ANNUAL REPORT



2024 - 2025

Relationships
AUSTRALIA · SA

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 is located.

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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.



DIVERSITY



RESPECT



BELONGING



LEARNING

OUR BOARD



Diarmid Lee
Chair
(since December 2024)



Lorna Hallahan
Deputy Chair



Claire Ralfs
CEO



Geoff Kay
Treasurer
(to December 2024)



Sarah Emms
Treasurer
(since December 2024)



Franco Camatta
Board Member
(since December 2024)



Marion Eckert
Board Member



Ann-Marie Hayes
Board Member

OUR EXECUTIVE TEAM



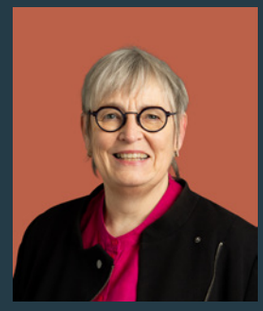
Claire Ralfs
CEO



Pete Allred
Deputy CEO



Jonathon Main
Trauma, Resilience and Wellbeing Services



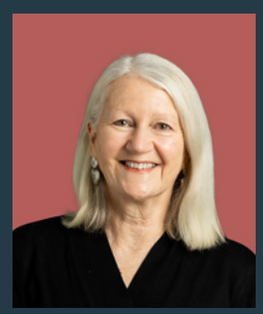
Jen Hamer
Education, Youth, and Disability Services



Virginia Leeuwenburg
Post Separation and Gambling Help Services



Kate Brett
Client Systems, Family, and Multicultural Services



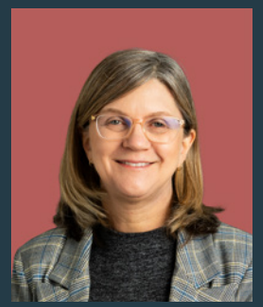
Deb Lockwood
Children's Services (until November 2024)



Sarah Decrea
Children's Services (from November 2024)



Joanna Retnam
Information and Digital



Sandra Schultz
Finance and Property

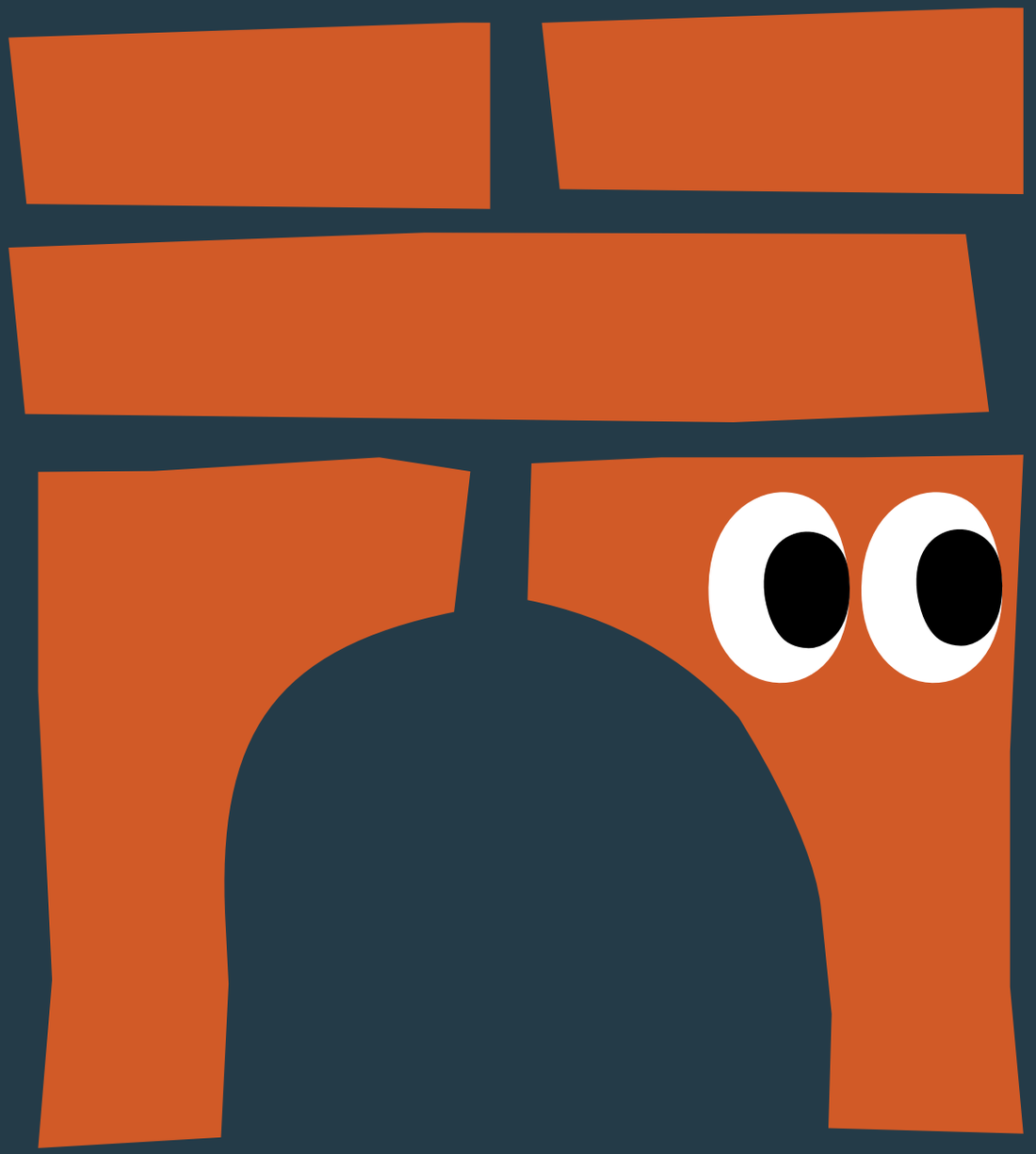
FROM THE CEO & CHAIR

This year's Annual Report reaffirms our steadfast commitment to Child Focused Support as a core principle across all RASA services. Whether working directly with children, or supporting parents and caregivers, we remain focused on ensuring every child is seen, heard, and safe. Our teams continue to apply evidence-informed frameworks and creative, relational approaches that strengthen families and promote the wellbeing of children. The stories and outcomes within this report reflect both the depth and impact of this work.

We are grateful to our clients, students, staff, and partners for their trust and shared commitment to safer, more connected communities. This year has brought intensified pressures for families - rising living costs, global instability, and social fragmentation - alongside growing complexity across the community services sector. In response, We have continued to strengthen systems, improve productivity, and modernise the way we work, including through our digital transformation. These improvements ensure staff have the tools and information they need to deliver timely, evidence-based support in a resource-constrained environment where collaboration and measurable outcomes matter more than ever.

We thank our clients, students, staff, and partners for walking alongside us in creating stronger, safer futures for children and families.

— Claire Ralfs, CEO & Diarmid Lee, Chair



WHO WE SUPPORTED

38,160

INDIVIDUALS REACHED

2.6% increase on previous year

21,355

Clients

4.1% Increase since previous year

12,561

***PEACE Multicultural Service events**

(includes social media reach)

3,209

Individuals from *LEIGH community activities

1,035

AISR students

*PEACE is the acronym for Personal Education And Community Empowerment
*LEIGH is the acronym for Lived Experience In Gambling Harm

DEMOGRAPHICS



AGES

17%	0 - 18 years
6%	19 - 24 years
17%	25 - 34 years
45%	35 - 64 years
9%	65+ years



HOW WE PROVIDED SUPPORT

30%
Post Separation Programs

17%
Trauma Programs

16%
Family and Community Programs

14%
Children's Programs

6%
Gambling Help Programs

4%
Mental Health Programs

3%
Post Adoption Programs

4%
Education Programs

6%
Other

CLIENT CIRCUMSTANCES

1 in 2

parents/carers need help managing as a parent

1 in 4

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

1 in 5

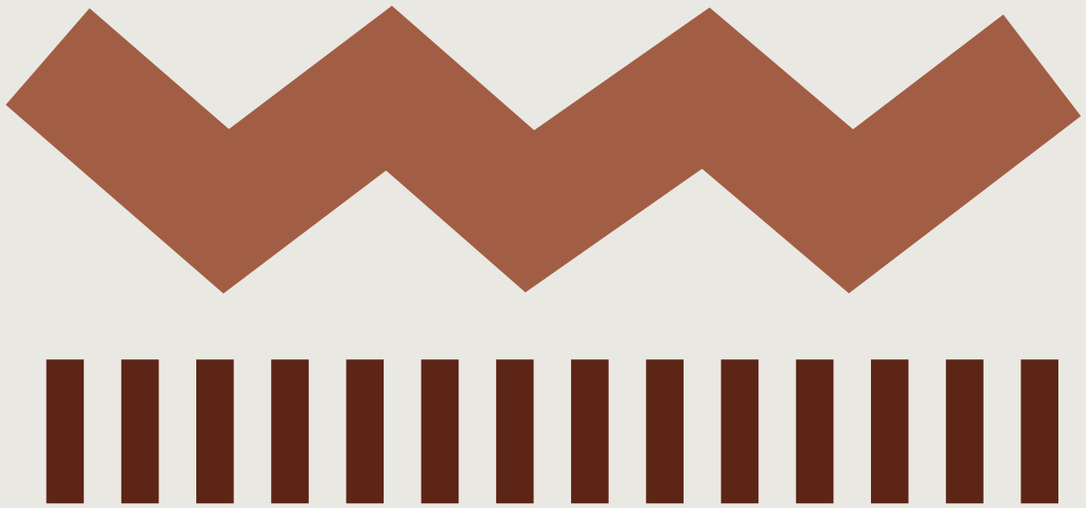
had children who were the subject of a Child Protection notification

1 in 6

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

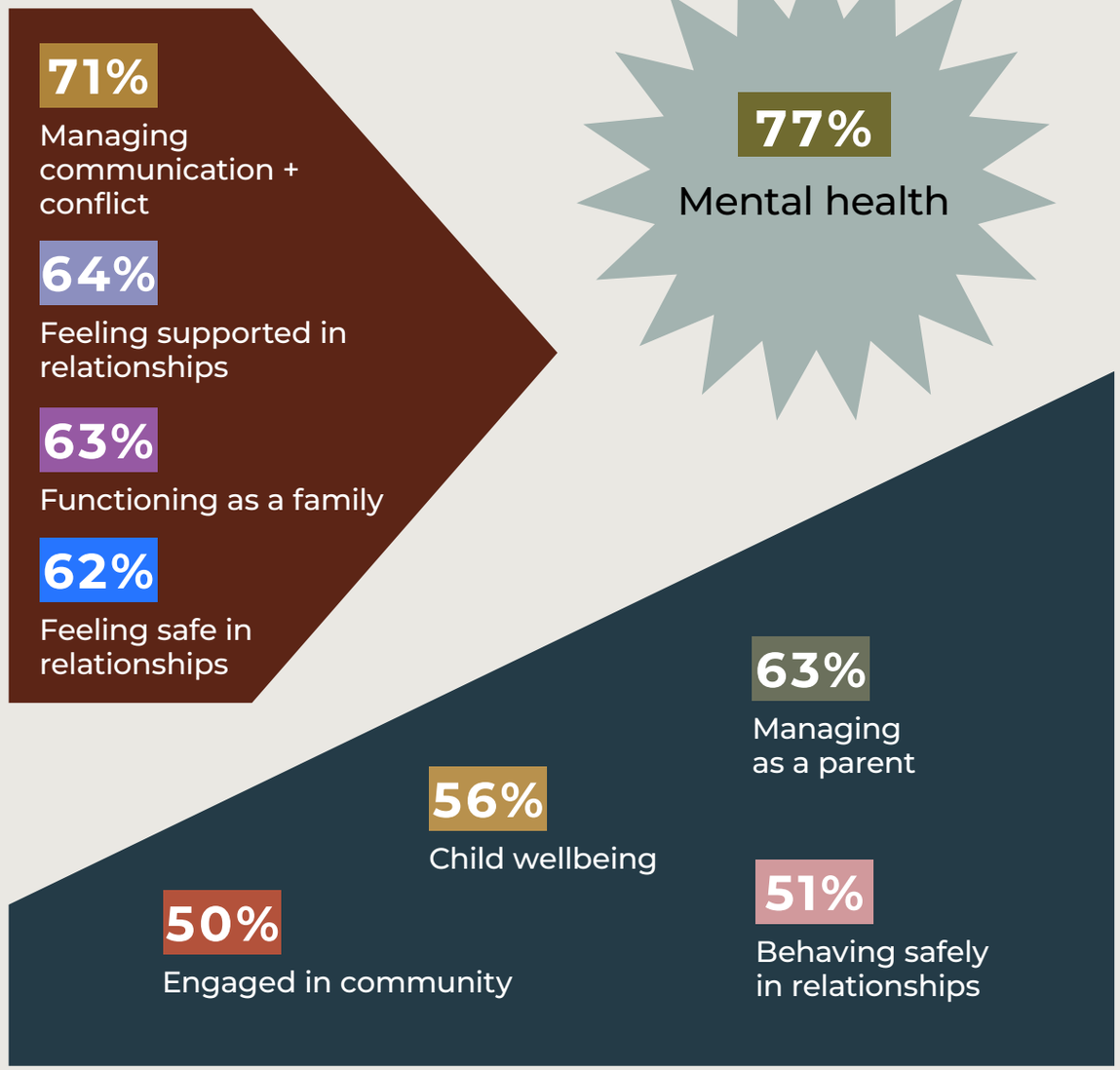
1 in 15

needed a suicide prevention plan at their first appointment



THE DIFFERENCE WE MADE

% of clients reporting improvement in wellbeing after attending RASA services



WHAT CLIENTS TOLD US ABOUT THE SERVICE THEY RECEIVED

1,137 CLIENTS

provided feedback in our annual Client Snapshot Survey between April - May 2025

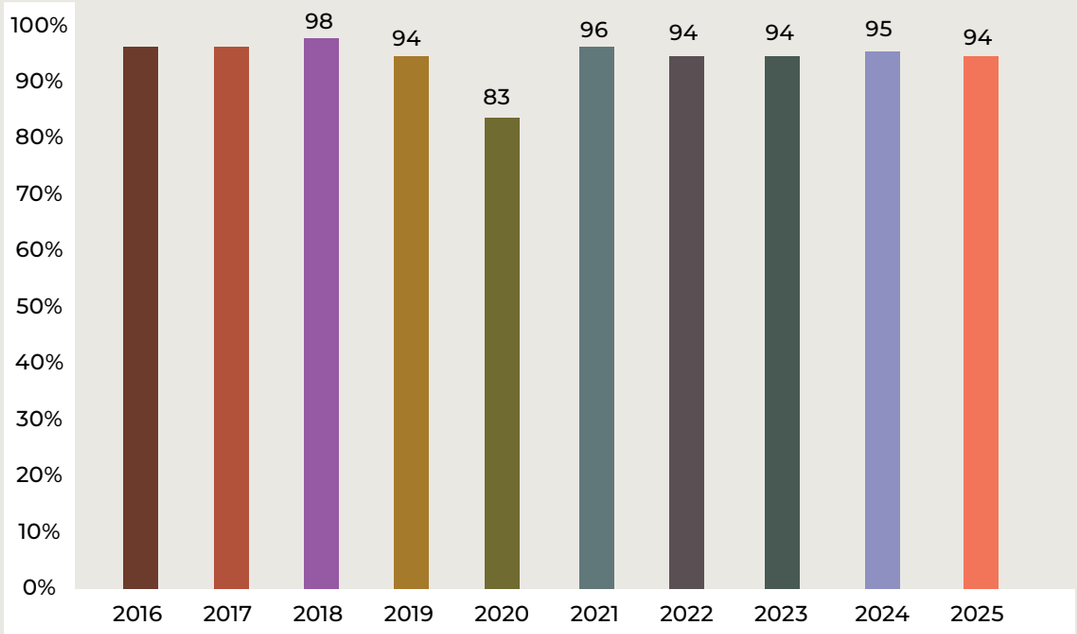
96% felt they were treated respectfully at RASA

94% were satisfied with the service

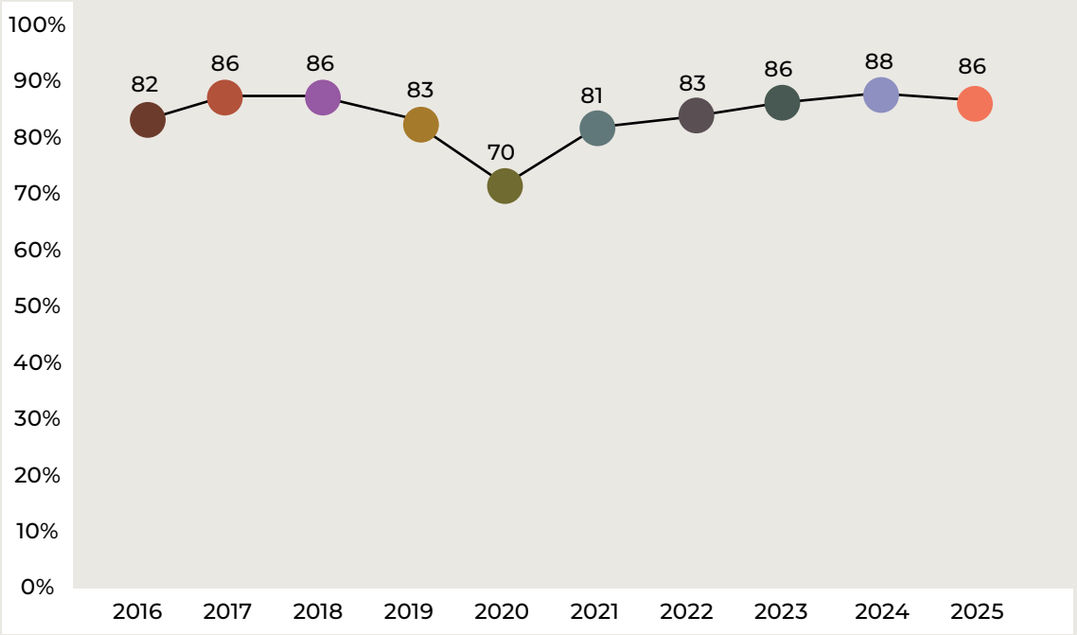
86% felt better able to deal with issues for which they sought help

POSITIVE CLIENT SATISFACTION From 2016 - 2025

Satisfaction %



Better able to deal with issues %



LEARNING AND TEACHING

The Australian Institute of Social Relations is Relationships Australia SA's Registered Training Organisation.

110 enrolments in Nationally Recognised Training qualifications

925 enrolments in 26 short courses, including 120 enrolments in regional Skills Centres

1,442 enrolments in 18 online self-paced courses

WHO WE TAUGHT

78% Disadvantaged learners (includes those who identified as Cultural and Linguistically Diverse, Aboriginal and Torres Strait Islander, living with disability and unemployed)

20% Aboriginal and Torres Strait Islander

10% Culturally and Linguistically Diverse

COMPLETIONS

66 graduates in Nationally Recognised Training qualifications

15 Aboriginal and Torres Strait Islander students

11 Culturally and Linguistically Diverse students

9 unemployed students

5 students living with disability

WHAT EMPLOYERS TOLD US

100% of employers agreed that trainers were able to relate the material to the workplace

100% of employers agreed employees gained the skills they needed from this training

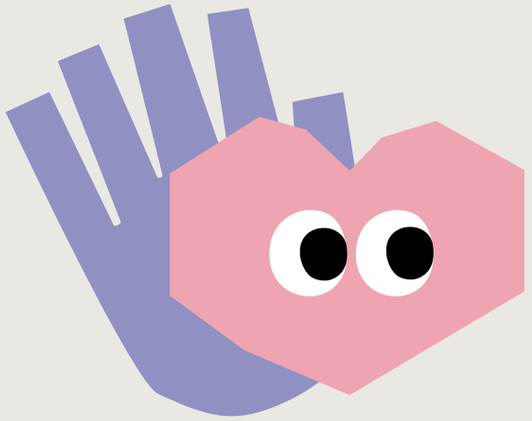
100% of employers agreed the training prepared their employees for the demands of work

92% of students said staff respected their background and needs

92% of employers agreed that assessments were based on realistic activities

88% of students agreed there were a range of services to support them

CHILD FOCUSED APPROACH



At Relationships Australia SA, being *child focused* means ensuring that every child's wellbeing, safety and voice are at the centre of all we do. Whether we are working directly with children or supporting parents and families, we take deliberate steps to understand and respond to each child's unique circumstances.

Our commitment to child focused support is embedded in our practice frameworks, our training, and our organisational culture. It guides how we design services, make decisions, and measure outcomes. By seeing the world through the eyes of the child, we are better able to support the adults around them to create safer, more nurturing environments.
A key tool in delivering child focused support is Family DOORS, our evidence-based screening framework that helps practitioners identify risks, strengths, and wellbeing needs for every family member — including children. Through Family DOORS, practitioners can have informed conversations about safety, emotional wellbeing, and developmental needs, ensuring early and appropriate support is provided.

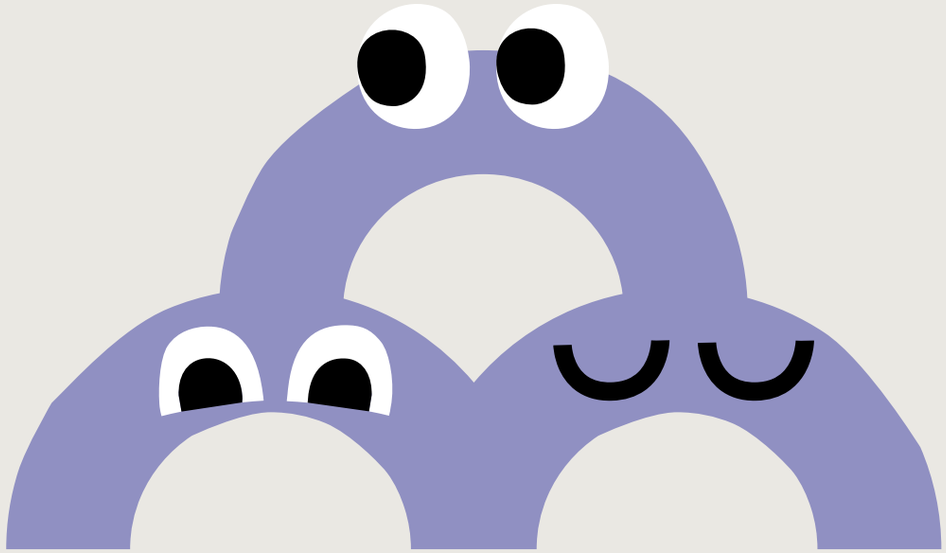
By embedding child focused practice across all programs, we continue to strengthen families and communities, breaking cycles of disadvantage and giving children the best chance to thrive.



WHERE CHILDREN + YOUNG PEOPLE ACCESS SERVICES

3,820

CHILDREN + YOUNG PEOPLE SUPPORTED



- **94** Child and Parenting Service
- **258** Children's Contact Service
- **479** Family Mental Health Support Service
- **248** iKiDs (Supporting Children + Young People After Separation)
- **35** Post Separation Cooperative Parenting
- **183** Family Dispute Resolution
- **28** Family Relationship Centres
- **83** Intercountry Adoptee and Family Support Service
- **115** Safe Start
- **95** Specialised Family Violence Service
- **231** Together4Kids Specialist Children's Service
- **147** Walking Together: Intensive Family Service
- **603** Tailored Learning Services
- **607** Ngartuitya Family Group Conferencing
- **144** Safe and Well Kids
- **52** Gambling Help Service
- **419** rebuild: Counselling for Victims of Crime

number of children and young people supported in the service

number of children supported in the service

number of young people supported in the service

Together4Kids Book Club Project

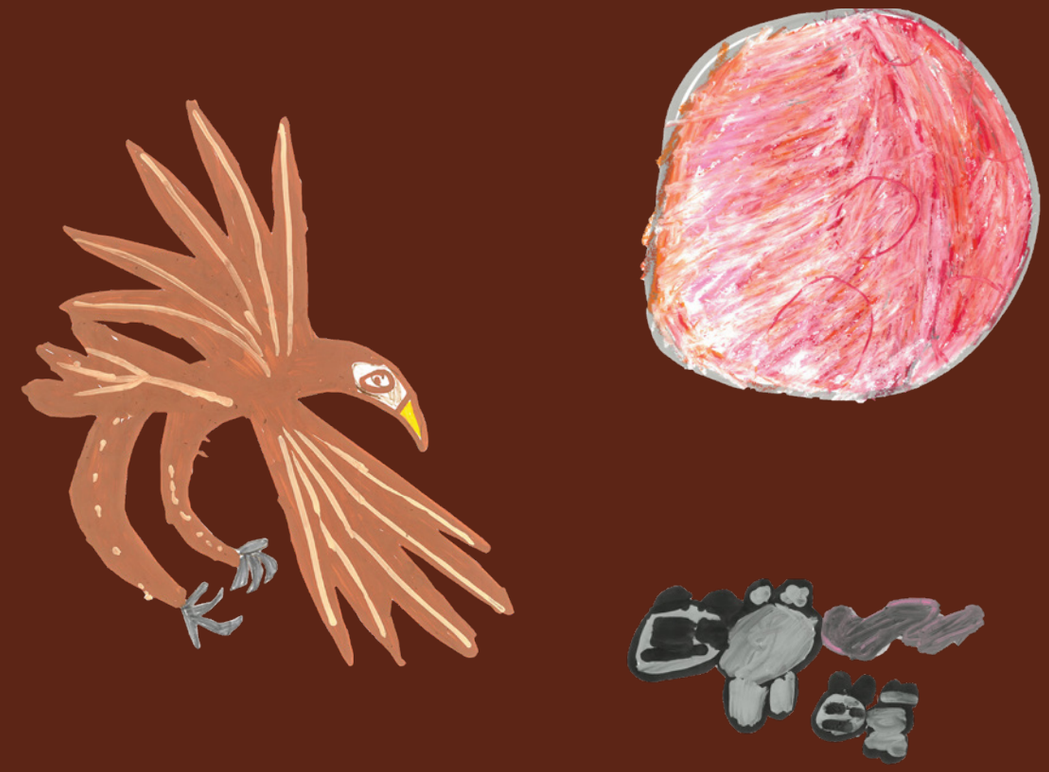
THE KIDS WHO HAVE BEEN THROUGH THIS



Domestic and family violence affects thousands of families across South Australia, with children often carrying its emotional and developmental impacts even when they are not the directly involved. Violence disrupts a child's sense of emotional and physical safety, belonging and wellbeing—yet children are too often unheard in discussions about the systems designed to protect them. This year, the Together4Kids (T4K) Book Club Project set out to change that.

The T4K Book Club brought together children and parents of babies and toddlers who had experienced domestic violence and homelessness. Following the announcement of the Royal Commission into Domestic, Family, and Sexual Violence, the project aimed to ensure children's voices and experiences were heard by decision makers.

Through a series of carefully designed workshops, T4K practitioners created a safe, nurturing environment where families used storytelling as a tool for connection and healing. Exploring themes of place, emotions, relationships and safety, the children developed characters inspired by native Australian animals and expressed their ideas through art, role play and nature play. Working together, they crafted storylines, shaped messages of change and built confidence, teamwork and problem-solving skills along the way.



T4K partnered with children's education organisation Kids Thrive to further develop the stories and help translate the children's messages into storybook form. Their collaboration resulted in The Kids Who Have Been Through This—a powerful collection of stories and illustrations created by children who have lived through homelessness and domestic and family violence.

The book was launched on 18 June 2025 in the playground at Relationships Australia SA's Hindmarsh site. In front of government representatives, domestic and family violence sector leaders, and community Elders, the young authors proudly shared their work. Their voices—once overshadowed by fear and instability—were honoured as meaningful contributions and strong calls for change.

Delivered by Together4Kids with funding from the South Australian Department of Human Services, the Book Club Project stands as a testament to children's resilience, the value of culturally informed practice and the power of creative expression. Above all, it reminds children experiencing similar hardships that they are seen, heard and not alone.




TOGETHER4KIDS
The Kids Who Have Been Through This
Stories from children who have experienced homelessness and domestic violence
Possum
Echidna



Gambling Help Service

LEVEL UP: SUPPORTING YOUNG PEOPLE TO NAVIGATE GAMING, GAMBLING AND DIGITAL INFLUENCE

Gambling is becoming an increasingly visible and influential part of young people's lives. As gambling companies target new markets, adolescents are exposed to a constant stream of advertising on their mobile phones—often disguised as entertainment. At the same time, the line between gaming and gambling is increasingly blurred. Many popular games now include gambling-style features such as loot boxes, randomised rewards and paid upgrades, normalising gambling behaviours long before young people reach adulthood.

Our Gambling Help Service is responding to this growing risk through Level Up, a school-based program designed to help young people understand how gaming, gambling and digital marketing influence their behaviour.
In these sessions, students explore the concept of the 'flow state'—a design strategy used in many games to keep players engaged through constant reward cycles. They also learn about 'anticipation arousal', the heightened excitement that comes from waiting for a win, and how this can create patterns of chasing wins and losses that mirror harmful gambling behaviours.

Level Up encourages students to think critically about the games they play, recognise when gaming elements may be steering them toward gambling-like behaviour, and build skills to reduce harm. The sessions are interactive, with students invited to participate and share their own experiences, insights and concerns about gaming and gambling. Students also hear someone with lived experience of gambling harm share their story.

Importantly, the program also ensures young people know where to seek help—for themselves, their friends or their families—highlighting the free and confidential support offered through RASA's Gambling Help Service.

As gambling-related risks continue to evolve, Level Up is equipping young people with the knowledge and confidence to navigate digital environments safely and make informed choices about gaming and gambling.

Ngartuitya Family Group Conferencing

CHILD FOCUSED, FAMILY LED SUPPORT FOR UNBORN BABIES

When Audrey arrived at hospital eight months pregnant and fleeing a violent relationship, she had no home, no local support, and no clear path forward. The Department of Child Protection (DCP) held serious concerns for the safety of her unborn baby, Louisa, and began exploring interstate family connections. Recognising the potential for a family-led solution, DCP referred Audrey to Ngartuitya Family Group Conferencing (NFGC) rather than initiating a statutory response.

With Louisa's due date fast approaching, the NFGC team adapted the process to meet the urgency and complexity of the situation. Audrey's homelessness and the impacts of domestic violence meant there was limited time for preparation, but the team created space for comprehensive information sharing so everyone could fully understand the risks, needs, and possibilities. Interstate relatives joined via telelink, and the coordinator stayed with the family during private discussions to record their ideas and support meaningful participation for all involved.

During the conference, Louisa's grandmother - acting as her advocate - read a letter from 'baby Louisa' to her mother, giving heartfelt voice to the wants and needs of the child soon to arrive. This powerful reminder of Louisa's perspective helped the family unite around a shared goal of a family led plan that was safe, practical, and hopeful.

Together, the family created a plan that addressed accommodation, safety from domestic violence, and ongoing support for Audrey and Louisa. Because the plan came from the family, it strengthened autonomy, ownership, and long-term commitment.

Six weeks after Louisa's birth, NFGC checked in and found a thriving baby with a strong circle of protective adults. Audrey had stable housing, daily contact with her daughter, and access to therapeutic supports. Louisa's safety was no longer the responsibility of one parent, but a shared commitment from her whole family — giving her the best possible start in life.





Tailored Learning Services

GUIDING YOUNG PEOPLE WITH TRAUMA-INFORMED SUPPORT

When Jamie was referred to Tailored Learning Services (TLS) four years ago, he had been living in isolation with his mother after significant bullying during early high school and after coming out as transgender. Disengaged from school and navigating autism, physical health issues and complex mental health needs, he had lost confidence in himself. While in the service, Jamie and his mother also experienced eight months of homelessness. TLS linked him with RASA support services, including a Gambling Help Service Peer Support Worker through the Creativity to Change wellbeing program.

With consistent, child-focused and trauma-informed support, Jamie gradually reconnected with learning and community. TLS began with home visits when he didn't feel safe leaving the house. Over time, these became quiet visits to the TLS learning hub outside of group hours. As trust grew, Jamie joined art activities and later became a regular participant in all hub programs.

Step by step, Jamie rebuilt his confidence. One-to-one support helped him learn to use public transport so he could attend TLS independently. He re-engaged with SACE studies, joined The Duke of Edinburgh's International Award program, participated in social groups at the hub and began VET training. He strengthened relationships with peers and staff, joined the Leadership Group and contributed to events, fundraising and peer support.

Jamie completed his time with TLS at the end of Semester 1, 2025. He finished SACE Stage 1 and 2, achieved Duke of Edinburgh Bronze, Silver and Gold Awards—one of only two public school students in SA to achieve Gold in 2025—and completed a Certificate III in Early Childhood. He has since transitioned successfully into employment.

"I will always dedicate my high school achievements to RASA and their incredible support. TLS prepared me for adulthood and showed me I can be proud of who I am."

WHO WE ARE

398
Staff

17
Student placements

27
Volunteers

85%
Female

15%
Male

25%
Culturally and Linguistically Diverse

6%
Aboriginal and Torres Strait Islander

HOW STAFF FEEL ABOUT RASA

95%	said their work is meaningful
92%	are highly satisfied with their role
97%	feel the organisation lives its values
88%	think their team is working well
85%	said they received relevant professional development




Relationships Australia
SOUTH AUSTRALIA
Diversity • Respect • Belonging • Learning
www.rasa.org.au






Relationships
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WE'RE RELATIONSHIP PEOPLE
WWW.RASA.ORG.AU

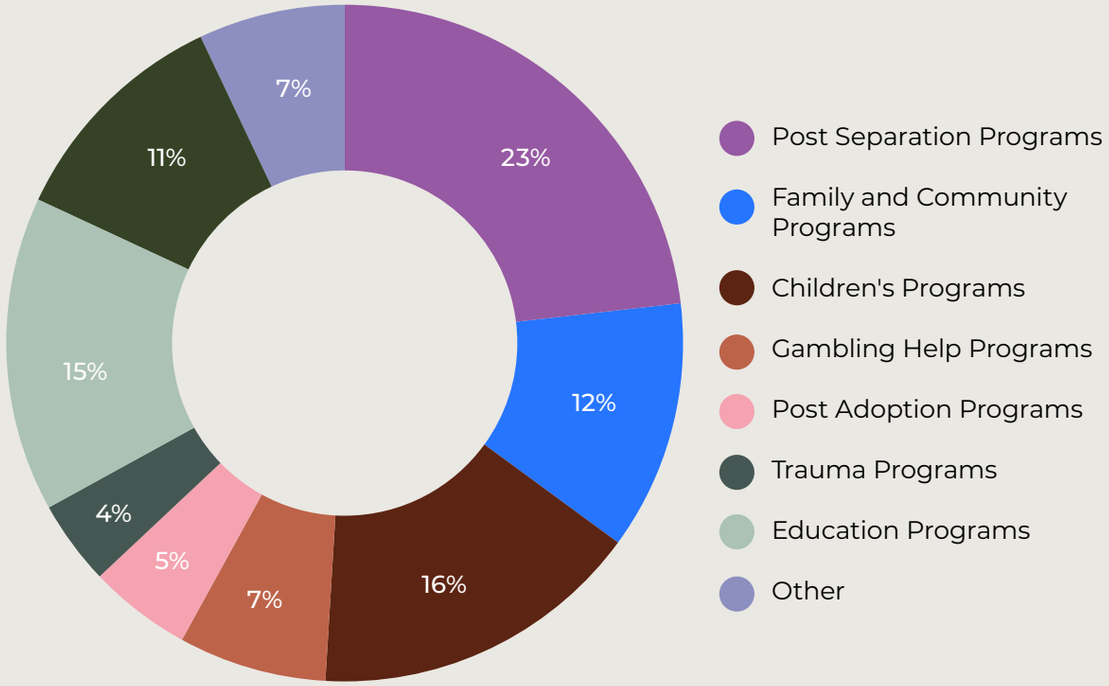

Advertising:
Why it Works + What to Watch Out For
Relentless + in your face
Influencers = trust shortcut







OUR EXPENDITURE



HOW WE CONTRIBUTED TO THE SECTOR

11 NATIONAL CONFERENCES

7 RESEARCH PARTNERSHIP PROJECTS

3 GOVERNMENT SUBMISSIONS

14 PUBLIC PRESENTATIONS AND WEBINARS

OUR PARTNERS

Thank you to our partners for your continued support this year. Your contributions and trust in our services 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 Health, Disability and Ageing
- Australian Government Department of Social Services
- Australian Primary Health Network – an Australian Government initiative
- Relationships Australia Federation members
- Veterans and Veterans' Families Counselling Services

STATE

- Court Administration Authority
- Gambling Harm Support SA
- Government of South Australia Attorney-General's Department
- Government of South Australia Department for Child Protection
- Government of South Australia Department for Health and Wellbeing
- Government of South Australia Department of Education
- Government of South Australia Department of Human Services
- Office for Women
- Office of the Chief Psychiatrist

COMMUNITY

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



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

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Social Relations