drommer, who is from Germany and settled in Australia sixteen years ago.

Another FRC staff member from Multicultural Services is Lesley Akora, who settled in Australia from Uganda 20 years ago. Having held senior roles in a number of Perth's African community organisations, she was one of 100 West Australian women honoured in this year's centenary of International Women's Day. With a background in counselling, she undertook FDR training with Relationships Australia last year, gaining new skills. Lesley enjoys working with her fellow professionals at the FRC and appreciated the clinical mentoring partnership she was offered as she settled into her new role.

The FRC has also employed a vision-impaired FDR practitioner who spoke no English when she arrived with her family from Turkey as a fifteen year old.

Having such professionals as part of the team allows the FRC to offer a truly culturally diverse service.

FAMILIES AND COMMUNITIES

THE DRUMZONE

It is exciting to work with enthusiastic partners to deliver a program that reaches young people in new ways. During National Youth Week, staff from Relationships Australia Northern Territory's Youth Diversion Program, in collaboration with Tangentyere's Drum Atweme and Holyoake's Therapeutic Drumbeat Program, ran a three-day workshop, *The Drumzone*, with about 20 young people from Alice Springs participating in different aspects of the program.

Participants were paired up to construct their own drums. There was much creative energy in the room as they decorated their drum pegs, and created their designs to transfer onto their drum shells. Participants learnt how to skin their drums with goat skins and felt a sense of achievement as they saw pieces of wood, glue and skins transformed into beautiful drums.

On the third day, participants were given the opportunity to learn some rhythms through different activities incorporating components of the Drumbeat program, a therapeutic model that addresses interpersonal skills, problem solving, peer-pressure, emotional regulation, self-esteem and antisocial behaviour through drumming in a fun and non-competitive environment.

Now, with ongoing collaboration between Relationships Australia, Tangentyere and Holyoake, further creative and innovative ways of continuing and expanding *The Drumzone* are being examined. The focus is currently on a fourteen-session program in a school setting, targeting young people at risk of disengaging from their schools and communities. The sessions will comprise drum construction and the ten-week therapeutic *DRUMBEAT* program. Centralian Middle School has expressed interest in participating in the

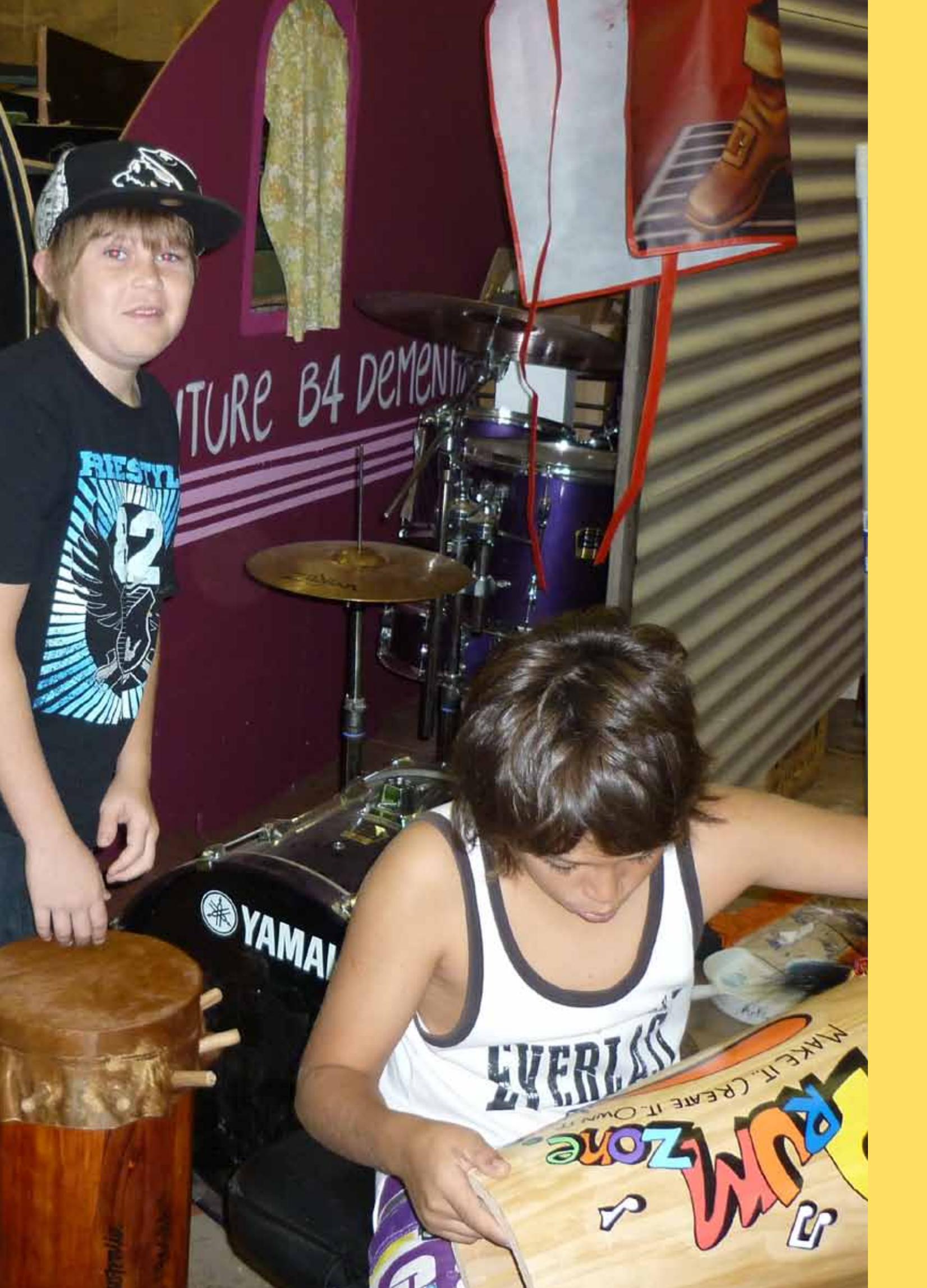
pilot program. The long term goal is to have the program available in other schools in Alice Springs.

Separately, in collaboration with Alice Springs Youth Accommodation Support Service, the Youth Diversion Program team is in the process of developing a three-session workshop that will include young people skinning and decorating their own drums.

Constructing and designing their own drum develops confidence and positive thinking in the young people.

Photo: 1. Teamwork
2. Building drums





TURE B4 DEMENTIA

RIESTYL
12

YAMAHA

EVERLAST

MAKE IT. CREATE IT. OWN IT.
RUM Zone

FAMILIES AND COMMUNITIES

MULTICULTURAL EVENTS STRIKE ACCORD FOR HARMONY DAY

The message of Harmony Day 2011 was 'Everyone Belongs', and Relationships Australia Victoria joined government and community groups around the state during March to celebrate.

Playing a lead role in a number of public events, Relationships Australia partnered with the Victorian State Government, the Victorian Multicultural Commission, Ethnic Communities Council of Victoria, local governments and community agencies to celebrate the nation's cultural diversity.

A free festival in Dandenong was a major event, and was aimed at building awareness and understanding of the commonalities between different cultures in a fun and festive environment. Planning the event brought together members of Maori, Sudanese and Aboriginal groups. The festival attracted hundreds of visitors who enjoyed jewellery-making, boomerang throwing, basket-weaving, live entertainment and speakers and sports clinics run by Melbourne Heart Football Club, Cricket Victoria, AFL Indigenous Program and Football Federation Victoria.

Relationships Australia centres around Victoria harnessed community enthusiasm for multiculturalism, involving diverse local groups in a range of fun and spirited Harmony Day events.

In Gippsland, the Traralgon Centre organised a mosaic-making project, where representatives of the Sudanese community, the International Womens Group in Morwell and the Coinda Hill Disability Service created their own mosaic

footprint. The finished mural will be installed in an 'Everyone Belongs' public display of artwork.

In northern Victoria, the Shepparton Centre played a key role with other agencies in planning and staging a 'Taste of Harmony' event that brought together different cultures for a morning tea, with children's activities, train rides, music, dancing and a fashion parade.

Aboriginal and African cultures were showcased at Reservoir, where the African Resource Centre and Relationships Australia hosted a festival and soccer match at the Merrilands Community Centre, following a similar event last year.

Members of the local African, Arabic and Vietnamese communities were invited to the Sunshine FRC for a lunch with representatives of multicultural agencies.

The celebrations were not limited to the public arena. As in previous years, throughout Victoria, Relationships Australia centres staged their own 'Taste of Harmony' lunches, with staff savouring the cultural taste sensations of their colleagues' countries of origin.

Photo: 1. Harmony Day cricket
2.(inset) Mother and child at Harmony Day



FAMILIES AND COMMUNITIES

TRAVEL SAFE CAMPAIGN

Relationships Australia South Australia's PEACE Multicultural Service team was contracted by SA Health to consult, design, develop and recommend an evidence-based awareness campaign targeting South Australians who travel to countries where there is high HIV prevalence.

The purpose of the *Travel Safe* campaign was to decrease the concentration of HIV notifications among people who travel frequently. It aimed to increase traveller awareness of the risks associated with contracting HIV overseas and to influence their behaviour in relation to safe sex practices.

Community consultations highlighted the need for positive and open conversations to engage the community. The key message of the *Travel Safe* resource was to encourage condom use, and, ideally, to de-stigmatise discussions about sex. The message also needed to be simple, direct, culturally appropriate and written in easily translatable language. After consultation, it was agreed that a poster resource would be suitable for widespread distribution on a limited budget.

More than 200 people representing over 25 nationalities participated in group or individual consultations, allowing them to express their views about showing the controversial image of a condom in the poster. It was evident through that process that awareness was raised, as participants asked many questions about the topic and their own personal safety. This highlighted the importance of ensuring PEACE and other CALD workers were well-prepared to engage communities in future conversations.

The PEACE team used existing community and service provider networks to distribute the *Travel Safe* poster and worked with service providers, especially those working with CALD communities, to enhance their understanding of the role they



Travelling overseas?

- Plan ahead
- Take condoms*
- Always use them



Remember to pack the condoms



PEACE
Multicultural HIV & Hepatitis C Services

Relationships Australia
SOUTH AUSTRALIA

Government of South Australia
SA Health

Wearing condoms* during sexual activity prevents sexually transmitted infections, including HIV.

Plan ahead, pack the condoms* and always use them during sexual activity.

*Use condoms with water-based lubricant (lube) to prevent breakage.

PEACE Multicultural HIV and Hepatitis C Service is funded by the Government of South Australia, Department of Health through HIV and Hepatitis C Policy and Programs.

For free condoms, call
PEACE: (08) 8245 8100,
ACSA: (08) 8334 1611,
visit: www.shinesa.org.au,
or buy your own from
pharmacies or supermarkets

play when engaging with people travelling to and from countries with high HIV prevalence. The PEACE Multicultural Services team continues to collaborate with agencies, including Clinic 275 (an STD clinic), the AIDS Council of South Australia Inc, SHineSA and other organisations, to ensure a collaborative approach is used to address issues as complex as this.

Photo: *Travel Safe* poster

The key message of the *Travel Safe* resource was to encourage condom use, and, ideally, to de-stigmatise discussions about sex.

FAMILIES AND COMMUNITIES

LAUNCH OF RELATIONSHIPS AUSTRALIA

QUEENSLAND'S RECONCILIATION ACTION PLAN

Relationships Australia Queensland has embarked upon a complex journey to deepen the organisation's relationship with Aboriginal and Torres Strait Islander people in Queensland by developing a Reconciliation Action Plan (RAP).

Guided by the Director for Aboriginal and Torres Strait Islander Programs, the direction, framework and core values for the RAP were developed. Senior staff, Aboriginal and Torres Strait Islander staff and community members, including local elders and leaders, all participated in the process. Over a twelve month

period every staff member of Relationships Australia Queensland participated in the consultation process.

The 2011-2013 Plan takes into account both the short and long term goals of Relationships Australia Queensland.



The RAP launch represented Relationships Australia Queensland's first formal step in its journey of walking and working together, sharing its knowledge and resources and learning from Aboriginal and Torres Strait Islander people and communities.

To achieve its vision, Relationships Australia Queensland has made a commitment to the following aims:

1. **Relationships:** to demonstrate and promote understanding and respectful relationships between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander people;
2. **Respect:** to demonstrate our respect for Aboriginal and Torres Strait Islander culture and heritage;
3. **Acknowledgement:** to acknowledge the harm done to Aboriginal and Torres Strait Islander families and communities through past practices and social policies;
4. **Collaboration:** to commit to working collaboratively with the Aboriginal and Torres Strait Islander community and related social service sectors to address Aboriginal and Torres Strait Islander disadvantage, and to enhance the health and wellbeing of Aboriginal and Torres Strait Islander families and individuals;
5. **Positive Practice:** to support and highlight positive practice in the delivery of culturally appropriate services for Aboriginal and Torres Strait Islander families, men, women, elders, children and young people in urban, regional and remote communities;
6. **Employment and Professional Development:** to increase training, employment and professional development opportunities for Aboriginal and Torres Strait Islander people working in Relationships Australia Queensland.

The Reconciliation Action Plan was officially launched on 29 June, a significant occasion for Relationships Australia Queensland, and one that represented the culmination of some five years of community engagement, consultation and relationship building with members of the Queensland Aboriginal and Torres Strait Islander communities. The RAP launch represented Relationships Australia Queensland's first formal step in its journey of walking and working together, sharing its knowledge and resources and learning from Aboriginal and Torres Strait Islander people and communities.

The Plan will create a new story about how Relationships Australia Queensland does business with the rich and diverse Aboriginal and Torres Strait Islander cultures of Queensland, determining the way Relationships Australia Queensland supports members of the community to strengthen, heal and grow as individuals and families.

Photo: 'Family' – artist Charmain Davis

FAMILIES AND COMMUNITIES IN CLASS TO HELP NEW COMMUNITIES

Six scholarships for training in relationships education have been awarded to representatives of new and emerging communities by Relationships Australia Western Australia as part of its commitment to assist communities adjusting to Australian life.

New and emerging communities are small in size and have recently settled in Australia. They are usually humanitarian entrants (refugees) who do not have the established networks, supports, and community resources enjoyed by more established communities.

The six joined others training for the Certificate IV in Relationship Education to develop skills for working with groups to provide relationship education for families, couples and individuals, including parenting issues.

Among the trainees were Sausan Rasheed and Ahmed Fadlalla. Ahmed, a 60-year-old Sudanese who brought his family to Australia thirteen years ago, is a senior settlement grants program officer at the Metropolitan Migrant Resource Centre (MMRC) in Perth's northern suburbs. Seen by Relationships Australia as a community leader well able to pass on leadership skills to others, he is one of the scholarship winners.

Ahmed is appreciative of the help he and his family received on arriving in 1998. His family has settled well and he is now in a position to encourage others who have left their homeland for a new life in Western Australia.

"My team of six at MMRC can help with the basics – accommodation, budget," he says. "However, serious relationship challenges also come to us. Separating families, for example, may need advice on longer-term financial arrangements. In some cases, teenagers may want control over their own money, a situation that the parents did not have to deal with before coming to Australia.

"As an army officer in Sudan I was often in the position of giving guidance and discipline to young people who felt dislocated and isolated. Here we meet families every day who are a little bit in this position. The training I'm doing shows, among other things, how to empower people. I have already used new skills in facilitation with community leaders we work with."

Originally from Iraq and in Australia for the past two years, Sausan was employed by the Australian Bureau of Statistics for the national census in August, to help Arabic-speaking people.

Sausan has been a volunteer at a community service organisation near her home. Earlier this year her record as a student in another course, the Certificate III in Community Services – at a Training and Further Education College – was so good that she was recommended to Relationships Australia.

In Iraq she had been surrounded by major conflict for much of her life. She says that although the education system was good, she and her husband, Akram, saw there was no safe future for their daughters, twins aged ten and one aged seventeen. They chose Australia for freedom, security and a settled life.

After spending four years in Syria they were pleased to come to Australia, on a sponsored visa, thanks to Akram's sister who has been here for more than ten years and was very helpful to the family in their early days in Australia. Sausan now sees it is her turn to help others. "My dream is to be

a case worker. But not just in the Iraqi community. I would like a job helping families fit into Australian life. I know what it is like to land in a new country and need to make new connections.”

For their Certificate IV training Sausan and Ahmed sit alongside people from Congo, Sudan, Malaysia and Taiwan, as well as those born in Australia. During lunch and tea breaks students discuss such things as leaving behind troubled homelands, grasping the opportunity to settle in Australia and raising their families in comparative peace.

“We are here to build bridges – to show how different people can learn about each other and help those trying to fit into Australian life.”

Relationships Australia sees the scholarships as important practical support for new and emerging communities consolidating their fresh start.

Photo: Ahmed Fadlalla with Say Paw Hay and Elizabeth



FAMILIES AND COMMUNITIES

TALES FROM THE BUSH – OUTREACH WORK IN THE RIVERINA AND MALLEE

Sam and Tammy* live with their two teenage children on the family farm, 190 kilometres north west of Wagga Wagga, and having lived and worked through nine years of drought, were experiencing relationship difficulties. Sam had attended a 'Farm Gate' barbeque for the local community, funded by the New South Wales Department of Primary Industries, where he had heard a number of professionals speak.

One of those speakers was the Relationships Australia Canberra and Region Rural Support Network counsellor who spoke about home visits. Sam called the mobile number on the card he had picked up at the barbeque some four weeks earlier and requested an appointment to discuss relationship issues.

The counsellor met Sam and Tammy at home while the children were at school. Ongoing appointments allowed the couple to work through a range of issues including personal matters, communication, children, farming and finances. The drought had taken its toll and referrals for Sam and Tammy were made to their GP to discuss depression and anxiety, the rural financial counsellor, Centrelink and the rural services officer to assist with financial and interest rate subsidies. Sam and Tammy are continuing to work on their relationship with appropriate strategies developed between themselves and the counsellor.

Victor and Julie have three children and live on a 10,000 hectare broadacre farm, 260 kilometres west of Wagga Wagga. The presenting issue during counselling was a breach of

trust following an affair. Separate sessions initially allowed Julie to be heard and to look at options. She did not want to leave the relationship, but needed time and wanted to understand. Victor attended as agreed, stating he was not sure if he wanted his relationship to continue with Julie, but was concerned for the children. Victor and Julie agreed to joint appointments for two sessions and they discussed separation in a supportive environment. The Relationships Australia Canberra and Region counsellor assisted Victor and Julie to discuss their options and these included referrals to family law solicitors and the FRC for family dispute resolution. Victor and Julie have now separated and used the FRC mediation services to assist with parenting plans and property settlement.

“we feel like we have been heard – and this has happened in our kitchen and on our farm”.

Bill and Janine, an older couple, with a small business 120 kilometres north of Wagga Wagga were experiencing financial problems, due to the down-turn in the local farming community that had placed stress on their relationship. A referral had been made from the Salvation Army rural chaplain. Appointments attended by Bill and Janine revealed communication difficulties and arguments over the business and finances. Ongoing appointments enabled Bill and Janine to work on communication and reconnecting. Referrals were made to the rural financial counsellor, solicitor, accountant, Centrelink rural social worker and a rural services officer to assist with understanding their situation and availability of subsidies and possible exit grants. Bill and Janine agreed to sell their business and take up the exit grant. The Relationships Australia Canberra and Region counsellor supported Bill and Janine on this journey and assisted them to reconnect through better communication and building new

skills to resolve arguments. Bill and Janine have since retired in the same community. Appointments were provided for a period while the business was for sale and later, after Bill and Janine were making the transition to retirement. The counsellor worked with Bill and Janine over a two year period.

The people of the bush experience additional stress from isolation and the effects of many years of severe drought. With help these couples were able to manage their difficulties without bitterness and acrimony. Thanks to support from FaHCSIA's Drought Response initiative, Relationships Australia Canberra and Region works with them in ways that suit their unique needs.

*Names and locations have been changed in these accounts

Photo: Riverina, New South Wales



FAMILIES AND COMMUNITIES

AFTERCARE RESOURCE CENTRE

The Aftercare Resource Centre (ARC) is a counselling and support service for former residents of Queensland institutions, otherwise known as Forgotten Australians, providing a wide range of services to people throughout Queensland and elsewhere in Australia.

ARC was established in October 1999 in response to a recommendation of the Forde Inquiry into the abuse of children in these institutions. Relationships Australia Queensland provides the services from a spacious new building in South Brisbane.

ARC clients have available a range of services including counselling, facilitated family reunions, therapeutic and psycho-educational groups and a range of financial assistance. Counselling can be accessed by ARC clients and their families face-to-face or via telephone. For clients who cannot access a Relationships Australia venue or who have already formed a secure therapeutic relationship with a private practitioner, a brokerage arrangement can be made available.

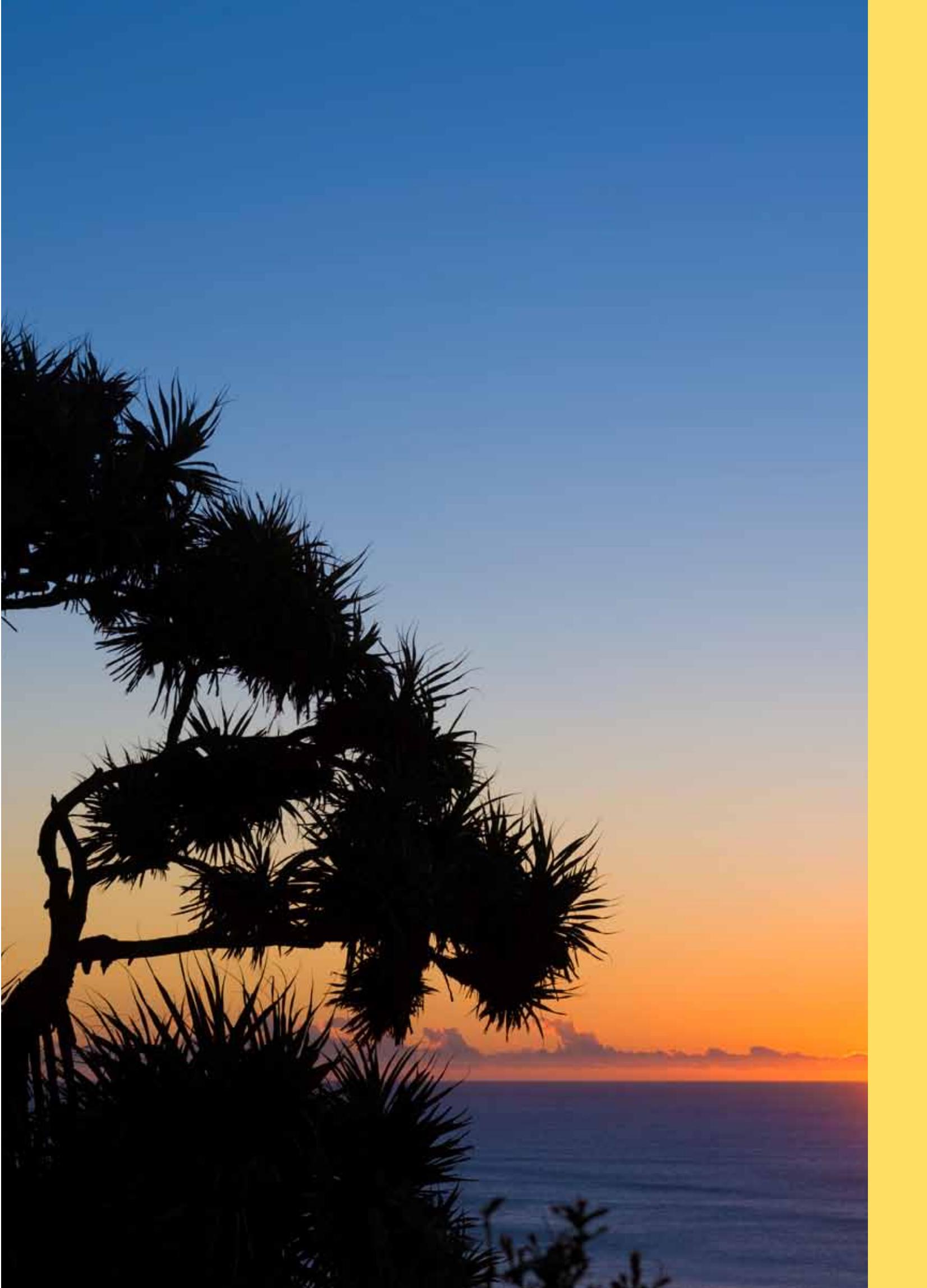
Financial support is available, including contributions toward medical and psychological reports, funerals, personal development programs, record searches, victim impact statements and the cost of home or family reunions.

Family reunions can be highly emotional and may have many different outcomes. These events assist some clients to fill in the missing parts of their family history and identity. Some clients choose to 'scrap book' their family tree or life journey, while others choose a symbolic burning of their Right to Information Files.

ARC is pleased to have the opportunity to build a relationship with the *Link Up* service that provides

family tracing, counselling and healing gatherings for the Stolen Generation. The two services have found ways in which they can complement each other to support Stolen Generation clients who are also Forgotten Australians. This relationship created the opportunity for ARC to provide counselling support for a healing gathering for the Cherbourg Dormitory Reunion. This was attended by around 170 former residents and members of their families. The reunion was an important opportunity for clients to heal and connect with each other. The two services are now engaged in developing a memorandum of understanding to support further partnership opportunities.

Relationships Australia continues to advocate for, and support, Forgotten Australians, and is privileged to be involved in the Alliance for Forgotten Australians, a national peak body. We have contributed to consultations conducted by FaHCSIA regarding the proposed Find and Connect service and consultations for the National Museum project. ARC also provided training for the oral historians working on the National Oral History Project. Relationships Australia has contributed to the review of future needs for the state in service delivery for Forgotten Australians conducted by the Queensland Department of Communities. Relationships Australia looks forward to continuing to provide a range of responsive services to its clients.



FAMILIES AND COMMUNITIES

BUILDING BRIDGES WITH THE ABORIGINAL COMMUNITY

For Relationships Australia Victoria, a continuing focus has been developing services that meet the needs of Aboriginal and Torres Strait Islanders.

Relationships Australia has worked closely with Aboriginal organisations and community groups to develop its capacity to deliver appropriate services. These relationships have built on our existing partnerships with the Ballarat and District Aboriginal Co-operative, the Dandenong and District Aborigines Co-operative and the Gippsland and East Gippsland Aboriginal Co-operative (GEGAC).

Relationships Australia has taken a number of steps to build bridges with Victorian Aboriginal communities over the past twelve months. These include:

- sponsoring the Life is Foundation 'Healing through Ceremony' workshops by Dr Lewis Mehl-Madrona, of Lakota and Cherokee heritage, who was invited to GEGAC to speak about traditional healing methods and their potential use for the local Aboriginal community

- formation of the Aboriginal Women's Consumer Group in partnership with the Maya Healing Centre and Aboriginal women from Melbourne's northern suburbs
- participating in the 50th Sisters Day Out workshops held by the Aboriginal Family Violence Prevention and Legal Service for Aboriginal and Torres Strait Islander women to discuss family violence in a safe environment
- contributing to a Women's Wellness Day at Mullum Mullum Indigenous Gathering Place
- sponsoring eleven elders from the Shepparton region to attend 'Pecan Summer', an Aboriginal opera depicting the Cummergunga Walk Off from an Aboriginal mission.

Relationships Australia recently purchased an Aboriginal artwork, 'Two Worlds Collided', for display in its Camberwell office.

The artist is a Wotjobaluk woman, Helen (Leni) Morris, who was born in 1968, adopted into a non-Aboriginal farming family and raised in the Wimmera. She was united with her natural mother and extended family at the age of seventeen.

Leni describes her work as a symbol of the cross cultural connection that exists between her, her relationships between two worlds and the hope and possibilities within each.

- Photo: 1. 'Two Worlds Collided'
2. Dance lesson





FAMILIES AND COMMUNITIES

LOVE BiTES

The past twelve months has seen *LOVE BiTES* delivered to fourteen schools and over 800 young people across the Murrumbidgee and Murray regions of New South Wales, funded through FaHCSIA's *Respectful Relationships* initiative.

LOVE BiTES is a well-researched education program, developed by the National Association for the Prevention of Child Abuse and Neglect, focussing on domestic/family violence and sexual assault. *LOVE BiTES* creates an opportunity for young people to hear about domestic/family violence and sexual assault and contrast abusive relationships with healthier ones. Morning education sessions are followed in the afternoon by creative sessions where students develop posters that are displayed in school and community settings.

The Relationships Australia Canberra and Region *LOVE BiTES* team packs their station wagon to the roof with workshop resources, IT equipment, art supplies and food, and travels long distances from their base in Wagga Wagga. The team delivers the program to one year ten class at a time and spends the full day with each class. They could be in a school for up to six days, depending on the size of the year group in each school.

Many smaller regional schools would normally miss out on programs such as *LOVE BiTES* so, with some creative thinking and cooperation, during the year a number of regional schools combined their year ten classes to ensure they had access to the program. Lockhart Central School hosted a day with Urana and Oaklands Central schools travelling

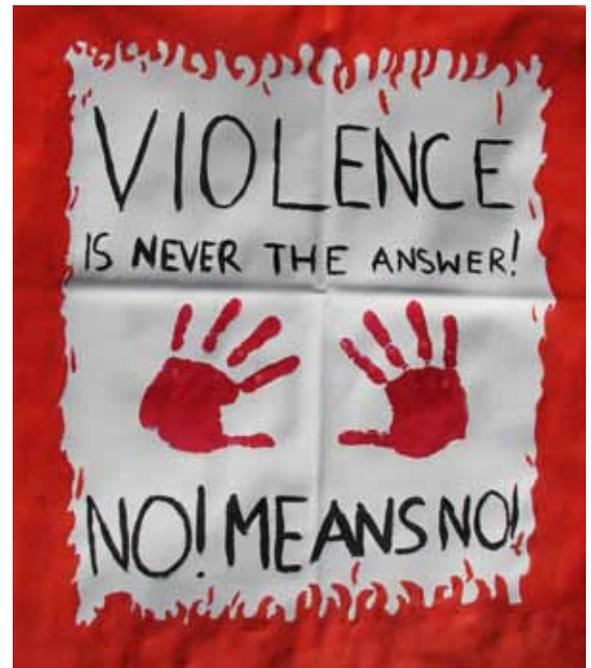
by bus for an hour and a half to attend the program. Their creative thinking was also evident with the use of video conferencing to provide the teacher training prior to the workshops.

Students find the program "awesome!" and informative, and as a result reported an increase in their knowledge and skills in recognising and responding to domestic violence or sexual abuse in their own relationships.

The team enjoys delivering the program, particularly having the opportunity to meet and talk with the talented young people in the community who have clear, strong and sensitive things to say when it comes to speaking out against violence and standing up for healthy relationships.

Photos 1, 2 and 3: *LOVE BiTES* artwork

young people... have clear, strong and sensitive things to say when it comes to speaking out against violence and standing up for healthy relationships.



ANNEXURE A

SEMINARS / CONFERENCES / PRESENTATIONS / PAPERS 2010-2011

International conferences

Aldridge, Samantha (RAQ) and Law, Ian (RAV), *Improving access to justice by using technology for dispute resolution*, International Association of Court Administration Asia Pacific Regional Conference, Bogor, Indonesia, March 2011.

Wilson-Evered, Elisabeth and Aldridge, Samantha (RAQ), *Practice and evidence: the best of both worlds. Creating a context for integrating evidence into practice*, Colloque International Conference, Violence Against Women, Montreal, Canada, June 2011.

Aldridge, Samantha (RAQ), *Building resilient human service teams: an organisational approach*, 6th International QEC Conference, Melbourne, November 2010.

Edwards, Michael and Dallimore, John (RAWA), *Workfella - where we meet in the workplace*, Australian Counselling Association and New Zealand Association of Counselling Conference, Auckland, New Zealand, Sept - Oct 2010.

O'Mara, April and Aldridge, Samantha (RAQ), *An exploratory study of demographic and service determinants of mediation outcomes in Australian FDR practice*, 27th International Congress of Applied Psychology, Melbourne, 2010.

O'Mara, April and Aldridge, Samantha (RAQ), *Family dispute resolution in Australia: an exploratory study of FDR in the Family Relationship Centre*, Research Conference on Child and Family Program and Policy, Boston, USA, 2010.

Robinson, Bill (RAWA), *Excellence in couple therapy*, Achieving Clinical Excellence Conference, Kansas City, USA, October 2010.

Australian conferences, seminars and presentations

Allan, David; Codrington, Rebecca; and Power, Lyndal (RANSW), *Quick and proven ways for good outcomes using client feedback*, Association of Children's Welfare Agencies Conference, Sydney, August 2010.

Allen, Kathy; Turley, Kath; and Calder, Cheryl (RAQ), *Domestic violence and its effects on children*, No Wrong Door Hypothetical, University of Southern Queensland, Toowoomba, Queensland, May 2011

Anderson, Meggan and Spowart, Trecia (RASA), *The healing power of puppets*, Children Communities Connection Conference, University of South Australia, Adelaide, November 2010.

Bickerdike, A; Cleak, H; and Schofield, M (RAV), *How to measure family violence in family mediation services? Methodological considerations from an evaluation project*, 4th National ADR Research Forum, Griffith University, Brisbane, July 2010.

Bickerdike, A (RAV), *Current practices and future directions of family dispute resolution*, 7th Annual Family Law Conference, Melbourne, March 2011.

Brown, Libby and Charlesworth, Cheryl (RANSW), *Family Referral Services - the journey so far in the new child protection landscape*, Association of Children's Welfare Agencies Conference, Sydney, August 2010.

Buglar, Maria (RAQ), *Unravelling the complexities of the Parenting Orders Program*, Family Law Pathways Seminar, Brisbane, September 2010.

Casey, Tristan; Wilson-Evered, Elisabeth; and Aldridge, Samantha (RAQ), *The proof is in the pudding: the value of research in the establishment of a national online family dispute resolution service*, Poster presentation, Australian Institute of Family Studies Conference, Melbourne, July 2010

Casey, Tristan; Thomson, Mark; and Wilson-Evered, Elisabeth (RAQ), *Online mediation - the development of an integrated approach to service delivery*, National Mediation Conference, Adelaide, September 2010.

Charlesworth, Cheryl (RANSW) and Davis, Philippa, *Diversity in FRC service delivery: adding legal services in the mix*, 3rd Annual FRSA Conference, Melbourne, November 2010.

Cleary, John (RAQ), *Slicing the Pie*, National Mediation Conference, Adelaide, September 2010.

Courtman, Jen (RAQ), *Domestic violence and our community*, University of Southern Queensland, 'Community for Community' Lecture Series Workshop, Toowoomba, Queensland, June 2011.

Crisp, Geraldine (RATAs), with Colony 47, *Opportunities for engaging 'at risk' youth*, Making a Difference State Conference, Hobart, September 2010.

Crisp, Geraldine and Reeve, Simon (RATAs), *Informal and formal mediation*, Centrelink Social Work Team State Meeting, Campbell Town, Tasmania, September 2010

Doolah, Colin (RAQ), *Service Provision for the Mackay Whitsunday Area*, Commonwealth Support Service Forum, Queensland, 2011

Druce, Julie; Lendrum Steven (RANSW); Hofman Lisa; Elvery, Susan (RANSW) and Bruce, Julie, *Me and My Friend - services collaborating creatively to support children's development and healthy parenting from an attachment based perspective*, Association of Children's Welfare Agencies Conference, Sydney, August 2010.

Field, Bill and Radley, Jeanette (RATAs), *Mediation services*, Family Law Pathways Network State Conference, Hobart, November 2010

Flahavin, Mandy (RAWA), *Family Law: mediation under the microscope*, National Mediation Conference, Adelaide, September 2010

Fletcher, Ian (RATAs), *FDR is different for recently separated parents*, National Mediation Conference, Adelaide, September 2010

Fletcher, Ian (RATAs), *When the other person won't attend - FDR for one*, 3rd Annual FRSA Conference, Melbourne, November 2010

Fletcher, Ian (RATAs), *Needs of families in crisis*, Family Law Pathways Network State Conference, Hobart, November 2010

Gaffney, Irene (RANSW), *We needed more than a new set of tyres: a whole of family approach to family safety programs*, 3rd Annual FRSA Conference, Melbourne, November 2010.

Gilchrist, Sue (RATAs), *Overcoming communication barriers in counselling sexual issues*, 3rd Annual FRSA Conference, Melbourne, November 2010

Grant, Jeff (RAQ), *Positive relationships*, Disabilities Queensland Expo, Proserpine, Queensland, 2011

Gray, Rebecca and Lewis, Pamela (RANSW), *Evaluating Kidspace: reflections on the methodological challenges to evaluating children's domestic violence group interventions*, Association of Children's Welfare Agencies Conference, Sydney, August 2010.

Gray, Rebecca and Lewis, Pamela (RANSW), *Evaluating Kidspace: reflections on the methodological challenges to evaluating children's domestic violence group interventions*, 3rd Annual FRSA Conference, Melbourne, November 2010.

Hambledon, Rosemary (RASA), *Shooting for the heart - from battleground to partnership through the power of storytelling*, National Association for Gambling Studies Australia Conference, Gold Coast, Queensland, December 2010.

Hambledon, Rosemary (RASA), *Shooting for the heart - from battleground to partnership through the power of storytelling*, NSW Problem Gambling Counsellors Conference, Sydney, April 2011.

- Hartmann, Nikki (RASA), *Whose family?* 3rd Annual FRSA Conference, Melbourne, November 2010.
- Hewlett, Bill and Greene, Rick (RANSW), *Relational family mediation*, National Mediation Conference, Adelaide, September 2010.
- Holt, Lillian (RASA), *Writing black: the construction of an Aboriginal discourse*, National Indigenous Writers and Educators Conference, University of Wollongong, Wollongong, New South Wales, May 2011.
- Holt, Lillian (RASA), *Exploring black humour between the pages*, National Indigenous Writers and Educators Conference, University of Wollongong, Wollongong, New South Wales, May 2011.
- Holt, Lillian (RASA), *From history to herstory*, National Indigenous Writers and Educators Conference, University of Wollongong, Wollongong, New South Wales, May 2011.
- Johnstone, Lisa (RANSW), *Outline of the role and function of the Wattle Place program for NSW Forgotten Australians*, Burnside Annual Reunion, Sydney, September 2010.
- Jones, Chris (RAQ), *Psycho-educational gambling groups within a correctional centre*, Gambling Help Services Forum, Queensland, 2010
- Lee, Jamie (RASA), *Teaching and working with children whose families have separated*, Star of the Sea Primary School, Henley Beach, South Australia, May 2011.
- Martin, J, and Gee-Hoy, F (RAQ), *Working with DV when working with at risk families in a home-based setting*, Mackay Indigenous Domestic and Family Violence Forum, Queensland, May 2011
- McIvor R, and Bhandary, R (RAV), *Working with Vietnamese men regarding family violence*, 3rd Annual FRSA Conference, Melbourne, November 2010.
- Neilson, Anne and Holt, Julie (RANSW), *Therapeutic file reading workshop*, Association of Children's Welfare Agencies Conference, Sydney, August 2010.
- Novak, Steve (RAQ), *Treatment options for adolescents affected by problem gambling: music therapy for individuals and groups*, National Association of Gambling Studies Conference, Gold Coast, Queensland, December 2010.
- O'Mara, April (RAQ), *Family dispute resolution in practice: an overview of a service delivery model of child focussed and child inclusive mediation*, Australian Institute of Family Studies Conference, Melbourne, 2010.
- O'Mara, April (RAQ), *Current Research of the 2006 Reforms to the Family Law Act - opening plenary*, Queensland Law Society and Family Law Practitioners' Association 25th Annual Calabro SV Consulting Family Law Residential, Gold Coast, Queensland, 2010.
- O'Mara, April (RAQ), *Child focused mediation and child inclusive mediation in practice: an overview of service delivery*, National Mediation Conference 2010, Adelaide, Australia.
- O'Mara, April (RAQ), *Managing the impact of separation: strategies for building a resilient binuclear family*, Annual Conference of the Australian Psychological Society's Psychology of Relationships Interest Group, Brisbane, 2010.
- Oudih, Enaam (RASA), *It's a winner, a gambling help service that works*, Centre for Community Welfare Training, Sydney, April 2011.
- Oudih, Enaam (RASA), *Working with people who place others at risk*, Communicable Disease Branch - SA Health, Adelaide, April 2011.
- Oudih, Enaam (RASA), *Cross cultural communication*, Undergraduate nursing students, University of South Australia, Adelaide, June 2011.
- Oudih, Enaam (RASA), *Working effectively with CALD clients around sexual health*, Australasian Society for HIV Medicine, Mount Gambier, South Australia, June 2011.
- Oudih, Enaam (RASA), *It's a winner, a gambling help service that works*, National Association of Gambling Studies, Gold Coast, Queensland, November 2010.
- Oudih, Enaam (RASA), *Does cultural competency really exist?* Suicide risk and assessment and management symposium, University of South Australia, Adelaide, March 2011.
- Oudih, Enaam (RASA), *Working effectively with CALD population models and practices*, Building the evidence on HIV prevention in CALD populations in SA Forum, Adelaide, April 2011.
- Oudih, Enaam (RASA), *Effective models*, Australian Federation of AIDS Organisations, Sydney, May 2011.
- Perlesz, A; Power, J; Brown, R; Schofield, M; Pitts, M; McNair, R; Barrett, A; and Bickerdike, A (RAV), *Balancing work, home and family in same-sex parented families*. Findings from the Work, Love, Play study, 3rd Annual FRSA Conference, Melbourne, November 2010.
- Power, Lyndal (RANSW), *Family connections and involvement in interventions*, Association of Children's Welfare Agencies Conference, Sydney, August 2010.
- Power, Lyndal (RANSW), *Working on adolescent and parent relationships*, Redbank House Lecture Series, Sydney, November 2010.
- Power, Lyndal (RANSW), *Working with Sudanese families*, 'Piece of Mind' lecture series, The Children's Hospital Westmead, Sydney, December 2010.
- Pye, Chris (RAQ), *Rainbow service*, 3rd Annual FRSA Conference, Melbourne, November 2010.
- Rae, Natasha and Thomson, Mark (RAQ), *The Online Family Dispute Resolution Project*, National Meeting of Legal Aid Executives, Melbourne, March 2011.
- Ralfs, Claire (RASA), *AVERT Family Violence Training Package*, Legal Services Commission Directors National Conference, Adelaide, April 2011.
- Ralfs, Claire (RASA); James, Kerrie; and Breckenridge, Jan, *Thinking about homicide risk - a practice framework for counselling*, Domestic violence deaths: risk, responsibility and review forum and workshop, Australian Domestic and Family Violence Clearinghouse, Sydney, May 2011.
- Reeve, Simon and von Bibra, Annabel (RATAs), *Improving relationships within families*, Family Law Pathways Network State Conference, Hobart, November 2010
- Reeve, Simon (RATAs), *Proposed amendments to the Family Law Act*, Family Violence Network, Launceston, Tasmania, April 2011
- Roberts, David (RANSW) and Scott, Marilyn, *Diamonds in the difference - the value in working together*, 3rd Annual FRSA Conference, Melbourne, November 2010.
- Robertson, Marianne (RATAs), *Children's issues* (Panel Member), Family Law Pathways Network State Conference, Hobart, November 2010
- Robinson, Elly (AIFS) and Power, Lyndal (RANSW), *What works with adolescents? Family connections and involvement in interventions*, Australian Institute of Family Studies Conference, Melbourne, July 2010.
- Ross, Cheryl; Mallard, Don; and Fisher, Steven (RANT), *Model of practice for mediation with Aboriginal families in Central Australia*, presented by Cheryl Ross and Pru Gell, National Mediation Conference, Adelaide, September 2011

Ross, Cheryl; Mallard, Don; and Fisher, Steven (RANT), *Model of practice for mediation with Aboriginal families in Central Australia*, presented by Cheryl Ross and Pru Gell, Relationships Australia South Australia, Adelaide, September 2011

Rowell, Mat (RATas), *Reforms / challenges and wider implications* (Panel Member), Family Law Pathways Network State Conference, Hobart, November 2010

Ryder, Angela (RAWA), *KidCare – an early intervention prevention program addressing family violence in Aboriginal communities*, 3rd Annual FRSA Conference, Melbourne, November 2010.

Ryder, Angela and Woodland, Jan (RAWA), *Why we need RAIN, our mob, our minds, our spirits*, Indigenous Mental Health Conference, Fremantle, Western Australia, October 2010.

Shaw, E, (RAV), *To differentiate or not differentiate: when do we proceed to sign a certificate?* 10th National Mediation Conference, Adelaide, September 2010

Shaw E and Szarski L (RAV), *The wild west: FDR in the underbelly*, 10th National Mediation Conference, Adelaide, September 2010

Sheehan, Michael (RAWA), *Psychosocial rehabilitation: assisting young people with severe mental illness to function successfully in their everyday environments*, Growing Up Solid Conference, Perth, May 2011.

Sheehan, Michael (RAWA) and Whittaker-Nichols, Lisa (Anglicare), *Families' experiences of and interventions required for self-management of contact where mental illness exists*, Family Pathways Network Conference, Perth, May 2011

Thomson, Mark (RAQ), *The Telephone Dispute Resolution Service – an overview*, ACT Family Pathways Forum, Canberra, September 2010.

Thomson, Mark (RAQ), *The Telephone Dispute Resolution Service and international parental child abduction*, International Social Services Forum, Nerang, Queensland, November 2010.

Williams, Karenne (RAQ), Keynote speaker – *Belonging, sacredness, learning the lessons and growing in strength*, Annual Women Lot-a-good Talk Forum, Bowen, Queensland, 2011

Williams, Karenne (RAQ), Keynote speaker – *Indigenous practice models when working with Aboriginal and Torres Strait Islander Families*, Annual Family Intervention Service Forum, Townsville, Queensland, 2011.

Wilson-Evered, Elisabeth; Bennet, Deborah; and Thomson, Mark (RAQ), *Online Family Dispute Resolution: opportunities to extend reach and service offerings to diverse groups and communities*, 3rd Annual FRSA Conference, Melbourne, November 2010.

Wilson-Evered, Elisabeth; Casey, Tristan; and Aldridge, Samantha (RAQ), *Readiness for online mediation: application of a modified unified theory of user acceptance of technology*, NADRAC Research Forum, Brisbane, July 2010.

Wood, Kathy and Parkes, Vicki (RANSW), *Diversifying delivery – adapting face to face education programs to teleconference and online mediums*, 3rd Annual FRSA Conference, Melbourne, November 2010.

Woodland, Jan, (RAWA), *Why we need RAIN*, 3rd Annual FRSA Conference, Melbourne, November 2010.

Zeitz, Joanna (RASA), *Autism spectrum disorders theory to practice*, Flinders University, Department of Education – Special Education, South Australia, 2011.

Zeitz, Joanna (RASA), *Advanced Behaviour Support*, Autism Spectrum Disorder Support Work, TAFE SA, Catholic Education Department School Support Officer Training, South Australia, June 2011.

Published articles

Codrington, Rebecca; Iqbal, Abeda; and Segal, Jackie (RANSW), *Lost in translation? Embracing the challenges of working with families from a refugee background*, Australian and New Zealand Journal of Family Therapy, Vol. 32, No 2, June 2011.

Perlesz, A; Power, J; Brown, R; Schofield, M; Pitts, M; McNair, R; Barrett, A; and Bickerdike, A (RAV), *Organising work and home in same-sex parented families: findings from the Work, Love Play Study*, Australian and New Zealand Journal of Family Therapy, Volume 31, No 4, December 2010.

Power, J; Perlesz, A; Brown, R; Schofield, M; Pitts, M; McNair, R; and Bickerdike, A (RAV), *Diversity, tradition and family: Australian same-sex attracted parents and their families* The Gay and Lesbian Issues and Psychology Review, Volume 6, No 2, August 2010.

Robinson, Bill (RAWA), *Aspiring to excellence in couple therapy*, Psychotherapy in Australia, Volume 17, No 2. February 2011

Publications

Field, Bill (RATas), in collaboration with Susie Winter and with the assistance of the RA National FDR Network, Launch of booklet – *A fair share, negotiating your property settlement*, 10th National Mediation Conference, Adelaide, September 2010

Relationships Australia (SA), *AVERT Family Violence: Collaborative Responses in the Family Law System*, Australian Institute of Social Relations, Adelaide, April 2011.

Wilson-Evered Elisabeth (RAQ); McFarlane, D (VU); Zeleznikow, J (VU); and Thomson, Mark (RAQ), *Towards an On-Line Family Dispute Resolution Service in Australia*. In Poblet, M, *Mobile Technologies or Conflict Management*, p 10, ISBN: 978-94-007-1383-3. Series: Law, Governance and Technology Series, 1st Edition. Springer-Verlag: Heidelberg, Germany, June 2011.

ANNEXURE B

HEAD OFFICE LOCATIONS AND STATE BOARDS

(AS AT 30 JUNE 2011)

Canberra and Region

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Canberra and Region Board

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Jim Dunn, *Vice President*
Anne Reese, *Vice President*
Marilyn Chalkley, *Secretary*
Mary Pekin
Ray Overvliet
Peter Bailey
Juliet Behrens
Jennifer Cavenagh
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New South Wales Board

John Longworth, *President*
Louise Fitt, *Vice President*
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Laura Raymer
Kerrie Bigsworth
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Northern Territory Board

Doug Gillanders, *President*
Christine Millowick, *Vice President*
Natalie Bellew
Sue Coombs
Tony Eggington
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Chief Executive Officer: *Shane Klintworth*

Queensland Board

Eva-Marie Seeto, *President*
Bruce Ballment, *Vice President*
Shane Klintworth, *Secretary*
Catherine Ketton
Barry Mahoney
Kim Halford

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Chief Executive Officer: *Judith Cross*

South Australia Board

Franco Camatta, *President*
Vaia Proios, *Vice President*
Geoff Kay, *Treasurer*
Judith Cross, *Public Officer*
Vicki Toovey
Harold Bates-Brownsword

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Chief Executive Officer: *Andrew Bickerdike*

Victoria Board

Judi Anderson, *President*
Ronda Jacobs, *Vice President*
Mike Shaw
Lyn Littlefield
Peter Gome
Peter Boehm
Lyn Brodie
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Chief Executive Officer: Mat Rowell

Tasmania Board

Glenn Hay, *President*
Greg Johannes, *Vice President*
Penny Brown, *Secretary*
Richard Colquhoun, *Treasurer*
Pat Fitzgerald
Diana Williams
Mary Bent
Janet Patford
Maureen Doherty
Mat Rowell

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Chief Executive Officer: Terri Reilly

Western Australia Board

Helen Shurven, *President*
Tony Dobbs, *Vice President*
Rob Donovan, *Vice President*
Lucy Bourne
Noelene Jennings
Richard Wilson
Chris Lewis

Abbreviations

ACU	Australian Catholic University
ARC	Aftercare Resource Centre
CALD	Culturally and linguistically diverse
CHAT	Child Health Association Tasmania
CUA	Credit Union Australia
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FDR	Family dispute resolution
FECCA	Federation of Ethnic Community Councils of Australia
FRS	Family Referral Service
FRC	Family Relationship Centre
FUN	Fathers utilising networks
GEGAC	Gippsland and East Gippsland Aboriginal Co-operative
iKiDs	I know, I do
MMRC	Metropolitan Migrant Resource Centre
NAIDOC	National Aboriginal and Islanders Day Observance Committee
PEACE	Personal education and community empowerment program
RAP	Reconciliation Action Plan
UCW	Uniting Care West



Relationships Australia

www.relationships.org.au
1300 364 277