frsa

Family & Relationship Services Australia



ANNUAL REPORT 2019-20

FRSA acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of this land. FRSA's vision for reconciliation is that we recognise, respect and value Aboriginal and Islander people and communities in all our efforts to enhance the wellbeing, safety and resilience of Australian children, families and communities.

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About FRSA

As the national peak body for family and relationship services, Family and Relationship Services Australia (FRSA) has a critical leadership role in representing our Member organisations to support their needs and interests and the children, families and communities they serve.

Vision

The wellbeing of all children, families and communities in Australia is supported and protected.

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.

In order to achieve our purpose, FRSA will:

1. Represent and promote the sector
2. Provide value to Members and other stakeholders
3. Promote sector capacity and impact
4. Foster innovation and collaboration
5. Ensure good governance



Values

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

Respect and Safety

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

Rights of Children and Young People

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

Reconciliation

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

Cultural Diversity

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

Diversity in Family Structures

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

Valuing People

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

Quality

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

Sustainability

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

Collaboration

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

Chairperson's/Executive Director's Report

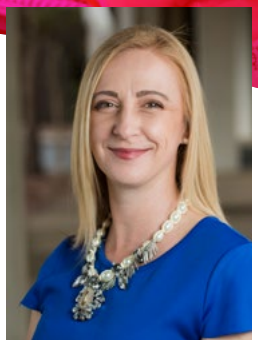
We are pleased to report that in 2019-20 FRSA continued to strive and deliver against our four strategic priorities: **1:** To represent and promote the sector; **2:** To provide value to Members and other Stakeholders; **3:** To promote sector capacity and impact; and **4:** To ensure good governance. Evidence of this work and our achievements are demonstrated throughout this Annual Report.

This year has required significant agility and innovation for the Family and Relationship Services sector (FRS). In March 2020, the global pandemic—COVID-19—began to take hold in Australia, and the nation moved to a state of social isolation and lockdown. Across the sector, this brought about swift and radical adaptation of service delivery from one that has predominantly been delivered face to face to technology-supported service delivery and the introduction of robust hygiene protocols where continued face-to-face support was considered essential. Employees' homes became the new workplace as our sector looked to support children, families and communities through the most significant health and social crisis that Australia has ever experienced. Service providers were also acutely aware of the increased risk some of the most vulnerable children, women and men were now going through. FRSA Member organisations and their staff worked diligently and tirelessly through this time to respond to the evolving needs of the Australian people.

Back at the national office—and as outlined through this Report—supporting Members in their response to the pandemic became our priority and key issues looming large for the sector that FRSA had been working on prior to March went into a brief hiatus. Of most note was the impending expiry of the Social and Community Services Pay Equity Special Account, which is due to expire on 31 December 2020 with funds flowing through until 30 June 2021.

We knew that it would be critical for FRSA to provide substantive evidence to support our end goal of convincing Government to increase baseline funding for all Commonwealth funded family and relationship services to replace the expiring Special Account. With financial and in-kind support from our Members, at the end of 2019 FRSA commissioned The Centre for International Economics to do exactly that. A compelling report outlining the enormous benefit delivered by the sector and the cost to Australian children, families and communities should baseline funding not be increased, was published in March 2020. In light of the COVID-19 crisis it was appropriate for us to suspend campaigning on this important matter until later in the year.





Glenda Devlin
FRSA Board Chair

Jackie Brady
FRSA Executive Director

30 June 2021 is also the end date for a number of programs within the Families and Children Activity within the Department of Social Services. These programs have been 'under review' since June 2018, with the Department indicating in times prior to COVID-19 they were keen to 're-activate' the process as the end date for these programs was drawing closer. What shape this will now take, over what timeframe, is less clear at this point in time due to COVID-19. However, the Department remains resolute in their commitment to not leave the sector in doubt about this matter beyond the end of the 2020 Calendar year.

The FRSA Board has provided strong leadership and guidance through 2019-20. COVID-19 required swift analysis of FRSA's risk management strategies with a number of extra-ordinary Board meetings held during the height of the crisis to provide support to the national office as staff worked to support the network. It became very clear very quickly that holding a FRSA Conference in 2020 would be unrealistic. However, we know the appetite for the sector to engage, share and grow as part of the FRSA membership is high and we are actively putting in place other processes for showcasing the work of the sector and sector development in the absence of face-to face gatherings.

Through all of our activities, the ability for FRSA to perform and deliver is bolstered by the strength of and engagement with the FRSA membership. In addition to the CIE Report providing us with valuable information about the impact of the expiring Special Account, it also painted a strong picture of the FRSA membership. The FRSA membership base provides services to approximately 580,000 Australia each year and directly employs between 4,000 and 5,500 people across metropolitan, regional and remote Australia. The collective impact of FRSA Members is formidable and a significant contributor to the wellbeing of children, families and communities in this country.



FRSA's performance against the strategic plan



1. REPRESENT AND PROMOTE THE SECTOR

FRSA is fortunate to have productive relationships with relevant staff within the Department of Social Services and the Attorney-General's Office and their respective Ministerial offices.

Since the COVID-19 pandemic took hold in Australia in March 2020, FRSA actively engaged with FRSA Members, key Commonwealth stakeholders and funders to ensure that the sector was being supported and enabled. When the upswing of the Pandemic initiated the 'crisis' response — a critical issue for members was that their services be designated/defined as 'essential services'. In addition, the need to ensure that the NFP sector/charitable sector services could also be eligible for JobKeeper was a matter that was vital to ensure sustainability of some programs and services provided by member organisations.

Due to the strength of leadership at Commonwealth, State and Territory levels, at the end of this reporting period the majority of the country was emerging out of lockdown with the immediate health crisis brought under control. No-one knows if further waves are on the horizon. What we do know is the economic and social fallout that comes as a consequence of COVID-19 will have an impact on Australian society and the demand for Family and Relationship Services Sector for years to come. FRSA will further explore some of these potential impacts in 2020–21.

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

- The Department of Social Services community Services Advisory Group
- Australia's National Research Organisation for Women's Safety Limited (ANROWS) Practitioner Engagement Group
- The Client Services industry Reference Committee
- National Coalition on Child Safety and Wellbeing — Member

Parliamentary Inquiries

One of the principal ways that FRSA represents and promotes the sector is by contributing to parliamentary inquiries and reviews. This year, FRSA made submissions to two parliamentary inquiries. Our submissions are informed by members' views, experiences and expertise shared with us through a number of forums.

The Joint Select Committee's inquiry into Australia's Family Law System (December 2019)
In our submission we urged the Committee to keep the best interests of the child at the forefront of its deliberations. We argued that it is vital family law professionals take into consideration the experiences and perspectives of children by ensuring their participation in family law processes, as well as their safety.

The Senate Select Committee's inquiry into the Australian Government's response to the COVID-19 pandemic (May 2020)
FRSA' submission to this inquiry emphasised the integral role that community and social services — including family and relationship services — play in supporting communities in times of crisis. We argued that the community services sector must form part of the solution to meeting the needs of Australians during the pandemic and in the aftermath.

Read the full submissions on the FRSA website: **frsa.org.au/submissions**



Final Report — Expiry of the Social and Community Services Pay Equity Special Account: Implications for family and relationship services

On behalf of Members, in late 2019 FRSA commissioned the Centre for International Economics (CIE) to analyse the impact of possible reduced funding levels in the Family and Relationship Services (FRS) sector from 1 July 2021, due to the expiry of the Social and Community Services Pay Equity Special Account (SACS Special Account or SACS supplementation).

The SACS Special Account was established by the Commonwealth Government in 2012 to assist the sector to afford the increase in wage costs — a much needed, yet mandatory, increase — that was handed down as part of Fair Work Australia's Equal Remuneration Order.

With significant financial and non-financial support from the Members, FRSA invested in the project to provide a robust analysis to help Government in their decision making about sector funding into the future when the SACS supplementation ends.

CIE's analysis was based on a sector wide survey of the FRSA membership base. The survey and subsequent analysis covered three key elements:

- current funding and service delivery levels across Australia, considering the regional and metropolitan distribution
- the range of efficiency investments made by organisations since 2012, to ensure that the best value for money is received by Australian taxpayers and clients
- the potential scale of impact on clients and Australian taxpayers should funding levels be reduced across the sector from July 2021.

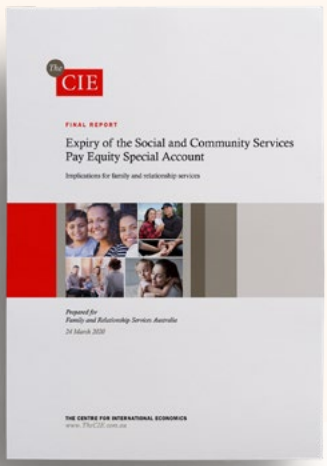
CIE's analysis showed that the Family and Relationship Services (FRS) sector delivers substantial value to the Australian economy and to Australians. A sector wide average benefit cost ratio (BCR) of 5.5:1 was estimated. This indicates that for every dollar of effective funding that is withdrawn from the sector, $5.50 will be pushed on to Australians — both FRS service users and Australian taxpayers — and wider government portfolios such as health, justice, and education. The total flow on cost of $260 million per year would be imposed on the wider Australian Economy.



According to the CIE analysis, after 2020-21 there will be an effective annual funding cut of approximately $45 million to the FRSA membership base. This would result in 250 family and relationship service sites closing, 1,000 skilled Australian workers losing jobs and almost 100,000 Australians without the support they need. With the impact felt mainly in regional and remote Australia.

CIE further found that the FRSA membership had invested heavily in efficiency measures since 2012 and is at, or close to, the efficiency frontier. That is, there is limited, if any, scope for further efficiencies. Costs of service delivery continue to rise, and funding levels are not keeping pace with costs. CIE concluded, therefore, that unless baseline funding is increased from 1 July 2021, the expiry of the SACS Special Account risks large impacts on the children, families and communities that access family and relationship services or may need to access them in the future.

The Report was published on 24 March 2020.





2. PROVIDE VALUE TO MEMBERS AND OTHER STAKEHOLDERS

In addition to the representational and promotional activities providing value to our membership and other stakeholders, FRSA Member Forums were held in each State and Territory throughout August and September with 94 attendees across all seven events. These Forums are FRSA Member only events.

The Forums provided Members with up-to-date briefings on key issues of significance for the sector. They also provided critical feedback and advice from the membership to inform FRSA's ongoing representation of their issues and concerns.

The publication of the fortnightly FRSA eBulletin, with 1400+ subscribers, provides current information with a national focus 'through an FRSA lens'. Subscribers include FRSA Members, general public and those in the sector. The eBulletins are designed to inform them about the latest FRSA and sector news. They also promote a broad range of membership information regarding emerging trends and activity. The FRSA Jobs Board and Events and Training Calendar are filled with input from the FRSA membership.

In late March 2020, with the implementation of various lockdowns around the country due to COVD-19, FRSA began releasing biweekly COVID-19-specific Member Alerts. The alerts were curated with information and resources relevant to the FRSA membership, including updates from Government Departments, changes to JobKeeper and ensuring details on Members services were up to date.

As new information was coming out each day, we wanted to ensure our Members were kept informed and that we were available to support them.

The FRSA National Conference held in November 2019 highlighted and showcased the work of the FRSA network. This was reflected in the significant number of concurrent session presentations delivered by FRSA Members. FRSA's Conference section of the website and YouTube channel published keynote recordings and all the presentation slides from the Conference after the event (those that we had permission to publish) providing a valuable repository of information for all FRSA Members and stakeholders.

FRSA continued the Conference final panel discussion, *Prioritising the safety and wellbeing of children in Australia—what should the key features of a national framework be?*, with the panellists, Professor Daryl Higgins, Megan Mitchell, and Eliza Strapp, with FRSA's first webinar discussion in mid-December.

In April 2020, FRSA hosted the webinar *Leading Through Uncertainty,* a one hour webinar delivered by Happiness Concierge and senior Leadership strategist Nicole Hatherly.

Throughout COVID-19 FRSA has run several virtual events (Zoom calls and webinars) bringing together Members to discuss a range of issues that arose during this time. These had more of a practice focus and will certainly feature more in our engagement with our Members into the future.



An audit of intake screening and assessment tools used in the family and relationship services sector: Summary Report

In November 2019, at the FRSA National Conference, FRSA released its summary report, ***An audit of intake screening and assessment tools used in the family and relationship services sector.*** The summary report shares the results of a member-based survey and case studies from FRSA Members.

The development and dissemination of the survey was a significant step in the direction to enacting recommendations made in the FRSA research Report: ***Strengthening prevention and early intervention for families into the future (2017).***

The Report argued that there is much (untapped) potential for the family sector to contribute to a public health approach incorporating universal and targeted prevention and early intervention strategies to address major health and social problems. The Report subsequently recommended, as part of a systematic approach to prevention and early intervention, that a framework and tools for a common intake measure comprising valid indicators of health and social problems, as well as protective risks, be developed. Before such a framework could be considered, it was important for FRSA to identify what intake screening and assessment tools our Members are already using.

The survey findings showed that many services are indeed using evidence-informed tools to identify early signs and risks, but at varying levels of sophistication. The effectiveness with which screening and assessment tools identify problems and risks can at best be evaluated on an organisational or program level, not a whole-of-community level. This provides a basis on which the sector could choose to develop a shared public health approach to family intake screening and assessment in the future, which could build on (rather than replace) what is already working and ensure enough flexibility to meet the needs of different families and communities.





3. PROMOTE SECTOR CAPACITY AND IMPACT

The highlight event held by FRSA in the last 12 months was the FRSA National Conference held in the picturesque Hunter Valley, 19–22 November 2019.

This national network event provides high profile opportunities for Members and delegates to showcase the effectiveness and impact of Members' services, programs and initiatives leading to improved outcomes for children, families and communities.

Members and stakeholders alike hold these events in high regard and utilise the content provided at these events to inform and guide the ongoing development of practice and policy.

They also provide professional development opportunities for the sector with CPD accreditation available for the event.

The FRSA Conference e-Journal provides the chance for authors to build on and expound the content of their Conference Presentation abstract in a different form. The 2019 e-Journal featured six papers showcasing just some of the work being undertaken towards 'new horizons' in family and relationship services.

FRSA utilises its social media channels to inform Members and key stakeholders about emerging issues and trends.

The FRSA Member Forums also provide an informal opportunity for membership networking around the country.

FRSA's presence and engagement on social media

FRSA's social media strategy 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 and another way we can support our Members by sharing their work with a wider audience.

FRSA's Twitter account now has 3,170+ followers, with an average of 20 new followers each month. Our profile was most viewed in November 2019 by 328 visitors. Our highest month for impressions (number of times users saw the Tweet on Twitter) was May 2020 with 44.3K impressions.

The FRSA Facebook page has 1,310+ likes, with an average of 120 page views and 2 page likes per month. We are increasing our followers and reach within the sector and look to continue our dedicated activity on Facebook.

The FRSA LinkedIn profile has 1400+ connections and the FRSA Company page reaches 140+ followers. Information about the FRSA's ERO SACs advocacy campaign shared via LinkedIn was the most popular.

As part of FRSA's communications strategy, we are continuing to expand our use of social media alongside traditional media platforms to promote key messages from projects, events and campaigns. We are looking to increase our engagement on social media with more original content, and sharing more content from our members, that interests not only people within our sector but the general public as well.



Looking to new horizons at the FRSA National Conference 2019

Delegates were left inspired after the FRSA National Conference 2019, held for the first time in the Hunter Valley, NSW. With 400 delegates registered to attend the conference, at the Crowne Plaza Hunter Valley.

This year's FRSA Conference program was centred around the theme, ***New Horizons: Building the future, Paving the way***. It featured a fantastic line up of international and national keynote speakers, two thought-provoking panel discussions, 70 concurrent sessions and five 90 minute symposiums in a range of streams from our brilliant mix of speakers.

Highlights included an inspirational keynote from Dr Michael McAfee that set the tone for the rest of the conference. He shared his vision for using radical imagination to transform communities through collective impact.

"We are in a moment around the world, where the magic is not going to be found in another buzzword, in more training, in another book...The question is how will you use yourself as an instrument to bring about the change you want to see in the world?" Dr Michael McAfee said.

"For me to be able to have the impact on my population, I've got to join with others in a different way," he said. "If I want to do my job I've got to submit to the strengths of others."

The Policylink President and CEO explained, "I've got to set the terms of that engagement; I've got to align my peers to achieve collective impact. I've got to be willing to measure progress, not just at my own organisation but the work we're doing collectively."

Delegates praised his keynote saying, "He reflected the values and reasons we are in this field. That kind of inspiration and reflection of values is essential and energizing."

Then it was all about data, kicking off with Dr Tim Hobbs from Dartington Service Design Lab in the UK. Fresh from running a pre-conference workshop on the Tuesday, he presented an engaging and interactive keynote on matching needs and services with data and analytics.

"The context in which many of us are working in at the moment is that we are awash with data, there's actually too much data. You're asked for too much data and [it's] typically for accountability purpose," he said.

"If the sole purpose is accountability then what we tend to see is increased gaming of data and then people lose trust in the data," Dr Hobbs said. "An important [and] increasing shift [is] from accountability or proving towards improving. Data is most valuable if it's data for you, if it's data that can help you do your work better. If









you can use that data to work within your teams...That's where I think it can become very powerful."

Barry Sandison, CEO of the Australian Institute of Health and Welfare, reiterated this in his keynote saying, "Data is only useful if there's context".

Thursday's program focus was Family Law, with a keynote presentation from the President of the Australian Law Reform Commission, Justice Sarah Derrington, where she discussed evolving families and the continuing justification for rules particular to the regulation of families.

"The concept of family, in contemporary Australia, takes a wide variety of forms," Justice Derrington said. "Where children are concerned, the law must remain flexible and inventive to ensure their interests are protected."

Justice Derrington then joined in on the following panel discussion, which addressed the perennial problem of: 'Finding a better Family Law System'. The discussion was chaired by FRSA Board Member, Judge Matthew Myers and featured panellists Professor Richard Chisholm AM, Dr Nicola Ross and, Veronica Toth. Together they explored the critical issues in improving the system, for better outcomes.

Veronica Toth said, "It's about listening to families, not just mum and dad but elders, the community and more."

"The best interests of children, safety of children and the voice of children should be at the centre," said Professor Richard Chisholm AM.

The National Framework for Protecting Australia's Children, which was endorsed by the Council of Australian Governments in April 2009, reaches the end of its life in 2020. The final panel discussion to close the conference with Professor Daryl Higgins, Megan Mitchell, and Eliza Strapp considered how can we best ensure the safety and wellbeing of our children? What should a future national framework look like?

A networking highlight was the FRSA Conference Gala Dinner at the Conference venue with a breathtaking performance from Aboriginal dance group the Wakakulang dance group.

Thank you to the sector, our delegates, our partners, sponsors and exhibitors for the continued support of our Conferences.

Many of the presentations from the conference are available on our website: www.frsa.org.au/Conf2019.



Wakakulang dance group, FRSA National Conference 2019 Gala Dinner



4. FOSTER INNOVATION AND COLLABORATION

In late March/early April, the Coronavirus Pandemic took hold in Australia during which the Commonwealth and State Governments moved swiftly to bring into effect harsh social lockdown measures restricting movement and any face to face engagement.

For the Family and Relationship Services sector this had a significant impact on the way that services were delivered and how staff and organisations functioned given that the bulk of work with children, families and communities has been face to face. FRSA Members responded quickly to the new requirements working tirelessly to adapt the way in which they work to the new environment to ensure that they were able to continue to be there for the children, families and communities they work with. Whilst the Commonwealth Government was taking a leadership position during the crisis, due to the emergency management nature of the response required; states and territories were making their own decisions at their respective levels of government.

During this time FRSA also adjusted our own mode of engagement with the sector, shifting to an online environment. FRSA convened a number of 'hot topic' Zoom meetings that were Member Only events. The meetings brought together a strong number of Members to discuss a variety of issues including:

- Children's Contact Services under COVID-19
- The Senate Inquiry into the Australian Government's response to the COVID-19 pandemic—feedback from the sector
- Specialised Family Violence Services during COVID-19
- Return to face to face service delivery: Thinking about the workforce and clients
- Demand for Family and Relationship Services

The meetings provided a great opportunity for Members to connect with each other and to share their experiences as they responded creatively and innovatively to challenges presented by COVID-19. These meetings were also a vital source of engagement with the network during a period when changes were happening very quickly and sourcing up-to-date information was critical for engagement with our government and political stakeholders.

With people more comfortable in this way of engaging with the network, FRSA anticipates we will be able to use this mode of connection with Members into the future.

FRSA Online Member Forums

In May 2020, FRSA launched our online Member Forums platform through the FRSA website.

The Forums are designed as a place for Members to have open discussions and share practical advice, ideas and resources about how they are responding to issues such as, the COVID-19 crisis.

The Forums provide a great chance for Members to continue discussions from the Communities of Practice meetings or begin new ones. Members are able to start their own discussions, reply to each other and directly upload any documents they wish to share.

FRSA is looking at more ways to bring Members together to engage and learn from each other.


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5. ENSURE GOOD GOVERNANCE

FRSA's strong and sustainable governance arrangements have been key to supporting the successful transition from outgoing Board Chair, Ms Marie Morrison, to newly elected (former Deputy Chairperson) Ms Glenda Devlin.

Terms of Board Directors run with the cycle of FRSA's Annual General Meetings with, Ms Devlin taking up her appointment as Chair on 22 November 2019.

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 ordinarily held on a quarterly basis however due to the range of uncertainties surrounding COVID 19, the FRSA Board convened two additional extraordinary Board meetings in the months of March and April to ensure more regular oversight of the National Office operations during this tumultuous period.

Fortunately, with the majority of FRSA's funding being block based and the FRSA Conference held prior to COVID-19, FRSA's financial position was not compromised in any way and the tight fiscal management of the organisation has once again returned a healthy surplus that continues to build a strong financial position for the organisation.

FRSA received confirmation during this Reporting period that the organisation's application for Public Benevolent Institution Status had been approved.

FRSA's Board Director Nomination and Election (if required) processes are contracted out to an external company, the Australian Election Company, to ensure absolute independence and rigour throughout the processes.

The Australian Institute of Company Directors was brought in to provide the FRSA Board induction session on "Why governance matters? Governance 101 for NFP and Community organisations" at the first full Board meeting held after the AGM.

FRSA members' reflections on our work in 2019–20

The FRSA network reflected on our work in 2019–2020 and our areas for improvement in 2020–21 and beyond — and this is what they said:

Strengths in 2019–20:

- Our support and ability to promote the wellbeing of children, families and communities
- Representing the needs of Member organisations during COVID-19
- Providing policy input and advice to government
- Keeping Members informed about relevant government policies, programs and services
- Facilitating sector developments
- Alignment of Member engagement activities with advocacy, policy and research priorities
- Focus on policy issues that are of interest to and/or affect Member organisations
- Provide Member organisations with opportunity to add input to submissions and policy work
- Gain access to the government and Minister/Shadow Ministers
- Influence or contribute to government policy and decision-making
- Email and other communication with FRSA Members
- Annual FRSA National Conference (and e-Journal)
- The Centre for International Economics report project and advocacy work around the SACS Supplementary Funding
- Keeping the sector informed regarding key issues
- Our interpersonal relationships with and knowledge of the work of FRSA Members.

Areas for improvement in 2020–21 and beyond:

- Greater emphasis on CALD communities and their needs
- Continue to voice sector concerns with facts and evidence from the membership
- Providing larger timeframes for Members to complete surveys
- Continue the online consultations and input by service providers
- Provide greater visibility to Members of FRSA's engagement with the Government, Minister/Shadow minister

Looking to 2020-2021

There are still significant reviews underway impacting on the full breadth of children, families and community services and we will look to bring our Members together at various times, as part of our on-going consultation processes.

With the impacts of COVID-19 putting the world on hold, FRSA has had to postpone many of our key events for 2020. FRSA is looking forward to meeting with the membership network again in 2021—whether it be face to face or online—at the annual FRSA National Conference and Child Inclusive Practice Forum.

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

COVID-19 has also had an impact on attempts to seek assurance from the Government regarding the cessation of the Social and Community Services (SACs) Special Account. FRSA is continuing to provide advice to Government on the impact of the loss of SaCs supplementation for the sector with a view to securing an increase in baseline funding.

FRSA will continue to engage with Members and stakeholders across a number of platforms including webinars, Zoom meetings, training workshops and Member advisory panels to align with advocacy, policy and research priorities.

We are working towards developing two research projects based on discussions with FRSA Members affected by the pandemic. The first project will be on service demand. This project will explore how to better identify, manage and capture service need/demand data. The second is a collaboration project with Australian Institute of Family Studies on telepractice, which will look into better understanding the implications of expanded telepractice in family and relationship services as a response to the pandemic, and the longer-term learnings and implications for practice.









UPCOMING EVENTS





Child Inclusive Practice Forum 2021

Child Inclusive Practice (CIP) is the foundation for working with families to ensure that children's views and opinions are actively heard and considered in decision making and therapeutic forums.

The 2021 Child Inclusive Practice Forum theme is ***Expanding the Lens: Child Inclusion and Vulnerable Children***. From the now advanced work of child inclusion in separation and post separation scenarios, this Forum will also feature emerging work with children living in other challenging family contexts. This includes children living with parents who have a mental illness, substance addiction, chronic illness, transgender issues, or experiencing other acute stressors and contexts of living that render responsive, attuned caregiving more difficult. The Forum calls for practice and research papers on representing the views and needs of diverse groups of children, in order to ensure children are heard, and to improve the capacity of parents, families and service systems to better support children's developmental well-being.

The COVID-19 Pandemic brought with it additional challenges for vulnerable children. The May 2021 CIP Forum provides a great opportunity to discuss the impact of COVID-19 on children through a CIP lens and the learnings from these experiences that will impact practice from hereon in.

It is intended that the Forum program will deliver an abundance of ideas, evidence and practical skills that practitioners, researchers and policy makers may add to their existing 'toolkit'.

FRSA National Conference 2021

Set for June 2021, the theme for the FRSA National Conference 2021—***Together we can: Connect, Innovate, Transform***—captures the spirit, resilience and adaptivity of the family and relationship services sector.

As social service organisations we are always at the cutting edge of emerging trends and changes in society, especially for vulnerable children, families and communities.

In 2020, the sector's ability to adapt and respond was tested like never before. Notwithstanding the 'usual' challenges of life—right across the lifecourse—the sector has found itself actively responding to bushfires, floods and the unprecedented impact of COVID-19 and the resulting period of ongoing social/physical distancing. Life as we knew it ceased to function in the usual way. Home was the place to be—by law. And, whilst for many people home is a place that represents safety and stability, for many others it does not and did not. However, as 'essential services' continued to provide vital support throughout this period, our sector remained connected to children, families and communities. Some of this work was done face-to-face but to a large extent, provision of services moved to an online/technologically aided environment. The striking feature from that time was how quickly services adapted to the rapidly changing environment to ensure that children, families and communities continued to be supported as the crisis unfolded. As life continues and we adapt to new ways of working and engaging with children, families and communities what are the new challenges that arise for both the sector and for society.

The FRSA Conference is heralded as a highlight event for the Family and Relationship Services Network and will, as always, deliver a prime opportunity to showcase the impressive work of the sector.

FRSA Board Committees 2019–2020

FRSA Board Directors

FULL FINANCIAL YEAR

- Marie Morrison (until 22 November 2019)
- Dr Deb Hartman (until 22 November 2019)
- Glenda Devlin
- Teresa Jayet
- Paula Washington
- Serge Sardo
- Tony Fitzgerald
- Judge Matthew Myers
- Megan Mitchell

22 NOVEMBER 2019–30 JUNE 2020

- Leanne Strommen
- Allison Wainwright

Executive Committee

CHAIR: Glenda Devlin (22 November 2019–30 June 2020)

IMMEDIATE PAST CHAIR: Marie Morrison (23 November 2018–22 November 2019)

DEPUTY CHAIR: Teresa Jayet (22 November 2019–30 June 2020)

IMMEDIATE PAST DEPUTY CHAIR: Glenda Devlin (1 July 2019–22 November 2019)

TREASURER: Serge Sardo (1 July 2019–30 June 2020)

Finance, Risk and Governance Committee

CHAIR: Serge Sardo

- Glenda Devlin
- Tony Fitzgerald
- Teresa Jayet (from 22 November 2019)
- Jackie Brady (ED — Ex officio)
- Marie Morrison (until 22 November 2019)

Research and Policy Committee

CHAIR: Teresa Jayet (from 22 November 2019–30 June 2020)

IMMEDIATE PAST CHAIR: Dr Deb Hartman (1 July 2019–22 November 2019)

- Paula Washington
- Megan Mitchell (from 22 November 2019)
- Leanne Strommen (from 22 November 2019)
- Allison Wainwright (from 22 November 2019)
- Glenda Devlin (until 22 November 2019)

Sector Events Committee

CHAIR: Paula Washington

- Glenda Devlin
- Tony Fitzgerald
- Leanne Strommen (from 22 November 2019)
- Allison Wainwright (from 22 November 2019)
- Marie Morrison (until 22 November 2019)
- Deb Hartman (until 22 November 2019)

Conference Reference Committee

CHAIR: Paula Washington

- Tony Fitzgerald
- Leanne Strommen (from 22 November 2019)
- Marie Morrison (until 22 November 2019)

Strategic Leadership Forum Committee

CHAIR: Paula Washington

- Glenda Devlin
- Allison Wainwright (from 22 November 2019)
- Deb Hartman (until 22 November 2019)

Co-Opted Board Members

- Judge Matthew Myers
- Megan Mitchell



Governance FRSA Board



GLENDA DEVLIN

B. Social Work (Hons), M. Gestalt Therapy (La Trobe), Cert. Executive Management and Development (AGSM), MAASW, GAICD

- *Board Chairperson (22 November 2019 – 30 June 2020)*
- *Board Deputy Chairperson (1 Jul y 2019 – 22 November 2019)*
- *Finance, Risk & Governance Committee*
- *Research and Policy Committee*
- *Sector Events Committee*
- *Strategic Leadership Forum Committee*

Appointed: 24 November 2017

Reappointed: 23 November 2018

Reappointed: 22 November 2019
(Current term expiry AGM 2021)

Glenda Devlin was elected to the FRSA Board in 2017 and became Board Chair in November 2019. She has been an active participant in FRSA since its inception and is motivated by a passionate commitment to working collaboratively with FRSA members as they deliver life changing services in a challenging and changing social and political context.

Glenda's contribution to the FRSA Board is underpinned by over thirty years' experience in the Family Services sector and experience as a practitioner (counsellor, trainer and mediator), senior manager and senior executive across multiple service types and in regional and major city contexts. She also brings a commitment to good governance and expertise in core areas of board responsibility including change management, strategic planning, financial reporting and risk management.

As General Manager, Community Services Anglicare Sydney, Glenda is managing a diverse service portfolio that includes donor supported and state and federally funded programs to people in challenging circumstances. This includes people living with mental health issues, separating families, young people, children needing protection, parents needing support and people struggling with food and financial insecurity.



MARIE MORRISON

BSc Psych (Hons), AICD Member

- *Immediate past Chairperson*
- *Board Chairperson (23 November 2018 – 22 November 2019)*
- *Past Member Finance, Risk & Governance Committee*
- *Past Member Sector Events Committee*
- *Past Member Conference Reference Committee*

Appointed: 7 November 2013

Reappointed: 12 November 2015

Reappointed: 24 November 2017

Term Expired AGM 2019

Marie Morrison was elected to the Board of FRSA in November 2013. She became FRSA Board Chair in November 2018. Marie's experience across a broad range of Family and Children's Services includes community development, clinical work, policy development and management. Her expertise extends to Family Relationship Centres, family law services, counselling, education and communities for children. Marie has lived and worked in the Northern Territory including in remote Aboriginal communities for 27 years. Over that time, she has worked closely with large numbers of Aboriginal and Islander clients in remote and isolated parts of Australia. Marie's leadership and organisational skills were nationally recognised when she won the Northern Territory Telstra Business Woman of the Year Award in 2006.

At the end of 2019, Marie retired as the CEO at Relationships Australia NT (RANT) where she held the position for thirteen years. Over that period Marie strengthened the organisation, leading its growth and development and positioning it as a thriving and well-respected organisation within the Territory.

FRSA is grateful for Marie's generous and wise contributions to the national activities of our network. Her depth of knowledge and experience, and her empathy with children and families who have experienced trauma, violence or disadvantage are reflected in her commitment to improving the wellbeing of all children and families and building the capacity of the sector that supports them.



TERESA JAYET

MBA, Grad FDR, BSocWk, BEd, Dip Financial Counselling

- *Board Deputy Chairperson*
- *Chairperson of the Research and Advisory Policy Committee (from 22 November 2019 – 30 June 2020)*
- *Finance, Risk and Governance Committee (from 22 November 2019 – 30 June 2020)*

Appointed: 23 November 2018
(Current term expiry AGM 2020)

Teresa Jayet has worked in the Human Services, Not-for-Profit Sector for 25 years. Teresa is the CEO of Mallee Family Care, a multi-disciplinary organisation providing a range of services across more than 60 program areas, including family law programs, relationship counselling, mental health, disability, therapeutic children's counselling, family therapy and financial counselling, early intervention, family preservation and out of home care, family violence, refugee settlement, Indigenous support, homelessness support and education, training and research. This agency has provided services since 1979, supporting communities across North-West Victoria, South West New South Wales and the Riverland region in South Australia.

Prior to her appointment as CEO, Teresa managed the organisation's Community Legal Service for more than ten years, having direct oversight and responsibility for the Family Relationship Centre, Regional Family Dispute Resolution Program, Post Separation Co-operative Parenting Program, Child Contact Service, Family Law Pathways and Family and Relationship Services. Teresa has extensive knowledge in working within a wide range of Family and Children's Services and has also worked within Legally Assisted Mediation and Child Inclusive Practice. She is also a former Scholarship recipient of Harvard Business School.

Teresa is acutely aware of the impacts that living in a rural, regional and remote area can have on an individual and family and the implications of equity in service delivery provision. Working across three boarder jurisdictions, Teresa has developed a broad understanding of State and Federal Government legislation and policy settings and enjoys productive relationships with her government partners. Teresa is committed to Aboriginal self-determination and works closely with local Aboriginal Controlled Organisations and CALD Organisations, having gained valuable insights into culturally appropriate service delivery improvement across the Family Relationship Services programs Communities for Children and Family Law programs.

A strong and passionate leader, Teresa has consistently operated within an outcomes, evidenced based framework, lobbying and advocating for rural, remote and regional communities and ensuring their voices are heard.



DR DEBORAH HARTMAN

Dip. Teach, B.A., Grad Dip TESOL, M.Ed., PhD

- *Immediate past Deputy Chair*
- *Immediate Past Chairperson of the Research and Policy Committee*
- *Past Member Sector Events Committee*
- *Past Member Strategic Leadership Forum Committee*

Appointed: 7 November 2013
Reappointed: 12 November 2015
Reappointed: 24 November 2017
Reappointed: 23 November 2018
Term Expired AGM 2019

Dr Deb Hartman's term on the Board of FRSA expired at the end of 2019. Deb was elected to the FRSA Board for three consecutive terms and served in various roles over six years, including Deputy Chair, and Chair of the Research Action Committee. In her role as Chair of the FRSA Board Research Action Committee, she continued to advance FRSA's strategic role in advocating for prevention and early intervention approaches in the Family and Community Sector and a greater integration of service delivery across family, health, education and welfare systems.

Deb continues to take a strong interest in the work of FRSA and advocates for equity and integration in service delivery, workforce development and employment, across the education, health and family support services, in order to improve outcomes for all families, particularly Aboriginal families and vulnerable families.

She is currently the Director of Connected Beginnings, Tennant Creek, Northern Territory. This Australian Government funded program takes a collective impact, whole of community approach to improving outcomes for 0-5 year olds, with a particular focus on Aboriginal children and their families and communities. This program brings together Deb's passions for social justice, and the integration of education, health and family services, to ensure Aboriginal children get a great start to life and learning. She commenced this position in February 2019.

Deb is also Deputy Chair of the Board of Directors of Barkly Regional Arts, a community arts organisation supporting artists and communities across the Barkly develop the unique contemporary culture and arts of the Barkly Region in Tennant Creek.

For many years, prior to returning to Tennant Creek, Deb was Associate Director of the Family Action Centre (FAC), at the University of Newcastle (UON), where she was involved in integrating service delivery, teaching and research in this unique multi-disciplinary, multi-functional centre in the Faculty of Health and Medicine.



SERGE SARDO

B.A. Grad Dip Counselling, MBA,
Registered Psychologist

Board Treasurer

- *Chairperson of the Finance, Risk & Governance Committee*

Appointed: 24 November 2017

Reappointed: 23 November 2018

Reappointed: 22 November 2019
(Current term expiry AGM 2021)

Serge is the CEO of Better Place Australia (formerly FMC Mediation and Counselling and a Board Director for Scope Disability Services and Family and Relationship Services Australia (FRSA). Prior to these roles he was the inaugural CEO of the Victorian Responsible Gambling Foundation where he was instrumental in establishing the Foundation as a world leader in the delivery of counselling, support and prevention programs to over 100 different locations.

Serge has accumulated over 12 years' experience as a CEO and non-executive director for not-for-profit or government organisations. As a psychologist with nearly 20 years' experience, Serge has delivered and managed a wide variety of community based therapeutic and prevention services and has been a member of two Ministerial Advisory Councils at the state and federal level. With an MBA qualification and strong commercial experience, Serge also brings to the role expertise in marketing, social policy and advocacy.



PAULA WASHINGTON

BA (Psychology), MBA (Dispute Resolution),
JP (Qual)

Chairperson of the Sector Events Committee

- *Chairperson of the Conference Reference Committee*
- *Chairperson of the Strategic Leadership Forum Committee*
- *Research and Policy Committee*

Appointed: 1 December 2016

Reappointed: 23 November 2018
(Current term expiry AGM 2020)

Paula Washington has worked in the social services sector for 26 years across the areas of child protection, alternative care, counselling, mediation, aged care, volunteer and disability support services. Key areas of interest are workforce and service development, and strategic planning for organisations in the not for profit sector.

As the Executive Director for Centacare North Queensland, Paula has a strong commitment to regional issues affecting individuals and families across the north and western regions of Queensland. Paula has been a board member of Family Relationship Services Australia (National Peak Body) since 2016 and is the current Chair of their Sector Events Committee.

Paula is presently involved in regional leadership groups focused on sector development, and integrated service approaches to reducing social and economic disadvantage. Sector and broader community capacity building is a key area of focus, evidenced through Paula's delivery of internationally recognised training in Suicide Intervention (ASIST), Family Violence Intervention (AVERT) and work with Central Queensland University as a Student Learning Advisor.



TONY FITZGERALD

B. Bus Acctg. CPA, MAICD

- *Finance, Risk & Governance Committee*
- *Sector Events Committee*
- *Conference Reference Committee*

Appointed: 23 November 2018
(Current term expiry AGM 2020)

Tony has enjoyed an executive career in three organisations over his working life, NAB and State Trustees, with his most recent role being CEO of the Centacare, Catholic Diocese of Ballarat and Centacare Housing Services.

Since becoming CEO of Centacare and Centacare Housing Services Tony has been committed to advocating and increasing social and affordable housing on behalf of the homelessness, unemployed and disability sector. He strives to ensure Centacare continues to deliver a broad range of quality programs to clients across the Diocese of Ballarat, some of these programs include Family Relationships Services, School Support, Supported Residential services, Family Mental Health Support Services, Juvenile Justice, Victims of Crime and Employment. Families, children and individuals have all benefitted from his management and advocacy of over 54 programs. He is a member of the Board of CatholicCare Victoria Tasmania, the Australian Catholic Housing Alliance, The Family Relationship Services Australia and is the current Chair of the Central Highlands Family Services Alliance.

As Managing Director of State Trustees he spent over 11 years looking after people with a legally recognised mental or intellectual incapacity and managing all of their financial and legal affairs under statutory appointment from VCAT. State Trustees employs 450 people and has a gross revenue of approximately $65m, having grown from approximately $42m when Tony became MD.

Prior to joining State Trustees Tony spent over 25 years at the NAB both domestically and overseas working in senior positions in Marketing, Credit and Strategy & Planning. Tony has also enjoyed a secondment to the NAB's former subsidiary in Northern Ireland.



LEANNE STROMMEN

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

- *Sector Events Committee*
- *Conference Reference Committee*
- *Research and Policy Committee*

Appointed: 22 November 2019
(Current term expiry AGM 2021)

Leanne Strommen is the General Manager Community Services of Centrecare Inc, which delivers a diverse range of social services to the West Australian community and provides 67 programs and over 150,000 community contacts a year. Her involvement in the sector, both paid and voluntary positions spans over 30 years. Leanne 's direct experience is through her work in the areas of individual, family and children counselling, family and relationship services, early education programs, homelessness support, housing provision, justice programs, settlement services, out of home care, financial counselling support and family and domestic violence services. Leanne is strongly committed to the recognition of Indigenous people as the original custodians of our land and working towards addressing the barriers that Indigenous people face in getting appropriate services to meet their needs.

Her involvement in the sector, both paid and voluntary positions spans over 30 years. Leanne's managerial skills and knowledge of community services has helped her develop a deep understanding of the social service sector and government systems in which community service organisations engage. Leanne considers it essential that people from all backgrounds have access to service consistency and service excellence. Further to this, that the sector is central to the future wellbeing of so many Australians and continually seeks through advocacy and lobbying to protect the integrity and quality of social service delivery throughout Australia.

Leanne's strong knowledge and understanding of the local needs of the community and effective responses pertains to metropolitan, rural and remote areas. Her involvement has been in state government and national committees. Leanne is Centrecare's representative in the WA Alliance to End Homelessness – Collaborative Lead Group and the Child & Family Alliance WA. Leanne is a current Director of Family Relationship Services Australia.



ALLISON WAINWRIGHT

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

- *Research and Advisory Committee*
- *Sector Events Committee*
- *Strategic Leadership Forum Committee*

Appointed:22 November 2019
(Current term expiry AGM 2021)

Allison Wainwright is the Chief Executive Officer at Family Life, a specialist family services provider, working with vulnerable children, families and communities.

Allison has worked in both government and not for profit sectors in senior practice and executive management roles in the areas of children, youth and family services in South Africa and Australia. Allison has an extensive range of knowledge and experience spanning over 20 years of social work practice. She has a specialist skill set that focuses on programmatic design of therapeutic systems that provide trauma informed interventions and family sensitive practice including crisis services, residential care, child protection, family support and community based models. Allison has previously managed clinical, case management support teams in family violence, children and family services — in particular clinical mental health, and services for women and children experiencing violence.

She has provided international leadership over collective impact, community change and primary prevention initiatives. Designing place based and community centred models around HIV/AIDS prevention, family violence prevention, sexual health and place based 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.



HIS HONOUR JUDGE MATTHEW MYERS

BA, LLB, LLM, GDip Family Dispute Resolution

- *Co-Opted Board Member*

Appointed: 6 February 2015
Reappointed: 17 February 2016
Reappointed: 24 November 2017
Reappointed: 23 November 2018
Reappointed: 22 November 2019
(Current term expiry AGM 2020)

His Honour Judge Myers AM sits as a Judge of the Federal Circuit Court of Australia it its Family Law Division.

Judge Myers was appointed as an ALRC Commissioner in February 2017 to lead the inquiry into the incarceration rates of Aboriginal and Torres Strait Islander peoples. Judge Myers was appointed to the Federal Circuit Court of Australia in 2011. He is an Adjunct Professor of Law at the University of New South Wales and holds a Bachelor of Arts and a Bachelor of Laws from the University of New South Wales, a Master of Applied Law (Family Law) from the College of Law and a Vocational Graduate Diploma of Family Dispute Resolution from Bond University.

Prior to his appointment to the Bench in December 2011, Judge Myers was a practising solicitor in the central coast of NSW undertaking Legal Aid and private family law work in parenting and property matters. Judge Myers is also an accredited and experienced Family Dispute Resolution practitioner, and is active in a number of committees including the Federal Circuit Court Indigenous Access to Justice Committee, the Law Society of NSW Indigenous Issues Committee, the Co-Chair of the Aboriginal Family Law Pathways network, and guest lecturer at the University of Newcastle.

Judge Myers was awarded the NSW Law Society President's medal in 2011 and received the award of Member of the Order of Australia in the Queen's Birthday Honours list in 2013 for services to the community in the area of welfare and family law.

Judge Myers is a Fellow of the Australian Academy of Law.



MEGAN MITCHELL

BA, MA (Social Policy), MA (Psychology), Dip Ed

- *Co-Opted Board Member*
- *Research and Policy Committee*

Appointed: 1 March 2019

Reappointed: 22 November 2019
(Current term expiry AGM 2020)

Megan Mitchell was Australia's first National Children's Commissioner at the Australian Human Rights Commission, from 2013–2020. She is currently a consultant and part of the research team at the Research Centre for Children and Families at the University of Sydney.

Megan has previous experience in both government and non-government roles in child protection, out-of-home care, youth justice, disability, and early childhood services. Megan also holds qualifications in social policy, psychology and education.

During her time as Commissioner, Megan presented six statutory reports to federal Parliament on the state of children's rights in Australia, including on: suicide and self-harm among children and young people; the impact of family and domestic violence on children and young people; the oversight of children in correctional detention, the experiences and needs of young parents and their children, and; Australia's performance in meeting its obligations against the articles of the UN Convention on the Rights of the Child.





FRSA Team

(left to right)

Vanessa Lam
Communications Officer

Jackie Brady
Executive Director

Narelle Kay
Administrative Officer

Robyn Clough
Manager of Policy and Research
(21 October 2019–current)

Rebecca Van Der Hor
Events Officer
(Until 22 May 2020)

Acknowledgement of Support

During 2019–20, FRSA received financial and in-kind support from the Australian Government, member organisations, and conference sponsors.

We recognise that our achievements would not have been possible without this support. In particular, we acknowledge the significance of funding provided by the Department of Social Services (DSS) and the Attorney-General's Department (AGD).

Australian Government
Department of Social Services

Department of Social Services

We are grateful to the Minister for Families and Social Services, Senator the Hon Anne Ruston, 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 programme initiatives and 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 Christian Porter, 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.

Funding received from our stakeholders supports the following core activities:

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

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

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

2019 NATIONAL CONFERENCE SPONSORS

GOLD SPONSOR

Uniting

OCHRE SPONSOR

Relationships Australia

SILVER SPONSOR

Better Place Australia

MOBILE OFFICE SPONSOR

Anglicare Australia

2019 RECIPROCAL SPONSORS

Australian Institute of Family Studies (AIFS)

SNAICC — National Voice for our Children

FRSA recognises the positive role that sponsorship, advertising and promotional material play in supporting the FRSA National Conference.

FRSA has engaged in reciprocal exhibitor agreements with the SNAICC — A National Voice for Children and the Australian Institute of Family Studies (AIFS) in support of the key conferences held by these organisations.

Through arrangements with these key stakeholders within the family and relationship service sector, FRSA is able to connect with a broader range of people and organisations that work with children, families and communities throughout Australia. We trust that the reciprocal arrangement also provides a similar benefit to both SNAICC and AIFS when they hold an Exhibitors presence at the FRSA Conference.

We are also mutually supportive in broader communications and social media environment. FRSA would like to acknowledge SNAICC and AIFS as key supporters of the FRSA National Conference for 2019.



Members 2019 – 2020

AUSTRALIAN CAPITAL TERRITORY

- Anglicare NSW South, NSW West and ACT
- Capital Region Community Services (Formerly Belconnen Community Service)
- Catholic Social Services Australia
- CatholicCare Canberra and Goulburn
- Conflict Resolution Services
- Families ACT
- Lone Fathers Association Australia
- Marymead Child & Family Centre
- Playgroup Australia Limited
- Relationships Australia National
- Relationships Australia Canberra and Region
- Samantha Page (Individual Member)

NEW SOUTH WALES

- Anglicare Sydeny
- Baptist Care NSW & ACT
- Boronia Multicultural Services Inc
- CatholicCare Diocese of Broken Bay
- CatholicCare Hunter-Manning
- CatholicCare — Western Sydney & Blue Mountains (Formerly CatholicCare Social Services — Diocese of Parramatta)
- CatholicCare Sydney
- CatholicCare Wollongong
- Centacare Bathurst
- Centacare New England North West
- Centacare South West NSW
- CatholicCare Wilcannia-Forbes
- Community First Step
- CRANES Community Support Programs
- Family Action Centre
- Family Support Newcastle
- First Light Care Association Inc
- FOCUS Connect (Formerly MacArthur Diversity Services Initiative Ltd)
- Interrelate Ltd
- Kirkman Family Law/Lawswitch
- Legal Aid NSW
- Marist Youth Care Limited t/a Marist180
- Prepare/Enrich Australia
- Relationships Australia NSW
- Samaritans Foundation
- Southern Youth & Family Services
- Tamworth Family Support Services Inc
- The Benevolent Society
- The Family Centre
- The Smith Family
- Uniting (NSW/ACT)
- Western Sydney Community Legal Centre
- Young Women's Christian Association
- Andrew King (Individual Member)

TASMANIA

- Anglicare Tasmania Inc
- CatholicCare Tasmania
- Positive Solutions
- Relationships Australia Tasmania

SOUTH AUSTRALIA

- ac.care
- Anglicare SA Inc
- Baptist Care (SA) Inc
- Centacare Catholic Family Services
- Centacare Catholic Country SA Ltd
- Lutheran Community Care
- Relationships Australia SA Ltd
- Uniting Communities
- Uniting Country SA Inc

WESTERN AUSTRALIA

- Accordwest
- Amity Health
- Anglicare WA
- Catholic Marriage and Fertility Service
- Centacare Geraldton
- Centrecare Inc (Perth)
- Ishar Multicultural Women's Health Centre
- Jacaranda Community Centre Inc
- Men's Outreach Service Broome
- Ngala Community Services
- Relationships Australia Western Australia
- YMCA WA

VICTORIA

Anglicare Victoria
Australian Institute of Family Studies
Better Place Australia
Berry Street Victoria
Bethany Community Support
CatholicCare Melbourne
CatholicCare Sandhurst
Centacare Ballarat
Child & Family Services Ballarat
City of Greater Geelong
Comm Unity Plus Services
drummond street services Inc
EACH
Family Life Ltd
Family Relationships Institute Inc (RELATEWELL)
FamilyCare
Gateway Health
Kids First Australia
MacKillop Family Services
Mallee Family Care
Marriage & Relationship Educators Association of Australia
Odyssey House Victoria
OzChild
Pronia
Relationship Matters (Formerly LifeWorks Relationship Counselling & Education Services)
Relationships Australia Victoria
Save the Children Australia
The Salvation Army Bendigo Community Services
Upper Murray Family Care
Zoe Support Australia
Amanda Testro (Individual Member)

NORTHERN TERRITORY

Anglicare NT Ltd
CatholicCare NT
Connected Beginnings
FAST NT (Families And Schools Together)
Northern Territory Legal Aid Commission
Relationships Australia NT

QUEENSLAND

Anglicare Southern Queensland
CatholicCare Social Services Toowoomba
Centacare Brisbane
Centacare CQ — Catholic Diocese of Rockhampton
Centacare FNQ
Centacare North Queensland
Encircle Ltd
Foundations Care Ltd
Key Assets
Kyabra Community Association Inc
Lifeline Darling Downs & South West QLD
Men's Information and Support Association Inc
Mercy Community Services SEQ Ltd
North Burnett Community Service Inc (Formerly Mundubbera Community Development Association Inc)
New Way Lawyers
QPASTT
Relationships Australia QLD
Toowoomba Children's Contact Centre
UnitingCare Queensland
YFS Ltd
Yourtown

HONORARY MEMBERS

Professor Richard Chisholm AM
Sue Holmes
Michael Hunt
Sue Pidgeon
Professor Bryan Rodgers



FRSA Audited Financial Statements

Financial report for the year ended 30 June 2020

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2020

The directors present their report on Family & Relationship Services Australia Limited for the financial year ended 30 June 2020.

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 Glenda Devlin	Chair	Appointed: 24 November 2017
Ms Marie Morrison	Former Chair	Term Ended: 21 November 2019
Ms Teresa Jayet	Deputy Chair	Appointed: 23 November 2018
Dr Deborah Hartman	Former Deputy Chair	Term Ended: 21 November 2019
Mr Serge Sardo	Treasurer	Appointed: 24 November 2017
Judge Matthew Myers AM	Director	Appointed : 6 February 2015
Ms Paula Washington	Director	Appointed: 1 December 2016
Mr Anthony Fitzgerald	Director	Appointed: 24 November 2018
Ms Megan Mitchell	Director	Appointed: 19 March 2019
Ms Leanne Strommen	Director	Appointed: 22 November 2019
Ms Allison Wainwright	Director	Appointed: 22 November 2019

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 Glenda Devlin	Chair (Appointed 22 November 2019)
Qualifications	B. Social Work (Hons), M. Gestalt Therapy (La Trobe), Cert. Executive Management and Development (AGSM), MAASW, GAICD
Ms Marie Morrison	Former Chair (Appointed: 23 November 2018)
Qualifications	BSc Psych (Hons), AICD Member
Ms Teresa Jayet	Deputy Chair (Appointed 22 November 2019
Qualifications	MBA, Grad FDR, BSocWk, BEd, Dip Financial Counselling
Mr Serge Sardo	Treasurer (Appointed 22 November 2019
Qualifications	BA, Grad Dip Counselling, MBA, Registered Psychologist
Mr Anthony Fitzgerald	Director
Qualifications	B. Bus Acctg. CPA MAICD
Dr Deborah Hartman	Former Director
Qualifications	Dip. Teach, B.A., Grad Dip TESOL, M.Ed., PhD

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2020

Ms Megan Mitchell	Director
Qualifications	BA, MA (Social Policy), MA (Psychology), Dip Ed
Judge Matthew Myers AM	Director
Qualifications	BA, B.Laws, GDip Family Dispute Resolution, M.Laws.
Ms Leanne Strommen	Director
Qualifications	B. Social Work, Advanced Cert. Human Services (Disabilities), Grad Dip Housing Management and Policy
Ms Allison Wainwright	Director
Qualifications	M.Social Work (University of South Africa), Psych (Hons) (University of South Africa), BSocSc (Hons)
Ms Paula Washington	Director
Qualifications	BA (Psychology), MBA (Dispute Resolution)

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.

This Strategic Plan 2018-2021 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

The wellbeing of all children, families and communities in Australia is supported and protected.

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.

In order to achieve our purpose, FRSA will:

1 Represent and promote the sector
2 Provide value to members and other stakeholders
3 Promote sector capacity and impact
4 Foster innovation and collaboration
5 Ensure good governance

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2020

1. Represent and promote the sector

FRSA will:

1.1 Engage with federal government and other stakeholders to influence policy. In recognition of Aboriginal and Torres Strait Islander peoples. FRSA provides opportunities for their views and concerns to be heard and represented in our discussions about policy.

1.2 Regularly meet with politicians, government officials and other stakeholders to provide information and advice on family services.

1.3 Provide feedback and submissions to relevant Australian Government reviews and inquiries, with input from members.

1.4 Represent members on committees and advisory groups.

1.5 Facilitate opportunities for FRSA members to engage with politicians and government officials.

1.6 Influence public debate and discussion.

2. Provide value to members and other stakeholders

F**RSA will:**

1.1 Effectively represent the FRSA membership, maintain members' active engagement and support and expand a diverse membership.

1.2 Provide expert consultancy and advice and act as a reference point for stakeholders to connect with the sector.

1.3 Promote and support the development of a strong evidence base to demonstrate the social and financial impact of the family and relationship services sector.

1.4 Engage the members and stakeholders to contribute to FRSA policy positions, papers and forums.

1.5 Develop and disseminate high-quality resources and information.

1.6 Be a conduit of information across members and stakeholders, including practice approaches and government programs and policies.

3. Promote sector capacity and impact

1.1 Deliver and facilitate events and conferences to support sector development and to inform and guide government programs and policies.

1.2 Inform and provide commentary on emerging issues and trends.

1.3 Provide professional development opportunities for the sector, including education and training about government programs, policies and initiatives.

1.4 Showcase the effectiveness and impact of members' services, programs and initiatives that lease to improved outcomes for children, families and communities.

Directors' Report
For the Year Ended 30 June 2020

4. Foster innovation and collaboration

FRSA will:

1.1 Promote the benefits of collaboration, research, evaluation and innovative practice.

1.2 Seek opportunities to undertake further research and innovation in prevention, early intervention and integrated service delivery.

1.3 Continue to develop existing cross-sector relationships, including health, education and legal services and sectors.

1.4 Identify new relationships that could be developed and enhanced to strengthen FRSA and its membership.

1.5 Identify opportunities and seek funding for innovative and collaborative projects.

1.6 Seek opportunities to showcase good practice and research collaborations in working with Aboriginal and Torres Strait Islander peoples.

5. Ensure good governance

FRSA will:

1.1 Build and maintain strong and sustainable governance arrangements.

1.2 Seek to develop a broader and/or more diverse funding base.

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 2020 the collective liability of members was $ 1,500 (2019: $ 1,400).

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report
For the Year Ended 30 June 2020

Meetings of directors

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

	Directors' Meetings	
	Number eligible to attend	Number attended
Ms Marie Morrison	1	1
Ms Glenda Devlin	6	6
Ms Teresa Jayet	6	6
Mr Serge Sardo	6	6
Dr Deborah Hartman	1	1
Judge Matthew Myers AM	6	3
Ms Paula Washington	6	6
Mr Anthony Fitzgerald	6	6
Ms Megan Mitchell	6	6
Ms Leanne Strommen	5	5
Ms Allison Wainwright	5	5

2. Operating results

The surplus of the Company after providing for income tax amounted to $ 256,461 (2019: $ 231,197).

Events after the reporting date

The COVID-19 outbreak has impacted the way of life in Australia. This has affected the ability of the Company to continue operations as usual and has impacted on its operating results. In accordance with national guidelines, the Company has implemented remote working arrangements in response to government requirements and to ensure the wellbeing and safety of all employees and visitors.

The Company has determined that there are no going concern risks arising from the impact of the COVID-19 outbreak. The Directors have determined that the Company remains in a healthy cash position and retained stable grants, sponsorships and membership numbers for the 2021 financial year.

In response to the COVID-19 pandemic, Management and Directors, in accordance with current Government guidelines, postponed the 2020 financial year Annual Conference and rescheduled to June 2021.

Management have analysed the financial impact of the Annual Conference for the financial year 2021 and adjusted anticipated revenue for 2 probable scenarios.

1. a reduction in both registration and sponsorship revenue due to anticipated and ongoing impacts of Covid19 restrictions currently in place

2. cancellation of the Annual Conference if required due to COVID 19 in response the Government guidelines.

It is the opinion of Management that necessary steps have been taken to mitigate any financial impact to Family & Relationship Services Australia financial performance for the financial year ending 30 June 2021. Family & Relationship Services Australia financial position will not be significantly impacted should either scenarios occur.

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Directors' Report

For the Year Ended 30 June 2020

Except for the above, no other matters or circumstances have arisen since the end of the financial year which significantly affected or could significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

Auditor's independence declaration

The auditor's 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 2020 has been received and can be found on page 7 of the financial report.

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

Director:  ..

Date: 30 September 2020

Hardwickes
more than accounting

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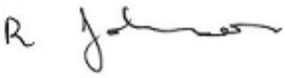
Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Family & Relationship Services Australia Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020, 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
Chartered Accountants



Robert Johnson FCA
Partner

30 September 2020

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 2020

	Note	2020 $	2019 $
Revenue and other income	2	**1,358,729**	1,291,846
Administration and management fees		**(238,803)**	(190,429)
Conference expenses		**(351,384)**	(325,175)
Depreciation		**(3,448)**	(5,207)
Depreciation - Right-of-use assets		**(28,178)**	-
Finance costs on lease liability		**(2,325)**	-
Information technology expenses		**(7,148)**	(7,260)
Insurance		**(7,372)**	(7,732)
Marketing expenses		**(2,896)**	(6,030)
Printing and stationery		**(10,500)**	(13,242)
Occupancy expenses		**(9,743)**	(39,941)
Staffing expenses		**(391,295)**	(399,232)
Travel expenses		**(49,176)**	(66,401)
Surplus before income tax		**256,461**	231,197
Income tax expense		**-**	-
Surplus for the year		**256,461**	231,197
Other comprehensive income		**-**	-
Total comprehensive income for the year		**256,461**	231,197

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Statement of Financial Position

As At 30 June 2020

	2020 $	2019 $
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	**836,554**	733,332
Trade and other receivables	**12,147**	12,475
Other assets	**33,315**	40,304
TOTAL CURRENT ASSETS	**882,016**	786,111
NON-CURRENT ASSETS		
Plant and equipment	**4,759**	3,208
Right-of-use assets	**30,037**	-
TOTAL NON-CURRENT ASSETS	**34,796**	3,208
TOTAL ASSETS	**916,812**	789,319
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	**46,219**	57,441
Employee benefits	**37,738**	33,481
Lease liabilities	**31,300**	-
Other liabilities	**36,554**	187,414
TOTAL CURRENT LIABILITIES	**151,811**	278,336
TOTAL LIABILITIES	**151,811**	278,336
NET ASSETS	**765,001**	510,983
EQUITY		
Retained earnings	**765,001**	510,983
TOTAL EQUITY	**765,001**	510,983

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Statement of Changes in Equity

For the Year Ended 30 June 2020

2020

	Retained Earnings	Total
	$	$
Balance at 1 July 2019	**510,983**	**510,983**
Restatement due to adoption of AASB 16	**(2,443)**	**(2,443)**
Balance as at 1 July 2019 restated	**508,540**	**508,540**
Surplus for the year	**256,461**	**256,461**
Balance at 30 June 2020	**765,001**	**765,001**

2019

	Retained Earnings	Total
	$	$
Balance at 1 July 2018	279,786	279,786
Surplus for the year	231,197	231,197
Balance at 30 June 2019	510,983	510,983

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Statement of Cash Flows

For the Year Ended 30 June 2020

	2020 $	2019 $
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	**1,302,862**	1,354,826
Payments to suppliers and employees	**(1,166,136)**	(1,086,552)
Interest received	**3,179**	5,103
Net cash provided by/(used in) operating activities	**139,905**	273,377
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	**(4,999)**	(888)
Purchase of available-for-sale investments	**-**	18,630
Net cash provided by/(used in) investing activities	**(4,999)**	17,742
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of finance lease commitments	**(31,684)**	-
Net cash provided by/(used in) financing activities	**(31,684)**	-
Net increase/(decrease) in cash and cash equivalents held	**103,222**	291,119
Cash and cash equivalents at beginning of year	**733,332**	442,213
Cash and cash equivalents at end of financial year	**836,554**	733,332

Family & Relationship Services Australia Limited

ABN: 38 124 321 080

Notes to the Financial Statements

For the Year Ended 30 June 2020

Note 1: Basis of Preparation

The concise financial report is an extract of the full financial report for the year ended 30 June 2020. 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 included 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 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

	2020	2019
	$	$
- Program Support	**460,743**	451,968
- Other Grants	**-**	4,374
- Conference Income	**481,806**	467,779
- Membership Fees	**347,946**	234,296
- Government Subsidies - Cash Flow Boost	**62,500**	-
- Interest	**3,179**	5,103
- Registration Income CIP	**2,555**	109,424
- Event Management Fees	**-**	18,500
- Other Income	**-**	402
Total Revenue and other income	**1,358,729**	1,291,846

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

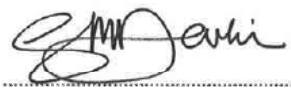
Responsible Persons' Declaration

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 2013*.

Responsible person  ..

Date:.....30/09/2020.....

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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 2020, 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 a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion, the accompanying concise financial report, including the discussion and analysis, is consistent, in all material respects, with the audited financial report, in accordance with AASB 1039: *Concise Financial Reports*.

Concise Financial Report

The concise financial report does not contain all the disclosures required by Australian Accounting Standards applied in the preparation of the audited financial report of Family & Relationship Services Australia Limited. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The concise financial report and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

Independence

In conducting our audit, we have complied with the independence requirements of the *Australian Charities and Not-for-profits Commissions Act 2012*. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commissions Act 2012*, which has been given to the Directors of Family & Relationship Services Australia Limited, would be the same terms if given to the Directors as at the time of this auditor's report.

Responsibilities of Directors for the Financial Report

The Directors of the Company are responsible for the preparation of the concise financial report in accordance with AASB 1039: *Concise Financial Reports*.

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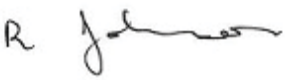
Family & Relationship Services Australia Limited

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

Auditor's Responsibilities for the Audit of the Financial Report

Our responsibility is to express an opinion on whether the concise financial report is consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810: *Engagements to Report on Summary Financial Statements*.

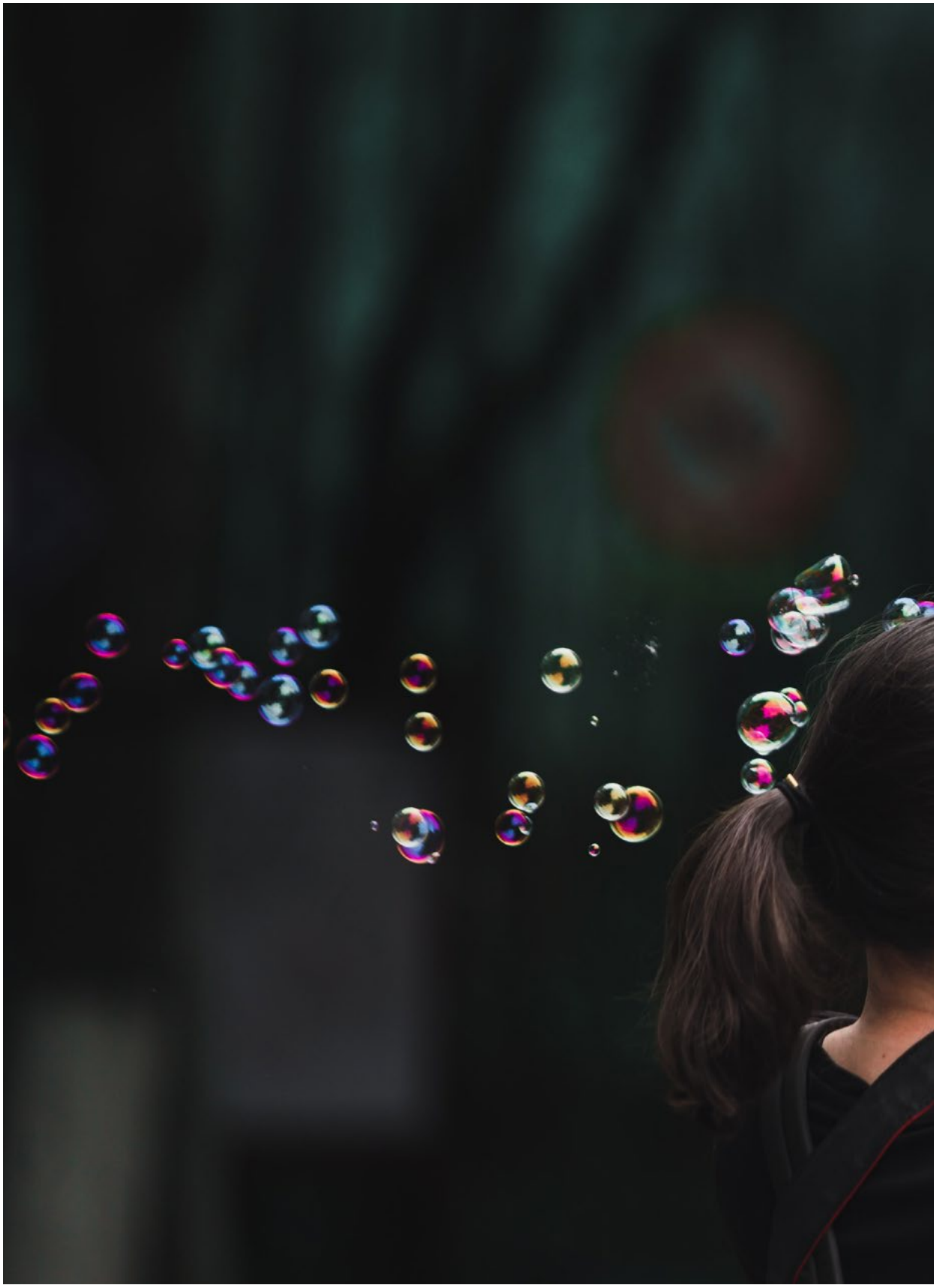
Hardwickes
Chartered Accountants



Robert Johnson FCA
Partner

Canberra
30 September 2020

CHARTERED ACCOUNTANTS
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Family & Relationship Services Australia

ANNUAL REPORT 2019–20

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