

YEAR IN REVIEW 2020-21

Nurturing relationships to adapt and thrive



Relationship Matters aims to promote safe, respectful and fulfilling relationships and supports Victorian couples, families and the community.

We are committed to supporting all relationships through life's changes. Each life stage comes with unique challenges and transitions and we support people during every change in life.

Relationship counselling

Specialised couples counselling, family and individual counselling, including counselling for children and adolescents.

Dispute resolution and mediation services

Assistance for separating couples, families, older people and community members in resolving conflict and reaching agreements on a wide range of issues. Services include family dispute resolution for parenting and property matters, child-inclusive practice, lawyer-assisted mediation and restorative practice.

Relationship learning

Evidence-based learning programs, seminars and workshops for couples, parents and individuals.

Family violence prevention programs

Victoria's leading provider of Men's Behaviour Change Programs, including partner contact support.

Accessible Psychological Interventions

Support for people impacted by mild or moderate mental health issues through evidence-based services. Available to those living or working in the Frankston and Glen Eira local government areas.

Employee Assistance Program

Counselling and Critical Incident Response services supporting organisations across a range of industries and sectors.

Business services

Workplace training, e-training, coaching, mediation and investigation services.

Specialist services

Authorised provider of the VicRoads Safe Driving Program.

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2020–21 highlights

Online Learning Centre established to deliver Relationship Learning programs

5.1% increase in counselling sessions compared to 2019–20

6,586 telehealth sessions delivered

550 Accessible Psychological Interventions program clients supported

21,206 support sessions delivered

Rainbow Door partnership with Switchboard Victoria commenced

5,795 clients supported

58 Rainbow Door clients supported

Chairperson's report

I am honoured to present the Year in Review 2020–21 on behalf of Relationship Matters. Despite the challenges brought on by continued lockdowns and restrictions that impacted lives throughout Victoria, Relationship Matters have continued to support clients to adapt and thrive in challenging times.



I sincerely thank our valued clients, funders, partners and supporters for your continued loyalty to Relationship Matters. Your continued trust and confidence in our service have been a strength to us and we will ensure our service standards are improved to meet and exceed expectations.

The Board, management and team strive to achieve goals and deliver effective service delivery in line with our strategic plan. The strategic plan is our blueprint for the organisation heading into the new decade with innovation and service excellence.

Relationship Matters has proved itself adaptable and flexible with significant growth in diverse programs, geographic reach, workforce diversification and innovation to deliver service excellence despite the challenges faced due to the global pandemic. I am pleased to announce strong financial results, with \$8,626,383 turnover and a 5.1% growth in counselling sessions compared to 2019–20.

Over the last year, the Board has taken the time to reflect on and identify areas it could improve that will reinforce the strategic plan. There has been a change in our sub-committees through the establishment of one that focuses on governance. A central task for this sub-committee will be succession planning and the recruitment of directors who can add to the richness of Relationship Matters.

The past year has seen a number of people depart our team and I would like to thank them for their extraordinary work. Firstly, Andrew Brookes, our previous chair, who worked tirelessly over many years with Janet to build our organisation to what it is today. Thank you to Vicky Davidson and Marika Hubble-Marriott for their dedicated service to the Relationship Matters Board. I would like to welcome Christopher McDermott who joined the Board in June 2021.

I sincerely thank my fellow Board members who contribute solid governance and leadership to this dynamic organisation. I also acknowledge the invaluable work of the Finance Risk and Audit Committee and the Clinical Governance Committee.

On behalf of the Board, I take this opportunity to congratulate our CEO, Janet Jukes, for her leadership and commitment to delivering successful outcomes in the financial year. I also acknowledge the team behind her for their achievements throughout the year, especially their flexibility, innovation and dedication to work in challenging circumstances while delivering better mental health and relationship outcomes to our clients.

James McCarthy OAM
Board Chair

CEO's report

This financial year saw our clients and the organisation face many challenges due to the impacts COVID-19 had on the community. We are proud to have risen to this challenge by offering our services and programs in innovative ways. I thank the Board and the entire Relationship Matters team for their resilience and achievements during the year.



Relationship Matters has been an integral source of support to the 5,795 clients we worked with during the year. We were able to support many new clients from regional communities thanks to online service delivery. I am pleased that we were able to deliver a positive result for 2020–21 – a 10.4 % increase in turnover compared to 2019–20.

Over the past year we have focused on harnessing our expertise and capability to develop new programs, adapt current programs and offer downloadable resources that supported and guided our clients and the community through mental health and relationships concerns.

Our Relationship Learning program launched an innovative and state-of-the-art platform using Moodle to deliver programs online. Our new Online Learning Centre provides self-paced learning where clients can tailor their learning to suit individual needs and time constraints. This client-centred approach has seen an increase in client engagement and uptake due to its flexibility, convenience and useful content.

In partnership with Switchboard Victoria, we commenced the Rainbow Door initiative. The service enables clients from LGBTIQ+ communities to receive more accessible, safe and inclusive services. This successful partnership gained momentum in a short period, allowing clients to access counselling and learning programs to strengthen their relationships.

I am deeply thankful to our dedicated team. Despite an increase in demand, remote work conditions and complex client situations, we provided exceptional services to our clients. I also thank our stakeholders, partners and senior executive team for their support and dedication. I am grateful to the Board of Directors for their vision, commitment and guidance in this challenging year.

We foresee a greater demand for mental health and relationship supports as the community transitions to a post-COVID-19 era. The learnings we have gained will indeed pave the way to a more client-centric approach with strong growth and innovative practice to deliver better outcomes to the clients we serve in the years to come.

Janet Jukes OAM
Chief Executive Officer

Relationship counselling

Relationship Matters is approved by the Federal Attorney-General's Department as both a mediation and counselling organisation under provision of the *Family Law Act 1975*.

Family and Relationship Services (FaRS) aims to strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children. It is accessible at critical family transition points, including formation, extension and separation and is consistent with the FaRS Operational Guidelines. Relationship Matters works to repair damage, restore trust and promote respectful and fulfilling dynamic relationships.

Family Law Counselling aims to provide alternatives to formal legal processes for families who are separated, separating or in dispute to improve their relationships and make arrangements that are in the best interests of

their children. We also help families with complex needs, including those with family violence issues. Our services are designed to help people with relationship difficulties better manage their personal or interpersonal issues in relation to children and family during marriage, separation and divorce. Family Law Counselling is available to intact or separated families, extended families and carers. When providing support to families experiencing relationship breakdown, we focus on the needs of children.

Common issues faced by our clients include stress and anxiety, trust and intimacy, interpersonal discord, emerging and ongoing parenthood, financial disagreement, health crises, alcohol and other drug use, and family violence and separating safely.

We provided more than 6,200 sessions to over 2,200 clients. In Family Law Counselling, where episodes of care are often shorter, we provided more than 1,800 sessions to over 1,200 clients.

ACHIEVEMENTS

- 1** Relationship Matters responded to COVID-19 by successfully providing seamless access to services for clients through telehealth services. Some clients have continued short-term care from interstate and even overseas. Our practitioners have become increasingly confident using telepractice to deliver individual and group interventions. They have also supported the quality of the online medium by helping set up the client's home environment, offering tips on using the technology and paying careful attention to each client's family and environmental circumstances.
- 2** The new Rainbow Door initiative, offered in partnership with Switchboard Victoria, enabled clients from LGBTIQ+ communities to receive more accessible, safe and inclusive services. Within a short span of 9 months we have seen a significant growth and demand for this much needed program.
- 3** Collaboration between our regional branches and external agencies (Women's Health West, Moonee Valley Legal Service and Moonee Valley City Council) led to the development of a support group for women experiencing family violence.

TIPS

- 1** Relationships don't just happen. It is normal to have ups and downs but it takes a conscious effort to meet the challenges and retain a happy and healthy relationship.
- 2** Talk with each other. None of us are mind readers, so it is important to communicate your needs to each other.
- 3** Respect each other. Sometimes this will mean accepting and valuing differences in yourself and others, and learning to listen more to what these might be.
- 4** Remember there is an 'us' in your relationship. If you both offer compassion and accept mistakes, you are more likely to feel heard and understood.
- 5** Share both the love and the power. In an equitable relationship, you will feel that your opinion matters.
- 6** Make time to take care of and develop yourself. Feeling good about yourself will help grow a respectful relationship.

Relationship learning

Relationship Matters offer a suite of programs that are aimed at supporting and enhancing relationships through life's many stages – entering into a committed relationship, becoming a parent, managing children and teenagers, grandparenting and retiring. Other life stages also include family separation and blended families.

We recognise that each stage comes with unique challenges and we offer a range of family and relationship learning programs that are responsive to the needs of our community.

Our evidence-informed programs provide support to individuals, couples and families. We all have varied and diverse needs, including:

- establishing and maintaining positive interactions within or across relationships and family groups

- managing relationship transitions across the relationship cycle
- preventing, or increasing resilience to, relationship stress or breakdown
- raising awareness and understanding of the dynamics of healthy respectful relationships
- understanding the care, welfare and development needs of children
- improving outcomes for children and young people.

It's reassuring to know our programs are underpinned with current research and theory of change logic.

In 2020 Relationship Matters responded to a rapidly changing environment. We now deliver programs for groups, couples and families online and we also offer traditional face-to-face delivery, dependent on the COVID-19 environment.

Everyone who responded to our survey about our Sea Change anger management program for women said it had been helpful with regard to their personal issues and that they were able to use the skills and knowledge they had learned and apply them to their lives.



ACHIEVEMENTS

1

In 2020–21, we launched our Online Learning Centre, a blended approach to learning that uses the Moodle platform to support self-paced learning, and includes group sessions to reinforce the learning experience. Our centre allows for a more flexible mode of delivery that acknowledges the busy lifestyle and commitments experienced by our clients.

2

Our programs were redeveloped and our facilitators trained in order to move all programs from face-to-face delivery to online within weeks of COVID-19 restrictions being enforced.

3

We changed our name from ‘Education programs’ to ‘Relationship learning’ to better reflect our service aim and provision.

TIPS

1

Take some time to think about how you are managing life right now. Are you okay? Feeling okay might mean that you are managing most areas of your life well enough most of the time. Signs that you are not okay include sleep problems, using drugs or alcohol to manage stress or strong emotions, or feeling isolated.

2

Talking about your feelings can help you stay in good mental health and deal with times when you feel troubled. If you have no-one to talk to about your feelings, seeing a counsellor might be a good strategy.

3

Keep active. Regular exercise can boost your self-esteem, and help you concentrate, sleep and feel better. Exercise keeps the brain and other vital organs healthy, and is a significant step towards improving your mental health.

4

Ask for help. We all get tired or overwhelmed sometimes. If things are getting too much and you feel that you can’t cope, it’s okay to ask for help. Your family or friends may be able to listen or offer practical assistance.

5

Accept who you are. It’s much healthier to accept that you are unique than wish you were more like someone else. Feeling good about yourself boosts your confidence, and good self-esteem helps you cope when life takes a difficult turn.

6

Take a break. A change of scene or pace is good for your mental health. Just a few minutes can be enough to reduce your stress. Give yourself some ‘me time’.



90% of clients responding to a survey after their intake said they were satisfied with our service.

Dispute resolution and mediation

Our dispute resolution service supports separated couples, family members and other members of the community to find practical and workable solutions to issues arising from interpersonal conflict.

One of our busiest services is Family Dispute Resolution. Separated couples are supported to make decisions around issues arising from their separation, including reaching agreement on children's arrangements and matters involving finances and property settlement. The aim is for families to have access to less adversarial, low-cost processes to resolve their issues as an alternative to court procedures. Parents and former couples make their own decisions to achieve the best outcomes while also being supported by a professional and impartial practitioner.

Clients receive a free 30-minute call with a practitioner who outlines the steps of this process, and offers information and referrals to other services, if required. Clients are then booked in for a longer, confidential intake and assessment to determine if this process is right for their family, and to prepare each party for the joint session.

We understand that separation can be an extremely difficult time, so we offer flexibility in the way that we offer services. Sometimes clients want to have a lawyer or support person present, or they want their children to have a voice throughout this process. This can all be discussed with the practitioner at intake and assessment.

ACHIEVEMENTS

1

During COVID-19 we moved all of our appointments online or via telephone. Client response to online mediation was extremely positive. They appreciated the flexibility, convenience and safety of accessing our services this way.

2

Our property services are now offered using an online program, which offers added efficiency and professionalism.

3

We continue to provide restorative engagement services with the Defence Force to provide healing and closure for those who have experienced historic abuse.

TIPS

1

Focus on managing your own wellbeing. Reach out to friends and family for support and seek counselling if you need to. If you don't normally ask for help, separation is a good time to start. Be kind to yourself!

2

Don't make decisions based on anger or revenge. It will only make things much harder. Try to focus on the big picture. Resolve issues through negotiating, where possible, and create a new normal for you and your children.

3

Make interim financial arrangements as soon as you can. Work out things like how the mortgage gets paid, how you will support the kids' needs financially, and what happens with bank accounts. Write down what you both agree on.

4


Good arrangements for kids need both routine and flexibility to ensure that they can participate fully in their lives. They need their parents to communicate with each other and make decisions together. You will be parents to your kids forever, regardless of the status of your relationship.

5

Use court processes only as a last resort. Discussing, negotiating and mediating with someone you have separated from can be hard, but court processes will be even harder and more exhausting and expensive.

6

It is normal to start off with different ideas on parenting and financial settlement. Consider each other's opinions, get informed and be creative. Agreements take time and work. Expect setbacks and roadblocks, and work through them.



In 2020–21, we held
582 hours of Men's
Behaviour Change
Program group sessions.
This equates to 1,164 staff
hours and 5,820 client
contact hours.

Family violence prevention

The Men's Behaviour Change Program (MBCP) provides an opportunity to develop more satisfying relationships, learn non-abusive behaviour, challenge old ways of thinking and acting, develop a caring respect for yourself and others and develop responsibility for your own actions.

The program involves intensive work designed to support men to accept responsibility for their choices and behaviour and to handle strong emotions and conflict with understanding, confidence and self-control.

Facilitators work to support new learning and challenge unproductive attitudes in a climate of safety that models respectful relating. Relationship Matters staff maintain contact with affected family members.

The aim of the program is to help to create greater safety for victim survivors and for them to have more agency in their own lives

ACHIEVEMENTS

1

During COVID-19 restrictions, all MBCP sessions were online. When it became possible, we returned to face-to-face group work. We have been delivering a hybrid delivery model of MBCP. Most of our clients have been positive about the change.

2

Our intake assessment process has moved to a phone-based model. Clients can go through the intake assessment process without having to take time off work or leave home.

3

We commenced our first 'rolling MBCP'. When we have a vacancy, a client can be offered a place in the group instead of having to wait until that group completes 20 sessions before joining.

TIPS

1

Family violence is not something anyone wants to admit to. It is not only about hitting and punching. It is about coercive and abusive behaviour. It is about getting your own way in your family's decisions. It is about thinking you are right and your partner is wrong.

2

Ask yourself if the way you speak and act is helpful to your family. While you may not like the situation you are in and feel that it is unfair, you can control how you behave from now on.

3

Be aware of the impact of what you say and do. Even if your intentions are good, the way you try to get people to do what you want is often where family violence occurs.

4

Separate emotions (your feelings) from behaviour (the things you say and do). Violence of any sort is a choice. Even when you feel sad, angry, irritated, frustrated or desperate, you can still choose how you act in the moment.

5

Focus on the best outcomes for your children. It can be difficult when you feel that your former partner has all the power over you seeing your children. Many men focus on the feeling that 'it's my right to see my kid'. While this is understandable, it does not help either of you move forward, nor does it take the child into account. It is a statement that comes from your pain. It is not necessarily about the best interests of your child.



We successfully delivered the Employee Assistance Program and workplace services to over 180 organisations across Victoria.

Workplace services/EAP

Our Employee Assistance Program (EAP) and other workplace services have evolved over 20 years. We provide EAP services to organisations with diverse staffing profiles including culturally and linguistically diverse, LGBTIQ+ and Aboriginal and Torres Strait Islander employees. EAP primarily offers counselling for people who require assistance with issues that impact their wellbeing. This includes health services staff who are on the frontline of the COVID-19 pandemic. Workplace services includes group counselling, critical incident management, coaching, workplace training and other offerings.

The EAP aims to enhance the psychological wellbeing (and, indirectly, the physical health) of employees and their immediate family members. We do this by supporting

the early identification and resolution of work and personal problems before they escalate, and providing appropriate support, intervention and referrals at times of crisis and stress.

Our clinicians have considerable experience in working with trauma, including abuse, family violence, stigma and discrimination, and they undertake regular training. We also maintain a pool of practitioners with specialist training in critical incident response and debriefing to respond to traumatic incidents.

Relationship Matters is a longstanding member of the Employee Assistance Professional Association of Australasia and holds accreditation within the National Mental Health standards.

ACHIEVEMENTS

1

Over the past year we have supported many organisations who are dealing with both the direct and compounding challenges of COVID-19. We recognise the ongoing dedication of these organisations to maintaining safe and supportive environments for their staff and the broader community.

2

We have supported staff at the coalface of the pandemic, who work long hours in intense work environments. We have also worked with organisations who help keep the wheels of industry in motion.

3

We have supported staff when tragedy strikes: be it the loss of a loved one or close associate, or other unwelcome surprises or changes that may feel overwhelming and insurmountable at the time.

TIPS

1

Get physically active. Research has shown that physical activity is vital for mental health. Incorporate it into your daily life. Ensuring a healthy lifestyle is one of the most proactive things you can do for your mental and physical health.

2

If you are working from home, try to create a separate workspace and maintain a healthy work-life balance. Set up a schedule for work and stick to it. Keep ergonomics in mind too.

3

Stay connected to your family and friends. Sending small notes or wishes can uplift moods. Schedule regular video chats with friends and family.

4

Keep things in perspective. The pandemic will not last forever, so a lot of the things you are stressing about now will not be problems in the near future.

5

Schedule time to worry. This might seem counterintuitive, but research has shown that scheduling time to worry can significantly reduce overall anxiety and distress.

6

Be careful about the content you watch and read. While it is important to stay informed, constantly hearing about COVID-19 can heighten your distress levels. Limit your time on news channels. Scroll through useful social media and join online forums that help you connect with your community.

Accessible Psychological Intervention

The Accessible Psychological Intervention (API) program provides flexible, brief and goal-directed services that support clients with a mild to moderate mental illness who will benefit from individual, family or group-focused psychological strategies from allied health professionals. API services are available for underserved and harder-to-reach populations.

Our staff work with a wide range of multiple and complex needs. For example, the priority groups include children under 12 years, Aboriginal and Torres Strait Islander people, people experiencing homelessness, people at risk of suicide, culturally and linguistically diverse people, people diagnosed with perinatal depression, people with substance use disorders and people who have experienced family violence. Our staff continue to deliver a high level of service to clients who are often at the more complex end of the eligibility scale.

The Accessible Psychological Intervention program delivered approximately 3,000 service contacts in the 2020–21 financial year.



ACHIEVEMENTS

- 1** Working in collaboration with South East Melbourne Primary Health Network as the program funder, our API team successfully transitioned to new client management software, RediCASE. When data migration has been finalised, RediCASE will enable real-time, shared oversight of key program data, including outcome measure collection, client waiting times, care plans sent to GPs and referrals to GPs.
- 2** In response to the COVID-19 pandemic, we welcomed additional funding to temporarily employ several new colleagues. They were orientated in an online environment and quickly responded to increased demand. The pre-existing team members then completed a significant amount of work to ensure continuity of care for clients who had worked temporarily with the new staff.
- 3** In response to the COVID-19 restrictions, almost all of our appointments were delivered via telephone or telehealth. Enabling this additional mode of delivery helped ensure continued client engagement.

TIPS

- 1** Be kind to yourself.
- 2** Focus on the present.
- 3** Focus on things you can control, such as how often you talk to your family or friends, how well you take care of yourself, and the measures you undertake to keep you and your family safe.
- 4** Do things that you enjoy and know are good for you.
- 5** Remember you are not alone. One in five Australians experience mental illness every year, and there are many services available that provide free and confidential support.

VicRoads Safe Driving Program

The VicRoads Safe Driving Program is a court-mandated program for people who have been found guilty of certain high-risk driving offences. Successful completion of this program is compulsory for people to get their drivers licence back.

This group program provides factual information about high-risk driving and its consequences. It encourages participants to think about their beliefs, motivations and behaviour, and identify how to change their behaviour and plan to avoid future unsafe driving. Motivational interviewing techniques are used to engage with participants and help them reflect on their behaviours and make relevant changes.

This program has been operating online since the beginning of COVID-19 restrictions. Groups, generally not exceeding six participants, run at various times throughout the week. One of the advantages of an online program is that, provided they have access to a device such as a mobile phone, tablet, iPad or computer, participants can attend regardless of their location. It is expected that this program will return to face-to-face service delivery when restrictions ease.



ACHIEVEMENTS

- 1** We successfully transitioned this program to online service delivery for all clients.
- 2** We have received positive feedback in relation to the online delivery, with clients stating that they now do not have to take the whole day off from work or other commitments to attend.
- 3** We have maintained and provided a high level of support for our small group of facilitators, who are enjoying delivering this service model.

In 2020–21, we saw 120 clients – 106 men and 14 women. Most (59%) were aged 20–29 years and 22% were aged 30–39 years.

TIPS

- 1** Book promptly to avoid a delay in getting your drivers licence back.
- 2** Make sure your technology is working ahead of time, not on the day the program starts. If you have any issues, call us so we can help you solve the problem.
- 3** Ensure you are there on time on the day. If you are late, you will not be allowed to participate and you may be charged a further administration fee.
- 4** Come prepared to share information and learn from others. This is an interactive group program. We expect everyone to join in – the more participation there is, the better the outcome is for all.
- 5** Everyone's situation is different, but you are all there because you have been involved in risky driving behaviours. Take the opportunity to learn from others.
- 6** Take responsibility for what has occurred. Come ready to learn how to avoid the behaviour that led you to losing your drivers license in the first place.

Financial statements

Statement of profit or loss and other comprehensive income for the financial year ended 30 June 2021

	2021 \$	2020 \$
Revenue	8,626,383	7,813,816
Employee benefit expenses	(5,426,610)	(5,151,368)
Advertising and marketing expenses	(22,847)	(149,088)
Depreciation and amortisation expenses	(572,315)	(567,858)
Contract and partner service delivery	(411,303)	(324,383)
Employee development and training expenses	(23,296)	(18,148)
Occupancy expenses	(58,853)	(70,969)
Finance expense	(25,104)	(34,226)
Other expenses	(655,746)	(669,001)
Operating surplus before tax	1,430,309	828,775
Income tax expense		–
Surplus for the year	1,430,309	828,775
Other comprehensive income		–
Total comprehensive income for the year	1,430,309	828,775

Statement of financial position for the financial year ended 30 June 2021

	2021 \$	2020 \$
Current assets		
Cash and cash equivalents	3,085,208	1,912,287
Financial assets	1,886,608	1,384,171
Receivables and other assets	203,076	442,376
Total current assets	5,174,892	3,738,834
Non-current assets		
Other assets	11,881	11,849
Rights of use asset	874,859	1,294,527
Property, plant and equipment	178,469	254,131
Intangible assets	1,581	11,777
Total non-current assets	1,066,790	1,572,284
Total assets	6,241,682	5,311,118
Current liabilities		
Trade and other payables	405,584	413,119
Revenue in advance	136,844	262,074
Provisions	546,033	415,896
Lease liability	408,685	424,192
Total current liabilities	1,497,146	1,515,281
Non-current liabilities		
Provisions	33,547	106,472
Lease liability	538,393	947,078
Total non-current liabilities	571,940	1,053,550
Total liabilities	2,069,086	2,568,831
Net assets	4,172,596	2,742,287
Members' funds		
Accumulated surplus	4,172,596	2,742,287
Total members' funds	4,172,596	2,742,287

Team Relationship Matters

Our Board

The Relationship Matters Board is comprised of non-executive directors who are committed to the vision and mission of the organisation. Board members generously volunteer their time and professional expertise to drive the strategic focus and overarching aims of the organisation.

- James McCarthy OAM
- Marika Hubble-Marriott
- Rev. Stuart Soley
- Sally Baker
- Brooke Pearson
- William Couche
- Vicki Davidson
- Christopher McDermott

Our management team

- Janet Jukes OAM, Chief Executive Officer
- Matt Needham, Executive Manager, Clinical Practice and Outcomes
- Julie McPhee, Executive Manager, Finance and Corporate Services
- Cath Tregillis, Executive Manager, Dispute Resolution and Learning
- Ann Smith, Executive Manager, Service Development and Quality
- Priscilla Floyd, Manager, Workplace Services
- Shini Kelly, Manager, Marketing and Communications
- Adrian Harris, Manager, City and North Region
- Archana Bhat, Manager, Western Region
- Evan Nathanson, Manager, South East Region

Thank you

We would like to thank the individuals and organisations who have supported us in 2020–21. In particular, we would like to thank our funders:

- Australian Government Department of Social Services
- The Department of Families, Fairness and Housing (DFFH)
- Corrections Victoria
- Anglicare Victoria: Communities for Children
- South Eastern Melbourne Primary Health Network

We also thank our partners and those organisations whom we have worked closely with over the past financial year including:

- Anglicare Victoria
- Latrobe Health Centre
- No to Violence
- National LGBTI Health Alliance
- Women's Legal Service Victoria
- Centre for Excellence in Child and Family Welfare
- Thorne Harbour Health
- Switchboard Victoria

Funded by the Australian Government Department of Social Services.

Relationship Matters acknowledges the support of the Victorian Government.



Acknowledgements

Relationship Matters acknowledges Aboriginal people as the traditional custodians of the land from which we serve and respects their spiritual and physical relationship with their country. We are an access-for-all organisation. Our staff have a sensitivity to, and an awareness of, diverse communities including lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) and culturally and linguistically diverse people.

We welcome LGBTIQ+ people at our services. We pledge to provide inclusive and non-discriminatory services to LGBTIQ+ clients.

Statistics are taken from the 2020–21 Performance Monitoring and Review Survey and internal data processes.

Locations

Melbourne City

Level 4, 255 Bourke Street, Melbourne 3000

Frankston

White Street Mall, Frankston 3199

Glen Eira

3/944 Glen Huntly Road, Caulfield South 3162

Wyndham

1 Johnson Avenue, Hoppers Crossing 3029

Wangaratta

15–17 Ely Street, Wangaratta 3676


Other locations


Prahran, Preston, Moonee Ponds, Geelong



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