



Annual Report

2014/2015

Relationships Australia[®]

TASMANIA

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President's Foreword

The Board of Relationships Australia Tasmania (RA Tas) is once again very proud to support the work of the organisation and to report on its activities in the 2014/15 financial year. It is a year we can celebrate!

The 2014-15 period has been the first year of our new five year strategic plan and, as would be expected, we focused on our two key success measures: positive client experience of services, and a well-functioning organisation.

I am pleased to report that client evaluation mechanisms have continued to be refined to ensure we are able to access information that can help us improve our services. Results from the client outcomes evaluation as well as feedback from client exit interviews have been very positive overall and I congratulate staff on this achievement. We are indeed recognised and valued as professional and effective providers of services.

RA Tas continues to be in a healthy financial situation, once again achieving a small surplus which can be re-invested back into the organisation. I commend the CEO, the CFO and the management team for their careful management of our resources and for doing so without losing sight of our main purpose, to provide services to our clients in compliance with our funders' expectations.

One of our goals is to be a well-functioning organisation and this year we have revised our staff engagement tool, we have completed the lead up work for negotiations with staff for a new

employee agreement, held a very successful staff conference and implemented a new work health and safety policy. We have also significantly improved our asset base with the major refurbishment of the Clare Street property. I thank all those involved in managing that project and also those who dealt with the day-to-day disruption in such a positive way.

This year, we proved ourselves to be good corporate citizens of the Relationships Australia network by lending out our CEO, Mat Rowell, to the Queensland arm of Relationships Australia when they needed assistance. It says a lot for his reputation – and ours – that they turned to us. And this is what the Federation is about – support and collegiality.

The Board has a few new faces. We farewelled John Groom and welcomed Daryl Lohrey (to fill the North West vacancy) and Kristian Falconer as new Directors. We also appointed Elizabeth Lovett to our Finance, Audit and Risk Committee as an external member. We are well served by the wide range of skills that our Directors bring to the Board and we strive to keep our governance at the highest possible standard. My thanks to my Board colleagues for their voluntary service to RA Tas and the commitment they show the organisation, despite their busy lives.

One of our strengths as an organisation is that we continue to see more than 7,700 unique clients, providing them with high quality services despite an often quickly changing environment. Everyone pitches in and adapts to the changes. This year saw the defunding and therefore cessation of the Stronger Relationships program. But we have grown from strength to strength in other areas, particularly suicide prevention. This is what makes us strong, professional and relevant.

My thanks again to our CEO, Mat Rowell, for his leadership throughout the year, and also to Michael Kelly, our COO, for stepping up to manage the organisation when Mat was called away. I thank the senior executive for their commitment and hard work this year. And to all staff, thank you for your professionalism and excellence – you make a difference to so many Tasmanians.

Mary Bent PSM

President, Relationships Australia Tasmania

... we lent out our CEO to the Queensland arm of Relationships Australia when they needed assistance.

CEO's Year in Review

Once again there is so much to report on and celebrate in our annual report. One of the biggest problems we have each year when we write the report is how we decide what to highlight and what to leave out. There is so much good work in this organisation and so much to celebrate.

I am pleased to present my sixth annual report to you and to once again have an opportunity to thank all of the valuable staff of RA Tas for their dedication to our work and our clients.

Clare Street is another significant leap forward in our professional approach to our client work.

We are well progressed in delivering training and other initiatives in

increasing cost pressures, but our client numbers remain high and the outcomes are better than ever.

One of the things I am very proud of is the culture we have where measuring genuine client outcomes from our interventions with them is something we are all committed to, and the results of this improves every year. This year, more than 700 clients provided feedback in this process, and now all clients as they exit our services are providing their feedback as well.

In regards to our staff, one of our most vital assets is being a provider of choice. We have invested in improving our HR offering, including training and development, staff engagement and in HR leadership with the valuable hiring of the new Director, People and Culture.

The teamwork and sense of collaboration we have among our staff at all levels also provided the opportunity for me to step out for about four months this year to assist RA Queensland, and then to have some leave. This would not be able to happen if we weren't structured and functioning well collaboratively.

The team that reports directly to me needs specific thanks: Michael Kelly as the COO and acting CEO, Navin Ram our CFO, and Valerie Lyndon, Senior Executive Assistant, but also the entire senior executive and management team for their leadership of the organisation.

Mat Rowell

CEO, Relationships Australia Tasmania

Each year we raise the bar a little higher with our professionalism...

Each year it seems to me that we raise the bar a little higher with our professionalism, our focus on our clients and our commitment to our staff. We are not perfect, but we are excellent at many things.

In the first year of our new strategic plan, so much has been accomplished across the five key result areas. We have continued to implement and refine the Excellence Framework. This now has a direct benefit to our clients. We have implemented an annex to our valuable branding, which provides a softer and more human element. We have in place operational plans for each team which provide a direct link between the strategic plan and the staff who work in the venues.

The refurbishment at Clare Street, and the co-location of the FDR south team with the Early Intervention team and the CCS at

collaboration with MindOUT!, ensuring our services are more inclusive than ever. We have had opportunities to contribute to the Tasmanian Government's work in the vitally important areas of suicide prevention and family violence. We progressed our successful partnership with SPEAK UP! Stay ChatTY and supported founder Mitch McPherson in his Southern Cross Young Achiever Award.

I have once again had the privilege to be the Chair of RA Inc (our national coordinating body) and been able to represent RA Tas interests on the national front. It also allowed me to front the Neighbour Day campaign at our national launch with the Hon. Scott Morrison MP (then Minister for Social Services).

Our finances continue to be in good shape, even with limited indexation from the Government and with

About Relationships Australia Tasmania

RA Tas is a leading provider of relationship support services. We aim to support all Tasmanians to achieve positive and respectful relationships.

We are a community-based, not-for-profit organisation with no religious affiliations. Our services are for all members of the community, regardless of religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

We are committed to enhancing the lives of communities, families and individuals and supporting positive and respectful relationships. We have a federated structure with large autonomous member organisations in every state and territory and a national office based in Canberra.

With our 65 years' experience, RA Tas has been helping Tasmanians to build positive relationships through the provision of confidential relationship support services by our professionally trained and highly skilled staff.

Our Vision

All Tasmanians enjoy positive, respectful and fulfilling relationships.

Our Mission

We offer people the services and support they need, when they need it, to assist them when life presents challenges. This may be to do with a relationship, work, past trauma or other personal challenges. We aim to support people to transform their lives and their relationships in ways that matter to them.

Our Values

At RA Tas, we believe we should be:

- + Client-centred
- + Clear in our purpose and expectations
- + Optimistic and hopeful
- + Part of a collective effort
- + Committed to outstanding service
- + Professional and responsible



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Board and Management Team

Patron

Her Excellency, The Honourable
Kate Warner AC, Governor of
Tasmania

Board Members

Mary Bent PSM, President

Maureen Doherty, Vice
President

Ella Dixon, Secretary

Sarah Gracie, Treasurer

Kim Barker, Southern
Representative

Wendi Key, Northern Representative

Daryl Lohrey, North West
Representative

Kristian Falconer, General
Representative

David Dilger, General
Representative

John Groom (until February 2015)

Management Team

Mat Rowell, Chief Executive Officer

Michael Kelly, Chief Operating
Officer

Navin Ram, Chief Financial Officer

Jules Carroll, Director Early
Intervention Services

Narelle Pamplin, Director Post
Separation Services

Kristy Brown, Director People
and Culture

Jeanette Radley, Manager Early
Intervention Services South

Debra Burden, Manager Early
Intervention Services
North/North West

Claire Jones, Manager Post
Separation Services South

Simon Reeve, Manager Post
Separation Services
North/North West

Craig Allen, Manager Client Intake
and Site Support

Honorary Life Members

Mr Giffard Causon

Mrs Margaret Watson

Mrs Greta Marshall

Mr Ron Adams

Dr Russell Pargiter

Mr Graham Marshall



CEO Mat Rowell

*We are committed to
enhancing the lives of
communities, families
and individuals.*

Key Programs, Projects and Staff Achievements

Papers and Conference Presentations

- + Warrener, D. Best Practices for Working with Aboriginal Clients in Social Work, AASW State Conference, Tasmania, September 2014
- + Jones, S. A collaborative approach to LGBTI suicide prevention in Tasmania, TasCOSS Conference, Hobart, November 2014
- + Robertson, M and Hibberd, S. The self-determining adolescent: breakdowns in the relationship with a parent, Child Inclusive Practice Conference, Brisbane, May 2015

The group process includes a good portion of humour, companionship, challenge, inclusiveness and support.



2014 Staff Conference

We met in Launceston for this year's two-day conference – the key message being 'Tasmania – Building Communities the RA Way'.

The program contained Tasmanian speakers from a wide array of professions. Our keynote speaker was Sam Cawthorn, who spoke about 'Bouncing Forward'. Sam was both insightful and entertaining. After some core competency work around everyone's responsibilities in Work Health and Safety, Lisa Denny (consulting demographer and affiliated researcher with

the Institute for the Study of Social Change at the University of Tasmania) spoke about the demographics of the Tasmanian community, what the future holds for the state, and what potential impact it may have on the client base of RA Tas. Luke Martin, CEO of the Tourism Industry Council of Tasmania, spoke about the changing business environment of Tasmania and its impacts.

Day two of the conference started with a presentation from our CEO, accompanied by light-hearted videos showcasing what RA Tas

meant for staff. Then, Nick Duigan from the TV show *Hook, Line and Sinker* spoke about growing up in an isolated community and how adversity can, at times, lead to success. Next of our speakers was Mel Irons (who had coordinated social media as a tool to gain support for the victims of the Dunalley bushfires in 2013); she spoke on rallying the Tasmanian community using social media. The day included sending staff on their own 'Amazing Race', building on teamwork and collaboration in an entertaining way.

Gamblers Help Group

Most of us appreciate (and benefit) when we meet with other people who are like-minded, who share similar passions and are willing to take (managed) risks. We are likely to find enjoyment, a sense of purpose, and encouragement within a safe environment. This describes the intent of our Gamblers Help Group, which has all of those elements. The group continues to be well-supported by those people who attend; it is welcoming of new participants; it navigates through the

hazards by being positive in its view, while acknowledging the pain and difficulties confronting people who experience problem gambling.

The group meets weekly, and is focused around the key concerns people tackle when addressing their gambling (and related) issues. Over recent times, the group has come to notice both the differences and similarities between venue-style gambling and online gambling; people with both experiences attend and express appreciation in being able to attend the group. The group

process includes a good portion of humour, companionship, challenge, inclusiveness and support.

Most of the participants comment that "just hearing the other stories is helpful; it is good to know that I am not alone". The other consistent comment is gratitude: gratitude for the group, the facilitators, the caring openness, the sense of "I can participate at my own pace". One recent comment has been that the group is more of a team than a group – a team that is willing to accept change and challenge.

Forced Adoption Support Service

RA Tas has been funded by the Federal government to supply specialist support services across Tasmania for people affected by forced adoption practices. This support includes: advice and support on adoption issues, and records tracing; case coordination; awareness-raising; and developing local networks. We can also supplement the service with phone

and one-to-one counselling.

We have an active support group underway in the south of the state, and one is being developed in the north as well.

In September 2014, RA Tas Project Officer Sheryl Tatham was invited by the National Archives to speak in Campbell Town, Tasmania, regarding our services, and those affected by past forced adoption practices. Sheryl also attended (along with

many southern group participants) the Tasmanian launch of *Without Consent: Australia's Past Adoption Practices* at the State Library of Tasmania, in Hobart, on 30 March 2015. The former Prime Minister, Julia Gillard, formally opened the exhibition at the National Archives in Canberra, which was video linked to participants.

Northern Open Day

Our Paterson Street, Launceston site held an Open Day in May 2015. The aim was to showcase our services to other providers in the northern region, establish referral pathways and further develop links and relationships with other agencies and professionals working across the mental health sector.

Each staff member set up a display with information of the service or program they work in. A broad variety of services was represented on the day, with 34 people attending the event. There were also activities available for service providers to experience, including drumming workshops and an interactive sensory tool used to help people identify physiological signs of anxiety and practice relaxation strategies.

Evaluation indicated that the Open Day increased knowledge for service providers who attended in relation to the diversity of services offered by RA Tas. Feedback from our team was also very positive, with increased knowledge of the scope of other services and opportunities for referral – ensuring our clients are provided with exceptional services.

Suicide Prevention

Suicide prevention is a major public health issue. Tasmania has the second highest rate of male suicide and highest rate of female suicide in Australia. It remains the leading cause of death for people aged under 45. There are, on average, 70 confirmed deaths by suicide each year in Tasmania. Data kept over recent decades shows that, while the suicide toll is not increasing, neither is it decreasing, despite the tireless work of many individuals, groups and organisations across the state. But there is hope. Many suicides that may occur in the future can be prevented. Trials have proven that well-funded and targeted suicide prevention strategies do save lives.

RA Tas provided three suicide prevention initiatives in the 2014/15 period: the Tasmanian Suicide Prevention Community Network (TSPCN), funded by the Department of Health and Human Services; the provision of LGBTI Suicide Prevention Project Officers; and the SPEAK UP! Stay ChatTY education program.

The TSPCN works at a broad level to bring together organisations and individuals interested in suicide prevention. At June 2015 it had approximately 150 members, including representatives of the community sector, private business, and government, as well as people who have lost someone to suicide or survived personal attempts.

The purpose of the TSPCN is to share concerns and ideas, explore solutions, and promote collaboration. The Network also implements a range of practical initiatives at a local level, such as supporting communities to develop their own Suicide Prevention Community Action Plan. There are six meetings a year, an annual Life Awards for Suicide Prevention (hosted by Tasmanian Governor, Her Excellency, the Honourable Kate Warner in May 2015), and a conference. The Network also held its annual forum in May, with approximately 100 attendees. The forum provides an opportunity for people interested in suicide prevention to hear and learn from

leading speakers. Key speakers included John Mendoza on the future of suicide prevention and Susie Joseph from Spectrum on Borderline Personality Disorder. The Forum was not only a great opportunity for learning and networking, but also a chance for parties to reinvigorate their commitment to the topic.

In conjunction with the TSPCN, the Department of Health and Human Services provided RA Tas with funding to employ two LGBTI Suicide Prevention Project Officers for the state. The Project Officers engage with the community to promote the social inclusion of LGBTI people in order to reduce their high suicide rates. Community engagement has included the delivery of education and training, as well as facilitating regional LGBTI Suicide Prevention Working Groups and assisting the development of LGBTI Suicide Prevention Community Action Plans.

1

Client experience and outcomes

Goal

To place people who access our services at the centre of all processes that affect how, when and where they get the assistance they need.

We will

- + Create frameworks, systems and processes to make our services client-centred.
- + Use evidence and other information when providing, designing, modifying and improving existing services.
- + Explore further ways to measure the experience our clients have of our services and the impact they have on them.

Excellence Framework

RA Tas has a strong commitment to the provision of high quality services that respond to the needs of our clients. We must make it easy for them to get the support they need, from the point of their first contact. People should be the focus when making decisions about our services.

As part of this, we are implementing an Excellence Framework across the organisation to inform the way in which we operate, from systems and process to staff recruitment, professional development, evaluation, service design and delivery. The framework is linked to the RA Tas vision: 'All Tasmanians enjoy positive, respectful and fulfilling relationships' – and the values of being client-centred, clear in purpose and expectation, optimistic and hopeful, part of a collective effort, committed to outstanding service and professional and responsible.

Begun in 2014, the Excellence Framework provides a clear direction and way of working toward excellence in service delivery and, equally importantly, ways in which staff can be developed and supported in a culture of continuous learning, support and innovation, to ensure this occurs.

This Excellence Framework is based around four (4) key quadrants:

1. Excellence in service delivery & achieving positive, efficient client experience
2. Excellence in professional skills
3. Excellence in risk management & accountability
4. Excellence in workforce development, quality improvement & innovation

The application of excellence in RA Tas and implementation of our Excellence Framework is the responsibility of all staff, from service delivery to resourcing and processes to support delivery. Key to its success is the responsibility of staff in assuming accountability for sharing knowledge, creating, maintaining and supporting effective teams, reviewing their practice and being open to feedback and development.

The development and implementation of the framework is occurring in three stages, ensuring sufficient time for staff consultation, and to allow us to embed the elements of the framework at all levels of the organisation. Stage 1 focused on the development of the model and core elements, while the second and third stages involved developing, reviewing and enhancing each of the support processes. Stage 3 began at the start of the 2014-2015 financial year, with key activities including further development of auditing processes and tools through trials and consultation with staff, workforce development, creating a culture of transparent practice, creating ways of capturing where we shine and where we can grow and be innovative, and increasing our capacity to undertake evaluation and research to learn more about the outcomes we are able to assist clients to achieve and further improve our work with clients.

Client Outcomes Evaluation

Client choice and client direction is a growing movement in Australia, where individuals decide where they spend Government-provided resources for services. Improved outcomes and high client satisfaction are the essence of the work we do; it is common business sense that putting customers – or, in our case, clients – at the core of our business will give us the greatest chance of success. Accordingly, our work undertaken via the annual Client Outcomes Evaluation project informs us of our success in relation to these measures.

The key to ensuring our organisation continues to meet the needs of our clients is to keep asking them what they think. We need to regularly check what is important to them when they contact us – by phone, email or internet. We need to ask them about what is important as they progress through their services and interventions with us, and, most of all, we need to keep asking them if what we are doing is making a difference or meeting their needs.

We need to strive to be the best at what is most important to our clients.

In our 2015 Client Outcomes Evaluation report, conducted over 20 consecutive days in May 2015, almost all our programs achieved an 85% or higher satisfaction rate, with the overall average for the organisation sitting at 90%. This is an outstanding achievement for us as an organisation, and

means that we are continuing to perform at a high level – and, most importantly, that we are adequately meeting the needs of our clients.

Clients were also provided with the opportunity to provide general feedback on their experience of accessing RA Tas services. Overwhelmingly, this feedback was positive, with many clients expressing their thanks and gratitude to specific practitioners. This information will be provided back to staff through the appropriate feedback channels.

Having clients return to us is not enough evidence that we are making a difference. That is why we aim to create a culture of measuring client outcomes. Not for compliance sake, but for the genuine purpose of putting clients at the core of what we do, and meeting their needs. It helps us to make decisions specifically about how, where and why we deliver services. Asking them what is important to them, in order to be the best at delivering that, will ensure our future success as an organisation and also ensure that when clients have a choice about where to go – for counselling, mental health, children's services, mediation or whatever other relevant services they seek – they choose us.

MindOUT! Group

RA Tas is a champion organisation for MindOUT!, the National LGBTI Mental Health and Suicide Prevention Project. MindOUT! works with mental health and suicide prevention organisations to improve mental health and suicide prevention outcomes for LGBTI people and populations, and is delivered by the Queensland AIDS Council.

The first step we undertook for the RA Tas project was to set up a Champions Working Group that represents our diverse workforce – and their first task was to undertake an inclusivity audit of the organisation.

Along with building on the strong, inclusive culture of our organisation, we are seeking to attain Rainbow Tick Accreditation towards the end of the 2015/16 financial year. With this in mind, the Champions have developed a work plan which aligns with the standards – the key activities being a review of our policy framework, and staff training. In line with this, all staff have attended face-to-face training sessions over the past few months, an extension of our mandatory core competency for best-practice principles of working with LGBTI people.



2.

Community profile and reputation

Goal

To promote a deeper understanding of the services we offer and the contribution we can make to the community and to public debate.

We will

- + Establish effective communication and marketing strategies.
- + Seek opportunities to advance and solidify our reputation as a provider and opinion leader.

Media Activity

RA Tas garnered good support from the Tasmanian media over the 2014/15 annual report period – thanks to a coordinated and strategic approach to communicating our work in areas such as suicide prevention (with media coverage strong for the work of the TSPCN and SPEAK UP! Stay ChatTY) and inclusivity, and providing expert commentary that contributed to the important discussion around topical issues such as family violence, gambling and the Royal Commission.

On a national level, our involvement in the community-focused Neighbour Day initiative (in March 2015) was well-received and supported by Tasmanian media, and we also participated in the national Stronger Relationships trial – implemented by the Federal Government from July 2014 – through an integrated traditional and social media advertising campaign rolled out across Tasmania.

Market Research

Having an understanding of how people perceive RA Tas and the services we offer is essential to ensuring our services meet the needs and expectations of the Tasmanian community. We gather information about how people experience RA Tas in a number of ways, including client feedback, immediate and intermediate client outcome evaluations, and client exit surveys.

In 2012 we undertook market research for the first time to understand the level of public awareness of RA Tas and the services we provide. We ran this market research again in May 2015, with a representative sample of 400 Tasmanians conducted by telephone.

It was clear from the results that there are reasonable levels of awareness of Relationships Australia in the community when compared to other organisations. It is also apparent that there is more work to be done with the Tasmanian community about raising awareness of where people can go to access

relationship support, and support for mental health and general wellbeing issues.

Over the past few years we have increased the level of advertising and promotion we do in an effort to raise awareness of RA Tas and the services we provide. The advertising campaigns, drawing on a range of approaches such as television, radio, print media and bus backs, have focused on RA Tas generally, as well as specific programs. So, it was pleasing from the recent market research results that 48% of respondents first became aware of Relationships Australia through advertising (compared to 39% in 2012). Other common sources of awareness were 'word of mouth' (14%), 'at work' (8%) and 'knew someone who had used the services' (6%).

It is clear that personal contacts are an important source of information about us.

When asked about what we do as an organisation, the most common responses included 'relationships' (16%), 'counselling/counselling services' (15%), 'relationship counselling' (10%), 'marriage counselling/support' (9%), 'counselling for couples' (7%) and 'mediation' (6%). Nearly a quarter of respondents (24%) were unsure what we do. This highlights the need to continue working on advertising and promotional activities which highlight the broad range of services we provide.

3.

Well-functioning organisation

Goal

To continue to build a strong, flexible and efficient base for the organisation's work.

We will

- + Explore mechanisms to better understand our current and future infrastructure (accommodation, information technology, human resources, workplace health and safety and other systems) requirements.
- + Ensure that our financial, contractual and other performance areas are monitored and managed effectively and efficiently.

Workplace Health and Safety

We recognise that, in order to achieve an injury-free workplace, health and safety management needs to be planned and integrated into normal operations. This year, RA Tas has developed and implemented a new Work Health and Safety Management System.

We are committed to ensuring that everyone goes home safe and well each day.

Strategies have been developed to ensure that RA Tas meets all its WHS legislative requirements, provides clear and practical health and safety policies and procedures, supports others to be safe, controls unsafe conditions, looks for safety improvement opportunities, and maintains a high standard as a workplace-safe organisation.

Another major initiative involving participation from all staff members is the development of a Workplace Health and Wellbeing Program.

Clare Street Refurbishment

The 2014-15 year saw a lot of building activity in and around our heritage-listed Clare Street property – in the Hobart suburb of New Town – to further professionalise our venue, improve its amenity, upgrade its ageing facilities and address the serious lack of disability access to the building.

Construction commenced in November 2014, and included such work as modernisation and upgrading of the reception area (by relocating it to the centre of the building and making it our primary access and accessible to people with disabilities), electronic access controls to the building to improve the level and efficiency of security, and general updating and improvement to

the building overall to improve the professional feel of the site. Following feedback from clients regarding the enclosed nature of the waiting area, remodelling of this area occurred to create a larger, more open waiting area. Clients have provided positive feedback following the re-modelling.

Following the refurbishment at Clare Street, our Family Relationship Centre and Family Dispute Resolution programs moved from their Macquarie Street location, with no disruption to service delivery for clients.

This project has dealt with our immediate and medium term needs in this building, and will assist us to continue to make 18 and 20 Clare Street our primary client service venue into the future.

4

People and culture

Goal

To ensure a workplace where staff are valued, highly skilled and engaged in their work, and where their actions are consistent with the organisation's values and vision.

We will

- + Explore and put in place ways to engage staff more deeply as partners in workplace planning, development and decision making.
- + Create a workplace culture of continuous learning and development.
- + Find new ways to recognise and reward staff.

Strategic HR

We have invested significantly in the People and Culture space at RA Tas this year; employing a new Director People and Culture, and a supporting Human Resources Advisor, to provide strategic leadership and support in areas including workforce planning, organisational development, work health and safety, change management, reward and recognition, leadership capability and staff engagement.

Human resources strategies have been identified based on our organisational priorities – and new projects are being developed and implemented across all areas of Human Resources, including staff recognition and reward, leadership and management development, performance management, workforce planning and sustainability and workplace health and wellbeing.

Staff surveys are a key monitor of engagement and satisfaction among our staff and through

genuine consultation we actively recognise, value and leverage the diversity of our workforce.

Amovita Staff Supervision

One of the strongest aspects of RA Tas' commitment to its clients is its focus on ensuring we deliver the highest level of service across each and every program. One way we do this is to provide practitioners with access to high-quality, best-practice, and consistent supervision – viewed as one of the most fundamental elements of high standards and high performance in a workplace.

We are in the process of rolling out a fantastic new set of models for supervision – known as the Amovita approach. This will provide us with a range of models that can be applied to all forms of professional practice across our organisation – for our practitioners, corporate staff, leaders and managers. Amovita's three supervision and coaching models are leading

contemporary examples in professional practice, and ensure accountability, enhance skill development, and work to develop and maintain a clinical and practice framework that supports clear and ethical decision making.

We already have a good organisational culture around supervision at RA Tas, and we now have an opportunity through the Amovita models to develop and extend access to supervision to all staff.

It's a great opportunity to develop our capacity as a high-performing workplace.

The decision to investigate the Amovita model was made after supervisors in the organisation identified this as something that would work well in our structure. On reviewing the model, the leadership group agreed that it would be a great approach to an organisation-wide supervision strategy, and strongly aligned with our strategic commitment to both clients and staff.

In June 2015, 16 RA Tas staff participated in a workshop facilitated by Amovita Consulting, and two members of staff volunteered to become trainers in the Amovita approach, and were subsequently trained by Amovita for this role. In addition, we will continue to review our existing policies, procedures and processes that will sit alongside the new Amovita model.

5

Service design and business development

Goal

To diversify and design services to match community need and grow our business within the scope of our expertise.

We will

- + Research unmet needs and potential markets for new opportunities.
- + Identify opportunities where our existing skills, knowledge and expertise can be used in new areas.
- + Diversify the revenue base for future sustainability.

PSS Case Management

Our Post Separation Services (PSS) have implemented a Case Management framework across all their programs. The aim of this change is to provide clients with a timely, supported and accountable service designed around their specific needs.

Under this framework, each family accessing a PSS program is assessed at the initial stage to address any barriers that may hinder Family Dispute Resolution (FDR) or Child Contact arrangements. Referrals are then made to internal and external services.

Regular reviews are conducted to ensure our clients do not 'fall through the cracks'.

Through regular reviews, our clients receive a more intensive, supported intervention in the initial stages with us, with the intent being to resolve disputes or move on to self-managed arrangements at the earliest opportunity.

The Children's Contact Service (CCS) has adopted two new services: 'supported visits' and 'maintenance visits'. Supported visits are less vigilant in terms of record-keeping, and are aimed at assisting families to transition out of supervised visits into out-of-Centre contact. Maintenance visits acknowledge the increasing number of clients with mental health conditions, drug and alcohol misuse or family violence, who may not be able to move to out-of-Centre contact arrangements in the

foreseeable future. These visits are scheduled four to five times a year, to coincide with significant family events such as birthdays and Christmas.

Our FDR services have also enhanced their service delivery model, with the inclusion of a 'Second Session' for all clients prior to Joint Dispute Resolution (JDR). This session is designed to prepare clients for the JDR process and address any personal issues that may impair participation or child focused outcomes.

Connect and Heal

We received 12-month funding for our Connect and Heal program, which included funding for an Aboriginal Healing Project Officer (based in the south) to increase the link between RA Tas and the Tasmanian Aboriginal Centre, to nurture informal partnerships and deliver projects. Our services focused on three areas: connection, grief and loss, and access to support – with four intended outcomes for our clients:

- + Increased connection to their identified healing process
- + Increased capacity to access supports in their healing journey

- + Increased connection, awareness and pride in community and culture

- + Families affected by past policies of forced removal have a greater awareness and understanding of the impact of these past practises

Some of the major activities we delivered in the past year, included:

- + A womens retreat with follow-up activities
- + A 10-week singing group workshop, culminating in a performance at the putalina Festival (January 2015)
- + A family trip to Flinders Island, with four generations, to practice shell collecting and reconnect with family stories

- + Assisting many families to strengthen relationships through reunification processes, family gatherings, and day trips to cultural sites
- + Providing one-on-one support to multiple individuals to assist them to strengthen connections with family, community and culture, and link into important services
- + Attending many community and networking consultations to strengthen the Aboriginal communitys knowledge of support services (especially through RA Tas)

Family Violence

Through the Reconnect program – which provides support to young people between 12–18 who are at risk of homelessness, and disengaging from school and their natural support networks – RA Tas has continued to achieve improved outcomes for young people and children who have experienced family violence. Through our holistic approach – working alongside the

young person with parents, carers, teachers and other school providers – young people learn to deal with anger and gain impulse control.

We have also recently redesigned our Aboriginal program to enable us to increase efficacy in the community in relation to intergenerational trauma and healing. The redesigned program incorporates a Men's and Women's Healing Program, counselling, and

psycho-education modules that also tackle issues around lateral violence in Tasmanian Aboriginal communities.

Our ATAPS Child Mental Health Service provides therapeutic mental health counselling support to children and young people, often with experiences of childhood trauma and abuse from either family violence or separation.

SPEAK UP! Stay ChatTY

In August 2014, RA Tas formally partnered with SPEAK UP! Stay ChatTY, a registered not-for-profit charity. Mitch McPherson established the organisation after his younger brother Ty took his own life.

Mitch and his team organise community events and speak to groups, schools and organisations throughout Tasmania about the importance of speaking up, checking

on your mates, and breaking down the myth that it's weak to talk about how you feel. Mitch speaks about his personal story and the devastation suicide can cause. He delivers key messages on where to find help if it is needed, and how we can all help each other out in tough times. "Our aim is for more people to see the logo, to learn the meaning behind it and to hopefully keep that in the back of their minds," he explains.

Mitch is focusing on taking the message to Year 9 and 10 students in high schools and colleges. Workshops focus on developing coping skills, knowing where to get help and breaking down stigma associated with mental ill-health.

RA Tas is proud to partner with Mitch and SPEAK UP! Stay ChatTY, to help get the message out that we all have a part to play in suicide prevention.

Thank You...

As an addition to our Strategic Plan 2014–2019 we had had a number of thank you cards – the Living Our Values cards – printed and distributed to all RA Tas staff. The

cards list our agreed values, which staff were all so passionate about during the development of the strategic plan, and remind us of these values in a simple format.

There is a space on each card for

staff to write a brief note to a colleague, where they see them living our values in action. The cards are then handed to the staff member, put in their pigeon-hole, on their desk or posted to them.

Royal Commission

The Royal Commission into Institutional Responses to Child Sexual Abuse is halfway through its investigation into how schools, churches, sports clubs and government organisations have responded to allegations and instances of child sexual abuse. The objective of the Royal Commission is to create safer futures for children, and this intent aligns well with the RA Tas vision to support all people to enjoy respectful, fulfilling relationships. We are in a

unique and privileged position to support people involved with the Commission by providing dignified, meaningful and client focused responses. The support available includes counselling, support at private sessions or public hearings, assistance with writing impact statements, relationship counselling and other services as needed.

RA Tas has been working with the Royal Commission since its inception in 2013. In April 2015, the Commission held a public information forum in Launceston,

hosted by Commissioner Bob Atkinson, and supported by RA Tas and Laurel House (North and North-West Tasmania Sexual Assault Support Service). The forum provided information for individuals and representatives of organisations wanting to learn more about the Royal Commission, and it was an opportunity for all attendees to ask questions about issues of concern.

Client Services Team

Our statewide Client Services Team consists of 18 staff servicing locations in the south, north and north-west of the state. Over the previous year, the service has provided assistance to 30,000 client interactions including 8000 face-to-face interactions. The year has also seen large scale re-structuring occur for our Client Service Workers (CSW). Despite the significant location and procedural changes, the current team is widely recognised throughout the organisation as having a high level of morale,

engagement and commitment to the direction of RA Tas.

An integral component of the team's development has been the completion of a nationally recognised Certificate IV in Business Administration. The skills enhancement of our CSWs in the areas of health and safety, leadership and various administration tasks is congruent with the RA Tas commitment to ongoing training and development. An invaluable component of the Certificate was an increased awareness around the question: "Why, as an individual, am I in the

role of a CSW?" With this mind, the skills developed throughout the training are congruent with our organisation's mission of having engaged staff who have the tools and resources they need to do their jobs well.

It is through an intrinsic dedication to their roles that our current CSWs are committed to seeing the client as the primary focus when making decisions in relation to services, enabling the client to access the support they require from their first point of contact with us.



Finances

Relationships Australia Tasmania made an operating surplus of approximately \$190,000 in the 2014/15 financial year.

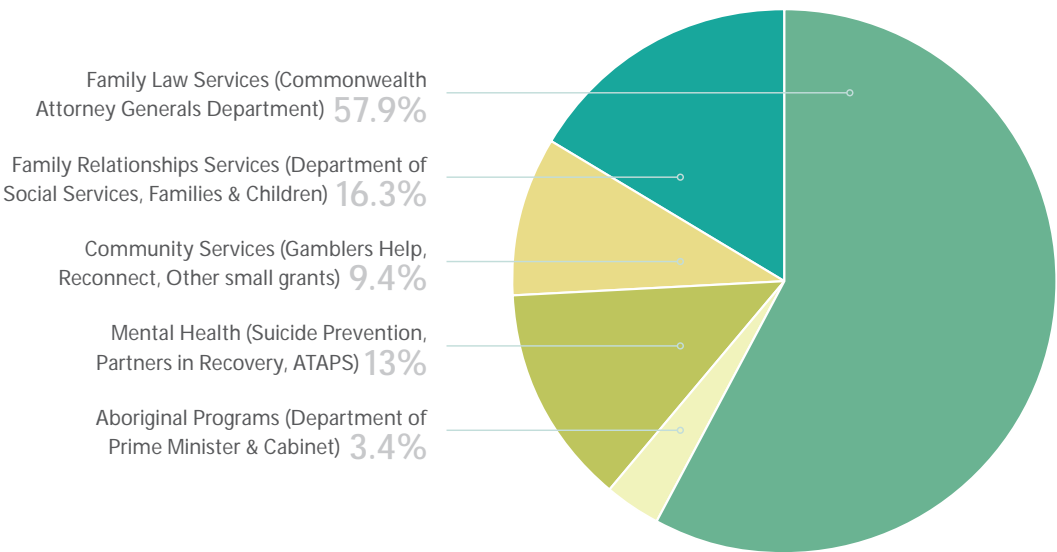
Total expenditure increased by about 3.8% in the 2014/15 financial year compared to the 2013/14 financial year, while overall income increased by 1.8% during the equivalent period.

Grants from the Commonwealth government did not change significantly compared to the 2013/14 financial year. Grants from other sources, including the Tasmanian State government, increased by approximately 18% compared to the 2013/14 financial year.

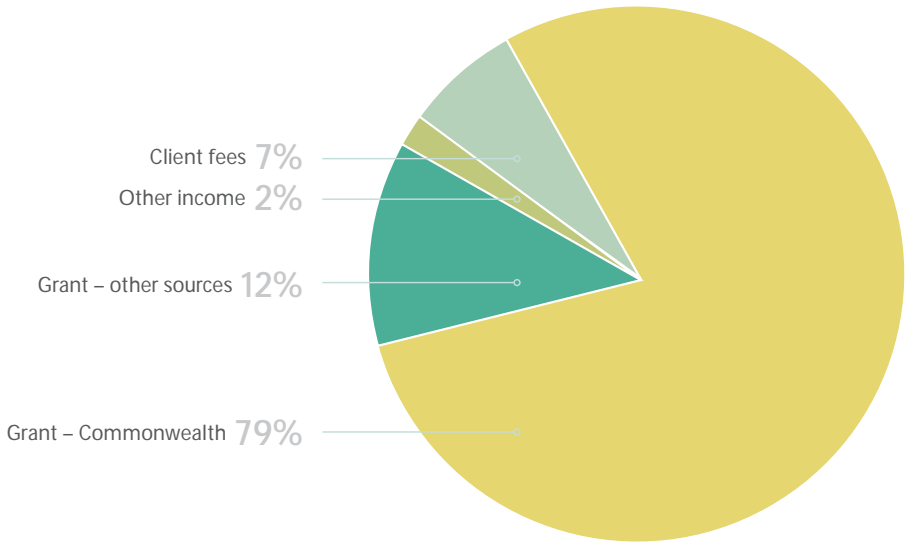
A complete set of audited financial statements is available from the organisation upon request.

	2015 (\$)	2014 (\$)
REVENUE		
Grant income and fees	8,026,405	7,871,464
Other income	155,543	165,371
Total Revenue	8,181,948	8,036,835
EXPENDITURE		
Employees	6,469,615	6,209,296
Other operations	1,521,319	1,490,708
Total Expenditure	7,990,934	7,700,004
NET SURPLUS	191,014	336,831

Funding by Service Type 2014/15



Sources of Income 2014/15



Areas of Expenditure 2014/15

