

Relationships Australia[®]

NEW SOUTH WALES

RANSW Annual Report
2013–2014
Our Report Card



FROM THE CEO & THE BOARD CHAIR

The 2013 - 2014 year was again a time of challenge and change for Relationships Australia NSW (RANSW). In supporting individuals, families and communities to manage the ups and downs of life we provided more than 36 different programs to 24,500 clients from 28 venues across NSW.

The services were provided by our 450 employees and focused on couple and family counselling, mediation, therapy services for young people and their parents, professional training, relationships education, parenting skills programs and supporting families experiencing disadvantage.

Key goals for the year were to consolidate our work with vulnerable and disadvantaged communities; to build strong foundations for the future by enhancing organisational systems, research and management structures; and to begin long-range strategic planning for the next 10-15 years. The goals were ambitious and we are proud of what we have achieved.

In this second year of our Strategic Plan our key achievements include the implementation of the Vulnerable and Disadvantaged Client Access Strategy; an increased focus on research and evidence that what we do makes a difference to the community; better use of technology in service delivery; stronger connections with the Relationships Australia Federation; and an increase in fee for service programs.



Frank Francis - CEO



Chris Bertinshaw - Chair

The change in Federal government leadership and subsequent reforms to the Family Support Program has meant that RANSW has had to respond with precision and speed to a changing funding landscape. We were delighted to receive the news of five year funding contracts for the majority of our services, which gives us the confidence to focus on long term service delivery.

Our staff have been active in the professional realm, presenting at 20 conferences in Australia and three conferences in Europe; and publishing three articles in peer reviewed journals. These professional presentations and journal articles allow us to showcase innovative work and the latest research in our field.

The success of RANSW is primarily due to the dedication of our staff who

continue to focus on the needs of the clients and communities that connect with our services. The RANSW Leadership Team and the Board of Directors are very grateful to the staff of RANSW for their ongoing commitment to the valuable work we do.

We would also like to thank our funding bodies, project partners, Employee Assistance Program clients and the individuals, families and communities that continue to connect with us - we are only as good as the people that choose to engage and sustain us. Thank you for your support.

Best regards

Frank Francis
CEO, Relationships Australia NSW

Chris Bertinshaw
Chair, Relationships Australia NSW



OUR RESULTS

In 2013-14 Relationships Australia NSW continued to help clients manage their relationships and the ups and downs of life.

Here's a snapshot of our clients and our work.

42,500 CLIENT SESSIONS



OUR CLIENTS



OUR SURVEY RESULTS



EMPLOYEE ASSISTANCE PROGRAM

The RANSW Employee Assistance Program (EAP) provides a professional service to organisations wishing to enhance and support their most important asset, their people.

This year the RANSW EAP business has grown significantly and is now providing counselling, workplace mediation and workplace seminars to 30% more organisations than the previous reporting year. One of the key reasons for growth in EAP business is the innovation in delivering EAP services. EAP services can be delivered face to face at the client's business address, in an RA location, on the phone or online via Skype. This year EAP counselling has even supported humanitarian workers in conflict zones in the Middle East, highlighting the broad reach of Relationships Australia across the globe.

The approach to EAP contracts has also become more flexible with contracts now specifically tailored to meet the individual needs and business goals of each organisation. Some of the issues addressed within the EAP framework include anxiety and stress related to work or personal life, interpersonal conflict, adjustment to change, substance abuse, relationship and family issues, depression, health or injury related problems, critical incident debriefing and grief and loss.

As more and more research uncovers the importance of wellbeing in our communities, our workplaces and our learning places, we look forward to supporting more Australian organisations with their commitment to enhancing the wellbeing of their staff, volunteers, members and affiliates through counselling, dispute resolution and proactive education.

KELSO WOMEN'S GROUP – BUILDING CONNECTIONS & CONFIDENCE

The Kelso Women's Group was first established in March 2013 by the Bathurst Family Relationships Centre, with the goal of providing a safe space for women of Aboriginal and multicultural backgrounds to share experiences, learn new skills and develop community connections.

Kelso is a suburb of Bathurst, in the Central West of New South Wales.

Today the Kelso Women's Group includes more than 20 women from vulnerable and disadvantaged groups, older people with disabilities and their carers, and Aboriginal women. The reach has expanded beyond the Kelso area to the city of Bathurst, Bathurst South and West Bathurst and free transport is available to attend.

Local women have described the group as: *"... Like the embers of a fire that need to billow, to breathe, to grow, and explore. The Women's group is a place of welcoming warmth and safety for women and their children."*

Reducing social isolation, improving mental health and having a laugh with friends has been identified as the most positive outcomes of the group. Activities now include painting, jewellery making, cooking on a budget, a community garden and a TAFE first aid course.

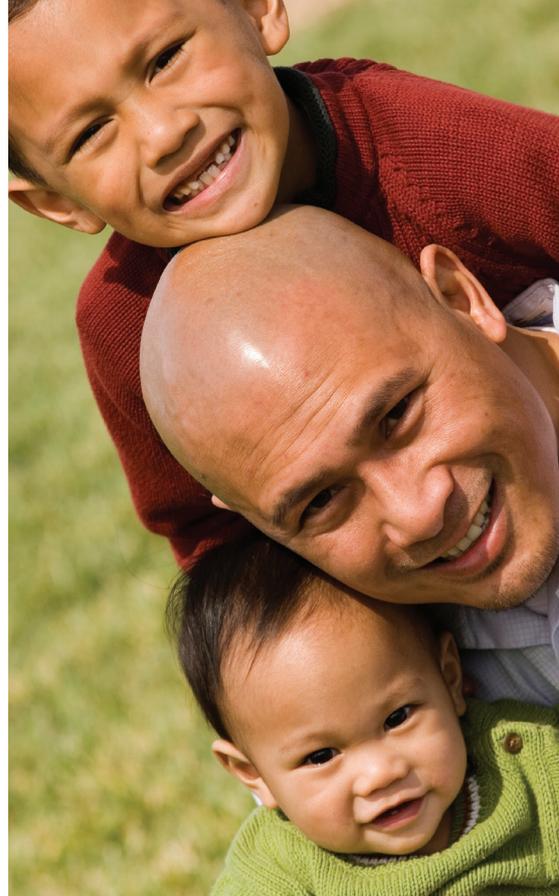
The Women's group is co-ordinated by the Bathurst Family Relationships Centre and supported by Bathurst Aboriginal Land Council, Bathurst Regional Council, Bathurst Women's Housing and the Bathurst Seymour Centre. The Bathurst Family Relationships Centre is managed by RANSW.



Kelso Women's Group weaving workshop

OUR 2012–2015 STRATEGIC GOALS

- Adaptive and innovative services
- Meeting the greatest need
- Wider reach and influence
- A thriving workplace
- Stronger organisational capacity.



RANSW SERVICES

- Face to face and online counselling for individuals, couples and families
- Relationship and parenting skills education
- Child and adolescent services
- Mediation and dispute resolution
- Services for separating families through Family Relationship Centres
- Collaborative law teams for post-separation
- Children's contact services for separated parents
- Family safety programs
- Humanitarian entrants program
- Specialist services for people who have been in out-of-home care
- Community development activities to build social inclusion
- Aboriginal Counselling Service and partnership programs for Indigenous communities
- Employee assistance programs for companies
- Workplace mediation
- Training, seminars and supervision for family support professionals
- Accredited professional training courses

CLIENT SURVEY – A STRONG RESULT

The annual RANSW client survey has again shown a strong result with the majority of people indicating that access to our services had a positive impact on their lives and that of their children.

The Immediate Snapshot Survey (in mid 2014), talked to clients within four weeks of receiving services. It indicated an increase in the number of positive responses across all programs, with some particularly outstanding results.

Of the respondents who accessed our Counselling, Children's Contact Services, Parenting Orders Program or Family Relationship Centres, over 90% responded positively to the statement *'I know more about how to help and support my child'*. For those using our Family Dispute Resolution program or participating in a Family Safety Program over 90% reported that *'I feel better able to cope or deal with my issues'*.

The Intermediate Survey talks to clients who had visited RANSW services over six months ago and were contacted by telephone to see how they were faring.

Again there was an increase in the number of positive responses received across all programs, with particularly strong results for the Parenting Orders Program, Children's Contact Services and Counselling services. Clients of these services indicated less conflict and improved communication about their children's needs as some of the positive outcomes achieved.

We are proud of the results of the client surveys as they indicate a high degree of satisfaction with our services and that we are making a positive difference for families who are struggling with complex issues. Importantly the results suggest that these positive outcomes can be sustained six months down the track.

ASYLUM SEEKERS AND REFUGEES WELCOMED TO RYDE

More than 20 different local services in the Ryde region recently worked together to develop a Welcome Guide for refugees and asylum seekers. The project was led by our Community Builders team and launched by the Mayor of Ryde.

The Guide provides information on services and support specific to refugees and asylum seekers including Community and Information Centres, Libraries, free services, finding a home, language assistance, transport, meeting new people, where to seek help, shopping, health and wellbeing, and places of worship.

It sets out to both welcome asylum seekers and refugees to Ryde, a 'Refugee Welcome Zone', and to provide them with helpful information. The organisations working with Community Builders on the Welcome Guide included the Community Migrant Resource Centre, Department of Human Services, Jesuit Refugee Services, TAFE NSW, Refugee Assistance and Casework Services, Christian Community Aid, Multicultural Health, Benevolent Society, Medicare Local and our Family

Relationships Centre and Strength to Strength program.

The Community Builders Ryde Community Hub are well connected with the refugees and asylum seekers community and already provide information and referrals to local services, community support, connection to local groups, education events or seminars, community celebrations and a community meeting space.

The Guide is available in English and Farsi (for people from Iran) and will soon be printed in Tamil and Arabic. For a copy of the Refugee Welcome Guide visit nsw.relationships.com.au/communitybuilders

Welcome message from
community member

WELCOME TO OZ
& BEST WISHES &
GOOD FORTUNE IN YOUR
NEW LIFE HERE
 Clarewen

GOVERNANCE

RANSW is a company limited by guarantee, incorporated in Australia and governed by a Board of Directors. We are grateful to our Board of Directors for their guidance and support this year. The Board of Directors include:

Chair: Chris Bertinshaw
(from 20 Feb 2014)
Chair: John Longworth
(up until 20 Feb 2014)
Vice Chair: Laura Raymer
Kerrie Bigsworth

Louise Fitt
Steve Rust (from 24 May 2014)
Margaret Scott
Marilyn Sleigh
Helen Wiseman
Ann Porcino (resigned 21 Nov 2013)

FINANCIAL RESULTS

In this financial year RANSW achieved a net surplus of \$488,001. We received funding in excess of \$27m from various government sources including the Australian Department of Social Services; the Attorney-General's Department; NSW Department for Family and Community Services; NSW Ministry of Health; and NSW Department of Juvenile Justice.

Additional details from the RANSW Financial Report are available from nsw.relationships.com.au/annualreport

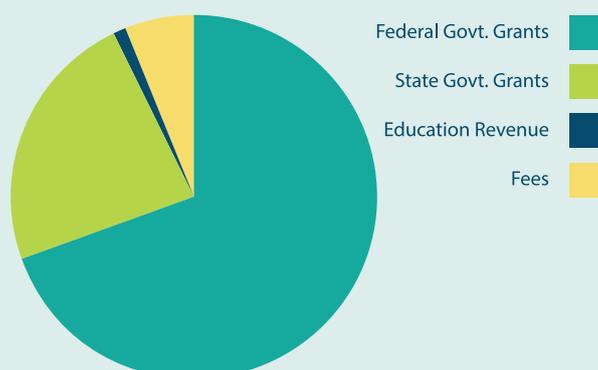
STATEMENT OF COMPREHENSIVE INCOME

Year ended 30 June 2014

	2014 \$	2013 \$
Revenue and Other Income	29,555,499	27,100,768
Expenditure		
Personnel expenses	(23,296,762)	(21,195,080)
Rental and other property related costs	(2,800,090)	(2,676,230)
Depreciation and amortisation	(808,315)	(538,890)
Telecommunications and postage	(556,032)	(465,732)
Brokerage	(495,554)	(450,855)
Advertising and promotions	(198,859)	(280,228)
National levy and affiliation costs	(275,114)	(228,517)
Other expenses	(1,287,838)	(1,182,725)
Total Expenditure	(29,718,564)	(27,018,257)
Net Financing Income	651,066	651,493
Surplus for the Year	488,001	734,004
Other Comprehensive Income	-	77,000
Total Comprehensive Income for the Year	488,001	811,004



REVENUE

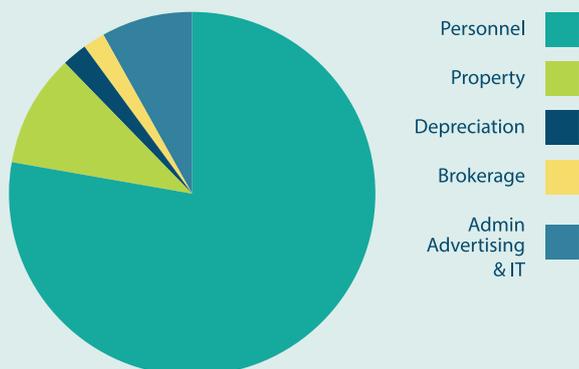


STATEMENT OF FINANCIAL POSITION

Year ended 30 June 2014

	2014 \$	2013 \$
Assets		
Current Assets		
Cash and cash equivalents	10,615,303	14,897,264
Inventories	20,032	27,689
Trade and other receivables	300,798	235,542
Other current assets	1,959,557	508,728
Total Current Assets	12,895,690	15,669,223
Non-Current Assets		
Property, plant and equipment	3,658,687	2,955,444
Intangibles	162,459	245,422
Total Non-Current Assets	3,821,146	3,200,866
Total Assets	16,716,836	18,870,089
Liabilities		
Current Liabilities		
Trade and other payables	4,735,013	8,076,653
Employee benefits	2,177,922	2,167,577
Total Current Liabilities	6,912,935	10,244,230
Non-Current Liabilities		
Trade and other payables	73,762	135,899
Employee benefits	716,716	565,085
Provisions	977,841	377,294
Total Non-Current Liabilities	1,768,319	1,078,278
Total liabilities	8,681,254	11,322,508
Net assets	8,035,582	7,547,581
Funds		
Reserves	2,126,321	2,553,321
Retained Surplus	5,909,261	4,994,260
Total Funds	8,035,582	7,547,581

EXPENDITURE



STATEMENT OF CHANGES IN FUNDS

Year ended 30 June 2014

	Retained Surplus \$	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	FRSP Fee Reserve \$	Total \$
Balance at 30 June 2012	4,560,256	1,476,321	150,000	550,000	6,736,577
Total Comprehensive Income for the Year					
Surplus for the year	734,004	-	-	-	734,004
Other comprehensive income	-	77,000	-	-	77,000
Total Other Comprehensive Income	734,004	77,000	-	-	811,004
Transactions with Owners, recorded directly in equity					
Transfer to reserves	(300,000)	-	-	300,000	-
Total Transactions with Owners	(300,000)	-	-	300,000	-
Balance at 30 June 2013	4,994,260	1,553,321	150,000	850,000	7,547,581
Total Comprehensive Income for the Year					
Surplus for the year	488,001	-	-	-	488,001
Other comprehensive income	-	-	-	-	-
Total Other Comprehensive Surplus	488,001	-	-	-	488,001
Transactions with Owners, recorded directly in equity					
Transfer from reserves	427,000	-	-	(427,000)	-
Total Transactions with Owners	427,000	-	-	(427,000)	-
Balance at 30 June 2014	5,909,261	1,553,321	150,000	423,000	8,035,582

STATEMENT OF CASH FLOWS

Year ended 30 June 2014

	2014 \$	2013 \$
Cash Flows from Operating Activities		
Cash receipts from grants	26,262,491	27,274,151
Cash receipts from fees, donations and other income	2,286,347	2,244,713
Cash paid to suppliers and employees	(31,212,491)	(29,704,950)
Interest received	651,066	651,493
Net Cash in/(out) Flow from Operating Activities	(2,012,587)	465,407
Cash Flows from Investing Activities		
Payments for property, plant and equipment	(669,374)	(164,259)
Payments for intangible assets	-	(4,750)
Transfers to term deposits	(1,600,000)	-
Net Cash (used in)/from Investing Activities	(2,269,374)	(169,009)
Net Cash from Financing Activities	-	-
Net increase/(decrease) in cash held	(4,281,961)	296,398
Cash and cash equivalents at beginning of financial period	14,897,264	14,600,866
Cash and Cash Equivalents at End of Financial Period	10,615,303	14,897,264