



Building Stronger Relationships since 1978

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MISSION STATEMENT

‘To assist individuals, partners and families, in all their diversity, to achieve and maintain quality and meaningful lives through quality and meaningful relationships’.



ABOUT US

Family Relationships Institute Inc., trading as RelateWell, was founded in 1978. It is a not-for-profit community secular organisation providing a range of family and relationship services at the significant transition points of relationship formation, extension and separation. Programs and services are in relationship, marriage and parenting psychoeducation and counselling; and in specialist mental health services. RelateWell is a leader in primary prevention, early intervention, treatment and recovery; aiming to support individuals, couples and families in navigating life's significant events. RelateWell works in partnership with key stakeholders in caring for your personal, psychological and mental health. Our programs and services are funded by the Australian Government Department of Social Services (DSS).

Our History

The story of the Family Relationships Institute Inc. started in 1978 when the organisation was founded by Don Burnard, a Senior Psychologist who specialised in Relationship Development Courses; and Dr Ron Fitzgerald who was a Commissioner for the Education Section of the Henderson Poverty Report. There existed a need in service delivery to deliver Marriage and Relationship Education Training to couples at the prevention end of the lifecycle rather than at the tertiary end.

Since 1978, RelateWell has worked collaboratively with Government at all levels, key stakeholders and family services providers throughout metropolitan Melbourne to deliver the best outcomes for individuals, couples and families accessing our services and programs.

Our family and relationship education programs and counselling services are primarily in prevention and early intervention and target the significant family transition points including relationship formation, extension and separation. Essentially, our services prepare people with the skills to deal with life challenges and changes before they become big problems and provide assistance for relationship distress and breakdown.

RelateWell aims to provide family and relationship support services at a price which keeps them within financial reach of the majority of people in the community. This entails increasing the participation of vulnerable people in our services and community life.

The Institute is incorporated under the Associations Incorporation Act. ABN: 26 497 501 316



Board of Management

The Family Relationships Institute Inc. is governed by a Board of Management, who is committed to achieving our vision of building a sustainable business governed by sound governance.

BOARD OF MANAGEMENT

PRESIDENT

Denis O'Donnell

VICE PRESIDENT

Luciana Martini

TREASURER

Brigid Burnard

PUBLIC OFFICER

Donna Cossio (non-voting member)

BOARD MEMBERS

Jen Lawrie-Smith (resigned 9 October 2018)

Stavros Sakellaris

Russell Williams

Tina Douvos-Stathopoulos (commenced 14 February 2019)

Joan Pianta (commenced 16 May 2019)

HONORARY MEMBERS

Don Burnard

Dr Ron Fitzgerald

EXECUTIVE DIRECTOR

Angela Damianopoulos

Board of Management Charter

The role of the Board is to provide leadership for and supervision over the organisations affairs:

- Developing and approving the vision, purpose and values of the Institute.
- Monitoring management's performance, providing feedback and assistance in the implementation of strategy. Ensuring appropriate resources are offered.
- Approving key organisational policies and approving and monitoring the progress of major capital expenditure, capital management and acquisitions.
- Reviewing and ratifying systems of risk management and internal compliance and control, codes of conduct and legal compliance.
- Approval of annual budget.
- Monitoring the financial performance of the Institute and ensuring there are adequate funds and resources for the organisation.
- Overall organisational governance, including conducting regular reviews of the balance of responsibilities within the organisation to ensure division of functions remains appropriate to the needs of the Institute.
- Liaising with the Institute's external auditors.
- Ensuring that all votes cast by members of the Board as a nominated proxy are cast in accordance with the instructions given on the proxy form.
- Ensuring the Board is functioning well and planning for the succession and orientation of Board members.
- The Board should seek advance commitment from perspective Board members to any particular policies concerning the expectations of the Board regarding matters such as investment of time, attendance requirements, conflict of interest policy and practice, acceptance of responsibility and collective decision-making.
- Policies in dealing with Board consecutive terms.

Funding Partner

**Executive Directors Report
at the Annual General Meeting of the Family Relationships
Institute Inc. trading as RelateWell
Thursday 14 November 2019**



I would like to commence by acknowledging the traditional owners of the land, the Wurundjeri people, elders past and present.

Over the last 12 months, our organisation has been responding to key issues which have been impacting our sector – funding uncertainty beyond 2020 and securing a sustainable business. In response, service design has focused around consumer needs, particularly in developing responsive ways of delivering services to our clients which are accessible, convenient, affordable and technologically progressive. Namely, providing an outreach service model at partner locations which maximises our capacity to meet service demands within a financially viable framework for the most vulnerable and disadvantaged populations in key delivery areas.

The Department of Social Services (DSS) is currently undergoing a review of the Families and Communities Program. Our sub-activity, Family and Relationship Services (FaRS) sits within this program. An extension of the current Grant Agreement was signed between the Department and our organisation for an additional 2019-20 funding period with the Activity completion date being 30 June 2020.

As per our funding status beyond this date, the organisation has received notification from our peak body Family and Relationship Services Australia (FRSA) that the Families and Communities Program is currently “under review”. Our peak body is working diligently with the Department to guarantee future funding beyond 2020.

In lobbying Government, advocacy needs to be underpinned by the reality that investment in tertiary intervention does not save money for the Government in the long-term as many of the health and social problems that our communities experience are preventable such as mental illness, antisocial behaviour, substance abuse and social exclusion. Several of these difficulties result from common changeable risk factors in family units and child development. Our organisation and sector has the expertise to address many of the risk factors and combine prevention and early intervention responses early in the intervention cycle, across the health, education and community service areas. The saying “Happy Families Flourish” cannot be underestimated, particularly as safe and secure early attachments early in life subsists as a predictor of positive societal relationships and reduced antisocial behaviour and criminality later in life (Shonkoff et al., 2009).

Advocacy needs to exemplify that primary prevention and early intervention approaches function quite contrary to conventional economic rationale by acquiring massive savings in public expenditure for the minimum of investments in better outcomes and by preventing expensive public provisions when things go wrong. Both approaches offer a genuine opportunity to make lasting improvements in the lives of children; to break the intergenerational cycle of poverty and disadvantage; to

prevent many persistent socioeconomic problems; and to deliver long-term savings in public spending.

In 2018/2019, there was an increase of 11% in the number of unique clients supported by our services. This increase is significant, given that back in 2015/2016, 200 couples attended our relationship education programs; in stark contrast to 140 couples in 2017/2018; and 94 couples in 2018/2019. Remaining relevant, adaptable and receptive to change has seen positive results in extending our reach in specialist mental health services and re-adapting our focus in family and relationship psycho-educational services.

RelateWell works within a realm where people have many layers, symbolised by complex, multiple societal features which are intertwined and connected. From within these societal features are various scopes of perceived powers and inequalities. Particularly within the realm of family violence, understanding the intersectionality of multiple societal features and characteristics such as gender, Aboriginality, cultural and linguistic background, mental health, socioeconomic status, sexual orientation and identity, housing status, age and criminality enables our service system to better comprehend and respond to the complexities of relationships, experienced and perpetrated by individuals with a diverse range of societal characteristics.

2018 marked our 40th Anniversary and what a remarkable journey it has been.

At face level, RelateWell is flourishing, evident in the increasing number of consumers who engage in our services and with whom we support every day. But this has been a challenging task in a highly competitive work space. In remaining “relevant”, the organisation has shifted its entire focus from working significantly in the relationship and marriage services space to becoming a force in the specialist mental health space from supporting clients with targeted psychological support services for mild to moderate mental illness to supporting the wellbeing of parents during the significant postnatal period. Our therapists do phenomenal work in this space, matching interventions to an individual’s needs dependent on complexity, severity and preferences.

RelateWell is still a leader in providing relationship psychoeducational programs at the significant transition point of forming relationships and marrying, but a declining referral base has seen a re-shifting of focus to the significant transition point of becoming parents, delivered via our “Self-Care” module at New Parent Groups at the significant postnatal period, through our partnership with Moreland Maternal and Child Health Unit.

Our 'Self-Care' module supports parents who are emotionally struggling in the postnatal period to look after themselves. Whilst couples are supported in the preparation for birth through antenatal programs, and new mothers supported by the maternal and child health sector, there are limited supports to parents directly addressing expectations and relationship changes in the post-partum period with an emphasis on parenting new-born's. Our presentation not only provides parents with invaluable information, it also introduces participants to our therapists, whom facilitate the groups; and to our counselling services. The module is currently being delivered at 11 Maternal and Child Health locations in Moreland: Brunswick South, Lygon Street, Brunswick West, Coburg, Moreland, Newlands, Fawkner, Belle Vue Park, Gowanbrae, Pascoe Vale and Pascoe Vale South. RelateWell also delivers parenting and relationship support and counselling services within the phenomenal Springvale Service for Children space.

Prevention and early intervention is vital. Particularly at the significant family transition points of individual's forming relationships and becoming parents. It is at these points that our services aim to raise awareness and provide people with the support as early as possible in a child's life. It is in these early years that you are able to work on your child's significant developmental years from birth to school entry.

The Royal Commission into Family Violence exposed that family violence is a gendered crime where the majority of victims, 75%, are women. Gender inequality becomes even more of a societal difficulty when it interconnects with other forms of disadvantage and inequality. There is no one size fits all approach to addressing the prevention of violence in our communities. But RelateWell is committed to getting in as early as possible in the intervention cycle in supporting individuals and families with well-developed expertise and processes; evidence informed practices; and the ability to deliver a range of counselling services underpinned by sound clinical governance and business practice.

Our partnerships with Government (both Federal and Local), peak and community organisations, General Practitioners and the Maternal and Child Health sector, and consumers, are central in supporting adults to navigate key transitions in the life course.

Expanding Targeted Psychological Services in North Western Melbourne

In 2018/2019, 158 individual General Practitioners referred clients to our private counselling stream either via Mental Health Treatment Plans or CAREinMIND Mental Health Services.

Additionally, as of October 2019, RelateWell will be contracted by the North Western Melbourne Primary Health Network (NWMPHN) to provide CAREinMIND Suicide Prevention Services. This is in addition to our current contract to provide CAREinMIND Targeted Psychological Support Services in North Western Melbourne.

Additionally, in addressing service gaps in the provision of psychological therapies to vulnerable families, RelateWell is working with the Moreland Enhanced

Maternal Child Health (EMCH) team in providing home-based therapy to clients unable to attend service outlets. Working within this space further underpins our collaboration in achieving accessible and responsive mental health services to vulnerable families living in the Moreland municipality across the facets of people's experiences.

Specialist Family Violence Services

In April 2019, the organisation was invited by DSS to put in a submission for Specialist Family Violence Services supporting people affected by, or at risk of, domestic and family violence. In response, the organisation as the lead agency, in collaboration with Pronia, put forward a submission to provide specialist family violence services encompassing counselling and dispute resolution services to the priority cohorts we are currently working with: women at the antenatal and postnatal period; women leaving a relationship and/or following separation; culturally and linguistically diverse communities; women with disability and mental health impairments; children impacted by family violence; LGBTIQ communities; and people who use violence. We are yet to receive any information regarding our submission, apart from reference that it has progressed.

Importantly, the opportunity for our sector to use our experience in this significant space has been undermined by ill-informed and misleading furore, unsubstantiated by facts within the family violence sector. Quite contrary to the hysteria, where there is a calling for 'trained experts to be providing services, not faith-based organisations,' as a secular organisation invited to tender for the grant, our service model will NOT put victim's safety at risk and 'force' at-risk victims into couples counselling. Quite contrary, safety will underpin our service model being a "live" document and determine the manner in which victims and perpetrators are engaged in a whole of family approach. Notably, we are already providing specialist services within this space, but under differing targeted psychological supports which require further capital.

There is a high probability that vulnerable and at-risk cohorts such as culturally and linguistically diverse communities will not turn up at specialist family violence services for help because of many interconnected rules or expectations of behaviour - cultural norms - within a cultural or social group which may encourage violence. Moreover, within these communities, cultural expectations for couples to stay together and not disclose, and the shame and failure associated with separation, inhibit individuals from seeking family violence services (Partnerships against Domestic Violence, 2000; Frederico, Cooper, & Picton, 1998; Hughson, 2002; Stoyles, 1995).

However, there is a high probability that they will attend their local General Practitioner and Maternal Child Health Nurse appointment, particularly during pregnancy and the postpartum period. **This is where we do our work.** From within these service spaces which offer a critical window of opportunity for psychological interventions (Macy, Martin, Sullivan & Magee 2007 p 296). This is where our counselling services are filling the gaps in the family violence service space. At the significant prenatal and postnatal period which offers a unique opportunity to

provide preventive interventions for the mental health of the whole family (Austin, 2014).

This is where our partnership with Moreland Maternal and Child Health Unit is significant. Our partnership works across the prevention, early intervention and treatment service areas addressing the risk processes that may lead to health and societal problems, whilst building supportive relationships and caring for people's mental health.

This is where our partnership with General Practitioners is significant. Along with treating patients who present with a range of clinically diagnosable disorders that significantly interfere with their cognitive, emotional or social abilities; General Practitioners are a trusted source of referral to our services.

The expansion of services has seen RelateWell open a counselling outlet within the Maternal and Child Health space in the Pascoe Vale Community Centre. Further, in July 2019, RelateWell partnered with the Belle Vue Park community in providing on-site counselling and cognitive assessment services to children and families attending the Belle Vue Park Primary School (Glenroy), and the co-located Maternal and Child Health Centre and kindergarten. Working on-site provides an opportunity for our therapists to provide targeted psychological supports to at-risk children and their families.

I would like to acknowledge the retirement of our Chairperson Denis O'Donnell. Your strategic guidance, commitment and leadership has been invaluable to the organisation and in my role as Executive Director. Also, I would like to acknowledge the retirement of Brigid Burnard, who joined the organisation in 1986. This unassuming woman will always be a significant part of the organisation. I thank you for your direction, wisdom and support.

I am appreciative of the ongoing support that the Board of Management provides through their ongoing vision, enthusiasm and guidance, to ensure we remain relevant, adaptive and decisive in our competitive marketplace.

I would like to thank our collaborative partners, because without collaboration, there are no services.

Finally, I would like to thank our devoted team of therapists and educators, all superbly managed by our Office Manager, Donna Cossio. Our team's dedication to the organisation has supported another great year. I thank you all for your dedication to our purpose; and look forward to working with you in fostering a sustainable business underpinned by exceptional services and sound governance.

Thank you



Angela Damianopoulos
Executive Director

ORGANISATIONAL SNAPSHOT of PROGRAMS AND SERVICES:

Relationship and marriage counselling comprising:

- Relationship and marriage individual and couples counselling
- Cross-cultural / bi-cultural individual and couples counselling
- Family counselling

Perinatal Support comprising:

- Perinatal counselling, Moreland Maternal and Child Health Unit referrals
- In-home counselling, Moreland Enhanced Maternal Child Health (EMCH) referrals

Relationship and Marriage Education programs comprising:

- Premarital workshops & PREPARE Inventory Style Relationship program (Let's Make It Work)
- Committed couples program (Let's Keep It Alive) and ENRICH Inventory style relationship program
- Building Respectful Relationships Program (Springvale Service for Children & City of Greater Dandenong)

Parenting Education comprising:

- New Parent Groups (Moreland Maternal and Child Health Unit)
- Supported Playgroups (Springvale Service for Children)

Targeted Psychological Support Services:

- Individual counselling via GP Mental Health Treatment Plans
- Individual counselling via CAREinMIND Mental Health Services
- Individual Counselling via CAREinMIND Suicide Prevention Services
- Individual counselling via Victims of Crime Assistance
- Individual and couples counselling via private health insurance rebates
- National Disability Insurance Agency (NDIS), Therapeutic Supports

SNAPSHOT OF PROGRAMS AND SERVICES

Funded Stream: Family and Relationship Services (FaRS)

Counselling and Family and Relationship Education Services

The following underpins our work in the significant maternal and child health services space:

The experiences during the early years of a child's lifecycle from conception to the end of the child's second year have lifelong consequences for health and well-being. The first 1000 days is the stage of maximum developmental change, with the greatest potential to impact health and well-being over the child's life.

Moreland Maternal and Child Health Unit

Our relationship with the City of Moreland's Maternal and Child Health Unit is invaluable. Maternal and Child Health Nurses play a pivotal role in the lives of parents and children in early life. They also provide families with valued referral and linkages to other health and community services in their local areas. They are a trusted source of support and information.

RelateWell's psychological services complement the invaluable work and support provided by Maternal and Child Health Nurses. In addition to referrals to our counselling services, our delivery of a "self-care" module at the New Parents Group, not only gets parents to reflect on their health and emotional well-being, but it provides an opportunity for our therapists to sow the seeds for additional intervention once a familiarisation has been established with our services, particularly with parents whom are experiencing relationship and/or parental distress; and/or those at risk of a mental health issue.

Our provision of services encompasses counselling which is delivered at the following Maternal and Child Health Centres: Brunswick West, Pascoe Vale and Belle Vue Park.

Our New Parent Group presentation is delivered at 11 Maternal and Child Health locations in Moreland: Brunswick South, Lygon Street, Brunswick West, Coburg, Moreland, Newlands, Fawkner, Belle Vue Park, Gowanbrae, Pascoe Vale and Pascoe Vale South.

Springvale Service for Children

Springvale Service for Children (SSC) is a multifaceted children's hub providing significant early childhood services to the culturally and linguistically diverse families living in Springvale and neighbouring suburbs.

Our partnership with SSC is significant because a well-coordinated system of linkage and referral ensures

that vulnerable families are supported and appropriate referrals are made within an accessible and timely manner. From within their premises, RelateWell provides outreach counselling and educational services in the areas of individual, couple and family counselling and parenting education. Collaboratively, our services and programs provide a universal platform for engaging families early in the intervention cycle, particularly in the areas of perinatal mental health and those families affected by, or at risk of, family violence.

In June 2019, RelateWell was successful in receiving a grant from the City of Greater Dandenong to run the project: 'Making Respectful Relationships a Reality'. The project focuses on culturally responsive approaches to domestic and family violence via community raising strategies targeting culturally and linguistically diverse (CALD) families attending SSC. The project entails a series of psychoeducational relationship seminars supported by targeted psychological interventions via our onsite counselling services. In building stronger relationships, primary prevention in the prenatal, postnatal and early learning spaces will make respectful relationships a reality.

It is projected that in 2020, RelateWell will open a private counselling outlet from within Springvale Service for Children which will work in association with our funded counselling outlet. Individuals attending our private counselling stream will be able to see our psychologist via a GP referral under a Mental Health Treatment Plan. In doing so, our registered psychologist will have the capacity to work with General Practitioners and Paediatricians in undertaking early intervention, assessment and management of their patients (adults and children) whom present with a range of clinically diagnosable disorders that significantly interfere with their cognitive, emotional or social abilities.

Clients will be bulk-billed for services. This is why our partnership works. We break down the barriers to accessibility by having our services logistically within everyone's reach, operating from within the premises; and affordable.



Relationship and Marriage Programs

Our “Let’s Make It Work” and “Let’s Keep It Alive” relationship programs have been developed and grounded on the realities and skills needed to make a marriage and committed relationship work; not unrealistic conceptions of what a relationship should be. Acquiring the skills to communicate effectively, manage conflict constructively and building a respectful relationship is what we seek to instil in partners whom attend our programs.

Couples who participate in our courses acquire the knowledge and proficiencies to keep conflict dialogues and arguments calm, learn strategies to get through disagreements and ways how to support and maintain their relationship. This requires active listening and an understanding that personality differences are to be nurtured rather than changed. In a nutshell, our courses encourage couples to learn from one another rather than assume that their partner “gets it”.

In learning from one another, couples learn about the values that have been instilled in their partner’s mindset – the established and enduring principles which guide their lives. These principles guide our decision-making and our interactions within our relationship and with those around us. A partner’s pathway to growth is impacted by how they live out their values in their couple relationship. Our parents model the values that we hold dear – honesty, integrity, kindness, compassion and perseverance just to name some – values are what we truly stand for. They are what we believe is fundamental to our happiness and fulfilment.

It is these values that we support in our relationship programs. Once two people align their values they can create a life of healthy, well-being and happiness whilst dealing with the ups and downs as a team.

Evidence-based:

Our Relationship Programs have been developed by our experienced team through application, research, knowledge and an awareness of couple relationships.

PREPARE/ENRICH Relationship Inventory

The PREPARE/ENRICH Relationship Inventory helps couples identify important relationship dimensions, their strengths and the areas they would like to improve in their relationship. The inventory report assists couples in identifying the strength and growth areas in their relationship; explore personality behaviours and traits; strengthen communication and conflict resolution skills; compare family backgrounds; discuss financial issues in a comfortable environment; and put in place individual, couple and family goals.

Feedback from individuals attending our Relationship Programs in response to: Would you recommend others to come to the program?

‘Yes. Outsider perspective; insight into relationship / habits, etc. Tools to assist to blossom relationship’. (CA)

‘Provides useful tools to use in our relationship. Brings important topics to think about to front of mind’. (XC)

‘Thought provoking – brings up topics you do not discuss every day. Goal setting and joint decisions made about how to proceed with our life and relationship’. (CB)

‘Leader was motivating and understanding’. (RR)

‘Modern and up to date with the times and age appropriate for us. Learnt lifelong skills in communication’. (KG)

‘Gives insight to ways in which to communicate and how to manage things ... Learn more about being in a relationship and what it may entail’. (KH)

‘Definitely. Gives you tools to deal with stress issues ... being able to recognise partner issues’. (MV)

‘Good opportunity to learn more about yourself and your partner ... gives you tools to use when you are struggling in your relationship – or to prevent getting so the point where it’s hard’. (MM)

‘Interactive and provides sense of privacy’. (DB)

‘Yes. Nice to know we are doing well’. (DL)

‘Reinforces relationship issues you may or may not already know about ... teaches you more about your partner and brings you closer’. (MD)

‘Yes, because it is beneficial to all couples at all stages of their relationship. It provides a deeper level of understanding of your relationship’. (LD)

‘It gives lots of tips for someone who are about to start / more into more committed relationship as well as someone who might already be in a relationship (married or not). It guides us on how we know and understand each other better (as sometimes we are not aware of it)’. (VO)

‘Applicable scenario’s / discussion to everyday life ... Interesting to hear the perspectives of others’. (AD)

‘Some things we do now part of our “routine” and it helps to analyse things again to see what we can do better ... interesting to hear other’s opinions on personal topics which you may not generally talk about with other people’. (EN)



PRIVATE Counselling Stream



Our private counselling stream provides support services to consumers who are self-referred or presenting with a GP referral via a Mental Health Care Plan or CAREinMIND Mental Health Services.

Mental Health Care Plans

As part of an allied health team, our psychologists assist general practitioners in undertaking early intervention, assessment and management of patients who present with a range of clinically diagnosable disorders that significantly interfere with their cognitive, emotional or social abilities.

CAREinMIND Mental Health Services

RelateWell is contracted by North Western Melbourne Primary Health Network (NWMPHIN) to deliver CAREinMIND Targeted Psychological Support Services to North Western Melbourne.

Moreland Enhanced Maternal Child Health (EMCH)

The EMCH program provides services to parents and families with additional needs that require a more intensive level of support.

In addressing this need in the provision of psychological therapies to vulnerable families, the organisation in partnership with the Moreland Enhanced Maternal Child Health Team is providing in-home counselling to clients whom are unable to attend an onsite session. Working within this service space further underpins our collaboration in achieving accessible and responsive mental health services to vulnerable families living in the Moreland municipality across the significant postpartum period. The EMCH program offers adaptable measures and interventions to families who would benefit from targeted support.

Victims of Crime referrals

The organisation receives referrals under the Victims Assistance Program (VAP) where we provide counselling to victims, their families or anyone affected by a violent crime. The VAP provides short term counselling (usually the first five hours) to eligible victims of crime.

Collaboration key to service stream

Our private counselling stream enables our organisation to work collaboratively with GPs and other Allied Health professionals in assisting patients presenting with mental disorders with a structured approach using GP Mental Health Treatment Items or CAREinMIND Mental Health Services.

SERVICE LOCATIONS

Counselling Outlets

Belle Vue Park Primary School and co-located Maternal and Child health Centre
73-99 Morell Street
Glenroy

Brunswick West Maternal & Child Health Centre
482 Victoria Street
Brunswick West

Pascoe Vale Community Centre
7 Prospect Street
Pascoe Vale

RelateWell Centre (Head Office)
Suite 102, 398 Sydney Road
Coburg

Springvale Service for Children
23-28 Lightwood Road
Springvale

Family and Relationship Education:

RelateWell Centre (Head Office)
Suite 102, 398 Sydney Road
Coburg

Springvale Service for Children
23-28 Lightwood Road
Springvale

New Parent Groups:

Conducted at the following Maternal & Child Health Centres in the City of Moreland:

Brunswick South MCHC, 11 Glenlyon Road
Lygon Street MCHC, 320 Lygon Street
Brunswick West MCHC, 482 Victoria Street
Coburg, Maternal & Child Health Centre
Fawkner, Maternal & Child Health Centre
Glenroy, Maternal & Child Health Centre
Pascoe Vale, Maternal & Child Health Centre
The Avenue, Maternal & Child Health Centre

OUR PARTNERS

RelateWell would like to take this opportunity to thank the Australian Government Department of Social Services (DSS) for their ongoing support and funding; and all those organisations that have worked in partnership with us to reach our mission over 2018/2019:

Belle Vue Park Primary School
Cairnmillar
City of Greater Dandenong
Employsure
Family Relationship Services Australia (FRSA)
Monash University, Education Unit
Moreland Maternal & Child Health Unit
North Western Melbourne Primary Health Network (NWMPHN)
PRONIA (formerly Australian Greek Welfare Society Ltd)
Springvale Service for Children

OUR TEAM

The key to the organisations success will always be attributed to its fabulous team -
THANK YOU.

‘Our aim is to ensure that people leave our service with improved family and community engagement, a satisfaction with the service received, and a sense that the relationships within their family unit are functioning and Relating Well.’
(Angela Damianopoulos, Executive Director)

OUR PERFORMANCE IN 2018/2019

1155 unique clients supported

3228 client sessions conducted

11% increase in unique clients supported

16% increase in client sessions

Breakdown of client and session data for 2018/2019:

Family & Relationship Services (FaRS) Stream (Counselling & Education)

909 unique clients

2510 client sessions

Private Counselling Stream (Counselling)

246 unique clients

718 client sessions

'Our objective to increase our reach of family and relationship services to the most vulnerable people in society has seen a proactive approach to streamlining our operations to better invest in our core capabilities and boost profitability in our private streams which supports expansion. This process is ongoing and involves an evaluation of all aspects of the business to determine whether the cost allotted to each service stream is appropriate and is generating appropriate returns for the organisation.' At RelateWell, collaboration is embraced as a coming together of professionals from a range of backgrounds, working together to achieve the best outcomes for people accessing our services.' (Angela Damianopoulos, Executive Director)