



Family Relationship Services Australia **Annual Report 2011**

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Our Purpose

To provide national leadership and representation for services that work to strengthen the wellbeing, safety and resilience of families, children and communities.

To achieve this, FRSA supports the community based services that work with families, children and communities. FRSA also draws on the expertise of service providers to understand the changing needs of families accessing services and to inform public policy. FRSA works collaboratively with the Australian Government and its agencies, related service networks, peak bodies and advocacy groups.

Our Values

1. Reconciliation

We respect and value Aboriginal and Torres Strait Islander peoples and their cultural heritage.

2. Cultural Diversity

We respect and value cultural diversity, including diversity in personal and religious values.

3. Diversity in Family Structures

We embrace the diversity of family structures that are part of the fabric of contemporary society.

4. Respect and Safety

We believe that everyone has a right to enjoy respect and safety in all of their relationships.

5. Rights of Children and Young People

We believe that children and young people have the right to safety and their voices should be heard when adults make decisions that affect them.

6. Social Inclusion

We value the strengths that individuals and families contribute to the social and economic wellbeing of their communities and support equality of opportunity for all.

7. Valuing People

We value the work of both professionals and volunteers in the family relationship services sector and support their right to fair working conditions and career development opportunities.

8. Quality

We are committed to high professional standards and continuous improvement in service delivery.

9. Sustainability

We believe that social policy and programs should be responsible and sustainable with regard to environmental and economic impacts.

10. Collaboration

The interests of families and children are best served through collaboration that integrates policy, practice and research.

These values underpin FRSA's work; they are further articulated in related documents, including FRSA's Reconciliation Action Plan 2010-2013, the FRSA Policy and Procedures Manual and Staff Code of Conduct.

“...thanks once again to all of the conference sponsors.”

Achievements of 2010-11

1. Over 450 people participated in FRSA's 3rd National Conference 'DIVERSITY: Everyone Benefits' 2010, our most successful conference to-date, with presentations by Dr Tom Calma, Waleed Aly, the Hon Jenny Macklin MP, Emeritus Professor Dorothy Scott and the Hon Michael Kirby AC CMG.
2. FRSA members met with 48 Federal Members of Parliament and Senators during FRSA's Parliamentary Briefing Day in March 2011. This event has helped to build our profile as a sector and as a network with more regular communication occurring with Government, Opposition and Cross Bench representatives.
3. Major newspapers have run stories initiated or informed by FRSA, including:
 - Commentary on the need for wage equity and comparisons between the wage rates of family support workers and positions with comparable qualifications (surveyor, public servant).
 - Client perspectives on the importance of post separation support including counselling and dispute resolution – in response to funding cuts.
 - Provider estimates of the impact of funding cuts on local communities.
 - Educative stories on peer friendships, family relationships and parenting – drawing on the expertise within the FRSA network.
4. Over 1,200 subscribers are receiving FRSA's regular fortnightly e-bulletin which is highly valued by both members and stakeholders.
5. Associate Membership has continued to grow and eligibility for full membership was expanded to encompass all Family Support Program funded organisations in May 2010.
6. In the 2010 annual member satisfaction survey, 86% of respondents rated FRSA's overall performance as 'excellent' or 'above average'.
7. Publication of 'What Helps and Hinders - FRSA Linkages and Collaboration Project Report', which summarises the findings from an intensive consultation project that explored collaboration between community services working with families, children and young people in five communities across Australia. The project team interviewed over 60 separate service providers and identified current examples of partnerships and practical strategies to facilitate greater collaboration across different service types in metropolitan and regional Australia.

Acknowledgement of Support

During 2010-11, FRSA received financial and in-kind support from the Australian Government, member organisations, and conference sponsors. We recognise that our achievements would not have been possible without this support.

In particular, we acknowledge the significance of funding provided by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). This funding supports the following core activities:

- Representing the Family and Relationship Services sector
- Providing a conduit of information between the sector and government
- Responding to major policy and program initiatives
- Supporting the delivery of quality services to families
- Facilitating sector and workforce development

We also acknowledge the contribution made by FRSA members, in both the financial support provided through membership fees and the considerable in-kind support provided through their engagement in events, projects and the development of advice to government.

Finally, thanks once again to all of the conference sponsors. Sponsorship is critical to the success of the conference; it allows us to host a quality event while keeping registration costs within reach of small not-for-profit organisations.

Chairperson's Report



FRSA members are providing essential and effective support to families in every community across Australia – this has been a key message in our work this year.

One of the goals in FRSA's Strategic Plan is to raise the profile of the family and relationship services sector. The FRSA Board has taken an active role in this – identifying opportunities, engaging with the media and attending meetings, functions or events where it was important to have an FRSA presence. One of our major initiatives was the Parliamentary Briefing Day in March 2011, which saw 34 CEO/Senior Executives from FRSA member organisations meet with 48 Federal Members of Parliament. This was a very successful day that has helped to increase awareness of family services right across the political spectrum. Thanks again to all those who took part and the FRSA staff team that did a great job coordinating it all.

The public profile of FRSA and its members was particularly important in the wake of the 2010 Federal Budget, which included substantial cuts to funding for family counselling, Family Relationship Centres and other post separation support services. The cuts attracted considerable public attention and media interest. FRSA met several times with the Attorney-General and other representatives of government, making a strong case for funding levels to be maintained, if not increased. Many FRSA members were strenuous in their support of this work, writing to the Attorney-General, providing data on the likely impact of the cuts and meeting with their local Members of Parliament.

Our efforts did have an impact with some of the cuts deferred and strategies identified to reduce a sudden change to service capacity. Nonetheless, ultimately investment in these important services has decreased and the full impact of that will be felt over the next 12-18 months as providers make the inevitable adjustments to service delivery. We need to continue communicating with the Federal Government regarding the impact of these cuts. We also need to play our part in building and affirming the evidence base for the work that we do. One of the ways we can do this is to ask former clients and families currently using services to attest to the value of the support they receive – we are often reluctant to do this, not wanting to put our clients in that position. Yet, when we do ask we often find that many are willing and happy to help; when they tell their stories it is far more powerful than anything we can say.

“Over the year ahead the FRSA Board will continue to consolidate FRSA's position as a sustainable and strong national network”

Another priority for FRSA over the past 12 months has been promoting the importance of early intervention services and support programs that strengthen families. In our communications with the Federal Government and Members of Parliament, we have actively promoted models of support including relationship counselling and therapy, relationship education, school based education and skills training, coaching and mentoring. The integration of 'family relationship services' with 'child and parenting programs' under the new Family Support Program provide further opportunities for this. As our members are aware, FRSA has broadened its membership criteria to extend eligibility to all family support providers funded under this program. This will allow for growth and greater recognition of the breadth of work that FRSA member organisations undertake.

Over the year ahead the FRSA Board will continue to consolidate FRSA's position as a sustainable and strong national network with a long term outlook.

I would like to take this opportunity to thank each Board Member for their contribution. It is a significant commitment serving on the Board of this organisation. Board Members contribute substantial time and expertise, and we have had the benefit of a high calibre and talented group working together in a very collegiate way. I would particularly like to thank Chief Judge Stephen Thackray (Family Court of Western Australia) who was co-opted to the Board in 2008 and has been reappointed in 2009 and 2010. Stephen has brought a fresh perspective to the work of the Board and helped to build a very cooperative and mutually beneficial relationship between our sector and the Family Courts.

Finally on behalf of the Board and members I would like to say “thank you” to Samantha Page and the FRSA staff. They are a small but energetic team, and once again it has been a very productive year for FRSA.

A handwritten signature in black ink that reads "Anne Hollonds". The signature is written in a cursive, flowing style.

Anne Hollonds

FRSA Board Of Directors 2010-11



Chairperson

Anne Hollonds

BA, BSocStud, MBA, MAICD.

Anne has recently been appointed the CEO of the Benevolent Society, an independent, non-religious, non-profit organisation with nearly 200 years experience of driving positive social change. Prior to this Anne was the CEO of Relationships Australia NSW for over 13 years, one of the largest and most complex FaHCSIA-funded family services organisations, as well as a major provider of state-funded services, and training and workplace programs.

Anne is a psychologist and family therapist. She successfully utilises the media in community education, and innovation and research partnerships to facilitate evidence-based practice. Anne has a background in child protection, out-of-home care, child and family mental health, and tertiary education. Anne is the Australian member on the Board of the International Commission for Couple and Family Relations (ICCFR).

Vice Chairperson / Workforce Development Advisory Group Chair / Risk & Compliance Committee Chair

Jennifer Hannan

BSW (Hons) Cert Fam. Ther., Grad.Dip Dispute Resolution MAASW, FAIM

Jennie is the Executive General Manager Services at Anglicare WA, overseeing their family services programs, three Family Relationship Centres, parenting orders programs, child contact services, dispute resolution, counselling for children and families, education, men's services, domestic violence services, and communities for children.

Building on more than 30 years experience, Jennie has a passion for issues related to children, families and family law and is a strong advocate of quality training and supervision for staff. Jennie is a member of the Attorney General's Services Reference Group, National CSA Advisory Group and a number of State community boards.



Finance Committee Chair

Tony O'Hare

M (Psych) MAICD, AF AIM.

Tony is the Managing Director of Community Services Australia which operates family relationship services in QLD and NSW. In addition to experience gained as a practicing psychologist for more than a decade, he brings expertise in governance and the management of both community and corporate agencies.

Tony holds a number of directorships and has served both state and national governments on various advisory and reference groups.



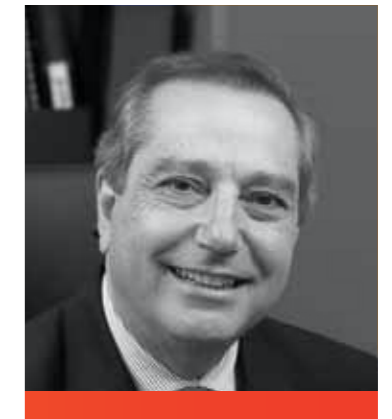
Director / Finance Committee Member

Luke Rumbold

BSW, MSW, PhD, FAIM.

Luke is the CEO of Upper Murray Family Care in the regional centre of Wodonga (Victoria). His professional background is in Social Work and his professional membership includes being a Fellow of the Australian Institute of Management.

Prior to becoming CEO, Luke's work involved general casework, family counselling, foster care, residential care program supervisor, family support supervisor and community development. His practitioner experience has all been in a rural/regional context.



Director / Risk & Compliance Committee Member

Tony Pietropiccolo

BA (Soc. Sc.); Dip. Psych.

Tony is the Director of Centrecare, which provides a large range of social services to the West Australian community both in Perth and in remote areas of the State.

Tony has been involved in community activities and the social service sector in both paid and voluntary positions for nearly 30 years. Over this time, Tony has participated in numerous committees and commissions at both state and national level.

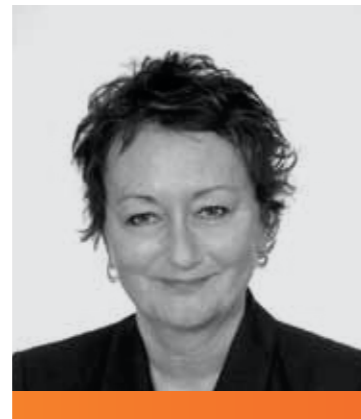


Director / Conference Reference Group

Jo Cavanagh
BA, BSW, MMmt (BI),
AFAIM, MAICD

Jo is currently the Chief Executive Officer of Family Life in Melbourne, Victoria. Building on the community and volunteer foundations of the agency, she has led a program of innovations to grow community involvement for preventing child abuse and family violence, assisting vulnerable young people and strengthening families and communities.

Jo is a member of the Advisory Council for the Centre for Social Impact, Deputy Chair of Good Shepherd Australia New Zealand, and former President and Board member of Family Services Australia. Jo has also held a range of leadership positions on regional, state and national government advisory bodies.



Director / Reconciliation Advisory Group Chair / Risk & Compliance Committee Member
Elizabeth O'Connor

Elizabeth is currently Director of Family & Relationship Services at Relationships Australia SA. Prior to this she held a senior management role at Centacare Adelaide, responsible for family and relationship support programs across urban, regional and rural regions of South Australia including several programs supporting Aboriginal families and communities.

Elizabeth is a committed advocate for the children and young people of disadvantaged families and supports a stronger preventative approach to family support.



Director / Conference Convenor / Finance Committee Member
Judi Geggie

Judi is currently the Director of the Family Action Centre (FAC) at the University of Newcastle. The FAC represents a unique model of university-community engagement whereby innovative service delivery to families and communities provides a platform from which research, teaching and learning initiatives are developed.

During her 22 years at the FAC, Judi has been at the forefront of the organisation's innovative work with families living permanently on caravan parks, families in need of social support, boys, men and fatherhood, and Indigenous families.



Director
Stephen Thackray
LLB

Chief Judge Stephen Thackray graduated with Honours from the University of Western Australia in 1977. He practised as a Barrister and Solicitor specialising in Family Law matters from 1978 until 1997, during which time he was elected President of the Family Law Practitioners' Association of WA.

He took up an appointment as the Principal Registrar and Principal Magistrate of the Family Court of WA in 1997 and was appointed as a Judge of the Court in 2004.

His Honour was appointed as one of the eight Judges of the Appeal Division of the Family Court of Australia in Nov 2006, and in Feb 2007 he was appointed as the Chief Judge of the Family Court of Western Australia.



Director (Retired 2010)
Michael Hunt

Michael Hunt held the position of CEO, Relationships Australia Victoria (RAV) for more than 20 years before retiring in 2010.

RAV provides a range of federal and state funded services and offers many services to CALD and indigenous groups from 15 locations in Victorian metropolitan and regional locations. RAV leads four Family Relationship Centres and is a Consortium Partner and Sub-Contractor in an additional four and also provides training in another four Family Relationship Centres in Victoria.

Michael also convened the Victorian Family Relationship Centre Group (15 CEOs meet regularly) and participated on the Board of Relationships Australia National.

Executive Director's Report



Looking back over the past twelve months, I would characterise this as a year of 'coming of age' for FRSA; one in which we have galvanised in response to a number of challenges facing our sector and laid the foundation for a stronger peak body in years ahead. We have demonstrated the capacity of the FRSA network to respond with strength and united purpose on some issues while taking a more nuanced or sophisticated approach to others.

There were a number significant challenges over the year. Many communities were affected by natural disasters, particularly across Queensland and Victoria. This combined with economic volatility has seen some rural and regional areas coping with both boom and bust conditions simultaneously, creating social inequities and subsequent impacts on individual and family wellbeing. FRSA member organisations have been at the forefront of responding to the complex social issues arising from extraordinary events and very mixed local economic conditions. They are also very involved in community rebuilding and recovery which, in some areas, will continue for several more years.

Another challenge this year arose from the delays in the Family Support Program (FSP) recontracting process. FRSA was in regular contact with both government funding agencies and service providers to offer support and help facilitate this process. Delays aside, the new FSP Service Agreements appear to be a significant improvement on previous agreements. FRSA is very pleased to be working with both FaHCSIA and the sector as we move to more flexible service delivery arrangements and greater focus on measuring outcomes and impact rather than inputs and activities.

"Looking back over the past twelve months, I would characterise this as a year of 'coming of age' for FRSA"

While we remain disappointed with funding cuts to family counselling and post separation services, the FRSA network has been effective in advocating the importance of families having timely access to support. This was also a key message in our submission responding to the Review of Children's Contact Services and our advocacy for greater investment in early intervention services.

As the year draws to a close there has been a clear commitment from Federal Ministers in relation to funding wage increases likely to result from the wage equity case currently before Fair Work Australia. The family and relationship services sector have been very active in supporting the wage equity case and recognising the need to address workforce shortages through wage reform but also workforce development. This will be reflected at FRSA's 2011 National Conference *'Workforce and Innovation: Building Future Capacity'*.

I would like to thank the staff team who have worked so hard throughout the year to ensure that our member services, sector development and advocacy work is of a really high standard. I look forward to working with all of our members and stakeholders over the year ahead.

A handwritten signature in black ink, appearing to read 'Samantha Page', written in a cursive style.

Samantha Page
Executive Director

FRSA Team

Steve Hackett, Deputy Director holds qualifications in Counselling and Communication. Steve has been part of the family and relationship services sector for many years having worked previously as a service manager with one of the largest provider organisations. Prior to this he managed a Neighbourhood Centre and spent many years working in youth services. He has a depth of knowledge in direct service delivery and practice, whilst also bringing management expertise and extensive cross-sector networks experience. Steve represents FRSA on a number of national advisory groups including the Child Support Agency's Family Violence Reference Group and the Men and Family Relationships Forum Coordination Group. He also convenes practitioner networks and consultative forums supported by FRSA, including the Workforce Development Reference Group and Child Inclusive Practitioners Forum. Steve has oversight of a number of FRSA events and projects including the recently completed 'Linkages and Collaboration Project' and the 'Cultural Competence Training Project' FRSA is conducting in collaboration with the Secretariat of National Aboriginal and Islander Child Care (SNAICC). **To contact Steve email deputy@frsa.org.au or phone (02) 6162 1811.**

Kate Allen, Project Officer is responsible for planning and coordinating a number of FRSA projects being undertaken either with members or external partners. Kate demonstrated her capacity to manage the logistics of complicated events such as a Parliamentary Briefing Day involving over 50 meetings in one day with all of the associated preparation and follow-up. Kate has also been actively supporting the 2011 National Conference '*Workforce and Innovation: Building Future Capacity*'. In 2011-12, Kate will be coordinating two projects funded by the Attorney-General's Department, one looking at community engagement in post separation services and the other delivering scholarships for Family Dispute Resolution to potential trainees from Aboriginal and Torres Strait Islander or culturally diverse backgrounds. Previously, Kate spent six years with Urban Seed, a Melbourne based organisation that works with homeless and marginalised people, where she managed donor and sponsor relationships as well as coordinating education projects. **To contact Kate email projects@frsa.org.au or phone (02) 6162 1811.**



Executive Director
Samantha Page



Deputy Director
Steve Hackett



Project Officer
Kate Allen



Communications Officer
Mark Paviour

Mark Paviour, Communications Officer has formal qualifications in Communications. Mark is adept at disseminating information and engaging stakeholders in our work. He is responsible for producing e-bulletins and regular newsletters that target information to CEOs, service managers and practitioners respectively as well as managing the FRSA website which serves both professionals within the sector and families looking for information and support. Mark has a very good understanding of different communication styles and the need to tailor information to different audiences. He also manages FRSA's media engagement and he is also actively involved in planning FRSA events (National Conference and Senior Executives Forum) and publications including project reports and submissions. **To contact Mark email communications@frsa.org.au or phone (02) 6162 1811.**

Before Mark joined the FRSA team **Bonnie Montgomery** was our Communications Officer for almost 4 years. Bonnie made a substantial contribution to building FRSA's profile and reputation; she was also a favourite amongst members for her energetic enthusiasm. Bonnie took a major role in each of the National Conferences, the development of the FRSA website and our Reconciliation Action Plan. Bonnie left FRSA to take up a position with the Department of Human Services but remains in regular contact. We wish her all the very best for the future.

Elly Smith and **Catherine Cotter** each spent some time in the role of FRSA Office Manager this year. The Office Manager keeps everything running smoothly in the office and administers our finance systems. They are generally responsible for the Membership Register and keeping member information on the FRSA website up-to-date. As in every workplace, the Office Manager is at the centre of everything and knows just who to put you through to if you have an inquiry. **To contact the Office Manager email admin@frsa.org.au or phone (02) 6162 1811.**

Partners & Consultants

SNAICC

Over the past year FRSA has been pleased to deepen our connection with the Secretariat of National Aboriginal and Islander Child Care – SNAICC. We have achieved this through the development and facilitation of training workshops based on the SNAICC resource, *Working and Walking Together – A guide for Family and Relationship Service Providers in working with Aboriginal and Torres Strait Islander families, communities and organisations*. This joint unfunded project between our two national organisations has been modelled on ‘walking the talk’ as we roll out this training to member organisations who have expressed an overwhelming need for access to such a resource and training opportunities.

Greg Sam, Parker & Partners

Greg provided invaluable assistance to the staff team in the lead up to the FRSA Parliamentary Briefing Day. He also gave participants very valuable advice on how to make the best use of their time with MPs and Senators. This builds on work Greg and the P&P team have done for FRSA in the past on the Survey of Family Households and FRSA branding.

Clare McHugh, Nutshell Words and Ideas

Over a number of years now Clare has practically been one of the team at FRSA, having worked for us on a number of projects and been a major contributor to the FRSA website. This year Clare has been working on a scoping study looking at the potential for FRSA to develop one or more publications for members. This has involved researching possibilities across a number of media & publication platforms with a cross section of stakeholders including very helpful input from FRSA Members with a particular interest in publications.

DKC International

Our conference managers, DKC International did a wonderful job handling the logistics of our 2010 conference. Corrine Kemp and her team perform a vital role for FRSA, and we look forward to working with them on future events.

Sharon Payne

Sharon is an Aboriginal consultant/facilitator who has been involved with FRSA for many years. She assisted in the initial development and delivery of the Cultural Competence workshops that FRSA created in partnership with the Secretariat of National Aboriginal and Islander Child Care (SNAICC). Sharon also facilitates FRSA’s Indigenous Advisors Network and is in high demand from Family Law Pathway Networks and other networks around the country as a guest speaker to share her knowledge and experience as a lawyer and CEO of Aboriginal organisations.

Susan Holmes

Many FRSA members know Sue Holmes as the long standing CEO of Relationships Australia Tasmania and former FRSA Chairperson. Sue retired in 2009 and has been busy with new grandchildren, but she continues to be active in the sector as a mentor and consultant. Sue worked with FRSA in 2010 on the Linkages Project and has more recently been providing pro bono assistance to the Family Inclusion Network on our behalf. We are very grateful for her continued involvement and the generous support she has provided to FRSA.

Greg Seberry

Greg is an experienced corporate trainer, facilitator, management consultant and company director of his own consultancy company (GSA). Greg has actively contributed to the development and facilitation of the Aboriginal and Torres Strait Islander Cultural Competence training workshops that FRSA has created in partnership with the Secretariat of Aboriginal & Islander Child Care (SNAICC). Greg brings with him a wealth of group facilitation experience; his positive and professional manner makes him a wonderful addition to FRSA’s consultant pool.

For contact details for any of our consultants please contact admin@frsa.org.au

Progress against the Strategic Plan 2010-13

The FRSA Strategic Plan was developed in 2010 with a three year outlook. In this, the first year of the plan, a summary of key achievements is provided below.

Strategic Goal 1: Promote the wellbeing, safety and resilience of families, children and communities through national leadership and representation.

- 1.1 Promote the importance and socio-economic value of safe, healthy family relationships.
- 1.2 Build public awareness about services available to strengthen relationships and families.
- 1.3 Inform public policy relevant to families, children and communities.
- 1.4 Contribute and respond to initiatives and policy of the Australian Government.

Activities 2010-11:

- The importance and socio-economic benefit of families, children and communities is highlighted in all of FRSA's submissions and advocacy work. This has been a key theme of the FRSA website, National Conference and media engagement throughout 2010-11.
- FRSA has increased its engagement with the Federal Parliament this year, hosting the Parliamentary Briefing Day in March and continuing to build relationships across the political spectrum.
- The FRSA website includes information to promote healthy relationships. It also connects people to services and self-help resources.
- FRSA members have contributed to an Optional Fund to enhance our capacity for research and development to demonstrate the social and economic value of family and relationship services.
- Collaborative relationships have been developed with peak bodies and service networks across the family support sector, family law system and related sectors. Examples include:
 - FRSA is actively supporting the National 'Change for Children' campaign being led by ARACY. This campaign aims to develop a National Action Plan for Children and Young People.
 - FRSA is a member of the Coalition for the Safety and Wellbeing of Children and has a number of representatives engaged in the implementation of the National Framework for Protecting Australia's Children.
 - FRSA has worked closely with ACOSS to support the wage equity case and associated funding campaign.

Key Indicators

During 2010-11 FRSA has effectively:

- Raised our profile in the Federal Parliament with more MPs and Senators likely to contact us and/or meet with us when legislation and policy changes are being considered.
- Increased our media engagement (around 20% higher than 2009-10) with particular emphasis on more positive stories promoting safe and healthy relationships.
- Had a positive influence on public policy and Australian Government initiatives including the Family Support Program and Family Law System.

FRSA Parliamentary Briefing Day

On the 23rd March 2011, 34 CEO/Senior Executives from FRSA member organisations gathered in Canberra to brief members of parliament. In small groups of three, delegates met with 48 parliamentarians, including both MPs and Senators from across the political spectrum.

Purpose:

1. To raise awareness of the important work of family and relationship services.
2. To speak to our 2011 Pre Budget Submission and current factors impacting on the effective delivery of services to families.
3. To forge closer relationships between the FRSA network and the Australian Parliament (including to test interest in a Parliamentary Friendship Group on family support).

Key Messages

1. Supporting Australian Families is important.

Families make more difference to child safety, child wellbeing, school performance and long term mental health than any other influence. Family relationship services are a fundamental component of the *National Framework for Protecting Australia's Children*, the *Family Law System* and the *Social Inclusion Agenda*. More specifically:

- Relationship education has a significant role in preventing and addressing family violence, strengthening couple relationships and enhancing the capacity of families to care for children. Demand for relationship education is higher than ever with strong interest also from related sectors (eg health, education) to integrate programs into mainstream settings.
- Relationship counselling can assist couples and families to address difficulties and develop more positive behaviours towards each other and their children. Increasingly, therapeutic counselling services delivered by professionally trained staff are provided in a diversity of settings, through individual, group and virtual technologies – indeed this is the most common form of support provided to families.
- Family Relationship Centres, family dispute resolution services, children's contact services and a host of other post separation services help families to safely navigate their way through separation – maintaining the focus on the best interest of children and assisting parents to avoid costly and damaging involvement in adversarial legal processes, wherever it is safe to do so. This is difficult work but the major national evaluation of the 2006 Family Law Reforms was very positive regarding the experience of families and the effectiveness of services.

2. Priorities for the 2011 Federal Budget.

Investment in family services has increased over the past decade but the 2010 Federal Budget contained substantial cuts to the post separation services – Family Relationship Centres, family dispute resolution and family counselling are all due to have reduced levels of investment from July this year. FRSA does not believe these cuts are warranted and we have advocated for funding levels to be maintained. We are concerned about job losses and reduced capacity to meet community needs. Notwithstanding our opposition to the cuts, we will work with the Government on reasonable strategies to mitigate their impact wherever possible.

FRSA members have strenuously supported the campaign to improve wage equity for community sector workers. Community based service providers face the reality of struggling to compete for appropriately skilled staff when wage rates have fallen well behind those paid in the public and private sectors. Improving wages for the largely female community sector workforce must not come at the cost of service delivery to Australia's most vulnerable families.

The FRSA 2011 Pre-Budget Submission also identifies areas of priority for new investment in family support as well as the need to ensure the sustainability of existing programs.

3. Forging Stronger Ties with Parliament.

We would like MPs and Senators to get to know their local family and relationship service providers. FRSA can help to set up initial meetings and/or service visits. We can also coordinate input on policy or legislative initiatives, at either the national level or from the perspective of local impact.

FRSA National Conference, *'DIVERSITY: Everyone Benefits'* Melbourne 2010

The 3rd FRSA National Conference *'DIVERSITY: Everyone Benefits'* was held in Melbourne, 3-5 November, 2010, with over 450 people attending. The conference theme recognised that Australian families are increasingly diverse and that this diversity can be a strength from which everyone can benefit. Conference papers explored diversity across:

- Cultural background
- Values and religious beliefs
- Gender and sexuality
- Contemporary family structures
- Geographic and socio-economic context
- Service delivery and workforce development

Two keynote addresses were described by conference delegates as 'inspiring', 'thought provoking' and 'full of wisdom'. These were provided by:

- The Hon Michael Kirby AC CMG
- Emeritus Professor Dorothy Scott (University of South Australia)



More than 88% of delegates that completed an evaluation survey rated the conference 'above average' or 'excellent' overall. Specifically, delegates gave positive feedback on the quality of speakers, the program mix, content relevance and value for money. FRSA is grateful to all of the presenters, but particularly:

- Dr Tom Calma
- The Hon. Jenny Macklin MP, Minister for Families, Housing, Community Services & Indigenous Affairs and the Hon. Julie Collins MP, Parliamentary Secretary for Community Services
- Chief Justice Diana Bryant (Family Court of Australia)
- Waleed Aly (Monash University)
- Esme Bamblett (Aborigines Advancement League)
- Dr Ida Kaplan (Victorian Foundation for Survivors of Torture)
- Professor Alan Hayes (AIFS)
- Professor Richard Chisholm AM
- Rodney Croome (Australian Marriage Equality)
- Federal Magistrate Joe Harman (FMC)
- Joumanah El Matrah (Islamic Women's Welfare Council of Vic)
- Hilary Astor (NSW Law Reform Commission)
- Associate Professor Jenn McIntosh (La Trobe University)
- Professor Bryan Rodgers (Australian National University)
- Dr Lance Emerson (ARACY)
- Dr Gail Winkworth (Australian Catholic University) & Michael White (MW Group Consulting)



"Best conference I have been to"

"Fabulous speakers and opportunities to connect and reconnect with practitioners from around the nation!"

"You truly tackled the topic of diversity. Well done!"

Strategic Goal 2: Support the continuous enhancement of services provided to Australian families and the capacity of the family services sector.

- 2.1 Support the development of service models and professional practice that best serve families, children and communities.
- 2.2 Respond to issues and challenges that impact on the delivery of family services.
- 2.3 Facilitate a constructive and robust relationship between the sector and government.
- 2.4 Keep the sector informed of key developments in policy, practice and research.
- 2.5 Support workforce development and learning opportunities.
- 2.6 Support the development and impact of effective leadership and management.

Activities 2010-11

- FRSA maintains relationships within the Australian Parliament and relevant Australian Government Departments to identify opportunities for engaging in policy development and evaluation. The following submissions have been made to major policy development and decision-making processes:
 - Submission to the Federal Government Budget 2011 titled 'Meeting the Needs of Australian Families'.
 - Response to the Attorney General's Department 'Children's Contact Services - Consultation Paper' & Review.
 - Submission on the Family Law Amendment (Family Violence) Bill 2011.
 - Submission to the Family Law Council on the delivery of Family and Relationship Services to families from Culturally and Linguistically Diverse Backgrounds
 - Submission to the Family Law Council on the delivery of Family Relationship Services to Aboriginal & Torres Strait Islander Peoples.
 - Advice to FaHCSIA on the impact of funding uncertainty in the Family Support Program and advice to the Attorney-General on the potential impact on providers of the AGD funding cuts.
- FRSA participates on various advisory and reference groups that inform policy and decision making, examples include the National Child Support Agency Stakeholder Engagement Group, Family Law Council (Observer) and National Framework for Protecting Australia's Children Implementation Group.
- Through our e-bulletin, media review and resource review circulars, FRSA keeps members informed of developments in policy, program administration, public debate, research, publications and practice.
- FRSA members have been involved in Joint Sector-Government Working Groups focused on areas of priority in the Family Relationship Services Program, including Workforce Development.
- Each year FRSA undertakes a 'Sector Development' project which includes consultation with members on a topic of mutual interest to the sector and to our funding body FaHCSIA. In 2009, the project topic was 'Leadership and Governance'. In 2010, it was 'Linkages and Collaboration', more information is provided below.

Key Indicators

In the 2010 annual member satisfaction survey 86% of respondents rated FRSA's overall performance as 'excellent' or 'above average'.

FRSA's submissions and publications contain information, examples and recommendations valued by policy makers, program administrators and service providers.

Linkages and Collaboration Project Report



The 'What Helps and Hinders' Report of the Linkages and Collaboration Project was disseminated in November 2010.

The project adopted a 'Community Case Study' approach to explore the extent and nature of current linkages and collaboration in a sample of five communities including Blacktown, NSW; Logan City, QLD; Ringwood and Geelong, VIC and the regional city of Murray Bridge in SA.

Consistent with the research literature, it was evident in each location that a range of internal and external factors influence collaboration and many of these factors are outlined and analysed in the report. The key findings identified in this project have informed our understanding of the many and varied collaborations in which family and relationship services are engaged. Some of the findings include:

- Family and relationship services are actively engaged in collaborative networks that facilitate information sharing and the development of cooperative relationships.
- The majority of organisations are also actively involved in one or more service coordination initiatives with other local providers to better meet the needs of families.
- Examples of successful service coordination occur across different service types and organisations but generally rely on a champion or enabler to work through difficulties.
- Some service coordination can be more difficult to initiate and sustain – examples where organisations have overcome significant challenges deserve recognition and could assist others to work through difficult stages of collaboration.
- There were examples in each of the community case studies where multiple services came together to integrate programs, share premises and co-locate staff.
- The benefits of service and system integration are clearly recognised, but there are considerable risks and challenges to be overcome.

In the spirit of further enhancing collaboration, the report contains recommendations for policy makers, funding bodies, service providers and future research/development. The Final Report is available from our website www.frsa.org.au.

Strategic Goal 3: Build a sustainable, effective peak body with a long-term outlook.

3.1 Effectively represent the diversity of FRSA members, maintaining their active engagement and support.

3.2 Continue to grow the FRSA membership.

3.3 Increase FRSA's income diversity and financial independence.

Activities 2010-11

- The FRSA website contains useful information and reference material for practitioners including training/events, resource directory and a virtual library.
- Members are encouraged to contact FRSA to discuss areas of difficulty or concern and will generally assist members to access appropriate advice or connect with other agencies and those with appropriate expertise or similar needs.
- In recognition that many of our members would like us to have greater capacity in some areas of activity while not all members can afford to pay higher contributions, FRSA introduced two optional contribution funds in 2010. Both funds were well supported and have made a significant difference to our capacity over the past year. A summary of key achievements against each of the two funds is provided below.
- FRSA Associate Membership has continued to grow but changes to membership criteria enacted in May 2011 will allow for further growth in the Full Membership category from 2011-12.
- FRSA created an Honorary Membership category for persons that have made a significant contribution to the work of FRSA or the family and relationship services sector more broadly, demonstrating their commitment to the safety, wellbeing and resilience of children and families. In 2011, Honorary Membership was awarded to Susan Holmes, Michael Hunt and Professor Richard Chisholm.
- The FRSA Board has developed and implemented a Business Development Plan to complement our Strategic Plan. This contains strategies and targets for increasing income from diverse sources.

Key Indicators

- Members have been more engaged in FRSA's work this year than ever before, participating in events, projects, working groups and media activity.
- There has been continued growth in Associate Membership.
- FRSA's income for the year has remained comparable to the previous year despite reductions in Government funding (5%).

Optional Contribution Funds

Fund 1: Social & Economic Benefit Research & Development

Purpose: To fund research and development in the measurement of the social and economic benefits that flow from the delivery of family and relationship services by FRSA member organisations.

Cumulative value: In 2010, nine member organisations contributed to this fund with contributions totalling \$49,550 (GST inc).

Contributors: Anglicare WA, Centacare Adelaide, Family Mediation Centre, Interrelate Family Centres, Relationships Australia NSW, Relationships Australia SA, UnitingCare Wesley Adelaide, Centacare Brisbane and Drummond Street Relationship Centre.

Activities to-date: One third of the resources in this fund have been used to enable FRSA to be a key player in a funding bid to establish the Cooperative Research Centre (CRC) for Social Inclusion. The evaluation of effective family support is one of three proposed research programs within the bid; the other two include place-based strategies to increase social inclusion and pathways to workforce participation. Partners in this bid include the University of Newcastle, Monash University, the Australian National University, FaHCSIA, DEEWR, ACOSS, CSSA, Boystown and several other NGOs. The remaining two thirds of the resources in this fund will be applied to a commissioned research project to identify social and economic benefits that flow from the achievement of 2-3 of the client outcomes articulated in the Family Support Program Performance Framework.

Fund 2: Promoting Family and Relationship Services

Purpose: To enable FRSA to work on raising the profile of our network and member services through activities such as external event sponsorship, advertising and cross-promotion with related sectors.

Cumulative value: Contributions in 2010-11 totalled \$15,600 (GST inc).

Contributors: Anglicare WA, Berry Street Victoria, Centrecare Inc, Centrecare Melbourne, Family Mediation Centre, Interrelate Family Centres, Relationships Australia Canberra and Region, Relationships Australia NSW, Relationships Australia SA, Relationships Australia TAS, Relationships Australia WA, UnitingCare Wesley Adelaide, Youth and Family Service (Logan City) Inc, Centacare Brisbane, Agencies for South West Accommodation, Baptist Community Services, Catholic Marriage Education Services, Goulburn Valley Family Care Inc t/a Family Care and Manning Support Services Inc.

Activities to-date: This fund was fully expended and made a substantial difference to our capacity in raising the profile of our network. Members may be interested to know that our media presence has doubled over the past 12 months.

Initial consultation with contributors identified a number of priorities for expenditure with a consistent message that services are for anyone in the community and help-seeking is to be encouraged. Funds have been applied to the following activities:

- **Sponsorship of a panel session on child wellbeing at the Family Law Conference 2010**
- **Sponsorship for sector network events** including the Child Inclusive Practice Forum and the Men and Family Relationships Forum.
- **Increased use of social media** including Facebook advertising and analytical tools that we had not used previously.
- **Expenses related to the Parliamentary Briefing Day** held on 23rd March 2011

FRSA Members 2010-11

● Full Members

● Associate Members

If you know other organisations that might be interested in joining FRSA call 02 6162 1811 or email admin@frsa.org.au.



Victoria

- Anglicare Victoria
- Berry Street Victoria
- Centacare Ballarat
- CatholicCare Melbourne
- Australian Greek Welfare Society
- Bethany Community Support
- Brotherhood of St Laurance
- Centacare Sandhurst - Bendigo
- Child & Family Services Ballarat
- Children's Protection Society
- City of Greater Geelong
- Community Connections
- Community West
- Crisis Support Services
- Drummond Street Services
- Eastern Access Community Health (EACH)
- Family Life
- Family Mediation Centre
- RELATEWELL Family Relationships Institute
- Gateway Community Health
- GordonCare for Children
- Family Care
- LifeWorks Relationship Counselling & Education Services
- MacKillop Family Services
- Mallee Family Care
- Odyssey House Victoria
- Relationships Australia Victoria
- South Eastern Migrant Resource Centre
- Spectrum Migrant Resource Centre
- The Cairnmillar Institute
- Salvation Army Bendigo Community Services
- Upper Murray Family Care
- Australian Vietnamese Women's Welfare Association
- Karingal Mental Health Support
- International Social Service Australia
- Parentline Vic
- The Centre for Excellence in Child and Family Welfare



Western Australia

- Accordwest
- Anglicare WA
- Centacare Geraldton
- Centrecare
- Clan WA
- Men's Outreach Service Broome
- Ngala Community Services
- Catholic Marriage Education Services
- Relationships Australia Western Australia
- Baptist Care
- Citizens Advice Bureau of WA
- Halsmith Consulting
- Legal Aid WA
- Richmond Fellowship of Western Australia



Northern Territory

- CatholicCare NT
- Relationships Australia NT
- Anglicare Northern Territory - Resolve
- Australian Red Cross
- Northern Territory Legal Aid Commission
- NPY Women's Council



South Australia

- Anglicare SA
- Anglican Community Care
- Centacare Adelaide
- Centacare Whyalla
- Lutheran Community Care
- Relationships Australia SA
- UnitingCare Wesley Adelaide
- UnitingCare Wesley Port Adelaide
- UnitingCare Wesley Port Pirie
- MAREAA
- Migrant Resource Centre SA



New South Wales

- Anglican Counselling Service
- Anglicare Sydney
- Baptist Community Services
- Centacare Bathurst
- Centacare Broken Bay
- CatholicCare Hunter-Manning
- Centacare New England North West
- CatholicCare Catholic Social Services (Parramatta Diocese)
- CatholicCare Sydney
- Centacare Wagga Wagga
- Centacare Wilcannia-Forbes
- CatholicCare Diocese of Wollongong
- Community Programs
- Interrelate Family Centres
- Macquarie Legal Centre
- Manning Support Services
- Newcastle Family Support Services
- Relationships Australia NSW
- The Family Centre
- UnitingCare Children, Young People and Families
- UnitingCare Unifam Counselling & Mediation
- Youth Connections North Coast
- Central Coast Disability Network
- Dads in Distress Inc
- Family Action Centre
- Family Drug Support
- First Light Care Association Inc
- Good Beginnings Australia
- Legal Aid NSW
- Robyn Sexton & Associates
- Southern Youth & Family Services Association
- The Salvation Army Counselling Service
- Youth Insearch Foundation



Queensland

- Centacare Rockhampton
- Centacare Brisbane
- Centacare Cairns
- Centacare Toowoomba
- Centacare Townsville
- Community Services Australia
- Foundations Child & Family Support
- Kinectons
- Kyabra Community Association
- Lifeline Community Care Queensland
- Lifeline Darling Downs & South West QLD
- Mackay Children's Contact Services
- Men's Information & Support Association
- Mercy Family Services
- Pine Rivers Neighbourhood Centre
- QPASTT
- Relationships Australia Queensland
- Sunshine Coast Family Contact Centre
- Toowoomba Children's Contact Centre
- Youth and Family Service - Logan City
- Drug Arm Australasia
- FSG Australia
- Goldbridge Rehabilitation Services
- United Synergies



Australian Capital Territory

- Relationships Australia Canberra & Region
- CatholicCare Canberra & Goulburn
- Marymead Child & Family Centre
- Relationships Australia - National
- Lifeline Australia
- Lone Fathers Association Australia
- Communities@Work
- Legal Aid ACT
- Parentline ACT Inc



TASMANIA

- Anglicare Tasmania
- Centacare Tasmania
- Positive Solutions
- Relationships Australia Tasmania
- UnitingCare Family Services - Northern Tasmania

FRSA
**Audited Financial
Statements**

Financial Report for the year ended 30 June 2011

MOORE STEPHENS
ACCOUNTANTS & ADVISORS

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INDEPENDENT AUDITOR'S REPORT

**TO THE MEMBERS OF
FAMILY RELATIONSHIP SERVICES AUSTRALIA LIMITED**

Report on the Concise Financial Report

We have audited the accompanying concise financial report of Family Relationship Services Australia Limited, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and cash flow statement for the year then ended, and related notes, derived from the audited financial report of Family Relationship Services Australia Limited for the year ended 30 June 2011. The concise financial report does not contain all of the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Director's Responsibility

The directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports* and the *Corporations Act 2011*, and for such internal control as the directors determine is necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Family Relationship Services Australia Limited for the year ended 30 June 2011. We expressed an unmodified audit opinion on that financial report in our report dated 11 October 2011. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of audit evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise

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MOORE STEPHENS
ACCOUNTANTS & ADVISORS

financial report complies with AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complies with the requirements laid down in AASB 1039 *Concise Financial Reports*.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2011*, which has been given to the directors of Family Relationship Services Australia Limited on 5 October 2011 would be in the same terms if given to the directors as at the date of this audit opinion.

Opinion

In our opinion, the concise financial report of Family Relationship Services Australia Limited for the year ended 30 June 2011:

- Is consistent with the full annual financial statements of the company that have been audited by us and in respect of which we have issued an independent audit report dated 11 October 2011 that was not subject to any qualification; and
- With the exception that the concise financial report is not accompanied by discussion and analysis from management or the Board of Directors to assist the understanding of members, complies with Accounting Standard AASB 1039: *Concise Financial Reports*.



Selina Stanford
Director

Canberra

11 October 2011

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AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C OF THE CORPORATIONS ACT 2001 TO THE DIRECTORS OF FAMILY RELATIONSHIP SERVICES AUSTRALIA LIMITED

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2011 there have been:

1. no contraventions of the auditor independence requirements as set out in the *Corporations Act 2001* in relation to the audit; and
2. no contraventions of any applicable code of professional conduct in relation to the audit.



Selina Stanford
Director

5 October 2011

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Family Relationship Services Australia Limited ACN 124 321 080

DIRECTORS' REPORT

DIRECTORS

The names of each person who held a position as a member of the Board during the year or at the date of this statement are:

Name of director	Date Appointed	Qualifications
Ms Anne Hollonds	November 2008	BA, BSocStud, MBA, MAICD, Psychologist.
Ms Jennie Hannan	March 2007	BSW (Hons) Cert. Fam. Ther.; GDip Dispute Resolution MAASW
Mr Anthony O'Hare	March 2007	M (Psych) MAICD, AFAM.
Mr Anthony Pietropiccolo	March 2007	BA (Soc. Sc.); Dip. Psych.
Dr Luke Rumbold	August 2007	BSW, MSW, PhD, FAIM.
Ms Elizabeth O'Connor	November 2009	BA, DipEd, GDip
Ms Joanne Cavanagh	November 2010	BA, BSW, MMmt (B),
Chief Justice Stephen Thackray	April 2009	B.Juris, LLB (Hons).
Ms Judi Geggie	March 2008	B.A. M.Ed. Studs.
Mr Michael Hunt	November 2008	Retired November 2010

The above mentioned directors are all representatives of the family services sector.

Ms Anne Hollonds	8	(9)
Ms Jennie Hannan	9	(9)
Mr Anthony O'Hare	9	(9)
Mr Anthony Pietropiccolo	3	(9)
Dr Luke Rumbold	5	(9)
Ms Elizabeth O'Connor	5	(9)
Ms Judi Geggie	6	(8)
Chief Justice Stephen Thackray	5	(8)
Ms Joanne Cavanagh (Commenced Nov 2010)	2	(4)
Mr Michael Hunt (Retired Nov 2010)	3	(3)

COMPANY SECRETARY

Ms Jennie Hannan (Vice Chair & Chair of the Risk and Compliance Committee) was appointed Company Secretary for Family Relationship Services Australia Limited on 22nd February 2011. Ms Samantha Page (Executive Director) is also a Company Secretary for the purpose of executing documents. A protocol is in place between the two.

PRINCIPAL ACTIVITIES

To provide national leadership and representation for services that work to strengthen the wellbeing, safety and resilience of families, children and communities.

Family Relationship Services Australia Limited ACN 124 321 080
Director's Report - (continued)

STRATEGIC GOALS OF THE COMPANY

The Company's Strategic Plan 2010-13, contains contains the following statement of purpose 'to provide national leadership and representation for services that work to strengthen the wellbeing, safety and resilience of families, children and communities'. To achieve this, FRSA supports the community based services that work with families, children and communities. FRSA also draws on the expertise of service providers to understand the changing needs of families accessing services and to inform public policy. FRSA works collaboratively with the Australian Government and its agencies, related service networks, peak bodies and advocacy groups. The Strategic Plan 201-13 has three goals:

1. Promote the wellbeing, safety and resilience of families, children and communities through national leadership and representation.
2. Support the continuous enhancement of services provided to Australian families and the capacity of the family services sector.
3. Build a sustainable, effective peak body with a long-term outlook.

COMPANY OBJECTIVES AND RELATED ACTIVITIES

For each of the three goals identified in the strategic plan, the Company set a number of objectives. These objectives and the activities through the year that have contributed to their achievement are outlined in brief, below.

1. Promote the wellbeing, safety and resilience of families, children and communities through national leadership and representation.

Objectives:

- 1.1 Promote the importance and socio-economic value of safe, healthy family relationships.
- 1.2 Build public awareness about services available to strengthen relationships and families.
- 1.3 Inform public policy relevant to families, children and communities.
- 1.4 Contribute and respond to initiatives and policy of the Australian Government.

Activities:

- The Company has actively engaged with the media to promote the importance of healthy family relationships and increase awareness of relationship services, our 'media presence' continues to grow.
- The Company's public profile has been enhanced through our web presence and use of social media. The Company's website attracted, on average, 2950 visitors per month; we have over 1,000 subscribers to our e-bulletin and over 100 fans on facebook and twitter.
- The Company held a Parliamentary Briefing Day in Canberra in March 2011 to brief MPs and Senators on the importance of supporting families and relationships.
- The Company has made a number of formal submissions to the Australian Parliament relevant to the delivery of services to Australian families.
- The Company has also provided formal and informal advice to the Attorney-General, the Minister for Families, Housing, Community Services and Indigenous Affairs as well as their respective Departments.
- The Company participates on several advisory and reference groups providing advice to Ministers and Government agencies.

2. Support the continuous enhancement of services provided to Australian families and the capacity of the family services sector.

Objectives:

- 2.1 Support the development of service models and professional practice that best serve families, children and communities.
- 2.2 Respond to issues and challenges that impact on the delivery of family services.
- 2.3 Facilitate a constructive and robust relationship between the sector and government.
- 2.4 Keep the sector informed of key developments in policy, practice and research.
- 2.5 Support workforce development and learning opportunities.
- 2.6 Support the development and impact of effective leadership and management.

2. Support the continuous enhancement of services provided to Australian families and the capacity of the family services sector.

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- 2.4 Keep the sector informed of key developments in policy, practice and research.
- 2.5 Support workforce development and learning opportunities.
- 2.6 Support the development and impact of effective leadership and management.

Family Relationship Services Australia Limited ACN 124 321 080
Director's Report - (continued)

Activities:

- The Company meets regularly with Government representatives and works to facilitate a collaborative relationship with the family and relationship services sector.
- The Company surveys family and relationship services on current priorities and emerging issues. The Company's members actively raise issues with FRSA and seek our assistance to inform government funding bodies.
- The Company held one major event this year – the FRSA National Conference 'DIVERISTY: Everyone Benefits' November, 2010 attended by 456 delegates.
- The Company has continued to support a Joint Sector-Government Working Group on Workforce Development through the year.
- The Company provides a fortnight bulletin to members that includes parliamentary and government program updates as well as information on upcoming training events and current funding opportunities. The Company's website also has comprehensive information for members.

3. Build a sustainable, effective peak body with a long-term outlook.

3.1 Effectively represent the diversity of FRSA members, maintaining their active engagement and support.

3.2 Continue to grow the FRSA membership.

3.3 Increase FRSA's income diversity and financial independence.

Activities:

- The Company has surveyed members to assess satisfaction and elicit feedback.
- Members have supported two optional contribution funds this year to increase the Companies capacity in key areas.
- The Company has implemented a Business Development Plan to increase revenue sources and overall income over the next 1-3 years.

KEY PERFORMANCE INDICATORS

1. Membership – 100% retention of Full Members, 6 New Associate Members
2. Member satisfaction - 86% of members surveyed rated our performance as 'excellent' or 'above average' in March 2010.
3. Conference participation – 456 people attended our 2009 Conference an increase of 44% from our inaugural conference in 2008.
4. Revenue growth – overall growth of more than 25% for 2009-10, despite a 5% reduction in government funding.
5. Funding and projects - 100% completion, The Company fulfilled all service agreements and funded project requirements

CONTRIBUTION ON WINDING UP

In the event of the winding up of the Company, every Member of the Company undertakes to contribute to the property of the Company the amount which is agreed to be paid by each Member to be applied:

- to payment of the debts and liabilities of the Company contracted before ceasing to be a Member; and
- to the costs, charges and expenses of winding up; and
- for the adjustment of the rights of the contributors among themselves.

The liability of each Member will terminate on the day which is one year after the date on which the Member's membership of the Company ceases.

Until otherwise determined, the amount to be contributed by each Member will be \$10.

At June 2011 the Company had 156 members.

RESULTS AND REVIEW OF OPERATIONS

The net result of operations was an operating deficit of \$20,989 (2010: \$55,595 surplus).

DIVIDENDS

The company is limited by guarantee and is prohibited by its objects from distributing its surplus to the members. Accordingly no dividend has been paid or declared for the year by the company since the end of the previous financial year and up to the date of this report.

Family Relationship Services Australia Limited ACN 124 321 080
Director's Report - (continued)

FUTURE DEVELOPMENTS

The directors expect no significant changes to the operation of the Company in the immediately succeeding financial year.

AFTER BALANCE DATE EVENTS

There have been no post-balance date events to report for the year ended 30 June 2011.

DIRECTORS' BENEFITS

No director has received or become entitled to receive a benefit by reason of a contract made by the company or a related corporation with the director or with a firm of which he is a member, or with a company in which he has substantial financial interest.

ENVIRONMENTAL REGULATIONS

The activities of the company are not subject to environmental regulations.

INDEMNIFICATION OF OFFICERS OR AUDITORS

Every member of the Board, Auditor, Secretary and other officer for the time being of the company shall be indemnified out of the assets of the company against any liability arising out of the execution of the duties of his/her office which is incurred by him in defending any proceedings, whether civil or criminal, in which judgement is given in his/her favour or in which he/she is acquitted or in connection with any application under the Law in which relief is granted to him/her by the court or auditor of the company for costs and expenses of defending legal proceedings.

DECLARATION

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out under the Independent Auditor's Report.

Signed at Canberra this 7th day of October 2011 in accordance with a resolution of the Directors



Director



Director

Family Relationship Services Australia Limited ACN 124 321 080

DIRECTORS' DECLARATION

The directors of the company declare that:

1. The financial statements and notes are in accordance with the Corporations Act 2001, and
 - (a) comply with Accounting Standards and the Corporations Regulations 2001; and
 - (b) give a true and fair view of the company's financial position as at 30 June 2011 and of its performance for the year ended on that date ; and
2. In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

Signed at Canberra this 7th day of October 2011 in accordance with a resolution of the Directors .



Director



Director

Family Relationship Services Australia Limited ACN 124 321 080

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2011

	2011	2010
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	346,738	337,540
Receivables	17,136	9,874
Other	103,929	47,427
TOTAL CURRENT ASSETS	467,803	394,841
NON CURRENT ASSETS		
Property, plant and equipment	30,687	32,985
TOTAL NON CURRENT ASSETS	30,687	32,985
TOTAL ASSETS	498,490	427,826
CURRENT LIABILITIES		
Payables	90,145	64,231
Unearned revenue	245,374	179,635
Provisions	4,053	4,053
TOTAL CURRENT LIABILITIES	339,572	247,919
TOTAL LIABILITIES	339,572	247,919
NET ASSETS	158,918	179,907
EQUITY		
Retained surplus	158,918	179,907
TOTAL EQUITY	158,918	179,907

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2011

Balance at 1 July	179,907	124,312
Net (loss) / surplus for the year	(20,989)	55,595
Balance at 30 June	<u>158,918</u>	<u>179,907</u>

The accompanying notes form part of these financial statements.

Family Relationship Services Australia Limited ACN 124 321 080

STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2011

	Note	2011	2010
		\$	\$
Revenue from ordinary operations	2	1,090,395	1,129,317
Staffing costs		(435,050)	(397,509)
Occupancy costs		(42,186)	(43,261)
Travel costs		(79,295)	(73,643)
Communications costs		(18,126)	(14,694)
Printing and stationery costs		(33,140)	(11,216)
Information Technology costs		(7,257)	(9,396)
Insurances		(4,675)	(4,463)
Conference expenses		(322,170)	(355,062)
Other expenses from ordinary activities		(160,528)	(154,867)
Depreciation and amortisation		(8,957)	(9,611)
Net surplus / (deficit) from ordinary activities		<u>(20,989)</u>	<u>55,595</u>
Other comprehensive income		-	-
Total comprehensive income		<u>(20,989)</u>	<u>55,595</u>

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2011

<u>Operating activities</u>			
Receipts from government & members		1,255,446	1,335,870
Payments to suppliers and employees		(1,251,507)	(1,195,452)
Interest received		11,920	7,756
Net cash generated (used)		<u>15,859</u>	<u>148,174</u>
<u>Investing activities</u>			
Payments for property, plant and equipment		6,658	(1,917)
Net cash generated (used)		<u>6,658</u>	<u>(1,917)</u>
Net movement in cash and cash equivalents		9,198	146,257
Cash and cash equivalents at beginning of year		337,540	191,283
Cash and cash equivalents at end of year		<u>346,738</u>	<u>337,540</u>

The accompanying notes form part of these financial statements.

Family Relationship Services Australia Limited ACN 124 321 080

NOTES TO THE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2011

Note 1: Basis of Preparation of Concise Financial Report

The concise financial report is an extract of the full financial report for the year ended 30 June 2011. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports and the Corporations Act 2001. The financial statements, specific disclosures and other information included in the concise financial statements are derived from and are consistent with the full financial report of Family Relationship Services Australia Limited. The concise financial statements cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Family Relationship Services Australia Limited as the full financial report. The financial report of Family Relationship Services Australia Limited as an individual entity complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

	2011 \$	2010 \$
Note 2: Revenue and Other Income		
<i>Revenue from operating activities</i>		
Government funding		
- Program support	400,000	405,000
- Establishment Grant - Carried Forward	22,000	-
Forum Income	-	55,678
Conference Income	458,612	527,502
Membership fees	192,354	124,618
Donations	-	7,538
Other	5,509	422
Interest	11,920	8,559
Total revenue	<u>1,090,395</u>	<u>1,129,317</u>

Note 3: Subsequent Events

No events have occurred after balance date that require disclosure or inclusion in the concise financial statements.

Note 4: Principal Activities

The principal activities of the company are to provide national leadership and representation for the development and delivery of quality services and public policy relevant to individual and family relationships.

