



Relationships Australia
TASMANIA

**Annual Report
2011-2012**

Our vision

Our long-term vision is a Tasmanian community where all people enjoy positive, respectful relationships. As a major step towards this, by 2014 we will have outcome measures that show the difference our work makes to people and their relationships.

Our mission

We are a not-for-profit community-based organisation dedicated to encouraging and supporting positive, respectful relationships.

We aim to provide services to all Tasmanians, when and where they need them.

Patron

His Excellency The Honourable Peter Underwood AC
Governor of Tasmania

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Mrs Greta Marshall	Mr Ron Adams
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President's Foreword



The last year has been a challenging one financially for Relationships Australia Tasmania (RA Tas), but we have come through in a very strong position.

The majority of our funding comes from governments that have been dealing with major financial challenges. Their response, in part, has been to drive for greater efficiency in their spending instead of contracting more services out to the not for profit sector, and this has had obvious ramifications for our operations.

Nevertheless, despite some reductions to our core funding as a result of less contract expenditure by the Australian Government, we have delivered strong financial results. The Board has worked with management to diversify our sources of revenue through the year and to develop new streams of business consistent with our charter. These two areas are priorities in our strategic plan, and the Board will continue to focus on them in the coming year to work with management to help put RA Tas on an even firmer financial footing for the future.

More importantly, we have dealt with these challenges at the same time as we have continued to deliver the highest quality counselling and support services in Tasmania. All of us involved with RA Tas should take great pride in the fact that through our work last year, we made a positive difference in the lives of more than 8,600 Tasmanians.

Often, maintaining high rates of customer service in a difficult financial environment can produce stresses and strains on an organisation. The Board has been adamant that despite these challenges, it expects the work environment in RA Tas to continue to improve. We were delighted this year to see that the organisation's annual Quality of Work Life survey results were the strongest they've ever been.

Our success in Tasmania also means that when we speak on the national stage, other members of the Relationships Australia Federation listen. Our CEO is a strong advocate nationally, and this has resulted in partnerships with groups such as the breast cancer research network and SBS. At the same time, participation in a strong federation gives us strong brand recognition and exciting new opportunities for collaboration. It's a win-win.

Great results depend on a great team, and I want to thank my fellow Board members for their efforts throughout the year. I also want to

congratulate all the staff of RA Tas for their incredible work across the State, and for making the lives of so many people in our community better.

Greg Johannes



CEO's Report



This is the first year in recent memory that Relationships Australia Tasmania (RA Tas) has published an Annual Report of this type. Because we are part of the federation of Relationships Australia organisations across the country, there is a National Annual Report in which we would normally provide a couple of articles, and then insert our financials into the back of that report.

This year we wanted to celebrate more than just two or three achievements and have provided this comprehensive Annual Report for staff, our members, and external stakeholders as an acknowledgement of the year that we have had.

The 2011/2012 financial year was unusual in that we didn't have any major new work or contracts to roll out, instead it was a year where we put a lot of energy into internal structures and processes.

We worked hard in the lead up to the beginning of the 2012/2013 financial year for the implementation of the new client information management system, now in place, called Penelope.

We conducted research into future proofing the community in the Circular Head area.

We had a much greater focus on outreach, particularly in counselling where we have traditionally been quite centre based.

We had some significant staffing changes with the departure of Debbie Evans as our long serving Deputy CEO, and with Michael Kelly so ably stepping into this role. We also welcomed Flora Dean as Director Early Intervention Services, based in Launceston, and Narelle Pamplin as Director Post Separation Services.

We became involved with the Communities for Children Council for the Launceston to George Town area and were successful in our application to the Tasmanian Community Fund for the North West Children's Contact Service playground project.

Also in the north the use of the Children's Contact Service venue was expanded with the commencement of Adjunct Care at the Paterson Street office.

In our business services area we commenced a review and upgrade of our IT systems including capacity, hardware, moving to a single system and upgrading our data capacity. We also doubled the size of the IT Department to two staff.

Fringe Benefits (FB) salary packaging changes were fully implemented in April. An external company, AccessPay, now

administers FB on our behalf, with overwhelmingly positive feedback from staff. There has been an increase in the number of staff availing themselves of the salary packaging option—a total of 77 staff had taken up the option.

The collocation of our mediation services to the Family Relationship Centres so we can now offer property, workplace and children's mediation services under the one roof was also successful and has led to a smoother experience for clients accessing both elements of these services.

Also in Post Separation Services we responded to the shortage of accredited Family Dispute Resolution Practitioners (FDRP) by running the Graduate Diploma training in partnership with Relationships Australia South Australia (a Registered Training Organisation), which has resulted in us having employed two fully trained and accredited FDRPs in the north west.

In Children's Services South we have been working towards the creation of the new Child and Adolescent Services Unit where we have pooled our resources to provide a specialist therapy service for children and adolescents. *Heartbeat* groups that use planned and intentional use of music to achieve therapeutic goals have been running in primary schools for children who are at risk of or have experienced trauma.

There is not enough space here to mention everything that we do, and everything that we believe is innovative, worthy of celebrating and, most of all, which we believe makes a difference for our clients.

I do though want to sincerely thank all of the staff at RA Tas for their wisdom, compassion and for their commitment to the clients. I also want to thank members of statewide management team for their contribution to the day to day operations of the organisation, the support they provide staff and to their insight into the needs of clients. The CEO Leadership Group make my job easy, and I want to thank them, and especially Michael Kelly—I couldn't ask for a better Deputy CEO.

Thanks to everyone for an amazing 2011/2012. I look forward to the successes in the new financial year.

A handwritten signature in black ink, appearing to read 'Mat Rowell'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Mat Rowell

Tasmanian Institute of Sport – an employee assistance partnership with RA Tas

Every job has its challenges and every workplace has its dilemmas. But what happens when your job is an elite athlete or aspiring to become an elite athlete?

The Tasmanian Institute of Sport (TIS) has many hard working, high performing athletes who are individually focused on achieving top results in their field. Being an elite athlete means investing a large amount of time in training, competing and doing everything required to excel in a business that only rewards the very best. Often when elite athletes are striving to achieve their ultimate sporting goals, their peers have finished their education and are starting their first professional jobs. In an industry that can literally cut you off at the knees, retirement does not come at 65; it might come as early as 25.

Some research suggests that athletes with an integrated lifestyle are more likely to achieve their sporting goals, cope better with stress and injury, and have more confidence in what the future will hold after sport.

Combining education, career and a personal life with a high performance sporting career is a challenge. For the past eight years RA Tas has been assisting the TIS Athlete Career and Education (ACE) program support elite athletes across the five sport programs, three elite development programs as well as individual athlete scholarships, to achieve their sporting and life goals through integrating learning, work and sports performance.

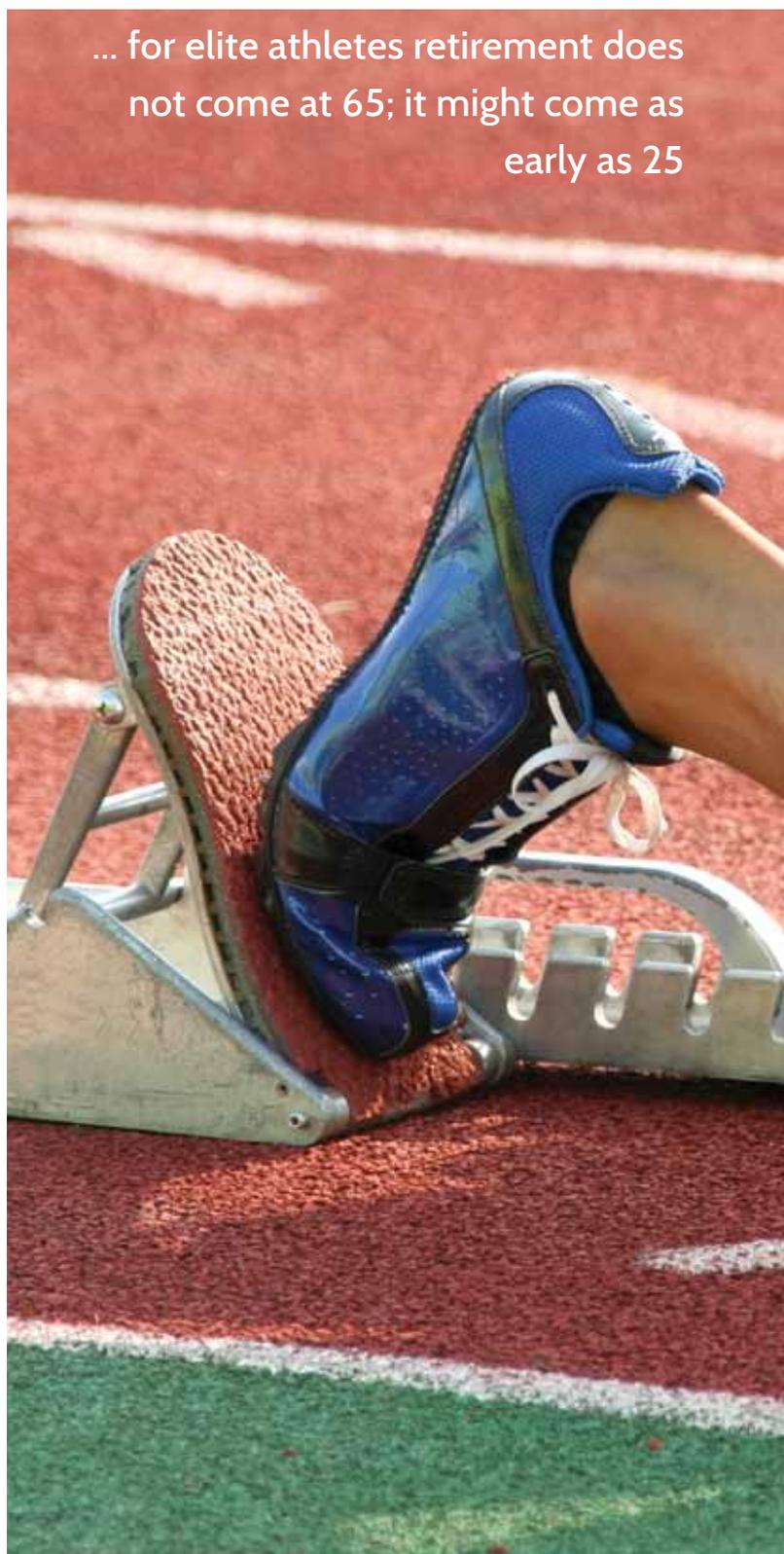
Over the course of this relationship RA Tas has provided counselling, workshops and mediation. Counsellors have also provided debriefing to teams and supported them to work through a variety of issues including transition, trauma and loss.

In 2011 RA Tas provided workshops on social media awareness including the pros and cons of twittering, how to balance their sport, and respect and responsibility within the sporting environment.

The partnership with RA Tas offers TIS athletes a safe and confidential environment away from the record books to think and talk about issues they are facing that may impact on their personal and professional lives. Ultimately, athletes and the TIS benefit from this relationship.

RA Tas thanks the TIS for providing this perspective of the Employee Assistance Partnership.

... for elite athletes retirement does
not come at 65; it might come as
early as 25



PROVIDING DIVERSE SERVICES TO TASMANIANS

‘No wrong door’ – integrated approach to post separation services

Over the past year, Post Separation Services (Family Dispute Resolution and Children’s Contact Services) have developed and implemented an operational and practice model statewide to further ensure that clients with complex needs are provided with a more seamless and co-ordinated service response across post separation programs. The thinking behind the creation of the model was that no matter where clients made contact across the programs, if there were complex needs presenting, a case management response would ensure there would be ‘no wrong door’ for them when accessing services provided by RA Tas.

Accordingly, a number of professional development training sessions were undertaken to ensure teams in all programs were well versed in the services available to clients across the Post Separation stream.

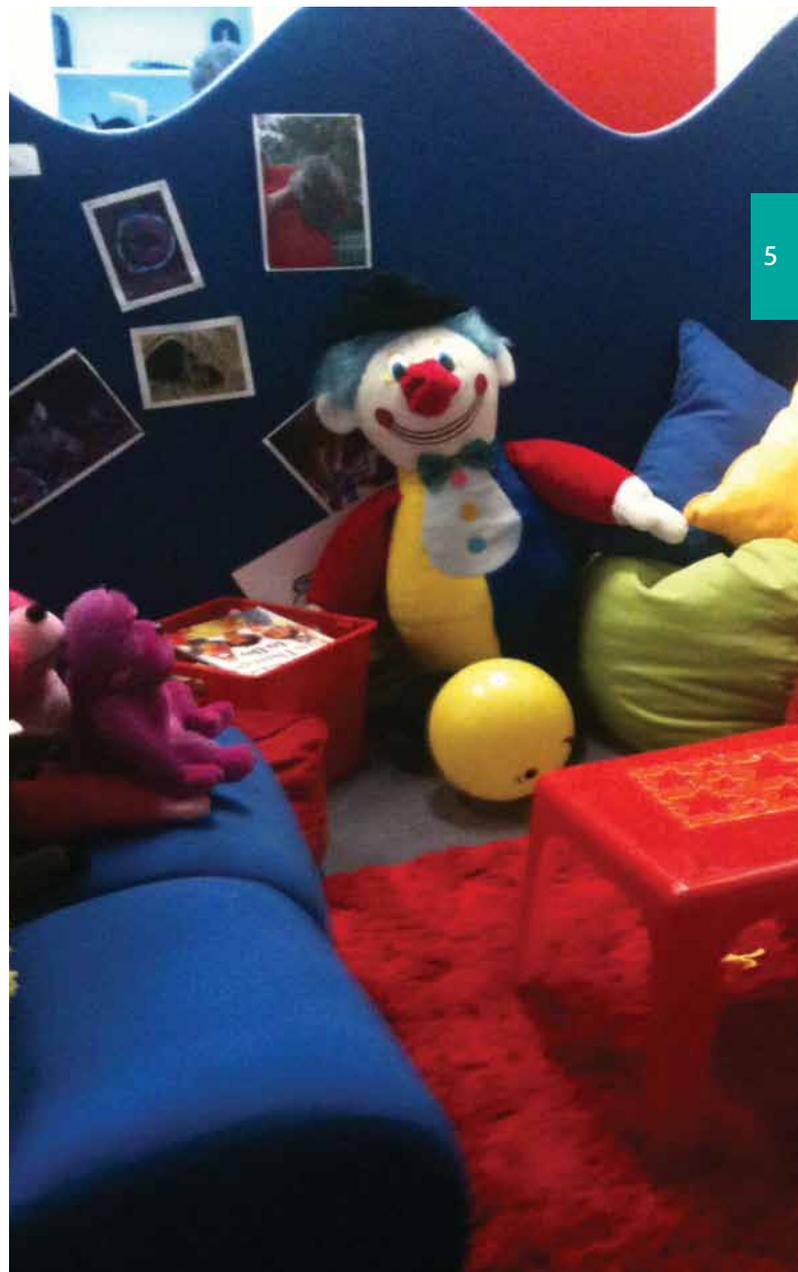
The development of a Family Advisor role was also implemented, with the intention that the Family Advisor would be the central point of reference for both practitioners and the clients themselves. A Family Advisor was appointed in the north and the south.

The Family Advisor, using a case management approach, now oversees and co-ordinates the clients’ movement through the range of available services.

The on-going evaluation of this service has resulted in a great deal of positive client and staff feedback. Clients have reported feeling well-supported and attended to; practitioners have reported that the role of the Family Advisor has proven invaluable to their practice when working with clients.

Another initiative undertaken simultaneously within Family Dispute Resolution Services was the collocation of Property Mediation. This move enables separating couples to resolve both children and property matters under the one roof statewide.

... a case management approach
provides clients with more seamless
access to post separation services



yadas – working with young Aboriginal people

As part of an ongoing commitment to developing strong and ongoing relationships with the Aboriginal community in Tasmania, 2011/2012 saw the development of the Young Aboriginal Drug and Alcohol Service (*yadas*), an exciting new program and partnership for RA Tas with Cornerstone Youth Services.

yadas, a service funded by the Australian Government, is offered to young Aboriginal Tasmanians aged 12 to 25 who live in the north of the state. The basis of this program is to provide our client group with a culturally appropriate service that not only steps outside the traditional counselling format of centre-based sessions but also delivers multiple services out in the community.

Building relationships with the Aboriginal community was an essential first step in the development of this service, to gauge what services were already available and to ask the community what they felt they needed.

An example of the success of this community consultation is the work *yadas* has been doing on Cape Barren and Flinders Islands. Through discussions with other services, the school and then the young people (YP) on the islands, there have been some great outcomes with a television advertisement

made with YP from the islands to advertise *yadas*, and also ongoing group work activities planned both on the islands and in Launceston where some YP are currently studying.

yadas also has a strong education focus and has been able to host the Mental Health First Aid training for service providers. The training was adapted to focus on working with Aboriginal people with mental health issues—one of our RA Tas staff delivered this aspect of the training. Feedback from participants was that they found the cultural aspect very useful to assist them in identifying the needs of their Aboriginal clients and in particular taking away some of their fears about offending their clients. The training also gave service providers a chance to build some new relationships with others who work in the sector.

yadas has steadily built a client base and support from other services over the last year, which is in part due to the flexibility of service provision it can provide. *yadas* provides one-on-one counselling, group work, outreach support, information, education and community development for YP; however, we also identify the important role that family members, significant others and community play in the lives of each individual. As such, *yadas* works hard to involve and work with and alongside all those significant people in clients' lives.

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PROVIDING DIVERSE SERVICES TO TASMANIANS

Working with the prison system - inside and out

RA Tas has been building strong relationships with clients within the state prison system through the TassieMale, Gamblers Help (GH), and Counselling programs in the south and the Reconnect program in the north.

In the south, counsellors have been visiting Tasmanian prisons on a fortnightly basis providing counselling and support to prisoners who have been assessed, or who have self-identified as having gambling problems. As part of the Gamblers Help case management model, our GH counsellors have also worked closely with the families of inmates who are problem gamblers.

One client told us that his extensive time in prison had made him fiercely independent and it was extremely difficult for him to seek help for his gambling problems. Permission was granted by prison management for day release for this inmate so he could attend our weekly GH group. This formed part of his preparation for release and will ensure he is well-supported to continue to address his gambling behaviours post-release.

The success of these visits can be measured by the ongoing engagement of these clients in the counselling process and the increasing number of referrals the organisation is receiving from clients via the prison authorities.

Over the past 12 months in the north of the state RA Tas has built upon the work of our Reconnect youth program and engaged in an ongoing relationship with Ashley Youth Detention Centre (AYDC), near Deloraine in the midlands of Tasmania.

AYDC is the only youth detention facility in Tasmania and is a unique environment. In line with national figures, Aboriginal youth are over-represented amongst AYDC residents and the Centre has often been in the media, cast in a poor light for various reasons. In the midst of these factors, RA Tas was invited to work with Centre staff and residents.

In mid 2011 the Aboriginal Health and Wellbeing program delivered two series of workshops. The first was to Centre staff on Aboriginal Cultural Fitness, which resourced them to better understand the experience of the Aboriginal youth in their care and to be aware of their own values and understanding. The second series delivered anger management sessions to both Aboriginal and non-Aboriginal young people, which assisted the young people to identify the triggers for behaviours they

wished to change, develop strategies to do this and to better understand the experiences of their peers. The intention of these activities was to increase the capacity of staff to work with the young people and assist the young people to develop awareness and skills they can draw on upon release and reduce the likelihood of their returning to the Centre.

Further workshops are being planned.

RA Tas is proud of its ongoing relationship with the Tasmanian prison system and their commitment to supporting prisoners to change the course of their future.



PROVIDING DIVERSE SERVICES TO TASMANIANS

Gardening, food and discussion – bringing new Tasmanians together

During 2011/12 RA Tas offered a range of activities that focused on improving the emotional health and well-being of Tasmanians from culturally and linguistically diverse (CALD) backgrounds including refugee families.

The *Healthy Start Through Playgroup* program, funded by the state Department of Health and Human Services (DHHS), aimed at improving the functional English and health literacy of families newly arrived in Tasmania in relation to parenting and healthy lifestyles in the new society. Over the three terms of the program families from Sudan, Rwanda, Eritrea, Congo, Indonesia, East Timor and Burma regularly attended the playgroup to share experiences and learn about healthy eating, child development, how to 'read' your child and how to play with them.

Visits to local playgroups, playgrounds and picnic areas facilitated interaction with the community and encouraged further development of the adults' and children's language skills to support the children's transition into pre- and primary school.

Thirty-three people from fourteen different countries including Rwanda, Congo, Burundi, Afghanistan and Sri Lanka as well as members from the wider Tasmanian community participated in the *Growing Gardens, Growing Communities* program, also funded by DHHS and presented in association with the Royal Tasmanian Botanical Gardens. In an enjoyable and relaxed environment participants learned about healthy eating and using unfamiliar vegetables, worm farming, and how to identify and cultivate plants using the 'no dig' organic method—knowledge they could use in their own homes. Several no-dig gardens resulted from these activities.

A CALD men's group met monthly at the RA Tas Hobart office enabling men to share personal successes and discuss issues and challenges as they settle into the Tasmanian community. This group continues to meet and welcomes new members.

The CALD Bridges Group, listed as a Promising Practice Profile on the Child Family Community Australia website, provided a forum for community members and service providers to work together to identify barriers and develop strategies to support successful transition into the Tasmanian community. The group, established in 2006 by RA Tas in response to the

growing need to disseminate useful information and to support the building of healthier relationships within the newly arrived communities, is seen as a credible reference point for input into government policy formulation. Representatives from both the Federal and State governments attended its monthly meetings during the year.



CONNECTING WITH COMMUNITIES

Heartbeat - music therapy supporting children

Heartbeat is a group music therapy program that is designed for primary school aged children who are at risk of or who have experienced trauma. Facilitated by the Child and Adolescent Services Unit (CASU) and offered in schools within the Greater Hobart area the program focuses on the planned and intentional use of music to achieve therapeutic goals.

Heartbeat works with the children to improve their social skills and interaction, self-expression and emotional literacy through non-verbal, body based interventions such as movement to music, music and relaxation, improvisation, and song writing. Musical equipment such as drums and guitars, purchased using a grant from the Tasmanian Community Fund in late 2011, is an integral part of the program.

Each music therapy method used during sessions provides the children with opportunities to experience personal choice and

control, to improve their listening skills, to learn and practice self-regulation skills, and to participate in opportunities for self-expression.

It is believed that the children who participate in *Heartbeat* will experience long-term positive changes including improved emotional and social well-being and enhanced coping strategies for self-support.

Heartbeat is offered as one session per week over a period of eight weeks; a maximum of six children attend each group. CASU practitioners work with school staff and families wherever possible to identify students who may benefit from participating in the group as well as to provide an overview of the program content, and to discuss support strategies that can be used outside of the group context.



... music therapy supports
children who have
experienced trauma

Working with Aboriginal communities on Cape Barren and Flinders Islands

RA Tas offers the local Aboriginal community (palawa people) a culturally sensitive counselling and community development service in northern Tasmania. This includes the beautiful remote Cape Barren and Flinders Islands which have a large population of Aboriginal people, and a strong connection to Aboriginal culture, tradition and practices.

An important part of the work on the islands has involved art therapy.

Using art therapy and creative responses, community members have been able to explore issues around anger, depression and geographical isolation. Clay modelling enabled one group to explore their relationships with loss, and to communicate with each other to resolve their grief in healthy and constructive ways. Activities involve working with leather, silk screen painting, clay, felt and the islands' natural resources.

There are also numerous opportunities to work with individuals, couples and families with therapeutic counselling for those who would rather work 'one to one' instead of in a group setting.

An Aboriginal men's group has also been established on Cape Barren Island. Models of traditional Aboriginal healing methods have been adopted by the group. This offers the men a safe place to talk and heal on Aboriginal land, and to reflect on their own personal journeys, learn strategies for positive change and to be more in touch with their physical, spiritual and cultural needs and practices. It too reflects on self and community leadership, health and well-being, healthy relationships and identity.

Camps have been organised along with sport and recreation that includes a local men's table tennis tournament and fishing and hunting expeditions. Working with the men has created an opportunity to be able to speak honestly about their pride as Aboriginal Tasmanians, or 'Island Aborigines', and the struggles that can occur when living in a remote location. This includes lack of service provision from certain sectors and short term funding and 'band aid' projects. They also speak of 'island politics', the cost of food on the Island and lack of genuine activities for the young residents.



... lack of service provision, short-term funding and 'band aid' projects are part of the struggle for island communities

CONNECTING WITH COMMUNITIES

North West Children's Contact Service Playground Project

In 2007, RA Tas purchased two buildings at North Fenton Street. One of these was renovated specifically for use as the North West Children's Contact Service (NWCCS). Due to the costs of renovations, all available funding was used. This left us with an active service, a great building, and a large out-of-doors area for kids to play, but no funds to develop this space to its full potential.

In 2011, RA Tas successfully applied to the Tasmanian Community Fund for a grant of money to purchase and install playground equipment for children who use the Children's Contact Service, and other children who access the venue.

... outdoor play re-building relationships between children and parents

Our objective was to create an environment that enhances the capacity of children to develop and maintain a meaningful relationship with the parent who does not live with them. This is especially significant when children only see one of their parents when attending supervised visits at the NWCCS as they do not have the opportunity to leave the Centre to engage in outdoor activities together. Such activities have been found to be of great assistance in re-building relationships with parents where children have missed out on spending time with both parents.

The playground also encourages children to be active, promotes fitness and actively supports the development of gross motor skills. All of these can assist in the development of strong and healthy children.

By November 2011, the playground was installed and in use, and in 2012, the finishing touches are being installed with the addition a basketball area.

Our thanks go to the Tasmanian Community Fund for enabling this project, and the Devonport City Council for their support.



Reaching local communities

In line with our strategic direction and commitment to providing services to all Tasmanians where and when they need them, in 2011/2012 RA Tas increased its outreach services and presence in local communities.

A service agreement with Tasmania Medicare Local enabled RA Tas to provide a free service through the Access to Allied Psychological Services (ATAPS) program, to people identified by their doctor as having mental health issues. This service is now offered in 14 communities around Hobart. Our ATAPS work led to a close working relationship with Tasmania Medicare Local, GPs and other community service providers enabling us to provide more effective referrals and wrap around services for individuals and families in their own local communities.

RA Tas began offering services in four new locations in the south last year—Triabunna, Nubeena, New Norfolk, and Risdon Vale—and expanded services to different localities in the Huon region.

In Dunalley RA Tas ran self-care groups for carers, and was invited to the *Bumps to Bubs* group to talk about respectful relationships and how group members could effectively support one another, maintaining confidentiality and personal safety, whilst living in a small tight knit community.

Respectful relationships workshops were also provided for a group of young women with intellectual disabilities who are living independently in supported clustered units. The workshops centred on ways that the women could respect personal privacy and be positively assertive with one another. A 'stop, wait, go' traffic light symbol was used to help them practise thinking about their reactions to each other.

RA Tas worked closely with the Migrant Resource Centre and the Phoenix Centre in southern Tasmania to support new arrivals from culturally and linguistically diverse (CALD) and refugee communities, and provided dedicated CALD liaison workers to facilitate access to our services.

In the north of the State, our 'At the Farm Gate' service continued to provide support to dairy farming families in the Circular Head region with the worker meeting families and communities wherever they may be: at the farm, at field days, clearance sales or community events. In 2011/12, the

service particularly focused on risk taking behaviours among young people. Attending the local Youth Fest, RA Tas provided interactive activities and engaged in discussions with young people and their families on a range of issues of concern to them including mental health, drugs and alcohol, sexual health, personal safety, bullying, youth violence, road deaths and injuries.

Gambling was a significant community concern in Circular Head as well as on the East Coast. Whilst many associate gambling with 'pokie machines', online gambling, 'social gambling' and risky money practices were seen as quite problematic in rural communities experiencing stress and challenge. RA Tas continued to provide counselling and financial counselling services to people affected by problem gambling themselves as well as to members of their family.

RA Tas began providing family relationship counselling and counselling for problem gambling in two new locations in the north: Bicheno and Campbell Town.

Our work and presence in Aboriginal communities also continued to grow with more than 100 Aboriginal Tasmanians engaging with the service on Flinders and Cape Barren Islands, the greater Launceston area, on the East Coast and other areas of the state.



... services expanded to new locations across Tasmania

Training professional Family Dispute Resolution Practitioners

During the 2011/2012 financial year, RA Tas successfully conducted three training courses in the nationally recognised *Vocational Graduate Diploma of Family Dispute Resolution*. This was done in conjunction with our partner Registered Training Organisation, the Australian Institute of Social Relations, auspiced by Relationships Australia South Australia.

These courses involved intensive class work over four weeks including training in working with vulnerable parties, family violence, child inclusive practice and the family law. Participants came from a variety of employment backgrounds and in order to be eligible to enroll, had to have either university degree qualifications in law, social sciences or dispute resolution, or diploma level with significant work experience in the area.

Following the classroom work, students were required to complete a placement practicum in order to be accredited as a Family Dispute Resolution Practitioner (FDRP). Most students elected to do their placement with RA Tas either at the Hobart or Launceston Family Relationship Centre; others chose to use alternative placements, for example, with the legal firm in which they were currently employed.

Feedback from students was overwhelmingly positive with such comments as:

It was of great benefit not only as training as an FDRP but also as a manager.

It has given me a solid understanding and experience in mediation and skills and a qualification I can take into the workplace.

As a legal practitioner the course really helped me understand how it was for clients who are separating and enabled me to think about a client's situation in a much more in-depth way rather than just through the legal lens.

RA Tas also used the opportunity to train our staff to assist with a recruitment shortfall in accredited FDRPs.

... RA Tas training future professionals

Contributing back to the Profession

As part of RA Tas' ongoing commitment to professional learning, a statewide Student Unit has been developed for students completing the practical component of their studies within the organisation. The Student Unit aims to provide a 'whole of organisation' approach to student learning where the students have access to workers from across the state. It also allows a more co-ordinated response to student learning than the placement being program specific.

The Student Unit has been partially funded by a grant received in early 2012 from Health Workforce Australia through the University of Tasmania; it will ensure that we are able to provide work spaces, resources and technologies appropriate to their needs. It will also ensure that we are able to continue to provide a valuable, diverse and supportive placement that meets the needs both of students and the organisation into the future. RA Tas will be working closely with the University of Tasmania to build the Student Unit, particularly in relation to Social Work students, to ensure we have regular and ongoing opportunities for students to work in all programs across RA Tas.

Students wishing to complete their practicum at RA Tas are required to submit an expression of interest to the Student Placement Co-ordinator who will make an assessment of where the student may be best placed within the organisation.

The student meets with the placement co-ordinator as well as a nominated supervisor to discuss what specific activities the student may engage in. Activities may include, but are certainly not limited to, one on one counselling sessions, community engagement activities such as involvement on stalls and information sessions, research and policy development, supervised visits with children, group work or report writing. The aim is to take a more targeted approach to planning the placement so that the experience is maximised for the student and the organisation.

During the year we welcomed three Social Work and two Psychology students from the University of Tasmania in the north and south as well as three students studying Counselling courses externally from Universities in mainland states.

Listening to the voice of the community

As part of RA Tas' commitment to supporting rural and regional communities, a report was commissioned to document a snapshot of what people living in Circular Head think and believe about their region, an area of Tasmania that has faced some difficult times in recent years.

A further goal of the report was to gain an understanding from local people of what additional social and community support services might be needed.

Released in November, the report, funded by the Department of Premier and Cabinet and prepared by Rural Development Services, *Local Voices: Enquiry into Community Assets in Circular Head*, highlighted not only the strengths and assets in the community but also some of the key challenges in the future.

The report was all about future-proofing the community and adapting to change. It identified Circular Head as a community with great strength, tenacity, perseverance and community spirit, but despite these great assets and strengths, there are times when some additional support would be necessary.

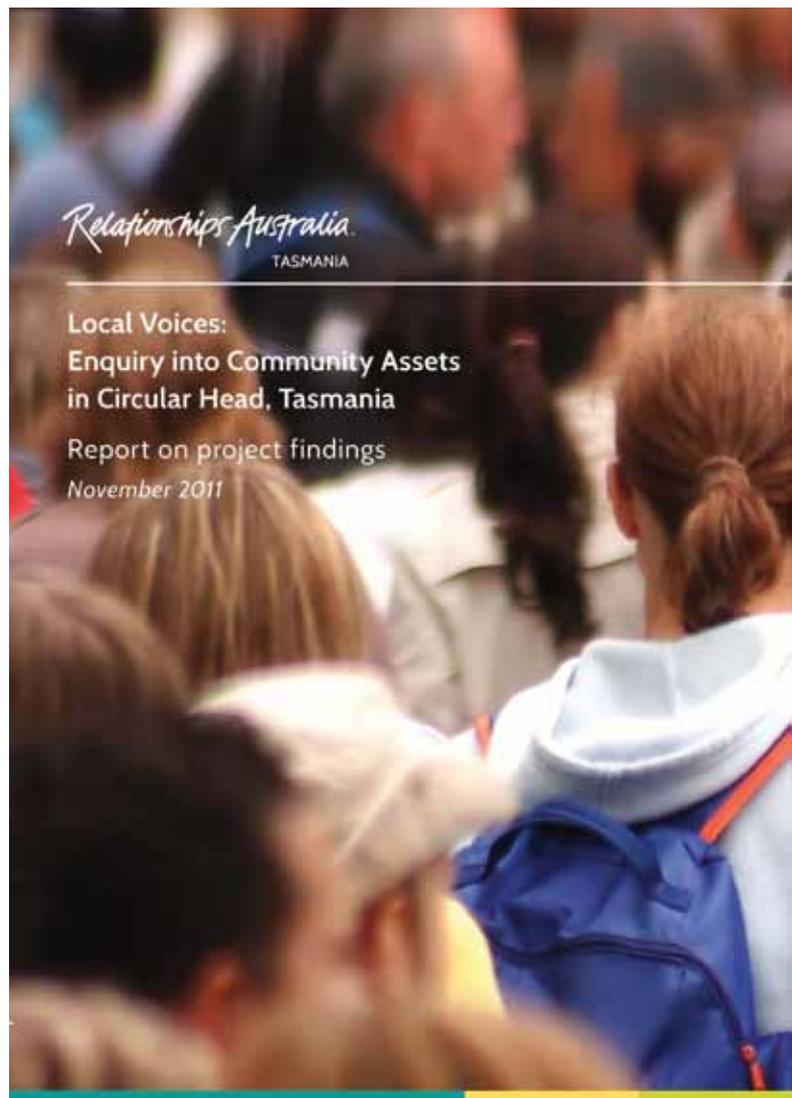
The report made a number of recommendations including the further development of community assets, investing in a region-wide mental health strategy, increasing support for families and access to family transport.

Along with increasing participation, developing locally based projects that assist with cost of living and building on the economic diversity of the region, the existence of a number of community partnerships was seen as being essential not only for its future success but also its foundations.

RA Tas is committed to an ongoing role in this community.

RA Tas thanks those members of the community in Circular Head who gave generously of their time to share their views, their personal stories and their insights in preparation of this report. We also thank Maree Fudge for her remarkable research and skills of inquiry and her ability to listen to the people, the Circular Head Council for its input and participation and willingness to look at the recommendations, and the Department of Health and Human Services for continuing funding of the service in the Circular Head region.

Local Voices: Enquiry into Community Assets in Circular Head is available on the RA Tas website: tas.relationships.org.au



... great strength, tenacity, perseverance and community spirit characterise the people living in the Circular Head area

Action Research improving outcomes for young people

Participatory Action Research (PAR) provides an opportunity to observe and reflect on service delivery and community needs. Ongoing engagement with the practice therefore has the potential to improve service delivery, maintain connection with the local community, and proactively strive for professional excellence.

PAR is an essential tool used by Reconnect, a program that aims to support young people (12 to 18 years of age) at risk of disconnection from education, family and community, by providing support that will reduce the likelihood of homelessness for those individuals.

In recent years Reconnect has considered sexual diversity, community partnerships and collaboration with other services as part of its PAR activities.

The team has reflected on macro questions such as:

- What would it take to undertake contextually appropriate early intervention work with gay and lesbian clients? - leading to improved referral pathways for GLBTI clients and reduced barriers to access
- What would it take to maximise involvement and collaboration with schools, and what does it take to address these? - leading to more collaborative group work within school settings
- What would it take to improve early intervention outcomes through coordination of and collaboration between services delivered by government and the community sectors? - leading to combined service delivery and collaborative case work for individual families and young people

More recently the team has reflected on a micro question related to independence:

- What do you think it would take to improve pathways to healthy independence for young people, through local community connections in the Launceston region?

The Reconnect team had observed that many services continue to work independently and at times with minimal collaboration, and that resources (both practical and human) were rarely shared or utilised effectively. A partnership between staff from the Reconnect service, Centrelink Social Work team and a newly established supported youth accommodation service sought to

address this issue by inviting staff from local youth services in the Greater Launceston area to a Reconnect-facilitated 'open thinking' session to discuss ways to build future connections and to generate new ideas for engaging local young people in healthy pathways to independence.

One of the outcomes of the first session, attended by approximately 25 people, was to identify four core areas of resilience and healthy independence pathways of young people—relationships, education, early intervention, and life skills. Future sessions will include young people and will further explore each preferred strategy on the ideas generated by the group.



Financial management

Relationships Australia Tasmania made an operating surplus of approximately \$61,000 in the 2011/12 financial year.

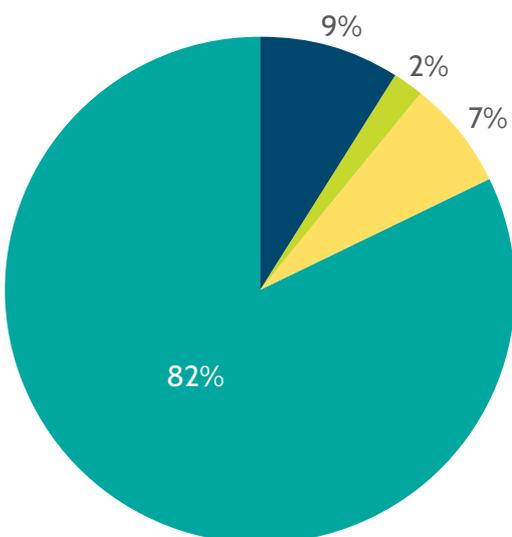
Overall operational costs increased by approximately 3% in the 2011/12 financial year compared to the 2010/11 financial year while overall income reduced by 1% during the equivalent period.

The surplus was achieved despite overall reduction in Commonwealth grant funds by approximately \$125,000. Nevertheless the organisation maintained its services to clients and continued to invest in the workforce through external training and leadership development.

Fee for service income reduced by approximately 5% in 2011/12 financial year. This was a result of reduced demand and financial difficulties experienced by clients in the current economic climate. However, an improving trend was noted towards the latter part of the financial year.

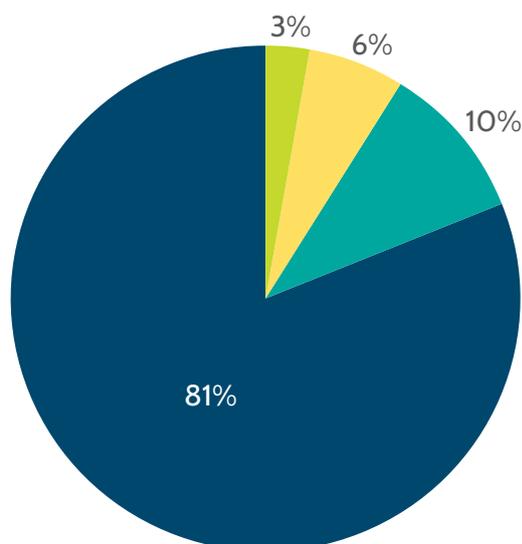
The organisation will continue to ensure that it operates in a financially sustainable and robust manner through sound governance and disciplined expenditure.

Sources of Income



- Client Fees
- Grant - Commonwealth
- Grant Other Sources
- Other Income

Areas of expenditure



- Travel and Communication Costs
- Office Occupancy and Running Costs
- Personnel Costs
- Other Expenditure

A complete set of audited financial statements is available from the organisation upon request.

Financial Information

	2012 (\$)	2011 (\$)
Revenue		
Grant income and fees	6,780,149	6,809,476
Other income	138,575	158,324
Total Revenue	6,918,724	6,967,800
Expenditure		
Employees	5,574,962	5,389,678
Other operations	1,282,818	1,265,896
Total Expenditure	6,857,780	6,655,574
Net Surplus	60,944	312,226

Hobart

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Regional Centres**Bicheno**

Bicheno Health and Resource Centre
 94 Foster Street
 Bicheno 7215

Bridgewater

Green Point Medical Services
 9-11 Hurst Street
 Bridgewater 7030

Burnie

Burnie Community House
 24 Wiseman Street
 Burnie 7320

Campbell Town

Campbell Town
 Multipurpose Centre
 70 High Street
 Campbell Town 7210

Clarence

GP Super Clinic
 16/22 Bayfield Street
 Rosny 7018

Cygnat

Cygnat Community Health Centre
 1 Frederick St
 Cygnat 7112

Dover

Esperance Multi Purpose Health Centre
 15 Chapman Ave
 Dover 7117

Dunalley

Dunalley Neighbourhood House
 172 Arthur Highway
 Dunalley 7177

Huonville

Huonville Community Health Centre
 6 Sale Street
 Huonville 7109

Kingston

Kingston Community Health Centre
 29 John Street
 Kingston 7051

Kingston Beach

Kingston Beach Health Centre
 2 Recreation St
 Kingston Beach 7050

New Norfolk

Community Health Centre
 3 Richmond Street
 New Norfolk 7140

Nubeena

Office (adjacent to Pharmacy)
 1628 Main Road
 Nubeena 7184

Risdon Vale

Risdon Vale Community Health Centre
 32 Sugar Loaf Road
 Risdon Vale 7016

Scottsdale

Day Centre
 Scottsdale Hospital
 Cameron Street
 Scottsdale 7260

Sorell

Sorell Community Health Centre
 57 Cole Street
 Sorell 7172

St Helens

Healthy House
 5 Portland Court
 St Helens 7216

St Marys

St Marys Community Health Centre
 Gardiners Creek Road
 St Marys 7215

Triabunna

Spring Bay Community Health Centre
 7 Esplanade Street
 Triabunna 7190



Relationships Australia.

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