

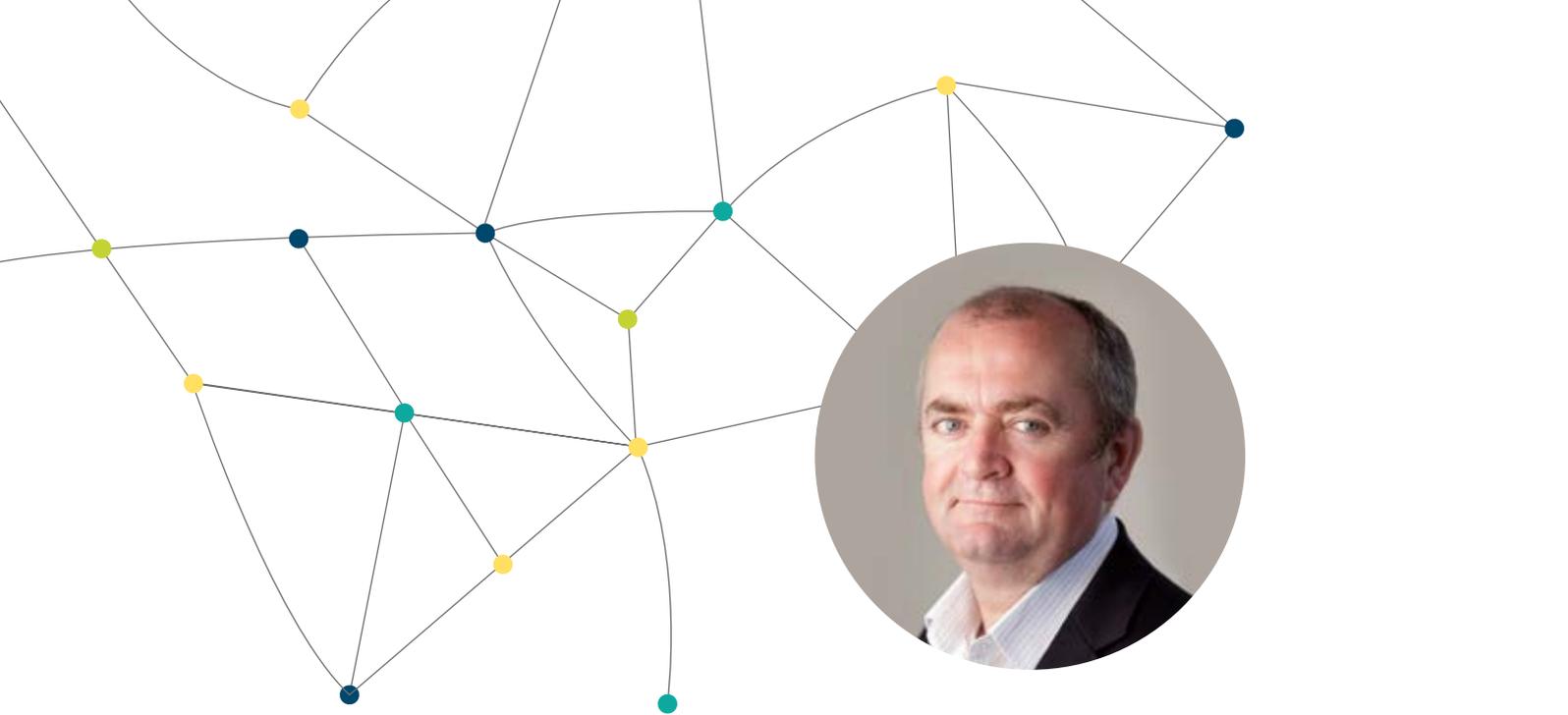
RA NSW Annual Report  
**2012-2013**  

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**REPORTING IN**



*Relationships Australia*  
NEW SOUTH WALES



## From the CEO...

The 2012–2013 year has been a time of great achievement for Relationships Australia NSW (RA NSW). This year alone we have seen just over 27,000 clients; at 38 venues across the state; employing more than 440 people with a total expenditure for the organisation just over \$27 million.

Encouraging results from our Snapshot survey of close to 2,000 FaHCSIA clients (March 2013), indicated that 85% of them felt they were better able to manage their issues and access help when needed, after visiting an RA NSW service.

We have been able to grow our support for families and communities with the implementation of a number of new services including the Find and Connect service for Forgotten Australians and Former Child Migrants; the extension of the Western Sydney Family Referral Service and increased work with Juvenile Justice clients.

As part of increasing our own knowledge and building the capacity of other organisations we were keen to increase the number of partnerships and networks focussed on vulnerable and disadvantaged clients. Today, more than 35% of RA NSW networks and 12% of partnerships are focussed on this group of clients. Overall, we have 214 service partnerships and 138 community networks, which is a significant increase on previous years and highly valued by our organisation.

In October 2012 we launched our Strategic Plan for 2012–2015. All of our work and subsequent reporting is now closely aligned with our Strategic Goals (as highlighted on page four of this report).

RA NSW staff have been active in the professional realm, presenting at 18 national conferences or forums, three international conferences and a number of articles published in peer reviewed journals. These professional presentations and journal articles provide us with the opportunity to showcase innovative work or latest research to our colleagues in the field of family support.

Sincere thanks goes to the dedicated staff of our organisation and the Board of Directors who are committed to our vision of supporting respectful and resilient relationships for families and communities.

We are delighted to be sharing our success and challenges with you in the following 'Report In'. The RA NSW report should be read in conjunction with the Relationships Australia National Annual Report.

Scan here to access the National Annual Report.



Best regards,

**Frank Francis**  
CEO, Relationships Australia NSW



## Aboriginal Child and Family Centres – Shoalhaven and Gunnedah

Two key projects for RA NSW this year have been the development of Winanga-Li Aboriginal Child and Family Centre in Gunnedah (in partnership with Uniting Care Children's Services) and Cullunghutti Aboriginal Child and Family Centre in the Shoalhaven region of NSW (in partnership with Illawarra Area Child Care).

Aboriginal Child and Family Centres (ACFC) are an initiative of the Commonwealth and State Governments with nine centres now being developed in NSW.

The role of the ACFCs is to work with the local Aboriginal community to provide culturally appropriate early learning and childcare, coordinated parent and family support services and links to specialised health services.

The long term goal is to improve the early childhood outcomes of Aboriginal children and ensure they get the best possible start in life.

Winanga-Li ACFC officially opened its purpose built Centre in July 2013 and now operates an early learning and child care service, as well as a number of parenting and support programs. Strong links with the local health services have seen a 70% increase in immunisation rates for Aboriginal children and families over the past 12 months.

Cullunghutti ACFC will open its doors at a new Centre in Nowra East next year. In the meantime, the Cullunghutti team has been working with existing services to provide early learning, paediatric, parenting and family support programs from interim premises. Cullunghutti ACFC is the first Centre in NSW to offer support to Aboriginal families who have a child with special needs awaiting diagnosis, through the recruitment of an Aboriginal Early Diagnosis and Support Worker.

Both Centres will transition to Aboriginal management by mid 2014.



### HR highlights

This year the key achievements for Human Resources include:

- A new performance management and review framework, My Work Plan was introduced.
- Formal reward and recognition and staff wellbeing programs were launched.
- The increased focus on Work Health and Safety through training, communication and management of workplace incidents had a positive impact on staff.

As an organisation RA NSW is committed to:

- Respect and inclusiveness
- Pursuing excellence
- Valuing staff
- Integrity.

## Latest research from the Australian Institute for Relationship Studies

The Australian Institute for Relationship Studies (AIRS) is the education, training and research division of Relationships Australia NSW. This year AIRS consolidated and extended internal research projects and collaborations, as detailed:

### Taking Responsibility evaluation

The six year Taking Responsibility evaluation (men's behaviour change program) came to a close, and key findings are now being prepared for dissemination in professional journals. Taking Responsibility is an 18 week program that combines educational and therapeutic processes aimed at stopping violence and making families safer. Alongside a weekly group, men attend periodic individual sessions with a counsellor to monitor changes and discuss arising issues.

The key findings of the Taking Responsibility evaluation include:

- **Distress decreased:** at program intake, male respondents' levels of distress was significantly higher than the national average. At program completion, respondents' levels of distress had decreased and were significantly lower than at intake.
- **Self-esteem and self-control improved:** at intake, male respondents' self-control and self esteem were significantly lower than comparable populations. At completion, respondents' levels' of self-control and self-esteem had increased and were significantly higher than at intake.
- **Gender equity views unchanged:** Beliefs about gender equity did not alter significantly between program intake and completion, in the respondents surveyed. This finding supports recent research in the field. It was recommended that future program design and provision should focus more on beliefs and attitudes relating to gender roles and equality.



## Pacific Island Families and Communities Together

The Pacific Island Families and Communities Together project set out to strengthen the family relationships and community connections of young Pacific Island people, through group work programs and cultural events.

Facilitated by a team of staff and voluntary mentors from Pacific Island communities, the project drew on an established network of professionals across Western Sydney. The evaluation adopted a practitioner-led action research approach which monitored project outcomes and captured good practice.

Anger management, respectful behaviour and improved school attendance were the goals of the program with an over-arching theme of Pacific Island cultural identity. The key learnings include:

- The young people saw the development of peer relationships, communication opportunities, and learning in a group environment as beneficial.
- The group work exercises exploring positive cultural identity enhanced their engagement with the program and boosted their self-acceptance.
- They also appreciated the opportunity to reflect on their post-school goals; which led them to think more positively about their future.

RA NSW Strategic Goals for 2012–2015 are:

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

#### RA NSW services include:

- Face to face and online counselling for individuals, couples and families
- Relationship and parenting skills education
- Children and adolescent services
- Family dispute resolution and mediation
- Services for separating families through Family Relationship Centres
- Collaborative Law teams for post-separation
- Children's contact services for separated parents
- Family safety programs
- Specialist services for people who have been in out of home care
- Humanitarian entrants program
- 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.

## Aboriginal Child Contact Service Outreach

The RA NSW Penrith Children's Contact Service established an outreach pilot for Aboriginal families in Cranebrook this year.

The Penrith Children's Contact Service provides changeover and supervised contact for visiting parents and their children. As part of the outreach pilot the same service is now available on Thursdays at the Koolyangarra Aboriginal Child and Family Centre in Cranebrook, Western Sydney.

The Child Contact Service pilot was established to meet the needs of Aboriginal and Torres Strait Island families in a culturally appropriate environment.

The pilot has also supported partnerships with other local Aboriginal services, including the Women's Legal Service Aboriginal project and Wirrawee Gunya, the newly established refuge in Penrith for Aboriginal women and children experiencing domestic violence.

## Child Inclusive Practice

In increasing our focus on improving outcomes for children from separated families RA NSW has developed a training program on Child Inclusive Practice. The intensive workshop format provides skills for practitioners working with families in entrenched conflict.

Working in a child inclusive way practitioners are supported to enhance their knowledge of attachment theory, neurobiology and evolutionary theory; how to help parents develop an insight into the impact of conflict on children and better ways to manage their parental alliance. The Child Inclusive Practice training is available nationally.

## Financial results

In this financial year RA NSW achieved a net surplus of \$734,004. We received funding of just over \$25 million from various government sources including the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs; the Attorney-General's Department; NSW Department of Human Services, Community Services; NSW Ministry of Health; and NSW Juvenile Justice.

RA NSW 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:

John Longworth (President)  
 Laura Raymer (Vice President)  
 Ann Porcino (Vice President)  
 Louise Fitt  
 Margaret Scott  
 Kerrie Bigsworth  
 Helen Wiseman  
 Marilyn Sleigh  
 Chris Bertinshaw

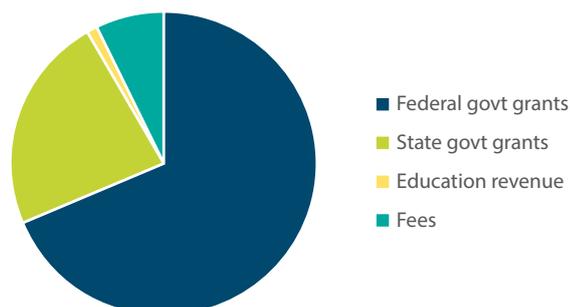
RA NSW's financial records for the year ended 30 June 2013 were audited by KPMG in accordance with Australian Accounting Standards and the Corporations Act 2001. A full copy of the RA NSW Annual Financial Report is available by contacting the Chief Financial Officer on 02 9425 4955.

## Statement of Comprehensive Income

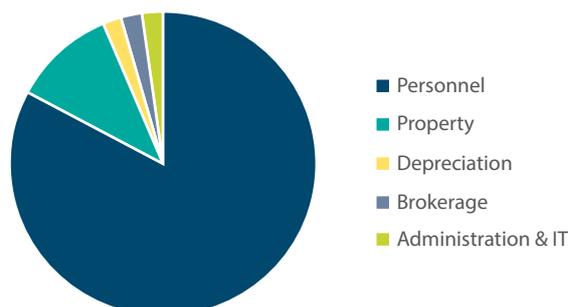
Year ended 30 June 2013

	2013 \$	2012 \$
<b>Revenue and other income</b>	27,100,768	25,572,337
<b>Expenditure</b>		
Personnel expenses	(21,195,080)	(19,727,539)
Rental and other property related costs	(2,676,230)	(2,498,991)
Depreciation and amortisation	(538,890)	(618,986)
Telecommunications and postage	(465,732)	(468,296)
Brokerage	(450,855)	(352,135)
Advertising and promotions	(280,228)	(128,789)
National levy and affiliation costs	(228,517)	(194,254)
Other expenses	(1,182,725)	(1,014,219)
	(27,018,257)	(25,003,209)
<b>Net financing income</b>	651,493	658,691
<b>Net surplus for the year</b>	734,004	1,227,819
<b>Other comprehensive income</b>	77,000	-
<b>Total comprehensive surplus for the year</b>	811,004	1,227,819

### Revenue



### Expenditure



## Statement of Financial Position

Year ended 30 June 2013

	2013 \$	2012 \$
<b>Assets</b>		
<b>Current assets</b>		
Cash and cash equivalents	14,897,264	14,600,866
Inventories	27,689	24,522
Trade and other receivables	235,542	98,340
Other current assets	508,728	338,489
	15,669,223	15,062,217
<b>Non-Current assets</b>		
Property, plant and equipment	2,955,444	3,177,034
Intangibles	245,422	316,713
	3,200,866	3,493,747
<b>Total assets</b>	<b>18,870,089</b>	<b>18,555,964</b>
<b>Liabilities</b>		
<b>Current liabilities</b>		
Trade and other payables	7,117,860	7,529,690
Employee benefits	3,126,370	3,270,237
	10,244,230	10,799,927
<b>Non-Current liabilities</b>		
Trade and other payables	135,899	279,316
Employee benefits	565,085	392,488
Provisions	377,294	347,656
	1,078,278	1,019,460
<b>Total liabilities</b>	<b>11,322,508</b>	<b>11,819,387</b>
<b>Net assets</b>	<b>7,547,581</b>	<b>6,736,577</b>
<b>Funds</b>		
Reserves	2,553,321	2,176,321
Retained surplus	4,994,260	4,560,256
<b>Total funds</b>	<b>7,547,581</b>	<b>6,736,577</b>

## Statement of Changes in Funds

Year ended 30 June 2013

	Retained Surplus \$	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	FRSP Fee Reserve \$	Total \$
Balance at 30 June 2011	3,857,437	1,476,321	150,000	25,000	5,508,758
<b>Total comprehensive income</b>					
Surplus for the year	1,227,819	-	-	-	1,227,819
Other comprehensive income	-	-	-	-	-
<b>Total other comprehensive income</b>	<b>1,227,819</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,227,819</b>
<b>Transactions with owners</b>					
Transfer to reserves	(525,000)	-	-	525,000	-
<b>Total transactions with owners</b>	<b>(525,000)</b>	<b>-</b>	<b>-</b>	<b>525,000</b>	<b>-</b>
Balance at 30 June 2012	4,560,256	1,476,321	150,000	550,000	6,736,577
<b>Total comprehensive income</b>					
Surplus for the year	734,004	-	-	-	734,004
Other comprehensive income	-	77,000	-	-	77,000
<b>Total other comprehensive surplus</b>	<b>734,004</b>	<b>77,000</b>	<b>-</b>	<b>-</b>	<b>811,004</b>
<b>Transactions with owners</b>					
Transfer from reserves	(300,000)	-	-	300,000	-
<b>Total transactions with owners</b>	<b>(300,000)</b>	<b>-</b>	<b>-</b>	<b>300,000</b>	<b>-</b>
Balance at 30 June 2013	4,994,260	1,553,321	150,000	850,000	7,547,581

## Statement of Cash Flows

	2013 \$	2012 \$
<b>Cash flows from operating activities</b>		
Cash receipts from grants	27,274,151	29,992,577
Cash receipts from fees, donations and other income	2,244,713	2,855,600
Cash paid to suppliers and employees	(29,704,950)	(26,452,581)
Interest received	651,493	658,691
<b>Net cash from operating activities</b>	<b>465,407</b>	<b>7,054,287</b>
<b>Cash flows from investing activities</b>		
Payments for property, plant and equipment	(164,259)	(289,545)
Payments for intangible assets	(4,750)	(72,797)
<b>Net cash (used in)/from investing activities</b>	<b>(169,009)</b>	<b>(362,342)</b>
<b>Net cash from financing activities</b>	<b>-</b>	<b>-</b>
Net increase in cash held	296,398	6,691,945
Cash and cash equivalents at beginning of financial period	14,600,866	7,908,921
<b>Cash and cash equivalents at end of financial period</b>	<b>14,897,264</b>	<b>14,600,866</b>