

FRSA National Conference 2010

DIVERSITY:
Everyone Benefits

3 - 5 November 2010, Melbourne, VIC



Family Relationship Services
A U S T R A L I A



CONFERENCE EVALUATION

THE 3RD FRSA NATIONAL CONFERENCE 2010 'DIVERSITY: EVERYONE BENEFITS' WAS HELD IN MELBOURNE FROM 3-5 NOVEMBER. OVER 450 PEOPLE ATTENDED THE CONFERENCE OVER THE THREE DAYS WITH AN AVERAGE OF 390 PEOPLE ON EACH DAY.

TO PROVIDE A SOUND BASIS TO MEASURE THE SUCCESS OF THE CONFERENCE, DELEGATES WERE ASKED TO COMPLETE AN EVALUATION SURVEY PROVIDED IN CONFERENCE SACHELS AND AVAILABLE ONLINE DURING AND AFTER THE EVENT. A TOTAL OF 167 CONFERENCE DELEGATES (37%) COMPLETED AN EVALUATION SURVEY.



Dr Ida Kaplan (Vic Foundation for Survivors of Torture), Waleed Aly (Monash University) and Esme Bamblett (Aborigines Advancement League)

OVERALL SATISFACTION

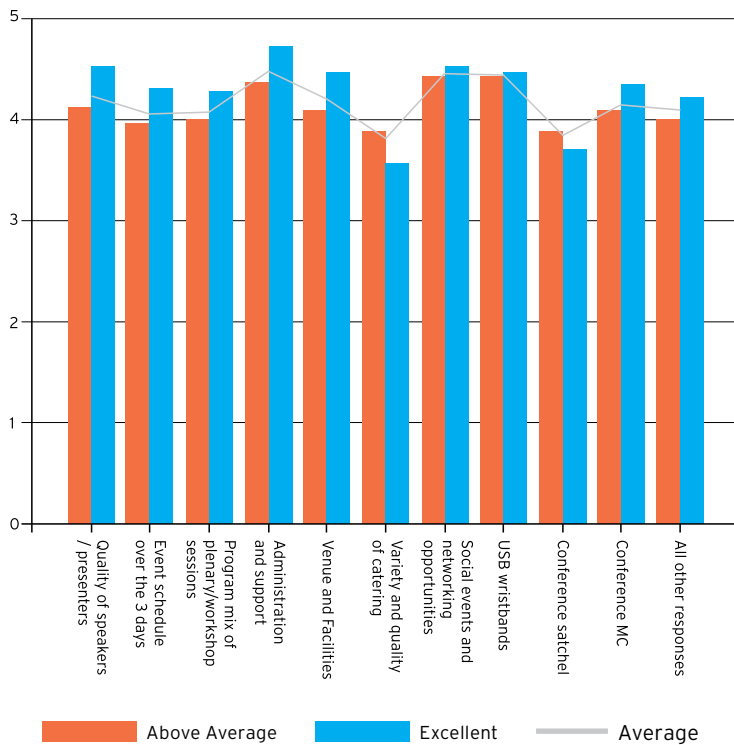
Overall, feedback from delegates was very positive.

- 98% of delegates surveyed indicated that the conference fulfilled their expectations and reason for attending.
- 98% 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.

Most noticeably, delegates were impressed by the quality of speakers and presenters, generally rating them as above average or excellent (as indicated in the graph below).

How would you rate each of the following?



"FABULOUS SPEAKERS AND OPPORTUNITIES TO CONNECT AND RECONNECT WITH PRACTITIONERS FROM AROUND THE NATION!"

"BEST CONFERENCE I HAVE BEEN TO"



The Hon Jenny Macklin MP (Minister for Families, Housing, Community Services and Indigenous Affairs)



Emeritus Professor Dorothy Scott (University of South Australia)



Chief Judge Stephen Thackray, The Hon Michael Kirby AC CMG, FRSA Chairperson Anne Hollonds and Dr Tom Calma

CONFERENCE THEME

In planning the 2010 conference FRSA sought to recognise that Australian families are increasingly diverse and that this diversity can be a strength from which everyone benefits.

The conference was based around the work being done across the family support and family law sectors to respond appropriately to the diversity of Australian families.

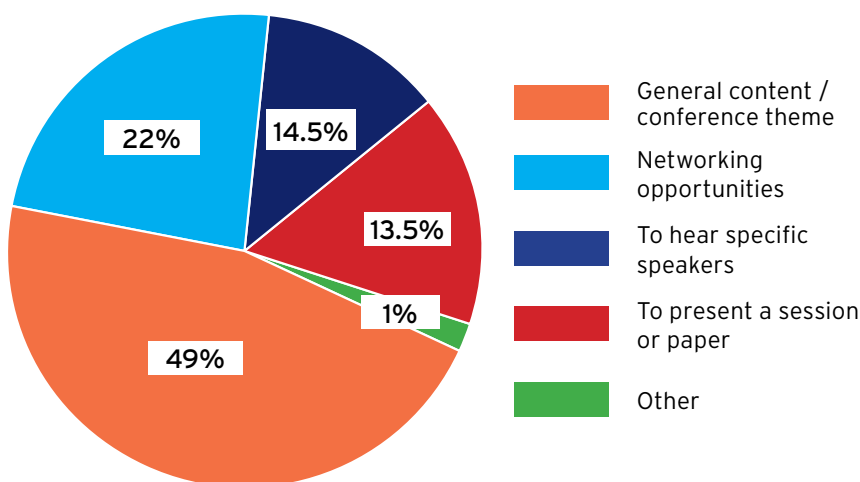
This conference explored diversity across:

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

The large majority of surveyed delegates attended the 2010 conference for its general content/theme (49%). However, the conference is also very important as a networking platform, as is confirmed by the share of delegates naming this as their main reason for attending (22%).

The conference also encompassed a central focus on working collaboratively and building partnerships to better respond to the diversity of both families and staff. There were presentations highlighting collaborations across family and relationship services, multicultural services, children's services, legal assistance services and many others.

What was your main reason for attending this conference?



"YOU TRULY TACKLED THE TOPIC OF DIVERSITY. WELL DONE!"

"I ENJOYED THE OPPORTUNITY TO MEET AND HEAR FROM SUCH A DIVERSE RANGE OF SPEAKERS, PRESENTERS AND PARTICIPANTS"



The Hon Kevin Andrews MP (Shadow Minister for Families, Housing and Human Services)



Welcome to Country by Hank Kerr of the Kulin Nation



Senator Rachel Siewert (Australian Greens)

KEYNOTE/PLENARY AND PANEL SESSIONS

More than 75% of the respondents rated the mix of plenary and panel sessions as 'above average' or 'excellent'. Overall the keynote and plenary sessions were rated highly by over 84% of survey respondents.

Keynotes that were rated highly and frequently mentioned in evaluation surveys included:

- The Hon Jenny Macklin MP, Minister for Families, Housing, Community Services and Indigenous Affairs
- The Hon Michael Kirby AC CMG
- Emeritus Professor Dorothy Scott (University of South Australia)
- Dr Tom Calma
- Chief Justice Diana Bryant (Family Court of Australia)
- Senator Rachel Siewert
- The Hon. Kevin Andrews MP
- Tim Goodwin

Panel sessions which encompassed a range of speakers and interactive discussion were also very popular; attracting positive feedback from delegates. Examples include:

Diversity and the Law - Future Directions

Convened by Alan Hayes (AIFS) panelists included Chief Justice Diana Bryant (Family Court of Australia), Professor Richard Chisholm AM, Rodney Croome (Australian Marriage Equality), Federal Magistrate Joe Harman (FMC) and Joumanah El Matrah (Islamic Women's Welfare Council of Vic).

Diversity and Identity

Convened by Michal Morris (Centre for Culture, Ethnicity and Health) panellists included Waleed Aly (Monash University), Esme Bamblett (Aborigines Advancement League) and Dr Ida Kaplan (Vic Foundation for Survivors of Torture).

Listening to Families - Leading Advocates with Messages for Service Providers

Convened by Sam Page (FRSA) with Dr Gail Winkworth (ACU), Vern Hughes (National Federation of Parents, Families and Carers), Tony Trimmingham (Family Drug Support), Malyun Ahmed (Dept of Justice) and Terese Edwards (National Council for Single Mothers and their Children).

Delegates also rated the research sessions very highly for both quality and relevance, examples include:

Shared Parenting Research & Implications

Convened by Professor Richard Chisholm AM with Associate Professor Jenn McIntosh (La Trobe University) and Professor Bryan Rodgers (Australian National University).

Enhancing Child Safety through Collaboration

Convened by Karen Morris (Interrelate) with Dr Gail Winkworth (Australian Catholic University), Michael White (MW Group Consulting) and Dr Lance Emerson (ARACY).



Listening to Families panel - Vern Hughes (National Federation of Parents, Families and Carers), Terese Edwards (National Council of Single Mothers and their Children), Malyun Ahmed (Dept of Justice), Tony Trimmingham (Family Drug Support), Dr Gail Winkworth (Australian Catholic University) and Sam Page (FRSA)



Professor Richard Chisholm AM (University of Sydney)

PROCEEDINGS

There are more than 50 speeches and presentations included in the Conference Proceedings which are available on the FRSA website - www.frsa.org.au. These include many of the keynote and panel sessions listed as well as the presentations provided in concurrent sessions. The proceedings capture a diversity of topics across different contexts and presenter perspectives.

Here are a sample of papers and presentations available for download:

- *Through Young Black Eyes, A Resource for Building Child Safe Communities*, Rosie Elliott (SNAICC)
- *'Everyone In' - Relationship Australia's Rainbow Program- Working in Schools*, Chris Pye (Relationships Australia QLD)
- *Understanding of Family and Domestic Violence within Sudanese, Somalian, Ethiopian, Liberian and Sierra Leonean Communities*, Amanda Gillett (ASTTS)
- *Families, Alcohol and Drugs - Turning Blocks and Barriers into Gateways and Stepping Stones to Coping*, Tony Trimmingham (Family Drug Support)
- *Working Together to Foster Family Relationships: The Role of Universities and Community Agencies*, Dr Mary Oliver (University of South Australia)
- *Father Engagement - how do you rate? Practitioners' knowledge of fathers and competence to engage fathers in Family Relationship Services*, Dr Richard Fletcher (Family Action Centre, University of Newcastle)
- *Partnerships in Healing: An effective pathway to health and wellbeing for Aboriginal and Torres Strait Islander peoples*, Catherine Caruana (Australian Institute of Family Studies) and Jeff Nelson (Southern Cross University)
- *Humpty Dumpty, Whitefella Walls and Aboriginal Men*, Chris Hawke (Santa Teresa Social and Emotional Wellbeing team)
- *Improving cultural competency in organisations*, Poppy Hearn (Australian Greek Welfare Society)
- *Social work practice as an entry point to relationship counselling in a Muslim community*, Rillie Walsh OAM and Zulfiya Abdulla (Centacare Adelaide)
- *Diversifying Delivery- Adapting Face to Face Education Programs to Teleconference and Online Mediums*, Kathy Wood & Vicki Parkes (Relationships Australia NSW)

Proceedings from previous conferences are also available:

- *Collective Wisdom: Together we are Better*, Cairns QLD 2008
- *Children and Families: Reducing Risk, Building Resilience*, Sydney NSW 2009

In addition, the FRSA website has a virtual library which lists research papers and conference presentations by topic - www.frsa.org.au.

**"THE CONFERENCE
HAD AN
EXCELLENT
BREADTH OF
PERSPECTIVES
THAT PROVIDED
A COMBINATION
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TOOLS AND
LEARNINGS TO
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DELIVERY"**



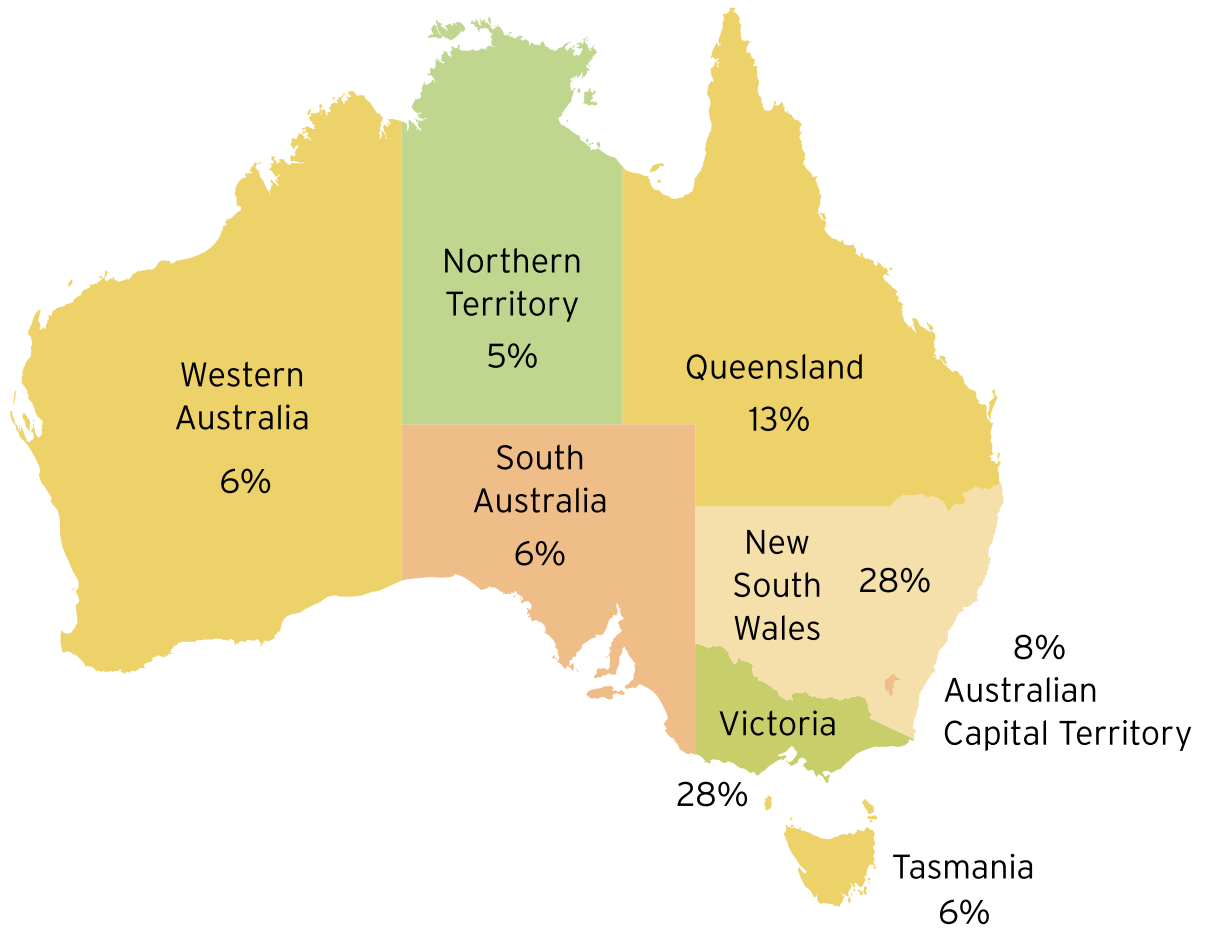
Chief Justice Diana Bryant (Family Court of Australia)



Benjamin Law (Author)

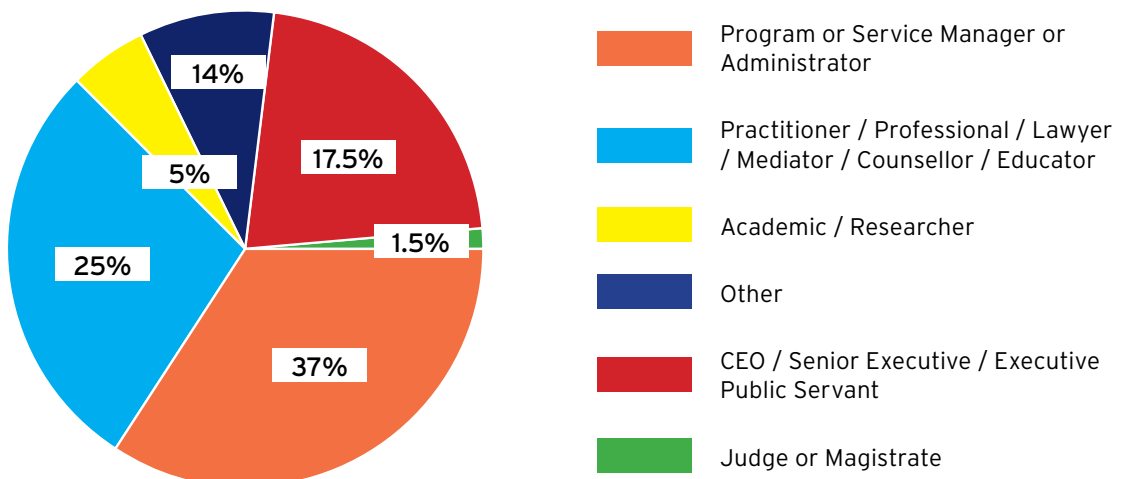
DELEGATE PROFILE

This was a truly national event with delegates from all States and Territories as represented by the figure below.



The work role mix of the delegates is fairly diverse. The majority of delegates are program/service managers or administrators (37%), followed by practitioners (25%) and CEOs/Senior Executives (17.5%).

Please select the description below that best describes your work role:



PRODUCT LAUNCHES

Product launches are a great way to showcase new resources and tools. Organisations that launched a product at the conference were pleased with the attendance and interest shown by conference delegates.

More than half of the delegates reported that they attended one or more product launches and they provided positive feedback on the quality and relevance of the products concerned. Examples include:

- *Keeping Kids in Mind*, CatholicCare Sydney
- *Life After Family and Domestic Violence*, Anglicare WA
- *Creating Capable Communities Toolkit*, Family Life
- *Consider the Jarjums*, Bundaberg Family Relationship Centre
- *Building Strong Families: A guide for new migrants*, Relationships Australia VIC
- *The Us Kit*, Relationships Australia NSW
- *Making Stepfamilies Work*, Stepfamilies Australia

EXHIBITION BOOTHS

The 16 exhibition booths were well attended, with over 90% of delegates reporting that they visited some or all of the booths. Feedback was very positive; delegates were particularly impressed with the diversity of organisations exhibiting at the conference and the opportunity to talk to suppliers and organisations directly. They also appreciated being able to take products that they could look at once back in the office and appreciated the support exhibitors were showing to the family and relationship services sector. Sales were brisk with 1/3 of conference delegates buying products from stands that were selling products.

FRSA thanks each of the exhibitors:

- Anglicare Australia
- Athena Software
- Australian Institute of Family Studies
- CatholicCare Sydney
- Catholic Social Services Australia
- Centre for Culture, Ethnicity and Health
- Child Support Agency
- Crisis Support Services
- Drummond Street Services
- Educational Experience
- Epac Salary Solutions
- Family Drug Support
- Interrelate Family Centres
- Lighthouse Bookshop
- Mackillop Family Services
- Relationships Australia
- Sankofa Fair Trade Store
- Secretariat of National Aboriginal and Islander Child Care
- Spectrum Migrant Resource Centre

MERCHANDISE

Delegates made positive comments on the array of merchandise that was included at the conference such as the USB wristbands, which were part of FRSA's green strategy for the conference, the fair-trade lanyards (produced by Global Mamas) and the conference bags which featured a print by Tjayanka Woods, a senior Pitjantjatjara artist in South Australia.

Mugs by Yijan were given as gifts to all presenters and keynote presenters were given copies of Jukurrpa calendars by the Institute for Aboriginal Development (IAD) and a 'Share My Plate' recipe book produced by the Asylum Seeker Welcome. Visit www.rainbowserpent.com.au, www.iad.edu.au, and www.aswc.org.au/recipebook for more information. FRSA always seeks to support Aboriginal organisations as part of our commitment to Reconciliation and community support.

“THEY [PRODUCT LAUNCHES] WERE ALL GREAT, I SAW SOME WONDERFUL PRODUCTS”

“THE [EXHIBITION] BOOTHS WERE WELL LAID OUT AND PROVIDED LOTS OF GREAT PRODUCTS AND MATERIALS”

“FANTASTIC OPPORTUNITY TO SEE NEW AND EXCITING PRODUCTS”

“I COLLECTED HEAPS OF INFORMATION FOR STAFF WHO COULD NOT ATTEND”

“WE GOT SOME FANTASTIC LEADS FROM THE CONFERENCE, AND THE SERVICE WE RECEIVED WAS WONDERFUL”

“WE RECEIVED A LOT OF INTEREST IN OUR PUBLICATIONS AND IT IS ALWAYS GOOD TO HAVE THAT PERSONAL LEVEL OF CONTACT WITH PEOPLE”



The Hon Julie Collins MP and Jo Cavanagh (Family Life) launching the Creating Capable Communities Toolkit



Delegates engage with exhibitors



Over 90% of delegates visited all or some of the exhibition stands

PERFORMANCES

FRSA Conferences are colourful and vibrant. We always seek to engage local community groups to bring some art, music and drama to the program. In 2010, performers included Aboriginal artist Lady Lash, Casuari Youth Dancers (West Papuan), the Melbourne Youth Choir and a performance by Hungry Ghosts Productions titled 'Silence' about 3 Vietnamese-Australian women which explores the themes of silence and trans-generational trauma in families.

The majority of delegates enjoyed these performances (88.5%), feedback indicated that it gave them time to reflect on the work they do and provided a break from the standard conference program of presentations.

SOCIAL EVENTS

The social program began with the Welcome Event, where delegates enjoyed some terrific performances by local artists as well as participating in a mock Melbourne Cup race.

The Conference Dinner was held on the second evening. The venue was the Great Hall and Sculpture Garden at the National Gallery of Victoria. Over 390 guests attended and were greeted on arrival with a performance by the Melbourne Youth Choir. The dinner speaker was Mr Benjamin Law, young author and social commentator, who provided a humorous and touching speech on his experience of family life. Finally we had music and dancing, led off by a young group of Botswana dancers. The conference dinner provides an opportunity for sponsors and supporters of the sector to relax, enjoy and reflect on the conference presentations, it is always a highlight of the event and this year was no exception.

To round off the social program there were optional networking dinners on the third night, these were held at Afghan Pamir, a restaurant featuring Middle Eastern cuisine and setting and Charcoal Lane, Fitzroy which offers modern Australian cuisine in a contemporary Aboriginal setting. Charcoal Lane is a social enterprise run by Mission Australia which enables Aboriginal and disadvantaged young people to gain experience in a supported, real work environment as part of an integrated program which includes personal skills development and accredited education in hospitality.

"IT WAS A GOOD OPPORTUNITY TO RECONNECT WITH PEOPLE FROM PREVIOUS CIRCLES AND TALK TO PEOPLE FROM OTHER SERVICES"

"THE SOCIAL EVENTS WERE FANTASTIC!"



Casuari Youth Dancers



Hungry Ghosts Productions perform 'Silence'



Young Voices of Melbourne



Delegates network at the Conference Dinner, held at the National Gallery of Victoria

SPONSORSHIP

The support of sponsors was very important to the success of this conference, enhancing FRSA's capacity to attract high calibre speakers and presenters while keeping registration fees affordable for smaller community organisations. It was also an excellent opportunity for sponsors to support the work of family and relationship services and provide delegates with valuable information about products, programs and potential partnerships.

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

- Acknowledgement in all promotional material, publications and web listing;
- Opportunities to participate in conference planning meetings and to direct sponsorship to support specific speakers or sessions;
- Complimentary exhibition booth;
- Complimentary inclusions in the conference satchel and USB stick;
- Up to 1 page content space in the delegate handbook; and
- All-inclusive delegate registrations.

Feedback from sponsors was overwhelmingly positive with particular comments on the opportunity to include promotional material pre-loaded onto USB wristbands as well as the number of times they had engagement with delegates who were keen to follow up with them after the conference.

FRSA SINCERELY THANKS THE SPONSORS:

Conference Partners



Australian Government
Attorney-General's Department
**Department of Families,
Housing, Community Services
and Indigenous Affairs**

Gold Sponsors



Australian Government
Child Support Agency



Relationships Australia

Silver Sponsors



VICTORIAN
**multicultural
commission**

ACKNOWLEDGMENTS

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

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

Judi Geggie, Family Action Centre (Conference Reference Group Chairperson)

Michael Austin, CatholicCare Sydney

Jo Cavanagh, Family Life

Deputy Chief Justice John Faulks, Family Court of Australia

Jennie Hannan, Anglicare WA

Anne Hollonds, Relationships Australia NSW

Mark Lawrence, Secretariat of National Aboriginal and Islander Child Care

Chris McDermott, Family Court of Australia

Vera Mitrovic, Department of Families, Housing, Community Services and Indigenous Affairs

Karen Morris, Interrelate Family Centres

Elizabeth O'Connor, Centacare Adelaide

Tony O'Hare, Community Services Australia

Elly Robinson, Australian Family Relationships Clearinghouse

Andrew Rush, Children's Protection Society

Jenny Semple, South East Migrant Resource Centre

Sonia Vignjevic, Spectrum Migrant Resource Centre

WE LOOK FORWARD TO SEEING YOU AT OUR 2011 CONFERENCE:



WORKFORCE AND INNOVATION: BUILDING FUTURE CAPACITY

**FRSA NATIONAL CONFERENCE
8 - 10 NOVEMBER, 2011
GOLD COAST QLD**



This conference will include and explore:

- High calibre presentations by Australian and overseas experts
- Innovative ways for building the future capacity of services
- Creative strategies for attracting, retaining and supporting staff
- Promising new approaches and ideas in service delivery
- Networking, information sharing and social activities.

Keep checking www.frsa.org.au for updates and/or register for conference information by sending an email to admin@frsa.org.au