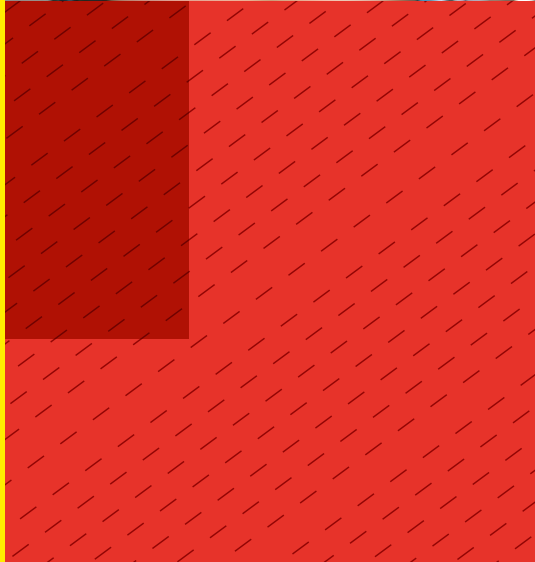




all about relationships

Annual Report 2011 - 2012



Strengthening relationships since 1926



About us

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

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

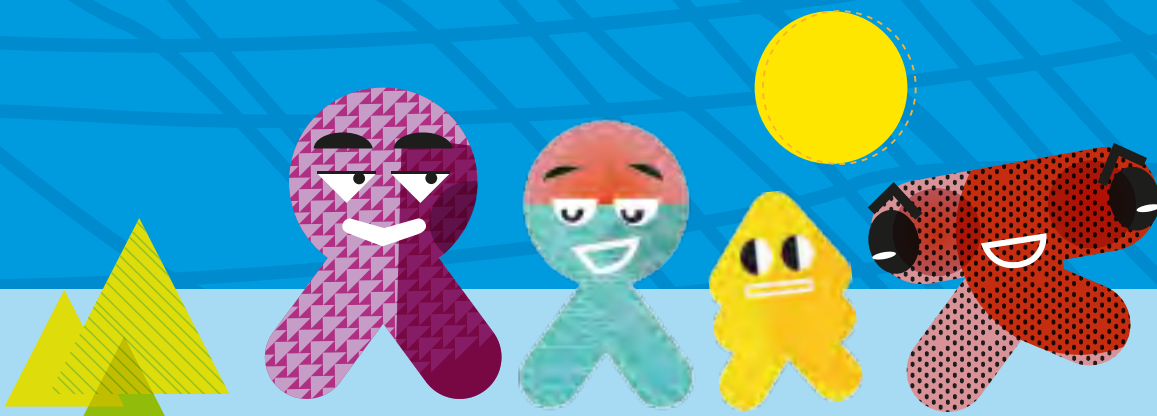
Interrelate has been a leading provider of quality relationship services since 1926.

We are a community based, not-for-profit organisation with a network of centres across metropolitan, regional and rural New South Wales.

Each year, we help over 50,000 individuals, couples, families and children and we are also the New South Wales branch of Stepfamilies Australia.

We are committed to:

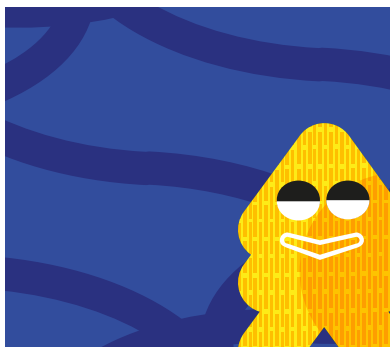
- Fostering resilience within families and communities by helping individuals, couples and families build stronger relationships
- Working in the best interests of children to create supportive family environments
- Respect, equality, compassion and empowerment for all, regardless of gender, sexuality, culture or age
- Reconciliation with Australia's first peoples



Scan to watch



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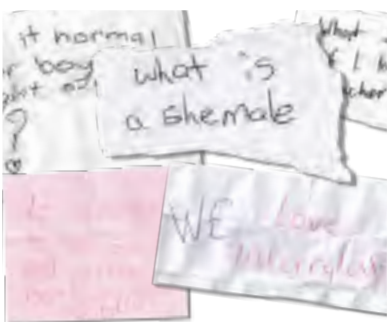
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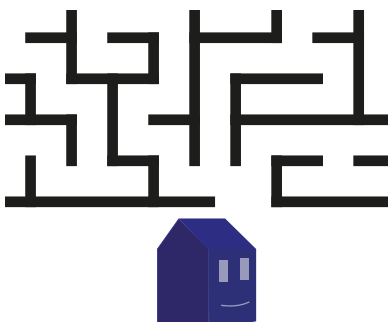
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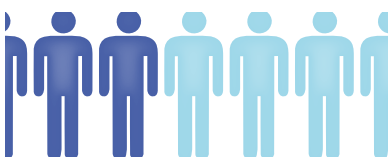
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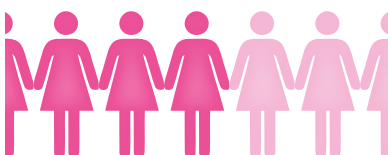
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This is an interactive report

In this report, you will find a series of interactive "QR Code" barcodes you can scan with your smartphone's camera to access additional content.



Scan to watch



How do you scan?

1

Download a QR Code application for your phone

A popular and easy to use application is "Scan" which is available for iPhone, Android & Windows Mobile devices.

2

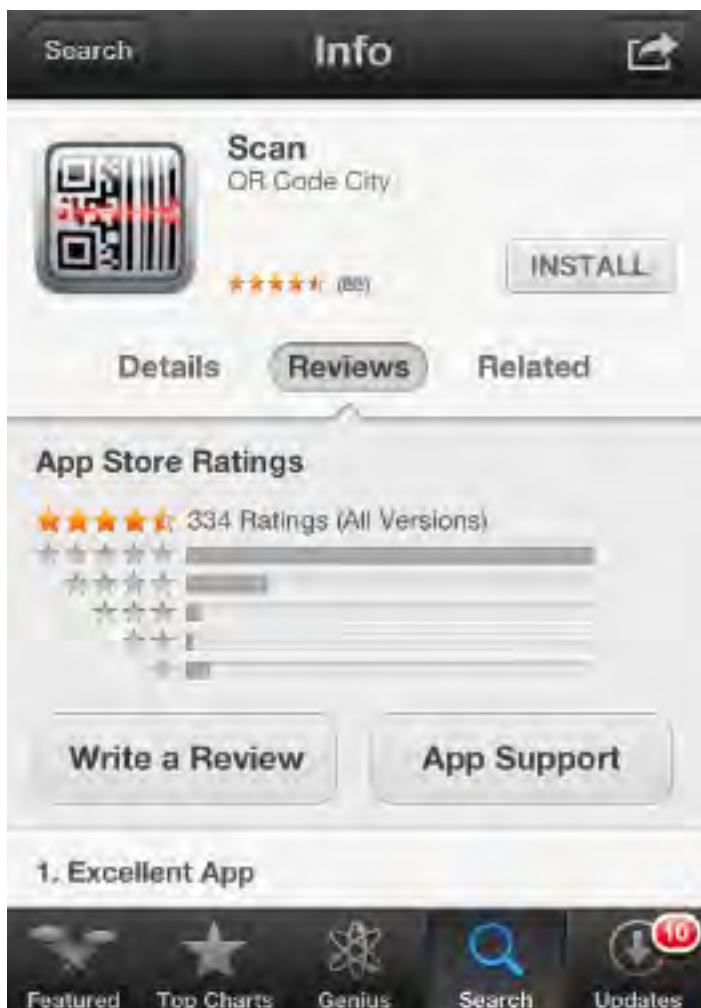
Open the application

Once installed, launch the application

3

Scan the QR Code

Hover your phone over the QR Code to view the content



The Board



Colin Adams



Breda Barry



Alan Gibson



Paul Lewis



Faye Reid



Doug Sotheren



Graham Seton



Lisa Sweeney



Hon. Graham West

Member	Date appointed	Expertise	Board Committee Membership
Colin Adams	31/10/2003	Finance/Asset Management/Governance	Finance, Audit and Asset Management
Breda Barry	28/08/2007	Human Resources/General Management	People & Performance
Alan Gibson	28/10/2008	Finance	Finance, Audit and Asset Management
Paul Lewis	30/01/2007	Legal/ Dispute Resolution	Governance, Regulation and Risk
Faye Reid	30/03/2004	Clinical	Strategic Business Development
Doug Sotheren	28/08/2007	Clinical	People & Performance
Graham Seton	27/11/2009	Business Admin/Organisational History	Governance, Regulation and Risk
Lisa Sweeney	27/11/2009	Marketing and Media	Strategic Business Development
Hon. Graham West	01/07/2011	Youth/Management/External Relations	Strategic Business Development

Colin Adams Chairman



Another busy year for Interrelate has passed, a year of steady growth but one not without its challenges as our range of programs and services continue to expand and diversify. Greater attention to our indigenous programs was a very pleasing part of our activities this year. Our twelve centres continue to function to capacity, serving the people of NSW as we have done now for over 85 years.

We are grateful to have a very experienced and hard working senior management team ably lead by CEO Karen Morris, who together with Graeme O'Connor, Helen Isenhour, Jonathan Toussaint and Melanie Bale have successfully lead the Interrelate team through another challenging year.

To my fellow members of the Interrelate Board, Paul Lewis, Graham West, Breda Barry, Alan Gibson, Lisa Sweeney, Faye Reid, Graham Seton and Doug Sotheren, my thanks for their support, their encouragement and their wise counsel. Together we share an ongoing sense of the responsibility to ensure the ongoing viability of this very purposeful enterprise.

To our staff, our most valuable asset, my heartfelt thanks again for your professionalism and the selfless contributions made in going the extra distance to help someone in need. The high regard our clients have for our organisation belongs to you and you alone. The years ahead will demand an increasingly diverse range of skills and we will provide the training necessary to equip you to meet the challenges of an ever changing but also very interesting working environment.

We live in a wonderful part of the world, a country with a very strong economy and one that has enjoyed over a century of unfettered democracy; an oasis in a troubled world still reeling in the aftermath of the global financial crisis. But we also live in a society where not everyone shares the good fortune enjoyed by so many. These are the people we sometimes serve at Interrelate: the poor, the powerless, those broken and disorientated by a family in disarray. What a privilege we have to play some small part to empower these people as they begin life again in the hope of a better future.



Executive Team



Melanie Bale
Director
People & Performance

The work of my team is all about the people of the organisation and how we can make Interrelate the place to work and have a career.

We offer careers that are rewarding and where you know that each day you are making a difference in the lives of children and their families.

We have an encouraging welcoming culture, great training and an employee rewards program.



Graeme O'Connor
Director
Corporate Services

The corporate services team provides an administrative support role for the organisation in the areas of finance, data, marketing and IT.

This provides an opportunity for people who are skilled in these areas to give something back to the community.

We are currently working on a number of cutting edge ways to support our clients via the web and through mobile applications.



Helen Isenhour
Director
Operations

The operations unit provides behind the scenes support for our Area Managers and regional teams as they provide quality relationship services and support for the many individuals and families that access our services.

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



Jonathan Toussaint
Director
Services

The services unit of Interrelate is responsible for ensuring clinical best practice in service delivery.

At Interrelate we have a commitment to respond to the increasingly complex needs of families.

My personal passion is for maintaining the wellbeing of children in all that we do. I believe every child should be nurtured and engaged with education and training.

Scan to watch



Karen Morris CEO

It's been another year of innovation and cutting-edge programs for Interrelate.

We've looked forward this year to rolling out our Reconciliation Action Plan to work more closely with our Aboriginal and Torres Strait Islander families and individuals. The plan has been approved by Reconciliation Australia and is now available on our website to download and read.

Our launch, production and development of Aboriginal Building Connections, what a landmark program that's been, funded by the Attorney-General's Department. We've been thrilled for this to have been completed in the past year and it will be rolled out nationally throughout 2012-2013.

We have new pilot programs including the Common Approach to Assessment Referral Support program, conducted in Lismore, which has been a huge success. The resources and innovative practice from this program will be rolled out through our other regions in the coming year.

The Co-ordinated Family Dispute Resolution pilot, funded by the Attorney-General's Department, with five sites across Australia, will help families with high family violence understand the need to concentrate on putting the safety and wellbeing of their children at the centre of their disputes.

The successful funding of our Respectful Relationships project, which will enable our Kids Connexions program to be conducted right around the state with around 12,000 children in the coming 12 months. We're really looking forward to positive outcomes for our children in learning how to be healthy in a relationship with themselves, their family, their world and with their friends.

Most of all I would like to acknowledge the hard work and commitment of all our staff who engage, support and empower our client families, making a real difference in communities across NSW.

A handwritten signature in black ink, consisting of stylized initials 'KM' followed by a long horizontal stroke.

10 NEW INNOVATIVE SERVICES AND PILOT PROGRAMS

Co-ordinated Family Dispute Resolution a pilot program funded by the Attorney-General's Department. This program is conducted at Newcastle and is a specialist model of family dispute resolution for families where past or current family violence exists.

Common Approach to Assessment and Referral pilot conducted in Lismore and funded by FaHCSIA. This successful program involved over 400 individuals and highlighted the importance of holistic assessment and referrals for families in need.



Bullying Awareness program sponsored by Newcastle Permanent Charitable Foundation.

Enabling primary schools in Newcastle and the Central Coast to receive vital education in creating a positive school culture.

Respectful Relationships program funded by FaHCSIA. Assisting over 11,000 Year 6 children throughout NSW to develop healthy relationships.



Aboriginal Building Connections funded by the Attorney-General's Department, will assist Aboriginal families to focus on their children despite conflict in relationships.

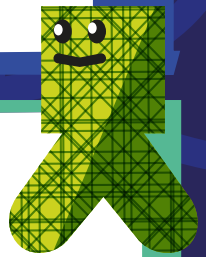
Auspicing five Family Law Pathway Networks (funded by the Attorney-General's Department) across NSW which enable effective networking of agencies and the legal fraternity to assist families during separation.

Family Referral Service funded by NSW Health and operating out of the Lismore centre. This service will provide intense referral and support for vulnerable families and children.



Interrelate's status as a Registered Training Organisation has been utilised to form a partnership with the University of Newcastle to provide specialist courses in Family Dispute Resolution and Relationship Counselling within the University's Masters of Family Studies.

Continued research and evaluation with our academic partners: Family Action Centre, University of Newcastle; Centre for Children and Young People, Southern Cross University and Australian Institute of Family Studies.



Establishment of the Aboriginal Working Party known as Kutanya (meaning "everybody/everyone") to provide cultural advice and consultation support across all areas of the Organisation.

Regional Reports



Julie Dale
Greater Sydney

"Our focus is very much on child inclusive practice and we ensure we always look for the child behind any relationship with parents.

Children need a community to help them grow and have successful outcomes, and a lot of our attention is placed on parenting programs in schools and working in partnership with schools around welfare and bullying programs."

Scan to watch



Matt Stubbs
Central Coast &
Hunter Newcastle

"A new project is the IFDR (Integrated Family Dispute Resolution) model.

Lots of families that come to us for family dispute resolution, there's high levels of violence, so what we're trying to do is, through partnership with other organisations, is work with some of these families to mediate agreements while keeping them and their children safe."

Scan to watch



Glen O'Hara
Mid-North Coast

"Another exciting initiative in this last year has been a continued collaboration with the Federal Magistrate Court in Coffs Harbour and the innovation that has come with that.

This has resulted in a great referral path and great outcomes for families going through family court. They can be referred on the spot through to some of the courses that we offer such as Building Stronger Families."

Scan to watch





Tracy Sheather
Lower Mid-North Coast

“There are several possible projects in the pipeline for the current year and beyond. One project which is being developed is to provide counselling in a less formal way to the Kempsey Aboriginal community.

The region has put a lot of time and effort into working on a quality improvement system to monitor and ensure the quality of service provided to all clients and consistently strive to improve service delivery.”

Scan to watch



Michelle McKenna
Central West

“One of the needs that has developed in the Central West is the danger of family breakdown with miners. Miners work shift hours and are not always with their family, so there is a lot of separation and social disadvantage such as drug and alcohol abuse and domestic violence.

As a result, we now offer services direct to miners, with extended opening hours of our centre to suit the needs of their schedule.”

Scan to watch



Julie Leete
North Coast

“CAARS is the Common Approach to Assessment Referral and Support. Lismore was chosen as one of four national sites to trial the CAARS tools.

We have trialled the tool over 400 times and the take home message was that child and family sensitive practice should underpin all the work that we do and has huge value.”

Scan to watch





MORE THAN MAKING MUSIC | DIDGE PROGRAM

Interrelate had been providing services in several locations across the Central Coast, but there was a desire to increase the number of services were being provided to the Aboriginal community.

One of the challenges that non-Indigenous organisations often face is how they develop relationships with Aboriginal people, and why Aboriginal people do not access mainstream services that are potentially “available” to them.

Matt Stubbs, Area Manager of Interrelate Central Coast set about actively trying to develop relationships with Aboriginal members & organisations to try to remedy the situation.

Matt began visiting Mingaletta Aboriginal and Torres Strait Islander Corporation and having conversations with staff, volunteers and community members.

This relationship continued without any direct program development until Interrelate co-organised a successful Family Fun Day with Mingaletta. Subsequently, Matt was invited to make the speech at the Sorry Day Ceremony held at the Woy Woy Peninsula.

Bob Williams, a local Aboriginal man had an idea to establish a group for the young boys on the Peninsula to be mentored and taught a stronger sense of respect for self, culture and community.

Bob's commitment and motivation was from his concern for their futures, this arose from his involvement in visiting young offenders who currently resided in a nearby Juvenile Justice facility. A significant percentage of the young men in these facilities are young Aboriginal boys from all over NSW.

The detention rate for Indigenous juveniles is 28 times higher than the rate for non-Indigenous juveniles. In 2007, Indigenous juveniles accounted for 59% of the total juvenile detention population.

Bob was determined to break this cycle yet recognised that there were few relevant programs in the geographic area for the boys and the potential for poor outcomes were high.

Bob contacted Matt and Interrelate committed to being involved to provide support to the boys and their families. This support aligned with Interrelate's Reconciliation Action Plan to "close the gap" between our peoples.

In mid-2011, Interrelate, in partnership with Bob Williams and Mingaletta, established "The Young Boys Didgeridoo and Cultural Group" to deliver programs with positive outcomes to the Aboriginal community.

The boys came after school to Mingaletta to take part in the ten week program. The boys started with raw didgeridoos, that were painted by them and then learned stories and learned how to play. There were about eight boys involved in the first group.

Fast forward more than one year later and this "10 week" group has grown in popularity and attendance. The boys now learn dance, song and traditional stories.

The teacher of the group, along with the influence of Bob, provides the boys with great role models from within their community as they move towards manhood.

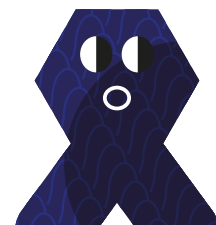


PHOTO: Some of the participants of the program

"I think it's fantastic these kids have come together to learn and share it with others. It is creating kids with confidence who will become leaders in the future."

- Matt Stubbs



YARN
with
YARN

“The Yarn creates a structured, learning space to voice our thoughts and feelings. It gives people the chance to be heard and assists others to listen.”

Finding your voice, sharing your story, feeling valued and increasing your connection with others? You have just described the essence of the Yarn with Yarn program.

The program creates a fun and structured space in which people’s stories can be shared, strengths can be validated and a team spirit can be built – who thought the simple act of using yarn could create such a wonderful opportunity.

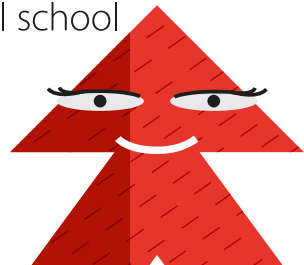
Everyone can throw yarn, it is an equal and simple point of initial connection which leads onto much bigger conversations.

The Yarning with Yarn project helps participants get together within a learning circle to help better express their thoughts and feelings.

The yarning promotes the enhancement of open, honest and verbal communication.

The process helps learning from peers through teamwork and a sense of community.

The very specific style of the Yarn with Yarn program has worked extremely well with our Aboriginal communities in the Central West and especially with Aboriginal school children.



Aboriginal building connections

for our Kids.

Interrelate has launched an expansion of its successful Building Connections parenting education program, Aboriginal Building Connections which includes a specific focus on the needs of Aboriginal & Torres Strait Islander families.

The launch at the Gathering Place Health Centre by the Attorney-General, Hon. Nicola Roxon MP is a culmination of Interrelate's efforts to build a culturally appropriate program with a focus on Aboriginal families experiencing family breakdown.

This work was funded by the Australian Government Attorney-General's Department for initiatives that provided "greater access to justice for everyone in our community, especially for those families facing disadvantage" said Attorney-General, Hon. Nicola Roxon MP.

"Based on the success of Interrelate's Building Connections program, Aboriginal Building Connections is intended to provide an additional choice for Aboriginal parents who find themselves engaged in the family mediation process.

In addition, the program is designed to create opportunities for service agencies, professionals and communities to work together within a paradigm of reconciliation" said Interrelate's Director Services, Dr. Jonathan Toussaint.

Five consultations have been carried out across New South Wales and Victoria; including groups of family preservation and restoration practitioners, community Elders (both male and female), Aboriginal out-of-home-care service providers, health care co-op staff, domestic violence support workers, men's programs, and youth support workers.



Photo: (left to right)

Dr. Jonathan Toussaint (Director Services, Interrelate),
Attorney-General, Hon. Nicola Roxon MP,
Karen Morris (CEO, Interrelate),
Uncle Reg Blow (Gureng Gureng Elder)



SCHOOL SERVICES

WE HELPED

**35,519 CHILDREN
IN OVER 350 SCHOOLS**

**TO COMMUNICATE WITH EACH OTHER ABOUT
BULLYING AWARENESS, RESPECTFUL RELATIONSHIPS & SEXUALITY.**

Responsible relationship education is instruction on issues relating to healthy relationships, self care, mental health, changes during puberty, human sexuality, protective behaviours and wellbeing.

Interrelate has the acknowledgement of government, education and health authorities to provide relationship education in schools throughout NSW.

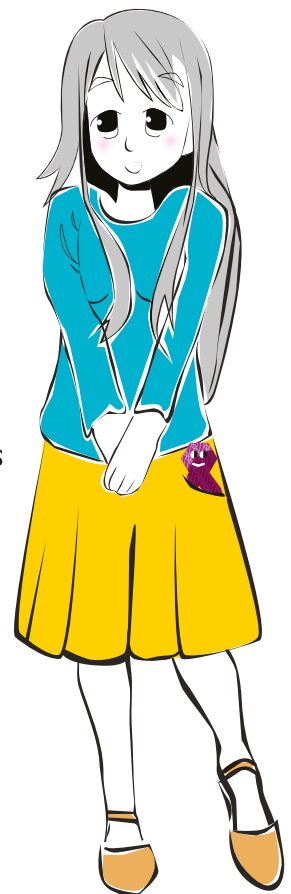
As a not-for-profit organisation, Interrelate's education programs operate on a user-pay basis with no funding from any other source.

So being able to secure ongoing sponsorship and/or donations will

enable the continuance of this vital service which has been operating since 1926.

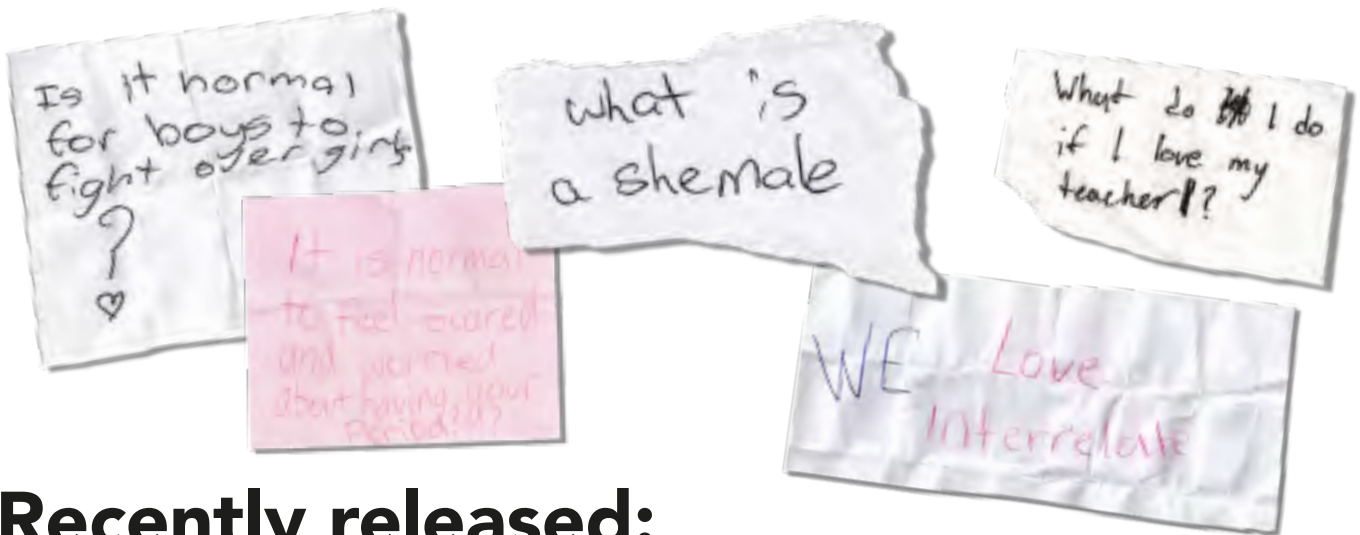
Education is so important that it provides help to meet young people's rights to information about matters that affect them, their right to have their needs met and to help them enjoy their lives and the relationships that they form.

Scan to watch



OUR RESOURCES

Children are naturally curious and are wanting to know more. Sometimes parents struggle to find the right answers for their children's questions... this is where our books can start natural conversations. Children who attend our programs are free to ask any question and know they will be given an honest, accurate and age appropriate answer.



Recently released:



100+ QUESTIONS KIDS HAVE ABOUT BULLYING

"What a marvellous and much needed resource for children and their parents!

100+ Questions Kids Have About Bullying offers practical strategies and sound advice based around real world examples of bullying. Whether you are interested in cyber-bullying or more traditional forms of bullying, this book answers all your questions in an accessible, easy to understand way. Congratulations to Interrelate for producing yet another high quality, youth-friendly resource with content directed by children, for children. Fantastic!" - NINA FUNNEL

(Nina is an anti-violence advocate and cyber-safety campaigner who was awarded the Australian Human Rights Commission Community (Individual) award in 2010 for her work in violence prevention.

WHERE CAN I GET THEM?

All our resources are available for purchase via our website

www.interrelate.org.au

500+ QUESTIONS KIDS HAVE ABOUT **SEX**

400+ QUESTIONS KIDS HAVE ABOUT **RELATIONSHIPS**

100+ QUESTIONS KIDS HAVE ABOUT **BULLYING**

100+ ANSWERS ABOUT **PUBERTY**

COMING SOON

100+ QUESTIONS KIDS HAVE ABOUT **HAVING A BABY**

50+ QUESTIONS FOR **DAD**

50+ QUESTIONS FOR **MUM**



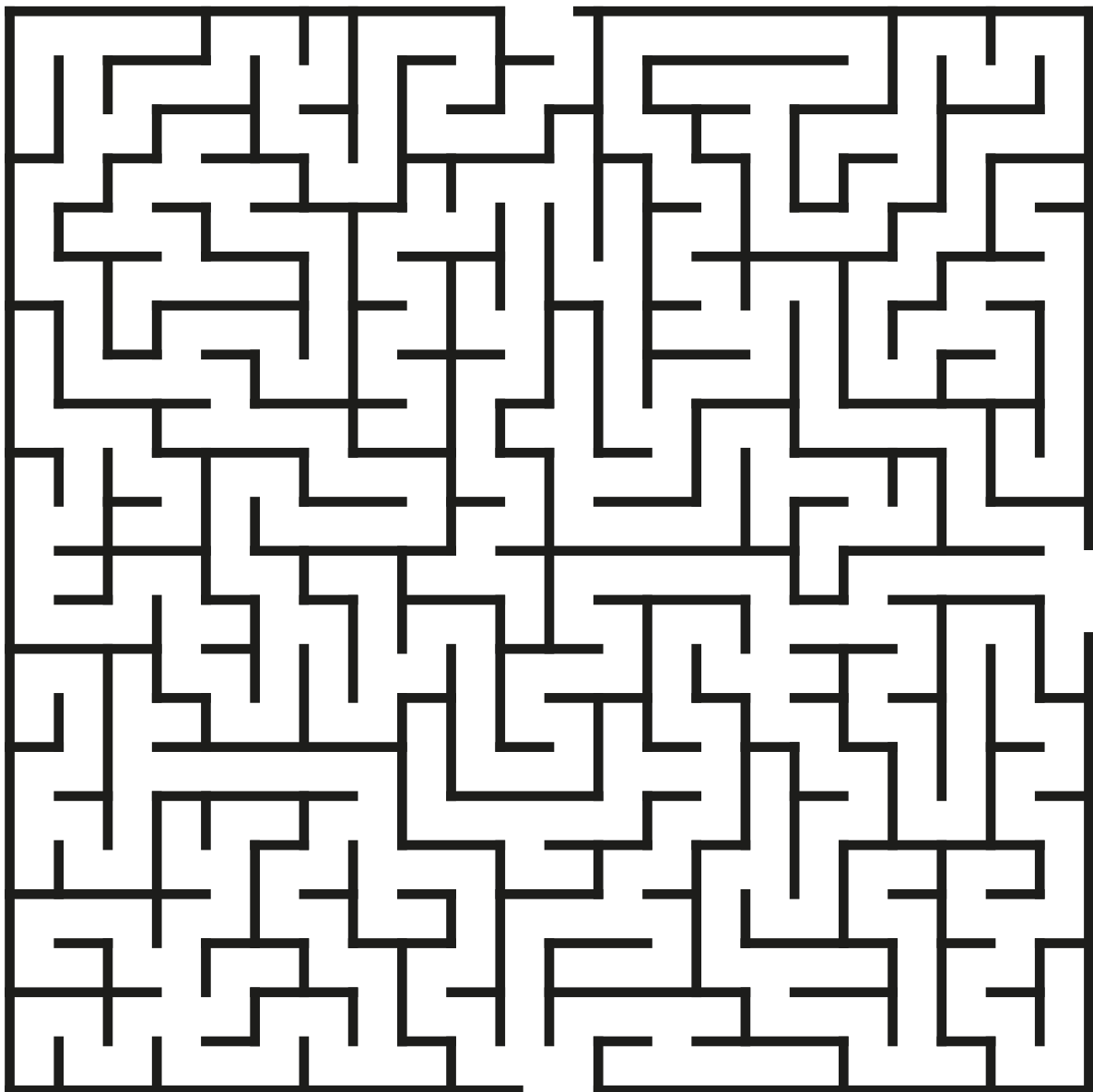
*Any profits from resource sales go toward funding our School Services programs

KIDS SPACE

can you help me get back home?



start



home



home

word search

help me find all the words that relate to families



HOLIDAY SCHOOL MOVIE GAME COOK FRIEND SHARE
LOVE RELATE MOB INDIVIDUAL FUN TOGETHER PLAY
LISTEN TALK COMMUNICATE FAMILY KIDS PARENTS

I R W L I S T E N R V C C F R V V Y M L
L J X K T U V H D M T O K I D S F U E P
I M I Y O U T G C T O G E T H E R M Q P
R Z J S C H O O L Y C A M Z N G G P H R
P L N K F R I E N D X Q Y K C O O K Z A
Y D C Y D A F P A R E N T S G C V T D A
J B Z Z X V P F B G E F F Y M O V I E I
O I A W E C Q G Y U L O V E H Q Z Y L C
V G R E L A T E C T H C T I Y G B W K Y
X O O N R G J B H D U E K Q K T G X A T
V P V Z Y S E K M T A L K F A M I L Y T
D Z O Y R W G J X G R H B O A F X A X R
M I N D I V I D U A L N Y J S L O X I U
Z Z Z L H M O B E R M U W B J G K S V I
H H C Q H E U I S E R I Q C O X S E Y D
F S X E X W V G K H O L I D A Y W Q N X
L C F U N C O M M U N I C A T E U G A P
Z J C K Z S H A R E G Q J H U F C A R E

ABOUT OUR CLIENTS



Where do we refer our clients?

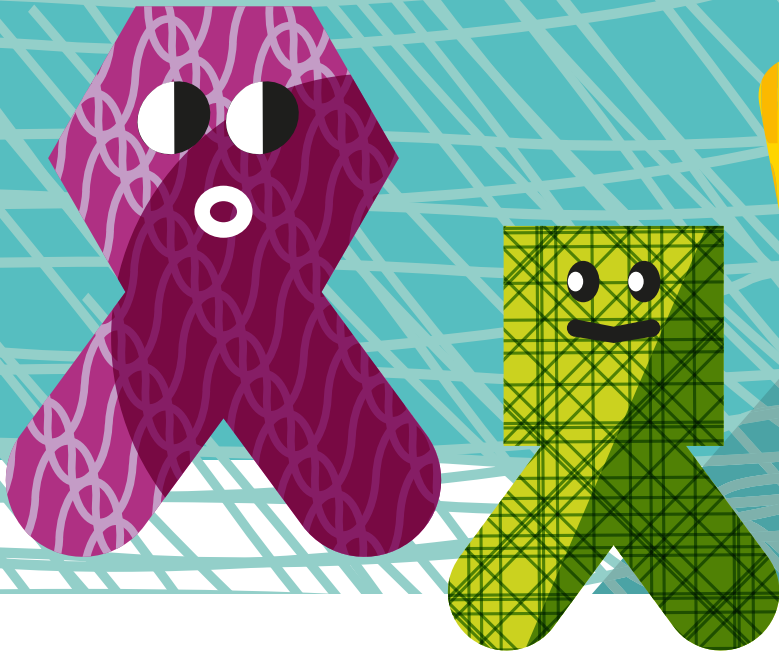
1. Professional at Interrelate
2. Community Legal Centre
3. Community organisation
4. Legal Aid Commission
5. Family Relationship Centre

How do they find us?

1. They seek us themselves
2. Through family/friend/neighbour
3. Family Relationship Centre
4. Private legal practitioner
5. Family Court - with an order

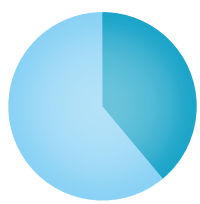
What are their presenting needs?

1. Communication issues
2. Conflict
3. Post separation parenting
4. Stress
5. Dealing with relationship difficulties

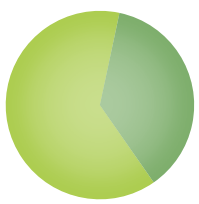


THIS YEAR WE
HELPED
51,270
 PEOPLE
 WITH THEIR
 RELATIONSHIPS

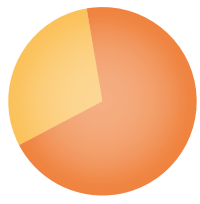
Age of our clients



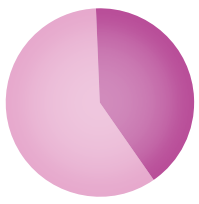
39%
 of our clients earn
 \$25,000 or below



37%
 of our clients are either
 separated or divorced

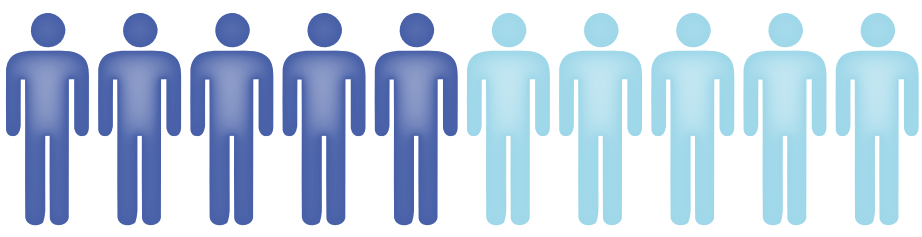


70%
 of our clients earn
 \$50,000 or below

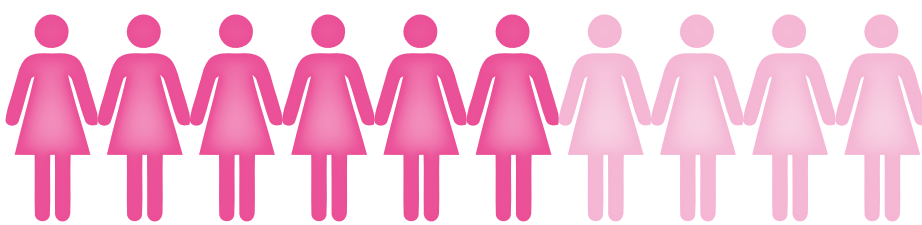


41%
 of our clients are either
 unemployed or not in workforce

Client gender breakdown



46%



54%

Annabella's story

"I feel more and more strengthened to be able to deal with those things that come along."

Life's brighter, much brighter."

Scan to watch





make a difference
**Support
families**

Your donation helps us provide much needed services and programs to disadvantaged and vulnerable families and their children that would otherwise go without.

**Support a
person through
counselling**

\$50

Scan to donate



**Support our
school services
programs**

\$100

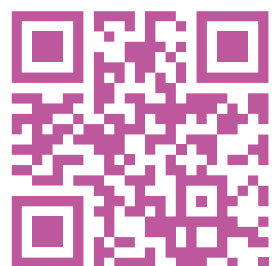
Scan to donate



**Support a
family with
children**

\$200

Scan to donate



interrelate

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Bella Vista NSW 2153

Tel 8882 7800
Toll Free 1300 736 966

www.interrelate.org.au

 facebook.com/interrelate

 [@InterrelateFC](https://twitter.com/InterrelateFC)

Relationship Service Centres

Bella Vista
Tel 02 8882 7850

Coffs Harbour
Tel 02 6659 4150

Dubbo
Tel 02 6815 9650

Central Coast
Tel 02 4363 8050

Lismore
Tel 02 6623 2750

Newcastle
Tel 02 4016 0550

Orange
Tel 02 6360 0895

Port Macquarie
Tel 02 5525 3200

Sutherland
Tel 02 8522 4450

Family Relationship Centres

Coffs Harbour
Tel 02 6659 4100

Central Coast
Tel 02 4363 8000

Dubbo
Tel 02 6815 9600

Lismore
Tel 02 6623 2700

Newcastle
Tel 02 4016 0566

Sutherland
Tel 02 8522 4400

Taree
Tel 02 6551 1200