ANNUAL REPORT



2023 - 2024

Relationships Australia
SOUTH AUSTRALIA

The transformative power of relationships lies at the heart of everything we do.

Acknowledgement of Our Cultural Responsibilities

We acknowledge the cultural, spiritual and economic sovereignty of Australian Aboriginal and Torres Strait Islander people.

We understand the ongoing violation of this sovereignty continues to harm Aboriginal and Torres Strait Islander people's relationships, health, wellbeing and aspirations.

We are committed to strengthening the wellbeing of Aboriginal and Torres Strait Islander people, families and communities.

We especially honour the Kaurna Elders of the Adelaide Plains and the Elders of the River Murray and Mallee Region, which includes: Ngaiawang, Ngawait, Nganguruku, Erawirung, Ngintait, Ngaraite, Ngarkat and small parts of Maraura and Daanggali, and Elders of Barngarla Country in the mid North and Boandik Country, upon whose land Relationships Australia South Australia offices are located.

Contents

06	Our Vision
10 - 11	CEO & Chair Message
12 - 13	Who We Supported
14 - 15	How We Provided Support
16 - 17	The Difference We Made
22 - 23	Supporting Safety
24 - 25	Targeted Domestic, Family and Sexual Violence Services
26 - 42	Case Studies
44	Who We Are
46	Our Expenditure
47	Our Partners
49	Where We Operate

Our Vision

A just and equitable society in which relationships are respectful, diversity is valued and people have a sense of belonging and an opportunity to learn.



RESPECT

DIVERSITY





BELONGING

LEARNING



Our Board



Franco Camatta
Chair



Diarmid Lee
Deputy Chair



Claire Ralfs
CEO



Geoff Kay
Treasurer



Lorna Hallahan
Board Member



Marion Eckert
Board Member



Kay Nolte
Board Member
(until November 2023)



Ann-Marie Hayes
Board Member
(from February 2024)

Our Executive Team



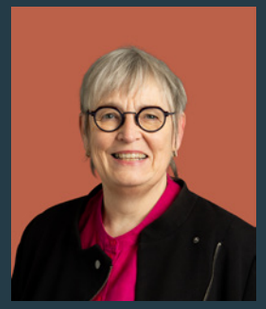
Claire Ralfs
CEO



Deb Lockwood
Children's Services



Jonathon Main
Trauma, Resilience and Wellbeing Services



Jen Hamer
Education, Youth, and Disability Services



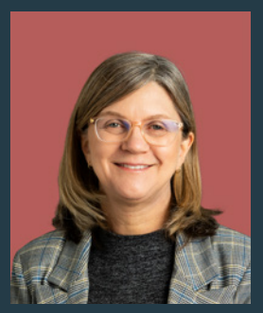
Virginia Leeuwenberg
Post Separation and Gambling Help Services



Kate Brett
Client Systems, Family, and Multicultural Services



Pete Allred
People and Development

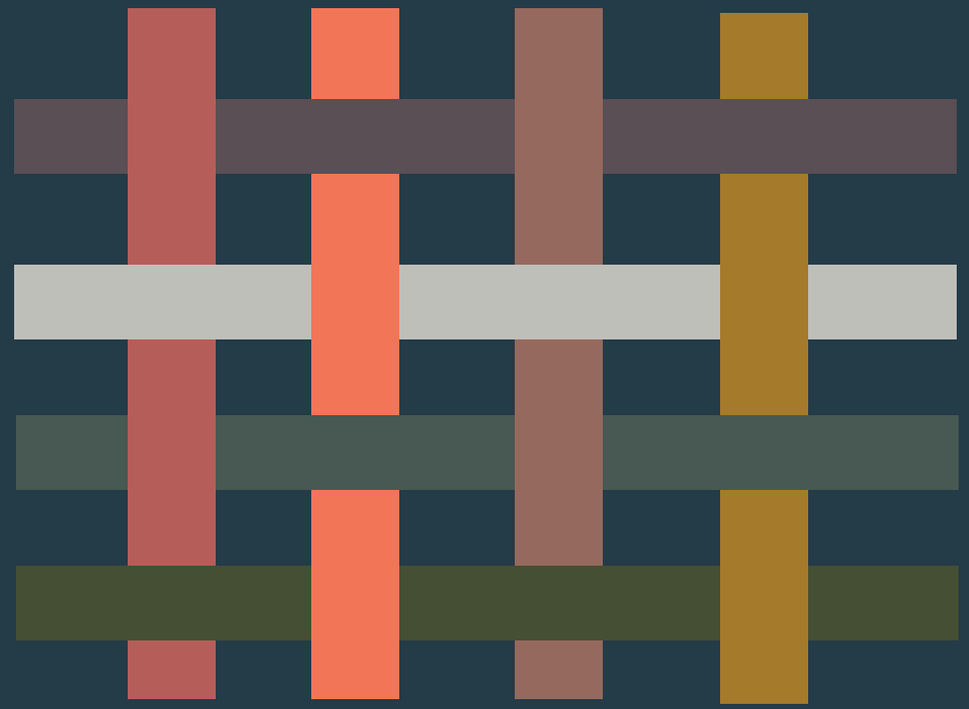


Sandra Schultz
Finance and Property



Joanna Retnam
Information and Digital

From the CEO & Chair



This year, we welcomed the announcement of a Royal Commission into Domestic, Family, and Sexual Violence in South Australia. We anticipate its findings will offer a crucial road map for systemic reform, enabling significant new opportunities for integrated, whole-of-family service responses and fostering comprehensive collaboration across the entire system to address and reduce the epidemic of family and sexual violence in our state. Well over half our clients are impacted by family violence and in this year's annual report, we provide a focus on the work Relationships Australia South Australia does to respond, support recovery and prevent further harm.

In our work we see how the cost-of-living crisis continues to impact many of our clients. More than one in four are living below the poverty line and many have told us that financial pressures significantly impacted their relationships. In turn, relationship breakdown has an enduring impact on the financial wellbeing of separated partners, and where there is family violence, money is often a means of abuse and coercive control.

The not-for-profit sector is also feeling the strain of financial pressures. While well-deserved salary and superannuation increases reflect our commitment to fair remuneration, these increases have not been met with corresponding funding indexation. This gap, combined with the rising costs of compliance reporting, cybersecurity, and general operational expenses, poses a significant challenge.

Without adequate secure funding to offset essential expenses, the ability of the not-for-profit sector to maintain service levels, let alone invest in innovation and development, is severely compromised. The stories showcased in this report demonstrate our commitment to levels of collaboration and partnership that are not always included within our contract funding, but are fundamental to effective, joined up responses to people in need.
We remain committed to advocating for the intrinsic value of our services, not only for the individuals who rely on them but for the broader wellbeing of the community.
The contributions of our sector are critical, and the sustainability of these efforts demands a re-evaluation of funding models to ensure we can continue our mission

Claire Ralfs, CEO

Franco Camatta, Chair

Who We Supported

37,210
INDIVIDUALS REACHED
2.7% increase on previous year

20,863
CLIENTS
4.1% INCREASE SINCE PREVIOUS YEAR

8,888
INDIVIDUALS FROM *PEACE MULTICULTURAL SERVICES DIGITAL EVENTS

6,067
INDIVIDUALS FROM COMMUNITY ACTIVITIES
CONSUMER VOICE - 1,579
PEACE - 4,488

1,392
AISR STUDENTS
20.6% INCREASE SINCE PREVIOUS YEAR

*PEACE is the acronym for
Personal Education And Community Empowerment

57%
FEMALE

5%
GENDER DIVERSE

38%
MALE

10%
ABORIGINAL + TORRES STRAIT ISLANDER

9%
CULTURALLY + LINGUISTICALLY DIVERSE

Age:

18%
0-18 YEARS

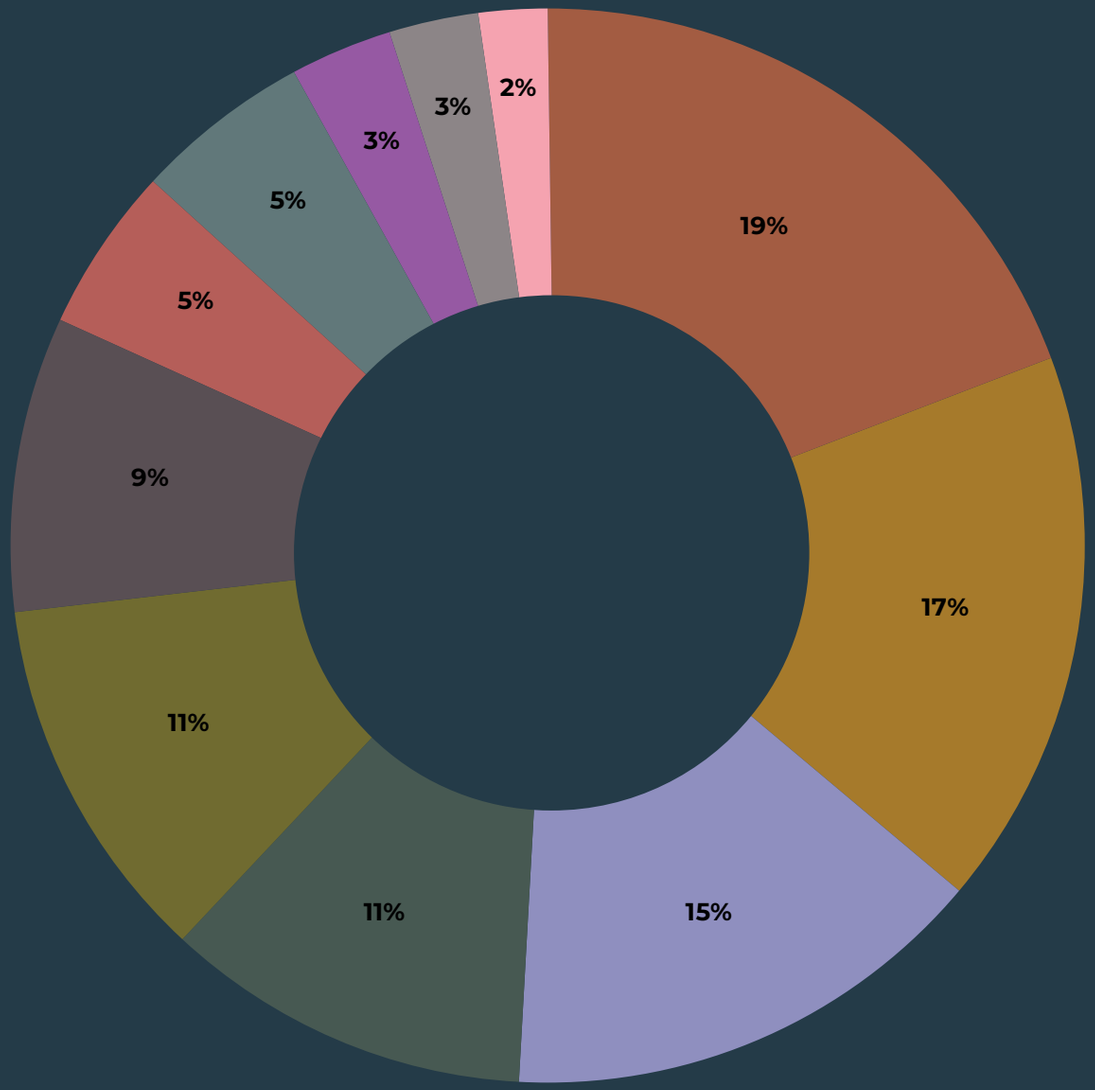
7%
19-24 YEARS

22%
25-34 YEARS

44%
35-64 YEARS

9%
65+ YEARS

How We Provided Support



19%

FAMILY WELLBEING

17%

15%

COUPLES AND FAMILIES

11%

CHILD AND PARENTING SERVICES

11%

GAMBLING HELP SERVICES

9%

MENTAL HEALTH SERVICES

5%

WORKING WITH CHILDREN AFFECTED BY DIVORCE/ SEPARATION

5%

AUSTRALIAN INSTITUTE OF SOCIAL RELATIONS

3%

FORCED/POST ADOPTION SUPPORT SERVICES

3%

YOUTH SERVICES

2%

PEACE MULTICULTURAL SERVICES, MOSAIC BBV SUPPORT SERVICES, CALD COUNSELLING

Client Circumstances

2 IN 3
parents/carers sought help managing as a parent

1 IN 4
sought help to feel safer in relationships

1 IN 4
were afraid for their safety because of a current/former partner's behaviour

1 IN 4
needed help for their own unsafe behaviour

1 IN 4
live below the poverty line

1 IN 4
had children who were the subject of a Child Protection notification

1 IN 6
had used alcohol and/or drugs more than they meant to in the past year

1 IN 10
needed a suicide prevention plan at their first appointment

The Difference We Made

% of clients reporting improvement in wellbeing after attending RASA services

70%
MANAGING COMMUNICATION + CONFLICT

62%
FUNCTIONING AS A FAMILY

61%
FEELING SUPPORTED IN RELATIONSHIPS

58%
FEELING SAFE IN RELATIONSHIPS

75%
MENTAL HEALTH

58%
MANAGING AS A PARENT

34%
ENGAGED IN COMMUNITY

47%
BEHAVING SAFELY IN RELATIONSHIPS

56%
CHILD WELLBEING

What Clients Told Us About the Service They Received

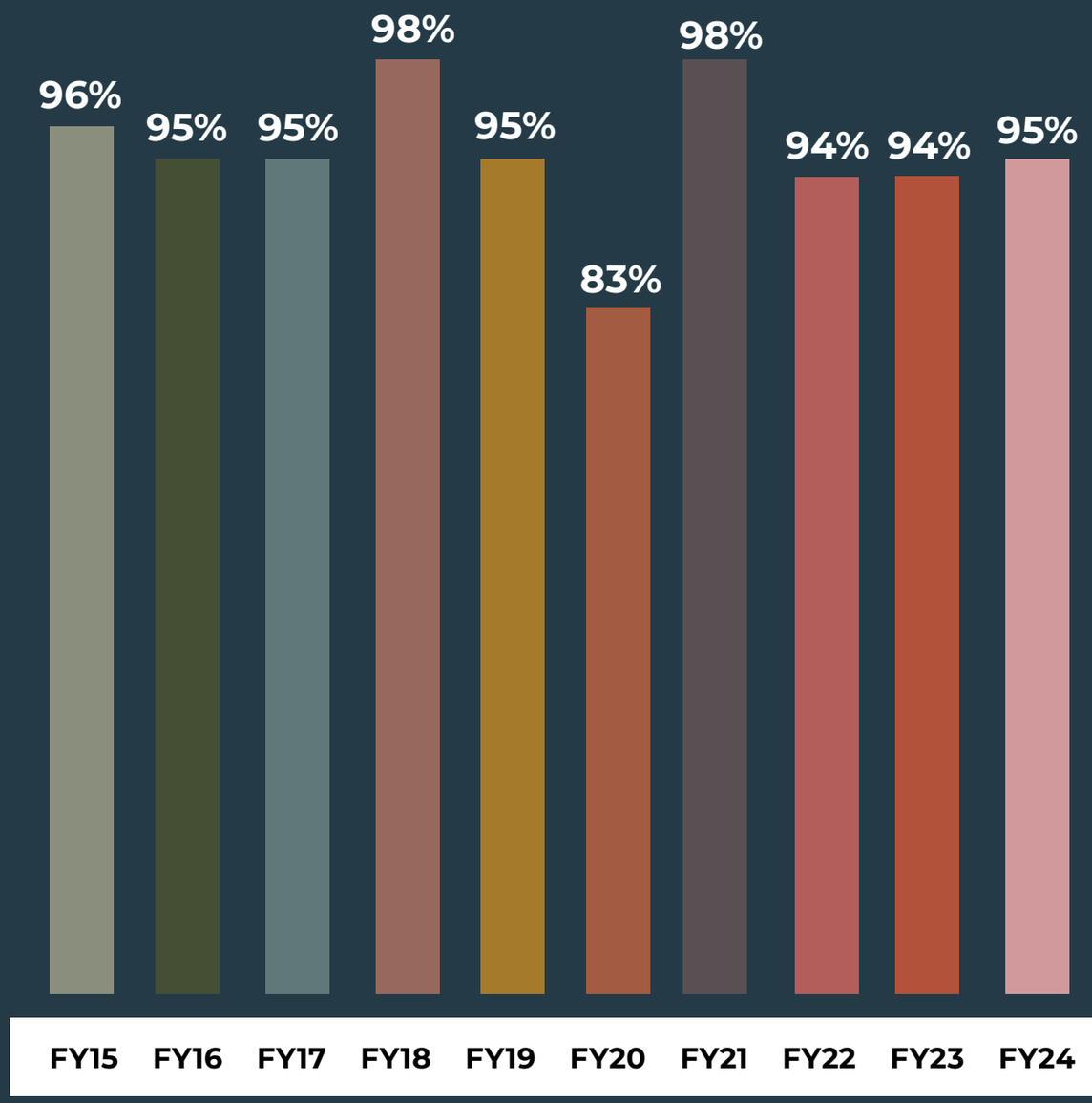
1,063 CLIENTS

provided feedback in our annual Client Snapshot Survey between April - May 2024

97%	felt they were treated respectfully at RASA
95%	felt the service listened and understood their issues
95%	were satisfied with the service
93%	found RASA provides the services they needed
88%	felt better able to deal with issues for which they sought
84%	better off now than when they first came to the
NPS 70	a steady annual increase from 40 in FY21

*The Net Promoter Score (NPS) is a widely used measure designed to inform service improvement and determine the likelihood that customers and clients will continue to engage in the long term. Scores higher than 50 are considered to be excellent.

Positive Client Satisfaction From 2015 - 2024



Learning and Teaching Together

The Australian Institute of Social Relations is the training division of Relationships Australia SA.

127	enrolments in **11** NRT qualifications
1265	enrolments in 30 short courses (837 Metro, 428 Regional Skill Centre)
2941	enrolments in 11 online self-paced courses

Who We Taught

40%

10%
CULTURALLY + LINGUISTICALLY DIVERSE

15%
ABORIGINAL + TORRES STRAIT ISLANDER

3
COMPLETIONS BY STUDENTS LIVING WITH DISABILITY

12
COMPLETIONS BY CULTURALLY + LINGUISTICALLY DIVERSE STUDENTS

5
COMPLETIONS BY ABORIGINAL + TORRES STRAIT ISLANDER STUDENTS

62
GRADUATES IN NRT QUALIFICATIONS

8
COMPLETIONS BY UNEMPLOYED

What Students and Employers Told Us

100%	of employers agreed that trainers were able to relate the material to the workplace
97%	of students said that staff respected their background and needs
92%	of employers agreed that assessments were based on realistic activities
92%	of employers agreed their employees gained the skills they needed from this training
92%	of employers agreed the training prepared their employees for the demands of work
89%	of students agreed there were a range of services to support them

Supporting Safety

This year, we emphasise our commitment to fostering safety through dedicated practices, processes, and training - particularly in support of those affected by domestic, family, and sexual violence (DFSV). Responding to these issues is at the heart of RASA's work, as we engage daily with victim-survivors, and people who use violence.

Our Detection of Overall Risk Screen (DOORS) framework systematically focuses attention on risks for victim-survivors and likelihood of perpetration and allows staff to create tailored responses that enhance safety and aid recovery from the trauma of violence. We know as a relationship and family service we must have clear procedures and highly attuned skills for identifying and responding to DFSV embedded throughout our programs.

This annual report provides a snapshot of how RASA supports people impacted by DFSV. The case studies highlight the need for holistic, collaborative responses that foster accountability, safety, and healing.

Central to our approach is the understanding that DFSV arises from a complex mix of social, psychological, and systemic factors. Violence spans all social, cultural, and economic groups, affecting people across Australia. It is not limited to physical and sexual abuse but also includes psychological, economic, and coercive forms of control. While predominantly gendered, affecting women, children, and vulnerable populations, we also recognise that violence and control can occur in same-sex and gender-diverse relationships and can be directed by children towards parents and peers.

Domestic and family violence cannot be viewed in isolation; it exists within a broader social context, influenced by gender norms, cultural differences, disability, and disadvantage. Marginalisation and discrimination exacerbate the risk of violence and impact the support available for victim-survivors.

Intergenerational trauma is a critical yet often overlooked factor within DFSV. Early exposure to violence disrupts attachment and secure relationships, impacting wellbeing into adulthood. While not all children exposed to violence will later perpetrate it, addressing the impact of adverse experiences is vital to not only support wellbeing, but also as a preventive strategy.

We work with clients in diverse ways to prevent, intervene, and support recovery from violence, including breaking the cycle of intergenerational abuse. The stories in this report honour our clients' resilience and demonstrate the transformative power of respectful, collaborative support. They also reflect our role in connecting clients to further resources within RASA and through our partnerships into external services. While our work touches many aspects of our clients' lives, we recognise we are one part of their broader, complex journey.

Targeted Domestic, Family and Sexual Violence

Child Sexual Assault Counselling Service

1,081 CLIENTS SUPPORTED

Redress Support Service

525 CLIENTS SUPPORTED,
- VICTIM SURVIVORS OF INSTITUTIONAL CHILD SEXUAL ABUSE

1,734 CLIENTS SUPPORTED

Reset2Respect

519 MEN ENGAGED IN THE PROGRAM FOLLOWING A COURT ORDER

OF THE 190 MEN WHO COMPLETED THE PROGRAM:

151 COMPLETED THE MEN'S BEHAVIOUR CHANGE PROGRAM

39 COMPLETED THE INDIVIDUAL COUNSELLING PROGRAM

Specialised Family Violence Service

588 CLIENTS SUPPORTED

Safe and Well Kids

250 CLIENTS SUPPORTED

Safe Start

313 CLIENTS SUPPORTED

Together4Kids: Specialist Children's

465 CLIENTS SUPPORTED

Walking Together: Intensive Family Support

161 CLIENTS SUPPORTED

Client information in the following stories has been deidentified to protect privacy.

Giving Children a Voice Through Kids' DOORS

Kids' DOORS enables the child's perspective to be explored in ways that do not amplify children's fears or concerns but rather create helpful conversations that support safety and good therapeutic responses. This year, 437 Kids' DOORS were completed at RASA.

Risk screening with **Family DOORS** puts FDSV front and centre in our practice with adults. This practice enables respectful, trauma-informed conversations and, when necessary, safety planning to prevent further harm from FDSV. This includes when parents say their children have also been harmed by FDSV. Sometimes, children may have been harmed by the effects of FDSV even when they have not been directly victimised or witnessed the FDSV, so the harm may not be known to their parents/carers. For these reasons, children need an opportunity to voice their experiences of safety, wellbeing and risk in their family.

At RASA, children can tell their story of risk through Kids' DOORS, allowing practitioners to apply the Family DOORS framework in their work with children. Kids' DOORS typically happens with a child individually after intake with their parent or carer. Kids' DOORS moves from gentle engagement to a risk conversation including safety and wellbeing questions, with practitioners elaborating possible risk as they go. Practitioners often use cue cards or other creative ways to support children during the task.

A file review of 155 children who took part in Kids' DOORS in the Children's Contact Service found 23% said they had been hurt by a parent or other adult; only 58% felt always safe with their parents; and 35% of children felt "very sad" lately. In many cases further discussion of these responses with the practitioner confirms information a parent has already said about harm or FDSV, or information provided by another service, and therefore needs no further action. However, Kids' DOORS provides a child's voice to the effects of the abuse and, crucially, not all harms are already known about.

A Child's Experience with Kids' DOORS



As part of an initial appointment at RASA, a primary-aged child completed **Kids' DOORS**, revealing that he did not feel safe around an adult uncle in his home. Before this, despite the parent intake and other service information, the practitioner was unaware of the uncle or the nature of the risk. The child shared that the uncle had been very angry, leaving the child feeling upset and scared, though the child no longer saw the uncle.

With no other risks identified, the practitioner consulted with a safe and protective parent who provided an explanation about the child's uncle. The parent described an uncle as previously living with the family who had experienced significant mental health challenges, worsened by substance misuse. This eventually led to the uncle being moved out of the family home after several disturbances. The parent was supported by the practitioner to join with the child in these feelings – acknowledging them, not minimising them – and was able to reassure the child that the uncle was safely away from him and the family home while the uncle received appropriate mental health treatment.

Through risk screening with Kids' DOORS the child's voice was heard, and the practitioner was able to focus support on the child's wellbeing and safety.

A Father's Journey of Change Through Family Group Conferencing

Peter, a father of four children underwent a transformation during his engagement with **Ngartuitya Family Group Conferencing**.

The **Department for Child Protection** assessed Peter as a significant safety risk to his children and partner, demanding he leave the home so his children could safely return. Initially, Peter was stuck - unmotivated to change and avoiding taking responsibility. Being confronted with this perspective (high-challenge) without support, he withdrew from meetings with the Department for Child Protection and other services, sinking deeper into shame and self-justification.

When the Ngartuitya Family Group Conferencing coordinator reached out to Peter as required for a Family Group Conference, they were committed to engaging him in a review of the situation and learning more about his perspective of the family's needs. It was clear from this engagement that Peter did not believe he was using violence, despite the assessment from the Department. In preparation for the Family Group Conference a foundation of honesty and truth-telling (high-challenge) and respect and curiosity (high-support) about the nature of family violence was established between Peter and the coordinator, allowing them to have a conversation about violent behaviours.

Later at the Family Group Conference when the issue of safety for the family and family violence was raised, the coordinator was able to say, "If I asked your family, would they think violence has been part of your relationship with them, what would they say?" The room fell silent. As Peter looked at his family, the realisation began, the family, his children, not just the Department for Child Protection considered he was using violence. Through the support of being listened to and being encouraged to review the Department's assessment of his behaviour, Peter became more open to the perspectives of his family and the children. It became harder for him to ignore or deny his violent behaviour. He also started to realise that his violent behaviour was putting the children at risk of being removed from the family.

In a one-to-one session, the coordinator asked if violence had always been a part of Peter's life. Peter opened up about his childhood, sharing the violence he had witnessed. "How were you harmed by it, and what would you want an apology for?" the coordinator asked. After Peter's emotional response, the coordinator followed with "How do you think your violence has impacted your children?" Peter struggled with the question for the rest of the session, breaking down in tears, but through this process his motivation to interrupt his pattern of violence was strengthened.
At the Family Group Conference, Peter was able to accept that his behaviour needed to change. He asked his extended family network involved in the family group conference to hold him responsible, and together they created a safety plan that was based on his change of behaviour and protection of his family from the violence. For the first time his family felt relief. His partner, once burdened by his actions, could now focus on their children and they could finally return home, knowing there were multiple people looking out for her and the children's safety.

Peter remained engaged with support to address his childhood trauma and continued to shift from denial to accountability, as a mechanism for rebuilding trust with his children and ensuring they were not removed by Child Protection Services.

Mental Health Support to be Safer Together

Jenny called RASA because her children were coming back into her care, and she wanted to do things differently this time but didn't know where to start. She knew how much pain and fear she experienced living through family and domestic violence, wrestling with drug and alcohol addiction, being caught up in criminal activity and spending time in prison. More than her own pain, she knew this had hurt her kids and she wanted to help them recover and build something positive together.

Jenny met with a **Family Mental Health Support Service (FMHSS)** practitioner and together they mapped out a path forward. Jenny began with the Tuning into Teens program where she learned about skills of emotional regulation for herself and for her kids. She also learnt strategies to tune in to the impact on her children when they experienced her managing her own feelings. These insights and practical strategies strengthened her confidence in her ability do things differently.

She knew her children needed professional help too. Her teenage son Liam was self-harming, and this frightened them both. The FMHSS practitioner worked with Liam to talk about his experience of feeling overwhelmed and supported him to talk with his mum Jenny.

Jenny and Liam were supported to develop a safety plan to keep him safe using RASA's My Safety Planner app. The tool allowed them to develop a plan together, to share the plan and to be safer together for the first time. Liam experienced Jenny as safe and Jenny experienced herself as capable.



Collaborating for Safe and Well Kids

Joanna and her four children, aged between 4 and 11 years old, had been living in Australia for over a year when they were referred to the **Safe and Well Kids program (SAWK)**. Jenny had been subjected to physical, social, financial, psychological and sexual abuse for many years at the hands of her ex-partner.

Joanna and her children were living in Australia on her ex-partner's student visa. He had threatened to harm her if she reported him to police, and she feared they would have to return to Papua New Guinea if he was deported, where they would not be safe from his and his family's violence.

Joanna initially sought support from **Women's Safety Services SA**, where the coordinator introduced her to the Safe and Well Kids program and explained how it would help as part of a coordinated response. This included assistance from the **Legal Services Commission**, where a lawyer identified additional needs relating to child support, court proceedings, and intervention orders.

A child focused assessment was completed with Joanna, attended by both the children's case manager and children's practitioners. Joanna appreciated that she didn't have to repeat her concerns and children's needs to multiple workers.

Children's practitioners completed **Kids DOORS** and Outcome Stars (an evidence-based tool to support and measure change), which resulted in safety planning and additional case manager support for the children. This included contacting the school to share and discuss the children's fear of taking part in excursions.

The children's practitioners' priorities included supporting the children's self-esteem and emotional safety. They also supported Joanna's parenting confidence and provided sessions to support communication between Joanna and her four-year-old who was expressing some complex reactions to the changed circumstances. The older children had individual sessions to help them make sense of their experience, share their worries, and promote emotional regulation.

The SAWK services completed weekly joint case plans and met fortnightly to discuss progress, safety issues and other information to support a holistic wraparound service for Joanna and her children.



Healing Paths in Disability Services

Over four years we provided trauma-informed, disability-sensitive support to almost 600 clients in our **Disability Royal Commission (DRC) Counselling Service**, which closed in December 2023 following the Disability Royal Commission's final report. During this period, we delivered 13,981 counselling sessions to clients across South Australia, including Ceduna, Port Augusta, Mount Gambier, Berri, and Kangaroo Island.

Clients came to our service for an average of 18 months. We worked with them using diverse somatic and communication-enhanced methods and supported hundreds of submissions to the DRC across the life of the service. Most clients lived with more than one disability, most commonly different combinations of intellectual, psychiatric and/or physical.

One in four DRC clients who completed our risk screening told us they had concerns for their current safety, with 23% having involved a service because of their partner or former partner's behaviour, and 17% expressing current thoughts of suicide. Our DRC clients scored significantly higher on measures of psychological risk, and lower on levels of emotional support when compared with other RASA clients. Anna had been raped as a young adult and later lived with a violent man who continued to threaten and control her after their separation.

Her neurological disability and psychiatric diagnosis were used as ways to control her and created barriers when accessing services.

With her counsellor, Anna discovered that telehealth was her preferred counselling mode and opted to talk through our risk screening questions over a few sessions, rather than completing a written self-report.

The screening process raised immediate concerns, and safety planning was prioritised, including support to make police reports. Collaboration with SA Police and her treating psychiatric service formed an important part of Anna's safety plan.

Further work ensured Anna could seamlessly transfer from the specialised DRC Counselling Service to our **rebuild Victims of Crime Counselling Service** and continue tailored strategies for increasing her safety, processing her traumatic experiences, and building towards recovery.

A Journey to Safety with PEACE Multicultural Services

Amara arrived in Australia on a Working Holiday visa 14 years ago, leaving her young daughter and family behind, hoping for a better life for her family. Soon after, her husband David became abusive and financially exploitative. Isolated and struggling with a recent HIV diagnosis, Amara endured three years of severe mistreatment, including being locked out of their caravan and forced to scavenge for food.

Amara eventually ended the relationship, but then faced stalking, harassment, and threats from David, and when she secured an intervention order, he cancelled her partner visa application.

Referred to our **PEACE Multicultural Services** by the Royal Adelaide Hospital, Amara revealed deep self-stigma about being HIV positive. With PEACE's support, she joined the **HIV Women's Group**, received legal advocacy from **HIV AIDS Legal Centre**, and slowly began to rebuild her life.

PEACE workers helped her navigate the complex visa process, including help with regular documentation needed to give her continued access to affordable medication.

PEACE supported Amara over 10 years, during which time she built meaningful friendships through the HIV Women's Group and at work. These friends wrote letters of support on her behalf during multiple Department of Home Affairs hearings and advocated for her residency in Australia.

The PEACE worker not only provided Amara case management, but also helped her shift her perspective on living a healthy life with HIV, through counselling.

Earlier this year, Amara was granted permanent residency, allowing her to apply for her daughter's visa.



A Family's Path to Safety through Family Dispute Resolution

When Jane, a 30-year-old mother of two, reached out to our Regional **Family Dispute Resolution (FDR) Service**, she was taking a major step toward safety and recovery. Married to Roger at 20, she moved to regional South Australia at his insistence, leaving behind her career aspirations and support network. Early on, Roger's attention seemed caring, but soon after marriage, he became controlling and critical, isolating her from friends and family. When Jane became pregnant, Roger pressured her to leave her job, and over time, his behavior escalated into physical and sexual abuse. The final breaking point for Jane was when Roger struck their 7-year-old daughter, Milla.

With the support of her friend Rachel, Jane contacted the Regional FDR Service while Roger was at work. Suspecting Roger might be monitoring her phone, Jane left it behind to avoid detection. The Post Separation Caseworker quickly helped Jane develop a short-term safety plan and connected her with the local domestic violence support service.

Rachel offered Jane and her children temporary refuge at her parents' nearby shack, and Jane moved there discreetly the next day. Maddie, a worker from the domestic violence support service, provided Jane with a secure loan phone, alerted the police, and coordinated with Milla's school to support the children's safety.

Jane's priorities were to create a safe environment for herself and her children, away from Roger. The collaborative service response allowed for this and provided the space Jane needed to plan her next steps. RASA's collective responsibility was to support Jane in managing safety concerns while providing services that offer Roger an opportunity to change his behaviour and feelings.

Jane decided to pursue FDR as a way to establish safe boundaries and discuss parenting arrangements. After completing her DOORS risk screening, the Family Dispute Resolution Practitioner (FDRP) coordinated further support through the Post Separation Caseworker, including a more comprehensive safety plan and connections to legal services to explore options like an Intervention Order.

Roger agreed to participate in FDR through Telehealth, where his DOORS screening revealed his awareness of his family's fear and his increased alcohol use. The FDRP assessed whether FDR was appropriate and set a review date a month later. Roger was referred to the Specialised Family Violence Service and Family Law Counselling to explore his violent behaviour, review his own wellbeing, and clarify his long-term parenting aspirations.

While Jane settled into her new circumstances, she received ongoing check-ins from her Family Adviser, who coordinated closely with Maddie, the domestic violence worker on any ongoing safety concerns. Jane's children, Milla and her younger brother Billie, began attending children's counselling, and Jane gradually rebuilt her support network, independence, and confidence.

Roger continued counselling and behaviour change interventions, while also attending FDR. This led to an arrangement for Sunday visits with his children. An interim parenting plan was developed with regular reviews to ensure the children's safety and wellbeing. Jane is exploring further legal options while rebuilding her life, and Roger continues to receive separate support.

This complex response highlights the importance of collaboration across family violence, mediation, legal, and law enforcement services, enabling Jane and her children to establish safety, support, and stability. Roger has access to specialist support to work out how to adjust to the breakdown of his family, confront his role in this outcome, and support the wellbeing of his family and potential future relationships.

Supporting Safety for Older South Australians

Jack, a 92-year-old man, faced a difficult transition when he was hospitalised and later moved into a residential aged care facility (RACF) in Adelaide. His son, Sam, who holds Power of Attorney, made the decision to place Jack in care, leading to a loss of independence, home, and familiar surroundings. This upheaval left Jack feeling distressed and led to several incidents of aggression towards staff and other residents.

Recognising Jack's emotional turmoil, staff contacted RASA's **Supporting Emotional Wellness in Aged Care Program** (**SEW)** to support Jack during this transition. During Jack's initial assessment he expressed concerns that his wife Jenny was taking his money. This prompted concerns about potential financial abuse, prompting RASA to involve the Aged Rights Advocacy Service. However, further investigation revealed no financial abuse had taken place, and a more complex family history emerged - Jenny had been managing household finances for years while enduring decades of domestic violence from Jack, who also had a history of gambling harm. The case was then referred to RASA's Elder Mediation Service.
A mediation session was arranged at Jack's RACF. This session provided his son Sam with an opportunity to address long-standing family issues and represent the siblings who had chosen not to participate due to past trauma from Jack's abusive behaviour. Sam explained to his father that returning home wasn't possible as Jenny was physically frail and emotionally exhausted from years of caregiving. Sam showed Jack the financial records, reassuring him that Jenny had been responsibly managing their finances. To support Jack's independence, Sam arranged a personal allowance and offered to explore the possibility of a more affordable care facility with independent living. Jack became emotional as he acknowledged his health constraints, and he ultimately agreed to stay and receive the allowance offered.

As the mediation progressed, Jack confronted the impact of his past behaviour on his family. He recognised the pain he had caused and expressed deep remorse. Sam agreed to convey Jack's apology to the family, marking a crucial step towards healing. With new support systems in place and renewed family connection, Jack found acceptance in his circumstances, finding closure and stability through the mediation process.



Safety through Innovation

Organising safety for our staff and clients is a priority. With increasing numbers of staff working from remote locations, we needed to create new, innovative internal systems to ensure that our workforce is safe and connected to leadership support from wherever they may be working.

After an extensive human-centred design process and the innovation of the Acute Response Team, which was developed to support workers responding to a client crisis, RASA identified the need to implement the SafeZone app. SafeZone is a mobile application designed to enhance worker safety and security while working in offsite locations.

Safezone includes multiple functions to support workers who are on the road in one easy to use app. It allows staff to share their location, access Acute Response Team supervision in real time, activate a duress call for support from emergency services, and access information on Employee Assistance Program support and incident reporting. Safezone is also available from any location around the world 24 hours a day, so RASA staff can access this support outside of work if needed.



Who We Are

402
STAFF

52
STUDENTS ON PLACEMENT

29
VOLUNTEERS

83%
FEMALE

17%
MALE

5%
ABORIGINAL + TORRES STRAIT

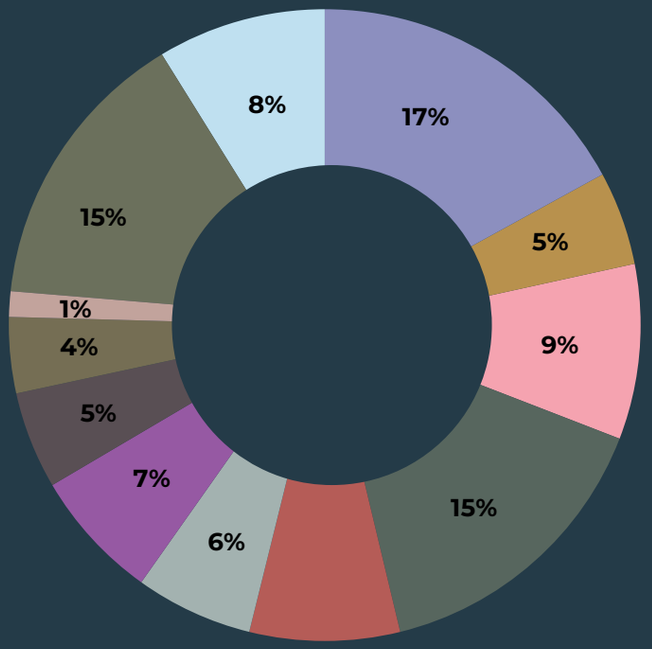
25%
CULTURALLY + LINGUISTICALLY DIVERSE

How Staff Feel About

98%	said their work is meaningful
95%	are highly satisfied with their role
94%	feel the organisation lives its values
87%	think their team is working well
86%	said they receive relevant professional development



Our Expenditure



- Child + Parenting Services
- Community Training + AISR
- Couples + Families
- Family Wellbeing
- *SCILS
- Gambling Help Services
- Mental Health Services
- Other Programs
- PEACE Multicultural Services
- Time for Kids
- Trauma Services
- Working with Children Affected by Divorce/

How We Contributed to the Sector

19 NATIONAL CONFERENCES

14 RESEARCH PARTNERSHIP PROJECTS

4 SUBMISSIONS

4 MEDIA OPPORTUNITIES

2 WEBINARS

2 PUBLIC PRESENTATIONS AND ENGAGEMENT CAMPAIGNS

1 PUBLICATION

*SCILS is the acronym for
Schools, Community, Innovation, Learning Service

Our Partners

Thank you to our partners for your continued support during a successful year. Your contributions and trust in our service and program delivery enable us to provide the highest quality support to those in need, helping us expand our reach and positively impact the lives of our clients and communities.

NATIONAL

- Australian Government Attorney-General's Department
- Australian Government Department of Social Services
- Veterans and Veterans' Families Counselling Services
- Australian Primary Health Network – an Australian Government initiative
- Relationships Australia Federation Members

STATE

- Attorney-General's Department
- Department of Human Services
- Department for Education
- Department for Health and Wellbeing
- Department for Child Protection
- Gamblers Rehabilitation Fund, a joint initiative of the Australian Hotels Association (SA), Clubs SA, Adelaide Casino and the Government of South Australia
- Court Administration Authority
- Office for Women

COMMUNITY

- The Bouverie Centre, La Trobe University
- AnglicareSA
- Kornar Winmil Yunti Aboriginal Corporation
- Uniting Country SA
- Uniting Care Wesley Bowden
- Women's Safety Services SA
- The Duke of Edinburgh's International Award
- South Australian Council Of Social Service
- Child and Family Focus SA
- Adelaide University
- University of South Australia
- Embolden



Photograph by Nikki Hartmann

Where We Operate

Central – Adelaide - Tartanya

Elm Place – Adelaide - Tartanya

West – Hindmarsh - Kuntu

Outer West – Port Adelaide - Yartapuulti

South – Marion - Warraparinga

North – Salisbury – Para Wirra

North – Elizabeth – Para Wirra

Riverland – Berri - Erawirung

Mount Gambier – Berrin

Port Augusta – Kurdnatta

Phone: 1300 364 277 or 1800 182 325 (country callers)
Corporate Phone: (08) 8216 5200

Websites:
www.rasa.org.au I www.socialrelations.edu.au

Relationships Australia®
SOUTH AUSTRALIA

Australian
INSTITUTE *of*
SOCIAL RELATIONS™
National Provider Code: 102358