



*Loneliness and the
power of
relationships*

Annual Report
2018-2019

Relationships Australia[®]
QUEENSLAND

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Relationships Australia Queensland takes client privacy very seriously. For that reason, any client information published in this report has been de-identified and most photos presented are stock images published under license.

www.raq.org.au

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chair's foreword

As Chair of the Board of Relationships Australia Queensland (RAQ), I acknowledge the Traditional Owners of the land on which we live and operate. I pay my respects to Elders past, present and emerging, and pay tribute to their enduring stewardship of this country. I extend my heartfelt thanks to our dedicated staff and the significant contributions they have made to our clients and communities over the year.



I would also like to make mention of CEO Ian Law, and his appointment as Chair of the Relationships Australia National Board, where he is facilitating several strategic initiatives at the Federal level.

It has been a privilege to serve as Chair over the past year, and I acknowledge the energy and expertise that each Director has contributed.

Highlights

This year, the Board decided to invest a significant proportion of our financial reserves in a business transformation project that will utilise technology to improve outcomes for our clients. This will include a range of online service offerings, providing greater choice of access to the right service at the right time.

Other significant initiatives included:

- the development and launch of our Innovate Reconciliation Action Plan, which details our commitment to a collaborative and authentic partnership with Australia's First Peoples
- the development and launch of our Diversity and Inclusion Statement - a collaborative effort with our staff, clients and key stakeholders
- holding Aboriginal and Torres Strait Islander Forums, which provided opportunities to share stories and create an inclusive and supportive learning space
- the Relationships Australia National Forum, which encouraged national dialogue on key areas such as loneliness, family law reform and elder abuse
- we successfully tendered for the ongoing delivery of the Family Relationships Advice Line for the next five years
- we obtained elder abuse service funding, increasing our footprint in this complex area
- the recruitment and selection of additional Board Directors who support our diversity and inclusion objectives.



Board development

This year the Board undertook an analysis of its functions and performance, as well as peer to peer evaluation focused on Directors' skills and emerging capabilities. This has focused our attention on optimising the professionalism of the Board, how they function, and how they work with the Executive Management Team.

Most notably, and in line with our Reconciliation Action Plan and Diversity and Inclusion Statement, the evaluation process identified the need for increased diversity of the Board's membership. To that end, I'm pleased to report the appointment of two additional Directors, Professor Gary Thomas and Mikhara Ramsing.

Professor Thomas is a Yui and Australian South Sea Islander man from North Queensland, and the University of the Sunshine Coast's inaugural Dean, Indigenous Education and Engagement. He brings significant expertise to his role as Board Director, and is particularly interested in opportunities for clients to shape services and experiences within organisations.

Mikhara Ramsing is a Young Australian of the Year Queensland nominee 2019, and was recognised as an Australia-ASEAN Emerging Leader by the Australian Government. Identifying as a queer South African Indian Australian woman, Mikhara has used her experience of feeling invisible to create social change in the areas of youth suicide prevention, and support for culturally and linguistically diverse (CALD) and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) communities.

I look forward to working with both new and established Board members during this exciting next phase of business transformation, and am grateful for the ongoing opportunity to contribute to healthy, respectful relationships for strong Australian communities.

Helen Poropat

Chair – Relationships Australia Queensland Board



CEO's year in review



It brings me great pleasure to welcome you to our 2018/19 annual report, reflecting on what has been a significant year in RAQ's history.

Early in 2019, we won our largest tender ever, securing funding to deliver the Family Relationships Advice Line (FRAL) for the next five years. We achieved this by incorporating our future vision for this national service within a plan to provide a greater range of services, while offering increased ease of access via an omni-channel digital solution. Over the next three years, this use of technology will complement, rather than replace, our venue-based, face to face services.

Investing in our people

To deliver on this ambitious program of work, we are investing in our most important asset – our people.

This year, 90 per cent of our workforce undertook a formal professional development activity. Furthermore, we have commenced several initiatives in response to staff feedback, including the development of a new Employee Performance Framework and Recognition Program, and the launch of our Leadership Development Program.

We have also incorporated the measurement of employee psychosocial wellbeing into our annual Engagement and Alignment Survey. In the coming year, we will implement additional initiatives through an Employee Wellbeing Program aimed at providing an optimal work environment for all staff and positioning RAQ as an employer of choice.

Delivering our vision

This year we have focused on our vision - building healthy relationships for stronger communities – with an emphasis on reducing social isolation in vulnerable Australians.

The impacts of loneliness, social isolation, and estrangement from family and friends on individuals' physical and mental health, and indeed vulnerability to suicide, are well documented. However, loneliness cannot be viewed in isolation. There are demonstrated links with domestic and family violence, problem gambling, and substance misuse, which require us to take a public health approach, rather than focusing on the pathology of the individual.

That's why RAQ is proud to have supported over 138,000 Australians in 2018/19, including the provision of relationship and community capacity building services with Aboriginal and Torres Strait Islander peoples, older Australians, LGBTIQ individuals, and other vulnerable groups.

I acknowledge our funding partners - the Australian Government Department of Social Services and Attorney-General's Department, and the Queensland State Government – for their ongoing support.

As CEO of RAQ and Chair of the Relationships Australia National Board, I am proud that we have been a key voice in the discussion of loneliness as a public health issue. Over the coming years, we will continue to research and develop practical, evidence-based programs that combat social isolation and support the development of healthy, respectful relationships across the lifespan.

Dr Ian Law

CEO – Relationships Australia Queensland



1 in 10
of us lack social support

Doesn't discriminate – affects
all ages, genders and cultures



1 in 4
of us feel lonely

Loneliness
is a risk factor for
depression and anxiety



Falling birth rate means we spend
less time in our communities
connecting around children in
parks and social spaces

Loneliness in Australia



LGBTIQ people
5 times
more likely to
attempt suicide

Loneliness leads to
26%
increase in mortality



As bad for us as smoking
15 cigarettes
per day



Households getting smaller
25% of us
live alone



Over 1/3
of marriages end
in divorce



80%
of us believe society is
becoming lonelier



our work

Powerful connections made in youth program, X-Men

In March, Relationships Counsellor Greg King celebrated 35 years with RAQ – a significant milestone in anyone's book.

Greg commenced study to become a counsellor in his 30s, some 40 years ago, after a very personal realisation.

"I discovered that there was a different way to manage emotions to what was taught to young men in those days, and I wanted to understand and pass that knowledge on to help others" Greg said.

In his role at RAQ, Greg has worked as a Youth and Family Counsellor at Marsden State High School since 2005. It was here that Greg developed the X-Men program, aimed at supporting high school boys with emotional and behavioral issues - many with complex trauma.

"The goal of X-Men is to practice what it means to be a respectful young man, have a healthy relationship with yourself and others, and hold yourself and others accountable for being good citizens.



Image: Greg King (right) with Team Leader, Brett Smith

"We also help the boys learn how to say no to invitations to violence and self-harm, and how to ask for help" Greg said.

X-Men allows the school to support youth with mental health issues such as anxiety and depression, poor school attendance, complex trauma and suicide prevention. Trained facilitators are able to observe when things are not right, and can talk to parents and support people to ensure the boys get the help they need from professionals.

The success of the group is largely attributed to the strength of the bond that develops between the boys.

"In counselling, the relationship between you and the client is so important, but in a group, it's about connection, cohesion and feeling safe with each other.

"The relationship between the boys is what makes it successful - and that relationship continues outside of our group work" Greg added.

Now almost 72, Greg had planned to retire at 65. However his strong sense of purpose and dedication to the boys keeps him going year after year, and he currently has no plans to retire in his 70s.

"I have students who are having a really hard time say they'll stay in school only if I can stay doing X-Men until they finish year 12 - how can I leave these boys?" he asked.

When asked what it means to have impacted so many young lives over the years, Greg was visibly emotional.

"It's been the high point of my career," Greg concluded.

"As well as having X-Men I have my own X-Men support group of four students who look out for me and make sure I am ok when I am feeling or looking down. They use the skills Greg has taught us in X-Men to cheer me up and help get me through the day.

The other students say X-Men is very important to them because it gives them a place to be their true self where they won't be judged or ignored.

X-Men has provided some of us with friends who understand what's going on in our life and actually care."

X-Men participant, aged 16 years



Award winning CHaRRT program building life-changing connections in Rockhampton

Victims of domestic and family violence (DFV) in Rockhampton are benefiting from an award winning multi-agency partnership aimed at improving the safety of victims and their families, as well as holding perpetrators of violence accountable for their actions.

RAQ's Rockhampton DFV team has been the lead agency in the Coordinated High Risk Response Team (CHaRRT). Partners include the local Aboriginal and Torres Strait Islander DFV service provider; Queensland Police; Department of Corrective Services; Queensland Health; Housing and Public Works; Department of Child Safety, Youth and Women; and Family and Child Connect.

Victims of DFV often experience social isolation and loneliness throughout their abuse, and by the time they come forward for help, many are suffering from a range of health and wellbeing issues.

Regional Manager Megan Quinn said that many of the behaviours used by perpetrators are psychological and emotional, often including isolating their partner from friends and family to increase their power and control in the relationship.

"When a victim comes forward, it's usually not the first time violence has happened, and it may take many times before they'll reach out," Megan said.

"By the time victims seek help, they often have very little support, limited access to financial resources, they've lost friends and family, and lost confidence in their ability to live outside the relationship.



Image: Sergeant Jo Griffin (QLD Police Service), QLD Police Commissioner Ian Stewart and Misha Ingram (RAQ DFV Counsellor/CHaRRT Coordinator)

"In regional communities and small towns it's very hard to move house and stay safe without your partner knowing where you are, and the stigma associated with DFV further isolates victims," she said.

CHaRRT was recently nominated for a Queensland Police Service Domestic and Family Violence Prevention Award and won in the Community Services category. One of our key partners (Queensland Police) nominating us for this award demonstrates the impact that is evident to those on the frontline.

"RAQ's funding in Rockhampton is for integrated service delivery, but not specifically a high risk team, so for us to have implemented a coordinated high risk response for victims and their families is a significant achievement," Megan said.

"We're contracted to deliver these services, but nearly all of our partners participate on goodwill - the strength of those inter-agency relationships is what makes it a success."

"I would like to acknowledge the professionalism and amazing client support provided. My client was extremely distressed and needed to take immediate action to protect herself and her young daughter. [RAQ Counsellor] was able to support the client to make a private application for a domestic violence order and attend court. She also liaised with police so that my client could safely return to the home to collect a number of belongings. This client had been let down by numerous services over a four year period, however [RAQ's] support was exceptional."

Family Counsellor, partner organisation, Rockhampton



Support expanded for transgender and gender diverse individuals

For transgender and gender diverse Australians, the experience of social isolation and the associated impacts on mental health are all too common.

But it's not only the individuals who are impacted – many family members and close friends feel ill-equipped to support their loved one, with limited information publicly available.

Transilience

RAQ's Transilience program is a monthly one-hour support group for transgender and gender non-conforming children aged six to 12 years and their families. The program is the only one of its kind in Queensland, with children meeting in one group, and parents and carers in another.

The initial aim of Transilience was to provide a space for the children to connect, and this remains a priority today. But over time, it has also become clear that the program is of significant value to parents and carers too, many of whom find themselves in unfamiliar territory, not knowing where to turn.

Many parents report that the connection with other parents is incredibly affirming in their own parenting journey.

Transcendence

The Transcendence program is a social and emotional support group for transgender and gender diverse adults. The group meets monthly at our Spring Hill venue, and attracts 10-20 people per session.

Led by two highly experienced RAQ practitioners, the group aims to break down social isolation by providing a forum for the sharing of stories and emotional support.

The group attracts participants from a wide range of ages, gender identities and stages of 'coming out', with younger members benefiting from informal mentorship from older members of the group.

Social connections continue outside of the formal program, including a member-led Facebook group that allows participants to stay in touch between sessions.

Now in its sixth year, Transcendence has recently expanded to our Sunshine Coast and Gold Coast venues.

RAQ's Diversity and Inclusion Manager Chris Pye said that he was proud to work for an organisation that had invested in assisting a commonly undersupported, vulnerable group.

"There are plenty of opportunities for people to connect online, but sometimes that environment leads to increased isolation and distress for vulnerable people," Chris said.

"It's wonderful that RAQ has created a safe, supportive physical space where people can connect face to face with others with shared experiences."

Snapshot

Our people



447
number of
employees

84% Female

16% Male

46% Full time

54% Part time/casual

Our predominately female workforce and high number of part-time employees reflect *our family friendly work culture*



We invest in our people - *90% of staff completed a professional development activity*

We focus on employees' psychological wellbeing - approximately *80% of staff agree that management show support for stress prevention initiatives* and consider the psychological health of employees to be of great importance



Our Services

138,480



total people supported via telephone services

14,634



clients supported via digital channels



3% clients with disabilities



12% culturally and linguistically diverse clients



77,607 registered clients



3% Aboriginal and Torres Strait Islander clients

- During 2018/19 RAQ assisted 138,480 people via telephone support including clients seeking information and referral services
- Of these 77,607 clients were registered to receive a service via face to face or virtual service delivery

- 14,634 clients were serviced via digital channels including email and web chat
- Aboriginal and Torres Strait Islander clients represented 3% of all registered clients
- We assisted over 1,600 children and young people

Supporting diverse clients with culturally appropriate dispute resolution

RAQ's Family Relationship Centre Upper Mount Gravatt (FRCUMG) is proud to be one of eight sites nationally that deliver Legally Assisted and Culturally Appropriate Dispute Resolution (LACA-FDR).

LACA-FDR supports separating families from Aboriginal and Torres Strait Islander and CALD communities who have experienced domestic and family violence (DFV). Focusing on vulnerable, isolated individuals, specialist mediators work with couples to resolve family law disputes in a culturally appropriate and empowering way.

Over the last two years, the team has supported 102 vulnerable families to navigate post-separation and high conflict situations.

How is LACA-FDR different to mainstream mediation?

Clients have access to a consolidated model where services are centralised and legal advice is included in the process. There is more focus on case management, with more practitioners working on each case.



Image: Nick Collier, Bevan Doyle, Kerry Anderson, Mohamed Abdi, Helen Poynten, Laura Williams, Suzanne Goodall, Renee Mathie, Vickie Kennedy, Em Lee

A mediator, DFV support worker, DFV perpetrator counsellor and child consultant meet regularly, and work to ensure the safety of participants throughout the process. Culturally appropriate resources are used in each case, and referrals are made at each client engagement to ensure wrap-around supports are available.

Due to the complex nature of many of the cases, including the use of interpreters and community advocates, intake can be longer or run over multiple sessions, allowing ample time to answer questions and explain the mediation process.



What are the benefits to clients?

Clients are supported to engage with the service in a way that is comfortable for them. They receive the information they need, know what to expect, and are supported to access other services that can assist with their situation.

It's not uncommon for those on a DV order to cut themselves off from family in fear of breaching the order, and for perpetrators, that can mean losing contact with their children. LACA-FDR facilitates safe and respectful communication between the parents, which helps them to reconnect with their children.

Professional relationships strengthened in partnership network

The success of LACA-FDR relies on close collaboration between practitioners and Community Legal Partners.

To build on this ongoing partnership, FRC UMG hosted its annual co-design workshop in June 2019, which was attended by LACA-FDR practitioners, members of RAQ's management team and lawyers from the program's partners including; Women's Legal Service; Aboriginal and Torres Strait Islander Legal Service; South West Brisbane Community Legal Centre; and Queensland Indigenous Family Violence Legal Service.

The goal of the workshop was to review progress to date, create a deeper understanding of a client's journey through the program and unearth further opportunities for collaboration to strengthen client outcomes.



How LACA is making a difference

 this year we assisted
127 individuals



61%
of clients who reached agreement were satisfied with the arrangements made in mediation, and a number of clients reported being able to negotiate their own changes to agreements when required

67%
improvement in
mental health



59
new cases 



47%
Aboriginal and
Torres Strait
Islander



53%
culturally and
linguistically
diverse

Family functioning **50%** improvement
Personal safety **70%** improvement
Child wellbeing **75%** improvement



What clients said:

"I'm much happier now I regularly see my son"
"I've lifted myself up from where I was"
*"It really helped me and my children
- I'm very grateful"*

Inclusive services across the lifespan: Researching loneliness in target communities



Reducing social isolation among older people

This year, we partnered with researchers from the University of Queensland (UQ) and Australian National University (ANU) on their Groups for Health program, aimed at reducing loneliness by improving social connections and relationships.

Groups for Health involves group discussions about loneliness and the importance of relationships, and aims to empower and assist participants to enhance their existing relationships and/or build new meaningful connections.

Participants are encouraged to reflect on their situation, set goals towards social wellbeing, and are supported to reach those goals.

Having seen positive outcomes in younger adults who reported increased wellbeing, sense of agency, and reduced loneliness at the conclusion of the program, UQ have extended Groups for Health to older people in residential care settings.

RAQ partnered with UQ and ANU to extend this trial into the community, and recruitment for the Groups for Health and Wellbeing Trial commenced in June 2019.

Reducing loneliness among gay and bisexual men

Gay and bisexual men experience loneliness at around twice the rate of the general population and at a higher rate than gay and bisexual women. They are more vulnerable to turning to unhealthy behaviours including drug and alcohol abuse to alleviate loneliness.

Many of these men experience specific anxiety about becoming isolated in later life. Gay and bisexual men face particular challenges at different points in their life that may impact their experience of loneliness, such as 'coming out', not having their relationships fully recognised, and experiencing discrimination.

Of greatest concern is loneliness among gay and bisexual men living with HIV, especially those facing HIV-related stigma.

In late 2018/19, RAQ submitted an application in partnership with Southern Cross University for a research grant to discover what support is available, what is effective, and what future responses could better support gay and bisexual men experiencing loneliness.

The research will involve several stages, including a quantitative survey of 800 men on measures of wellbeing; qualitative interviews on relationships and their influence on the experience of loneliness; and an opportunity for participants to co-create support responses and resources in partnership with researchers.



highlights: new funding



RAQ wins major tender to deliver Family Relationships Advice Line for next five years

This year, we were successful in tendering to continue delivering the Family Relationships Advice Line (FRAL) for the next five years.

This was an outstanding achievement for RAQ - one that marked a turning point for our organisation - giving clients and staff certainty and service continuity

"You've probably helped more than anybody I've spoken to. Especially with the extra support you've put me in touch with."

FRAL client

as the Australian Law Reform Commission Review and technological advancements shape the service landscape over the coming years.

We are now looking to our digital strategy, *Future in Focus*, which will allow us to leverage technology to provide clients with greater choice of access to the right service at the right time, via the platform that best suits them.

For practitioners, the model will enable more informed decision-making, reduce the risk of adverse outcomes, and provide opportunities for professional development - equipping them with the skills and infrastructure to deliver world-leading digital services.



Additional Senior Relationship Services

In 2018/19, our focus on providing inclusive services across the lifespan has seen growth in the services that we provide to vulnerable older persons - those aged over 60 years, or over 50 years for Aboriginal and Torres Strait Islander peoples.

Our newly titled *Senior Relationship Services* stream is an important part of our commitment to help all Australians achieve positive and respectful relationships. It includes three services:

Elder Abuse Prevention Support Service (EAPSS)

EAPSS assists vulnerable older people who are at risk of or experiencing elder abuse. The service provides information, support and referral mechanisms to improve health, wellbeing and safety; address legal and other issues affecting older people; and raise community awareness of elder abuse.

Senior Financial Protection Service (SFPS)

SFPS assists older people to make informed decisions, and connect with relevant services that focus on improving their financial resilience. SFPS also provides support through referrals for those already impacted by financial abuse, and in some instances, offers financial case management.

Elder Mediation Support Service (EMSS)

During 2018/19, RAQ received funding to deliver an EMSS trial site in Morayfield commencing on 1 July 2019. EMSS helps older people to reduce the incidence and severity of elder abuse through the provision of information and support designed to meet the specific needs of the individual.

The service will provide a case management approach to deliver multi-disciplinary responses that address risk factors at the individual, relationship, community and societal levels. Individual and family support and interventions such as counselling, family therapy, and dispute resolution aim to improve wellbeing and safety while addressing issues facing older people.

Redress Support Service

RAQ was funded to provide a state-wide Redress Support Service, offering free and confidential support to anyone considering applying to the National Redress Scheme.

The Scheme was created in response to the Royal Commission into Institutional Responses to Child Sexual Abuse, which estimated that 60,000 people experienced institutional child sexual abuse in Australia.

Redress is an alternative to seeking compensation through the courts, and can offer access to counselling, a payment, and a direct personal response from the institution (i.e. an apology), for those who want one.

The Scheme started on 1 July 2018 and will run for 10 years.

Property dispute resolution in family law cases

We received additional funding to existing services to provide property mediation under the Women's Economic Security package. The service commenced through Family Relationship Centres Australia-wide on 1 July 2019.



Summary statement of comprehensive income for the year ended 30 June 2019

Revenue	2019 (\$)	2018 (\$)
Government funding	38,778,958	36,057,116
Client fees	633,090	735,497
Other income	1,298,529	863,564
Total Revenue	40,710,577	37,656,177
Expenses		
Employee costs	31,091,310	28,542,706
Property costs	3,242,411	3,093,037
Travel and motor vehicles costs	1,295,995	1,149,295
Operating administration costs	3,531,509	2,971,663
Other costs	64,579	73,674
Total Expenses	39,225,804	35,830,375
Operating Surplus	1,484,773	1,825,802

Summary statement of financial position as at 30 June 2019

Assets	2019 (\$)	2018 (\$)
Current assets	21,188,986	17,301,156
Non-current assets	14,164,669	14,316,387
Total Assets	35,353,655	31,617,543
Liabilities		
Current liabilities	8,612,584	6,302,539
Non-current liabilities	516,177	586,474
Total Liabilities	9,128,761	6,889,013
Net Assets	26,224,894	24,728,530

meet our board



Helen Poropat - Chair

Helen has more than 20 years' experience as a dispute resolution specialist and is currently an independent consultant in the areas of workplace conflicts, staff and consumer engagement practices, coaching, and organisational reviews. Helen has previously worked with Ergon Energy for 11 years, providing strategic advice on improvements to services, consumer advocacy, and representing the corporation in mediation, conciliation, arbitration and court processes.



Kerrie Mahon – Deputy Chair

Kerrie Mahon is an accomplished senior executive with more than 20 years' experience leading and managing health and human services. Her experience includes chief executive roles and executive positions leading strategy, operations, risk, quality, and performance. Kerrie's experience includes management of complex programs and partnerships between public, private and not-for-profit service providers, and Commonwealth-State initiatives, resulting in improved and sustainable services. Kerrie has completed a Masters of Philosophy in Corporate Governance, Strategy and Risk, and a Bachelor of Business, Health Administration.



Professor Analise O'Donovan

Professor Analise O'Donovan began her career in a number of clinical roles in the not-for-profit, health and correctional fields, progressing into leadership roles in 1994. In addition to being a member of multiple committees and advisory groups, Analise is the Dean (Academic) Health Group at Griffith University's School of Applied Psychology, and holds a Doctorate in Philosophy, a Master of Clinical Psychology and a Bachelor of Arts.



Angela Moody

Angela Moody is an experienced Board Director and committee member with extensive senior executive experience across a broad range of sectors, including multicultural affairs, utilities (electricity, natural gas and water), industry associations, and renewable energy. Angela is the Regulatory and Planning Manager with the Gladstone Area Water Board and until December 2018, was a Board Member with Our Lady of Mount Carmel Primary School.



Bruce Moffat

Bruce is an experienced Chief Financial Officer, organisational consultant and Certified Practising Accountant, with an extensive history in both the not-for-profit and private sectors. He is a mentor with Mentoring for Growth as part of Advancing Small Business Queensland, and an Official Visitor with Queensland Corrective Services. Bruce volunteers with small not-for-profits and is a Board Member with St David's Neighbourhood Centre.



Professor Kim Halford

Professor Kim Halford is a highly qualified academic, and current Professor of Clinical Psychology at the University of Queensland. He also maintains a part-time clinical practice, specialising in working with adults and couples.

Kim mainly teaches in areas of clinical psychology including couple therapy, interviewing, and evidence-based psychotherapy, and is committed to the contribution of psychology as a discipline and profession on Australian society. He has produced a large number of publications, some of which were created in conjunction with members of RAQ's research team.



Ian Sampson

Ian Sampson is an experienced non-executive director and advisor with expertise in governance, strategy development, risk, audit management, financial management, board evaluation, remuneration and development. He has run his own successful strategic advisory consultancy since 2004, and prior to that enjoyed a wide-ranging career in human resources and development at a range of companies including BHP, CSR, Lonmin and Thiess, both in Australia and overseas.



Bill Owens

Bill Owens is a graduate of the Australian Institute of Company Directors (AICD) and has served on a range of publicly unlisted, private company, government and not-for-profit boards. He is experienced in a range of industry sectors including technology, not-for-profit, education, construction, consulting, and performing arts. Bill has extensive international experience having advised a range of multi-national company boards in the UK, North America and Asia.

Bill has particular expertise in assessing the disruptive risks and opportunities of digital technologies.



Mikhara Ramsing

As a queer South African Indian Australian woman, Mikhara understands what it's like to feel invisible, and has used this experience to create social change. She is the founder of two social enterprises providing support for CALD and LGBTIQ communities and youth suicide prevention causes in rural Australia.

Recognised as a 2019 Young Australian of the Year QLD nominee, Mikhara is determined to empower the lives of young Australians and is a strong believer in the life-saving power of storytelling.



Professor Gary Thomas

Professor Gary Thomas is the University of the Sunshine Coast's inaugural Dean, Indigenous Education and Engagement, where he holds responsibility for whole of institution approaches to Aboriginal and Torres Strait Islander student success, learning and teaching, research, and community engagement.

Professor Thomas has worked at the University of Southern Queensland, the University of Melbourne, La Trobe University, the Queensland University of Technology, and the Batchelor Institute of Indigenous Tertiary Education. He has held academic, professional and senior executive roles, and contributed to indigenous education at both national and international levels over many years.

In 2016, Professor Thomas became the first Indigenous Australian to be awarded Principal Fellow of the Higher Education Academy (UK). He is particularly interested in opportunities for clients to shape services and experiences within organisations.

Departed Board member

Sally-Ann Lauder – Deputy Chair departed November 2018.



conferences, publications
and presentations

Conferences

Sturgess, E., & Blackman, P. (2019, June). A rationale for culturally inclusive delivery of Parenting Orders Programs and Mediation. Presentation at the Child Inclusive Practice Forum: Darwin, Australia.

Marshall, K., & Poynten, H. (2019, June). Is Language Influencing Child Inclusive Practice. Presentation at the Child Inclusive Practice Forum: Darwin, Australia.

Lloyd, K., & Turner, K. (2019, June). Supervision – sustaining your practice in the best interests of children. Presentation at the Child Inclusive Practice Forum: Darwin, Australia.

Lloyd, K., & Kelly, M. (2019, June). Capturing the Child's Voice in our Client Outcomes Pilot project. Presentation at the Child Inclusive Practice Forum: Darwin, Australia.

Milic, J. (2019, May). The Effectiveness of a Motivational Interviewing (MI) Treatment on the Outcomes for Help-Seeking Problem Gamblers in a Community Organisation. Australian and New Zealand Addiction Conference: Gold Coast, Australia.

Allen, C. (2019, May). What can we learn from people with a high level of wellness, health and happiness? Co-constructing 'beautiful' data. Presentation at the Qualitative Methods Conference: Brisbane, Australia.

Achia, T., Louis, W.L., Lohan, A., & Petch, J. (2019, April). Working with disadvantaged groups – do group-blind attitudes hinder or foster diversity engagement? Presentation at the Society of Australasian Social Psychologists Annual Conference Symposium on Person Perception & Intergroup Attitudes: Sydney, Australia.

Achia, T., Louis, W.L., Lohan, A., & Petch, J. (2019, April). Intergroup contact, allyship and uptake of diversity initiatives in a human services organisation. Presentation at the Society for the Psychological Study of Social Issues & Society of Australasian Social Psychologists Joint Group Meeting on Advances in Intergroup Contact Research: Newcastle, Australia.

Cao, Y., & Causton, C. (2019, April). A holistic case management approach to elder abuse prevention. Presentation at the Social Connection in Older Age Symposium: Brisbane, Australia.

Lohan, A., & Milic, J. (2019, April). Relationships Australia Family Dispute Resolution (FDR) Outcomes Study: Preliminary Insights. Presentation at the National Mediation Conference: Canberra, Australia.

Stevens, E., & Lohan, A. (2019, April). "Bringing it back to the kids": Practitioners navigating the mediation experience. Presentation at the National Mediation Conference: Canberra, Australia.

Meehan, L., & Abdi, M. (2019, April). Relationships Australia Legally Assisted Culturally Appropriate FDR Supporting Cultural Considerations in Mediation. Presentation at the National Mediation Conference: Canberra, Australia.

Penny, T., Naran, A., & Hutchinson, N. (2019, April). A Neuroscientific Approach: Working with Emotionally Reactive Clients. Presentation at the National Mediation Conference: Canberra, Australia.

Abdi, M., Lee, E., & Poynten, H. (2019, April). Diversity Matters: Key Learnings in using Interpreters in Legally-Assisted Family Dispute Resolution. Presentation at the National Mediation Conference: Canberra, Australia.

Brindley, M., & Chapman, C. (2019, April). Exploring power in mediation. Presentation at the National Mediation Conference: Canberra, Australia.

Lezanski, J. (2019, April). Capacity to Participate vs Capacity to Decide. Panel discussion at the National Mediation Conference: Canberra, Australia.

Allen, C., & Stubbs, C. (2019, April). Enhancing community ownership and wellbeing: An empowering, place-based approach. Presentation at the International Union of Health Promotion and Education Conference: Rotorua, New Zealand.

Allen, C., & Stubbs, C. (2019, April). Embodying mental health and wellbeing: A fun experiential learning process. Workshop at the International Union of Health Promotion and Education Conference: Rotorua, New Zealand.

Allen, C. (2019, April). The experiential learning theory of high level wellness, health and happiness. Poster at the International Union of Health Promotion and Education Conference: Rotorua, New Zealand.

Causton, C. & Nathan, L. (2019, March). It Is All About Relationships. A Holistic Case Management Approach To Elder Abuse Prevention. Presentation at the Australian Guardianship and Administration Council Conference: Canberra, Australia.

Rahimullah, R. (2018, November). Leave no one in need of counselling behind: Potential factors preventing the initiation of counselling. Presentation at the Family and Relationship Services Australia (FRSA) Conference: Cairns, Australia.

Petch, J. (2018, November). Stepped care relationship interventions – How organisations can lead the change in improving relationships. Presentation at the Family and Relationship Services Australia (FRSA) Conference: Cairns, Australia.

Pye, C. (2018, November). Cultural Cross-fit – How a Comprehensive Internal Review is Helping RAQ to move towards Cultural Fitness. Presentation at the Family and Relationship Services Australia (FRSA) Conference: Cairns, Australia.

Pye, C. (2018, November). Walking the Talk - Towards Truly Inclusive Services for Diverse Families and Communities. Presentation at the Family and Relationship Services Australia (FRSA) Conference: Cairns, Australia.

Cao, Y. & Lloyd, K. (2018, November). Evidence supporting three non-therapy-specific supervision models: A systematic review and case examples. 17th Annual Conference of the APS Psychology of Relationships Interest Group: Melbourne, Australia.

Cao, Y., Milic, J., & Poynten, H. (2018, November). Gender matters: Comparing problem gamblers outcomes across gender. National Association for Gambling Studies (NAGS) 28th Annual Conference: Brisbane, Australia.

Allen, C. & Elston, J. (2018, November) The art and science of flourishing communities: Leadership, poetry and politics in the Southern Moreton Bay Islands (SMBI): Presentation at Change Fest: Logan, Australia.

Petch, J. (2018, October). Couple Counselling in Routine Practice: An effectiveness study across Australia. Presentation at the Australian Association for Cognitive and Behaviour Therapy (AACBT) Conference: Brisbane, Australia.

Allen, C. & Scott, D. (2018, September). Southern Moreton Bay Islands (SMBI): Working together to create age and disability friendly places and services. Presentation at Innovation and Aged Care Summit: Redlands, Australia.

Cao, Y., & Lloyd, K. (2018, August). Evidence Supporting Three Non-therapy-specific Supervision Models: A systematic Review and Case Example. 19th International Mental Health Conference: Gold Coast, Australia.

Petch, J. (2018, July). Couple Counselling in Routine Practice: An effectiveness study across Australia. Presentation at the Australian Institute of Family Studies (AIFS) Conference: Melbourne, Australia.

Lohan, A., & Milic, J. (2018, July). How do we measure the success of Family Dispute Resolution (FDR) in parenting matters? Preliminary findings from Relationships Australia's FDR Outcomes Study. Paper presented at the Australian Institute of Family Studies Conference: Melbourne, Australia.

Rahimullah, R. (2018, July). Barriers Affecting Client Participation in Counselling. Poster presented at the Australian Institute of Family Services Conference: Melbourne, Australia.

Cao, Y. (2018, July). Evidence-Based Supervision Model for Mental Health Practitioners: A systematic Review. Australasian Mental Health and Higher Education Conference: Townsville, Australia.

Morawska, A., Mitchell, A., Lohan, A., Filus, A., Sofronoff, K. & Batch, J. (2018, March). Positive Parenting for Healthy Living (Triple P): Preliminary findings from a Randomised Controlled Trial of a brief group program for parents of children with Type 1 Diabetes. Paper presented at the 19th Annual Helping Families Change Conference: California, USA.

Petch, J. (2018, February). Counselling Outcomes for Older Couples with Intimate Partner Violence. Presentation at the 5th National Elder Abuse Conference: Sydney, Australia.

Allen, C. Boddy, J. & Kendall, E. (2018). An experiential learning theory of high level wellness: Australian salutogenic research. *Health Promotion International*. doi: 10.1093/heapro/day051

Journal Publications

Cao, Y., Lloyd, K. & Petch, J. (2019). A systematic review of the evidence-base of non-therapy-specific supervision models. *Training and Education in Professional Psychology* (Under review).

Cao, Y., Yusri, N. M., Powell, T., & Cunnington, R. (2019). Neural and behavioural markers of observed pain of older adults. *Neuropsychologia* (In press).

Louis, W. R., Thomas, E., Chapman, C. M., Achia, T., Wibisono, S., Mirnajafi, Z., & Droogendyk, L. (2019). Emerging research on intergroup prosociality: Group members' charitable giving, positive contact, allyship, and solidarity with others. *Social and Personality Psychology Compass*.

Allen, C. Boddy, J. & Kendall, E. (2018). An experiential learning theory of high level wellness: Australian salutogenic research. *Health Promotion International*. doi: 10.1093/heapro/day051

Louis, W. R., Chonu, G. K., Achia, T., Chapman, C. M., Rhee, J. (2018). Building group norms and group identities into the study of transitions from democracy to dictatorship and back again. In B., Wagoner, I., Bresco, V. Glaveanu, (Eds.), *The road to actualized democracy*. Aalborg, Denmark: Aalborg University.

Lohan, A., Morawska, A., & Mitchell, A. E. (2018). Development and Validation of a Measure Assessing Child Diabetes Behavior: The Diabetes Behavior Checklist. *Comprehensive Child and Adolescent Nursing*, 41(2), 111-127. doi:10.1080/24694193.2017.1323978

Waters, A. M., Cao, Y., Kershaw, R., Kerbler, G. M., Shum, D. H. K., Zimmer-Gembeck, M. J., Craske, M. G., Bradley, B. P., Mogg, K., Pine, D. S., & Cunnington, R. (2018). Changes in neural activation underlying attention processing of emotional stimuli following treatment with positive search training in anxious children. *Journal of Anxiety Disorders*, 55, 22-30.

Book Review

Allen, C. (2019). Music, Health and Wellbeing: Exploring Music for Health Equity and Social Justice. *Health Promotion Journal of Australia*. doi: 10.1002/hpja.231



Locations

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Venues

Bowen	Morayfield
Bundaberg	Mount Morgan
Cairns	Robina
Capalaba	Rockhampton
Chermside	Spring Hill
Eight Mile Plains	Strathpine
Gladstone	Sunshine Coast
Gympie	Thursday Island
Ipswich	Toowoomba
Logan Central	Townsville
Longreach	Tully
Mackay	Upper Mount Gravatt
Maroochydore	Yeppoon
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