



*Celebrating 40 years of Building
Stronger Relationships*

Founded in 1978

RelateWell Building Stronger Relationships 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’.



The Family Relationships Institute Inc., trading as RelateWell, is a not-for-profit community educational organisation providing a range of family and relationship services at the significant transition points of forming relationships, marrying, living together, becoming parents and maturing in the couple relationship. Programs and services are in relationship and marriage education, parenting education, and individual, couple and family counselling. RelateWell is a leader in the prevention and early intervention space particularly in the areas of marriage and relationship education and counselling services; and in engaging people at key transitions in the lifecycle. Our programs 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 Burdard, 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. (trading as RelateWell) is governed by a Board of Management, who is committed to achieving our vision of a future in which people achieve and maintain quality and meaningful lives through quality and meaningful relationships.

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Russell Williams

Jen Lawrie-Smith CMC (resigned August 2018)

Honorary Members

Don Burnard

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. (RelateWell) Thursday 15 November 2018



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

This year marks our 40th anniversary and what a remarkable journey it has been.

Our inception began with our founder's passionate vision to deliver relationship education to couples early in the intervention cycle, at the premarital stage. This involved the provision of a psycho-educational, experience-based interactive model of learning where partner's individual experiences provided the contents for their learning. They were the experts. Forty years on, RelateWell is still delivering our founders vision: ***"The desire to relate is innate. The ability to relate well is learned"*** (Don Burnard).

In celebrating 40 years of assisting people to navigate life's significant transitions and events, it has been a pleasure to work with such a highly dedicated and enthusiastic team of professionals. All of the team have contributed greatly to our achievements in 2017/2018 and beyond.

The past year has seen numerous operational changes within the Department of Social Services (DSS) (the Department) and in the stability of future funding. Our organisational concerns have centred on the continuance of our funding allocation post June 2019, when our five year Contractual Agreement under the sub-activity Family and Relationship Services ends. Consequently, we were pleased with the announcement in May 2018 of our funding extension for one year. This provides an opportunity for the organisation to continue its significant work in the anticipation to secure further funding post June 2020.

Considering this, RelateWell has adapted to this funding uncertainty through the development of an organisational culture which is ongoing and adaptive in strategy in response to external changes and demands. This requires openness to new ideas, and a passionate commitment to continuous improvement, not a stagnant mindset which exposes an organisations irrelevance in a competitive marketplace. There is no doubting, the not for profit sector has become a competitive marketplace where only the "adaptive" remain "relevant".

As a response, instead of adding new revenue streams to address the uncertainty, we have continued to work within our internal strengths by expanding our stretch within our well-established core capabilities in the field of prevention and early intervention family and relation-

ship counselling services, relationship and parenting skills training, and psychoeducational relationship programs. Within these core capabilities we make an impact, and within these core capabilities we are able to support people's personal, emotional and psychological well-being.

As a result, the past year has seen an increased demand for our counselling and educational parenting services within the "extension" phase of service delivery – becoming parents – which operates within the maternal and child health space. This increase in demand is significant, particularly in supporting the mental health of parents and the quality of their relationships early in the intervention cycle. By supporting parents to navigate the significant family transition point of becoming parents, we are not only supporting their couple relationship and individual well-being, we are also working towards influencing the quality of their child's relationships as children in positive, safe and stable relationships develop more secure attachments, self-confidence and self-reliance which impacts on their sense of belonging and identity (Fahlberg, 1994; Ryan, 2012). The role as parents is a critical one, in terms of child development. When these solid foundations are in place, children and young people have the best opportunity to safeguard positive long-term outcomes in their overall mental health, education and well-being.

The 2017/2018 financial year saw a further embedding of quality standards and client focused outcome measures in assessing that our clients reach their objectives and leave our service satisfied. Essentially, our immediate and intermediate client evaluations inform the organisation about what has changed in the lives of our clients since engagement in our service and to what extent engagement is contributing to positive changes in their lives. In a snapshot: **95.2%** of clients reported improved knowledge and skills; **99%** reported satisfaction with the services received; and **96.2%** reported improved access and engagement with services. Significantly, the last financial year saw a **32%** increase in client sessions, up from **2110** unique client sessions in 2016/2017 to **2783** in 2017/2018.

RelateWell prides 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.

Many of the health and social problems our communities face are preventable, which illustrates the significance of prevention and early intervention targeted responses at key transitional family points in the life course. Strengthening prevention and early intervention services underpins our purpose. Our solid and respected expertise in working with people across key transitions, extensive community links and evidence-informed practice, has underpinned our delivery of services for the past 40 years. We have the competencies in dealing with risk factors such as mental illness, antisocial behaviour (including family violence) and social exclusion and to integrate prevention and early intervention responses all through our service streams.

Our partnerships are invaluable. They provide an opportunity for us to work with the most vulnerable individuals

and families where there may be impaired family functioning as a result of relationship conflict, mental illness, or simply, the stress and exhaustion of parenting and the shift in roles and expectations that inevitably comes with giving birth.

Our partnerships also provide an opportunity to work with couples at the significant transition point of forming relationships where committed couples are considering the next step into either marrying or de facto union.

It is a privilege to work with the Moreland Maternal and Child Health Unit and Springvale Service for Children in supporting families and their relationships. Maternal and child health nurses and the professionals working from within these spaces have contributed greatly to our success. I would also like to thank PRONIA for their ongoing collaboration and support in the cross-cultural relationships space.

In moving forward, RelateWell will open a counselling outlet from within the maternal and child health space at Pascoe Vale Community Centre in February 2019 and a private counselling outlet from within Springvale Service for Children mid-2019. The private counselling outlet at Springvale Service for Children will work in association with our funded counselling stream by providing an opportunity for RelateWell to work with the centre's onsite Paediatrician and local General Practitioners in treating clients presenting with Mental Health Treatment Plans.

We have also been invited to work within the Moreland Enhanced Maternal Child Health (EMCH) program in supporting selected vulnerable families as an extension of the Universal Maternal and Child Health (UMCH) program. In addition, we have been asked to provide psychological services to students and families attending a certain Primary School in Melbourne's North. We look forward to providing our services from within this space as it provides an opportunity for the most vulnerable families to access our services. This is what underpins our partnerships – accessibility and support.

We recognise the ongoing work by the Department in making our partnerships happen.

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

I would like to thank Donna Cossio, our Office Manager, for her efficiency and discipline. She is the engine room which drives and reinforces our daily operations.

To the whole team at RelateWell, thank you for your commitment to the organisation and to the many people you support, your enthusiasm and dedication is testament to our ongoing growth.

We welcome the next 40 years!

Thank you



Angela Damianopoulos, Executive Director

OUR SERVICES

RelateWell, through its delivery of family and relationship support services, at the significant transition points of forming relationships, marrying, cohabiting, becoming parents, maturing in the couple relationship and separation, aims to strengthen relationships and support families through the provision of prevention and early intervention education and counselling services.

WHAT WE DO

Relationship and Marriage Education comprising:

- Premarital Courses - 'Let's Make It Work'
- Relationship and Marriage Courses - 'Let's Keep It Alive'
- PREPARE / ENRICH Relationships Inventory
- Understanding Cross-Cultural Relationships Seminars / information sessions

Individual and Couple Counselling:

- Relationship and Marriage Counselling
- Individual Counselling
- Cross-cultural / bi-cultural / Interfaith Relationship Counselling

Parenting Education and Counselling comprising:

- Parent, Child and Family Counselling
- New Parent Groups - "Self Care"
- Supported Playgroups
- PREPARE / ENRICH Parenting Inventory

Perinatal Mental Health comprising:

- Perinatal Counselling

Mental Health Psychological Support Services comprising:

- Mental Health Treatment Plans
- CAREinMIND Targeted Psychological Support Services (formerly Access to Allied Psychological Services)

Therapeutic Supports under the NDIS:

- Mental Health Counselling

*'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.'*

SNAPSHOT OF PROGRAMS AND SERVICES

Funded Stream: Family and Relationship Services (FaRS)

Relationship and Marriage Education Stream

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

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 “Let’s Make It Work” courses. 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.

Relationship and Marriage education works with couples by building the foundations for a stronger and respectful life together. The programs advocate the importance of marriage by offering couples an opportunity to develop an awareness and improved understanding of themselves as individuals and as a couple in their marriage. The skills acquired assist them in managing the focus beyond the extravagant wedding preparation and prepare for a lifelong commitment comprising of many significant transitions.

PREPARE/ENRICH Relationships 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.



Challenges

- Whether a marriage and relationship education program is delivered by a religious or secular organisation does not make a difference. The majority of couples only attend premarital programs prior to marriage when it becomes a compulsory requirement of the marriage celebrant marrying them. As a consequence, more work will need to be done to engage couples marrying in civil ceremonies given that civil celebrants have overseen the majority of marriages since 1999: marriage ceremonies administered by a civil celebrant have once again increased to 76.4% of all marriages in 2016 (ABS, Marriages and Divorces, Australia, 2016).
- Many groups, such as cohabiting couples, are not represented by relationship education programs. Incorporating relationship education into other programs such as prenatal classes, offers an opportunity to reach such an under-served target group.
- Regarding the effectiveness of premarital education in promoting stable relationships and marriages, one of the challenges in arguing its worth in the preventative space is that most studies measuring outcomes are short-term and follow-up of couple’s experiences beyond two years is uncommon. However, in challenging this notion which questions how long the benefits since attendance are maintained, what is important is that our programs are sowing-the-seeds to future engagement if couples find themselves in relationship distress and require professional psychological intervention. This is significant. Having a place that they can contact if required.

“Let’s Keep It Alive” Relationship Program

In celebrating our 40th anniversary, it is important to acknowledge the invaluable work the organisation has done in the committed couples space.

The ‘Let’s Keep It Alive’ program began in 1980 through the delivery of couples workshops at Mt Dandenong. Couples chose to either live-in or non-live-in over a weekend with an opportunity to communicate and spend time together developing their relationship. The workshop emphasised that the nature of a successful partnership required partners to take responsibility for meeting their own needs within their relationship.

Since then, the workshop has evolved into a one-day intensive workshop instilling a mindset that regular relationship “emotional well-being” check-ups are not a sign of trouble in one’s relationship rather a preventative measure which can actually improve it.

Evidence-based:

The workshop is an evidence-based relationship enhancement program. It has been developed by our experienced team through application, research, knowledge and an awareness of couple relationships.

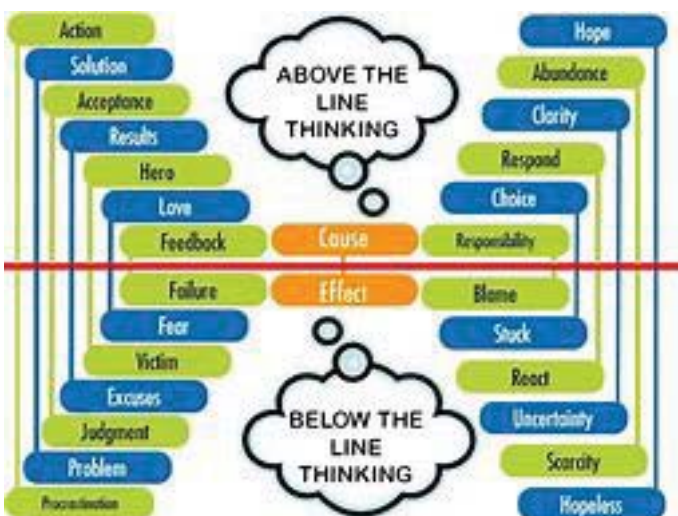
Workshop Outcomes:

- Assess relationship strengths and vulnerabilities
- Express the relationship you want
- Develop and acquire essential relationship skills
- Identify acts to strengthen and grow your relationship

What is a loving relationship?

“A loving relationship is one in which the loved one is free to be himself — to laugh with me, but never at me; to cry with me, but never because of me; to love life, to love himself, to love being loved. Such a relationship is based upon freedom and can never grow in a jealous heart.”

– Leo F. Buscaglia



Feedback from participants attending our Marriage and Relationship Workshops

"Good to elaborate on each other's views & opinions on life & future & personalities. Good for yourself to find out things about your partner that you may not have known or realised". JF

"Assists with relationships & the way we are in those relationships, as well as tools to help us improve in certain areas. It gives you insight to your partner's thoughts & feelings. Interesting to see what they share in the course". FP

"Helpful. Informative. I felt like I learnt something to take home." KM

"It allows couples to discuss issues and questions that they might have spoken about a few times, but in greater detail. Really confirms any issues or doubts you have over various topics, very informative." PS

"Helpful in dealing with issues, gives couples more tools to deal with issues. Gives information to you if there are issues in your relationship and you are not sure how to deal with them". KM

"Good opportunity to check-in with each other on important components in a relationship. Opportunity to learn and broaden knowledge". LK

"Helps you to learn better ways to communicate and resolve conflict in your marriage. Help to articulate and set clear expectations of marriage with your partner. DD

"Explores various elements of a relationship and helps strengthen the relationship – understanding your partner and their point of view re: different elements". DE

"Great workshop leader." Learnt lots about relationships from the facilitator and from other couples experiences, ideas and strategies". BA

"Current to our situation; relatable to us. Context was useful to us and our age and needs - relationship based". JM

"I would definitely recommend this workshop to my friends as it helped by fiancé and I to realise what we could improve on in our relationship. A relaxed environment that encourages openness and honesty and growth". LI

"Issues of relevance were covered. Insightful thoughts and examples given". BC

"Workshop was a way to open up and discuss important issues in a relationship that may not be spoken about in depth – which is a good thing, as it provides helpful strategies and key elements to maintain a healthy relationship". AM

"A useful workshop that guides couples on the important key factors to a successful relationship by exploring tools and steps to take that would benefit both parties in the relationship." SN

"Very well structured and detailed. Great everyday learning exercises". JP

"Interactive, meaningful and purposeful. Fantastic facilitator of questions and discussion." LL

"Enjoyable. Sense of awareness of where you are in your relationship and where you can grow. Always good for personal development". AD

"It has been a real eye opener; to understand about love and how to respect each other". JM

"Informative, clear, realistic. Informative topics which are useful when marrying". AV

"The course helps us to think and talk about healthy relationships. To help with communication; look at parts of our relationship in different ways". SS

"Informative, comfortable; provides tools to use in everyday life". LC

"Non-judgemental and a comfortable space; non-denominational". PP

"Enjoyable and not overly intense but still a great experience which I took alot away from". CT

"Informative, self-reflection, insightful. It gives you a different view, understanding and insight into different options and how think of things you normally don't". MB

"Beneficial - focuses on real issues for couples - married and single". LP

Happy Parents - Positive Parenting and Relationships



Our relationship with the City of Moreland's Maternal and Child Health Unit is invaluable. Our provision of services encompasses counselling and parenting education delivered at accessible outlets within the Moreland municipality.

Our objective of wrapping services around an individual's needs is delivering a more integrated support service to families, particularly in identifying risks and providing immediate psychological intervention. Potential risk factors are: parental mental health problems (perinatal mental health disorder), domestic violence and parental substance abuse. Raising relationship, mental health and safety concerns with family members requires sensitivity and care, so engaging the family in a collaborative partnership is crucial.

The significance of Maternal and Child Health Nurses in our partnership:

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 family community services in their local areas. They are a trusted source of support and information and support reluctant parents whom have had a negative past experience with a service provider to engage in services. Their engagement with the family is a good place to start in building a trusting relationship with our services. They are a crucial part of our collaborative partnership.

What we know:

- As service providers, we face challenges in promoting early targeted interventions to increase people's participation in prevention and early intervention programs, services and engagement in

community life, particularly when there are differing scales of socio-economic disadvantage, poor health and well-being, as evident in the municipality of Moreland.

- Families and young children make transitions every day, both within their early childhood, school and household environments. Children move between environments for numerous intentions and reasons. What we know is that transitions are complex and difficult, particularly for families with young children, and poor transitions can bring about negative disconnection for children, particularly when there is relationship distress and breakdown within their setting (Branson and Bringham 2009). This is why our collaborative practices are important, as we are engaging people across significant transitions early in the lifecycle.
- By focusing on the couple relationship, particularly at the significant transition point of becoming parents, we are encouraging people to obtain assistance NOW as it will work towards offsetting future problems.

New Parent Groups: "Self Care" Module

Mental health conditions through pregnancy and early parenthood can affect any person, irrespective of family background. Perinatal anxiety and depression normally do not have one specific cause – something we can point towards as being the issue.

As part of our partnership with Moreland Maternal and Child Health, RelateWell presents a module at Moreland's New Parent Groups which are run by Maternal and Child Health Nurses. The module focuses on 'Taking Care of Self' during the significant transition point of parenthood.



Partnership with 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. The total number of families living in Springvale on Census night 2016 was 5,298. This represents 8.8% of the total number of families in Greater Dandenong. This report excludes 2,991 people that are "not applicable" (Bureau of Statistics).

Located in the City of Greater Dandenong, SCC provides early learning programs (long day-care and sessional), maternal and child health, playgroups and toy library. SSC plays a pivotal role in engaging families early in the lifecycle by promoting a "safe" and "non-stigmatised" means to early learning services and formal and informal support.

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. This service outlet is funded by the Australian Government of Social Services (DSS) through the sub-activity Family and Relationship Services (FaRS). We thank the Department for their ongoing support of our partnership.

All families who attend Springvale Service for Children bring with them a wide range of experiences, beliefs, values and needs. As service providers, it is our responsibility to ensure that programs and services meet the needs of these families. Whilst most families have the ability to function competently as a unit and provide encouraging and supportive relationships for children, there are families that may experience pressures or events

which could affect these relationships to deteriorate. This is when these families may possibly become vulnerable. This is where the convenience of our onsite psychological support services help.

What we have learnt from working with families at Springvale is that a 'soft entry point' to services works well as it provides families assessable and easy entry to targeted psychological support. This is achieved through our counsellor's attendance at Supported Playgroups which allows our therapists to engage and build a rapport with vulnerable parents. Once a rapport has been established, it opens the doors to endless opportunities to support people through appropriate psychological interventions.

In mid 2019, it is projected that RelateWell will open a private counselling outlet from within Springvale Service for Children. 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.

Our collaboration highlights and confirms the challenges we face as service providers in promoting early targeted interventions in a highly culturally diverse municipality which experiences different scales of socio-economic disadvantage, poor health and well-being. From everyone's experience, raising children is at times stressful for most or all parents. For newly arrived migrants, these regular stressors will be present as well as the stressors associated with the experience.

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.

RelateWell celebrating 40 years of caring for your personal, emotional and mental health



RelateWell provides both a funded and private counselling stream enabling accessibility to targeted psychological services to be within everyone's financial reach.

FUNDED Counselling Stream (FaRS)

Our funded counselling stream aims to support people in navigating life's challenges particularly at the significant transition points of relationship formation, extension and separation.

Our funded stream sees individuals and couples presenting with:

- Relationship, marriage and family issues
- Separation or divorce
- Mental health
- Depression
- Anxiety
- Perinatal mental health
- Anger Management
- Parenting issues
- Family conflict and family dispute issues
- Cross-cultural & bi-cultural issues
- Interpersonal issues
- Self-esteem & developmental Issues
- Sexuality and sexual identity
- Grief & Loss
- Abuse & violence in relationships
- Stress management
- Life Transitions & Adjustment Issues
- Career Guidance

The funded counselling stream is delivered from three outreach locations:

RelateWell Centre, Coburg
Brunswick Maternal & Child Health Centre
Springvale Service for Children

PRIVATE Counselling Stream

Our private counselling stream provides support services to clients that are self-referred and those presenting with Mental Health Care Treatment Plans and CAREinMIND referrals (formerly known as Access to Allied Psychological Services).

Mental Health Care Treatment 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. For the period 2017/2018, 81 referrals were received from different general practices throughout metropolitan Melbourne.

CAREinMIND

RelateWell is contracted by North Western Melbourne Primary Health Network (NWMPHIN) to deliver CAREinMIND Targeted Psychological Support Services to North Western Melbourne. For the period 2017/2018, nine different general practices have referred patients to our service under this referral process.

Collaboration key to service stream

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

SERVICE LOCATIONS

Relationship, Marriage and Parenting Education:

Burgess Family Centre

15 Barwon Street
Box Hill North

RelateWell Centre (Head Office)

Suite 102, 398 Sydney Road
Coburg

Springvale Service for Children

23-28 Lightwood Road
Springvale

New Parent Groups:

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

Brunswick, Maternal & Child Health Centre

Brunswick East, 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

The Avenue, Maternal & Child Health Centre

Counselling Services

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



OUR PERFORMANCE IN 2017/2018

924 unique clients supported

2783 client sessions conducted

32% increase in client sessions

Breakdown of unique client data for 2017/2018:

Family and Relationship Services (FaRS) Stream

816 unique clients
2332 client sessions

Private Counselling Stream

108 unique clients
451 client sessions

'Our objective to increase our reach of family and relationship services by 20% at the end of the financial year 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)

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Executive Director

Angela Damianopoulos

Manager

Donna Cossio

OUR PARTNERS

RelateWell would like to take this opportunity to thank the Australian Government Department of Social Services (DSS) for their ongoing support and all those organisations that have worked in partnership with us to reach our mission over 2017/2018:

Cairnmillar

Employsure

Family Relationship Services Australia (FRSA)

Milkyway Multimedia

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.**

