

A photograph of three young children lying on a grey couch, laughing joyfully. The child on the right has curly red hair and is wearing a teal sweater. The child in the middle has light brown hair and is wearing a white and grey striped shirt. The child on the left is wearing a blue and white striped shirt. The background is a soft, out-of-focus grey.

*Relationships Australia®*

**ANNUAL  
REPORT**

**20<sup>18</sup>  
19**





Relationships Australia has been honoured to have his Excellency the Honourable Sir Peter Cosgrove AK MC (Retd) Governor-General of the Commonwealth of Australia as our national patron for the past five years (from 2014).





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# CHAIR'S FOREWORD

The need for agile and proactive programs to support Australian families and communities is as obvious today as it has ever been in the long history of Relationships Australia. In a time when, as a society, we are increasingly busy and enjoy fewer meaningful social connections, a variety of competing pressures have contributed to deepening vulnerabilities across the community and, in particular, in various at-risk cohorts. As a result, added pressure on relationships in various settings – family, community, workplace – has seen a strong increase in demand for services.

In response to this demand, Relationships Australia takes great pride in offering a range of evidence based relationship services that support all Australians, at all ages, and across the life cycle of the relationship.

This year, our Relationships Australia federation welcomed a new injection of funding for our Family Relationship Services. Our Family Relationship Centres are now funded by the Australian Government Attorney-General's Department to support separating families to resolve disagreements over property as well as parenting. Relationships Australia was also successful in tendering to continue to deliver the Family Relationships Advice Line for the next five years, and in securing new funding from the Australian Government Attorney-General's Department for pilot programs to respond to elder abuse.

We also welcomed the announcement of the Royal Commission into Aged Care Quality and Safety and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, together with the Productivity Commission's inquiry into the Social and Economic Benefits of Improving Mental Health.



These provide critical opportunities for the service provision sector to influence service delivery to some of the most vulnerable populations in Australia.

Within our National Office, there has been significant change this year, as we bid farewell to our long-serving National Executive Officer, Alison Brook, who has moved to Relationships Australia Canberra and Region, and welcomed Nick Tebbey to the role in February 2019. The National Office has been active this year across many areas of policy, advocating for enhanced service delivery and stronger outcomes in areas where Australians most need them. More details of these activities can be found on the following pages.

The theme of this year's annual report is 'Strengthening families: translating evidence into practice' – a mission that embodies the work of Relationships Australia. Across the eight states and territories, our members have demonstrated their commitment to exploring new service offerings, enhancing existing programs and collecting the data necessary to evaluate outcomes and measure impact.

Throughout the report, we are proud to provide examples of this commitment as we share some of the highlights of the past 12 months.

A handwritten signature in dark ink, appearing to read 'Ian Law'.

**Ian Law**  
Board chair

*Relationships Australia takes great pride in offering a range of evidence based relationship services that support all Australians, at all ages, and across the life cycle of the relationship.*





# YEAR IN REVIEW

## **O**n 19 March 2019, the Attorney-General launched the National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019–2023.

It sets out a framework for ongoing cooperation, action and monitoring against key priority areas and, importantly, brings with it funding for three new service delivery models to combat elder abuse. One of these models, ‘case management and mediation services’ is being exclusively trialled by Relationships Australia, in four states and territories.

We welcome the investment of government funding, following years of advocacy for services to work with families with an ageing relative, to help them reduce conflict and build their capacity to deal with ageing-related issues such as grief and loss, end-of-life care, retirement and inheritance, family violence and elder abuse.

### **Australian Law Reform Commission: Review of the Family Law System**

During 2018–19, Relationships Australia engaged in the ALRC’s Review of the Family Law System, welcoming this once-in-a-lifetime opportunity to achieve much-needed reform.

In April 2019 the ALRC report was made public. While we believe there is still significant ground to cover before we can achieve a family law system that adequately meets the needs of its users and avoids long-term damage, especially to children, we welcome many of the report’s findings and recommendations and look forward to working with the Australian Government on their implementation.

### **A national discussion about loneliness**

In September 2018, we celebrated Relationships Australia’s 70th anniversary, hosting an event for friends and stakeholders at the National Gallery of Australia. As well as providing an opportunity to reflect on our evolution over the past seven decades, this occasion enabled us to shed some light on the growing problem of loneliness in our community. The event featured a panel of eminent researchers and practitioners discussing interventions to tackle loneliness, as well as the launch of our research into Australia’s loneliness epidemic by the Assistant Minister for Families and Social Services, the Hon Michelle Landry MP.

Along with others, Relationships Australia has been a key participant in a national discussion over the past year about the health and social risks posed by loneliness, and into the future we plan to develop practical programs that can address this issue in the community.

### **Key stakeholder engagements**

Over the past year, we participated in a range of consultations in the Attorney-General’s and social services departments and with stakeholders in our traditional areas of work. These have included consultations on program redesign and outcome measurement, as well as increasing access to services for vulnerable groups, including Aboriginal and Torres Strait Islander clients, and those affected by drought as well as culturally and linguistically diverse clients.





## Submissions

This year we made a range of submissions to the Australian Government and other inquiries, including:

- Australian Law Reform Commission Review of the Family Law System
- Proposed merger of the Family Court of Australia and the Federal Circuit Court
- Productivity Commission inquiry into the Social and Economic Benefits of Improving Mental Health
- ACT Office for Mental Health and Wellbeing
  - development of priority areas
- ACT Government – review of domestic adoption processes
- Submission to the Productivity Commission on public health approaches to protecting children
- 2019–20 Federal Budget
- Department of Social Services, Stronger Outcomes for Families Discussion Paper and Background Paper.

## Monthly survey

Our monthly survey continued to remain popular, generating interest from a wide range of people, media and academia. Key topics included loneliness, finances in a relationship, pets and elder abuse as well as surveys gauging community perceptions on topics ranging from marriage to volunteering, and from infidelity through to alcohol and drinking.

## Where you can find more information

For more information on the work we do, visit Relationships Australia at [relationships.org.au](https://relationships.org.au) or call us on (02) 6162 9300.





**N**eighbour Day 2019 was enthusiastically embraced by communities from all corners of Australia, who participated in variety of neighbourly events, from garage sales and street libraries to barbeques, morning and afternoon teas, street parties and even street art installations.



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# NEIGHBOUR DAY

The theme for Neighbour Day this year was 'Loneliness – what neighbours can do to create connections' and Australia has done a fantastic job of doing just that.

Our Very Neighbourly Organisations and our amazing ambassadors – including Natalie Ahmat, Nick Duigan, Costa Georgiadis, Julie Goodwin, Hugh Mackay, Sophie Thomson and Neighbour Day founder Andrew Heslop – all combined to make Neighbour Day a success.

Neighbour Day 2019 engaged an even broader range of supporters including federal and state MPs, councils and mayors, government departments, state emergency services, Neighbourhood Watch groups, non-government organisations, businesses – and neighbourly pets!

One of Neighbour Day's Very Neighbourly Organisations, R U OK? caught up with their ambassador and Ramsay Street favourite, Rob Mills, for Neighbour Day this year. Rob suggests that being neighbourly might seem daunting for some of us, but a small gesture can go a long way.

Another Neighbours' actor and Dementia Australia Ambassador Takaya Honda produced a video to promote the Dementia Friends program and utilised Neighbour Day to shine a light on the loneliness suffered by people living with dementia, who often become socially isolated as a result of their illness.

Two new, high-profile Very Neighbourly Organisations, Victoria SES and CFA, collaborated with Red Cross Victoria to host a Neighbour Day Challenge with their staff, members, volunteers and

communities of interest. The campaign was in recognition that Victorians who have strong relationships with their neighbours are more likely to help one another and have better outcomes when faced with emergencies.

For the second year running, the Department of Health in Tasmania teamed up with Relationships Australia Tasmania for its annual Healthy Tasmania Community Challenge. The challenge encouraged people to reach out to those around them to create well-connected communities, by either hosting or attending a registered Neighbour Day event on 31 March with a \$5000 prize for the winning community.

Neighbourly Network member, Neighbourhood Watch ACT, joined with our partners at the ACT Government, Justice and Community Safety to launch their Neighbour Day promotion in the ACT via video on social media.

Very Neighbourly Organisation, City of Kwinana in Western Australia, launched its Neighbour Day Every Day program, a place-based initiative that operates year round under the Neighbour Day banner. Promotions included a massive electronic billboard on the freeway championing Neighbour Day Every Day and how to get involved.

For the fourth year running, a number of Lendlease Communities in Queensland, New South Wales and Victoria supported their residents to get involved in Neighbour Day through promotion and supermarket voucher incentives, with more than 1000 people joining in.

A small qualitative study of 2018 Neighbour Day hosts, 'Evaluating the impact of Neighbour Day on the community', was conducted around Australia in partnership with Swinburne University of Technology. This research told us that Neighbour Day helps create ongoing and enduring connections between people and their communities. These enduring connections are what help people emerge from loneliness, contribute to building a sense of belonging and give people a sense of purpose and identity.

With continued interaction, relationships formed through Neighbour Day often lead to increased neighbourhood trust that in turn leads to neighbours experiencing a greater sense of safety in their neighbourhood, and offering support to each other.

Relationships Australia partnered with Australian National University to help evaluate participation in Neighbour Day events in 2019. We surveyed over 400 hosts of Neighbour Day events, with 200 people completing both pre-event and post-event surveys. Findings indicated that there was a significant increase in participants' sense of neighbourhood identification and belonging from before to after the Neighbour Day 2019 event or action taken. There was also a significant increase in participants' perception of the environmental quality in their neighbourhood from the before to after Neighbour Day 2019 event or action. The full report will be released later in 2019.



# NATIONAL RESEARCH AND EVALUATION

Over 40 separate research projects were underway across the Relationships Australia Research Network in 2018–19, with the majority of the projects conducted in partnership with universities and other research bodies.

These partners include Griffith University, University of Queensland, University of Sunshine Coast, Central Queensland University, Deakin University, University of New South Wales, Southern Cross University, La Trobe University, University of Technology Sydney, University of Melbourne, Victoria University, Monash University, University of Tasmania, Menzies Institute for Medical Research and ACON.

The research network supports research and evaluation projects carried out within the Relationships Australia federation and undertakes independent research on behalf of the federation.

Current projects are primarily designed to assess the processes and outcomes of a diverse spectrum of Relationships Australia services, including family violence prevention, loneliness, gambling, childhood trauma, family dispute resolution, family counselling, parent education, couples counselling, same-sex parents, fathering, Aboriginal services and social media.

Many of these projects have already resulted in publications in peer reviewed journals and numerous sector conference presentations (see reference section below). The findings are also influencing the design of models of practice within Relationship Australia organisations and more broadly in the Australian and international family service systems. These significant research efforts are supported and driven by Relationships Australia organisations as they strive to learn and improve services and outcomes for clients.

## The Relationships Australia Family Dispute Resolution Outcomes Research Project

In 2019, the National Research Network continued to implement this large three-year project funded by the Relationships Australia federation. The study was designed to generate evidence on the outcomes of the federation's Family Dispute Resolution (FDR) services, in both parenting and property disputes.

The study employed a longitudinal survey design with quantitative data collected through client surveys at multiple points in time, as well as interviews with a sub-sample of participants to further investigate experiences and perceptions of the dispute resolution process.



**“The evidence clearly and unequivocally demonstrates the effectiveness of FDR to resolve complex family separation parenting and property matters.”**

The research is now complete, with 1700 clients completing surveys in 2017–18 and 200 interviews conducted in late 2018 and early 2019.

Papers based on preliminary findings from the study were presented at the National Conciliation Conference in April 2019, with more papers to be presented at the Family and Relationships Services Australia conference in November 2019. Further papers will be developed for publication in peer-reviewed journals.

The results of this substantial body of work will be used to improve service delivery models to better meet the needs of our clients. The evidence clearly and unequivocally demonstrates the effectiveness of FDR to resolve complex family separation parenting and property matters. Both quantitative and qualitative data also indicate benefits to participation in FDR regardless of agreement outcome, in terms of psychosocial adjustment but also in terms of facilitating and improving communication between separating parties. Reaching agreement brings further benefit in terms of reducing acrimony and psychological distress, and improving adjustment to separation.

## National Client Outcomes Measurement Project

The Research Network initiated a new large Australia-wide research project in 2019. The Family and Relationships Services Outcomes project is designed to deliver a robust and rigorously tested client outcomes framework to measure client benefit in counselling as practised across RASTs.

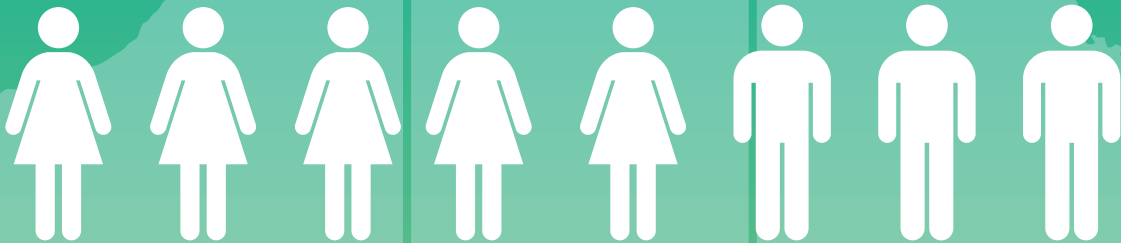
The project will consult with Family and Relationships Services programs nationally in order to build on existing learnings and practice across the network. A client and practitioner co-design approach will inform the design of a shared program logic, and the development and testing of a methodology for routine measurement of client outcomes. A comparison to Department of Social Services Standard Client Outcomes Reporting (SCORE) is a key component of the study, which will empower the federation to have one voice when presenting an evidence-based methodology that will complement and enhance the SCORE outcomes framework. The methodology will be both informed and tested by clients and practitioners, and inclusive of vulnerable and disadvantaged client groups.





# NATIONAL ORGANISATIONAL STATISTICS

190,166 CLIENTS



56% 106,643 FEMALE 43% 82,413 MALE

17,627 CULTURALLY AND LINGUISTICALLY DIVERSE  
10,594 ABORIGINAL AND TORRES STRAIT ISLANDER

106 VENUES AROUND AUSTRALIA

2,104 STAFF



# STRENGTHENING FAMILIES: TRANSLATING EVIDENCE INTO PRACTICE

## Aboriginal Parenting Orders Program

The Parenting Orders Program aims to assist separated parents reduce conflict and improve levels of agreement, communication and cooperation regarding their children's needs and contact arrangements.

In 2018, Relationships Australia Tasmania identified that a six-week series of education workshops or coaching sessions did not adequately cater for or address issues that can surface when a family breakdown occurs within the Aboriginal community. Partnering with the Tasmanian Aboriginal Centre, Relationships Australia Tasmania worked to culturally adapt, promote and pilot the program.

Aboriginal Program Worker, Jaye Clair, noted that often for the Aboriginal community, the group format can be off-putting for fear of judgement. It was, therefore, essential to work with the Aboriginal community in shaping the program on where and how they would like it delivered.

The community's concerns around trust, particularly towards unfamiliar people and organisations, were addressed through facilitating workshops at local community centres and in partnership with familiar and trusted organisations rather than at Relationships Australia Tasmania facilities.



*Jaye Claire, Aboriginal Program Worker, and program participant at the Tasmanian Aboriginal Centre in Hobart.*

Another significant difference was that it was not a court-ordered service. Traditionally, a high number of participants in the Parenting Orders Program are referred from the court, but participants were able to voluntarily enter the Aboriginal program.

The program has since gained momentum and is now delivered to several Aboriginal communities throughout the state.

Participants cover topics such as effective communication, parenting and conflict resolution, with the core focus of group workshops to help separated parents understand the effect of their conflict on their children and how to communicate more effectively.

Sharing and learning within a group setting aims to engage participants in group conversations, reduce feelings of isolation and develop further connections in the community. Cultivating networks and relationships within the community is an integral part of the program.

Before the commencement of each program, Jaye works to build rapport by establishing a key contact in the community: 'It's about making connections – when people know each other, and trust each other, they work well together,' she said.



The program is advertised to key members of the community, using word of mouth to generate interest. The program is promoted and run with other activities and programs held at the community centres, encouraging people to drop in and meet Jaye before joining the group.

The program is demonstrating value, with high demand for the program creating follow-on on sessions and communities requesting the program at their local centres. Jaye said she frequently hears from the centres asking when she will be running the next program.

Programs that understand the cultural and social fabric of the communities they serve ultimately lead to more meaningful support; however, simply understanding is not enough. The Aboriginal Connections Parenting Orders Program demonstrates the importance of genuine consultation and reflective practice that provides culturally relevant services, as defined by those who receive them.

## Strengthening families with an evidence-informed framework

**R**elationships Australia Victoria (RAV) has provided 'early matters', a five-year pilot program funded by the Department of Social Services, to promote and strengthen healthy relationships in areas of Sunshine and Ballarat, Victoria, since 2015.

The foundation of RAV's work is the importance of interpersonal and family relationships as strong determinants of health and wellbeing. The 'early matters' program addresses the increasingly recognised need for prevention and early intervention services, and engaging with at-risk families, particularly during the early years of child development, which can have lifelong consequences for health and wellbeing.

'Early matters' aims to address risk and protective factors within families and relationships during critical life transition points, such as having a baby or children starting kindergarten

and school. Families also have the opportunity to seek support early without feeling stigmatised.

We know that **how** services are delivered is as important as **which** services are provided; 'early matters' uses a combination of early intervention and preventive group education programs that are delivered through universal services. Each program draws on the best available evidence about risk and protective factors, and program delivery and implementation methods.





RAV's group programs include ATTUNE antenatal and ATTUNEplus postnatal programs in hospitals and child and maternal health centres. Ready Set Kids and 'I like, like you UP' are delivered in playgroups, kindergartens and primary schools. Delivering groups in these settings enables RAV to work with vulnerable children, parents and families who may not otherwise receive support.

'early matters' also includes Tuning in to Kids™, an evidence-based parenting program focused on emotional intelligence, and a strengths-based home visiting service. Approximately two-thirds of Tuning in to Kids participants transition to RAV's home visiting service, helping to integrate program learnings at home.

Recognising that a child's exposure to family violence is a strong risk factor of adverse lifelong outcomes and the necessity of working with children to promote respect and gender equality, all 'early matters' programs incorporate frameworks for family violence prevention, gender equity and mental health promotion.

Evaluations of 'early matters' include a combination of validated and fit-for-purpose tools to measure outcomes and demonstrate program efficacy. For example, the home visiting service uses a validated pre and post measure of perceived parenting skills and abilities, which is a reliable predictor of child mental health, emotional and behavioural issues. The 'I like, like you UP' program has been recognised and listed as a promising program with the Australian Institute of Family Studies.

Evaluation data demonstrates that 'early matters' practitioners are successful in engaging and forming partnerships with parents to identify issues, goals and strategies, which is known to lead to better outcomes for children and families. Notably, while engaging men and fathers is often a significant challenge for child and family services, the RAV program is able to do so successfully, with fathers representing 46% of participants in ATTUNE.



## Holding Children Together in Alice Springs

Holding Children Together is an Alice Springs program run by Relationships Australia Northern Territory that supports children aged five to 12 who have experienced complex trauma. It aims to help children to build emotional stability and establish a stronger sense of safety and resilience.

A team of three counsellors mainly work in schools but also see children at the office or in the children's residential care homes. Holding Children Together counsellors apply evidence-based trauma principles to help improve the overall functioning and wellbeing of the children. With a large Aboriginal community in Alice Springs, Holding Children Together also aims to help the children grow stronger connections to family and culture (where appropriate) with the support of two Aboriginal cultural advisers.

Children's counsellor, Daniel, recently worked with a family for eight sessions plus three follow-up calls after the face-to-face meetings. The mother was concerned that her son, aged 10, was having significant difficulty separating at the school drop-off, often to the extent that she would be forced to take time off work. Daniel began sessions using a family therapeutic approach, ensuring the sessions were child inclusive and child-focused. After a discussion with the boy's parents, Daniel developed a hypothesis as to why the family system might be contributing to the boy's anxiety. There had been significant but slow changes in the household over the preceding year. The child was the youngest of five and seemed to take on

responsibilities and activities beyond his age.

One of Daniel's goals was to help build a stronger bond between mother and son, focusing on their attachment. He provided psychoeducation in attachment theories to help them better understand their experiences. Daniel suggested to the mother how and when to engage in child-led play, including opportunities to practise. The parents also reflected on their parenting approaches and explored the impact of family dynamics upon the child. They were able to recognise the changes that needed to happen. The boy was able to express through a simple scaling exercise that his level of anxiety had gone down as the sessions progressed. After four months, both mother and son created an artwork to reflect their journey but also the effort they had jointly put in to create the change they both wanted.

When contra-indications arose, Daniel changed his approach. In an early session with the child, a narrative therapy technique produced a disharmonious power struggle in the relationship, so this approach was changed to play therapy. Family therapy was used to access the family dynamics that played a part and formed part of his interventions.

Daniel's successful work with this family is an example of the evidence-based approach the Holding Children Together program uses with families.





## Assisting vulnerable children and young people

The Riverina Murray Family Referral Service (FRS) 'FRS in Schools Program' extends the NSW Department of Health's FRS program to assist vulnerable children and young people within a regional NSW school environment. The service is funded by participating schools and is a distinct service from the FRS.

What began as a pilot in 2014 has continued to be rolled out to other schools in the Riverina because of the positive outcomes achieved. Currently there are nine participating schools with three FRS workers shared across these schools. To date, over 1500 students and their families have been assisted.

The service aims to address the increasing welfare needs of children, young people and their families. Students who are at risk of harm, underachievement and developmental delays can be identified and supported, and appropriate interventions provided

by a service that is independent of the education system. The following case illustrates the impact of the program.

Kylie\*, a 15-year-old year 10 student, was referred to the service by her school after she left home because of regular physical abuse from her mother, who had significant alcohol and drug issues. Kylie had multiple and complex needs compounded by her own daily cannabis use and her antisocial and aggressive outbursts at school.

Initially the Relationships Australia Canberra and Region worker contacted Kylie's aunt, who she lived with upon leaving home, and began to assess how best to engage, support and link Kylie and her aunt with services. They were linked to Centrelink for financial assistance, Pathways for Kylie's drug use, Anglicare Homeless Youth Assistance Program to support Kylie's living arrangements and for holistic case management, as well as school supports to enhance Kylie's safety, education and continuity at school. This also enabled school staff to be aware of Kylie's situation.

Six months on and Kylie is actively engaged with the services and has improved her school attendance from below 10% to 86%. Kylie's school and Anglicare have a financial agreement to supply her with food daily at school and regular financial assistance is in place to purchase groceries at home. Kylie has a laptop for school and her school fees and uniforms have been covered. Pathways will be closing Kylie's case soon due to her positive response to the drug rehabilitation program and Kylie is being supported to transition to independent living later in 2019.

In addition to assisting vulnerable students like Kylie, FRS in Schools Program workers spend a quarter of their time supporting teachers and principals to explore alternative strategies to address vulnerable students' needs and to improve their knowledge of local service options. Engaging school staff is key to ensuring sustainable positive outcomes are achieved for at-risk children and young people.

The 10 other FRS in NSW have since implemented, or are developing, the FRS in Schools Program in their communities.

*\*Name has been changed.*



## Supporting families and improving client outcomes

**A**ll families go through life's ups and downs and many parents have concerns about their children's mental, emotional and social wellbeing. Often families need support to get through the tough times.



The key focus of 4families, a Family Mental Health Support Service funded by the Department of Social Services, is the mental health and wellbeing of children. Children and young people are put front and centre and their voice is heard throughout the process.

4families supports families and carers, linking them to a variety of services to reduce family stress and enable children and young people to reach their full potential. The focus is on prevention and early intervention by addressing issues that affect the mental and emotional wellbeing of children and young people.

Relationships Australia Western Australia introduced the use of session rating scale (SRS) and outcomes rating scale (ORS) instruments five years ago to measure the strength of the therapeutic relationship within 4families. This has provided a process to improve client relationships, client outcomes and strengthen family relationships within the program.

The SRS was developed by Scott Millar to evaluate the connection and outcomes between the counsellor and client and uses a four item visual scale,

assessing key dimensions of effective therapeutic relationships. In 4families, the SRS is administered, scored and discussed at the end of each session to get real-time feedback from children and their parents/carers so that any problems can be quickly identified and addressed. The SRS measures respect and understanding, relevance of the goals and topics, client-practitioner fit and overall alliance.

The SRS allows 4families practitioners to adapt their approach as a response to feedback, ensuring a fluid and ever-adapting response to the client's needs.

4families practitioners use ORS, a session-by-session measure designed to assess areas of life functioning known to change as a result of therapeutic intervention. These include symptom distress, interpersonal wellbeing, social role and overall wellbeing.

Using these systems to monitor the progress of outcomes through client feedback has helped to facilitate strong client engagement and continuing positive results within the 4families program.

Since its implementation with 4families, results from using ORS and SRS instruments have been positive and have provided these useful insights:

- Over **6000 clients** have been assessed and their cases closed. Of these, **92.5%** reported some improvement and only **7.5%** reported slipping further away from achieving their goals.
- **1238 clients** (20.6%) reported 'clinically significant change' (i.e. their scores on the ORS indicate they have moved from the 'clinical' range to the 'non-clinical' range and their improvement has been statistically significant).
- A further **2275 clients** (38%) reported a shift from the 'clinical' to the 'non-clinical' range, but to a lesser degree.
- In addition, **350 clients** (5.8%) clients improved significantly, though their scores were not in the 'clinical' range to begin with.
- **1640 clients** (27%) whose scores indicate they were 'non-clinical' to begin with also improved, but to a lesser extent.



## Gambling harm: Evidence of Recovery

**T**he analysis of eight years of client data from the Gambling Help Services (GHS) delivered by Relationships Australia South Australia (RASA) has demonstrated the effectiveness of the program.

GHS responds to gambling-related harm through a public health harm-minimisation and recovery approach. The GHS offers a continuum of responses, including prevention programs, community education, and evidenced based and holistic treatment tailored to the specific needs and circumstances of clients, case management and relapse prevention.

Over the past 8 years, prevalence studies confirm that there is an explosion of online gambling enabled by the continuous internet connectivity. Nonetheless, harm resulting from pokies continues to be the primary source of problems faced by GHS clients. Clients may be experiencing harm from their own or another's gambling and the negative effects range in severity.

The analysis of client data collected for the last eight years showed that RASA is contributing to a significant improvement in the wellbeing and social functioning of those experiencing gambling-related harm.

Results of this analysis indicate that, between the first and at least 6th session, the GHS reduced psychological distress from high to moderate; reduced problem gambling behaviours by two thirds; reduced typical fortnightly gambling spend from \$350 to \$0, and; reduced functional impairment (the inability to participate in social, psychological and economic elements of daily life) by 75%. Moreover, an outstanding 80% of clients and practitioners reported that therapeutic goals were achieved.

RASA GHS results demonstrate that recovery from the full range of gambling related harms is possible. Going forward, we aim to continue to further improve the wellbeing of individuals, families and communities through preventative initiatives aimed at assisting young people and their parents manage online gaming and gambling behaviours.







## Demonstrating success of the Family Dispute Resolution program

**A** recent national study showed that the FDR program of Relationships Australia Queensland (RAQ) significantly benefits separating families, with 65% of participants reaching partial or full agreement on at least one matter within 12 months of intake. The study also found that parenting participants who engaged with the mediation process showed improved adjustment to separation and parenting stress over time.

When asked about aspects of the program they were most satisfied with, Queensland participants overwhelmingly cited the mediators. A typical comment was: 'The mediator every time has just been amazing ... just [with] the ability to just calm a situation I think and get people to talk about what they need to be talking about.' Overall, the mediators were said to be impartial, good listeners, and set a clear agenda to guide the participants through the process, which many said helped them progress towards an agreement.

Clients in situations of high conflict with their ex-partners felt safe to voice their concerns with the mediator's support: 'I could actually speak so I could say what I wanted for my son ... I felt completely safe with the mediator,' said a participant. This environment was often achieved by the mediator helping participants to focus on the child's needs, which

helped them to work together to resolve issues. 'Going to that mediation gave us the opportunity, both of us, just to talk and say what many months of emails back and forth had not resolved,' a participant said.

Participants said accessibility and affordability were two of the most important contributors to their overall program satisfaction. Clients in rural areas found the Telephone Dispute Resolution Service helpful and a reason to choose RAQ when in need of support.

Avoiding high legal costs was also cited as a significant benefit for participants with conflictual or acrimonious relationships with their co-parent: 'Well I haven't had to pay [for FDR]. It just saves me a lot of money [compared to] going through a solicitor and I am very thankful for it.'

For RAQ, the FDR Outcomes Study has provided valuable insight into how mediation services are helping clients work towards better outcomes for their families.

*“The mediator every time has just been amazing ... just [with] the ability to just calm a situation I think and get people to talk about what they need to be talking about.”*



## Increasing children's participation when parents separate

**G**overnment strategy at the national and New South Wales level – the latter with the significant 'Their Futures Matter' initiative – has brought into sharp focus the importance and impact of the participation of children in decisions affecting them.

Australian Institute of Family Studies research and years of practice experience with child inclusive practice demonstrates the power of including children's voices in the FDR process to assist parents focus on the specific and individualised needs of each child when parents have separated/divorced.

The recommendations of the Australian Law Reform Commission's review of the family law system (March 2019) highlighted that Family Relationship Centres, which were established to assist families post-separation, had inadvertently reinforced the absence of children from services by not targeting funding for child inclusive practice. This has also led to workforce challenges, with insufficient trained and skilled child consultants in the family relationship sector, and therefore impacting the ability to ensure meaningful child inclusion in FDR practice.

Relationships Australia New South Wales (RANSW) is committed to increasing the participation of children and young people in its family law programs. Its strategy is to work holistically with separated families and consult children and young people unless there are valid reasons not to. RANSW has assisted 7210 clients in



its dispute resolution program alone over the past year, so this strategy requires a significant investment of resources. Working with children in this way is critical to good outcomes for children's mental health and wellbeing and improving their relationships within the family. This strategy is best enabled by a multidisciplinary team approach that combines RANSW services in FDR and family counselling, and relationship education.

The child inclusive practice model honours children's rights to a voice, in line with the United Nations Convention on the Rights of the Child's three main principles of protection, provision and participation, and that of

the 'best interests of the child' in the *Australian Family Law Act 1975* (Cwlth).

Given the prevalence of family violence and child protection issues, the expertise of specialist child consultants within this model is pivotal to providing participation for children while maintaining safety (protection) and a focus on the children's best interests.

To meet the challenge of creating a significant workforce of specially trained child consultants, RANSW has invested in workforce capacity building. It has combined the post-separation expertise of family law specialists with the family systems and relationship wisdom of experienced family counsellors, resulting in a common language and systemic framework across the organisation.

A comprehensive evaluation and outcomes research project is underway, with parents reporting that as children and young people are given more say in decisions affecting them, they feel better 'attuned' to and able to reflect on each child's unique needs, and able to plan more cooperatively around their parenting arrangements.

**“Working with children in this way is critical to good outcomes for children's mental health and wellbeing and improving their relationships within the family.”**

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# SEMINAR AND CONFERENCE PRESENTATIONS, PUBLICATIONS AND FILMS

## International seminar and conference presentations

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

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

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

Morawska, A., Mitchell, A., Lohan, A., Filus, A., Sofronoff, K. & Batch, J. (2018, March). *Positive Parenting for Healthy Living (Triple P): Preliminary findings from a randomised controlled trial of a brief group program for parents of children with type 1 diabetes*. Presentation at the 19th Annual Helping Families Change Conference, California, USA.

Ralfs, C. (2019, May). *Screening, early interventions and coordinated support*. Presentation at Sweden Parliamentary Seminar, Stockholm, Sweden.

Stott, J. (2019, June) *Removing barriers and building bridges to address adolescent violence in the family*. Presentation at the New York University, International Association of Social Work in Group Therapy annual symposium, New York, USA.

Stott, J. (2019, June) *Sound Partnership House and Step Up for SA*. Presentation at the International Association of Social Group Work Symposium, New York, USA.

## National seminar and conference presentations

Abdi, M., Lee, E., & Poynten, H. (2019, April). *Diversity matters: Key learnings in using interpreters in legally-assisted family dispute resolution*. Presentation at the National Mediation Conference, Canberra, ACT.

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

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

Alford, D. (2018, November). *Support for fathers*. Presentation at the National Men's Health Gathering, Parramatta, NSW.

Alford, D. (2018, November). *Support for fathers*. Presentation at the International Domestic Violence and Health Conference, Melbourne, Australia.

Alford, D. (2018, December). *Support for fathers*. Presentation at the Stop Domestic Violence Conference, Gold Coast, Queensland.

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

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

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

Betti, K. (April, 2019) *Family mediation coaching: Assisting clients to shift from being defensive to responsive*. Presentation at the National Mediation Conference, Canberra, ACT.



- Bickerdike, A. (2019, March). *Issues in Family Law – 44 years after the Family Law Act*. Presentation at the National Access to Justice and Pro Bono Conference, Canberra, ACT.
- Bickerdike, A. (2019, April). *Keynote address: Family law reform. Opportunities, risks and vision*. National Mediation Conference, Canberra, ACT.
- Bickerdike, A. (2018, November). *Keynote address: The ALRC's Review of the Family Law System: Discussion Paper overview*. FRSA National Conference 2018 – Be the Change: Leaving No One Behind. Cairns, Queensland.
- Bickerdike, A. (2018, November). *What would the ideal family law system look like?* Panellist at FRSA National Conference 2018 – Be the Change: Leaving No One Behind. Cairns, Queensland.
- Bickerdike, A., & Corvan, J. (2018, July). *Effective community based, court ordered, lawyer assisted property conciliation*. Presentation at the Australian Institute of Family Studies Conference, Melbourne, Victoria.
- Braddock, R., & Bull, J. (2018, September) *MOOCopoly: A visual guide to creating engaging and successful Massive Open Online Courses*. Poster presentation at MoodleMoot 18, Brisbane, Queensland.
- Brindley, M., & Chapman, C. (2019, April). *Exploring power in mediation*. Presentation at the National Mediation Conference, Canberra, ACT.
- Cao, Y. (2018, July). *Evidence-based supervision model for mental health practitioners: A systematic review*. Presentation at the Australasian Mental Health and Higher Education Conference, Townsville, Queensland.
- Cao, Y., & Causton, C. (2019, April). *A holistic case management approach to elder abuse prevention*. Presentation at the Social Connection in Older Age Symposium, Brisbane, Queensland.
- Cao, Y., & Lloyd, K. (2018, August). *Evidence supporting three non-therapy-specific supervision models: A systematic review and case example*. Presentation at the 19th International Mental Health Conference, Gold Coast, Queensland.
- Cao, Y. & Lloyd, K. (2018, November). *Evidence supporting three non-therapy-specific supervision models: A systematic review and case examples*. Presentation at the 17th Annual Conference of the APS Psychology of Relationships Interest Group, Melbourne, Victoria.
- Cao, Y., Milic, J., & Poynten, H. (2018, November). *Gender matters: Comparing problem gamblers outcomes across gender*. Presentation at the National Association for Gambling Studies 28th Annual Conference, Brisbane, Queensland.
- Causton, C. & Nathan, L. (2019, March). *It is all about relationships. A holistic case management approach to elder abuse prevention*. Presentation at the Australian Guardianship and Administration Council Conference, Canberra, ACT.
- Codrington, R. (2019, June) *Premarital counselling & Prepare Enrich*. Presentation at the Celebrant Society Conference, Sydney, NSW.
- Codrington R., & Khuman, S. (2018, October) *Working with adult families: Assessment conceptualisation and intervention*. Presentation at the Australian Association of Family Therapy Conference, Sydney, NSW.
- Cooke, T. (2019, May). *Key knowledge & skills when working with men using abuse & violence*. Pre-conference workshop at the Australasian Working Together to End Men's Family Violence Conference, Melbourne, Victoria.
- Curran, S. (2018, August). *Men and friendship*. Presentation at the Victorian Parliament Men's Health Committee Breakfast, Melbourne, Victoria.
- Curran, S. (2018, October). *Elder abuse*. Presentation at the Swinburne Wellbeing Clinic for Older Adults Seminar Series on Ageing, Melbourne, Victoria.
- Curran, S. (2018, November). *Communities of wellbeing: preventing loneliness and unwanted social isolation of older Australians*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind. Cairns, Queensland.
- Decrea, S. (2019, May). *From multiple perspectives: Common practice challenges – the perspective of practitioners*. Panellist at the Working Better Together Online Conference. Retrieved from <https://www.mhpn.org.au/WebinarRecording/145/From-Multiple-Perspectives-Common-Practice-Challenges--The-Perspective-of-Practitioners?a=stream-3#.XSaQ4eQVCic>
- Decrea, S. (2018, November) *Leading from behind. Reclaiming 'Old Way' for Aboriginal and Torres Strait Islander Families*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind. Cairns, Queensland.
- Decrea, S. (2018, November) *New way? How the traditional way is same, same but different*. Presentation at the National Family Group Conferencing Forum, An Aboriginal Perspective, Ballina, NSW.
- Duigan, A., & Matsumoto, V. (2019). *The A-Z of Mediation*. Presentation at the National Mediation Conference 2019, Canberra, Australia.
- Elkington, L. (2019, June). *Authorising child consultants: How do we set the benchmark?* Presentation at the Child Inclusive Practice Forum, Darwin, NT.

- Fallowfield, S. (2018, November). *Early Matters: Driving change through a whole of community approach*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind. Cairns, Queensland.
- Flint, J., & Lee, J. (2018, December) *Tick tick or tap tap? E-screening for family safety risks*. Poster at the 2018 Annual Stop Domestic Violence Conference, Gold Coast, Queensland.
- Gangemi, M. (2018, August). *Schizophrenia and gambling related harm: The need for improved prevention and intervention*. Presentation at the MHS Conference 2018, Adelaide Convention Centre, Adelaide, SA.
- Heard, G. (2018, July). *Thirty years of community sector property family dispute resolution – A mature, safe, effective, efficient and evidence-based service*. Presentation at the Australian Institute of Family Studies Conference, Melbourne, Victoria.
- Hebb, A., & Phan, M. (2018, October). *Safe resolutions*. Presentation at the FRC Partnership Good Practice Forum, Melbourne, Victoria.
- Heidenreich, A., Lee, J., & McIntosh, J.E. (2018, July). *Screened but not heard: The importance of bringing children's voices into the room when parents present for non-parenting services*. Poster at the Biennial Conference of the Australian Institute of Family Studies, Melbourne, Victoria.
- Herbig, J. (2019, June) *Bricks and Mortar: A solid foundation, then corrosion turns 'nuts and bolts' to rust*. Presentation at the Child Inclusive Practice Forum, Darwin, NT.
- James, K., & Cordrington R. (2018, October) *Feedback informed treatment*. Presentation at the Australian Association of Family Therapy Conference, Sydney, NSW.
- Kelly, M., & Lee, J. (2018, November). *Over the barriers, onto the benefits: How practitioners changed their minds about universal screening*. Presentation at the Family Relationships Services Australia Annual Conference, Cairns, Queensland.
- Lee, J. (2018, July). *Harnessing workhorses or herding cats? Collaborating across the Relationships Australia federation to research what matters most to families*. Symposium presentation at the Biennial Conference of the Australian Institute of Family Studies, Melbourne, Victoria.
- Lezanski, J. (2019, April). *Capacity to participate vs capacity to decide*. Panellist at the National Mediation Conference, Canberra, ACT.
- Lloyd, K., & Turner, K. (2019, June). *Supervision – sustaining your practice in the best interests of children*. Presentation at the Child Inclusive Practice Forum, Darwin, NT.
- Lloyd, K., & Kelly, M. (2019, June). *Capturing the child's voice in our Client Outcomes Pilot project*. Presentation at the Child Inclusive Practice Forum, Darwin, NT.
- Lockwood, D. (2018, August). *Meeting core mental health needs using a hands-on approach to neurodevelopment: Use of the First Touch Program with infants to level-out mental health risk factors*. Presentation at the MHS Conference 2018, Adelaide Convention Centre, Adelaide, SA.
- Lockwood, D. (2018, November). *Cue based infant massage – attachment and attunement program across cultures and communities*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland.
- Lohan, A., & Milic, J. (2019, April). *Relationships Australia Family Dispute Resolution (FDR) Outcomes Study: Preliminary insights*. Presentation at the National Mediation Conference, Canberra, ACT.
- Lohan, A., & Milic, J. (2018, July). *How do we measure the success of family dispute resolution (FDR) in parenting matters? Preliminary findings from Relationships Australia's FDR Outcomes Study*. Presentation at the Australian Institute of Family Studies Conference, Melbourne, Victoria.
- Main, J. (2018, December). *Royal Commissions: RASA experience in providing support*. Presentation at the Council on the Ageing (SA) information session 'Understanding the Royal Commission into Aged Care Quality and Safety', Adelaide, SA.
- Mance, P. (2018). *'I'm worried about mum'*. Presentation at the 2018 Elder Abuse Conference, Together Making Change. Available at <https://togethertakingchange.org.au/speaker/paula-mance/>
- Mance, P. (2018). *New research reveals depth of Australian loneliness epidemic*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland. Available at <https://frsa.org.au/wp-content/uploads/2018/12/5C-Paula-Mance-An-epidemic-of-loneliness-FRSA-conference-November-2018.pdf>
- Marshall, K., & Poynten, H. (2019, June). *Is language influencing child inclusive practice?* Presentation at the Child Inclusive Practice Forum, Darwin, NT.
- McCarthy, L. (2018, October). Presentation at the Joint Select Committee on oversight of the implementation of redress related recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, Melbourne, Victoria.
- Meehan, L., & Abdi, M. (2019, April). *Relationships Australia legally assisted culturally appropriate FDR supporting cultural considerations in mediation*. Presentation at the National Mediation Conference, Canberra, ACT.
- Michel, J. (2018, November). *Child inclusive practice and child development*. Presentation at the FRC Training Day: Working Together in FDR, Midland, WA.



- Milic, J. (2019, May). *The effectiveness of a motivational interviewing (MI) treatment on the outcomes for help-seeking problem gamblers in a community organisation*. Presentation at the Australian and New Zealand Addiction Conference, Gold Coast, Queensland.
- O'Connor, M., & Panayiotidis, A. (2019, June). *Preventing family violence: Researchers and industry partners working systematically and collaboratively*. Presentation at the Public Health Prevention Conference 2019, Melbourne, Victoria.
- Opoku, S. (2018, July). *Understanding our impact: Relationships Australia Victoria's journey towards outcomes-focused thinking*. Presentation at the Australian Institute of Family Studies Conference, Melbourne, Victoria.
- Palmer, J. Neilson, A. (2019, June). *Society for the History of Children and Youth 2019 Conference – Encounters and Exchanges*. Presentation at the 2019 Biannual Conference of the Society for the History of Children and Youth, Sydney, NSW.
- Penny, T., Naran, A., & Hutchinson, N. (2019, April). *A neuroscientific approach: Working with emotionally reactive clients*. Presentation at the National Mediation Conference, Canberra, ACT.
- Petch, J. (2018, July). *Couple counselling in routine practice: An effectiveness study across Australia*. Presentation at the Australian Institute of Family Studies Conference, Melbourne, Victoria.
- Petch, J. (2018, October). *Couple counselling in routine practice: An effectiveness study across Australia*. Presentation at the Australian Association for Cognitive and Behaviour Therapy Conference, Brisbane, Queensland.
- Petch, J. (2018, November). *Stepped care relationship interventions – How organisations can lead the change in improving relationships*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland.
- Perez, L. (2019, March). *Relationships Australia Victoria: Service provision in regional communities*. Presentation to the Linkages Programme Ballarat, Victoria.
- Pye, C. (2018, November). *Cultural cross-fit – How a comprehensive internal review is helping RAQ to move towards cultural fitness*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland.
- Pye, C. (2018, November). *Walking the talk – Towards truly inclusive services for diverse families and communities*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland.
- Rahimullah, R. (2018, July). *Barriers affecting client participation in counselling*. Poster at the Australian Institute of Family Services Conference, Melbourne, Victoria.
- Rahimullah, R. (2018, November). *Leave no one in need of counselling behind: Potential factors preventing the initiation of counselling*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland.
- Ralfs, C. (2018, November). *It takes a community to build a nest: How the service system can help. Get evidence off the shelf and into children's lives*. A joint forum presented by Healthy Development Adelaide and the Australian Research Alliance for Children and Youth (ARACY), Adelaide, SA.
- Roberts, L. (2018, October). *Narrative intervention for intimate partner violence: Working with identity, meaning and resistance*. Presentation at the Australian Association of Family Therapy Conference, Sydney, NSW.
- Roberts, D. (2019, April). *Interdisciplinary collaborative practice*. Presentation at the National Mediation Conference, Canberra, ACT.
- Roche-Bolger, B., & Taranto, B. (2019, April) *Being brave – The role of the family dispute resolution practitioner in child inclusive FDR*. Presentation at the National Mediation Conference, Canberra, ACT.
- Roche-Bolger, B., & Taranto, B. (2019, June). *Being brave – The role of the family dispute resolution practitioner in child inclusive FDR*. Presentation at the Child Inclusive Practice Forum, Darwin, NT.
- Salih, N. & Goodbourn, E. (2018, November). *Downloading the skills for independence, co-designing a new web resource for young care leavers becoming independent*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland.
- Schultz, A. (2018, August) *The intersection between gambling harm and homelessness*. Presentation at the Homelessness Conference 2018: Sharing Solutions to End Homelessness, Don Dunstan Foundation, Adelaide Convention Centre, Adelaide, SA.
- Shaw, E. (2019, May). *Managing ethical issues in couple and family practice*. Workshop at the Australian Psychological Society College of Clinical Psychologists Conference, Melbourne, Victoria.
- Shaw, E. (2018, November). *Facing the unthinkable, speaking the un-languaged*. Presentation at the Oncology Social Work Australia, National Conference, Canberra, ACT.
- Sheehan, M. (April 2019). *Whatever happened to hope-inspiring environments? The compassion deficit in mental health care*. Presentation at the Reawaken Australia Conference, Adelaide, SA.
- Shneider, I. (2018, November). Presentation at the Respectful Relationship Parent/Student Information Evening, Braybrook College, Braybrook, Victoria.
- Spradbury, I. Kerin, P. (November 2018). *FRCs and the Family Court including relocation*. Presentation at the FRC Training Day: Working Together in FDR, Midland, WA.

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

Stott, J. (2018, November) *Integrated model to address elder abuse*. Presentation at the FRSA National Conference 2018 – Be the Change: Leaving No One Behind, Cairns, Queensland.

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

Tully, D., Moss D, Alford D., & Palfrey N (2018, November). *Child-focused practices for working with fathers who use violence*. Presentation at the International Domestic Violence and Health Conference 2018, Melbourne, Victoria.

Yorston, M. (2018, July). *'I'm at a Crossroads': Supporting families through the family law system with the Family Safety Navigation Model*. Presentation at the Australian Institute of Family Studies Conference, Melbourne, Victoria.

Williams, E. (2018, August). *Supporting prisoners living with a blood borne virus*. Presentation at the 11th Australasian Viral Hepatitis Conference 2018, Adelaide, SA.

## Publications

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

Brooke, O., & Williams, N. (2018). Problematic internet pornography use, can it be an addiction? A narrative literature review. *Counselling Australia* 18(4).

Lockwood, D. (2018, August). Meeting core mental health needs using a hands-on approach to neurodevelopment: Use of the First Touch Program with Infants to level-out mental health risk factors. In MHS EBook 2018, The 2018 Book of Proceedings, 2019 Australia.

Lohan, A., Morawska, A., & Mitchell, A. E. (2018). Development and validation of a measure assessing child diabetes behavior: The Diabetes Behavior Checklist. *Comprehensive Child and Adolescent Nursing*. doi:10.1080/24694193.2017.1323978

Louis, W. R., Thomas, E., Chapman, C. M., Achia, T., Wibisono, S., Mirnajafi, Z., & Droogendyk, L. (2019). Emerging research on intergroup prosociality: Group members' charitable giving, positive contact, allyship, and solidarity with others. *Social and Personality Psychology Compass*. doi/abs/10.1111/spc3.12436.

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

Mance, P. (2018). Is Australia experiencing an epidemic of loneliness? Paper prepared for Relationships Australia's 70th Anniversary. Retrieved from <https://www.relationships.org.au/what-we-do/research/an-epidemic-of-loneliness-2001-2017/>

Mance, P. (2019). Assisting families with ageing-related relationship issues. Child Family Community Australia, Australian Institute of Family Studies. Retrieved from <https://aifs.gov.au/cfca/2019/05/02/assisting-families-ageing-related-relationship-issues>

Markwick, K., Bickerdike, A., Wilson-Evered, E., & Zeleznikow, J. (2019). Technology and family violence in the context of post-separated parenting. *Australian and New Zealand Journal of Family Therapy*. doi:10.1002/anzf.1350

Shaw, E. (2019). Working with trauma – implications for supervision and professional ethics. In R. Benjamin, J. Haliburn, & S. King (Eds), *Humanising mental health care in Australia, a guide to trauma-informed approaches*. Abingdon, Oxon: Routledge.

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

## Videos

headspace Bairnsdale (Producer & Director). (2018). *UBU unique but united LGBTIQ+ support Group*. [Video]. Bairnsdale, Victoria: Relationships Australia Victoria.

Holtzworth-Munroe, A. & Relationships Australia South Australia (Producer). (2019). *Amy Holtzworth-Munroe talks about research culture*. For external use [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/342874855>

Holtzworth-Munroe, A. & Relationships Australia South Australia (Producer). (2019). *Amy Holtzworth-Munroe talks about research culture*. For internal RASA use [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/342875752>

Holtzworth-Munroe, A. & Relationships Australia South Australia (Producer). (2019). *Amy Holtzworth-Munroe talks about typologies in intimate partner violence* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/342876452>



- Holtzworth-Munroe, A. & Relationships Australia South Australia (Producer). (2019). *Typology in intimate partner violence* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/340846702>
- Holtzworth-Munroe, A. & Relationships Australia South Australia (Producer). (2019). *Professor Amy Holtzworth-Munroe Q&A research culture* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/340845078>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about ... Being your child's hero* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/319379361>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about ... Conflict*. Promotional video with infant focus [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/332583960>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about ... conflict* [Video]. Adelaide: Retrieved from <https://vimeo.com/322133992>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about ... Conflict and child development* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/319379562>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about ... How children of different ages adapt to conflict* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/319379618>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about ... How parents can help* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/319379674>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about... What your parents didn't know* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/319379517>
- McIntosh, J. (Writer), Olsson, C. (Writer), & Relationships Australia South Australia (Producer). (2019). *Let's talk about ... Why we should deal with conflict* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/319379472>
- Relationships Australia South Australia (Producer). (2019). *About FYI by the students at the Digital Course at the FYI Hub* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/326259282>
- Relationships Australia South Australia (Producer). (2019). *About the FYI Cafe 2018* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/326449566>
- Relationships Australia South Australia (Producer). (2019). *AISR 2019 Induction* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/311135932>
- Relationships Australia South Australia (Producer). (2019). *2019 AISR LLN* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/311135372>
- Relationships Australia South Australia (Producer). (2019). *2019 AISR student support* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/311135520>
- Relationships Australia South Australia (Producer). (2019). *2019 AISR USI* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/311135706>
- Relationships Australia South Australia (Producer). (2019). *2019 AISR work placement* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/311135811>
- Relationships Australia South Australia (Producer). (2019). *AISR 2019 Welcome* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/322133992>
- Relationships Australia South Australia (Producer). (2018). *Alex* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/293290695/ba02cbabfe>
- Relationships Australia South Australia (Producer). (2018). *A message from our CEO* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/306748948>
- Relationships Australia South Australia (Producer). (2019). *An intake interview example* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/314384300/62876e82a9>
- Relationships Australia South Australia (Producer). (2018). *Bree - Corrected spelling* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/299783991>
- Relationships Australia South Australia (Producer). (2018). *Brooke* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/293290946/4e53cf7d39>
- Relationships Australia South Australia (Producer). (2018). *Communicating with diversity* [Video]. Adelaide: RASA. Retrieved from <https://www.youtube.com/watch?v=mDnTG8DMAHM&>
- Relationships Australia South Australia (Producer). (2018). *Dreaming of the big fish* [Video]. Adelaide: RASA. Retrieved from <https://youarenotalone.org.au/resources/big-fish/>
- Relationships Australia South Australia (Producer). (2019). *GDFDR orientation & FAQs* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/312044975/5513781473>
- Relationships Australia South Australia (Producer). (2019). *Interviews with RASA counselling staff - Diploma of Counselling* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/314387001/1914d0a898>

Relationships Australia South Australia (Producer). (2018). *Kayla* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/293291107/ObOf2cae56>

Relationships Australia South Australia (Producer). (2019). *Marion community centre by FYI Digital Course students at the Hub* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/326259149>

Relationships Australia South Australia (Producer). (2018). *Nick* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/293291241/0328c5eeba>

Relationships Australia South Australia (Producer). (2018). *Reality Check - GOM Central* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/299783724>

Relationships Australia South Australia (Producer). (2018). *Reality Check. 4 minute version* [Video]. Adelaide: RASA. Retrieved from <https://vimeo.com/299783724>

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# GOVERNANCE

## NATIONAL BOARD

### *Chair*

Dr Ian Law

### *Deputy Chair*

Marie Morrison

### *Directors*

Dr Andrew Bickerdike

Alison Brook

Dr Claire Ralfs

Terri Reilly

Matthew Rowell

Elisabeth Shaw

## NATIONAL OFFICE

Unit 2

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Kingston

02 6162 9300

[natoffice@relationships.org.au](mailto:natoffice@relationships.org.au)

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

## STATE AND TERRITORY HEAD OFFICES AND BOARDS

### AUSTRALIAN CAPITAL TERRITORY AND REGION

#### *Head office*

15 Napier Close

Deakin ACT 2600

02 6122 7100

[enquiries@racr.relationships.org.au](mailto:enquiries@racr.relationships.org.au)

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



**CEO** Alison Brook

**President** Jim Dunn

#### *Board*

Greg Bayliss

Peter Beames

Bernadette Carroll

Gail Frank

Nicole Longley

Sue Lyons

Jeremy Naumann

Ewan Perrin

Caitlin Stone

Lorraine Watt

Paul Wyles

Juleen Schiefelbein

#### *Board (Retired/Resigned 2019)*

Peter Bailey (Life Member,  
retired from the Board June 2019)

Jacqui Lord (resigned February 2019)

Mary Pekin (resigned January 2019)

Maria Thompson  
(resigned March 2019)

### NEW SOUTH WALES

#### *Head office*

Level 1 Sekisui House

68 Waterloo Road

Macquarie Park NSW 2113

02 8874 8000

[enquiries@ransw.org.au](mailto:enquiries@ransw.org.au)

[relationshipsnsw.org.au](http://relationshipsnsw.org.au)



**CEO** Elisabeth Shaw

**Chair** Chris Bertinshaw

#### *Board*

Jennifer Alexander

Andrea Christie-David

Kathryn Greiner AO

Dr Stephen Hollings

Cameron O'Reilly

Peter Ricketts

Steve Rust

## NORTHERN TERRITORY

### Head office

5 Shepherd Street  
Darwin NT 0800  
08 8923 4999  
rantreception@ra-nt.org.au  
nr.relationships.org.au



**CEO** Marie Morrison

**Chair** Doug Gillanders

### Board

Meghan Bailey  
Robert Bradshaw  
Denise Casey  
Sue Coombs  
Mark Hough  
Barbara Pollock  
Daryl Preston  
Claire Wyatt

## QUEENSLAND

### Head office

6/107 Miles Platting Rd  
Eight Mile Plains QLD 4113  
07 3423 6950  
generalenquiries@raq.org.au  
raq.org.au



**CEO** Dr Ian Law

**Chair** Helen Poropat

### Board

Professor Kim Halford  
Kerri Mahon  
Bruce Moffat  
Angela Moody  
Professor Analise O'Donovan  
Bill Owens  
Mikhara Ramsing  
Ian Sampson  
Professor Gary Thomas

### Board (Retired/Resigned 2019)

Sally-Ann Lauder – Deputy Chair  
(resigned November 2018)

## SOUTH AUSTRALIA

### Head office

Level 1 191 Flinders Street  
Adelaide SA 5000  
08 8216 5200  
mail@rasa.org.au  
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**CEO** Dr Claire Ralfs

**President** Franco Camatta

### Board

Harold Bates-Brownsword  
Marion Eckert  
Geoff Kay  
Diarmid Lee  
Kay Nolte



## TASMANIA

### Head office

20 Clare St  
New Town TAS 7008  
03 6279 5000  
admin@reltas.com.au  
tas.relationships.org.au



**CEO** Mathew Rowell

**President** Mary Bent

### Board

Kim Barker  
Sarah Dawkins  
Ella Dixon  
Kristian Falconer  
Shona Gate  
Wendy Key  
Emma Lovibond  
Rick Marton

## VICTORIA

### Head office

1183 Toorak Road  
Camberwell VIC 3124  
03 8573 2222  
enquiries@rav.org.au  
relationships victoria.com.au



**CEO** Dr Andrew Bickerdike

**President** Professor Lyn Littlefield OAM

### Board

Kaye Frankcom  
Michael Hunt  
Kimberly Hunter  
Ronda Jacobs (from October 2018)  
John Lovell  
Michael Shaw (from October 2018)  
Paul Staindl

### Board (Retired)

Debra Goldfinch (to October 2018)  
Peter Gome (to October 2018)

## WESTERN AUSTRALIA

### Head office

Level 2 156 Railway Parade  
West Leederville WA 6007  
08 6164 0100  
info@relationships wa.org.au  
relationships wa.org.au



**CEO** Terri Reilly

**President** Chris Lewis

### Board

Lucy Bourne (from October 2018)  
Tony Dobbs  
Noelene Jennings  
Luke McNiece  
Lisa Wood  
Alan Wright





