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Family & Relationship Services Australia



2024–25 Annual Report



FRSA acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of this land. FRSA's vision for reconciliation is an Australia in which Aboriginal and Torres Strait Islander children, families and communities are safe, recognised, respected and valued.

November 2025

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Family & Relationship Services Australia Ltd
ABN: 38 124 321 080

3-4/36 Thesiger Court, Deakin ACT 2600
PO Box 329 Curtin ACT 2605

Phone: 02 6162 1811
Email: admin@frsa.org.au
Website: www.frsa.org.au

facebook.com/frsaorgau
linkedin.com/company/family-relationship-services-australia

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About FRSA

Family and Relationship Services Australia (FRSA) is the recognised national peak body for services that support and protect the wellbeing of children, families and communities.



Our Vision

An Australia where children, families and communities are safe, strong and thriving.

Our value proposition

FRSA provides national leadership and representation with and on behalf of its Member organisations who make up the family and relationship services sector.

For the sector and governments, FRSA is able to present the broad picture of needs, service trends and impact. FRSA harnesses the collective knowledge and expertise of its Members to inform policy development and decision making. And FRSA brings practitioners, sector leaders and policy makers together for collaboration, learning and innovation.

Overarching national priorities

As a Peak national organisation, FRSA will focus on five thematic priorities for the sector.

1. Workforce planning and development
2. Strong investment across the service continuum – from prevention and early intervention – striving for high quality and delivering the biggest impact
3. Holistic and trauma informed responses to complex needs
4. Increased access to services for families and children in rural and regional areas
5. Intersectionality of family relationships services with the justice, health and education systems.

Strategic directions

Goal one: With a strong national voice, ensure the sector's experience, knowledge and interests inform government policy and decision making.

Goal two: Build sector capabilities and effectiveness through workforce development and opportunities to collaborate for learning, exchange of good practice and innovation.

Goal three: Secure and develop the organisational capabilities that will be critical to success and future sustainability.



Chairperson's/Executive Director's Report

Review and reform processes in both the Social Services and the Attorney-General's portfolios, which commenced in the last financial year, continued in 2024–25. These government processes were a major focus for FRSA and for our Members. We had hoped that decisions about the future of the programs included in these reviews would be settled by the close of 2024–2025. The May 2025 Federal Election and subsequent ministry changes meant this was not to be.

The new Minister for Social Services, the Hon Tanya Plibersek MP and the new Attorney-General, the Hon Michelle Rowland MP, understandably want to dedicate sufficient time to understanding respective review outcomes and considering future options. FRSA supports a thoughtful and thorough approach. At the same time, it does place the family and relationship services sector in a holding pattern.

Programs funded under the Department of Social Services Families and Children's Activity have, in particular, been caught up in review processes since 2020. FRSA takes this opportunity to acknowledge the steadfast focus of our Members on improving outcomes for the children, adults and families they serve amid ongoing uncertainty.

The FRSA Board identified two areas of research focus this year and we commenced work to scope out feasible projects. The first area of focus is to understand our Members contribution in delivering targeted interventions for people who use violence in their intimate/family relationships. A Member mapping project was conducted, and we look forward to bringing the outcomes of this project to Members and stakeholders in the new financial year. The second focus area relates to the workforce demand and development issues facing our sector.

We undertook some early scoping work with a view to commissioning a project in the second half of 2025.

FRSA held several events throughout the year which aim to build sector capabilities and provide opportunities to network and share good practice. In February 2025, we held the Child Inclusive Practice Forum face-to-face in Canberra. We were thrilled to have over 175 people join us to share practice and research about ensuring children and young people's voices are at the centre of policies and services that directly affect their lives.

Our annual National Conference was held in Sydney a few short weeks after the Federal Election. Just days into her new appointment, we were privileged to have the Minister for Social Services Tanya Plibersek deliver a welcoming address.

The Minister's passion for the sector and firm commitment to the work of social service organisations resonated deeply with our audience and set a positive and forward-looking tone for the conference.

FRSA thanks our colleagues at the Department of Social Services and the Attorney-General's Department for working with us in a spirit of cooperation throughout the year.

Finally, we acknowledge FRSA Members who are the reason for FRSA existing! FRSA Members make such an incredible contribution every year to creating 'an Australia where children, families and communities are safe strong and thriving'.

Allison Wainwright
FRSA Board Chair

Jackie Brady
FRSA Executive Director





FRSA's performance against the strategic plan

Goal one: With a strong national voice, ensure the sector's experience, knowledge and interests inform government policy and decision making.

Reform remained a strong focus in 2024–25 in the Social Services and the Attorney-General's portfolios and, as with the previous financial year, much of FRSA's energy was directed to engaging with consultation processes.

In September 2024 Government released the report of the review of the Attorney-General's Department funded Family Relationships Services Program. This review was undertaken in the previous financial year, led by Mr Andrew Metcalfe AO with support from the Australian Institute of Family Studies (AIFS). The Attorney-General's Department ran a public consultation on the report recommendations. FRSA contributed to this consultation via the submission process (see the snapshot below) as well as hosting the department and AIFS to deliver an online information session about the evidence underpinning the review report.

Following close to 12 months of review, the Department of Social Services released a discussion paper for consultation in late 2024 – *Families and Children Activity: Review of Children, Youth and Parenting Programs*. FRSA was strongly engaged in the review process, and we welcomed the opportunity to respond to the findings of the review.

In early 2025 we held member discussions across the program areas under review to inform our submission to the department, which was lodged in February 2025.

The FRSA Board identified two areas of research focus this year. The first was to understand our members contribution in delivering targeted interventions for people who use violence in their intimate/family relationships (read the snapshot below). The second relates to the workforce demand and development issues facing our sector. We undertook some early scoping work with a view to commissioning a project in the second half of 2025.

FRSA contributed to several consultation processes in 2024–25:

- Draft National Plan to End the Abuse and Mistreatment of Older People 2024–2034 – Attorney General's Department consultation (February 2025)
- DSS Review of Children, Youth and Parenting Programs – Discussion Paper (February 2025)
- FRSA's Pre-Budget Submission – 2025–2026 (January 2025)
- FRSP Review Report – Attorney-General's Department Consultation (November 2024)

- Remake of the FDRP Regulations – Attorney-General's Department consultation (October 2024)
- Senate Inquiry into the Family Law Amendment Bill 2024 (October 2024)
- Inquiry into family violence orders – supplementary submission (August 2024)
- Inquiry into Family Violence Orders (July 2024).

FRSA develops our responses to inquiries and reviews by drawing on the experience and practice wisdom of Members. We engage Members through self-nominated advisory groups that are formed on an 'as-needs' basis to provide input to submissions. Our submissions are published on the FRSA website: frsa.org.au/submissions.

FRSA represented the Membership on a range of formal consultative forums over the last 12 months. These included:

- Family Law Council – Observer
- Attorney-General's Department Family Law Roundtable
- Family Law Pathways National Network
- FCFCOA Family Violence Reference Group
- The Department of Social Services Community Services Advisory Group (CSAG)
- CSAG Working Group – Improving sufficiency and certainty of funding
- Department of Social Services Child Support Stakeholder Consultation Group
- Department of Social Services FaRS and SFVS External Evaluation Advisory Group
- Uniting Families Report – External Advisory Group
- National Coalition on Child Safety and Wellbeing - member

FRSA also contributes to consultative forums/policy discussions on an ad hoc, as-needs basis. In 2024–25 this included, for example:

- providing feedback on resources being developed by the Australian Institute of Family Studies for service providers in the family and relationship services sector
- providing feedback to SNAICC on the Draft National Child and Family Investment Strategy
- Hosting an online discussion between FRSA members delivering Communities for Children Facilitating Partners Program and Department of Social Services, to provide feedback on the department's draft APS Shared Decision-Making Guide.



FRSA's communication and engagement via social media

FRSA's social media works in conjunction with all FRSA projects, events, campaigns and public activities to inform Members and key stakeholders about emerging issues and trends. It is also an effective platform to support our Members by showcasing their work with a broader audience.

The FRSA Facebook page has 2,105+ followers, with an average reach of 1630+ per month, average of 124 content interactions and 364 visits per month. The number of followers and reach across the sector continue to grow in response to our dedicated Facebook activity.

The FRSA LinkedIn page has 1760+ connections and the FRSA Company page reaches 720+ followers. With an average of 1600 impressions monthly, our highest month for impressions was September 2024 with 9.6K impressions. Recognising a rise in LinkedIn activity among our Member organisations, we've focused more this year on sharing content through the platform.

We are continuing to expand our use of social media alongside traditional media platforms to promote our key messages about projects, events and campaigns. We aim to increase our engagement on social media with more original content, including more content from our Members, that may be of interest to not only people within our sector but also the general public.

One of the activities we undertook this year was interviewing members at the 2024 National Conference to create a video series highlighting the work of the Family and Relationship Services (FRS) sector.

From July to November, we released a new video in each edition of the eBulletin and on social media speaking with people working in FRS organisations from around the country, sharing what it's like working in a range of different areas in the FRS Sector.

Snapshot

Submission: FRSP Review Report – consultation

In September 2024 Government publicly released the report of the review of the Attorney-General's Department funded Family Relationships Services Program (FRSP), which was led by Mr Andrew Metcalfe AO. This was the first comprehensive review of the FRSP since the establishment of Family Relationship Centres (FRCs) in 2006. The Attorney-General's Department subsequently undertook consultation and invited submissions on the report recommendations.

The review report, *Support for Separating Families*, proposes significant changes to the FRSP service delivery model that, if adopted, would have impacts that are felt quite differently across our FRSP membership base and, consequently, the communities they serve. Ordinarily, FRSA holds open member discussions and/or establishes advisory groups on an expression of interest basis to inform our submissions. However, in this instance we opted to hold one-on-one confidential discussions with member organisations that deliver family law services under the FRSP.

This approach provided a neutral space in which members could candidly share their insights and perspectives. Of the 64 member organisations delivering FRSP, 43 accepted the invitation for a confidential discussion and one member shared their submission with us in a lieu of a discussion.

Our analysis of the recommendations was presented through a whole of FRSP sector lens with the children, adults and families seeking FRSP services at the heart of this analysis. We considered member views within the context of recent social services policy and reform, and our thinking was framed by principles of proportionality and effectiveness.

Legislative reform in family law with the aim of making the family law system simpler and safer for separating families has been a priority for the Government over the past few years. We hope the Government's response to the Metcalfe review will complement that reform.





FRSA Member Mapping: Targeted intervention programs for people who use violence in intimate/family relationships

This year we undertook a service mapping project to begin building a clear picture of the footprint of FRSA members that deliver targeted intervention programs for people who use violence in intimate/family relationships.

People who use DFSV (Pathways into, and out of, perpetration) is a research priority under the Australian National Research Agenda to End Violence against Women and Children (ANRA) 2023–2028. FRSA was aware that a number of our members deliver targeted programs that work with people who use violence in their intimate/family relationships, alongside delivery of early intervention family and relationship and family law services. As these programs do not fit neatly under a specific program type and have multiple funding sources, the breadth and quantum of targeted intervention programs delivered by FRSA members is unknown. This means the family and relationship services sector's expertise in this space can be overlooked by policy/political decision makers.

To develop an understanding of our members' footprint, we adopted a two-pronged approach to collecting data which included a desktop scan of government grants portals and service registers, and FRSA member websites, and a member survey.

This service mapping exercise indicates that at least one quarter of FRSA members in a direct service delivery role provide at least one targeted intervention program for people who use violence. At a conservative estimate, close to 6000 who use violence in intimate/family relationships are engaged in early intervention programs delivered by FRSA members annually. The mapping project points to the potential to leverage the specialist capability of our membership base.

The final report was approved by the FRSA Board in June 2025 and will be publicly released early in the new financial year.



Goal two: Build sector capabilities and effectiveness through workforce development and opportunities to collaborate for learning, exchange of good practice and innovation.

In 2024–25 FRSA has continued to build sector capabilities and effectiveness by providing value to Members and other stakeholders in a number of ways – research and representation, information sharing, and hosting networking and capability building events. Examples of these activities are captured under the other two strategic goals. Here we focus on further examples of our work which provided a value-add to Members and to other stakeholders.

FRSA held several events throughout the year for sector development, engagement and networking, including the Child Inclusive Practice Forum in February 2025. It was the first time FRSA has held this event in person since 2019. The Child Inclusive Practice Forum is a high calibre event that brings together practitioners working in the area of child inclusive practice to discuss current research and share and analyse approaches for best practice. It also provides a platform to meet with other professionals working in the sector

The highlight event for the sector was the FRSA National Conference in May 2025. The Conference brings professionals together from across the sector, ensuring the cross fertilisation of knowledge and ideas and sharing of experiences.

This year's Conference was highly regarded and we were delighted with the number of registrations – 596. This is what Conference delegates had to say about the event:

> *First FRSA Conference for me, didn't realise what I was missing. I will be back!*
>
> *Very relevant and timely topics.*
>
> *The Conference delivered opportunities for learning and professional growth*
>
> *Lots of expertise displayed and genuine care and commitment to children, families and communities highlighted everywhere!*
>
> *Great work – another excellent and well thought out conference.*
>
> *This was my first FRSA Conference. Loved everything about it.*
>
> *Was a lot to learn, great to be able to network with and meet others working in the sector and hear about and learn directly from their experiences.*
>
> *Always a great Conference. Great content, speakers, and always very professionally run.*
>
> *The quality and quantity of sessions and Keynotes are really valuable. There really is something for everyone to get out of this Conference.*

FRSA sponsored a Bursary for Aboriginal and Torres Strait Islander people working in our member organisations who were interested in attending the Conference. We were delighted to award four bursaries. Two of the bursary recipients were from Victoria, one was from Queensland, and one was from Western Australia.

In 2025, FRSA continued to take meaningful steps to reduce the environmental impact from the National Conference. We focused on ensuring that the items provided in our Conference satchel bag were sustainable, reusable, recycled, recyclable, or biodegradable. This included lanyards made from recycled PET materials and name badge wallets crafted from biodegradable materials.

To further minimise our environmental footprint, we encouraged delegates to use the FRSA Conference App in place of printed materials. As part of a gradual phase out of printed Delegate Handbooks, only delegates who requested a physical copy during registration received one. A PDF version of the handbook was also made available online for easy access.

The National Conference is FRSA's contribution to celebrating National Families Week – an initiative of Families Australia – that celebrates the vital role that families play in Australia. National Families Week coincides with the United Nations International Day of Families on 15 May. The FRSA National Conference continues to raise awareness of this significant week in the annual calendar.

Both the Conference and Forum were endorsed as Community Work Australia Continuing Professional Development (CPD) events and recognised as Australian Counselling Association (ACA) Ongoing Professional Development (OPD) events. This allowed delegates to claim 10 CPD hours and 12 OPD hours for their participation in each event.

The Strategic Leadership Forum (SLF) was held in Canberra on 10–11 September 2024. The Forum is a two-day event designed for CEOs and Senior Leaders in the FRSA Network. FRSA always looks forward to bringing our sector leaders together and harnessing that collective expertise to address some of the current issues the sector is facing.

FRSA has utilised a number of online methods to build the sector's capabilities and provide learning opportunities. Through the publication of our fortnightly FRSA eBulletin, with 1590+ subscribers, we provide an 'FRSA lens' to current and relevant sector news and information with a national focus. Subscribers include FRSA Members, the broader sector and the general public.

The eBulletin is designed to communicate the latest FRSA and sector news. It also promotes a broad range of membership information and activity, and the FRSA Jobs Board and Events and Training Calendar are regularly updated with content from the FRSA Membership.

Communities of Practice

For the third year, FRSA delivered communities of practice (CoP) for five programs funded under the Department of Social Services' Families and Children Activity.

We were pleased with the continuing levels of engagement with the CoP model in 2024–25, with participants willing to share their experiences, ideas, challenges and solutions with their CoP Group colleagues in the spirit of peer-to-peer learning. The project was supported by the Australian Institute of Family Studies with funding from the Department of Social Services.



Strategic Leadership Forum 2024









FRSA was delighted to welcome over 70 senior executives from the FRSA Membership to Canberra for our Strategic Leadership Forum (SLF) held on 10–11 September 2024.

This annual, two-day event brought organisations together from across the sector that are responsible for the delivery of programs that assist Australian families.

The SLF includes a Parliamentary Briefing Day as part of the two-day program. The purpose of the Parliamentary Briefing Day is to provide FRSA SLF delegates with an opportunity to meet with Senators and Members of Parliament to discuss current policy priorities and convey issues impacting the FRS sector.

Day one – National Portrait Gallery

We were honoured to have Ngunnawal leader, Selina Walker, welcome us to Country at the National Portrait Gallery. Delegates then had the opportunity to hear thought provoking presentations from Domestic, Family and Sexual Violence Commissioner, Micaela Cronin, Families Australia CEO, Jamie Crosby and Managing Director at Hawker Britton, Simon Banks.



We are grateful to Chris D'Souza, Group Manager, Community Policy and Engagement, Department of Social Services and Tamsyn Harvey, Deputy Secretary, Civil Justice and Corporate Group: Families and Legal System, Attorney-General's Department, for taking the time to speak with delegates about the priorities and pressures for their respective portfolios.

The day wrapped up with a networking event providing members with the opportunity to connect and share ideas and priorities.

Day two – Australian Parliament House

Day 2 started with a breakfast where (then) Attorney-General, the Hon Mark Dreyfus KC MP spoke to recent family law reform and announced that the final report of the Family Relationships Services Program (FRSP) review would be released later that morning. Following the breakfast delegates took to Parliament House for the rest of day to meet with politicians from across the country. In total, members met with 58 of our nation's leaders.





Child Inclusive Practice Forum 2025

FRSA was thrilled to hold our Child Inclusive Practice Forum – Children at the Centre – in Canberra on 18–19 February. The two-day event attracted 175+ delegates from across the country who are committed to keeping the best interests of children at the forefront of Family Dispute Resolution (mediation) and child and family services.

Concurrent sessions on the program were organised across four themes – practice developments, complex clinical scenarios, management issues and research – offering a rich and diverse set of presentations and much food for thought.

The program also included four keynote presentations and two panel discussions. Keynote presentations included:

- Anne Hollonds, National Children's Commissioner – *Child Inclusion – a human rights perspective*
- Professor Jennifer McIntosh AM, The Bouverie Centre – *Transgenerational healing: Infant led family therapy*
- Jon Graham & Lorri Yasenik, *The International Centre for Children and Family Law – Parents' Readiness to Hear Their Child's Voice*
- The Hon Deputy Chief Justice Robert McClelland AO, Federal Circuit and Family Court of Australia – *On Children's Voices*.

Panel discussions included:

- *Skills and Attributes for working with children – in pursuit of a definition or understanding of best practice in the family and relationship services sector*
- *What makes a difference when working with young people – a young people's panel.*

There were many highlights and takeaways across the two days. We were particularly struck by the reflections of the three panellists comprising the young people's panel on their service experiences. What helped? Having someone who cared enough to follow through on their promises of support. What harmed? Being 'dropped' by a service because their circumstances were too complex or their support worker/counsellor left the organisation and there was no continuity in care.

FRSA will continue to highlight the importance of funding case management (however loosely defined), to ensure that children, young people, adults and families accessing services are able to be supported in some way, even where the service first accessed is not the right intervention for them.

Presentations from the Forum are available on our website: www.frsa.org.au/CIP25.




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FRSA National Conference 2025 – Safe, Strong & Thriving

Safe, Strong & Thriving

FRSA NATIONAL CONFERENCE **2025**
19-22 May, Sheraton Grand Sydney Hyde Park

On 19–22 May 2025, FRSA held its annual National Conference at Sheraton Grand Sydney Hyde Park on the lands of the Gadigal people.

It is always a pleasure to bring the sector together to share research, practice learnings and insights and we were thrilled to have close to 600 delegates join us for this year's conference. Practitioners, academics and policy makers working to support children, families and communities came together to identify the strengths we can build on and the opportunities we can harness to meet the changing needs of children, families and communities.

Across the three and a half days, delegates experienced:

- A pre-Conference workshop day with four workshops on offer including:
  - Cultural Frameworks and Embedding Them into Professional Practice (facilitated by Stuart McMinn, Gawura Cultural Immersions)
  - Communities for Children Facilitating Partner (CfC FP) Workshop
  - Family Law Workshop
  - Survey success: Simplifying data collection for maximum impact (facilitated by the Australian Institute of Family Studies and the Parenting Research Centre).
- A wonderful Welcome to Country from proud Dharug and Gubbi Gubbi man, Stuart McMinn.
- Welcome address from the newly appointed Minister for Social Services, the Hon Tanya Plibersek MP




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- Keynote addresses from:
  - Lil Gordon, the inaugural Acting National Commissioner for Aboriginal and Torres Strait Islander Children & Young People - *Amplifying young people's voices: Thriving through the generations*
  - Professor Sharon Bessell, Director, Children's Policy Centre, Crawford School of Public Policy, Australian National University - *Delivering More for Children – and Families*
  - The Hon Justice Thomas Altobelli AM, Federal Circuit and Family Court of Australia – *The impact of merging technologies on family violence and abuse: utopia or dystopia?*
  - the Hon John Faulks, member of the Family Law Council – *Family Law Council Terms of Reference Reports*
- Departmental address from Letitia Hope, Deputy Secretary, Families and Communities, Department of Social Services
- An insightful and thought-provoking panel discussion: *How listening to the voices of young adults can deliver positive impacts for children and young people accessing your services*, and a video clip on Uniting NSW. ACT's work with their Youth Advisory Committee.
- A closing keynote address from Kath Koschel, 2025 NSW Australian of the Year.
- 65 presentations and five symposiums across six streams over the two and a half days.

Many of the presentations from the Conference are available on our website: www.frsa.org.au/Conf2025.

We also published the seventh Conference e-Journal showcasing the breadth of practice wisdom, research evidence and insights that reflect our sector's value and potential. This year's e-Journal featured 6 papers – 4 Articles and 2 Practice Insights papers – sitting across the following conference themes: Across the Lifecourse, the First 1000 Days, the Schooling Years, Children at the Centre, and Relationship Breakdown and Re-partnering. The FRSA Conference provides a space to share practice and research learnings and the e-Journal offers the opportunity to explore insights and learning in greater depth.

View the 2025 e-Journal on the FRSA website: frsa.org.au/conference-e-journals




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Goal three

Goal three: Secure and develop the organisational capabilities that will be critical to success and future sustainability.

There were a number of changes to the Board membership following the AGM in November 2024, and we farewelled outgoing Board Chair, Teresa Jayet. Allison Wainright picked up the mantle and capably led the Board through the remainder of 2024–25.

The work of the FRSA Board is supported by Board sub-committees: Finance, Risk and Governance Committee, Research and Policy Committee and a Sector Events Committee. Board meetings are held on a quarterly basis, with committee meetings held in the lead up to each Board meeting.

Peak body funding under the Department of Social Services Families and Communities Service Improvement (FCSI) activity has been in review for some time. The Board has navigated this uncertainty with a calm and measured approach, remaining future focused whilst not over committing on our activities.

In March 2025 Executive Director Jackie Brady travelled around the country holding member discussions in each state and territory. These Member Forums provided FRSA with an opportunity to understand challenges, opportunities and priorities for our members and help to shape our advocacy work with Government and to inform research projects on the horizon.

Building strategic partnerships and alliances at the national level for collaboration on research, workforce development and policy influence is an action commitment under our Strategic Plan.

In November 2024, FRSA Executive Director Jackie Brady was delighted to have the opportunity to attend the Family Law Pathways Network (FLPN) National Project Officer Conference 2024 in Meanjin-Brisbane. The Network aims to improve collaboration and coordination between organisations and professionals operating within the broader family law system. Jackie regularly attends the National FLPN Project Officer Meetings, which provide a good opportunity to facilitate the flow of information between FRSA and the FLPN.

FRSA sponsored and participated in the ACCSA 2025 Forum – *Creating a Safer, Stronger Sector in the Best Interests of the Child*. This two-day event was held in beautiful Hobart on 25 and 26 March. ACCSA (Australian Children's Contact Services Association) is a voluntary association of Children's Contact Services – both government funded services delivered by not-for-profit organisations and private sector providers. Children's Contact Services (CCSs) enable children of separated parents to have safe contact with the family they do not live with in circumstances where parties are unable to manage their own contact arrangements. FRSA Executive Director, Jackie Brady, participated in a panel discussion – Family Law Amendments, Innovations, and the Future – and FRSA Manager Policy & Research, Robyn Clough, joined the panel discussion on CCS Accreditation.



Congratulations to FRSA Executive Director Jackie Brady on 10 years with FRSA.

Jackie joined the FRSA National Office on 1 July 2014.











At the time of her recruitment, then Board Chairperson, Michael Austin described Jackie as, "an outstanding candidate in the recruitment process", and noted that "with her skills, energy and enthusiasm, the Board is confident in her ability to inspire and lead the FRSA network into a new phase of development."

Since then, she's done that and more. Jackie has continued to lead the FRSA team with expertise and dedication to, and passion for, the family and relationship services sector.

She has cemented FRSA's place as the national peak for family and relationship services, building strong relationships and successfully securing funding over the years.

Former FRSA Board Chair, Teresa Jayet said, "Jackie has always ensured that FRSA is actively engaged in policy development and reform, providing an important conduit between members on the ground and the people they work with, and government and parliamentary decision makers."



Our commitment to Reconciliation

FRSA's vision for reconciliation is an Australia in which Aboriginal and Torres Strait Islander children, families and communities are safe, recognised, respected and valued.

Over 2024–25 we continued to deliver our commitments under the FRSA Innovate Reconciliation Action Plan, which was formally endorsed by Reconciliation Australia in early 2023 and remained in place until March 2025. Our highlight for 2024–25 was our strong investment in providing cultural learning opportunities for conference delegates as well as a professional development opportunity for First Nations employees in our Member Organisations. We did this by:

- Inviting delivery of the pre-Conference Workshop – *Cultural Frameworks and Embedding them into Professional Practice* (delivered by Gawura Cultural Immersions)
- Hosting two cultural meditation sessions (delivered by Gawura Cultural Immersions), which were open to all conference delegates
- Encouraging abstracts with a First Nations' focus
- Inviting Lil Gordon, Acting National Commissioner for Aboriginal & Torres Strait Islander Children & Young People, to provide a keynote address.
- Arranging Gawura Cultural Immersions to provide a performance at the Gala dinner
- Providing four bursaries for First Nations staff at Member organisations to attend conference (included complimentary registration and $500 toward travel expenses per person).

FRSA RAP Working Group

- Cheryl Orr, FRSA Board Director (Chair)
- Teresa Jayet, FRSA Board Chair (to November 2024)
- Graeme Westaway, FRSA Board Director (from December 2024)
- Felicity Williams, FRSA Board Director
- Jackie Brady, FRSA Executive Director
- Robyn Clough, FRSA Manager Policy & Research

First Nations focus on family and relationship services webinars

From August to November 2024, FRSA revisited presentations from the FRSA National Conference 2024 via a webinar series.

The presentations we showcased were delivered by or in partnership with First Nations peoples. The six presentations are from the Children at the Centre, Across the Lifecourse and Schooling Years streams:

- *Aboriginal & Torres Strait Islander Leadership is best practice in Child Protection* presented by Sarah Decrea, Relationships Australia South Australia
- *Cultural Supervision – Safe Yarning* presented by Tara Farmer and Dwayne Hayden, Centrecare
- *Message Stick Action Research Project* presented by Jack Archibald and Lachlan Skinner, Interrelate
- *Family-Led Decision Making driving child protection reform in South Australia* presented by Megan Waters, Relationships Australia South Australia
- *Aboriginal Community Education Officer Engagement* presented by Lorelle Bennett and Jayde Milburn, Anglicare SA
- *Developing Cultural Competence and Cultural Safety in Katherine, NT* presented by Eugenie Collyer, The Smith Family.

The webinar recordings are available on the FRSA website: frsa.org.au/frsa-webinars.

The artwork featured is ***Pondi Dreaming*** and was created by Ngarrindjeri artists, Centacare Catholic Family Services and Family & Relationship Services Australia members at the FRSA National Conference 2014 in Adelaide, South Australia.



Looking to 2025–26

The next financial year is already looking to be full with a highly anticipated program of signature FRSA events including the Strategic Leadership Forum in Canberra on 29–30 October 2025, and the annual FRSA National Conference in Brisbane on the 18–21 May 2026.

We also look forward to a round of membership/regional forums over the next 12 months.

We also anticipate that Government decisions about reform processes underway in the DSS FaC Activity and AGD Family Law Services will emerge.

FRSA aims to continue engaging with Members and stakeholders across a number of platforms including webinars, online meetings, training workshops and Member advisory groups to align with advocacy, policy and research priorities.

Following our successful Conference in May, we have decided to continue to deliver another webinar series to showcase Conference presentations that were delivered by First Nations peoples or delivered in partnership with First Nations peoples. Set for delivery in the second half of 2025, this will open up the presentations to a broader audience.

From September to December 2025, the webinar series, 'A First Nations focus on family and relationship services', will showcase five presentations from the Family Domestic Violence, Across the Lifecourse and Schooling Years streams.

We look forward to bringing this series to the FRSA network in the new financial year.

FRSA has also commenced scoping of a project on the FRS workforce, noting the challenges that the sector can face in attracting suitably qualified candidates – particularly in rural and regional areas. We anticipate commissioning this important body of work early in the new financial year.

Upcoming events

FRSA National Conference 2026





Our annual flagship event is the FRSA National Conference, which in 2026 will be held at the Brisbane Convention and Exhibition Centre from 18 to 21 May.

The theme for the 2026 Conference is *Showcasing: Practice, Evidence, Impact*. We look forward to showcasing the sector's outstanding work and fostering a dynamic environment for meaningful conversations among practitioners, senior managers, CEOs, policymakers, researchers, and others.



Governance

FRSA Board of Directors and Board Committees – 2024–2025

FRSA Board Directors

- John Bouffler
- Judge Alexandra Harland
- Teresa Jayet
  (Chair until November 2024)
- Cheryl Lierton
  (From November 2024)
- Zoe Locke
  (Treasurer until January 2025)
- Graeme O'Connor
  (From May 2025)
- Cheryl Orr
- Leanne Strommen
- Allison Wainwright
- Graeme Westaway
  (From November 2024)
- Felicity Williams
- Fallon Roberts
  (Until November 2024)

Executive (as at 30 June 2025)

Chair: Allison Wainwright

Deputy Chair: Leanne Strommen

Treasurer: John Bouffler

Finance, Risk and Governance Committee (as at 30 June 2025)

Chair: John Bouffler

Members:

- Allison Wainwright
- Graeme Westaway
- Graeme O'Connor
- Jackie Brady (ED – Ex officio)

Research and Policy Committee (as at 30 June 2025)

Chair: Felicity Williams

Members:

- Cheryl Orr
- Leanne Strommen
- Cheryl Lierton

Sector Events Committee (as at 30 June 2025)

Chair: Leanne Strommen

Members:

- Felicity Williams
- Cheryl Lierton

Reconciliation Action Plan Working Group (as at 30 June 2025)

Chair: Cheryl Orr

Members:

- Felicity Williams
- Graeme Westaway
- Jackie Brady (FRSA Executive Director)
- Robyn Clough (FRSA Manager, Policy & Research)



FRSA Board (As at 30 June 2025)



Allison Wainwright

Board Chair
Finance, Risk and Governance Committee

M.Social Work (University of South Africa), Psych (Hons) (University of South Africa), BSocSc (Hons)

Appointed: 22 November 2019
Reappointed: 19 November 2021
Reappointed: 28 November 2024
(Current term expiry AGM 2027)

Allison has over 20 years of social work experience spanning government and not-for-profit sectors in senior and executive management roles. She has expertise in the areas of community change, family violence and children, youth and family services both in Australia and overseas.

Allison's specialist skills focus on programmatic design of community change and therapeutic systems that provide trauma informed interventions and family sensitive practice including crisis services, residential care, child protection, family support and community based models.

She has provided international leadership in the areas of collective impact, community change and primary prevention and has designed place based and community centred models for HIV/AIDS prevention, family violence prevention, and sexual health responses to vulnerable families and children.

In South Africa Allison held the position of State Director for Integrated Services for Women and Children impacted by family and sexual violence and led the South African government reform agenda from 2005 to 2011, rolling out community based responses to victims of crime and violence. This led to the successful launch of over 70 victim empowerment centres, in partnership with local police, to provide 24 hour access services for women and children. Allison led the extensive funding of the not-for-profit sector to support these sites and served as the head of the Premier's taskforce to respond to violence against women. She also led the interdepartmental committee reporting to the Minister for Community Safety.

Allison has been with Family Life since 2013. She held multiple positions before becoming the organisation's Deputy CEO in 2016 then CEO in April 2020.



Leanne Strommen

Deputy Chair
Chair of the Sector Events Committee
Chair of the Conference Reference Committee
Research and Policy Committee

B. Social Work, AdvCert in Human Services (Disabilities), GDip in Housing Management and Policy

Appointed: 22 November 2019
Reappointed: 19 November 2021
Reappointed: 28 November 2024
(Current term expiry AGM 2027)

Leanne is the General Manager Community Services of Centrecare Inc, which delivers a diverse range of social services to the Western Australian community. Her involvement in the sector, in both paid and voluntary positions, spans over 30 years. Leanne oversees 10 branches across diverse geographical locations in Western Australia. Leanne brings with her a long history of service delivery in employee assistance programs, individual, family and child counselling services, family dispute resolution, child contact centres, Family Relationship Centres, gambling prevention, homelessness, justice services, settlement services, Family Support Networks, mental health services, intensive family support, youth services and family and domestic violence prevention.

Leanne's extensive knowledge and comprehensive understanding of the local needs of the community, and effective responses to need, pertain to metropolitan, rural, and remote areas.

Leanne has over 30 years of governance experience working within numerous community services governance frameworks at state and national levels.

Leanne is a current Director of The WA Association for Mental Health and a board member of the Western Australian Council of Social Services. Leanne is Centrecare's representative for End Homelessness WA, Family and Domestic Violence Collective Action Group of WA and the Family Court of WA Reference group. Leanne is also co-chair of Centrecare's Reconciliation Action Plan Committee.



John Bouffler

Board Treasurer
Chair of the Finance, Risk and Governance Committee

B. Ec (Double major in Accounting and Economics University of Sydney, FAICD

Appointed: 12 December 2023
(Current term expiry AGM 2027)

John Bouffler is the former Executive Director of Community Employers WA (CEWA), a role he held for 10 years. CEWA is a representative body for 175 NFP employer organisations in the Community Services sector across Western Australia and focuses primarily on advocacy around the sustainability of services, strengthening relationships with government, procurement, tendering and commissioning.

Prior to his role at CEWA, John was CEO of St Vincent de Paul WA and had a long career in banking and finance in Sydney and Perth in the Corporate area, primarily in senior executive positions with National Australia Bank and Commonwealth Bank of Australia.

John was on the Board of WA based NFP disability provider Interchange for 10 years and recently retired as the Non-Executive Chair. He continues to be active with Lifeline WA as a telephone crisis supporter and mentor (for over 30 years), and is involved in a local suicide support group for young people in Perth. He is a Fellow of the Australian Institute of Company Directors and has been on numerous boards, committees and government bodies for many years.



Judge Alexandra Harland

BA, LLB (Hons), GDip Legal Practice

Appointed: 29 November 2023
(Current term expiry AGM 2027)

Judge Alexandra Harland is a Division 2 judge of the Federal Circuit and Family Court of Australia and a current member serving her second term of the Family Law Council, a statutory body providing advice to the Commonwealth Attorney-General on family law matters.

Judge Harland is a member of the National Council of Juvenile and Family Court Judges (USA) international committee. Since 2018, she has convened a group for new judges in order to provide new judges with additional mentoring and training support. In 2024 she developed and is the chair of the Joint Court Diversity and Inclusion Working Group.

Prior to her appointment in 2013, Judge Harland was an accredited family law specialist and independent children's lawyer. She taught family law part-time whilst in practice for several years. Since 2004 she has regularly written and presented on a wide range of family law topics including financial and international issues, as well as children's issues for lawyers and other family law professionals including court child experts.

Since its inception, she has been the co-author of a leading family law textbook Family Law Principles, now in its third edition.

Judge Harland has an interest and expertise in issues affecting same sex families, artificial reproduction and surrogacy, focussing on the children's rights perspective to legal parentage and identity. She is a member of the Advisory Committee for the Australian Law Reform Commission's Inquiry into the Review of Surrogacy Laws.



Felicity Williams

Chair of the Research and Policy Committee
Sector Events Committee
Reconciliation Action Plan Working Group

BA, MBA, GAICD, Grad Cert Leadership (Education)

Appointed: 29 November 2023
(Current term expiry AGM 2027)

Felicity Williams is CEO of Upper Murray Family Care, which provides programs and services focused on supporting children, young people and families in North East Victoria and southern NSW, including the region's Family Relationship Service.

Felicity has held executive and senior management positions in marketing, public relations, communications and general management in industries including tertiary education, secondary education, and not-for-profit organisations. She founded and ran a highly successful business strategy and marketing consultancy during which she provided practical assistance and support to small and medium sized businesses in a wide range of industries throughout Northeast Victoria and New South Wales.

An experienced board director, Felicity is currently a Director of Northeast Health Wangaratta and was Deputy Chair of Gateway Health. Supporting her passion for promoting economic and community development within our regional communities, Felicity was a member of the Victorian Ovens Murray Regional Partnership.

She has chaired and been involved in several peak organisation Boards including ACEVic, the peak for the Victorian adult community education sector, Regional Sport Victoria and Australian TAFE Marketing Association.

Felicity was awarded an International Specialised Skills Institute Fellowship (funded by Department of Education and Training – Higher Education and Skills) in 2019, which provided her an opportunity to undertake research into ways to support adults with learning difficulties, including those involved in the justice system. Felicity is a member and graduate of the Australian Institute of Company Directors.



Cheryl Orr

Chair of Reconciliation Action Plan Working Group
Research and Policy Committee

Appointed: 29 November 2023
(Current term expiry AGM 2027)

Cheryl Orr, Principal Solicitor at Cheryl Orr Family Law, is from the Gurang Gurang People and her family are the Williams. Cheryl left high school prior to completing year 9 but, inspired by her grandfather's passion for education (he learnt to read at age 64) and guided by an obligation to work for the betterment of her community, Cheryl completed a Bachelor of Social Science – Indigenous Key Program and Bachelor of Law as a mature aged student.

Cheryl was admitted as a solicitor in 2007 and now has her own practice. Cheryl's practice areas are Care and Protection and Family Law including dispute resolution/ mediation. She has appeared in the Family Court, Full Family Court, Children's Court, District Court and Supreme Court and is responsible for a number of reported cases. Cheryl has developed practice manuals for NSW Community Legal Centres in the areas of Family Law Parenting and Care and Protection for the purpose of assisting and acting for Aboriginal clients. Cheryl has been a guest speaker at the NSW Bar Association and Aboriginal Legal Access Program. Cheryl was a former member of the Law Society of NSW Indigenous Issues Committee and played an instrumental role in the recent changes pertaining to Care and Protection law.

In 2007 Cheryl was awarded the National Council for Women NSW Australia Day Award. In 2014 Cheryl was awarded Indigenous Lawyer of the Year by the Federal Attorney- General. In 2020 Cheryl was one of 3 finalists awarded Female Indigenous Lawyer of the year and was nominated for Female Lawyer of the year and sole practitioner of the year.

Cheryl has been guest speaker on NITIV & ABC, interviewed by Al-Jazeera and the Guardian newspaper, interviewed on radio, and invited as guest speaker, presenting at the Redfern community legal centre in relation to the removal of children in the care and protection jurisdiction and introducing Aboriginal families into the family law jurisdiction. In 2016 Cheryl was invited as a guest lecturer at the Australian Catholic University, teaching Family Law. Cheryl works tirelessly to increase access to justice for Aboriginal people and passionately advocates for families in crisis in all family law related matters. In August 2018 Cheryl completed her 30 year journey and acceptance to Islam. Cheryl's downtime includes spending time with her husband, children, and grandchildren. Cheryl's hobbies include cooking and fine dining.



Graeme Westaway

Finance, Risk and Governance Committee
Reconciliation Action Plan Working Group

Cert Mediation, GDip Marketing, CertGovNFP

Appointed: 28 November 2024
(Current term expiry AGM 2027)

Graeme Westaway is the Executive Manager Engagement & Growth at Better Place Australia. Graeme believes all people should be able to live their lives fully, in socially connected ways without fear of coercion or discrimination. With a science, communication and services development background, Graeme is behind Better Place Australia's digital presence, corporate communications, stakeholder management and growth generation.

He has held executive and senior leadership roles across the not-for-profit, mutual and corporate sectors. He brings to Better Place Australia a strong background in developing strategies, stakeholder relations, digital engagement, member engagement and service innovation. He has a passion for raising ageism awareness, and respecting the right of all people to self determine.



Cheryl Lierton

Research and Policy Committee
Sector Events Committee
Conference Reference Committee

BA, M Social Work, Grad Cert Psychological Studies, Grad Cert Management

Appointed: 28 November 2024
(Current term expiry AGM 2027)

Cheryl Lierton serves as the Executive Manager of Community Services at Uniting Communities in Adelaide, a position she has held since 2023. In this role, she oversees more than 70 services across South Australia, including family and relationship services, homelessness support, alcohol and other drug services, crisis services, community legal services, financial counselling, out-of-home care, reunification, mental health services, migrant support, and aged care assessment services. Cheryl has been with Uniting Communities for over 14 years, where she has played a pivotal role in establishing and continuously improving client-centered, accessible, and outcome-focused services.

With over 20 years of experience in the community services sector, Cheryl holds a Master's degree in Social Work.

Her career began in youth homelessness, and she has also worked in youth justice in England, as well as in family and education support sectors in Australia before transitioning into management roles. Cheryl is dedicated to advancing the community services sector by developing both quantitative and qualitative evidence to better communicate and demonstrate its achievements.

Since 2021, Cheryl has led the expansion of the Ruby's Reunification program, transforming it into a licensed model across five states. Ruby's, which has been operating in South Australia for over 30 years, is a highly successful program that helps adolescents at risk of homelessness due to family conflict to reunify with their families and avoid entering the youth homelessness sector.



Graeme O'Connor

Finance, Risk and Governance Committee

GDip, ICAA, GDip Financial Management, B. Commerce

Appointed: 1 May 2025
(Current term expiry AGM 2025)

Graeme O'Connor is the Chief Executive Officer at Interrelate in Sydney, a position he has held since 2021.

Graeme is an experienced executive with 23 years of leadership in strategy, governance, financial management, risk, regulatory compliance, digital transformation, change leadership, business expansion, and operational excellence. He has a demonstrated history of fostering organisational growth and enduring success by prioritising client experience, driving innovation, strengthening organisational capability, and applying creative solutions. Graeme is a leader who leads with humility and respect, fostering a culture of collaboration built on shared responsibility, clear communication, empathy, and empowerment.



FRSA Team



(Left to Right)

Heidi Aynsley
Administrative Officer

Robyn Clough
Manager of Policy and Research

Jackie Brady
Executive Director

Narelle Kay
Events and Membership Officer

Lisa Curtis
Project Officer

Vanessa Lam
Communications Officer

Acknowledgement of Support

During 2024–25, 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.

Funding received from our stakeholders supports the following core activities:

- Representing the Family and Relationship Services sector
- Acting as 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 extend our sincere appreciation to FRSA Members for their invaluable contributions. Their financial support through membership fees, along with the significant in-kind support offered through active participation in events, projects, and the development of policy advice to government, is deeply valued.

We also wish to thank our Conference sponsors. Their generous support plays a critical role in the success of the event, enabling us to deliver a high quality event while keeping registration fees accessible for small not-for-profit organisations.

In particular, we acknowledge and thank the Minister for Social Services and Attorney-General for their ongoing support.

Australian Government
Department of Social Services

Department of Social Services

We are grateful to the Minister for Social Services, the Hon Tanya Plibersek MP and the former Minister for Social Services, the Hon Amanda Rishworth MP, and the Department of Social Services for their ongoing support for children, families and communities throughout Australia. The Government's significant contribution to the financial viability of FRSA enables us to continue to provide robust and informed advice to Government, to respond to major policy and program initiatives and to support the delivery of quality services to children, families and communities throughout Australia.

Australian Government
Attorney-General's Department

Attorney-General's Department

We are grateful for the support of the Attorney-General, The Hon Michelle Rowland MP and the former Attorney-General the Hon Mark Dreyfus KC MP, and for the many opportunities for active engagement with senior officials of the Attorney-General's Department over the year. In particular, FRSA has appreciated participating in consultations on a range of family law issues and processes.

2025 FRSA National Conference Sponsors

Gold Sponsor	Silver Sponsor	Café Corner Sponsor	2025 Reciprocal Sponsor
Uniting	Drummond Street Services	Anglicare Australia in every Community	Australian Government Australian Institute of Family Studies
	CatholicCare SYDNEY		



Members 2024–2025

AUSTRALIAN CAPITAL TERRITORY (ACT)

Capital Region Community Services

Catholic Social Services Australia

Marymead CatholicCare Canberra & Goulburn

Relationships Australia National

Relationships Australia Canberra and Region

NEW SOUTH WALES (NSW)

Anglicare Sydney

Baptist Care NSW & ACT

Barnardos Australia

Boronia Multicultural Services Inc

Bungree Aboriginal Association

CatholicCare Diocese of Broken Bay

CatholicCare Hunter-Manning

CatholicCare - Western Sydney & Blue Mountains

CatholicCare Sydney

CatholicCare Wollongong

Catholic Social Services NSW/ACT
Centacare Central West and Orana

Centacare New England North West

Centacare South West NSW

CatholicCare Wilcannia-Forbes

Family Action Centre

Family Support Newcastle

Interrelate Ltd

Livable

Marist180

Manning Support Services

New England Family Support Services Inc

Parentshop Pty Ltd

Relationships Australia NSW

Sora

Southern Youth & Family Services

The Benevolent Society

The Family Centre

The Smith Family

Uniting NSW.ACT

YWCA Australia – Northern NSW

Glenda Devlin (Individual Member

Andrew King (Individual Member)

VICTORIA (VIC)

54 Reasons
Anglicare Victoria
Australian Institute of Family Studies
Better Place Australia
CatholicCare Victoria
The Cairnmillar Institute
Child & Family Services Ballarat
Court Network
Drummond Street Services
EACH
Family Life Ltd
Family Relationships Institute Inc (RELATEWELL)
FamilyCare
International Social Service Australia
Kids First Australia
MacKillop Family Services
Mallee Family Care
Meli
Mission Australia
Odyssey House Victoria
OzChild
Parenting Research Centre
PRONIA
Relationship Matters
Relationships Australia Victoria
Upper Murray Family Care
Windermere

TASMANIA (TAS)

Anglicare Tasmania Inc
CatholicCare Tasmania
Positive Solutions
The Salvation Army
Relationships Australia Tasmania



SOUTH AUSTRALIA (SA)

ac.care

Anglicare SA Inc

Baptist Care (SA) Inc

Centacare Catholic Community Services

Centacare Catholic Country SA Ltd

Lutheran Community Care

Relationships Australia SA Ltd

Uniting Communities

Uniting Country SA Inc

UnitingSA

WESTERN AUSTRALIA (WA)

Accordwest

Amity Health

Anglicare WA

Centre for Life, Marriage and Family Services

Centacare Geraldton

Centrecare Inc

Communicare Inc

Jacaranda Community Centre Inc

Ngala Community Services

Regional Development Australia Pilbara

Relationships Australia Western Australia

Safe Balance Children Contact Services Pty Ltd

Chitra Lekha Beejadhur (Individual≈Member)



NORTHERN TERRITORY (NT)

Anglicare NT Ltd

CatholicCare NT

Relationships Australia NT

QUEENSLAND (QLD)

Anglicare Southern Queensland

CatholicCare Social Services Toowoomba

Centacare Brisbane

Centacare Central Queensland

Centacare FNQ

Centacare North Queensland

Compass Seminars Pty Ltd

Foundations Care Ltd

Global Training and Professional Development

Helem Yumba Incorporated

Key Assets

Kyabra Community Association Inc

Lifeline Darling Downs & South West QLD

Men's Information and Support Association Inc

Mercy Community Services SEQ Ltd

Relationships Australia QLD

Sunshine Coast Family Contact Centre Association Inc

Toowoomba Children's Contact Centre

UnitingCare

YFS Ltd

Yourtown

Lucy Cook (Individual Member)

Evie Morgan (Individual Member)

Honorary Members

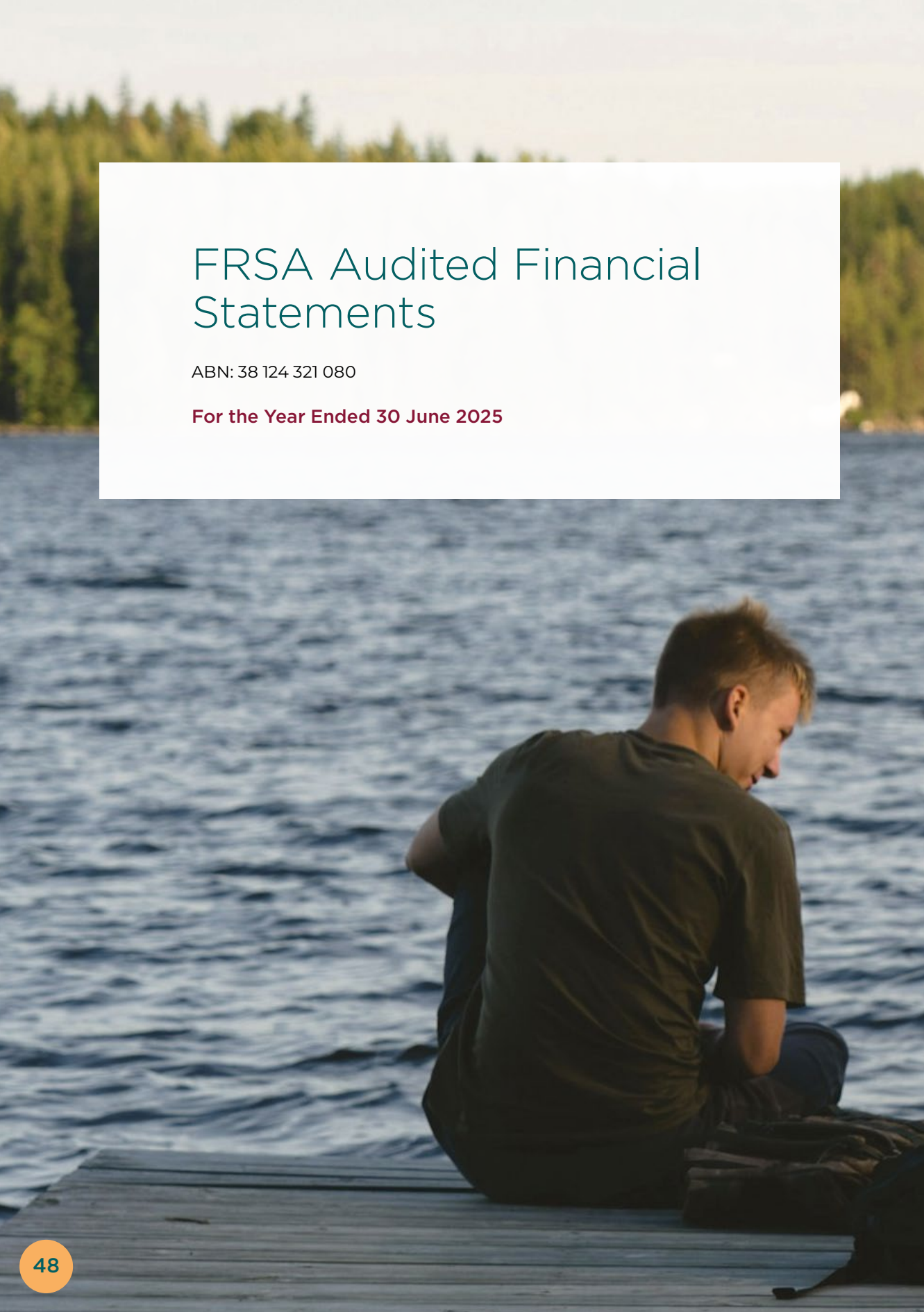
Professor Richard Chisholm AM

Sue Holmes

Michael Hunt

Sue Pidgeon

Professor Bryan Rodgers



FRSA Audited Financial Statements

ABN: 38 124 321 080

For the Year Ended 30 June 2025



Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Contents

For the Year Ended 30 June 2025

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Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2025

The directors present their report on Family & Relationship Services Australia Limited (FRSA) for the financial year ended 30 June 2025.

1. General information

Directors

The names of the directors in office at any time during, or since the end of, the year are:

Names	Position	Appointed/Resigned
Ms Teresa Jayet	Chair (2023-24)	Appointed: 23 November 2018 – 28 November 2024
Ms Allison Wainwright	Chair (2024-25)	Appointed: 22 November 2019
Ms Leane Strommen	Deputy Chair (2024-25)	Appointed: 22 November 2019
Mr John Bouffler	Treasurer (2024-25)	Appointed: 12 December 2023
Ms Zoe Locke (O'Sullivan)	Director	Appointed: 23 November 2022 - 20 February 2025
Ms Fallon Roberts	Director	Appointed: 23 November 2022 - 28 November 2024
Ms Felicity Williams	Director	Appointed: 29 November 2023
Ms Cheryl Orr	Director	Appointed: 29 November 2023
Judge Alexandra Harland	Director	Appointed: 29 November 2023
Ms Cheryl Lierton	Director	Appointed: 28 November 2024
Mr Graeme Westaway	Director	Appointed: 28 November 2024
Ms Graeme O'Connor	Director	Appointed: 1 May 2025

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Information on directors

Ms Teresa Jayet	Chair
Qualifications	MBA, Grad FDR, BSocWk, BEd, Dip Financial Counselling, AICD Member
Ms Allison Wainwright	Chair
Qualifications	M. Social Work (University of South Africa), Psych (Hons) (University of South Africa), BSocSc (Hons)
Ms Leane Strommen	Deputy Chair
Qualifications	B.Social Work, Advanced Cert. Human Services (Disabilities), Grad Dip Housing Management and Policy
Mr John Bouffler	Treasurer
Qualifications	B. Ec (Double major in Accounting and Economics) FAICD
Ms Zoe Locke	Director
Qualifications	B. Social Science (Human Services), Grad Dip Family Dispute Resolution, GAICD, NMAS accredited (AMA)
Ms Fallon Roberts	Director
Qualifications	BA, LLB, Grad Dip Family Dispute Resolution

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2025

1. General information (continued)

Information on directors (continued) \

Ms Felicity Williams	Director
Qualifications	B of Arts (University of Melb), Grad Cert in Leadership, Master of Business Administration, Australian Institude of Company Directors Course
Ms Cheryl Orr	Director
Qualifications	Solicitor, Family Law
Judge Alexandra Harland	Director
Qualifications	B of Arts (Uni of Sydney) B of Laws (Hons II, Uni of Syndey) Grad Diploma in Legal Practice (College of Law)
Ms Cheryl Lierton	Director
Qualifications	BA, Master of Social Work, Graduate Certificate of Psychological Studies, Graduate Certificate of Management
Mr Graeme Westaway	Director
Qualifications	Certificate in Mediation, Grad Diploma Marketing, CertGovNFP
Mr Graeme O'Connor	Director
Qualifications	Graduate Dip, ICAA, Graduate Diploma Financial Management, Bachelor of Commerce

Company secretary

The following person held the position of Company secretary at the end of the financial year:

Ms Jacqueline Brady has been the company secretary since 1 July 2014.

Introduction

As the national peak body for family and relationship services, FRSA is committed to strong policy engagement. FRSA has a critical leadership role in supporting and representing the needs and interests of a strong, diverse and adaptable membership and the children, families and communities they serve. FRSA also has a key role in supporting the growth, development and viability of services dedicated to children, families and communities in this country.

The Strategic Plan 2023-2027 outlines FRSA's purpose, principles key result areas and objectives toward meaningfully representing these needs and interests and improving the wellbeing of children, families and communities amidst an ever-changing fiscal and social landscape.

Vision

An Australia where children, families and communities are safe, strong and thriving.

Purpose

As the sector peak body we provide national leadership and representation. We foster collaboration and capacity building for family, relationships and community service organisations.

Directors' Report

For the Year Ended 30 June 2025

1. General information (continued)

Purpose (continued)

In order to achieve our purpose, FRSA will:

1. With a strong national voice, ensure the sector's experience, knowledge and interest inform government policy and decision making

1.1 Fund an economic study on the social and economic benefit of the sector to use in promoting the sector to government, media outlets and other stakeholders.

1.2 Participate in and provide advice to major government inquiries, program reviews and reforms to tendering and funding models to ensure decisions are informed by the needs of families and children and the sector's experience.

1.3 Influence legislative and policy frameworks to deliver the best outcomes for children, families and communities.

1.4 Develop and implement a marketing, advocacy and communications strategy to elevate the profile of members and FRSA.

1.5 Build the evidence base through improved systems for data collection, measurement of demand and outcomes, research and evaluation.

1.6 Maintain strategic relationships with key government agencies and collaborate with other national organisations where there is convergence of goals and interests.

2. Build sector capabilities and effectiveness through workforce development and opportunities to collaborate for learning, exchange of good practice and innovation

2.1 Provide the focal point for shared learning, knowledge exchange, and innovation across the network.

2.2 Expand the diversity and volume of learning and development events and maximise the value of the national conference, member forums, communities of practice, mentoring programs and on-line training.

2.3 Promote the future workforce needs and related workforce strategies to the Australian Government, funding agencies and training and education providers.

2.4 Build workforce sustainability through initiatives to train, recruit, develop and retain skilled practitioners and leaders.

2.5 Advocate for sustainable funding for the sector in line with community needs, workforce needs and the value of the sector.

2.6 Encourage, support and promote practice innovation in the sector and introduce an Innovation Recognition Awards Scheme

2.7 Inform ongoing development of good practice standards and accreditation systems for the sector.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2025

1. General information (continued)

3. Secure and develop the organisational capabilities that will be critical to success and future sustainability

3.1 Grow FRSA's income from existing and new sources – peak body funding, membership fees, fee for service products, grants and ethical sponsorship.

3.2 Expand FRSA's national membership as new players enter the field and review the current membership structure to deliver growth in the membership base.

3.3 Build active member engagement and ownership of the work and achievements of FRSA.

3.4 Grow staffing capacity and capabilities in line with FRSA's directions and funding.

3.5 Build strategic partnerships and alliances at the national level for collaboration on research, workforce development and policy influence.

3.6 Continually assess and strengthen board governance – ensuring the board has the right skills and representation to lead FRSA to support and promote the sector.

Members' guarantee

Family & Relationship Services Australia Limited is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to $10 for members that are corporations and $10 for all other members, subject to the provisions of the company's constitution.

At 30 June 2025 the collective liability of members was $ 1,180 (2024: $ 1,250).

2. Operating results

The surplus of the Company amounted to $ 552,215 (2024: $ 372,585).

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2025

3. Director Information

Meetings of directors

During the financial year, 6 meetings of directors were held. Attendances by each director during the year were as follows:

	Directors' Meetings	
	Number eligible to attend	Number attended
Ms Teresa Jayet	2	2
Ms Allison Wainwright	6	6
Ms Leane Strommen	6	6
Mr John Bouffler	6	6
Ms Zoe Locke (O'Sullivan)	4	3
Ms Fallon Roberts	2	1
Ms Felicity Williams	6	5
Ms Cheryl Orr	6	4
Judge Alexandra Harland	6	3
Ms Cheryl Lierton	4	4
Mr Graeme Westaway	4	4
Ms Graeme O'Connor	2	2

4. Other items

Significant changes in state of affairs

There have been no significant changes in the state of affairs of the Company during the year.

Events after the reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

Auditors independence declaration

The auditors independence declaration in accordance with section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* for the year ended 30 June 2025 has been received and can be found on page 7 of the financial report.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2025

5. Sign off details

Signed in accordance with a resolution of the Board of Directors:

Director: .....

Dated 22.9.2025

Hardwickes
more than accounting

6 Phipps Close Deakin ACT 2600
PO Box 322 Curtin ACT 2605

T 02 6282 5999
F 02 6282 5933
E info@hardwickes.com.au

www.hardwickes.com.au

Hardwickes
ABN 35 973 938 183

Hardwickes Partners Pty Ltd
ABN 21 008 401 536

Liability limited by a scheme approved under Professional Standards Legislation

Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 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 2025, there have been:

(i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and

(ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Hardwickes
Hardwickes
Chartered Accountants

Bhaumik Bumia CA
Partner

30 SEPTEMBER 2025

Canberra

CHARTERED ACCOUNTANTS
AUSTRALIA + NEW ZEALAND

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2025

	Note	2025 $	2024 $
Revenue and other income	2	**2,051,096**	1,836,428
Administration and management fees		**(574,041)**	(525,298)
Conference expenses		**(39,655)**	(37,696)
Depreciation		**(1,881)**	(1,088)
Depreciation - Right-of-use assets		**(40,344)**	(40,340)
Finance costs on lease liability		**(5,617)**	(7,329)
Information technology expenses		**(15,071)**	(9,243)
Insurance		**(13,310)**	(11,536)
Marketing expenses		**(26,893)**	(16,306)
Printing and stationery		**(16,525)**	(30,736)
Staffing expenses		**(680,772)**	(719,188)
Travel expenses		**(84,772)**	(65,083)
Surplus before income tax		**552,215**	372,585
Income tax expense		**-**	-
Surplus for the year		**552,215**	372,585
Other comprehensive income		**-**	-
Total comprehensive income for the year		**552,215**	372,585

The accompanying notes form part of these financial statements.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Statement of Financial Position

As At 30 June 2025

	2025 $	2024 $
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	**2,551,324**	1,978,451
Trade and other receivables	**29,819**	10,094
Other assets	**13,498**	87,790
TOTAL CURRENT ASSETS	**2,594,641**	2,076,335
NON-CURRENT ASSETS		
Plant and equipment	**4,748**	2,281
Right-of-use assets	**90,762**	131,106
TOTAL NON-CURRENT ASSETS	**95,510**	133,387
TOTAL ASSETS	**2,690,151**	2,209,722
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	**54,833**	65,149
Lease liabilities	**45,885**	42,109
Employee benefits	**131,300**	120,958
Other liabilities	**61,668**	83,273
TOTAL CURRENT LIABILITIES	**293,686**	311,489
NON-CURRENT LIABILITIES		
Lease liabilities	**62,840**	108,725
Employee benefits	**807**	8,905
TOTAL NON-CURRENT LIABILITIES	**63,647**	117,630
TOTAL LIABILITIES	**357,333**	429,119
NET ASSETS	**2,332,818**	1,780,603
EQUITY		
Retained earnings	**2,313,505**	1,780,603
Reserve	**19,313**	-
TOTAL EQUITY	**2,332,818**	1,780,603

The accompanying notes form part of these financial statements.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Statement of Changes in Equity

For the Year Ended 30 June 2025

2025

	Retained Earnings	General Reserve	Total
	$	$	$
Balance at 1 July 2024	**1,780,603**	**-**	**1,780,603**
Surplus for the year	**552,215**	**-**	**552,215**
Transfers from retained earnings to reserve	**(19,313)**	**19,313**	**-**
Balance at 30 June 2025	**2,313,505**	**19,313**	**2,332,818**

2024

	Retained Earnings	General Reserve	Total
	$	$	$
Balance at 1 July 2023	1,408,018	-	1,408,018
Surplus for the year	372,585	-	372,585
Balance at 30 June 2024	1,780,603	-	1,780,603

The accompanying notes form part of these financial statements.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Statement of Cash Flows

For the Year Ended 30 June 2025

		2025	2024
		$	$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		**2,186,830**	1,975,395
Payments to suppliers and employees		**(1,591,901)**	(1,585,203)
Interest received		**30,016**	26,920
Net cash provided by operating activities		**624,945**	417,112
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of plant and equipment		**(4,346)**	(2,383)
Net cash (used in) investing activities		**(4,346)**	(2,383)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Repayment of finance lease commitments		**(47,726)**	(45,890)
Net cash (used in) financing activities		**(47,726)**	(45,890)
Net increase in cash and cash equivalents held		**572,873**	368,839
Cash and cash equivalents at beginning of year		**1,978,451**	1,609,612
Cash and cash equivalents at end of financial year	6	**2,551,324**	1,978,451

The accompanying notes form part of these financial statements.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Notes to the Financial Statements

For the Year Ended 30 June 2025

The financial report covers Family & Relationship Services Australia Limited (FRSA) as an individual entity. Family & Relationship Services Australia Limited is a not-for-profit Company, registered and domiciled in Australia.

The functional and presentation currency of Family & Relationship Services Australia Limited is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

Note 1: Basis of Preparation

The concise financial report is an extract of the full financial report for the year ended 30 June 2025. The concise financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports and the Australian Charities and Not-for-profits Commissions Act 2012.

The financial statements, specific disclosures and other information in the concise financial statements are derived from and are consistent with the full financial report of Family & Relationship Services Australia Limited ("the Company"). The concise financial statements cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and activities of the Company as the full financial report.

A full version of the Family & Relationship Services Australia Limited financial statements is available on the Company's website.

Note 2: Revenue and Other Income

	2025	2024
	$	$
Revenue from contracts with customers (AASB 15)		
- Program Support	**956,736**	675,520
- Conference Income	**616,754**	749,750
- Membership fees	**337,371**	299,238
	1,910,861	1,724,508
Revenue recognised on receipt (not enforceable or no sufficiently specific performance obligations - AASB 1058)		
- Interest income	**30,016**	26,920
- Other income	**22,592**	85,000
- CIP Events Income	**87,627**	-
	140,235	111,920
Total revenue and other income	**2,051,096**	1,836,428

Note 3: 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.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012.*

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2022.*

Responsible person ..... A. Wainwright .....

Date: 22. 9. 2025

Hardwickes
more than accounting

6 Phipps Close Deakin ACT 2600
PO Box 322 Curtin ACT 2605

T 02 6282 5999
F 02 6282 5933
E info@hardwickes.com.au

www.hardwickes.com.au

Hardwickes
ABN 35 973 938 183

Hardwickes Partners Pty Ltd
ABN 21 008 401 536

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Family & Relationship Services Australia Limited

Independent Audit Report to the members of Family & Relationship Services Australia Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Family & Relationship Services Australia Limited, which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, and the responsible persons' declaration.

In our opinion the financial report of Family & Relationship Services Australia Limited has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(i) giving a true and fair view of the Company's financial position as at 30 June 2025 and of its financial performance for the year ended; and

(ii) complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other Information

The directors are responsible for the other information. The other information obtained at the date of this auditor's report is included in directors report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

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If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Responsible Persons for the Financial Report

The responsible persons of the Company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Simplified Disclosures and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible persons either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for the auditor's opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.

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Family & Relationship Services Australia Limited

Independent Audit Report to the members of Family & Relationship Services Australia Limited

- Conclude on the appropriateness of those charged with governance's use of the going concernbasis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in the auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that the auditor identifies during the audit.

Hardwickes
Hardwickes
Chartered Accountants

Bhaumik Bumia CA
Partner

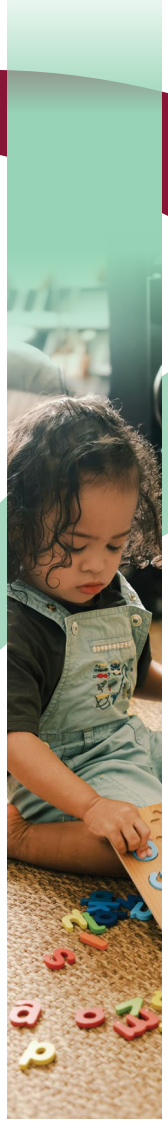
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30 SEPTEMBER 2025

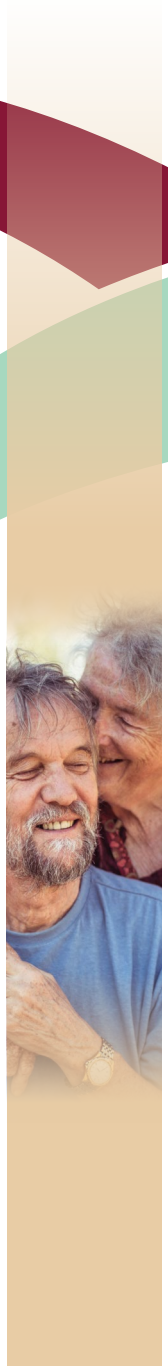
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Family & Relationship Services Australia









2024–25 Annual Report

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