



*Relationships Australia.*  
TASMANIA

## Annual Report 2012-2013

# Patron

His Excellency The Honourable Peter Underwood AC  
Governor of Tasmania

# Board Members

as at 30 June 2013

|                           |                   |
|---------------------------|-------------------|
| President                 | Greg Johannes     |
| Vice President            | Mary Bent         |
| Secretary                 | Ella Dixon        |
| Treasurer                 | Richard Colquhoun |
| Southern Representative   | Diana Williams    |
| Northern Representative   | Vacant            |
| North West Representative | Maureen Doherty   |
| General Representative    | John Groom        |
| General Representative    | Wendi Key         |

# Management Team

as at 30 June 2013

|   |                 |
|---|-----------------|
| CEO   | Mat Rowell      |
| Deputy CEO  | Michael Kelly   |
| Chief Financial Officer                                     | Navin Ram       |
| Director Early Intervention Services                        | Flora Dean      |
| Director Post Separation Services                           | Narelle Pamplin |
| Manager Children's Services South                           | Claire Jones    |
| Manager Post Separation Services North/North West           | Simon Reeve     |
| Manager Counselling and Community Services South            | Jules Carroll   |
| Manager Counselling and Community Services North/North West | Tim Henry       |
| Manager Family Dispute Resolution South                     | Soleil Poynton  |

# Honorary Life Members

|                     |                     |
|---------------------|---------------------|
| Mr Ron Adams        | Mr Giffard Causon   |
| Mr Graham Marshall  | Mrs Greta Marshal   |
| Dr Russell Pargiter | Mrs Margaret Watson |

# Contents

|   |    |
|---|----|
| President's Foreword  | 2  |
| CEO's Report  | 3  |
| <b>INCREASED SUPPORT FOR THE TASMANIAN COMMUNITY</b>                      |    |
| Just for Kids   | 4  |
| Child & Adolescent Services Unit  | 5  |
| Past Adoption Program   | 6  |
| Find & Connect - Supporting Forgotten Australians & Former Child Migrants | 7  |
| Lesbian, Gay, Bisexual, Transgender & Intersex Community Action Plan      | 8  |
| <b>LEARNING FROM AND WITH OUR CLIENTS</b>                                 |    |
| <i>Suicide Grief - Personal Stories of Suicide Loss</i>                   | 9  |
| Working Together to Drum 'Beat' the Odds in George Town                   | 10 |
| Aboriginal Services: Cultural Fitness Package                             | 11 |
| Southern Aboriginal Reference Group                                       | 12 |
| <b>POSITIONING RELATIONSHIPS AUSTRALIA TASMANIA FOR A BETTER FUTURE</b>   |    |
| Refurbishment of Northern RA Tas Premises                                 | 13 |
| Review of Corporate & Administration Services                             | 14 |
| Relationships Australia Tasmania Organisational Structure                 | 15 |
| New Client Data Management System   | 16 |
| Client Intake Centre - providing positive support for clients             | 17 |
| Financial Management  | 18 |
| Our People  | 19 |
| Locations & Regional Centres  | 20 |

# President's Foreword



Relationships Australia Tasmania has continued to grow this year despite the challenging financial circumstances being experienced by our major funders in government. This year we have continued to help thousands of Tasmanians, from all walks of life and from new client groups.

At the heart of our organisation is our people, and 12/13 has seen a major investment in understanding the culture and values that drive our organisation and ensuring all of our people have the opportunity to shape the direction in which we're going. This has been essential to complement and build upon the great work that has been done by the organisation in recent years to invest in our systems and processes.

Of course, our people are already among the best in the business, and it's a testament to the quality of their work and the strength of our reputation that we have been able to respond quickly this year to emerging needs in our community. Our work to help victims of the Christmas bushfires on the Tasman Peninsula and those affected by past adoption practices, including supporting participants of Tasmanian Parliament's apology are two cases in point.

We also took the opportunity this year to bring new skills and experience onto the Board. Three new members joined us in 2012, bringing wide ranging community, government and private sector networks and skills to the table, and challenging us to think differently about the nature of the business. The diversity of views around our Board table is a real strength for the organisation and ensures we never indulge in group think.

Working closely with management, the Board has improved the quality of the governance it provides by introducing a Finance, Audit and Risk Sub-Committee this year while also participating actively in strategic direction setting for RA Tas. We're all excited by the potential for online service delivery, in particular, to help us reach an important new group of clients and to provide more accessible services for existing clients.

I know I echo the views of all Board members and the senior management team with which we work when I say that I am immensely proud of the support that RA Tas provides and the contribution that the people who work throughout the organisation make every day to improving the lives of Tasmanians. I'm confident that as we focus even more strongly on the development of our people, and the opportunity to deliver innovative new services, the importance and reach of that contribution will only grow.

A handwritten signature in black ink, appearing to read 'G. Johannes'. The signature is fluid and cursive, with a large loop at the end.

Greg Johannes



# CEO's Report



As I enter my fifth year as the CEO of this organisation I want to thank all of the staff, Board, and stakeholders of RA Tas for their contribution to the work of the organisation. It is fair to say that things never stay still in the complex environment in which not for profit organisations operate and we have had our share of change, success and challenge. Our external environment continues to shift around us with political uncertainty, a new national regulator in the Australian Charities and Not for Profits Commission and increasing demand with decreasing resources in some areas.

The 2012 - 2013 financial year was an eventful one at RA Tas. It was characterised by a lot of introspection regarding our internal processes and also by the movement into some new areas of service delivery for us.

These are some of the key highlights of the past financial year.

RA Tas was appointed by the Tasmanian Department of Health and Human Services to deliver the Suicide Prevention Initiative. This saw us initiating the Tasmanian Suicide Prevention Community Network, the first annual Suicide Prevention Forum, including the re-establishment of the LIFE Awards, and the launching of the Lesbian, Gay, Bisexual, Transgender and Intersex Community Action Plan for Suicide Prevention.

We commenced working with Forgotten Australians and those affected by past adoption practices in Tasmania when we successfully tendered for the Find & Connect and Past Adoption services. These are important services for people in Tasmania, which flowed out of apologies offered by Australian Parliaments.

RA Tas also entered the world of Student Welfare Officers when we were registered and approached to provide Student Welfare Officers (under the Australian Government's School Chaplaincy and Student Welfare Officer Program) for five schools around Tasmania, a number which is growing.

The Minister for Community Services, Julie Collins and then Attorney General, Nicola Roxon, chose our Children's Contact Centre at 18 Clare Street to launch the discussion paper Future of the Family Support Program.

Internally we worked hard to get the new Client Information Management System up and running, as well as installing a new VOIP telephone system. In Launceston, the Board invested in the refurbishment of the vacant space into a new group room and client consulting rooms. We held our first staff conference with 100 staff attending two days of professional development.

Significantly we undertook two major reviews: of our corporate and administrative services, and of our organisational culture. Both of these reviews involved consultation with staff at all levels, and a number of changes to more logically and efficiently group our administrative and corporate functions and to assist us with ways to continue to improve the positive culture of RA Tas for staff and clients.

I have also been busier in my national role as Chair of Relationships Australia Inc, our national coordinating body.

I want to thank all staff for their hard work and dedication to our clients, and to thank the Managers and Directors for their contribution. Michael Kelly is such an able and competent Deputy for me to have, and I couldn't do my job without his support, challenging and insight.

Mat Rowell



## Just for Kids

Just for Kids is a service funded by the Communities for Children Initiative in the Launceston to George Town region. The service provides a four week education program for small groups of primary school aged children whose parents have separated or who are living with extended family. The groups are offered in school settings and are targeted to 6-8 year olds and 9-12 year olds respectively who live in or attend school in the region.

### ... empowering children in post-separation situations

Just for Kids delivers key messages that empower children in post-separation situations. Children learn that separation occurs in many families, it is not their fault that their parents split up, that there are different rules in different homes, and that feelings such as anger, fear and confusion are normal but can make things worse if kept inside. Over the course of four weeks children are encouraged to identify the people in their lives who they can trust, places where they feel safe and to develop a personal list of activities they could try if things become difficult for them and they need to help themselves feel better.

Many of the children involved have presented with lower levels of literacy and many come from disadvantaged backgrounds. In seeking a resource to engage with children, Just for Kids has developed a series of stories that are told from the point of view of young native Australian

### ... linking children and families with support services within the school and local community

birds. The Just for Kids facilitator uses puppets with the younger children and a series of cartoons for the older children to convey the stories that flow from one week to the next, each addressing a different topic yet carrying common themes.

Just for Kids actively works to link children and families with other support services both within the school and in their local community. By co-facilitating the groups with a school social worker, school chaplain or student welfare worker wherever possible, it also encourages children to feel safe to talk with someone from their school community.

To date the Just for Kids program has been a huge success with over sixty children participating in a group in the first half of 2013, and schools seeking to book groups up until the end of the 2013 school year.



## Child & Adolescent Services Unit

In July 2012 RA Tas launched its Child and Adolescent Services Unit (CASU) to provide a single entry point into the organisation for counselling and support that is specifically tailored to the developmental and unique needs of children and young people. CASU is staffed by a multi-disciplinary team of specialists who use a range of play- and activity-based interventions to help children with areas such as parental separation, depression, anxiety, bullying, and grief and loss.

Providing a single entry point for access to services ensures a seamless experience for this often-vulnerable group as the child or young person can be matched with the appropriate program and practitioner at the outset.

Since its inception, CASU has offered short- to medium-term services to over 260 children and young people who

have been referred by parents as well as a range of medical and other professionals.

Practitioners have observed that children attending CASU sessions have increased coping strategies and can better regulate their emotions, and have noted that children themselves often report improvements. Feedback from parents during the year frequently reflected positive changes in children's behaviour, improved relationships and greater engagement with family, school and/or friendships.

**... children attending CASU sessions have increased coping strategies and can better regulate their emotions**



## Past Adoption Program

On 18 October 2012, Premier Lara Giddings formally apologised to families who were subjected to forced adoptions as part of a national approach to recognise the effects of former forced adoption policies and practices. As a complement to this apology the Government made a commitment to ensure that those affected by past adoption practices have access to additional support that will enable them to move towards emotional healing. This support makes it possible for individuals to gain information about their past, their identity and their family members as well as the circumstances surrounding their involvement with forced adoption practices.

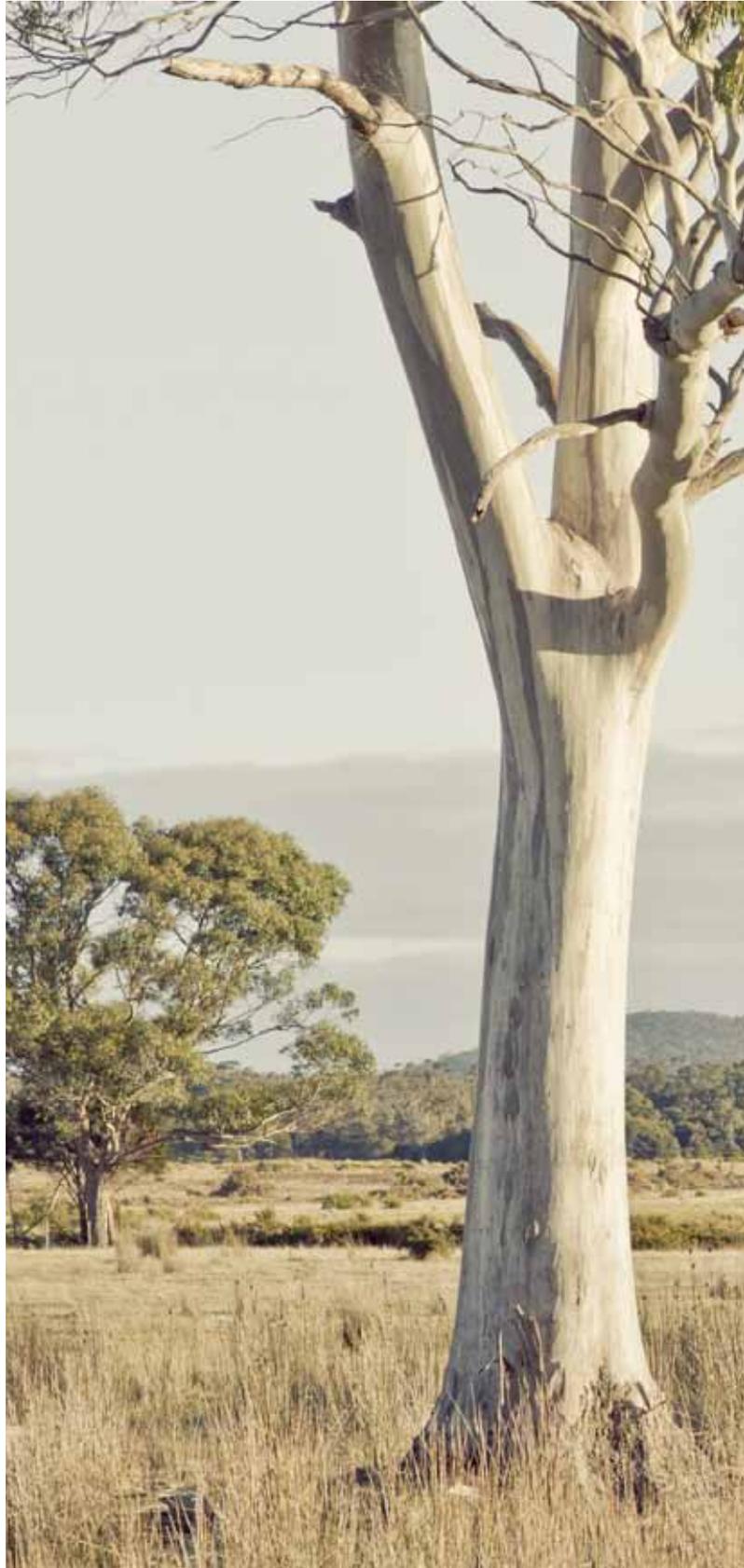
RA Tas has been funded by the Tasmanian Government to provide a Past Adoption Program in the north and south of the state.

The Program runs on a case management model and provides clients with access to a case worker who carries out a needs assessment and assists the client to engage with relevant services and agencies. This includes:

- specialist counselling services focused on issues such as identity, grief, loss, guilt, trauma and other relationship issues stemming from their experience of adoption
- support and assistance to access records and trace family members as appropriate
- peer support and group programs
- referral options.

The Program will run as a twelve month pilot with a worker based in the south and one in the north.

**... supporting those affected  
by past adoption practices**



## Find & Connect - Supporting Forgotten Australians & Former Child Migrants

In 2012 RA Tas was funded by the Australian Government to provide personal support to help improve the lives of Forgotten Australians and Former Child Migrants as part of a national network of Find & Connect support services. The program focuses on assisting those who, as children, including Former Child Migrants, were placed in care in children's homes, institutions, orphanages and other forms of out-of-home care last century. It enables them to access personalised support and counselling, to obtain their personal records, trace their history, understand why they were placed in care and where possible to reconnect with family.

The RA Tas Find & Connect service was launched on 16 November 2012, the anniversary of the national apology to Forgotten Australians. While based in Hobart, the service is available statewide and flexible outreach support including home visits and telephone calls have been provided.

Clients have accessed this new service for a variety of

reasons including searching for their personal records, support to read and understand them, assistance to complete paperwork for compensation claims as well as for general counselling and support.

While the numbers accessing the service have been relatively small, the benefits have been considerable. The RA Tas Find & Connect worker reported that all clients have displayed a great amount of courage in taking these steps to revisit and try to make some sense of their past. *'They are all amazingly resilient and gracious individuals in spite of the challenging lives they have lived as a result of traumatic and unhappy childhoods spent in out-of-home care. It has been an honour and a privilege to work with each and every Find & Connect client.'*

RA Tas will continue to work collaboratively with Find & Connect services in other states, government agencies, past providers, and service providers to offer a cohesive and comprehensive support service to Tasmanians in the coming year.



The wattle has long represented the spirit of Australia. It symbolises our shared values of compassion and fairness. On 16 November 2009, Australia acknowledged and apologised to the Forgotten Australians and the Former Child Migrants for the wrongs and injustices of the past.

## Lesbian, Gay, Bisexual, Transgender & Intersex Community Action Plan

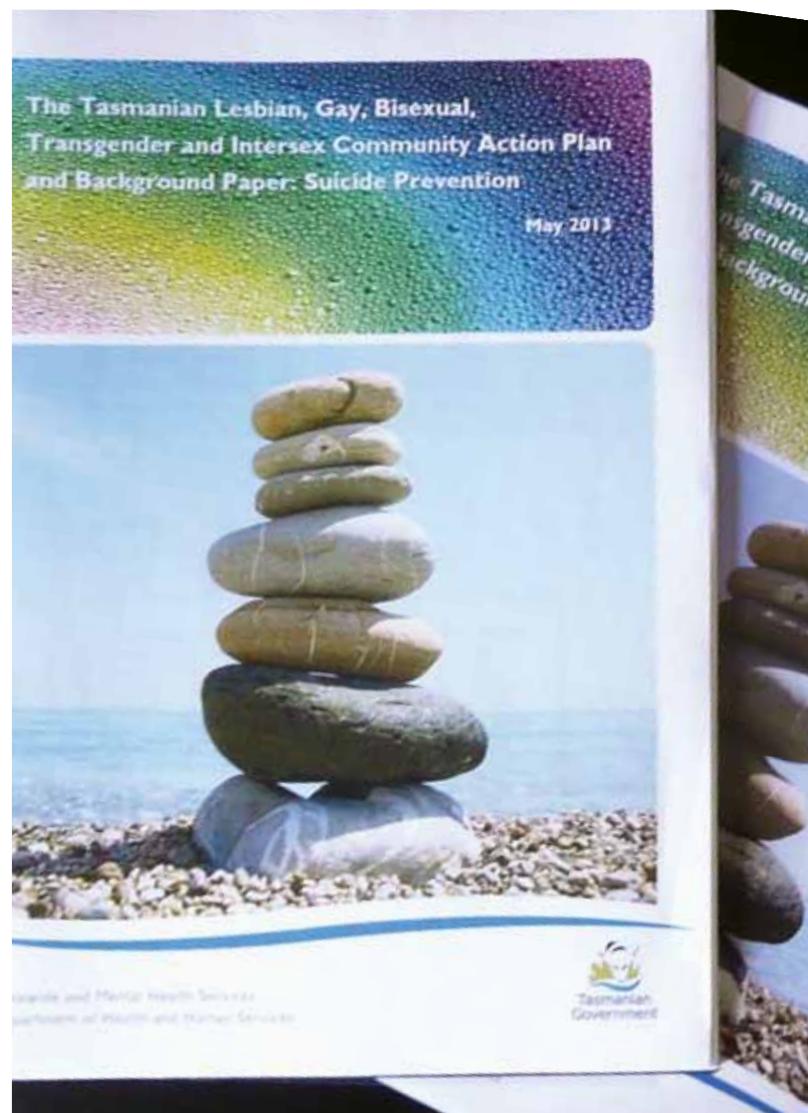
As part of Tasmania's Suicide Prevention Strategy, RA Tas was funded by the Department of Health and Human Services to develop the Tasmanian Lesbian, Gay, Bisexual, Transgender and Intersex Community Action Plan (LGBTI CAP) to guide suicide prevention activities for LGBTI communities. Development of the CAP involved the formation of three regionally-based working groups to engage with a range of community members and stakeholders, as well as a broad range of services and agencies.

The rationale behind the CAP focussed on the disproportionately high representation of LGBTI individuals in the areas of attempted suicide and self-harm, and the lack of reliable suicide mortality data for LGBTI communities. These issues were echoed through the consultation process with ongoing exposure to discrimination, prejudice and fear being highlighted as key factors that may lead community members to attempted or completed suicide.

The action plan takes a health promotion focus and identifies a number of initiatives that can occur within the Tasmanian community to minimise the impact of the issues raised. The plan makes recommendations in the following areas:

- challenging discrimination and prejudice: researching and applying accreditation processes, a family/friends/ally project, education processes for young people
- improving education and training: development and delivery of education packages for community organisations, non-government organisations and government agencies
- improving access to services and information: the establishment of Tasmanian LGBTI network and community education in culturally and linguistically diverse (CALD) communities
- improving health services: review of agencies for LGBTI inclusivity, and improved support for parents and friends
- improving crisis emergency response: training

... discrimination, prejudice and fear are key factors that may lead community members to attempt suicide



provision for crisis emergency response service providers

- reducing isolation: development of local action plans to support LGBTI community members.

These recommendations will provide a clear direction for work in this area over the next 18 months.

## *Suicide Grief* - Personal Stories of Suicide Loss

Following a successful two day conference on *Suicide Prevention Through Postvention* in October 2012, RA Tas, with funding from the Tasmanian Community Fund, produced a booklet *Suicide Grief - Personal Stories of Suicide Loss* as a support for people bereaved by a suicide death as they learn to live through the aftermath.

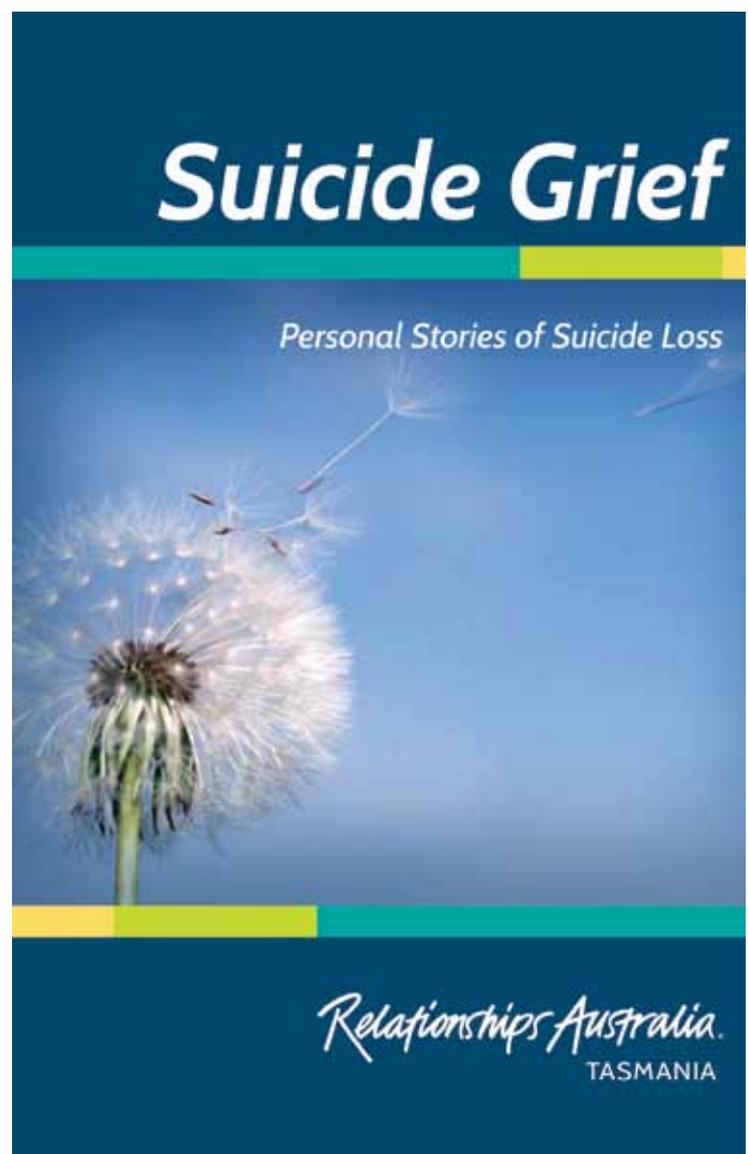
The topic of suicide continues to be somewhat taboo in our community both as a hangover from times when it was considered a crime and more recently where discussion of the subject is too painful for many people to consider. People who are grieving following a suicide death are at increased risk of suicide themselves. At the time when their need for support is possibly greatest they are often isolated because people don't know how to support them, or even realise that they need support.

**... the topic of suicide continues to be somewhat taboo in our community**

In *Suicide Grief* members of the Suicide Support Group and others who have been bereaved by a suicide death of a close relative share their stories as they learn to live through the aftermath - the amount of time that has passed since the deaths ranges from less than one year to twenty years.

Their stories offer personal insights to family and friends; psychiatrists, psychologists and counsellors; medical and allied health workers; employers and work colleagues of the bereaved to help them understand some experiences of those left behind after a suicide. It will also offer support to the grieving people themselves.

*'It takes courage, determination, and a special kind of resilience to speak out about the traumatic and tragic loss of a loved one to suicide'*



## Working Together to Drum 'Beat' the Odds in George Town

When people come together to take part in activities such as DRUMBEAT in communities that are at risk of being affected by social issues such as gambling, it enables them to develop skills that will help them cope with challenges and build resilience before they face adversity.

From July to October 2012 RA Tas' Gamblers Help Program in association with the Department of Education and with the collaboration of the George Town community began a drumming group for parents and another for their children who attend Port Dalrymple Primary School in George Town in the north of Tasmania.

*'DRUMBEAT has been enjoyable. More than I could have imagined! It has been an opening to release feelings, built up energy, exceptionally good for releasing negative feelings and making you feel good'*



DRUMBEAT is a program that encourages participants to strengthen social connections, build confidence and develop rhythm as they drum together. Participants are given opportunities to express, explore and share their thoughts and feelings in a safe, supported and creative way.

Eleven parents and ten students spent an hour each week for ten weeks drumming up a storm together. At the end of the course, student participants chose to give a public performance for sixty of their fellow classmates, and the parents chose to hold a public performance at the George Town Rotunda in the main street. To celebrate the adult drum group's graduation, a barbeque was provided at the George Town Neighbourhood House.

It was inspiring to see everyone come together to share their stories, find their groove and celebrate their strengths. Both young and more mature participants alike reflected that they felt more confident and able to express their feelings as a result of taking part in DRUMBEAT.

**... community drumming strengthens social connections and builds confidence**

## Aboriginal Services - Cultural Fitness Package

*'We acknowledge our Elders, past and present, the backbone of our communities; we acknowledge their hard work and resilience and often silent achievements' (Dedication to Elders past and present)*

The Cultural Fitness Package (CFP) is a significant and unique undertaking informed by collective wisdom and experiences of Relationships Australia (RA) Aboriginal practitioners and other Relationships Australia Indigenous Network (RAIN) members. The concept of the package has been driven by the desire to position RA as a national organisation that is committed to actioning reconciliation and developing cultural competence as everyday practice and in all aspects of RA business.

The scope and objectives of this project with people's lived experiences has resulted in a package informed by direct and relevant experiences, where contradictions and tensions have emerged in relation to roles, identity and positioning within personal and professional spaces.

The package is designed to provide a starting place to develop cultural competence and to facilitate action. The package is designed to assist RA staff within any RA branch

or location to engage with practices and understandings that will enhance Aboriginal and non-Aboriginal relationships and provide a model to 'do the work and think differently'.

### ... a starting place to develop cultural competence

The FITNESS metaphor of our term Cultural Fitness Package relates to notions of physical fitness. To become physically fit and to stay fit is a lifelong commitment to health. Similarly, cultural competence requires ongoing and regular input and engagement to gain sustainable benefits.

The package is made up of activities and challenges, and explores cultural bias, self-reflection and supporting cultural change.

The package is very much activity-based and includes information and resources that participants will need to start developing their cultural competence.

The majority of RA Tas staff including managers and the Leadership Group have participated in the CFP. The package is also offered to external organisations with a great deal of success.



## Southern Aboriginal Reference Group

The Southern Tasmanian Aboriginal Reference Group was established in 2012 to provide advice and guidance to RA Tas on matters relating to the provision and development of services for the Aboriginal community in Tasmania to ensure these services are culturally responsive and sensitive. The Reference Group is an integral component of the strategic direction of Aboriginal Services.

The group has several important roles including providing advice on aspects of service delivery, guiding the development of new programs, and providing feedback on existing programs to ensure they are culturally appropriate. It also offers input into the RA Tas Strategic Plan and the Vulnerable and Disadvantaged Client Access Strategy (VADCAS), and provides advice to the organisation on matters relating to important issues facing Aboriginal people in the south of the state.

Aboriginal people are the primary representatives on the Reference Group; however, to foster collaborative approaches to service provision for Aboriginal clients and communities, other key service providers including Centacare, Anglicare and Positive Solutions are also involved.

The important principles that guide RA Tas commitment to the Aboriginal communities in Tasmania are outlined in the *Statement of Service and Reconciliation to the Aboriginal People of Tasmania* which is prominently displayed in each office.

... ensuring services that are culturally responsive and sensitive



### Statement of Service and Reconciliation to the Aboriginal People of Tasmania

**Relationships Australia Tasmania**  
Acknowledges Aboriginal and Torres Strait Islander Australians, their spiritual, physical, emotional, mental and economic connection to the Land and Seas

Apologises for the atrocities that have been perpetrated on them and their ancestors

Recognises the continued impact on Aboriginal and Torres Strait Islander Australians today

**Relationships Australia Tasmania**  
Recognises and acknowledges that dispossession of Country and the disruption of family connections has resulted in a breakdown of social networks created through Aboriginal and Torres Strait Islanders' Knowledge, Law and Culture

**Relationships Australia Tasmania**  
Acknowledges the Traditional owners of the land, the Aboriginal Tasmanians

Adapted from the Statement of Service and Reconciliation to the Aboriginal People adopted by the Relationships Australia Indigenous Network (RAIN)

## Refurbishment of Northern RA Tas Premises

Whilst the heritage buildings of Launceston may be beautiful, creating accessible, welcoming and modern facilities within these buildings can be a challenge. The Paterson Street office in Launceston dates back to the 1800s when the premises was built as a warehouse. The original building required major works to make it suitable for consulting rooms, offices and the Children's Contact Centre as well as staff facilities. It was officially opened in 2010.

Further significant investment has been made in 2012, upgrading and expanding the premises to provide additional capacity for service delivery. The ground floor area, previously occupied by a hairdressing salon, was renovated to provide four new consulting rooms and a large training and meeting room. Moving consulting rooms from the first floor removed potential barriers to access as well as providing a more integrated reception, waiting room, client room area.

... major refurbishment  
increases service capacity in  
Launceston



13

The new training room has provided greater opportunities to provide a range of skills development workshops during the day as well as after-hours. The training room was made possible by funding from the Bridget Johnson Trust, originally established with a generous bequest to support the training and education work of RA Tas.

The new renovations will ensure that RA Tas has appropriate facilities, both now and into the future, which are warm, welcoming and accessible to all.

... whilst the heritage buildings  
of Launceston may be beautiful,  
creating accessible, welcoming  
and modern facilities within these  
buildings can be a challenge



# POSITIONING RELATIONSHIPS AUSTRALIA TASMANIA FOR A BETTER FUTURE

## Review of Corporate & Administrative Services

In August 2012 RA Tas engaged consultants to conduct a full review of its corporate and administrative services statewide.

The so-called 'back end' of the organisation is so vitally important to a well functioning client service organisation that it was essential to look at this in order to ensure that RA Tas had the right people in the right jobs in the right structure. All administrative staff in client services worker positions, in corporate services, business services and executive support roles, and IT, including managers and directors were consulted and in scope of the review.

The following changes were the key outcomes of the review; implementation commenced from January 2013:

- the creation of Client Intake Centres to separate client phone and face-to-face contact functions and ensure more effective and positive access to RA Tas services
- a reduction in management and director positions
- the creation of an Organisational Development unit, working with the management and executive group to deal with compliance, marketing, and other projects
- the recruitment of a Manager Client Services and Reception Statewide to provide greater support and consistency to these key front of house roles
- the move of responsibility for IT, HR and other corporate services functions to the Chief Financial Officer
- the consolidation of two executive support roles into one full time position with sole focus of supporting CEO, Board and Leadership Group
- reorganisation of the finance team to create clearer roles and processes, including the creation of an Organisation Support Officer role to handle assets, procurement and purchasing.

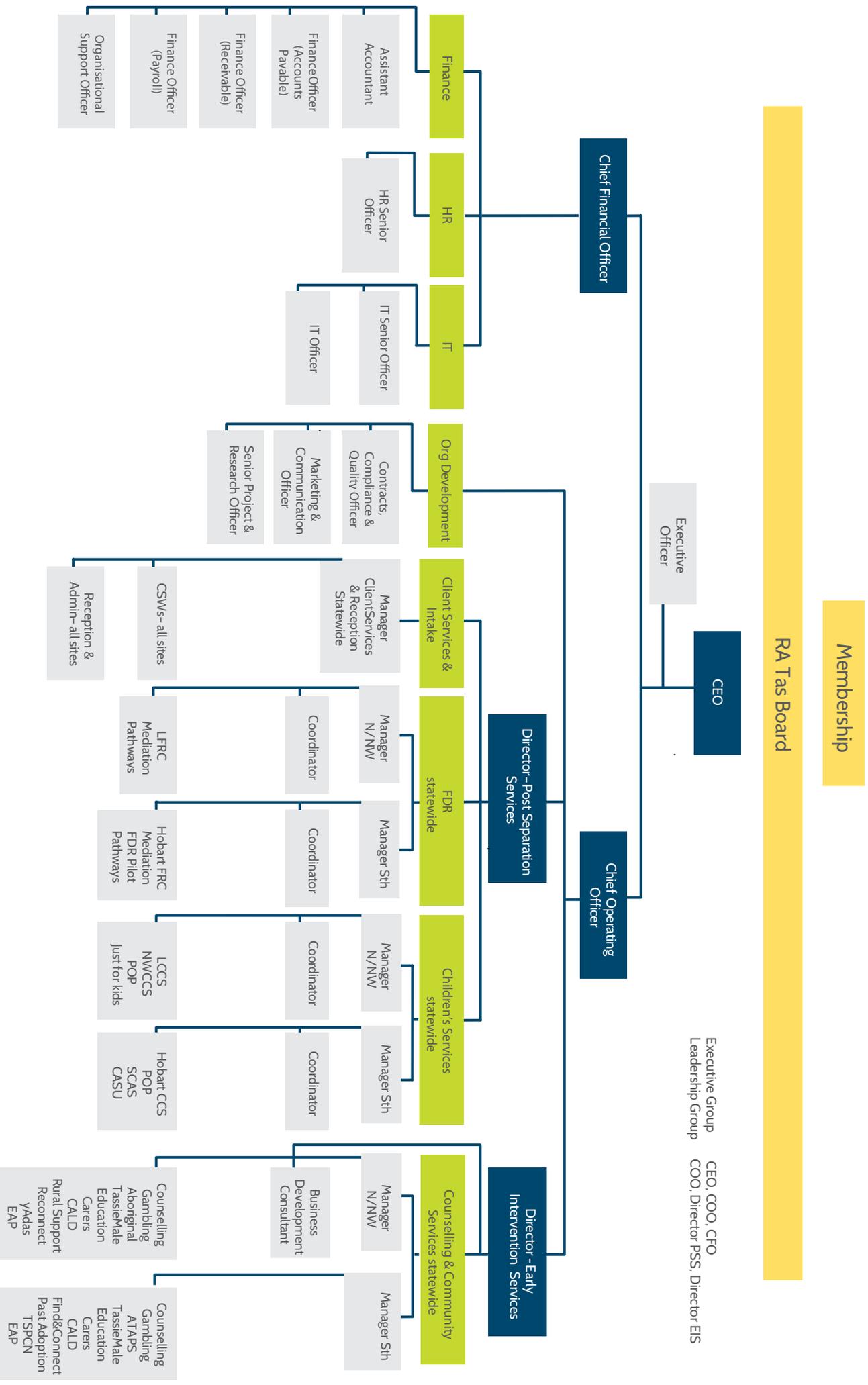
This entire project resulted in a streamlined approach to back of house services and in a new experience for clients, both on the phone and at reception desks. It also addressed differences in practices across various sites and provided for a more consistent approach across business processes statewide.

... streamlining business and administrative services provides a more consistent and efficient approach statewide

Having grown exponentially over the past few years RA Tas is now at a place where it needs corporate services to be efficient, sophisticated and responsive to a changing regulatory, financial and contracting environment. The review of corporate and administrative services has been a key element in positioning RA Tas for the future.



# RELATIONSHIPS AUSTRALIA TASMANIA - ORGANISATIONAL STRUCTURE



## New Client Data Management System

During 2012, RA Tas invested in a new integrated client information and data management system (CDMS) that has the capacity to meet our current and foreseeable data management and reporting needs and the flexibility to be able to be amended easily and quickly in response to changing internal and external environments. In addition the new system offers a more user-friendly and efficient interface that enables staff to focus on areas of direct relevance to their role within the organisation thus eliminating duplication and errors in data management that had occurred previously.

This CDMS has a client-centric approach that integrates all services offered by the organisation statewide. It recognises that an individual may be involved in multiple services or various types in more than one location on their own or with other people. For instance, a client may access personal counselling, enrol in a skills development workshop with a partner, attend a drop-in group, or phone with a request for information. The CDMS brings all of these diverse service strands together into a unified, coordinated and centralised information system.

**... the new system tracks  
the full range of services,  
events and activities  
clients and staff are  
involved in**

The new system provides an effective tool for tracking coherently and efficiently the full range of services, events and activities clients and staff are involved in, enabling RA Tas to meet internal monitoring and reporting requirements as well as those of external bodies such as government and community program funders.

Client confidentiality and privacy is paramount in RA Tas service delivery. The CDMS eliminates the potential for exposure of client information by enabling all relevant

information including custom forms and documents relating to client service activities to be saved on the system.

The development of a comprehensive instruction manual has been a key element in supporting the introduction of the system.

The implementation of this new CDMS is part of RA Tas' commitment to ongoing quality improvement as a professional organisation.



## Client Intake Centre – providing positive support for clients

RA Tas has recently implemented a Client Intake Centre (CIC) as the first point of call for clients wishing to access available services. In addition a statewide 1300 phone number has been introduced. This move not only simplifies the intake process but establishes a more positive interaction with clients particularly those who have taken their first and often most difficult step in seeking support.

The CIC ensures clients receive more personalised and professional service by moving phone enquiries away

from reception desks at venues. Client Services Workers (CSWs) are therefore able to devote more time determining which services are best suited to the clients' needs and making appropriate appointments and/or referrals without being interrupted.

Where there are potential barriers to access such as language difficulties or a disability, arrangements are made so clients' needs are met and they are able to experience the same levels of access as other clients.

**... new Client Intake Centre provides more personalised and positive interaction with clients**

CSWs receive comprehensive training on the range of services the organisation provides and the special requirements of each service. A client is therefore assured that they will be provided with accurate information and appropriate intake when contacting RA Tas.

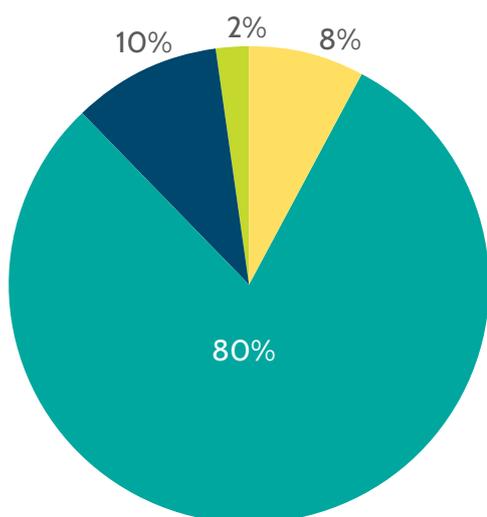
RA Tas has two CICs, one located in the North of the state (Launceston) and one in the South (Hobart). Clients are automatically connected to one or the other according to where they are calling from and can be transferred between CICs if necessary.

***'they took the time to listen to my situation, they seem to really care'***



# Financial Management

## Sources of Income



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

Relationships Australia Tasmania made an operating surplus of approximately \$142,000 in the 2012/13 financial year.

Total expenditure increased by approximately 8% in 2012/13 financial year compared to 2011/12 financial year while overall income increased by 9% during the equivalent period.

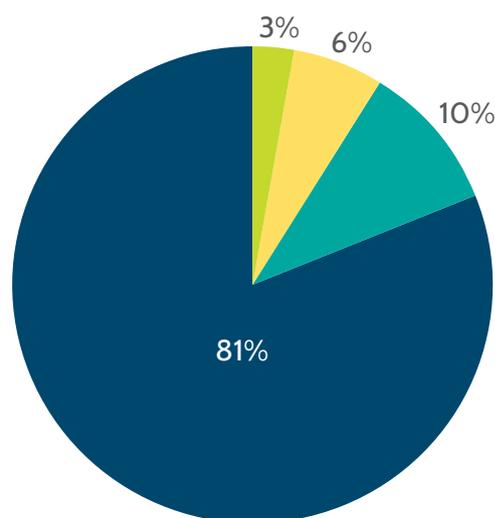
Grants from the Commonwealth government increased by approximately 7% compared to 2011/12 financial year. Grants from other sources, including the Tasmanian government, increased by 28% compared to 2011/12 financial year.

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

## Financial Information

|                          | 2013 (\$)        | 2012 (\$)        |
|--------------------------|------------------|------------------|
| <b>Revenue</b>           |                  |                  |
| Grant income and fees    | 7,413,651        | 6,780,149        |
| Other income             | 112,077          | 138,575          |
| <b>Total Revenue</b>     | <b>7,525,728</b> | <b>6,918,724</b> |
| <b>Expenditure</b>       |                  |                  |
| Employees                | 5,834,849        | 5,574,962        |
| Other operations         | 1,548,782        | 1,282,818        |
| <b>Total Expenditure</b> | <b>7,383,631</b> | <b>6,857,780</b> |
| <b>Net Surplus</b>       | <b>142,097</b>   | <b>60,944</b>    |

## Areas of expenditure



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

# Our People

In 2012-13 RA Tas continued to attract highly skilled and professional staff who brought a diverse range of skills and backgrounds to the organisation.

In accordance with organisational and funding body requirements, all new staff in clinical positions were required to have a tertiary qualification in social work, psychology, counselling or related human services field, as well as appropriate and relevant work experience. Before being confirmed as permanent, all new staff undertook a three month probation period during which ongoing assessment and supervision ensured they met the competency standards the organisation requires.

**... all staff are encouraged to contribute to the strategic direction and planning of the organisation**

During the year RA Tas lost a number of long-term employees to new development opportunities or through retirement. While it is always sad to lose valued colleagues, their resignations offered opportunities for current staff to progress their career advancement by changing roles or for new staff to join the organisation.

As part of its commitment to supporting the professional development of tertiary students who will be working in the human services field, RA Tas provided placements to a number of students who spent several months in Hobart and Launceston offices developing skills and knowledge that will benefit their future professional activities.

All staff are encouraged to contribute to the strategic direction and planning of the organisation. During the year a high percentage of staff actively participated in the formal and informal review and development processes that arose.

The reputation of RA Tas and its success in providing clients with a positive and supportive experience is largely due to the commitment of all staff.



## Staff demographics

|                                |                        |
|--------------------------------|------------------------|
| Total number of staff          | 150                    |
| Permanent staff                | 105                    |
| - Average full time equivalent | 74.9                   |
| - Staff turnover rate          | 14.6%                  |
| Casual staff                   | 45                     |
| Gender breakdown               | female 76%<br>male 24% |
| Average age                    | 44.8                   |
| Average length of employment   | 4.3 years              |

# Locations & Regional Centres

## Hobart

20 Clare Street  
New Town 7008  
p. 1300 364 277  
f. (03) 6279 5073  
e. admin@reltas.com.au

178 Macquarie Street  
Hobart 7000  
p. 1300 364 277  
f. (03) 6221 3525  
e. admin@hobartfrc.com.au

## Launceston

6 Paterson Street  
Launceston 7250  
p. 1300 364 277  
f. (03) 6332 8015  
e. launceston@reltas.com.au

123 York Street  
Launceston 7250  
p. 1300 364 277  
f. (03) 6337 65555  
e. admin@launcestonfrc.com.au

## Devonport

68 North Fenton Street  
Devonport 7310  
p. 1300 364 277  
f. (03) 6421 3605  
e. devonport@reltas.com.au

70 North Fenton Street  
Devonport 7310  
p. 1300 364 277  
f. (03) 6421 5805  
e. nwccs@reltas.com.au

## 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 Health and  
Community Service  
70 High Street  
Campbell Town 7210

## Clarence

GP Super Clinic  
16/22 Bayfield Street  
Rosny 7018

## Cygnnet

Cygnnet Community Health Centre  
1 Frederick Street  
Cygnnet 7112

## Dover

Esperance Multi Purpose Health  
Centre  
15 Chapman Avenue  
Dover 7117

## Dunalley

Dunalley Neighbourhood House  
172 Arthur Highway  
Dunalley 7177

## Glenorchy

Glenorchy Community Health  
Centre  
2 Terry Street  
Glenorchy 7010

## 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 Street  
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 building  
Scottsdale Hospital  
Cameron Street  
Scottsdale 7260

## Sorell

Sorell Community Health Centre  
57 Cole Street  
Sorell 7172

## St Helens

Healthy House  
5 Portland Court  
Grant Street  
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

## Mobile service - no physical venue

Cape Barren Island  
Circular Head  
Flinders Island



*Relationships Australia.*

TASMANIA

[tas.relationships.org.au](http://tas.relationships.org.au)

1300 364 277