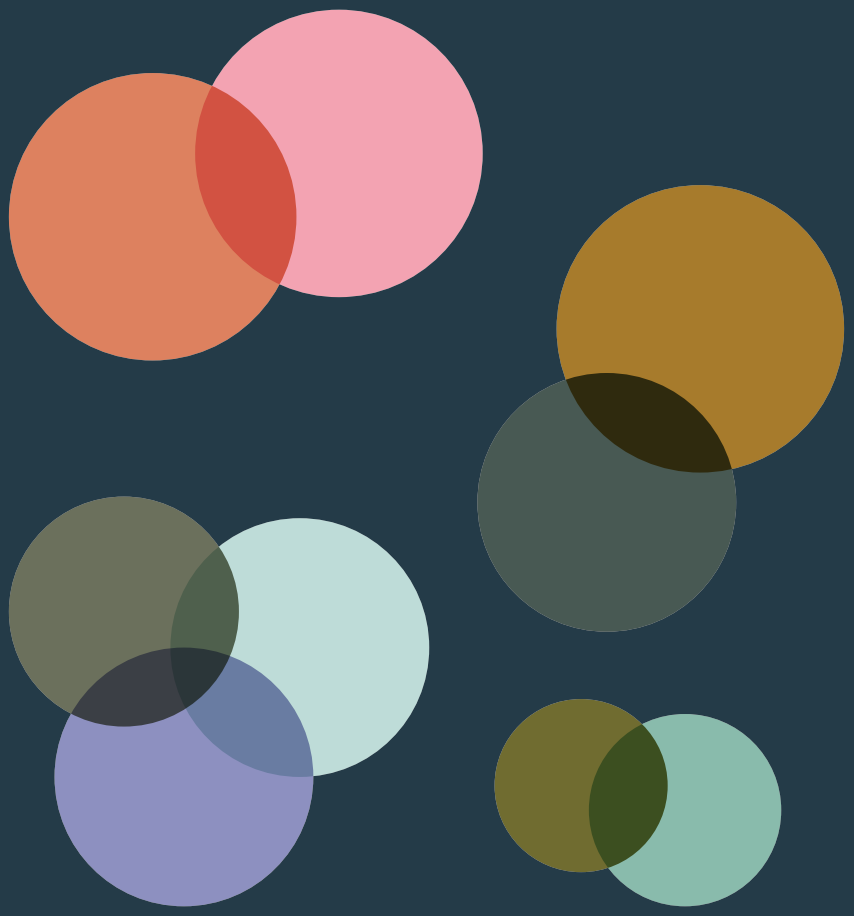
ANNUAL REPORT



2025 - 2026

Relationships
AUSTRALIA · SA

Artwork by Uncle Mickey O'Brien
in collaboration with Sarie Tardif

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 SA 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



Lorna Hallahan
Deputy Chair



Claire Ralfs
CEO



Sarah Emms
Treasurer



Franco Camatta
Board Member



Marion Eckert
Board Member
(to November 2025)



Ann-Marie Hayes
Board Member



Tina Brodie
Board Member
(from May 2026)

OUR EXECUTIVE TEAM



Claire Ralfs
CEO



Pete Allred
Deputy CEO



Joanna Retnam
Chief Operating Officer



Sarah Decrea
Children and Young People's Services



Jen Hamer
Education, Youth, and Disability Services
(to December 2025)



Virginia Leeuwenburg
Post Separation Services



Sandra Schultz
Finance and Property
(to September 2025)



Kate Brett
Client Systems, Family and Multicultural Services
(to February 2026)



Jonathon Main
Trauma, Resilience and Wellbeing Services
(to November 2025)



Astrid Melchers
Health Equity Services
(from January 2026)



Sharna Ciotti
Intensive Counselling Services
(from January 2026)



Tonia Keating
Relationship Services and Client Pathways
(from June 2026)

FROM THE CEO & CHAIR





The family services sector continues to provide vital support to individuals, families and communities while navigating a period of significant transformation. Governments are increasingly focused on ensuring services reach those who need them most and deliver meaningful, demonstrable outcomes. We welcome this focus and the opportunities it creates to strengthen service effectiveness, while recognising the challenge of delivering significant reform in an increasingly constrained financial environment.

Against this backdrop, Relationships Australia South Australia (RASA) has experienced a year of considerable change and renewal. We have navigated significant leadership transitions, farewelling cherished and longstanding colleagues while welcoming new people, perspectives and experience. These changes inevitably bring disruption and sadness, but also create opportunities to reflect, appreciate what can be built on, renew and prepare for the future.

We have continued our digital transformation through the implementation of a new client case management system. This significant organisational investment is strengthening how we understand the people who use our services, supporting more consistent practice and improving our capacity to use data to understand outcomes, demonstrate impact and continually improve our services.

We also opened our new family and community hub in Elizabeth, bringing together services previously delivered across multiple locations. The new hub provides greater opportunities for collaboration, service integration and more connected support for people, families and communities in Adelaide's north.

This Annual Report places a special focus on our post-separation services and the important role they play in helping children, parents and families navigate separation, reduce conflict and build safer, more respectful relationships. Through child-inclusive and child-focused practice, family dispute resolution, counselling and practical support, these services help families make decisions that prioritise safety, wellbeing and connection during what can be a particularly difficult period in their lives.

Throughout a year of significant change, our focus has remained constant: delivering high-quality services that strengthen individuals, families and communities. The achievements reflected in this report are testament to the commitment, expertise and adaptability of our people and to our shared determination to make a positive difference in the lives of the people and communities we serve.

— Claire Ralfs, CEO and Diarmid Lee, Chair

WHO WE SUPPORTED



14,226
Clients

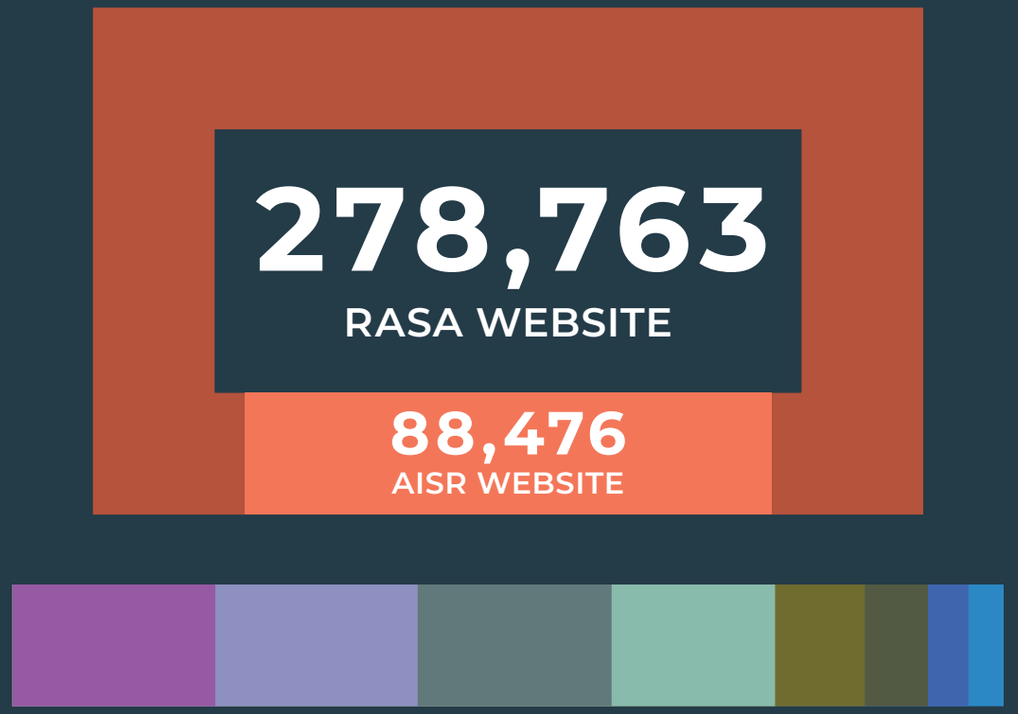
14,196
*PEACE Multicultural Service events (includes social media reach)

1,101
Individuals from *LEIGH community activities

740
AISR students

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

OUR ONLINE REACH



19,763
South Australia Family Law Pathways website

19,720
PEACE Multicultural Services website

18,911
Intercountry Adoptee and Family Support Service website

15,930
Electronic direct mail

8,746
Family doors website

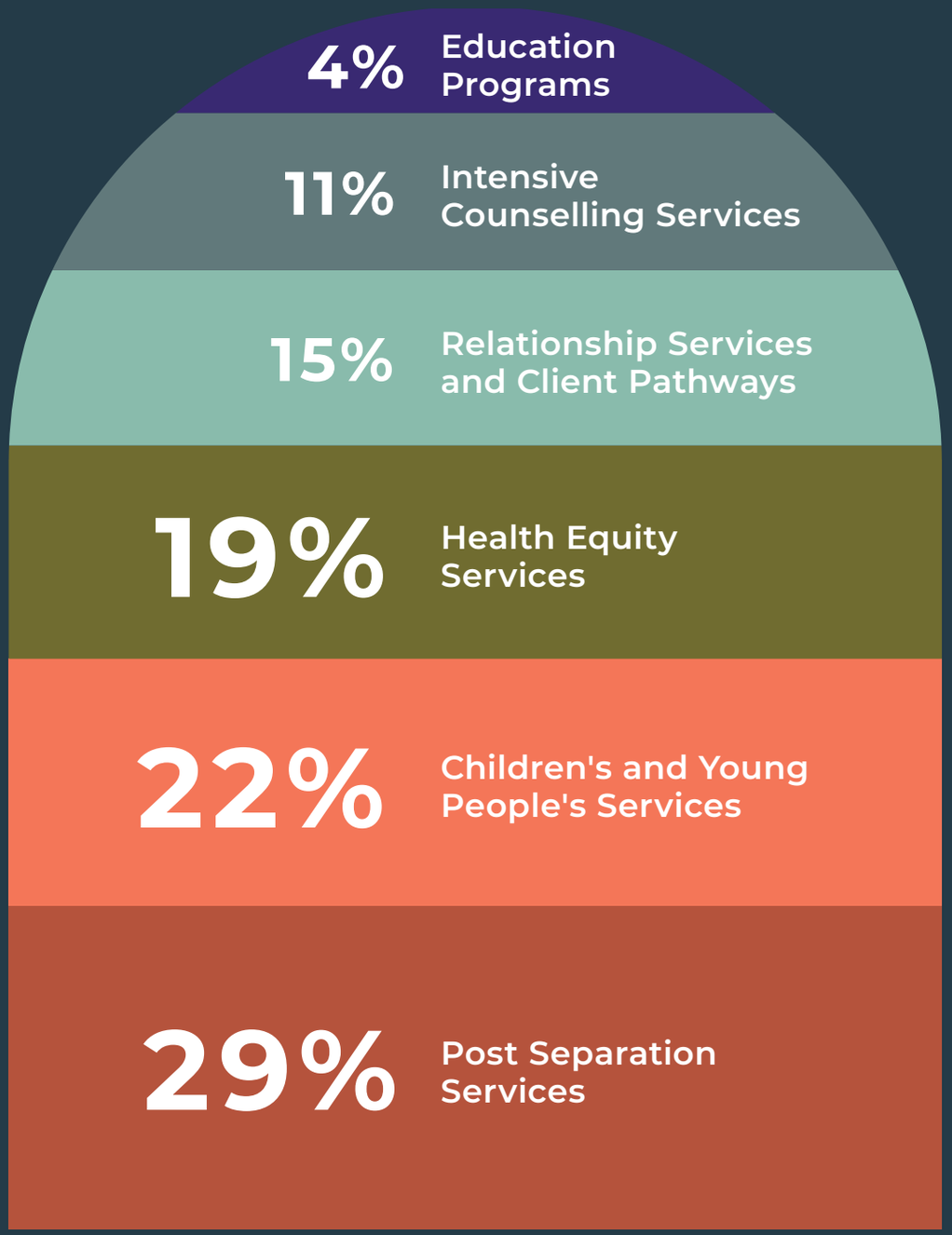
6,145
Elm Place website

3,958
Gambling Help Service website

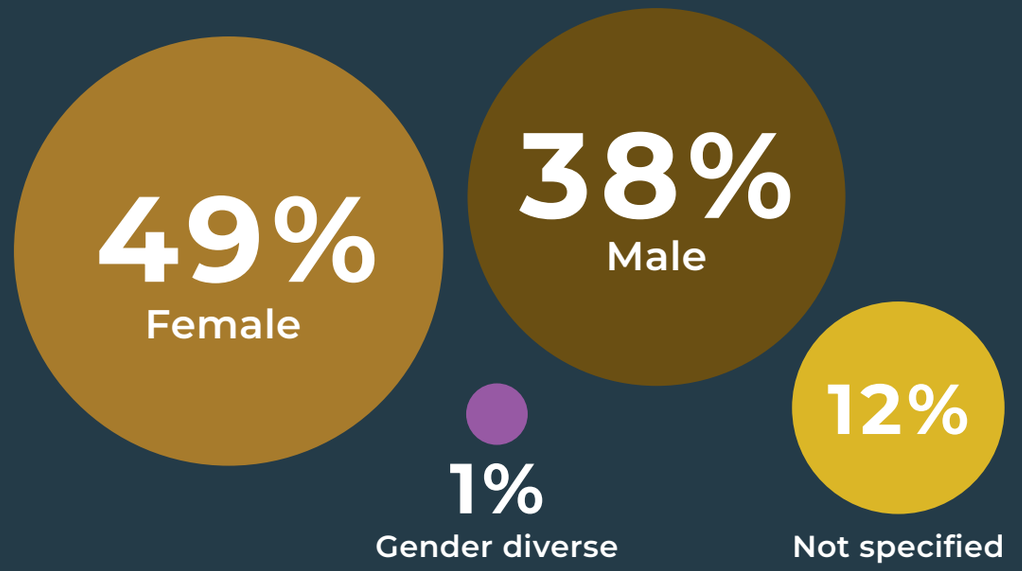
3,427
GOM Central website

Numbers represent visits to each website.

HOW WE PROVIDED SUPPORT

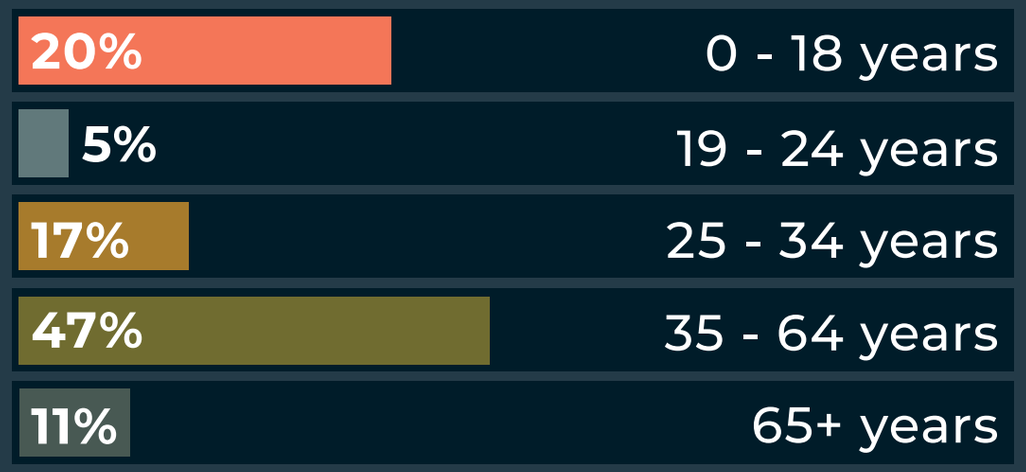


DEMOGRAPHICS





AGES



CLIENT CIRCUMSTANCES

1 in 2

parents/carers need help managing as a parent

1 in 5

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

1 in 4

had children who were the subject of a Child Protection notification

1 in 6

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

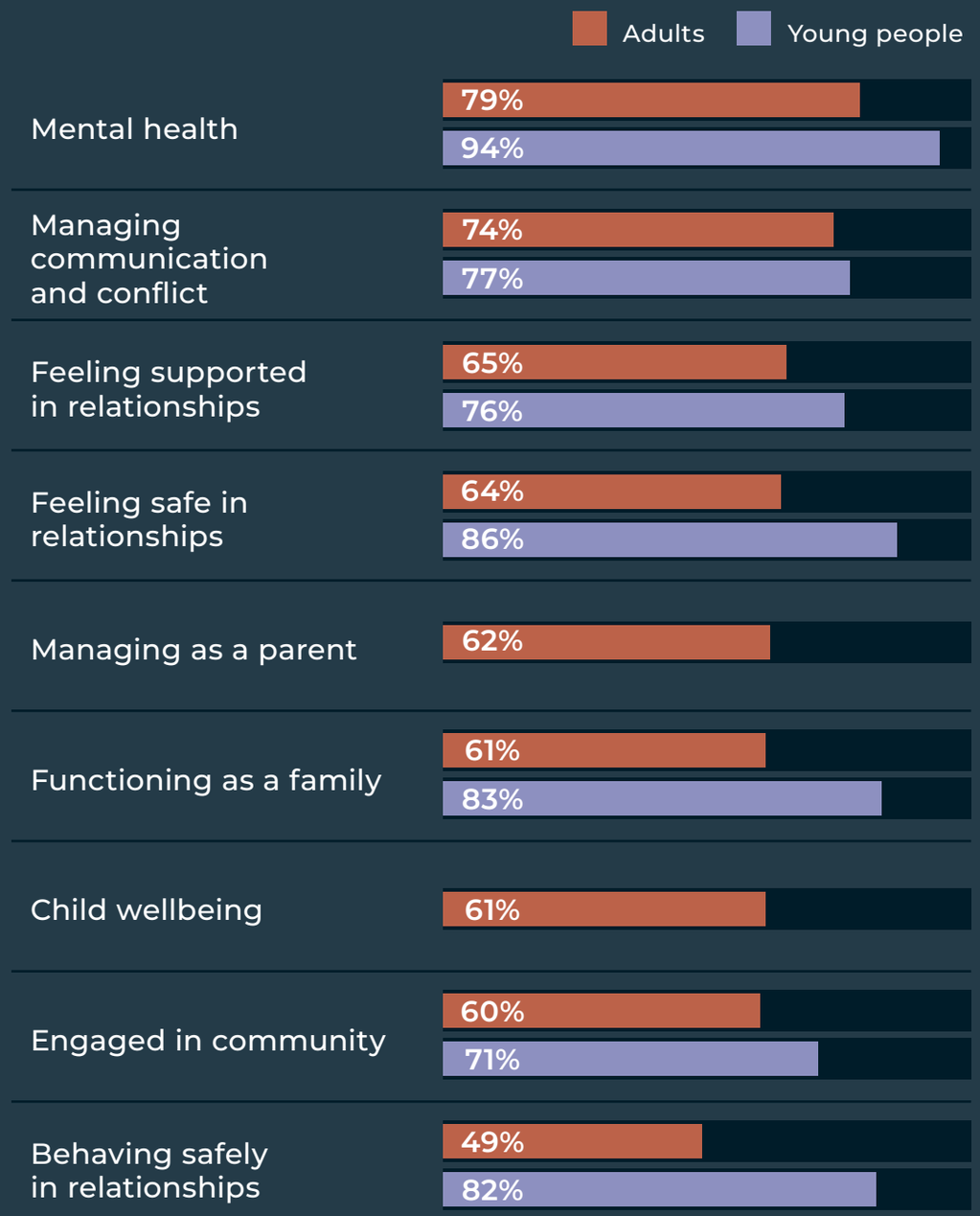
1 in 15

said yes to recently having feelings of suicide/self-harm



THE DIFFERENCE WE MADE

Percentage of clients reporting improvement in wellbeing after RASA services.



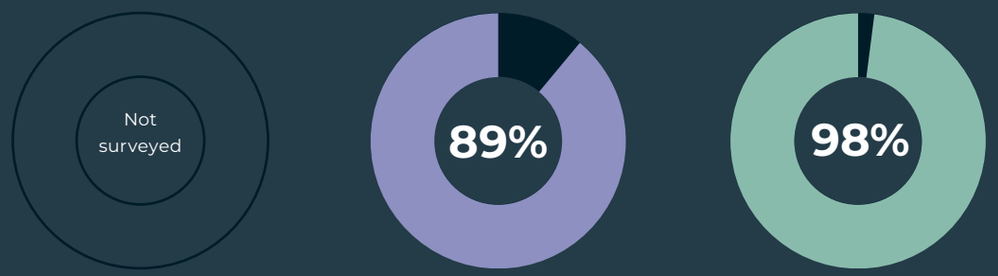
WHAT CLIENTS TOLD US ABOUT THE SERVICE THEY RECEIVED



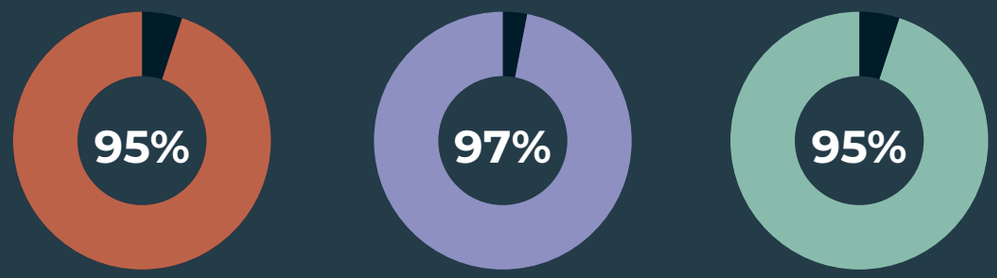
Felt they were treated respectfully at RASA



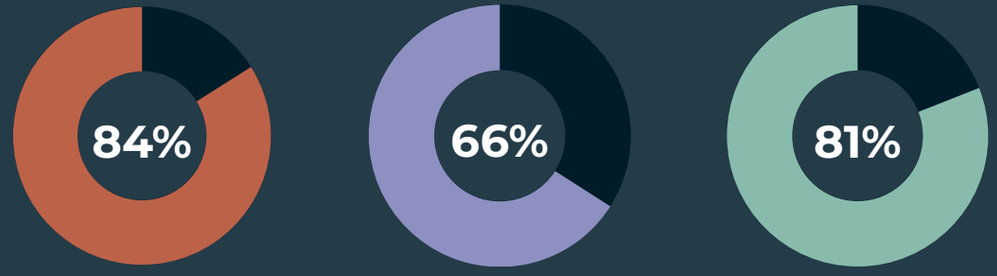
Felt heard at RASA



Were satisfied with the service



Felt better able to deal with issues for which they sought help



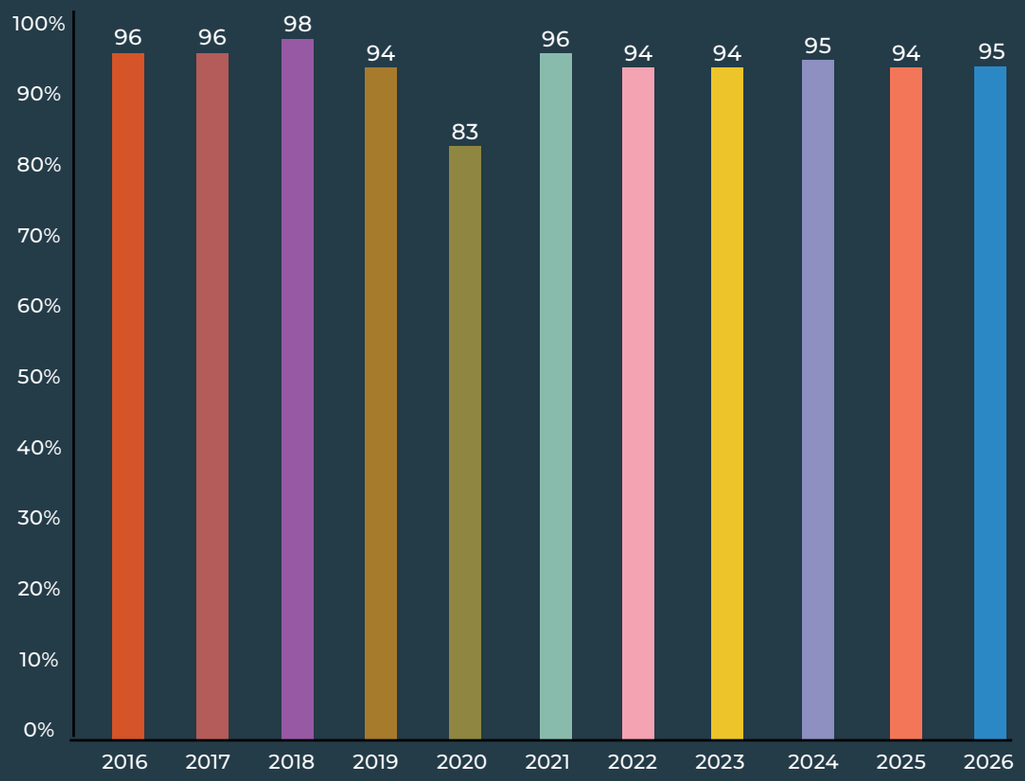
Could easily access the service



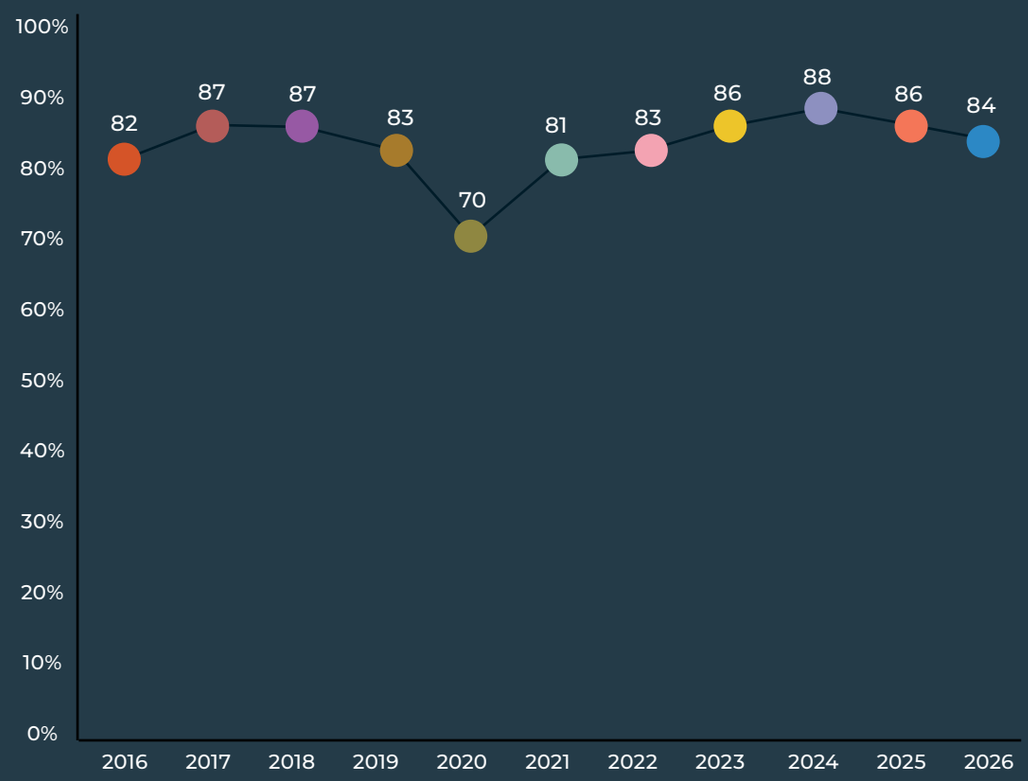
POSITIVE CLIENT SATISFACTION

From 2016—2026

Satisfaction %



Better able to deal with issues %



LEARNING AND TEACHING

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

89 Enrolments in Nationally Recognised Training qualifications

651 Enrolments in 26 short courses, including 120 enrolments in regional Skills Centres

1,353 Enrolments in 18 online self-paced courses

WHO WE TAUGHT

66% Disadvantaged learners*

21% Culturally and linguistically diverse people

13% Aboriginal and Torres Strait Islander people

COMPLETIONS

62 Graduates in Nationally Recognised Training qualifications

15 Aboriginal and Torres Strait Islander students

9 Completions by unemployed students

6 Culturally and linguistically diverse students

*Includes those who identified as Culturally and Linguistically Diverse, Aboriginal and Torres Strait Islander, living with disability and unemployed

WHAT STUDENTS AND EMPLOYERS TOLD US

STUDENTS

EMPLOYERS

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

89% of students said staff respected their background and needs

100% of employers agreed that assessments were based on realistic activities

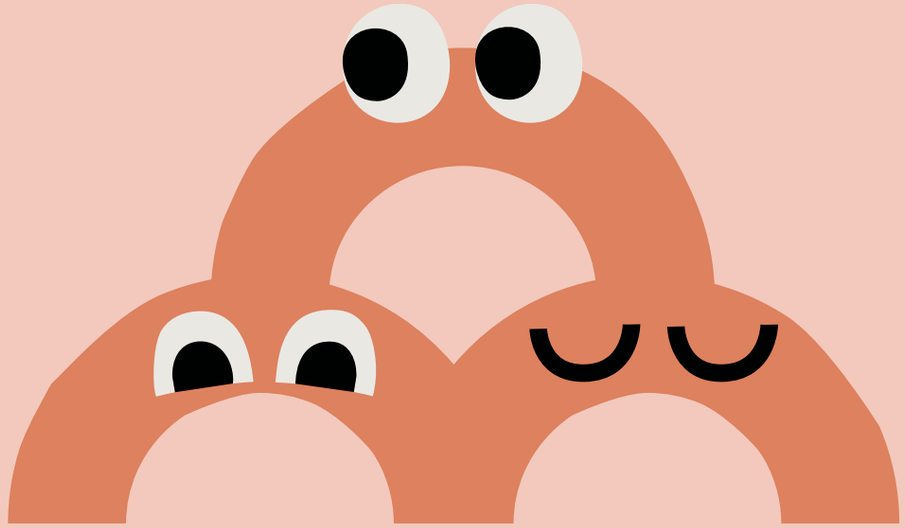
100% of employers agreed employees gained the skills they needed from this training

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

89% of students agreed there were a range of services to support them

HELPING CHILDREN FEEL HEARD AND SUPPORTED





Following their parents' separation, 10-year-old 'Alice' and seven-year-old 'Oliver' were experiencing significant anxiety about spending time with their father. Both children had been exposed to family violence and were fearful of his anger. In the lead-up to fortnightly changeovers, their mother, 'Darcy', noticed sleep difficulties, nail biting, withdrawal from activities and declining engagement at school.

A RASA Parenting and Child Case Coordinator, who was supporting the children through our Children's Contact Service, connected the family with our counselling service for children and young people, iKiDs. This warm referral allowed the services to work together and provide continuity of care.

Through individual counselling and the Kids' DOORS assessment, Alice and Oliver were supported to share their experiences and identify the thoughts and feelings contributing to their distress. Their counsellor used play, art, narrative and trauma-focused therapies to help each child understand their emotions and develop personalised strategies for managing anxiety before, during and after contact with their father. Counselling provided the children with a safe space to express their feelings and talk about their experiences. Darcy was also supported to better understand the emotional impact of the situation and develop new strategies for responding to and managing complex behaviours at home.

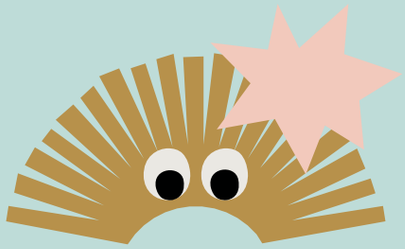
The children's father, 'Andrew', was invited to engage with iKiDs to better understand the children's needs and connect with services to support safety and relational repair. Andrew did not take up the offer of support.

Regular communication between the iKiDs counsellor and Parenting and Child Case Coordinator kept the children's needs central, while Darcy was connected with a Family Advisor and encouraged to seek legal advice about their wellbeing and safety.

Both children said counselling had helped them develop new ways to manage difficult emotions. RASA's integrated approach gave Alice and Oliver a safe space to be heard while strengthening support around their family.

Family Relationship Centre

LISTENING TO CHILDREN CREATES A PATH FORWARD



After ‘Sarah’ and ‘Michael’ separated, their two teenage children lived primarily with Sarah and spent alternate weekends with Michael.

Michael approached our Family Relationship Centre hoping to move towards equal care. Sarah had concerns about the children’s wellbeing and the different routines across households. Both parents agreed to child-inclusive practice, giving the children an opportunity to share their experiences and views with a child consultant.

The consultation revealed that the children were less concerned about how much time they spent with each parent than the different expectations and routines in each home. This helped Sarah and Michael focus on creating greater consistency between households and agree to trial an additional overnight stay with Michael.

When further concerns about the children’s wellbeing emerged, they were connected with RASA’s iKiDs counselling service. The parents also received referrals for legal and financial advice to help resolve property matters and maintain stable housing for the children.

By integrating mediation, child-inclusive practice and therapeutic support, RASA helped the family make decisions centred on the children’s voices, wellbeing and stability.





Children’s Contact Service

REBUILDING CONNECTION WITH CHILDREN AT THE CENTRE

After 10 months without seeing his children, aged seven and five, ‘Daniel’ began supervised visits through our Children’s Contact Service, following prolonged conflict and ongoing Family Court proceedings.

Recognising that supervised visits alone would not address the family’s needs, a Parenting and Child Case Coordinator supported Daniel to understand his children’s experiences and rebuild connection at their pace. Across eight sessions, he received practical coaching to navigate difficult conversations and respond to the children’s questions and uncertainty in age-appropriate ways.

The children’s mother, ‘Sophie’, was also connected with RASA’s Family Law Counselling service, receiving support with anxiety, the relationship breakdown, single parenting and ongoing legal matters.

While future contact remained unresolved, RASA’s integrated approach supported both parents while keeping the children’s emotional and developmental needs central. Daniel reported feeling better able to manage uncertainty and respond to his children, while the family remained connected with support.

Regional Family Dispute Resolution

STABILITY THROUGH UNCERTAIN TIMES

Following their separation, ‘Priya’ and ‘Arun’ sought RASA’s support to resolve property matters while maintaining stability for their children.

RASA’s DOORS screening identified concerns about Arun’s wellbeing. He was connected with a culturally safe male counsellor to support him through the combined pressures of separation, family expectations and uncertainty about their Riverland wine grape business.

The business was under significant financial pressure from drought, rising costs and export market disruption. Through mediation and independent legal advice, Priya and Arun worked through complex debts and assets, while referrals to Rural Financial Counselling and Services Australia connected them with additional financial support.

They developed a practical property settlement proposal based on a shared understanding of their financial position and their children’s needs.

‘Mediation gave us a way to talk about the reality of our situation without losing sight of what mattered most: the children’s future.’

By integrating risk screening, counselling, mediation and financial supports, we helped the family navigate significant financial and emotional pressures while keeping their children’s stability at the centre.





Family Mental Health Support Service

BUILDING SAFETY, CONFIDENCE AND CONNECTION

When four-year-old ‘Mia’ was referred to our Family Mental Health Support Service, her father ‘Sam’ was caring for four young children following family violence and separation. Mia was experiencing significant separation anxiety and distress at childcare, placing additional pressure on the family.

Through child-centred family therapy, Mia was supported to express her worries, manage difficult emotions and build trust in safe adults beyond her father. Sam was supported to better understand and respond to Mia’s distress, while practical strategies were shared with her care team.

We also coordinated support across childcare, school and mental health services and connected Sam with financial advocacy.

Over time, Mia became better able to express her needs, manage separation and feel safe with others. By working with Mia, Sam and the wider support network, RASA helped strengthen the family’s sense of safety, connection and stability.

JOE'S JOURNEY TOWARDS ACCOUNTABILITY AND SAFER RELATIONSHIPS

When 'Joe' was referred to Reset2Respect following an Intervention Order to protect his former partner, he did not believe he needed to change. 'I thought I shouldn't be here. This is not my fault.'

Over the 24-week program, Joe began to move beyond defensiveness and take responsibility for his behaviour. Hearing other men acknowledge their abusive behaviour encouraged him to examine his own actions. 'I thought I need to be brave enough to face my own problems and issues.'

The program helped Joe understand safe healthy relationships, recognise the impact of his choices and consider the example he wanted to set for his children.

During his time is Reset2Respect, Joe was linked to RASA individual counselling to address his experiences of violence as child and to develop his range of parenting skills.

'I want my kids to see that I'm not scared to admit my own mistakes,' he said. 'Would you rather have your partner and kids love you for you, not because they are scared of you?'



Supporting Emotional Wellness

RECOGNISED FOR ADVANCING HEALTH EQUITY

Our Supporting Emotional Wellness (SEW) in Aged Care program was recognised at Adelaide PHN's 2025 Health Equity Awards for improving access to culturally safe and inclusive mental health support for people living in residential aged care across metropolitan Adelaide.

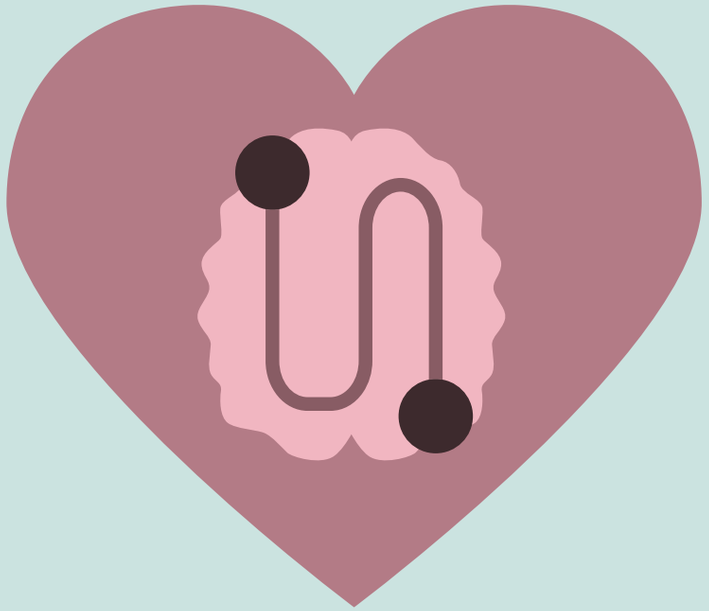
Established in 2020, SEW provides individual and group psychological therapies across 150 aged care facilities, helping residents manage mental health challenges, reduce social isolation and strengthen connection, identity and belonging. Evaluation of client outcomes demonstrates meaningful and clinically significant reductions in psychological distress.

The award recognised the SEW team's commitment to creating safe and welcoming services, particularly for residents from culturally and linguistically diverse backgrounds. It reflects our broader commitment to equitable, person-centred support that strengthens the mental health and wellbeing of older people.



Pirkutu

KNOWLEDGE OF PEOPLE



Pirkutu, our new Client Case Management System, launched in October 2025 after years of careful preparation, planning and collaboration. Pirkutu marked much more than the introduction of new technology. It was an important step in strengthening how we hold, understand and use client information and in supporting staff to provide consistent, connected support for clients and the communities we serve.

The name Pirkutu carries its own story. It was shared with us by Uncle Mickey Kumatpi O'Brien, our Practice Manager Aboriginal and Torres Strait Islander Services and Kaurna Elder and long-term RASA advisor Uncle Lewis Yarlupurka O'Brien. Uncle Lewis explained that pirku is the Kaurna word for people and ngutu means knowledge. Joined together, with the first two letters of ngutu dropped, the words become Pirkutu: knowledge of people. It is a name that reflects the heart of the system and the responsibility that comes with holding people's stories with care.

Bringing Pirkutu to life asked a lot of everyone. Teams prepared through training, testing, checklists and conversations, while continuing to support clients every day. Leaders and project teams listened to questions, refined resources and responded to challenges as they emerged. In the lead up to Pirkutu's launch and the first months of implementation, we focused on carefully transitioning records while learning and improving together. This temporarily reduced our capacity to provide services to the community.

The new system has opened important data opportunities, strengthening our ability to understand service activity, demonstrate impact and improve reporting to funders. Successfully reporting through Pirkutu across three quarters during this annual report period has been an important achievement and a sign of the progress made. Through that work, Pirkutu has become more than a technology platform. It is a shared investment in more connected practice, stronger insight and better ways of supporting the people we are here to serve.

A NEW ERA FOR CLIENT SERVICES: SITE IN ELIZABETH

Strengthening integrated, child-focused support for families and communities in northern Adelaide was at the heart of our new Elizabeth client services site, which opened in April at 7 Gillingham Road. The purpose-built site brings together programs and staff from the former Salisbury and Elizabeth offices, creating a stronger platform for connected, accessible services for the whole community, with a particular focus on children and families.

With all staff from both closed sites now located at Gillingham Road, the move supports closer collaboration between teams and a more welcoming environment for clients, staff and community partners. Before staff moved in, they gathered in the courtyard for a smoking ceremony led by Uncle Mickey O'Brien, Practice Manager, Aboriginal and Torres Strait Islander Services. Uncle Mickey shared Kaurna cultural knowledge and welcomed staff into the space, marking the beginning of a new chapter for our work with communities in Adelaide's north. The consolidation reflects RASA's commitment to service continuity and child and family-focused support for northern Adelaide families and communities.

















WHO WE ARE

358
Staff

84%
Female

16%
Male

22
Volunteers

3
Student placements

29%
Culturally and linguistically diverse people

4%
Aboriginal and Torres Strait Islander people

Circles are sized in proportion to staff numbers. Percentages are of staff.

HOW STAFF FEEL ABOUT RASA

Percentage of staff surveyed

95% Find their work meaningful

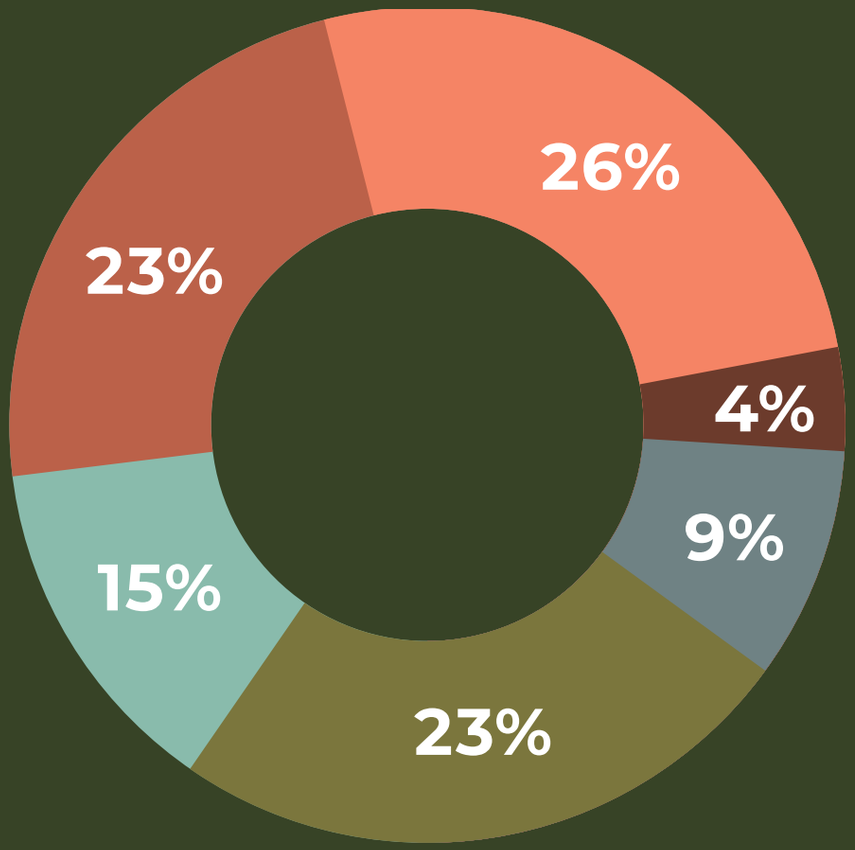
91% Highly satisfied with their role

90% Say their team works well

88% Feel we live our values

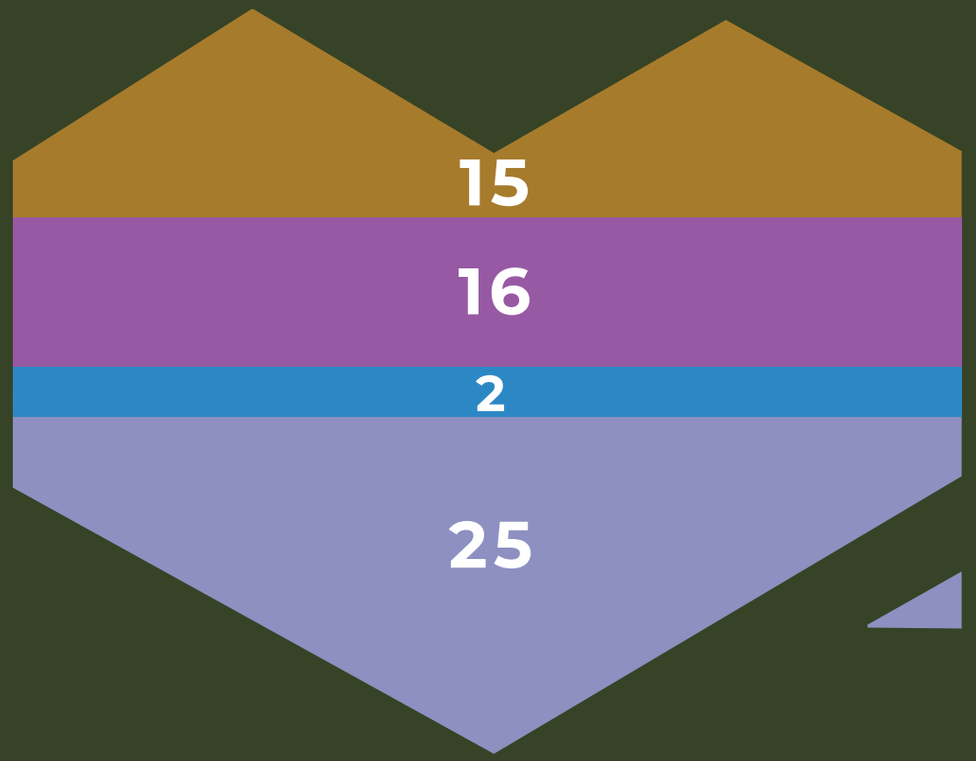
80% Receive relevant professional development

OUR EXPENDITURE



- Children's and Young People's Services
- Post Separation Services
- Health Equity Services
- Intensive Counselling Services
- Relationship Services and Client Pathways
- Other

HOW WE CONTRIBUTED TO THE SECTOR



- National Conferences
- Research Partnership Projects
- Government Submissions
- Public Presentations and Campaigns

OUR PARTNERS

We are grateful for the many partners who have worked alongside us this year. Your collaboration, confidence and shared commitment have helped strengthen the support available to people and communities across South Australia as we continue working to positively impact the lives of our clients and communities.

NATIONAL

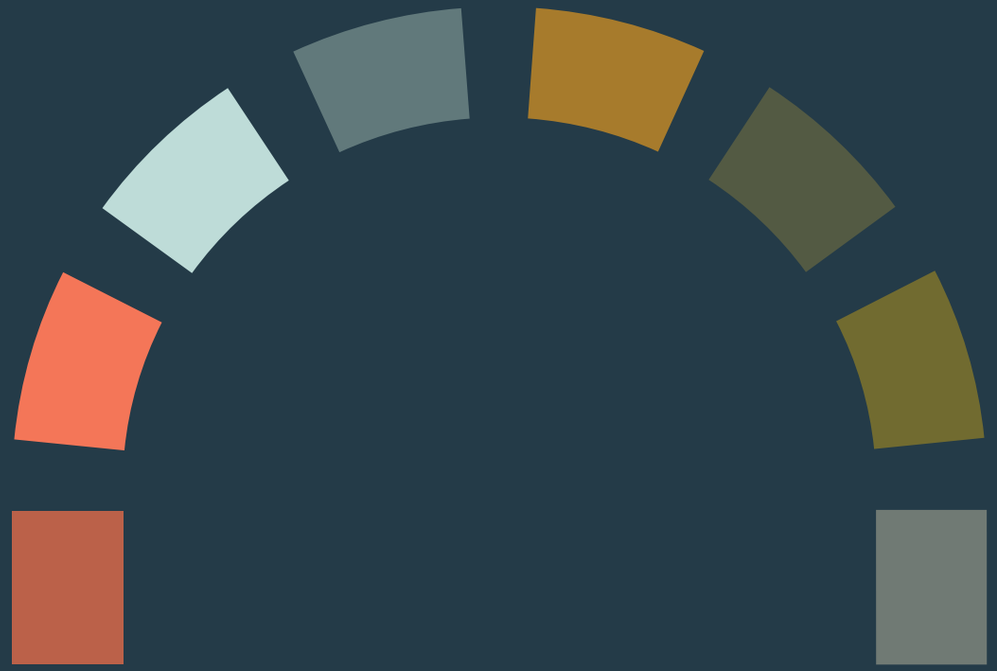
+ Australian Government Attorney-General's Department
+ Australian Government Department of Health, Disability and Ageing
+ Australian Government Department of Social Services
+ Australian Primary Health Network – an Australian Government initiative
+ Relationships Australia Federation members
+ Open Arms Veterans and Families Counselling

STATE

+ Courts 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
+ Adelaide University
+ 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
+ Women's Safety Services SA



WHERE WE OPERATE

Adelaide—Tartanya

Elizabeth—Para Wirra

Hindmarsh—Kuntu

Marion—Warraparinga

Port Adelaide—Yartapuulti

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.aisr.edu.au**

Image: Curtis Wetlands, Munno Para.

Relationships
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Institute of
Social Relations