



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 and parenting psychoeducation and counselling; and in specialist mental health and perinatal 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 Family Relationships Institute Inc. was founded in 1978 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.

Our counselling and relationship, marriage and parenting psychoeducational services are primarily at the prevention and early intervention end of service provision and target the significant family transition points of relationship formation, moving in together, getting married, having a baby and maturing in the couple relationship. Essentially, our services prepare people with the skills to deal with life challenges and changes before they become big problems and issues. Healthy relationships are a crucial component of health and well-being. RelateWell aims to provide counselling and relationship and parenting education services at a price which keeps them within financial reach of the majority of people in the community. Priding itself in being a boutique-like provider of services, where people are welcomed, supported and treated like individuals. Where the most vulnerable people in society are treated with respect, leaving our services with improved family and community functioning; and a satisfaction with the service they have received. Strengthening access and services to vulnerable and disadvantaged families is a strategic key in service delivery.

The Family Relationships Institute Inc. 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

Stavros Sakellaris

VICE PRESIDENT

Luciana Martini

PUBLIC OFFICER

Donna Cossio (non-voting member)

BOARD MEMBERS

Russell Williams

Vanessa Field

Tina Douvos-Stathopoulos

Roslyn Monagle

Joan Pianta

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.

**Executive Directors Report
at the Annual General Meeting of the Family Relationships
Institute Inc. trading as RelateWell
Thursday 12 November 2020**

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

The year 2020 will be a year that we will find extremely difficult to forget. Where social distancing and other restrictive processes enforced as part of containing the spread of the coronavirus (COVID-19) has seen our organisation transform and adapt in a manner which is not standard practice for direct services. Specifically, where face to face services have been substituted with virtual platforms, which do offer a powerful vehicle to deliver services, but cannot replace the communication which is habitually expressed through one's body language; usually a mirror to one's state of mind.

Subsequently, this report is different from my previous reports given the extraordinary circumstances we find ourselves in. One cannot compare the previous year's data to this year's data, both realistically and accurately, as it is like comparing apples to oranges. Particularly in our private counselling stream, where there has been an imbalance between an increased demand for our services, but at the same time, a loss of revenue due to not being able to charge gap fees. Increased revenue from this service stream importantly subsidises our funded activities where demand has increased but baseline funding has remained the same which limits our capacity to meet demand.

In April this year, I was fascinated but not shocked to hear the Chief Executive Officer of the National Mental Health Commission proclaim that there had been a '40 per cent increase in people using BeyondBlue services compared to the previous year, but contact with mental health professionals overall was falling'. What this represents to me is a disproportionate and inequitable distribution of government support and inefficient funding structures; where the "big player's" operate like silos; receiving all the government funding but then ineffective in appropriately targeting the funds to on-ground services. We frequently receive referrals from the "big players", who may have the funds, but are unable to deliver the actual targeted services.

Subsequently, I will leave it to the number of individual clients seen during the 2019-2020 financial year to illustrate client performance; and the financial report to illustrate the organisations sound financial performance which encompasses the lockdown period from March to June 2020.

In 2019-2020, 833 unique clients accessed our services under the Family and Relationships Services sub-activity (funded stream); with 2386 sessions being conducted. In our private counselling stream, where we receive Medicare subsidised referrals; CAREinMIND mental health and suicide prevention referrals; as well as self-referrals, 359 unique clients accessed our services with 1397 sessions being conducted. In combining all service streams,



a total of 1192 unique clients accessed our services; with a total of 3783 clients sessions being conducted. This is a 3.2% increase in unique clients and a 17.2% increase in client sessions.

This is a phenomenal outcome given that from March 2020 to June 2020, our services were drastically impacted by COVID-19 lockdowns. For instance, not one Sunday relationship program was conducted during this stipulated period.

Sector Challenges

As is often the case, funding needs have dominated the list of challenges faced by the organisation; particularly in securing surety from the Government Department of Social Services (DSS) post 2021. Nevertheless, the organisation was proud to announce the signing of the Executed Variation of Grant Agreement with DSS for the 2020-2021 funding period. RelateWell will continue to do phenomenal work in the family and relationships services space to warrant future funding.

In early 2020, Family & Relationships Services Australia, our peak body, contracted the services of the Centre for International Economics to conduct a review on behalf of member organisations into the expiry of the Social and Community Services (SACS) Funding Supplementation. All member organisations contributed to the review titled 'Expiry of the Social and Community Services (SACS) Pay Equity Special Account'. The SACS supplementation was introduced in 2012 by the former Gillard Government, to have a lifespan of eight years concluding on 30 June 2020. Fortunately, the Budget 2020-21 announcements set forth a welcomed relief with DSS providing ongoing SACS funding to the organisation to be applied from July 2021 onwards. An analysis of Budget Estimates indicates ongoing funding for the delivery of the Family and Relationship Services (FaRS) sub-activity; therefore, we eagerly await the Departments contractual surety.

COVID-19

The lockdowns in March 2020 impacted our organisation. The family and relationship services stream experienced a 9% drop in client engagement from March to April resulting from client's intense anxiety, panic, depression; and general confusion, anger, uncertainty and financial stress associated with the lockdown.

Following the initial distress, there has been an increase in demand for our services where client's and program participants have been supported by telephone, Telehealth and MS Teams. But there still remain those clients who want to engage only in onsite services; which has been a difficult gap to fill.

In addition to the difficulties associated with “onsite” service provision, the organisation has been severely impacted by staff and contractor departures in our private counselling stream where there has been an increase in demand for our Medicare subsidised and CAREinMIND mental health services. A report by the Australian Institute of Company Directors on the impact of COVID-19 on not for profits and Australian Charities found substantial differences depending on circumstances such as timing, funding sources, location and, interestingly in some cases, “luck”. The issue of “luck” is significant to our experience, because it is just “bad luck” that the personnel departures occurred in our private counselling stream. But this has created new opportunities for the organisation to reassess its core values in moving forward and in the values required to work at RelateWell.

There is no doubt that in 2021 COVID-19 will continue to be the main disrupter, principally due to an uncertain policy environment and a constantly changing landscape. The pandemic has accelerated the organisations need for digital transformation which can be advantageous. The medium of Telehealth provides a secure platform, accessible at any location on any device; an altering of the business paradigm by advancing consumer-based care.

Improved usage of technology will offer the sector the opportunity to do more with less and ensuring an impact in approaches previously not planned for. For instance, the use of secure Telehealth software platforms will provide the best care for people who are remotely isolated or disadvantaged; or who have additional needs that require a more intensive level of support such as individuals referred under Moreland Enhanced Maternal Child Health (EMCH). These families can continue to be supported via Telehealth, from within the comforts of their own home. Therefore, the medium of Telehealth offers the organisation an opportunity to extend its client base beyond brick-and-mortar facilities; particularly in supporting vulnerable clients.

Moving Forward

RelateWell’s service provision will always be underpinned by the outreach model of running outreach outlets from within collaborative partner locations. This model is underpinned by the principle that there is so much available capacity for the family and relationship services sector to contribute to a community health methodology incorporating universal and targeted prevention and early intervention approaches to deal with significant health, mental health and social problems.

This is why RelateWell supports people with evidence based interventions at the significant transition points of relationship formation, extension and separation; because it is at these significant transition points that people’s vulnerability to distress and dysfunction is heightened; and clinically diagnosable mental disorders significantly interfere with individuals cognitive, emotional or social abilities.

RelateWell is proud of its significant work early in the intervention cycle when couples form relationships, marry or cohabitate; sowing the seed for additional evidence

based interventions if required.

I am proud of the significant multifaceted work we do postpartum, in supporting the well-being of parents as they embark on the significant family transition point of becoming parents; where the rate of relationship and marital dissolution resultant from post-partum relationship stresses increases; and the pressures experienced through the early parenting period escalate.

This is why RelateWell works from within these significant transition points, because it is from within these spaces that you can make an impact on intergenerational disadvantage and the cycle of family and domestic violence and subsequent trauma associated with these experiences. Parent’s actions during the significant years of a child’s development will cause real trauma that can shape a child’s development for the rest of their lives. It does not matter what your socioeconomic status was prior to becoming a parent. The clients who present grew up in considerably different economic and social environments than that of their children but reconstruct the exact same emotional environment within their own families. Whether they blame their parents or defend their every action, they often struggle to break the cycle that hurt them when dealing with their children. Unresolved traumas from an individual’s past can heavily influence their present.

This is why it is important to work with the gatekeepers of services – general practitioners and maternal and child health nurses – because a vast majority of priority cohorts (people from culturally and linguistically diverse backgrounds; Aboriginal and Torres Strait Islander people, women with a disability; children and young people, LGBTIQ communities, etc.) engage with the gatekeepers during the antenatal and postnatal period which provides service providers a critical window of opportunity to engage in interventions which will keep them safe and psychologically well supported.

Like the couples that attend our relationship programs, we are grateful to the celebrants whom refer them to our services. Relationships are complex. Likened to an iceberg where only the highest point is visible whilst a massive component remains unnoticeable below the surface of the water. Or to an onion with its many layers and complexities; our psychoeducational and counselling services work with couples to understand the complexities of their relationship as they peel away the layers when navigating life’s significant events.

RelateWell in partnership with Springvale Service for Children (SSC) has been active. In the 2019-2020 year we successfully received a grant from the City of Greater Dandenong to deliver a psychoeducational program focusing on building stronger and respectful relationships to the families attending SSC and bordering neighbourhoods. Springvale is a community of immeasurable cultural richness; and Greater Dandenong the most culturally and linguistically diverse community in Victoria (ABS Census Data 2016).

In addition, we received notification that we have been successful in our submission to run the ‘Starting Strong in Your Child’s Education (SSYCE)’ program in partnership

with SSC in Greater Dandenong in the 2020/2021 financial year. The program will aim to support family's transition from home to a formal educational setting which is not only a major milestone for the child; but a significant milestone for the parent. This is in addition to the ongoing partnership we enjoy with Greater Dandenong Maternal and Child Health Service.

Our partnership with Moreland Maternal and Child Health Service is invaluable. In partnership, we are breaking down the barriers to family-based prevention and early intervention through a best practice model in delivering a multi-site, multi-intervention approach to service provision which supports both adults within key family and relationship transitions and the development of children.

Regrettably, RelateWell in partnership with Pronia was unsuccessful in its grant opportunity to provide Specialist Family Violence Services. But this will not stop our ambitions to work within the significant family violence space particularly in targeting culturally and linguistically diverse communities where disclosure of family violence is not forthcoming.

Importantly, RelateWell within a five year timeframe will work towards full circle in wrapping services around clients' needs through the establishment of a Family Dispute Resolution Service which will be underpinned by child inclusive practice where the best interest of the children is paramount. Providing family dispute resolution services in combination with our current family and relationship services will support parties to maintain adequate parenting responsiveness while the parties are dealing with their own issues around separation.

In the competitive marketplace we find ourselves in where there is a mission by the "big players" to spread their tentacles in all facets of services without limits, RelateWell will continue to provide exceptional services, underpinned by the core values that people leave our service with improved family and community engagement and functioning; and a satisfaction with the service received.

The next financial year will see an expansion of our current services but never a compromise on service provision. I would like to take this opportunity to thank our collaborative partners. Our collective well-developed expertise and delivery of evidence-informed practices are supporting people at significant transitions in the family life course.

I would like to thank our Board of Management whose guidance is pivotal to our success. And to our team, led by Donna Cossio, I thank you all for adapting to these challenging times.

I look forward to further expanding out services and building a team which is up to the task.



Angela Damianopoulos
Executive Director

ORGANISATIONAL SNAPSHOT of PROGRAMS AND SERVICES:

Relationship and Marriage Counselling comprising:

- Adult & Relationship Counselling & Support
- Parenting & Family Counselling & Support
- Relationship & Marriage Counselling & Support

Perinatal Support comprising:

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

Relationship and Marriage Education programs comprising:

- Premarital 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 Service)
- Supported Playgroups (Springvale Service for Children)

Targeted Psychological Support Services:

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

SNAPSHOT OF PROGRAMS AND SERVICES

Funded Stream: Families and Children Program Sub-Activity: Family and Relationship Services (FaRS)

Adult & Relationship Counselling & Support Parenting & Family Counselling & Support Relationship & Marriage Counselling & Support

Our relationship, marriage and parenting education programs and counselling services are primarily at the prevention and early intervention stage of service provision and target the significant family transition points of relationship formation, moving in together, getting married, becoming parents and maturing in the couple relationship. Essentially, our family and relationship services prepare people with the skills to deal with life challenges and changes before they become big problems and issues. We seek to achieve a cultural mindset that a healthy relationship involves more than meeting “the one”; it involves continual growth as people navigate life’s significant events; and obtaining assistance early will be a significant strategy to offset future problems.

Moreland Maternal and Child Health Service

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.

RelateWell successfully received a grant from the City of Greater Dandenong to run the project: ‘Making Respectful Relationships a Reality’ in the 2019/2020 financial year. The project was a success. The project focused on culturally responsive approaches to domestic and family violence via community raising strategies targeting culturally and linguistically diverse (CALD) families attending SSC. The project entailed 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 Education and Skills Training – Premarital (Let’s Make It Work) and Committed Couples Programs (Let’s Keep It Alive)

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 instill 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 fulfillment.

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.

Increasing the number of couples who participate in relationship education prior to marrying and/or cohabitating has the potential to improve future conflict resolution and financial management skills; and future parenting skills. Strengthening relationships at the beginning will reduce relationship breakdown and dissolution and its associated emotional costs. Couples will have the capacity to achieve a greater quality of happiness and stability which then filters through to a healthier environment for the entire family. The intended result of the output will be changing the cultural mindset that a healthy relationship or marriage involves more than meeting “the one” and convincing people that obtaining assistance early in the intervention cycle will be a significant strategy to offset future problems. Namely, reducing risk factors as well as enhancing protective factors in the couple relationship.

PRIVATE Counselling Stream



Our private counselling stream provides support services to consumers who are self-referred or presenting with a Medicare subsidised GP referral via a Mental Health Care Plan or CAREinMIND Targeted Psychological Support (Mental Health) and Suicide Prevention Services.

Medicare Subsidised 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 and Suicide Prevention 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.

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

Coburg Maternal & Child Health Centre
Wardens Walk, 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 East, Maternal & Child Health Centre

Belle Vue Park, Maternal & Child Health Centre

Gowanbrae, Maternal & Child Health Centre

Lygon St, Maternal & Child Health Centre

Brunswick West, Maternal & Child Health Centre

Coburg, Maternal & Child Health Centre

Fawkner, Maternal & Child Health Centre

Glenroy, Maternal & Child Health Centre

Pascoe Vale, Maternal & Child Health Centre

Pascoe Vale South, 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 2019/2020:

Belle Vue Park Primary School
Cairnmillar
City of Greater Dandenong
Employsure
Family Relationship Services Australia (FRSA)
Moreland Maternal & Child Health Service
North Western Melbourne Primary Health Network (NWMPHN)
PRONIA
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 2019/2020

1192 unique clients supported

3783 client sessions conducted

3.2% increase in unique clients supported

17.2% increase in client sessions

Breakdown of client and session data for 2019/2020:

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

833 unique clients
2386 client sessions

Private Counselling Stream (Counselling)

359 unique clients
1397 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)

Funding Partners



Proudly supported by
City of Greater Dandenong

National Regulator



Collaborative Partners



Moreland City Council



Peak Body

