



*Our 45 Year Anniversary in  
supporting people*

# Supporting people since 1978

## 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 organisation providing a range of essential prevention and early intervention support services at significant transition points in the lifecycle. Our family and relationship services target the significant family transition points of relationship formation, extension and separation; aiming to support family relationships, prevent breakdown and guarantee the wellbeing of people through broad-based counselling and psychoeducation. Our specialist mental health services match structured evidence-based interventions to individual's needs and complexities in the clinical delivery of targeted psychological support services to adults, adolescents and children. RelateWell is a leader in primary prevention, early intervention, treatment and recovery, working with key stakeholders in supporting people's well-being during significant life events. RelateWell is committed to providing accessible, safe and inclusive services to all members of the community. Our family & relationship services (FaRS) are funded by the Australian Government Department of Social Services (DSS); and have been Commonwealth funded since our inception in 1978. RelateWell is a Commonwealth service provider of mental health contracted services.

## Our History

The Family Relationships Institute Inc. was founded in 1978 by the late 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 (1935 - 2022)

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.



## Message from the President



I am pleased to present my President report in our 45<sup>th</sup> year anniversary. What I have learnt in my role as President, is despite all the challenges faced to remain sustainable and relevant, in a competitive marketplace, this medium sized not for profit organisation has never strayed away from its mission to support all people in the community to achieve and maintain quality and meaningful lives through quality and meaningful relationships. All achieved with our doors always being open, to consumers who need us the most.

In reaching our 45 years, I am proud to be part of an organisation that did not close its doors when the pandemic hit. We continued to see all consumers, onsite and by telehealth platforms, when the rest of the State was closed. As an essential service, we continued to operate as an essential service to all. With that, reaching 45 years is not easy. It takes commitment and resilience to remain adaptive and responsive to increasing consumer demand with legislative and funding uncertainty. Our ongoing success is a direct result of the organisation culture. We all work as a team, testament to 45 years of operations.

As a proud member of the Board of Management, we see the commitment of the organisation reflected in the admiration it receives from its funders, the Commonwealth. We are fortunate that the organisation is run by a highly competent Board and Executive team that diligently comply with all their legal duties and carry out their governance obligations in the best interests of RelateWell.

Our long history is supported by the key partnerships and collaborations we have cemented. We are proud to still be providing Commonwealth funded family and relationship services to our community and Commonwealth contracted mental health services to consumers. It is no small feat to continue receiving Commonwealth funding. It is a testament to the organisation's culture, its people.

We are proud to emphasise and showcase the innovative practices and services that have evolved since our commencement, 45 years ago. Not remaining stagnant and adapting to change is why we are still here.

On a final note, I would like to express my thanks to the Executive Director, whose expertise and dedication to the organisation is reflected in our successes. I look forward to working with the Board and Executive Team to support organisational growth, in the years to come, in an ever-changing essential services sector.

Stavros Sakellaris, President

## Executive Directors Report at the Annual General Meeting of the Family Relationships Institute Inc. trading as RelateWell Thursday 16 November 2023



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

As we celebrate our 45<sup>th</sup> anniversary, RelateWell has never been as essential for people accessing our services, particularly in supporting their mental well-being during times of crisis, experienced in the shared community trauma of the previous few years.

At RelateWell, we exist to provide accessible, safe and inclusive services and spaces to all members of the community. All achieved through our partnerships with key stakeholders at significant transition points in the lifespan where we work together to deliver primary prevention, early intervention, treatment and recovery, in caring for people's wellbeing. No matter who we are supporting or operating from, our aim will always be to break down barriers to accessibility. An aim we achieve daily reflected in the number of clients we support every year.

Encouragingly, our work and profile with government stakeholders has seen an increased admiration of the manner in which our organisation delivers services and conducts its business, working tirelessly to achieve client outcomes, despite the challenges faced. A challenge not only to meet the increasing demand for our services, and keep services within everyone's financial reach, but the challenge of remaining a sustainable business in a highly saturated marketplace, particularly since the pandemic.

Leading into the third year of our five-year funding agreement with the Commonwealth Department of Social Services (DSS), Families and Communities Program, sub-activity family and relationship services (FaRS), the organisation is proud to still be delivering essential services to the community. The FaRS program is one of the oldest programs delivered by non-government organisations within the Commonwealth funding regime; and undoubtedly, one of the most significant within the realm of social services.

The Department has embarked on a review of the Families and Communities Program. Principally reviewing all current service agreements against organisational

outcomes and milestones; and fundamentally, looking at ways to improve the sector in order to save on the distribution of funding. But what the Department should ensure from the sectors continued advocacy is that investment in services at the tertiary end of the intervention cycle, inclined towards crisis responses, disadvantaged populations and single issues, does not save money for the Commonwealth.

What saves money for the Commonwealth is their continued investment in primary prevention and early intervention as many social and health problems that our communities experience are preventable, particularly if you get in early, such as mental illness, antisocial behaviour, and substance abuse and social exclusion. Several of these preventable 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 social, health, and education and community service areas.

In our 45<sup>th</sup> year of **still standing** within an exploding private sector and a virtual service delivery driven marketplace, advocacy needs to demonstrate 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.

At the moment we are seeing an explosion in Medicare subsidised GP-approved mental health services. There is increasing argument within the private sector psychology fraternity that in order for psychologists to provide accessible bulk-billing services to people, there needs to be an increase in the rebate provided. The argument being that the overheads for running private practice are not compensated adequately by the Medicare rebate.

I would argue that there are already mental health services available for the most socio-economically disadvantaged people in our community, such as CAREinMIND mental health services, wherein RelateWell is a contracted Commonwealth provider. Therefore, increases in the rebate received for subsidised Medicare GP-approved mental health services, is not required, as there are already established pathways for those seeking targeted psychological care at no cost.

The problem lies in the private sector not wanting to work within these referral streams as they are not financially viable. Essentially, the problem with Medicare is operational, wherein its intended policy purpose to offer short-term targeted mental health care, has become an essential component for the private sector to prosper.

### **Service Data: July 2022 to June 2023**

In assessing the organisations client data for the 2022-2023 financial years, under the FaRS sub-activity, the organisation supported 664 unique clients and delivered 1585 client sessions. In our other psychology stream wherein RelateWell is a Commonwealth service provider of contracted mental health services; as well as delivering Medicare-subsidised mental health-specific services, a

total of 284 unique clients were supported with the delivery of 1235 client sessions.

A total of 948 unique clients were supported in 2022-2023; with the delivery of 2820 client's sessions. Given the challenges faced, this is a remarkable outcome given the skilled shortages experienced by the organisation wherein we supported this number of clients, with only half the clinical workforce from the previous financial years.

To provide context, the pandemic, back in 2020, created an employment landscape not experienced by the organisation before. And in 2022-2023, we continued to be impacted by skilled shortages and retention impacting operations. There is no doubt, as a not-for-profit organisation, working within an environment of increased costs and increased demand for our services, we are competing to lure and retain staff, all a consequence of the changing face of employment.

But with all our challenges, our collaborations are significant. Embraced as a coming together of professionals from a range of backgrounds, working together to achieve the best outcomes for people accessing our services. Our significant partnerships foster improved services and client outcomes, increased efficiencies, less duplication.

The organisation welcomed the North Western Melbourne Primary Health Network invitation to extend our service agreement to deliver CAREinMIND Mental Health services in 2023-2024. A significant collaboration where people living in North Western Melbourne have access to no cost mental health care.

The organisation also welcomed the news that it was successful in its application for funding under 2022-23 Volunteer Grants.

In supporting Community Sector Organisations to deliver the DSS Families and Children Program, RelateWell welcomed the additional 2022-23 October Budget Measure of additional funding to assist in additional cost pressures due to staff wages and higher inflation outcomes. It should be noted that at no stage have the additional cost pressures been passed on to consumers of our services.

Following a stringent review of our confidentiality and inadmissibility protections in accordance with the Family Law Act 1975 (Cth) (the Act), RelateWell is recognised by the Commonwealth Attorney-General as appropriately advising clients and potential clients of their responsibilities and obligations encompassing the confidentiality (s10D) and inadmissibility (s10E) of communications under the Act. What this means is that we have successfully been approved to continue providing family counselling services under the Commonwealth Families and Communities Program. We look forward to continuing to support families within this significant space.

In working within the significant postpartum space, the challenges related to the transition from a couple (dyad) to a family (triad) are significantly underestimated. Within this significant family life transition, the organisation continued to deliver parenting and relationship psychoeducation sessions to parents living in the municipality of Merri-bek through its significant partnership with Merri-bek

## ORGANISATIONAL SNAPSHOT OF PROGRAMS AND SERVICES

maternal child health services. All sessions continued to be underpinned by an empirically supported, evidenced-based foundation, delivered by appropriately trained counsellors and psychologists. The focus being on identified factors, such as the decline in emotional, mental and physical well-being for both partners (postnatal depression, anxiety) postpartum; unrealistic expectations and idealised view of parenting infants; dissatisfaction with post-birth roles; intimacy; and attachment to the infant.

Our relationships psychoeducation and skills training programs continued to be delivered onsite and via video, providing individuals with the enrichment and enhancement principles to increase their chances of having quality, meaningful, respectful and stable relationships.

Our work within Belle Vue Park Primary School in Glenroy continued to be a highlight, wherein we supported the most disadvantaged children from culturally diverse families with counselling and cognitive assessments, early in the intervention cycle. By continuing to work from within the school, our team is able to support the future positive mental health of these children, and build up their social and emotional skills which are essential for learning and life. And essential to discourage socially inappropriate activities and risky behaviours which strengthen the community we all live in.

We will continue to work from within this significant setting, and continue to provide families living in Merri-bek accessibility to cognitive assessments, to determine what supports may be required to help their child reach their potential.

As we look at the landscape post 45<sup>th</sup> years, we have a lot to be excited about. **Foremost, we are still here, in a challenging landscape.**

We are excited to continue working towards effective preventative and early intervention approaches to ensure long-term and influential wellbeing and developmental outcomes for Australian families, children and communities into the future.

RelateWell has grown and succeeded for 45 years because caring persons have worked collectively to identify societal problems and find solutions.

I will like to thank our Board of Management with their continued governance and support. Your guidance instils a culture that ensures that RelateWell remains well-placed for years to come.

Thank you to our staff for their continuous effort and passion to deliver the best services to people accessing our services. All managed by Donna, whose professionalism, leadership and warmth is reflected in our achievements.

RelateWell will continue to deliver accessible and innovative ways to serve the needs of our communities. So that everyone has the right to the best care in improving their health and well-being. We welcome the next 45 years!

Thank you,



Angela Damianopoulos, Executive Director

### FAMILY AND RELATIONSHIP SERVICES (FaRS)

#### Counselling:

- Adult & relationship counselling & support
- Parenting & family counselling & support
- Relationship & marriage counselling & support
- Perinatal-specific mental health counselling & support

#### Relationship & Marriage Education and Skills Training:

- Premarital Program (Let's Make It Work)
- Committed couples program (Let's Keep It Alive) & ENRICH Inventory style relationship program
- Starting Strong in Your Child's Education (City of Greater Dandenong)
- New Parent Groups (Merri-bek Maternal & Child Health Service)
- Circle of Security Parenting Education (COSP) (Merri-bek & Springvale Service for Children)

### MENTAL HEALTH SERVICES

#### Commonwealth Contracted Mental Health Services:

- CAREinMIND Targeted Psychological Support (TPS) & Suicide Prevention Services (SPS)

#### Mental Health Services:

- Medicare-subsidised mental health-specific items
- National Disability Insurance Agency (NDIS), Therapeutic Supports
- Child Protection Health Program Victoria
- Self referrals

### EDUCATION

- Cognitive assessments



## **Adult Counselling & Support Parenting & Family Counselling & Support**

The significant family transition point of “becoming parents” is a vulnerable period where couples are at-risk of marital/relationship discord and dissolution resultant from postpartum relationship stresses and pressures experienced through the early parenting period. As a result, targeting families in the postpartum period strengthens family relationships, prevents relationship/marital distress and breakdown; and ensures the wellbeing and safety of children.

Early intervention is vital in supporting families in the early parenting period. It is at this stage in a child’s life, you can reduce a family’s vulnerability to breakdown which significantly impacts on a child’s life as it is in these early years that you are able to work on a child’s significant developmental years from birth to school entry. The saying “Happy Families Flourish” cannot be underestimated, particularly as safe and secure early attachments early in life and subsequently through the early years of a child’s life exists as a predictor of positive societal relationships and reduced antisocial behaviour and criminality for children. Our counselling services directly target families postpartum.

### **Our Partnerships:**

#### **Merri-bek Maternal and Child Health Service (Universal and Enhanced)**

Our relationship with Merri-bek Maternal and Child Health Unit is invaluable.

Under our partnership, we break down barriers to accessibility of services by delivering accessible counselling and psychoeducation parenting services to individuals and families at the significant family transition point of becoming parents and raising children.

Our partnership is underpinned by improving the accessibility and equity of services so that people are able to access adequate targeted psychological interventions and support regardless of their financial situation. This entails developing responsive ways so that people do engage in support services.

Our provision of services encompasses the delivery of outreach counselling services within maternal & child health centres; and the delivery of NPGs to maternal and child health centres located throughout Merri-bek.

#### **Springvale Service for Children (SSC), City of Greater Dandenong**

SSC is a multifaceted children’s hub providing significant early childhood services to 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 SSC, RelateWell provides outreach counselling and educational services in the areas of family and relationship counselling and parenting psycho-education. Collaboratively, our services provide a universal platform for engaging families early in the intervention cycle, particularly in supporting people’s mental health.

*RelateWell’s family & relationship services prepare people with the skills to deal with life challenges and changes before they become immense problems and issues.*

*Seeking to achieve a cultural mindset that the transition to family; and a healthy relationship can be supported to reduce unrealistic expectations and relationship stresses postpartum.*

## Relationship and Marriage Education and Skills Training

Providing relationship education at the significant transition points of forming relationships, marrying, living together and maturing in the couple relationship underpins our relationship and marriage education programs. Relationship education and skills training activities provide enrichment and enhancement principles that supports partners to increase their chances of having quality, meaningful, respectful and stable relationships.

Relationship education and skills training is divided into three categories based on the principles of the prevention discipline: universal prevention programs (Let's Make It Work), selected prevention programs; and indicated programs (Let's Keep It Alive).

At the prevention and early intervention point of service delivery, our education and skills training (Let's Make It Work) provides relationship and marital health and well-being interventions. At the latter point of service delivery (Let's Keep It Alive), where relationship distress and breakdown is evident, there is a combination of education and therapeutic approaches with counselling.

### Evidence-based:

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

The organisation has developed a successful model of curriculum-based adult education and skills training for positive respectful relationships since 1978. This model has provided couples with the knowledge, skills training and awareness that relationship/marriage is a lifelong commitment comprising of many transitions. It is because of our expertise in the relationship space; and comprehensive understanding of evidence based relationship theory, we can support couples at the significant transition points of marrying, living together and maturing in the couple relationship.

## Education: New Parent Groups 'Self-Care: Emotional Health & Wellbeing'

While parents are supported in the preparation for birth through antenatal classes, and new parents are supported through the maternal and child health sector, our work in this space works with parents once home, directly addressing expectations, mental wellbeing and relationship changes in the post-partum period with a focus on parenting infants.

The literature and our services specifically identify a range of psychological factors which contribute to declining relationship satisfaction postpartum which impacts people's ability to parent.

In partnership with Merri-bek maternal and child health service, our New Parent Groups support parents in the postpartum period; supporting their mental and emotional well-being post-birth which promotes healthy infant attachment and development.

In achieving desired outcomes, the NPG is empirically supported by an evidence-based foundation; and is delivered by appropriately qualified counsellors in an interactive, non-theratening group setting.

*All our services are underpinned by an empirically supported, evidenced-based foundation, delivered by appropriately trained counsellors and psychologists.*

## Education: Circle of Security Parenting (COSP) Education

In working with parents via our counselling and education services, we have seen an increase in presentations around the challenges encountered by mothers whom parent with mental illness and/or are at-risk of mental illness; and who experience relationship and parenting distress as a direct result of attachment to the infant. Acknowledgement of these presentations and the protective value of secure parent-child relationships has led the organisation to implement the COSP education intervention within its family and relationship services stream.

The COSP education program offers adaptable measures and interventions to families who would benefit from targeted support. Through use of the circle, adults can develop the process to look beyond a child's behaviour and reflecting on the underlying emotional needs (Dolby, 2007).

The COSP education program is based on decades of evidence-based research developed to help parents engage in, and reflect on, the back-and-forth dialogue that is the foundation of secure attachment.

Referrals are from Merri-bek maternal and child health services; and families attending Springvale Service for Children (Greater Dandenong). And are delivered onsite or via Ms Teams.

## Cognitive Assessments to families living in Merri-bek

In keeping psychological services within peoples reach, our registered psychologists and provisional psychologists provide professional psychological assessments for children living in Merri-bek. Using current psychometric assessments with the aim of gaining an awareness and understanding into an individuals inclusive cognitive or else mental health functioning.

We are proud that in 2023 at Belle Vue Park Primary School in Glenroy, we delivered free cognitive assessments to its children. By supporting the children, we are able to help identify a child's mental capacity and behavioural styles, informing families, teachers and other allied health professionals on how the child best fits into the academic system and in everyday life. The outcomes also support the latter to understand the child's cognitive and learning difficulties, their academic strengths and weaknesses, and their school readiness.

### Tests include:

- WISC-V and WAIS-V (children and adult IQ tests, specific learning disorder, intellectual disability, ADHD)
- Diagnostic assessments (a range of mental health assessments leading to formal diagnosis)



# Mental Health Services



Our specialist mental health services match structured evidence-based interventions to consumer needs and complexities in the clinical delivery of targeted psychological support services to adults, youth and children. Operating within clinical governance and a quality assurance framework with clinicians providing front-line consumer care. The professional qualifications of the organisations clinical staff are approved by governing bodies and underpinned by good business practice.

RelateWell is a Commonwealth service provider of contracted mental health services.

## Commonwealth Contracted Mental Health Services

RelateWell is contracted by North Western Melbourne Primary Health Network (NWMPHIN) to deliver CAREin-MIND Targeted Psychological Support (TPS) and Suicide Prevention Services (SPS) to North Western Melbourne.

## Other Mental Health Services:

### Medicare-subsidised mental health specific items

As part of an allied health team, our psychologists assist GPs 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.

### Self-Managed NDIS: Therapeutic support

The organisation provides therapeutic support to people whose plans are managed by the National Disability Insurance Agency (NDIS).

Therapeutic supports assist individuals to gain skills and improve independence related to identified needs in areas such as language and communication, personal care, mobility and movement, interpersonal interactions, community living to support positive changes in the person's functioning, development and well-being.

In caring for individuals well-being via therapeutic supports, counselling provides participants and carers with assistance to understand and manage situations, behaviours and relationships associated with their need for care and mental health.

### Self-referrals

There are no barriers to accessing RelateWell mental health services.

## Memorandum of Understanding to provide mental health services

1. Merri-bek Universal & Enhanced Maternal and Child Health Service
2. Merri-bek Youth Services
3. Child Protection Health Program Victoria

## Evidence Base

A number of evidence-based therapeutic approaches are used: Cognitive Behavioural Therapy, Acceptance and Commitment Therapy (ACT), Person-Centred Therapy, Compassion Focused Therapy, Psychodynamic Therapy, Emotion-focused therapy, Humanistic-existential Therapy, Existential Therapy, Person-Centred Therapy (also known as client-centred counselling), Art Therapy, Humanistic-Existential Therapy Family/Systemic Therapy, Group Therapy, Mindfulness based approaches and solution focused therapy, Play Therapy.

Our clinicians use a variety of evidence-based approaches dependent on presentation.

The selection of evidence-based treatment strategies necessitates knowledge of interventions and the research supporting their effectiveness. Along with competencies which address different psycho-sociocultural contexts in any given client situation.

Implementing clinical expertise and knowledge, and introducing new therapies and interventions, is a significant way to care for the well-being of clients and to minimise cognitive and behavioural (functional) decline in people. Ensuring that in the medium to long term, clients leave our service with improved mental health and family functioning including child wellbeing; children with improved development (achieving milestones) and well-being; and clients are included in and socially connected to their community.

*RelateWell mental health services operate within a clinical governance framework that safeguards that people receiving mental health treatment obtain safe high-quality care within a safety and high quality culture.*

## Service Data from July 2022 to June 2023

948 unique clients supported

2820 client sessions conducted

96% of clients report improved knowledge and skills

99% of clients satisfied with the service they received

95% of clients report improved access and engagement with services

96% of clients report improved family, community and economic engagement

### Breakdown of client and session data for 2022/2023:

#### Family & Relationship Services (FaRS) Stream

664 unique clients

1585 client sessions

#### Private Counselling Stream

234 unique clients

1235 client sessions

*'Our objective to increase our overall reach in supporting all members of the community 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**



**Peak Body**



## 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 2022/2023:

Belle Vue Park Primary School  
Cairnmillar Institute  
Child Protection Health Program Victoria  
City of Merri-bek Maternal & Child Health Service  
City of Greater Dandenong  
Family Relationship Services Australia (FRSA)  
La Trobe University  
Monash University  
North Western Melbourne Primary Health Network (NWMPHN)  
Pronia  
Springvale Service for Children  
Victorian Chamber of Commerce and Industry

## OUR TEAM

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