



Shaping Our Future

Relationship Matters
Annual Report 2022/2023



relationship
matters
Counselling & Mediation

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Acknowledgements

Relationship Matters acknowledges Aboriginal people as the traditional custodians of the land from which we serve and respect their spiritual and physical relationship with their country. We acknowledge that this land was never ceded, and it always was and always will be Aboriginal Land.

At Relationship Matters, we are dedicated to cultivating a diverse, inclusive, and equitable environment. Regardless of culture, ethnicity, gender, sexual orientation, age, ability, religion, or socioeconomic background, we champion the values of respect and dignity. By embracing diversity, we enhance our ability to provide empathetic and tailored support to all, ensuring a welcoming and safe environment for everyone we serve.

Funded by the Australian Government Department of Social Services.
Relationship Matters acknowledges the support of the Victorian Government.

Our Vision

A caring, compassionate, and just society.

About Us

Relationship Matters is a not-for-profit organization with 75 years of experience in promoting healthy, respectful, and fulfilling relationships within the Victorian community while building connected families, workplaces, and communities. We are committed to supporting all relationships through life’s changes.

The pandemic and the economy have had significant impacts on relationships and how we respond to the needs of our clients. We are embracing these changes and will continue to enhance our services to meet the diverse and emerging needs of our clients, strengthening their relationships and helping them look toward the future with optimism and strength.

Our Purpose

Promoting safe, respectful, and fulfilling relationships for everyone, at every stage of life.

Our Values

- EQUITY & INCLUSION: Celebrating diversity, empowering all.
- EMPATHY & COMPASSION: Making a positive impact, one caring interaction at a time.
- EXCELLENCE & INTEGRITY Delivering outstanding results with professionalism and trust.
- CURIOSITY & COURAGE: Embracing challenges, driving innovation, creating change.

Programs and Services

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 programs

Victoria’s leading provider of Men’s Behaviour Change Programs, including partner contact, post program support and case management.

Accessible Psychological Interventions

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

Employee Assistance Program

Counselling, Manager Assist 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.

2022 - 23 highlights



Chairperson's report



I am pleased to present this year's report, reflecting on our organization's journey amid significant challenges and transformative changes. Despite these obstacles, our collective efforts have positioned Relationship Matters on a solid foundation for sustainable operations, ensuring excellence in service and adaptability to seize emerging opportunities.

In November 2022, we welcomed Maya Avdibegovic as our new Chief Executive Officer. Maya's extensive expertise in areas such as community and economic development, diversity and inclusion, family violence, and justice, along with her demonstrated commitment to improving access for disadvantaged and marginalized clients, set the stage for a promising future. With her leadership, we embarked on a journey to solidify our organization's foundation and create a sustainable, adaptable, and excellent service model.

In line with our commitment to growth and innovation, the Board initiated the development of our new Strategic Plan. This process involved valuable input from our dedicated staff and clients. Together, we reviewed organisational vision and purpose,

refined our values, and identified priorities in three strategic areas: Client Services, Partnerships and Advocacy, and Organization and People.

Building on the success of our purchase of the office property in Geelong last year, I am delighted to announce that Relationship Matters has expanded its property portfolio by acquiring a new office in Frankston. This opportunity allowed us to design a space tailored to the needs of our clients and staff. The new office features five client rooms, dedicated spaces for mediation and family therapy, an open area for our staff, and a fully equipped training room for workshops and client group work. Our move to the Frankston office was completed in June 2023.

Our commitment to fostering the next generation of not-for-profit leaders remains unwavering. Since 2016, Relationship Matters has actively participated in the Observership Program, which provides young, talented individuals with structured experiences on not-for-profit Boards. In November 2022, Luke's tenure concluded, and we welcomed Moyi Zheng, a strategic policy manager with extensive experience in complex policy reforms in mental health, early

childhood education, economic development, and climate change. Moyi's contributions have been invaluable, reflecting our ongoing dedication to learning, growth, and diversification.

I extend my sincere gratitude to all members of the Board for their invaluable expertise, guidance, support, and leadership. Special acknowledgment goes to the Finance, Risk, and Audit Committee and the Governance Committee for their exceptional work. I also want to express my appreciation to the entire staff of Relationship Matters. Your unwavering dedication to our clients and your collaborative efforts to achieve organizational and client-centric outcomes are commendable.

In a year of challenges and fresh beginnings, we have embraced change and grown stronger. As we step into the future, I am filled with excitement for the incredible journey that lies ahead, and I look forward to witnessing the remarkable achievements we will make together.

James McCarthy OAM
Chairperson

CEO's report



I am delighted to be introducing Relationship Matters' 2022/2023 Annual Report which is my first as CEO. It has been an absolute honour to join the organization during its 75th anniversary. Since our inception as the Church of England Marriage Guidance and Education Council, we have evolved through various names to our current identity, Relationship Matters. Throughout this journey, our commitment to being relationship experts, placing people at the core of our mission, has remained firm.

Since stepping into the role in November 2022, I have witnessed the sector undergo significant changes, presenting both challenges and opportunities. The post-COVID era brings challenges of accessibility along with increasing relationship breakdowns and mental health issues. These challenges are further complicated by the increasing cost of living. In response, we are focusing on strengthening our ability to assist those who need our services the most. Simultaneously, we're reassessing our processes to eliminate obstacles and make access simpler for everyone.

Despite significant recent achievements, several areas of the

organization required immediate attention, particularly in achieving financial sustainability. In close collaboration with the Board, we embarked on a comprehensive change plan designed to be implemented in the first half of the 2023/2024 financial year. This plan addresses both funding reductions and the restructuring imperative, ensuring that Relationship Matters stands resilient in the face of challenges and remains adaptable for the future. By proactively tackling these issues head-on, we aim to secure the organization's long-term viability, laying a strong foundation for delivering impactful services to those in need.

Substantial progress was made in our digital transformation journey, including the transition to SharePoint and the implementation of the Employment Hero HR system. These advancements streamline our operations, with the transition to a new accounting system as our priority for 2023/2024.

We also successfully completed the mid cycle accreditation review for the National Standards for Mental Health Services, Rainbow Tick, Human Service and QIC Standards.

I would like to thank the Australian and Victorian Governments,

without whom we would not be able to provide the high-quality services that make such a difference in the lives of our clients. I also extend my sincere appreciation to our invaluable partners, whose collaboration has been fundamental to our collective achievements.

A special acknowledgment is extended to our Board, whose guidance and visionary leadership have positioned Relationship Matters for its next stage of growth and impact. To our dedicated staff, thank you for your hard work, passion, and unwavering commitment. I am excited for our team's journey, embracing our values and fostering an inclusive, supportive culture where each member is valued, respected, and empowered to excel.

Lastly, my appreciation goes to our clients, whose trust is the driving force behind our collective pursuit of a caring, compassionate, and just society. I look forward to continued collaboration and positive impact in the years to come.

Maya Avdibegovic OAM
Chief Executive Officer

Relationship counselling

At Relationship Matters, we understand that navigating relationships, both with others and ourselves, can present challenges. Our counselling services provide crucial support to couples, families, and individuals as they address their concerns and explore solutions.


Our team of qualified family relationship counsellors assists diverse clients, including adults, children, and couples, addressing a wide range of issues and challenges. Whether they are dealing with relationship issues or striving for deeper connections, our counselling sessions are tailored to unique needs of our clients.

Our approach emphasizes personal strengths, fostering insights, clarity, and perspective. We empower individuals, couples and families to find solutions, focusing on their well-being and that of their loved ones. We are committed to helping our clients build healthier relationships and lead fulfilling lives.

Our partners

SWITCHBOARD


Rainbow Door is a free specialist LGBTIQ+ helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and family. Rainbow Door and Relationship Matters have partnered to offer free individual, couples and family counselling as well as mediation and education services.



241 Rainbow door clients
+ **798** sessions

INCOLINK


In August of 2022, we formed an informal partnership with Incolink Victoria to provide family and relationship counselling to contracted staff within the Victorian building and construction industry. Incolink was established to provide a safety net for workers in the commercial building and construction industry where permanency and continuity of employment are significant issues, funding health and wellbeing support such as counselling for its workers.



48 Incolink clients
+ **102** sessions

OPEN ARMS

Relationship Matters has continued its informal partnership with Open Arms during the course of this financial year. Open Arms provide counselling to anyone who has served in the Australian Defence Force for at least one day. Services are also offered to the families or serving or ex serving members.



69 Open Arms clients
+ **128** sessions

CLIENT’S STORY:

When Sally reached out to Relationship Matters, she was seeking counselling alongside her husband, Con. Initially, Sally advised that there were no Intervention Orders, family violence or court matters. However, during the assessment, Sally bravely shared the reality of their relationship and reported family violence in the relationship, which included physical, emotional and financial abuse. Sally reported that she was not living with Con but rather staying at her mother’s, who was experiencing health issues. Despite not living together due to safety concerns, Sally felt a profound responsibility for their relationship troubles and wanted a way forward.

In addition to the relationship challenges, Sally battled with anxiety and depression, adding to the complexity. Recognizing the urgency, our practitioner focused on immediate safety. After careful evaluation, it was decided that couple’s counselling couldn’t proceed safely. Instead, individual sessions were arranged for both Sally and Con.

Con, too, revealed his traumatic past, marked by childhood trauma and family violence. With guidance, he expressed a sincere desire to change his behaviour. Although hesitant about attending the Men’s Behaviour Change Program, Con agreed to individual sessions, aiming to address his past and build a better future.

Both Sally and Con received tailored counselling, incorporating essential elements like education on family violence, risk assessment, and safety planning. At Relationship Matters, we are committed to supporting individuals like Sally and Con on their journey to healing and healthier relationships.

Client Testimonials:

“Our work with you helped get us to where we are now.”

Impact Highlights:

Family & Relationship Services: Provided 5488 sessions, supporting 1680 clients in their relationship journeys.

Family Law Counselling: Offered 790 sessions, assisting 464 clients in legal matters and family transitions.

Client Satisfaction: Achieved an impressive 90% positive client satisfaction rate based on SCORE assessments.

Relationship learning

Relationship Learning provides evidence-based parenting and relationship programs that aim to improve the quality of relationships between parents and their children, separated parents, couples, and other family members.

Relationships are essential to daily life. Yet, relationships can be complicated and, at times, challenging. They take time, thought and effort to develop, nurture and sustain. At Relationship Matters, our purpose has always been to support people to strengthen those relationships that matter to them the most.

Across the 2022/2023 financial year, Relationship Matters has provided a variety of online and

face-to-face group and individual programs to help improve relationships. We continue to embrace digital technology, supporting clients who would have otherwise been unable to access our services, including clients residing in regional Victoria.

Relationship Learning has run the below suite of programs this financial year, covering a range of topics across the different relationship, family, and parenting stages, including pre-marriage, pre-baby, separation and divorce, blended families, pre-school, primary and teen aged children, as well as programs specifically designed for fatherhood, and for women managing their anger. Our programs included:

- Parenting After Separation
- Sea Change - Anger Management for Women
- Tuning into Kids
- Tuning into Teens
- Roadworthy for Dads
- Bringing Baby Home
- Communication Skills for Couples
- Keep Calm and Parent On
- Prepare & Enrich

Relationship Learning Programs were delivered by qualified and experienced practitioners from a variety of specialist backgrounds, including counselling, family therapy, law, and mediation. Participants attended programs as individuals, couples, or as part of a small group workshop.

Impact Highlights:



Client Testimonials:

“What I liked most about the program was the importance of being aware of my feelings and being empathetic with my children’s feelings.”

“What an awesome facilitator. Always looking to encourage people to share, and creating a safe environment where we could all learn. I would take another course with her as the facilitator. 11 out of 10.”

CLIENT’S STORY:

After Mark successfully completed Relationship Matters’ Men’s Behaviour Change Program (MBCP), he was offered a funded spot in the Roadworthy for Dads Program. Initially, he harboured resentment due to a family violence intervention order protecting his ex-partner and daughter, limiting his contact to supervised sessions. Though he acknowledged his MBCP learnings, he struggled to comprehend the restricted access to his child.

Through the Roadworthy for Dads Program, Mark delved into his upbringing and recognised the impact of his absent and abusive father. This insight prompted a transformation in his parenting style, away from punishment-based approaches inherited from his past. Equipped with emotion coaching and emotional intelligence skills, Mark aimed to rebuild his relationship with his daughter.

As the program progressed, he applied his new parenting techniques during contact sessions, resulting in visible improvements in their relationship. By embracing emotion coaching and active listening, Mark fostered a safe space for his daughter to express her pain caused by his previous parenting methods. This newfound understanding led to increased contact frequency, from fortnightly to weekly sessions, a change that delighted Mark.

Mark’s journey serves as a powerful testament to the potential for positive change within parent-child relationships. His story showcases the impact of emotional understanding and the profound transformations that can occur when individuals are given the right support and tools. Through Relationship Matters’ programs, Mark not only rebuilt his bond with his daughter but also discovered the immense capacity for growth, healing, and connection within the complexities of family life.

Dispute resolution and mediation

Our Dispute Resolution team excels in providing a personalised and professional service tailored to the needs of separated couples and family members facing conflict. We take pride in guiding our clients through the challenges that arise during this phase of their lives. Our expertise lies in helping clients navigate post-separation decisions, particularly those related to parenting arrangements and the resolution of property and financial matters. We recognise that separation can be an emotional

journey, and our approach is designed to offer solace and support. We support our clients by offering referrals to various supportive resources. We believe in a holistic approach and our clients have access to referrals for counselling, mental health services, family violence support, and assistance with drug and alcohol-related issues. We're committed to being a comprehensive source of aid for our clients. Every family's journey is distinct, and we understand that some issues are intricate to address.

In such cases, our adaptable approach comes into play, enhancing the likelihood of positive outcomes. An example of this is that we can offer legally assisted family dispute resolution when required. In the spirit of inclusivity, we also provide a space for children to have a voice, ensuring their perspectives are considered in decision-making processes. We follow a safe and thoughtful method known as Child Inclusive Mediation, allowing children to contribute to matters that concern them.

Impact Highlights:

Clients Supported:
689 individuals assisted

Sessions Conducted:
1034 sessions delivered

Client Testimonials:

“Thanks so much to the practitioner for being so empathetic and helpful in helping get control of our differences. We have a good co-parenting relationship now.”



CLIENT’S STORY:

Sarah and David’s journey began in 2014 when they separated. They share two children together, who are now teenagers. The children live with one of their parents in Australia and the other parent now lives overseas, in a country that is not a signatory to the Hague Convention.

In the aftermath of their separation, Sarah and David found themselves entangled in continuous litigation, marked by numerous reports and court orders. Their most recent battles centered around enforcing a binding child support agreement across jurisdictions and a crucial decision concerning one child’s change of residency.

Despite the enduring history of legal conflicts, limited legal resources, and one party representing themselves, Sarah and David managed to achieve a remarkable outcome. Through innovative solutions and collaborative efforts, they reached a comprehensive agreement addressing the financial support of their children. These creative resolutions not only resolved legal matters but also began the process of healing the underlying emotional wounds driving the ongoing conflict.

Crucially, the guidance and support they received from our practitioner were instrumental. The practitioner worked tirelessly, ensuring the unrepresented party obtained legal representation for the mediation process, paving the way for productive negotiations. The lawyers involved were equally committed, adopting a collaborative and solution-focused approach.

At their next court appearance, Sarah and David were able to inform the court of their agreements, marking the end of protracted litigation. Both parties expressed profound relief and gratitude to be able to end the litigation and focus their energy on enjoying their children.

Family violence programs

Men’s behaviour change programs serve the purpose of addressing and preventing harmful or negative behaviours exhibited by men, particularly those related to violence, aggression, and harmful attitudes towards women. These programs aim to promote healthier and more respectful attitudes and behaviours among men, contributing to the overall well-being of individuals, families, and communities.

Relationship Matters has continued to provide a hybrid model of Men’s Behaviour Change Program (MBCP) that allows for those facing geographical or individual challenges to attend online.

Recently, our online South Asian MBCP in the West received encouraging feedback, emphasizing the positive impact on partners and participants’ emotional growth.

We are committed to ensuring the safety of victim survivors and holding those perpetrating violence accountable for their actions. By fostering empathy, self-awareness, and understanding, we are working towards creating a safer and more respectful environment for everyone involved.

In our pursuit of enhancing program effectiveness, we have explored innovative ways of delivering online content, focusing on five key outcomes:

- Promoting Vulnerability: Encouraging men to recognize that vulnerability is not a weakness but a strength, fostering emotional openness and growth.
- Fostering Accountability: Helping men develop a sense of accountability for their actions, promoting responsibility and self-awareness.
- Challenging Values and Thoughts: Encouraging men to challenge their values and thoughts, promoting critical self-reflection and personal growth.
- Understanding Impact: Enhancing men’s understanding of the profound impacts of their abusive and coercive behaviours on women and children, fostering empathy and awareness.
- Ensuring Safety and Autonomy: Empowering men to actively contribute to increasing safety and autonomy for women and children, creating a safer environment for everyone involved.

Impact Highlights:

Provided 450 hours of Family Violence Case Management

Engaged 290 participants in MBCPs

Provided Family Safety Counselling to 189 victim survivors holding 799 sessions.

Facilitated 352 MBCP sessions

Conducted 25 MBCPs during the reporting period



CLIENT’S STORY:

Miriam, a 39-year-old woman, sought our family safety counselling services following her husband’s arrest due to domestic violence. Raised in a collectivist culture, Miriam grappled with conflicting values upon relocating to Australia. The clash between her cultural background, emphasizing women’s subservience, and the Western values she encountered, left her feeling torn and uncertain.

In our counselling sessions, Miriam openly discussed her internal struggle and uncertainties about the violence she endured. Together, we provided a safe space for Miriam to explore her beliefs. With our practitioner’s guidance, Miriam embarked on a journey of self-discovery, carefully examining her values from both cultural perspectives.

Through this introspection, Miriam identified the values that resonated with her authentic self. Armed with this newfound clarity, she confronted the responsibility of the violence, attributing it to her husband. This shift allowed Miriam to reclaim her agency, fostering a sense of empowerment and self-worth.

Miriam’s journey was marked by gradual self-realization and newfound confidence. She expressed gratitude for the counselling, acknowledging that it provided her with the tools to navigate her evolving sense of self. Miriam’s story stands as a testament to the supportive environment we offer at Relationship Matters to assist Miriam in her journey toward self-empowerment and healing.

Client Testimonials:

“Talking about psychological stuff has helped me see the choices I have and better ways to assess myself. I think I listen better than before.”

Accessible Psychological Interventions

Subcontracted by the South Eastern Primary Health Network, Relationship Matters delivers Accessible Psychological Interventions (API) program, a free mental health service catering to eligible individuals with mild to moderate mental health needs residing in the Frankston and Glen Eira local government areas. API specifically targets diverse groups such as children under 12, residents of aged care facilities, Aboriginal and Torres Strait Islander people, individuals experiencing homelessness, those at risk of self-harm, people with language barriers, culturally diverse individuals, women facing depression post-childbirth, and individuals dealing with substance use disorders.

- Our support encompasses a variety of evidence-based interventions, including

cognitive-behavioural therapy, skills training, psychoeducation, and relaxation strategies.

- Relationship Matters staff members, meeting the API program workforce requirements, began offering appointments to children and young people, significantly broadening our client base. This expansion represents our commitment to enhancing support for diverse clients.
- Additionally, all API clinicians participated in Advanced Training in Suicide Prevention conducted by the Black Dog Institute. Furthermore, our team completed professional development on inclusive practice through the SBS cultural competency modules, reinforcing our dedication to providing comprehensive and culturally sensitive mental health services.

Impact Highlights:

Number of sessions: delivered 1817 sessions, 648 in Glen Eira and 1169 in Frankston

Number of clients: supported 275 clients in total; 102 in Glen Eira and 173 in Frankston

Client Testimonials:

“I never had an opportunity to thank you for all of your work with me. I really appreciate everything you taught me and thank you from the bottom of my heart. I will forever be tapping in moments where I need to remind myself, that I am enough to face this world, no matter what life throws my way. I am eternally thankful to you!”



CLIENT’S STORY:

Ruby is a 28-year-old woman living with her partner and working part-time at a local library. Ruby’s journey with the API program began after a recent triage at the local hospital due to self-harm and suicidal thoughts. Her referral outlined diagnoses of depression and anxiety. Ruby’s history revealed past psychiatric triage experiences, childhood trauma, parental substance abuse, exposure to family violence, and grief.

In our initial assessment, Ruby bravely shared her struggles, including ongoing alcohol use and interpersonal conflicts with her partner. Shortly before being referred to us, her emotions had become increasingly erratic, leading to deliberate self-harm and persistent thoughts of suicide. During a risk assessment, Ruby expressed no clear intent or plan.

Throughout her engagement in the API program, Ruby attended 16 sessions. Our interventions, including Cognitive Behavioural Therapy (CBT), emotional regulation, mindfulness practices, psychoeducation, and a trauma-informed, client-cantered approach, aimed to support her. Ruby’s participation was occasionally sporadic, with short periods of disengagement and a few missed appointments.

Despite these challenges, Ruby shared that her mental health has improved through counselling. While she continues to face difficulties, she has gained valuable insights and learned effective emotional regulation and self-soothing techniques, reducing the intensity of her triggers. Evidence of her progress can be seen in the reduction of her psychological distress levels. Although Ruby’s journey toward healing has been slow and sometimes disrupted, she has shown remarkable emotional resilience and a decrease in suicidal thoughts. Importantly, she has expressed openness to additional support, including referrals to address her alcohol use and other concerns.

Relationship Matters in the Workplace

Employee Assistance Program (EAP)

Our EAP service has evolved over 20 years and today it is delivered to more than 180 organisations.

Within our EAP framework, we provide comprehensive services, including 24/7 access to counselling, a specialized Manager Assist service, and Critical Incident Response. Our early intervention strategy focuses on addressing concerns promptly, preventing them from escalating into significant challenges. This approach is grounded in our belief in the power of timely support, ensuring that employees and their families receive the assistance they need when they need it the most.

As a member of the Employee Assistance Professional Association of Australasia, we adhere to the highest industry standards, ensuring the quality and effectiveness of our services. In addition to that, relationship matters holds accreditation with the National Mental Health standards. Our skilled clinicians, specializing in trauma-focused care, create a nurturing space where individuals can openly discuss their challenges and work towards solutions. Our clinicians

have considerable experience in working with trauma, including abuse, family violence, stigma and discrimination, and they undertake regular training.

Other Workplace Services

In addition to the EAP, the Relationship Matters in the Workplace provides group counselling, critical incident management, coaching, workplace training, workplace mediation and other offerings. We work with our EAP clients and other organisations to provide tailored solutions to promote workplace wellbeing, harmony, productivity and leadership. The Relationship Matters in the Workplace team of professional consultants are experts in all workplaces related matters and bring together a wealth of experience, skills and insights from a range of different industries and disciplines.

Workplace Wellbeing Event

“Make Wellbeing in the Workplace Matter” event was held on 30 May 2023. It was aimed at reconnecting with our EAP contracted organisations and reinforcing the importance of prioritizing

workplace wellbeing and building a better, healthier workplace culture for all. It was successful event attended by 50 participants who had an opportunity to hear from our impressive guest speakers:

- Maria Dimopoulos, Director & Principal Consultant at Myriad Kofkin Global, who talked on the topic of Cultural Safety and Inclusion in the Workplace
- Cassandra Winzar, Chief Economist from CEDA (Committee for Economic Development of Australia), who presented on the CEDA’s “Mental Health in the Workplace: How can employers improve productivity through wellbeing?” report.
- Emily Bowly, Senior Associate, Workplace Relations & Safety at Lander & Rogers who talked about the law affecting hybrid workplaces.

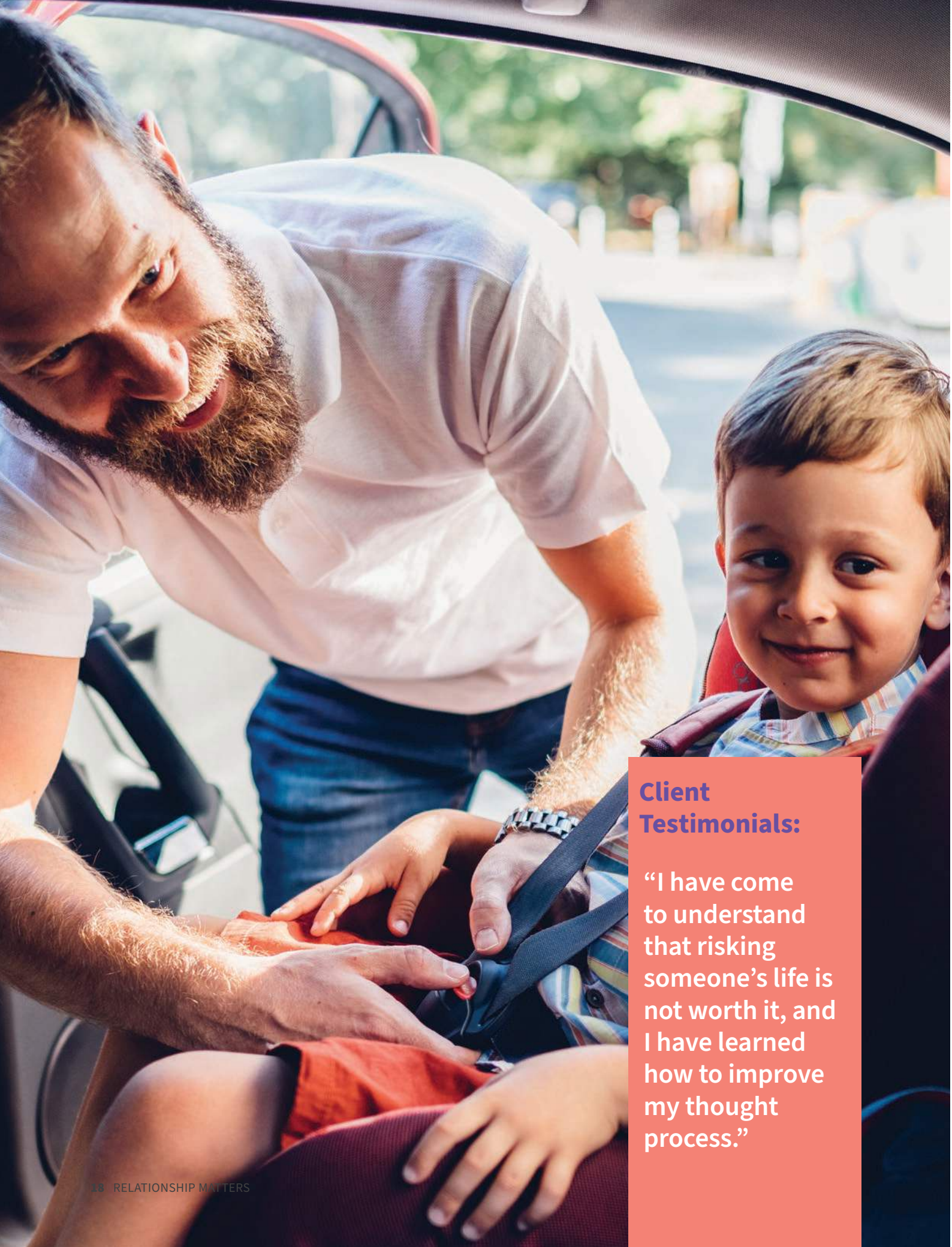
It was an excellent opportunity for the organisations to gain inspiration and learn practical strategies to promote wellbeing in their organizations. We received fabulous feedback from participants who were all unanimous in their interest for those type of events to become regular.



“I think the choice of topics was great and relevant. All speakers were brilliant!”

“Excellent range of topics and perspectives in relation to mental wellbeing in the workplace.”





VicRoads Safe Driving Program

The VicRoads Safe Driving Program, a court-mandated initiative for individuals convicted of specific high-risk driving offenses, plays a vital role in reinstating driver licenses. Relationship Matters has been a dedicated provider of this program on behalf of VicRoads for a decade, being one of only two providers in Victoria.

This group program employs motivational interviewing techniques and provides statistical information on offending and consequences. It encourages participants to reflect on their behaviour, challenging individual beliefs, motivations, and behaviours to prevent future unsafe driving.

The program operates in small group settings, facilitating meaningful engagement and behaviour change.

Key Program Features:

- 1 Intimate Group Setting: Small group sizes encourage participants to explore their risk-taking behaviour.
- 2 Efficient Booking: A swift online booking process and minimal wait times enhance accessibility
- 3 Expert Facilitators: Our highly trained staff excel in motivational interviewing techniques, ensuring effective engagement and support. The program’s hybrid model accommodates participants with geographical barriers, ensuring inclusivity and accessibility.

Client Testimonials:

“I have come to understand that risking someone’s life is not worth it, and I have learned how to improve my thought process.”

Impact Highlights:

Participants: Engaged 383 participants, 86% of them being male

Demographic Breakdown: 64.19% of participants were under 30 years old, 33.69% were aged between 30 and 59, and the remaining 2.09% were 60 years and over.

Financial statements

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2023

	2023	2022
	\$	\$
Revenue and other income	6,930,762	6,767,295
Employee benefits expense	(5,263,566)	(4,945,428)
Advertising and marketing expenses	(20,871)	(25,365)
Depreciation and amortisation expense	(491,944)	(537,227)
Contract and partner service delivery	(159,372)	(162,124)
Employee development and training expenses	(38,818)	(37,709)
Occupancy expenses	(172,794)	(220,246)
Net gain/(loss) on financil assets at FVTPL	8,517	(14,405)
Finance expense	(19,932)	(15,798)
Other expenses	(370,263)	(427,275)
Operating surplus before income tax	401,719	381,718
Income tax expense	-	-
Net surplus for the year	401,719	381,718
Other comprehensive income, net of income tax		
Items that will not be reclassified subsequently to profit or loss	-	-
Items that will be reclassified to profit or loss when specific conditions are met	-	-
Total comprehensive income for the year	401,719	381,718

Statement of financial position
as at 30 June 2023

	2023	2022
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	3,037,245	3,075,575
Trade and other receivables	156,923	195,534
Other financial assets	1,165,707	1,156,788
Other assets	26,407	20,297
Total Current Assets	4,386,282	4,448,194
Non Current Assets		
Property, plant and equipment	2,209,290	1,183,692
Intangible assets	-	1
Right-of-use assets	300,547	650,416
Other assets	8,170	11,400
Total Non Current Assets	2,518,007	1,845,509
Total Assets	6,904,289	6,293,703
Liabilities		
Current Liabilities		
Trade and other payables	336,727	427,354
Borrowings	40,000	-
Contract liabilities	183,381	150,879
Lease liabilities	253,679	382,238
Employee benefits	503,659	445,424
Total Current Liabilities	1,317,446	1,405,895
Non Current Liabilities		
Borrowings	550,000	-
Lease liabilities	65,801	319,481
Employee benefits	15,009	14,013
Total Non Current Liabilities	630,810	333,494
Total Liabilities	1,948,256	1,739,389
Net Assets	4,956,033	4,554,314
Members Funds		
Accumulated Surplus	4,956,033	4,554,314
Total Members Funds	4,956,033	4,554,314

Relationship Matters Board

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, Chairperson
- Sally Baker
- William Couche
- The Reverend Dr Wendy Crouch
- Nima Riazati
- Catherine Allison
- Annette Jones



Locations

Melbourne City

Level 4, 255 Bourke Street, Melbourne 3000

Frankston

Level 1, Suite 4-6, 108-120 Young Street, Frankston, 3199

Geelong

112 McKillop Street, Geelong 3220

Glen Eira

191 Balaclava Road, Caulfield North 3161

Wyndham

1 Johnson Avenue, Hoppers Crossing 3029

Wangaratta

Suite 2, 8-10 Tone Road, Wangaratta, 3676

Preston

648 High Street, Reservoir 3073

Moonee Ponds

Level 1, 5 Everage Street, Moonee Ponds 3039

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