

FRSA National Conference

WORKFORCE AND INNOVATION: BUILDING FUTURE CAPACITY



CONFERENCE **EVALUATION**

8 – 10 November 2011, RACV Royal Pines Resort, Gold Coast QLD

Hosted by Family & Relationship Services Australia

The Family & Relationship Services Australia National Conference 2011 'Workforce & Innovation: Building Future Capacity' was held at the RACV Royal Pines Resort on the Gold Coast from 8-10 November. Over 500 delegates from around Australia attended the conference over the three days, which was another record attendance for this annual event.

FRSA would like to thank all the sponsors, speakers and suppliers for the valuable contribution they made to the success of the 2011 conference. The results portray strong delegate satisfaction with the conference, highlighting the significance of the event to the family and relationship services sector nationally.

OVERALL SATISFACTION

Feedback on the 2011 Conference was highly positive.

- 90% of delegates surveyed indicated that their overall experience at the conference was good or very good.
- 99% of delegates surveyed indicated that the conference was relevant to their work.

Overall, delegates expressed a high level of satisfaction with all aspects of the conference, including value for money and networking opportunities.

CONFERENCE THEME

The 2011 theme 'Workforce & Innovation: Building Future Capacity' was a direct response to developments in the community services sector and the need to ensure the long-term future of these vital services. Recognising that workforce development is central to building future capacity, content included strategies for attracting and retaining suitably qualified staff across the many disciplines involved in delivering programs of support to families. Innovation was also broadly discussed throughout the conference, with many exciting new approaches to service delivery and workforce development presented to delegates.

The majority of surveyed delegates indicated that one of the primary reasons they chose to attend the 2011 conference was for its general theme/content (54%). Attendees also indicated that networking opportunities that arise from the conference are also highly beneficial, with 56% indicating that this was another primary reason for attending the event.

"THE ATTENDANCE, NUMBER OF CONTRIBUTORS AND EXCELLENT CONTACTS MAKES IT A 'MUST GO TO' EVENT"

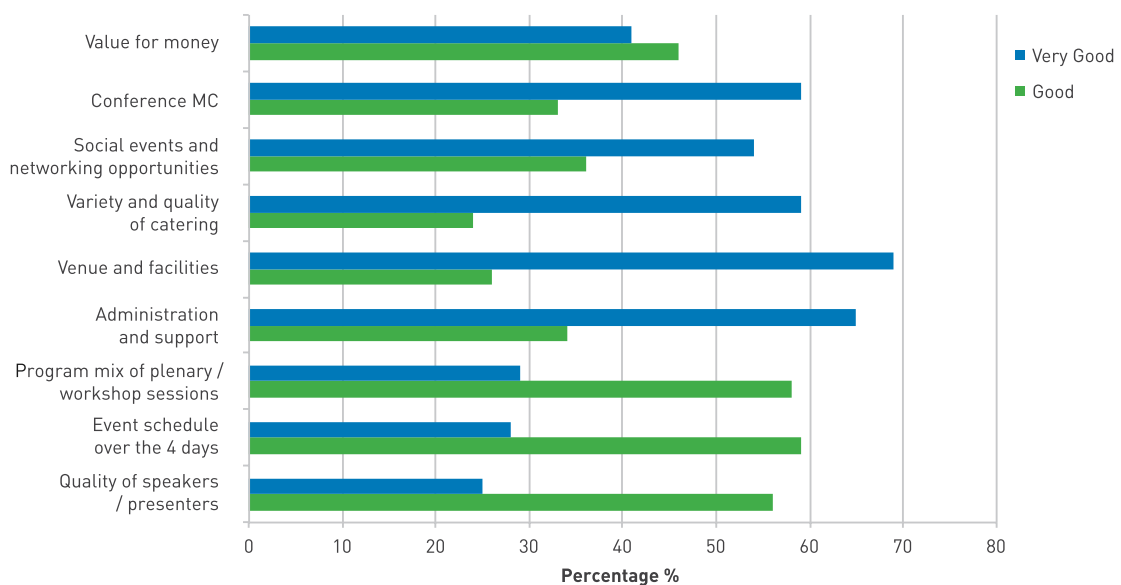
"THOROUGHLY ENJOYED CONFERENCE - I AM NOW BRIMMING WITH IDEAS AND CONTACTS"

**"I REALLY ENJOYED THE THEME THIS YEAR
IN REGARDS TO WORKFORCE DEVELOPMENT..."**

**"I REALLY APPRECIATED THE OPPORTUNITY TO HEAR ABOUT CURRENT RESEARCH
IN THIS AREA, AS WELL AS INNOVATIVE PROGRAMS BEING CONDUCTED"**

FEEDBACK FROM DELEGATES

	Good (%)	Very Good (%)
Quality of speakers / presenters	56%	24%
Event schedule over the 4 days	59%	29%
Program mix of plenary / workshop sessions	58%	29%
Administration and support	34%	65%
Venue and facilities	26%	69%
Variety and quality of catering	23%	59%
Social events and networking opportunities	36%	54%
Conference MC	33%	59%
Value for money	46%	41%





Jonathon Nicholas



Dr. Fiona Arney



Chief Justice Diana Bryant



Mary Graham

KEYNOTE/PLENARY AND PANEL SESSIONS

More than 87% of respondents rated the mix of plenary and workshop sessions as 'good' or 'excellent'. The quality of speakers and presenters was also rated highly by over 80% of survey respondents.

The 2011 Conference keynote addresses included;

- Dr. Edward de Bono
- The Hon. Robert McClelland MP
- Dr. Fiona Arney, Head, Child Protection Research Program, Menzies School of Health Research
- Jonathon Nicholas, CEO Inspire Foundation
- Chief Justice Diana Bryant, Family Court of Australia

Panel sessions encompassed a range of topics and were very popular, attracting excellent feedback. These panels included;

Information Sharing, Inadmissibility and Improving Safety in the Family Law System

Convened by Associate Professor Helen Rhodes, University of Melbourne. Panellists included Professor Richard Chisholm AM (University of Sydney), Chief Justice Diana Bryant (Family Court

of Australia), Clive Price (Unitingcare Unifam) & Anne Rees SC (Family Law Section). **Over 70% of surveyed delegates who were in attendance rated this session as 'Excellent'.**

Family Support in the Mental Health Agenda

Convened by Frank Quinlan, Mental Health Council of Australia. Panellists included Richard Weston (Aboriginal and Torres Strait Islander Healing Foundation), Karen Field (drummond Street Services), Jonathon Nicholas (Inspire Foundation) and Dr Brian Graetz (beyondblue). **68% of surveyed delegates who attended this session rated it as either 'Good' or 'Excellent'**

Workforce & Quality Challenges for FSP Programs

Convened by Jennie Hannan (Anglicare Australia). Panellists included Professor Morag McArthur (Australian Catholic University), Professor Bill Martin (University of Queensland), Penny Crofts (Family Action Centre) and Dr Jonathan Toussaint (Interrelate). **Of the surveyed delegates who attended this session, 77% rated it as either 'Good' or 'Excellent'.**

"A GREAT VARIETY OF SPEAKERS, GOOD BALANCE BETWEEN ACADEMICS AND PRACTITIONERS"



ADDITIONAL CONFERENCE SESSIONS

A feature of the FRSA National Conference 2011 was the range of additional conference sessions that complemented the main program. Four pre-conference workshops were popular with delegates, including;

Cross Sector Collaboration & Innovation in the Family Law System

Convened by Associate Professor Helen Rhoades, featuring Chief Federal Magistrate John Pascoe AO CVO, Cathy Rainsford, Professor Lawrie Moloney, Dr Andrew Bickerdike, Kylie Beckhouse, Laura Foini, Angela Lynch and Glenn Thompson.

Reclaiming Professional Practice & Clinical Supervision, An integrated Model of High Performance

Tracy Harris, Amovita Consulting

Online Savvy 101

Brett de Hoedt, Hootville Communications

An introduction to Partnering Essentials

Ian Dixon, Dixon Partnering Solutions

Post-conference sessions were also available to delegates, featuring the workshop **Using the AVERT Family Violence Training Package** held by Relationships Australia South Australia.

Two study tours were also available, with participating delegates visiting local service providers including the Logan Family Relationship Centre, Spiritus Social Services Hub, Kummarra Indigenous Family Centre, Kalwun Development Corporation, Centacare Family and Community Services and the Gold Coast Drug Council Programs and Services. Despite the small number of participants, these tours received extremely positive feedback, with every surveyed participant rating their overall experience as 'Excellent'.

"A GREAT EXPERIENCE! I WOULD RECOMMEND THIS (A STUDY TOUR) TO ANYONE AS A FINISH TO THE WHOLE CONFERENCE EXPERIENCE."





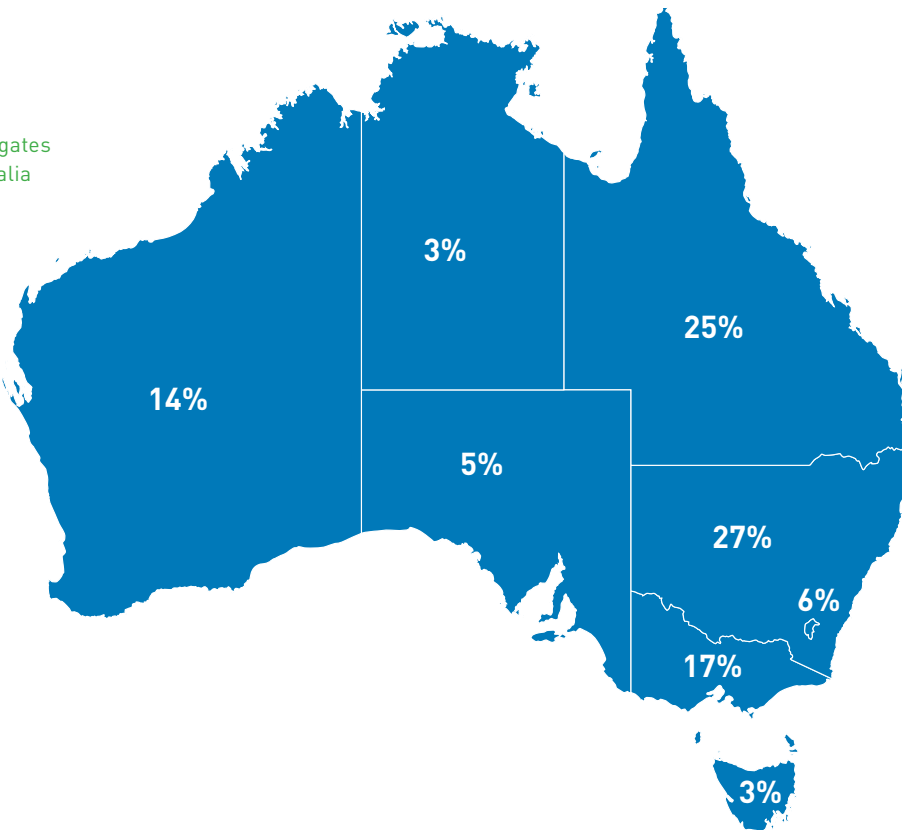
“IT EXCEEDED MY EXPECTATIONS. I WAS VERY IMPRESSED WITH THE OVERALL ORGANISATION AND THE VENUES THAT WE ATTENDED.”

DELEGATE PROFILE

The FRSA Conference attracts delegates from around Australia, highlighting the significance of the event in every state and territory.

Delegates come from a variety of organisations, including family & relationship service providers, Federal & State government agencies, community service organisations, legal assistance services and research institutes or universities.

Percentage of delegates from around Australia





“I WAS VERY IMPRESSED WITH THE USE OF GRUPIO AND TWITTER AT THE CONFERENCE- IT IS GREAT TO SEE FRSA HELPING TO PAVE THE PATH OF SOCIAL NETWORKING”

TECHNOLOGY

A feature of the conference was the extensive use of new technology that complemented the theme of innovation. Conference delegates were able to download a smartphone application during the conference that featured the full conference program, speaker bios, hotel maps and social media access. The application *Grupio* was supplied by Australian company Applied Mobility and heralds a new age in event management. Social media was also utilised throughout the conference schedule, with over 200 ‘tweets’ over the four days from conference delegates.

EXHIBITION BOOTHS

There were 23 exhibitor booths at the conference, with 90% of delegates reporting that they attended some or all of the booths over the three days. Feedback was highly positive from delegates, with particular comments on the diversity of exhibitors and the relevant information and products. Delegates were also impressed with the networking opportunities and the overall support the exhibitors displayed towards the family and relationship services sector. Exhibitors expressed strong satisfaction with sales during the conference, with many already declaring their participation at the FRSA National Conference 2012.

FRSA thanks each of the exhibitors:

- Anglicare Australia
- Athena Software
- Australian Institute of Family Studies
- Benevolent Society
- CatholicCare Sydney
- Catholic Social Services Australia
- Child Inclusive Practice Forum
- Crisis Support Services
- Child Support Agency
- Department Families, Housing, Community Services & Indigenous Affairs
- Interrelate Family Centres
- Jobs Australia
- JS Data
- Kimochis
- Lighthouse Resources/ Neurocapability
- ProCare Personnel
- Relationships Australia
- The Trading Circle
- UnitingCare Community
- UnitingCare Unifam/Institute of Family Practice/Icon Global





Conference bags provided by The Trading Circle. These juice bags are made from recycled products in the Philippines.

MERCHANDISE

Delegates were impressed with the high quality of conference merchandise this year. Surveyed delegates particularly commented on the conference bags provided by the Good Shepherd Trading Circle. Other merchandise included aluminium water bottles, Indigenous designed lanyards (produced by HPA Disability Services) and 'surfboard' USBs which are part of FRSA's green strategy.

To recognise their contribution, conference speakers received Jukurrpa Journals whilst keynote presenters were given Jukurrpa Calenders. These products are provided by the Institute for Aboriginal Development (IAD) are part of FRSA's commitment to supporting the economic and social wellbeing of Aboriginal and Torres Strait Islander peoples, as captured in our Reconciliation Action Plan. Speakers and presenters were also gifted a conference T-Shirt.


PERFORMANCES

FRSA always seek to engage with the local community by introducing vibrant and cultural performances during the conference program. The Welcome Event featured performances by a young Indigenous group from the Aboriginal Centre for Performing Arts (ACPA) and a Didjeridu workshop from Bush lab.

SOCIAL EVENTS

Social events are a crucial element of FRSA Conferences; providing delegates with extensive networking opportunities and a chance to reflect upon the conference presentations. The main feature of the social program at the 2011 conference was the dinner at the iconic 'Movie World' on the Gold Coast. Over 300 delegates were entertained by popular movie characters including Elvis Presley, Marylyn Monroe, Batman and Tweety Bird. Delegates could also use two of the theme park rides; The Superman Escape and the Batwing Space Shot. The location provided a memorable experience for many delegates, who described the dinner as the highlight of their conference experience.

"I ENJOYED ALL ASPECTS OF THE CONFERENCE, ESPECIALLY THE CONFERENCE DINNER - IT WAS SUCH FUN!"

A large crowd of people, mostly men in business attire, are gathered at a conference event. The scene is busy and social.

“FANTASTIC CONFERENCE THAT WAY EXCEEDED MY EXPECTATIONS. FROM OUR GROOVY SHOW BAGS AND LANYARDS TO THE EXCELLENT QUALITY OF THE SPEAKERS- WELL WORTH ATTENDING”

A band of four people is performing on a stage at night. From left to right: a woman with curly hair playing a guitar, a woman singing into a microphone, a man in a dark jacket singing into a microphone, and a woman playing a red electric guitar. The stage is lit with warm lights.

**“INFORMATIVE, ENJOYABLE AND USEFUL!
LOOKING FORWARD TO THE NEXT ONE IN 2012”**



SPONSORSHIP

The FRSA National Conference 2011 attracted record sponsorship this year, enhancing our capacity to attract high-calibre speakers and presenters whilst keeping registration fees affordable for smaller community organisations. Sponsorship provides organisations with an opportunity to support the broader family and relationship services sector and promote their products, programs and potential partnerships. FRSA will be seeking to increase sponsorship options for future events such as possible smartphone 'app' sponsors to encourage unique exposure.

Depending on the level of sponsorship, some of the direct benefits to sponsors included;

- Acknowledgement in all promotional materials and publications
- Opportunities to participate in conference planning meetings
- Complimentary exhibition booth
- Complimentary inclusions in the conference satchel and USB stick
- Up to 1 page content space in the delegate handbook
- All-inclusive conference registration.

Conference Partners



Platinum Sponsor



Gold Sponsors



Silver Sponsors



Media Partner



Feedback from sponsors was overwhelmingly positive, with particular comments on the unique exposure to delegates from around Australia. Some sponsors have already committed their participation at the 2012 FRSA Conference.

ACKNOWLEDGEMENTS

This conference was successful due to the dedication and generosity of many.

FRSA gives particular thanks to keynote, panel and concurrent session presenters, our dedicated volunteer Sue Holmes, our suppliers and the team at DKC Event Management. We would also like to thank members of the Conference Reference Group.

Judi Geggie (Chair), Director, Family Action Centre

Jo Cavanagh, Chief Executive Officer, Family Life

Tony O'Hare, Executive Director, Community Services Australia

Tracey Armstrong & Lara See, Assistant Section Manager, Strategic Policy & Coordination Section, Family Support Program Branch, Families Group, FaHCSIA

Debra Bennet, Director, Aboriginal & Torres Strait Islander Program, Relationships Australia

Kerry Buchholz, Director of Commonwealth Programs, Relationships Australia

Louise Dwyer, Service Manager, Youth & Family Service (Logan City) Inc

Shane Farmer, Group Manager, Spiritus Counselling & Education Services

Jane Hague, Manager, Family Relationship Programs, UnitingCare Community

Sue Harris, Acting Director, Family Law System Integration Section, Attorney General's Department

Deborah McLachlan, Manager, Toowoomba Family Relationship Centre

Kaye Swanton, CEO Lifeworks

Rebecca Tidey, Workforce Development Officer, Community Services & Health Industry Skills Council

“THE WHOLE CONFERENCE WAS EXTREMELY WELL ORGANISED. GREAT FOOD, GREAT SPEAKERS, GREAT SOCIAL EVENTS AND GREAT DELEGATES. ONE, IF NOT THE BEST CONFERENCE I HAVE EVER BEEN TO. “



POSITIVE IMPACT



SHOWCASING THE EVIDENCE



FRSA National Conference 2012
Darwin Conference Centre 13 - 15 November

SEE YOU IN DARWIN!