



Relationships Australia[®]
QUEENSLAND

Annual Report 2015-16

Contents

*Life can be tough,
that's where we fit in*

FROM THE CHAIR	3
FROM THE CEO	4
VISION, MISSION, VALUES.....	5
BOARD OF DIRECTORS.....	6
YEAR IN REVIEW	7
BREAKDOWN OF SERVICES	8
OUR FOCUS THIS YEAR.....	9
Victims Counselling and Support Service	9
Royal Commission Public Hearing Support Services	10
Royal Commission Supporting Incarcerated Men and Women	11
Gambling Help Line.....	12
Domestic and Family Violence Prevention	13
Inclusive Practice	14
KEY EVENTS	15
Responsible Gambling Awareness Week	15
Neighbour Day.....	16
NAIDOC.....	16
STAFF PROFILE	17
VENUE CONTACT DETAILS.....	18
FINANCIALS	19
Our Financial Performance.....	19
Sources of Income and Expenditure	19

From the Chair

The past year has been a positive one for Relationships Australia Queensland (RAQ) with a range of successful outcomes realised during the period. As such, I am pleased to be able to present the Annual Report for the 2015/16 financial year.

While the not for profit sector continues to be challenging, especially given the increased competition for funds and tightening of regulation, RAQ maintains a position of financial stability. RAQ has been able to secure additional funding during the year in a number of key areas, namely:

- Gambling Help Service, where RAQ was able to broaden its regional coverage for service delivery and gain operation of the 24/7 Helpline, positioning the organisation as the lead provider in Queensland;
- General counselling and personal support services within communities impacted by Cyclone Marcia;
- Delivery of a regional mental health and wellbeing hub in Logan and the Southern Moreton Bay Islands, demonstrating RAQs capacity within a mental health and wellbeing framework; and
- Family and Domestic Violence services, expanding our existing work in Rockhampton and Longreach.

These positive results across the year, together with previously secured state and federal funding, demonstrate a period of relative stability for the organisation. However, RAQ is not complacent about the future and is using this time as an opportunity to transform and position itself for future changes that can be expected within the sector.

Within this context, RAQ is taking a positive future focus and has commenced a strategic planning exercise together with a period of restructuring and renewal. These initiatives are progressively positioning RAQ to provide leadership to funding bodies and more broadly across the sector.

The past year saw the retirement of one Board member and the recruitment of three new Board members. Dr Lucy Craddock leaves RAQ after three years of service that benefited the organisation, not only within her area of legal expertise, but broadly across a range of governance areas.

The new Board members, Kerry Mahon, Sal Lauder and James Farrell each offer a diverse set of skills and experience and have already contributed positively to the Board and RAQ.

Their ongoing participation ensures the Board is able to participate strongly in addressing the challenges faced by the organisation for years to come.

The working relationship between CEO and Board is critical for any organisation and in his first full year as CEO, Dr Ian Law has quickly positioned this relationship to be strong and positive. Ian has also established his credentials within the sector and with RAQ's key stakeholders. This bodes well for the future as RAQ finalises strategic planning and adapts to renewed practices and structures for meeting the challenges it will face in the coming years.



Barry Mahoney
Chair

From the CEO

2015-16 has marked an exciting year for RAQ, particularly with the adoption of a number of new and significant services. This year, as an organisation, we have also focused on dealing with an increasing demand for services, growing complexity in client needs and adapting to the ever-changing environment in which we work. This has required reflection on how efficiently and effectively we are working. We would like to consider this time as one of regeneration and renewal.

As part of this regeneration and renewal process, work has commenced across all aspects of the organisation.

- Head Office Support Services have been restructured to better align with the future business and strategic needs of the organisation.
- Significant savings resulted from this restructure which have been reinvested into service delivery positions across the organisation in an ongoing drive to increase services to Queensland communities.
- A review of the Board's current skill set and future needs has led to the recruitment of additional Board members including those with clinical expertise.
- We are well down the path towards accreditation with HSQF standards and the internationally recognised ISO Quality Management.
- A further wide-ranging restructure of our operation line management, as well as producing further savings that will be reinvested in service delivery positions in the coming year, has laid the foundations for the implementation of a performance framework which will ensure RAQ remains competitive in a dynamic funding environment.
- We are also deep into the organisational consultation process that will lead to finalisation of the next iteration of RAQs Strategy.
- The implementation of an integrated quality management and performance framework, combined with the maximising of service delivery resources to clients, and demonstrating value for money to the community and to Government, will form the basis of this coming year's work.

This year's Annual Report highlights some of RAQs work in addressing the effects of trauma on those individuals and families that we work with. A client may be a victim of crime accessing our Victims of Crime Support Service, a survivor of child sexual abuse being supported in a submission to the Royal Commission into Institutional Responses to Child Sexual Abuse or a victim or perpetrator of family and domestic violence, but all are provided with high quality trauma informed clinical services. Of course not all those who access our services have suffered trauma but there may be underlying trauma presenting in other services such as problem gambling, relationship difficulties, high conflict post-separation services and services to marginalised groups and communities.

Thank you to; the Board of Directors who volunteer a significant amount of their unpaid time to the governance of RAQ, the General Managers who support me in the management of RAQ, Support Services that do the business of the organisation, the operational line management that keep everything running smoothly and the service delivery staff and administrators who, on a daily basis, make sure we deliver relevant and effective services to individuals, families and communities thus fulfilling the very purpose of RAQs existence.



Dr Ian Law
CEO

Vision, Mission and Values

OUR VALUES

Client Focus

We commit ourselves wholeheartedly to our clients' success - understanding and responding to the individual needs of people accessing our services.

Social Justice

We are committed to equity and social justice.

Healthy, Respectful Relationships

We believe that healthy and respectful relationships are fundamental to individual and community wellbeing.

Accountability

We are accountable and open in our operations.

Integrity

We act ethically, honestly, and in the best interests of the community.

Respect

We respect each other and the principles of equity and diversity.

Professionalism

We value the contribution and expertise of staff and commit to high standards of service and performance.

Reconciliation

Our vision for reconciliation is that Australia's first peoples, the Aboriginal people of the Mainland, connected islands and the Torres Strait Islander peoples are recognised, engaged and respected in all our work.

OUR VISION

Strong, safe
and healthy
communities

OUR MISSION

To promote healthy and
respectful relationships

We live and work by our values to help all
Australians achieve positive and respectful
relationships.

Board of Directors



Barry Mahoney – Chair

Graduate Certificate of Applied Finance & Investment (Securities Institute of Australia), Master of Business Administration (University of Southern Queensland), Graduate Diploma in Computing Studies (Royal Melbourne Institute of Technology), Bachelor of Science (Griffith University).

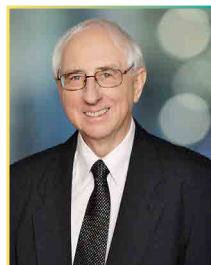
Barry commenced his career as a research physicist working within the Reserve Bank of Australia's Note Printing Branch. In 1986 he moved his focus into IT, working within the Higher Education sector. Progressing through several different roles within the University of Southern Queensland and the University of the Sunshine Coast his responsibilities are primarily directed towards ICT governance, strategic planning, project management and service management, as well as quality and risk management.



Helen Poropat – Deputy Chair

Helen has over 20 years' experience as a dispute resolution specialist, most recently working as an independent practitioner in resolving workplace conflict, staff and stakeholder engagement and conducting organisational reviews. Previously with Ergon Energy for 11 years providing consumer advocacy services and representing them in mediation, conciliation, and arbitration processes, Helen also provided strategic advice leading to multiple improvements across the entire corporation. Other specific experience includes creating and implementing programs for A&TSI Communities and Culturally and Linguistically Diverse Groups.

Helen is currently a Board Director for the National Education and Employment Foundation Australia; and previously for the Society of Consumer Affairs Professionals Australia.



**David Abbott – Board Director (Non-Executive) and
Chair of Finance Committee**

BA Economic Studies (Newcastle upon Tyne, UK), Graduate Certificate in Business Management (Monash Mt Eliza), Fellow Chartered Institute of Management Accountants, Fellow CPA Australia, Senior Member Australian Computer Society.

David started his working life in the UK as a management accountant and came to Australia in 1974 as a financial controller. From 1986 to 2007, David consulted with PwC, providing business planning and financial management advice to government and NFP sectors. Since retiring, he has continued his interests in NFP organisations which provide community support services.



James Farrell OAM – Board Director (Non-Executive)

James is the director of QAILS, the peak body for Queensland's community legal centres. James has previously worked as a lawyer in private practice and at a specialist legal service for people experiencing homelessness. He is a lecturer at Deakin Law School, current chair of the Queensland Legal Assistance Forum and a previous director of the Council to Homeless Persons and the National Association of Community Legal Centres.



Sally-Ann Lauder – Board Director (Non-Executive)

Sal is a Senior Executive, cofounder of global technology platform BliiP Employability and a Consultant Psychologist specialising in organisational development, innovation and change. Sal has designed and delivered consultancy and educational programs for both the private and public sectors in Australia and the UK. She currently works with individuals, new businesses and large organisations to influence change, create healthy cultures, develop capability and improve performance.



**Kerrie Mahon – Board Director (Non-Executive) and
Chair of Quality and Performance Committee**

Kerrie is an accomplished executive with 20+ years of experience in health and human services. Her leadership of hospitals, community care, subacute and aged care has spanned the portfolios of strategy, operations, and corporate functions including risk, quality and performance. Kerrie has a focus on setting strategic vision, leadership and sustainable services to the community.

Dr Lucy Craddock – Board Director (Non-Executive)

Master of Laws (QUT), Bachelor of Laws (QUT), Certificate of Professional Development in Online Facilitation, Doctor of Juridical Science (QUT), Graduate Certificate Academic Practice (QUT), Solicitor (Supreme Court of Queensland).

Resigned 21st Jan 2016



Year in Review

Client Contact Centre

1 July 2015 – 30th June 2016

77,332

RAQ calls

66,597

Family Relationship
Advice Line (FRAL)
first point of contact

= 143,929

Total calls taken

**TOTAL
CLIENTS
73,801**

**MALE
30,537**

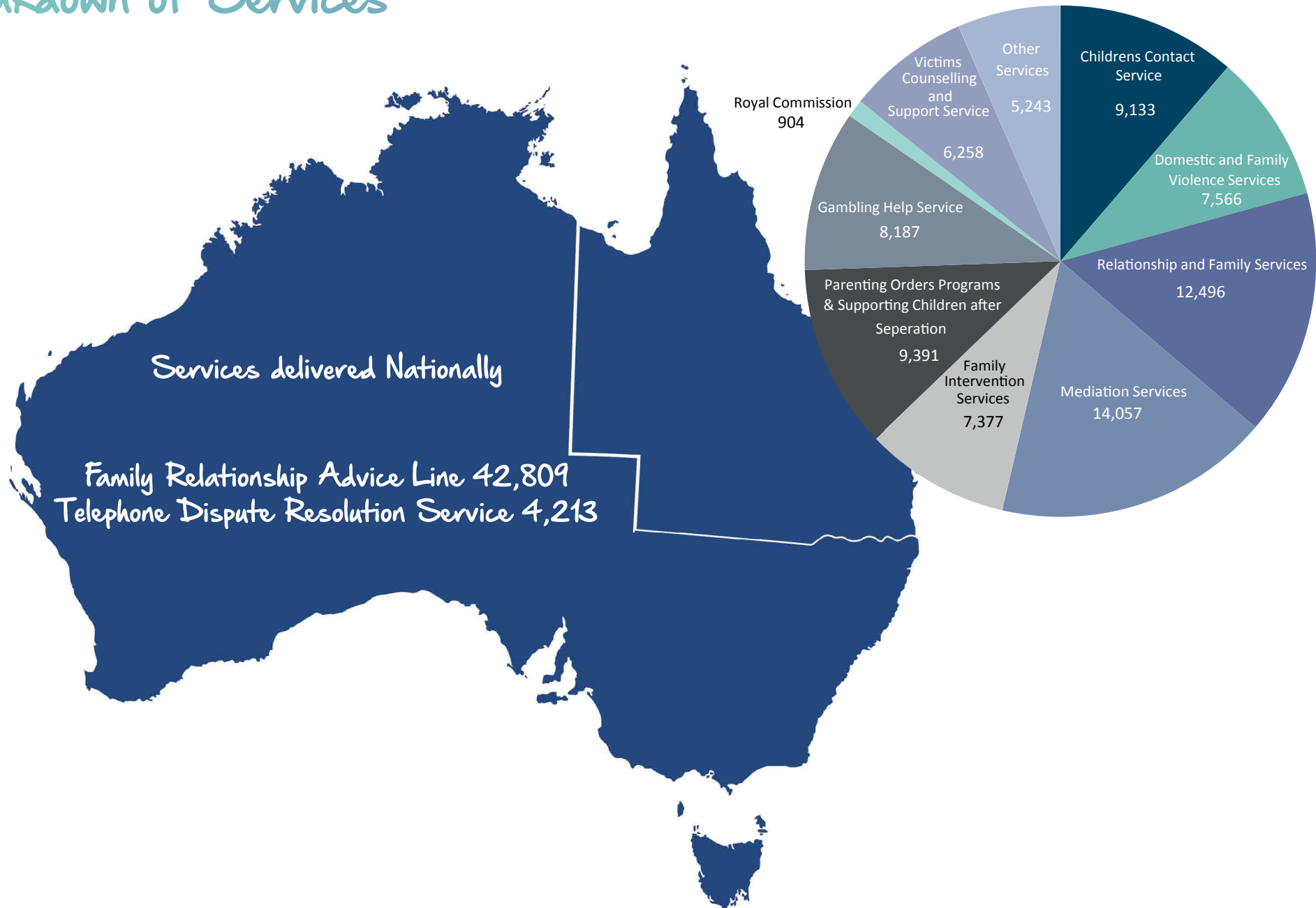
**FEMALE
43,228**

**Domestic Violence Orders
and
Court Orders Processed
3,431**

**Queensland Police
Referrals Processed
1,954**

**General Enquiry
Emails Processed
5,571**

Breakdown of Services

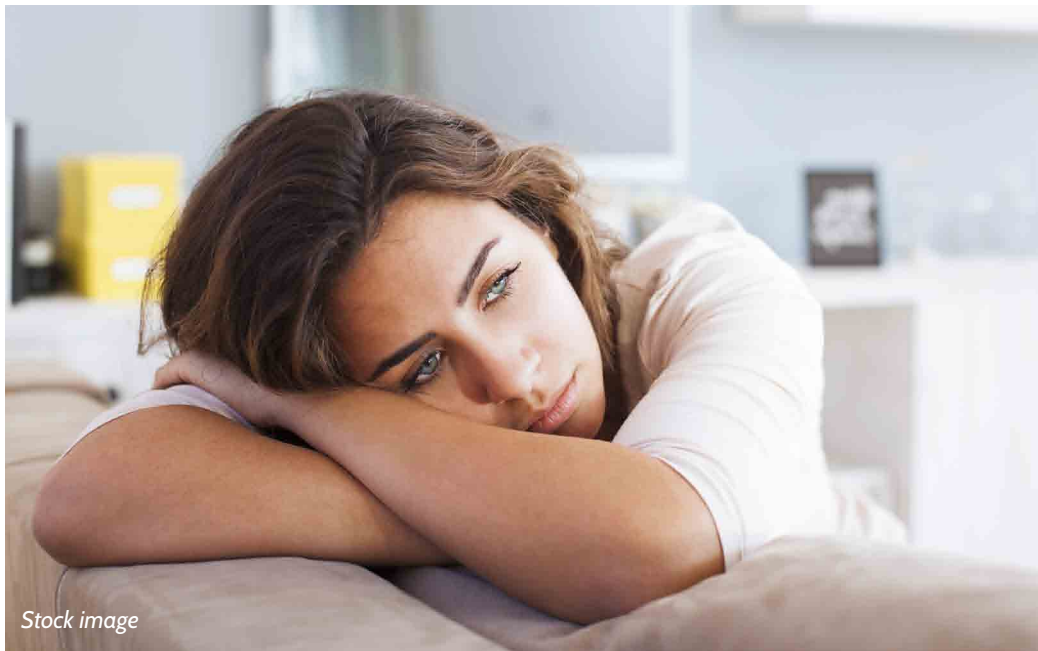


Victims Counselling and Support Service

RAQ has been providing counselling and support services to victims of crime since 2004 through its Victims Counselling and Support Service which is currently funded by the Queensland Department of Justice and Attorney-General. This free service is available to Queensland residents who have been impacted by crime, including witnesses, family and friends. The service is available 24 hours a day, seven days a week.

In 2015, RAQ received additional funding for VCSS to build capacity within the service. The funding was provided for the development of live web-chat, online video counselling, a VCSS specific website and ten promotional videos. Following the successful roll out of technological advancements in 2015/16, the priority shifted to raising awareness, particularly in communities that are vulnerable or at risk, to promote equitable access to services.

RAQ has a commitment to cultural diversity and equitable access to services for all, including VCSS. The disproportionately high incidence of crime in Aboriginal and Torres Strait Islander communities signalled a need to ensure the VCSS service was known and accessible, including in the more remote areas of Queensland. RAQ recently employed a VCSS counsellor and community educator in Far North Queensland to increase access opportunities for those living on Thursday Island and surrounding areas. The VCSS service also works closely with the Queensland Police Service to ensure those impacted by crime are informed about the service at the time of reporting an incident.



Stock image

At a state-wide level, a dedicated VCSS Education and Engagement Coordinator works with referral agencies and external stakeholders to bridge gaps in service understanding and referral pathways. With many VCSS clients presenting as a result of domestic and family violence, we have worked collaboratively with the Queensland Police Service and other domestic violence services to ensure robust referral protocols. Working closely with the Queensland Police Service and their referral agency has been essential given the almost 2,000 incoming referrals received during the period of this report (2015/16 financial year). This work included providing training sessions and resources for new Police Graduates.

Most significantly for the future of the VCSS service will be the adoption of a new service delivery approach that will streamline access to services for clients. In a review of the VCSS service in line with RAQ's commitment to total quality improvement, VCSS is now set to significantly improve our case management approach to the delivery of services. Newly created VCSS coordinator roles will be responsible for the intake and assessment of new clients. This approach is aimed at improving the client experience by streamlining referral to appropriate services, all in a timely manner (within 24 to 48 hours).

Whilst client outcomes remain priority, focus for VCSS has included increasing capacity and raising awareness both directly with those impacted by crime and through referral agencies. RAQ is now set to adopt a VCSS model of service that will streamline access to services for clients, allowing for improved intake, assessment and referral. This occurs alongside our commitment to work collaboratively, concentrating on our strengths and engaging external parties as appropriate.

Anyone impacted by crime can contact the VCSS on 1300 139 703

Royal Commission Support Services

RAQ provides unique services for the Royal Commission public hearing into Institutional Responses to Child Sexual Abuse

The Royal Commission into Institutional Responses to Child Sexual Abuse held a public hearing into Brisbane Grammar and St Pauls Schools in November 2015. RAQ provided support services to witnesses, survivors and their families during the hearing. The Brisbane Royal Commission public hearing was reported to have the highest number of survivors, witnesses and families accessing support services compared to any other hearing held across Australia. RAQ was one of the key providers of support for this hearing.

In a first for the Commission, and during the Brisbane Grammar/St Pauls public hearing, a group of mothers of the victims/survivors were brought together. RAQ Royal Commission staff sat with the distressed mothers whose adult children were attending the public hearing. The mothers weren't known to each other, meeting for the first time in the court room. RAQ adopted a 'trauma-informed' approach to bring the parents together, particularly given this was the first time families had been brought together during a public hearing. A trauma informed approach ensures the key principles of safety, trustworthiness, choice, collaboration and empowerment are fundamental.

With RAQ's trauma-informed guidance and support, the mothers met during a lunch break. The opportunity for parents to share their suffering and stories with each other was reported by many as a healing experience. Parents had an opportunity to talk about the impacts of trauma on their children and family. By the end of the session, the mothers claimed how much better they felt with all agreeing to come to a support group hosted by RAQ and Anglicare. This same group of mothers continues to access support to this day.

The benefit of this life-changing effort undertaken by RAQ is reinforced by the report released in July 2016 by the Royal Commission into Institutional Childhood Sexual Abuse titled 'Family relationships and the disclosure of institutional child sexual abuse'. The report examines the long-term effects of disclosures of institutional child sexual abuse on families. One of the key findings of the report was of parent's anxiety about their parental role, in particular, the intense feelings of guilt about failing to protect their child (Pg 101).



Stock image

RAQ sought to actively support this often forgotten, yet traumatised group. Trauma informed therapy adopts a 'do no harm' approach that is sensitive to how trauma dynamics can be unintentionally re-enacted. This is of particular importance when supporting those impacted by childhood sexual abuse. This is one example of the far-reaching impacts of childhood sexual abuse and the need to support not only the victims and survivors but their families too.

http://www.blueknot.org.au/Portals/2/Fact%20Sheets%20Info/Fact%20Sheet_Supporters%20Carers.pdf
www.childabuseroyalcommission.gov.au/policy-and-research/our-research/published-research/family-relationships

For more information please contact the RCSS on 1800 552 127 or RAQ on 1300 364 277

Royal Commission Support Services (cont'd)

Supporting Incarcerated Men and Women Engaged in the Royal Commission into Institutional Responses to Child Sexual Abuse

In April 2016, the Royal Commission began their Inmate Engagement Strategy in Queensland, where current Queensland prisoners were invited to share their experiences of childhood abuse while under the care of an organisation or institution. Prisoners from seventeen correctional or detention centres detailed their experiences to a Commissioner by private session or telephone recording with several men and women, courageously disclosing their abuse for the first time.

The association between child sexual abuse victimisation and subsequent engagement in criminal activities is well documented, with victims/survivors being more than five times more likely to be charged and convicted of any offence than their non-abused peers¹. As RAQ is guided by trauma informed therapy and social justice principles and is dedicated to supporting all persons affected by or engaged in the Commission, we welcomed the opportunity to play a key role in the coordination and provision of counselling support to this highly marginalized group.

At present, RAQ is working with five correctional centres both private and government run, each with differing processes, preferences and systems to negotiate. We are supporting over 35 men who are currently incarcerated, and continue to receive new requests for counselling support almost daily.

While the client is incarcerated we provide brief intervention trauma informed telephone counselling. To ensure continuity of care, we continue to provide counselling support post-release. Counselling seems especially important to these men and women who have little power or choice while living in a highly triggering and quite often unsafe environment.



Stock image

Feedback from current clients has been extremely positive, with many requesting counselling support to continue after release and sharing that they have never been able to talk openly about the abuse or feel like someone actually cares.

Research has established a strong link between child sexual abuse and adverse mental health consequences² adding to the importance of offering therapeutic interventions. Dealing with underlying childhood trauma and abuse is complex and requires highly trained professionals that can offer the intensive and often extended trauma-informed treatment that is required to help improve outcomes for adult survivors³.

This is a new way of working for RAQ which poses additional challenges and opportunities. It also provides one example of the organisation working to reduce barriers to access in order to support vulnerable people.

¹ Ogloff, J. R. P., Cutuajar, M. C., Mann, E., & Mullen, P. (2012). Child sexual abuse and subsequent offending and victimisation: A 45 year follow-up study (Trends & Issues in Crime & Criminal Justice No. 440). Canberra: Australian Institute of Criminology.

² <https://aifs.gov.au/cfca/publications/long-term-effects-child-sexual-abuse/impact-child-sexual-abuse-mental-health>

³ http://www.blueknot.org.au/Portals/2/Economic%20Report/The%20cost%20of%20unresolved%20trauma_budget%20report%20fnl.pdf

Gambling Helpline – Expanding Gambling Help Services

In December 2015, RAQ was successful in tendering for the operation of the 24 hour Gambling Helpline for Queensland callers. The Gambling Helpline (1800 858 858) is a free, confidential telephone help service which operates 24 hours a day, 7 days a week. The Gambling Helpline offers immediate information and assistance over the phone, crisis support and referral to the closest Gambling Help service.

In addition, RAQ was successful in seeking funding to expand operation of Gambling Help support services, now located in 12 regions across Queensland. A free service funded by the Queensland Government, Gambling Help is delivered by a network of community based service providers to Queenslanders who are impacted by gambling. RAQ is now positioned as the leading provider of Gambling Help Services in Queensland, covering the following regions:

- Brisbane
- Far North Queensland
- Gold Coast
- Ipswich
- Logan
- Mackay
- Moreton Bay
- Rockhampton
- Sunshine Coast
- Toowoomba and Southwest
- Townsville and Northwest
- Wide-Bay Burnett

New RAQ venues in Logan Central and Caboolture allow us to meet the needs of Gambling Help Service clients in the South East and North Coast regions. When it comes to electronic gaming machines, Logan is reported to have the highest spend per machine in the State¹. A total of 2,138 electronic gaming machines are available across 41 sites in Logan², placing it as an area likely to benefit from a centrally located gambling support service. Existing RAQ venues will continue to service all other regions funded under this program. The increase in services funded is seen as an acknowledgement of the successful work that has been undertaken by RAQ within GHS services.

With the most recent Queensland Household Survey 2011-12 indicating that only 17% of problem gamblers seek help for problems related to their gambling, and research suggesting that when help is sought they are more likely to drop out of treatment prematurely relative to those seeking help for other mental health problems (Kazdin & Mazurick, 1994). Therefore the need to respond immediately to clients and refer appropriately is an important step in encouraging clients to continue with treatment and ensure good client outcomes.

Providing both support systems has enhanced the referral experience for Queenslanders accessing Gambling Help services, allowing for streamlined access to service's and potentially increased client retention.

The service has experienced significant growth in call volume since January 2016 and is now taking an average of 2,100 calls per quarter. Overall, this indicates that more Queenslanders are receiving assistance for gambling related problems and are more likely to be referred directly to gambling support services. Calls are answered by qualified counsellors who can provide immediate counselling support as well as arrange follow up sessions. Counsellors can explore the caller's ambivalence to change and RAQ has some evidence that this use of motivational interviewing or counselling on the GHS line leads to improved service retention with greater numbers of clients attending follow up sessions.

In addition, the Helpline expansion has allowed RAQ to move towards a model of service which responds to GHS client enquiries with an immediate intake, assessment and motivational enhancement. The counselling model seeks to increase motivation to change gambling behaviour, incorporating normalised feedback to the clients about their problem gambling risk; exploration of ambivalence and change; encouraging hope and self-efficacy about the possibility of making changes to gambling behaviours and then providing a range of options to assist change (including face-to-face counselling, telephone counselling, online support, self-help workbooks and education material, support groups, self-exclusion and external referrals).

RAQ is committed to ensuring the highest quality outcomes for clients and uses research activities to explore the effectiveness of service delivery. The Gambling Help Service has been part of two RAQ studies; one into treatment efficacy and one that looks at the effectiveness of Motivational Interviewing in community gambling counselling (commenced April 2016). One of these research activities is funded by the Queensland Department of Justice and Attorney General, who provided a research grant to investigate the effectiveness of interventions and preliminary results should be available the end of 2016. Preliminary results suggest clients experience significant improvements in gambling severity, frequency of gambling behaviour and amount spent. Improvements were also evident in psychological distress and work and social functioning. This research aims to further investigate the level of MI skill used on the first call as a predictor of client outcome and more detailed information will be made available early in 2017.

¹ <http://www.brisbanetimes.com.au/queensland/logan-queenslands-pokies-capital-20120827-24wrn.html>

² https://secure.olgr.qld.gov.au/dcm/Media/GamingSites/sites-lga/9250F175F578411B8257EA5ABBA26815/pdf/gaming_sites_by_lga_18102016.pdf



Domestic and Family Violence

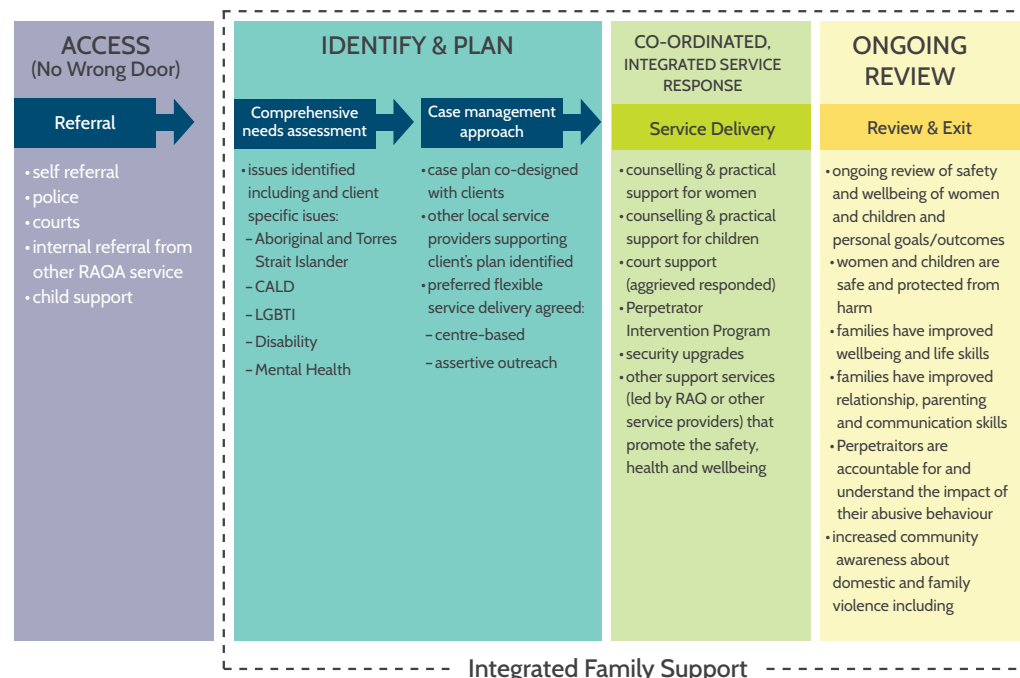
Funding Awarded for Domestic and Family Violence Services

In January 2016, the Queensland Government awarded RAQ the much needed Domestic Violence and Family (DFV) services for both Rockhampton and Longreach areas. The investment of approximately \$1 million in Rockhampton and \$140 thousand in Longreach per annum for a five-year contract supports RAQ's work to keep individuals and families safe whilst growing healthy communities for future generations. This funding will help support the recommendations of the *"Not Now, Not Ever"* report for putting an end to domestic and family violence in Queensland.

RAQ has long been an advocate of such services and now has the opportunity to expand service delivery in these regions. The focus will be to continue the success of collaborative partnerships with key stakeholders across the human services, judicial and legal sectors including police, child safety, the courts, and other DFV service providers to promote specific domestic and family violence systemic and practice changes. RAQ and Helem Yumba have a long established collaborative partnership in Rockhampton and continue to work together to address the needs of the Aboriginal and Torres Strait Islander community members impacted by domestic and family violence.

In response to the number of very difficult years Longreach experienced with the drought and the subsequent economic impact on local businesses, services and families, for the past seven years RAQ has leveraged the commitment of partner agencies to drive a coordinated community response to DFV. The collective wisdom of partners has provided a platform to create alternative responses, support and treatment pathways for those individuals and families experiencing domestic and family violence.

Rockhampton has been identified as one of the DFV hotspots in the state and over time has been a location for trialling integrated models such as the 'Breaking the Cycle' and 'Community Response to Young People At Risk'. These opportunities have enhanced the sector and more importantly demonstrated the benefit of a cooperative approach to supporting individuals and families and the need for holistic, client centred and family focused responses. Central to the service is the understanding of the connection between domestic and family violence, child protection and the provision of support to families who may be struggling, to prevent their entry or re-entry into the child protection system.



The approach with this new investment will be to build on the outcomes of foundational work already in each location. The service is based on an integrated service model that responds to local demand, matching local service providers with client needs. RAQ is the lead agency providing counselling, support and advice whilst engaging specialist expertise available in the community to support both victims and perpetrators of domestic violence to keep individuals and families safe and grow a healthy community for future generations. This approach fits with the recommendations of the *"Not Now, Not Ever"* taskforce that stated the need for enhanced collaboration and coordination in service delivery for rural and remote communities.

Inclusive Practice

Data Collection and the Rainbow Program

In an effort to promote greater service access and consideration of diverse client needs, RAQ prioritised *Inclusive Practice* as part of a recent restructure. The newly created portfolio of *Inclusive Practice* is charged with ensuring the needs of LGBTIQ, CALD, disability and other diverse communities are incorporated in program development and implementation and ensuring they are integrated into the way we work.

RAQ has already achieved much in the space of diversity, particularly with the inception of the Rainbow Program in 2008 at the central Spring Hill venue, where it grew from a response to the lack of support for lesbian, gay, bisexual, transgender, intersex and questioning (LGBTIQ) people across Queensland. Today RAQ has a dedicated Rainbow Counsellor, a team of trained and supervised advocates across venues (the Rainbow Reps), a monthly social and emotional support group called *Transcendence* and a profile as a respected training provider to other human services organisations. This year, RAQ has also broken new ground, piloting a new support group for transgender children and their families.



Stock image

One way that RAQ charts the diversity of clients accessing services is through the collection of demographic data at intake. This guides clients to services and practitioners that will best meet their needs. It may also help RAQ advocate for client needs in the future. Asking clients about cultural and linguistic background, Aboriginality and disability is a well-established practice, but it is only recently that RAQ has gone a step further, to ask people about their gender identity and sexual orientation.

The launch of the Rainbow data collection project turned a year old on July 1st 2016. The launch was the culmination of two years of consultation and development to design a process for collecting this sensitive data in a way which was supportive of both clients and staff. The implementation was accompanied by training for all staff, which aimed to normalise the existence of gender and sexual diversity and support staff in building competence and confidence in discussing these issues.

Since implementing the Rainbow data collection process, RAQ has been involved in supporting other organisations in negotiating similar processes. This will support the increased visibility and acknowledgement of diverse bodies, genders and sexualities, hopefully leading to improved support for clients who might previously have felt excluded.

Initial inspection of the client data collected over these first twelve months suggests that LGBTIQ clients are still underrepresented. Only 68 people identified under the transgender umbrella and five identified themselves as Intersex. 377 people identified with a sexuality other than heterosexual (0.08% of registrants). Whilst some RAQ venues and programs saw more LGBTIQ clients than others, it is important to note that LGBTIQ clients have presented broadly, across every venue and every program area.

The possible explanations for an underrepresentation of LGBTIQ clients in the data are many and varied and in the coming months RAQ will explore how to best support staff to more accurately capture this information.

In the meantime, RAQ will continue to seek innovative ways to respond to the needs of LGBTIQ Queenslanders, alongside those of other diverse communities, particularly given the disproportionately high rates of suicide and mental illness in LGBTIQ populations. This highlights the ongoing importance of ensuring the specific needs of people of diverse bodies, genders, sexualities and backgrounds are considered by support services such as RAQ and others working in the space of suicide prevention and mental illness.

Key Events

Responsible Gambling Awareness Week

RGAW is an annual Queensland Government supported event that encourages gamblers to develop responsible gambling habits. While gambling related harm is evident to many in the community, during RGAW, community events raise awareness of the importance of gambling responsibly. Responsible gambling is defined as both responsible provision of gambling, which requires governments and industry to ensure gamblers can participate in gambling safely, and responsible consumption of gambling by consumers.

With growing opportunities to gamble, including 24/7 online gambling availability and the converging of gaming and gambling¹, it is becoming increasingly important to know how to gamble responsibly and to know that support is available if needed.

Held in Queensland in the last week of July, RGAW this year was themed “Is gambling keeping you up at night?” Problems associated with gambling can be wide ranging and can include: financial issues, emotional issues, relationship issues, employment and employability issues, legal issues and physical and mental health issues. It is estimated that for every person considered a problem gambler, between seven and 10 other people, most notably friends, family and employers are affected. RGAW takes a whole of industry and community approach to raising awareness about responsible gambling by engaging with gambling providers and consumers.

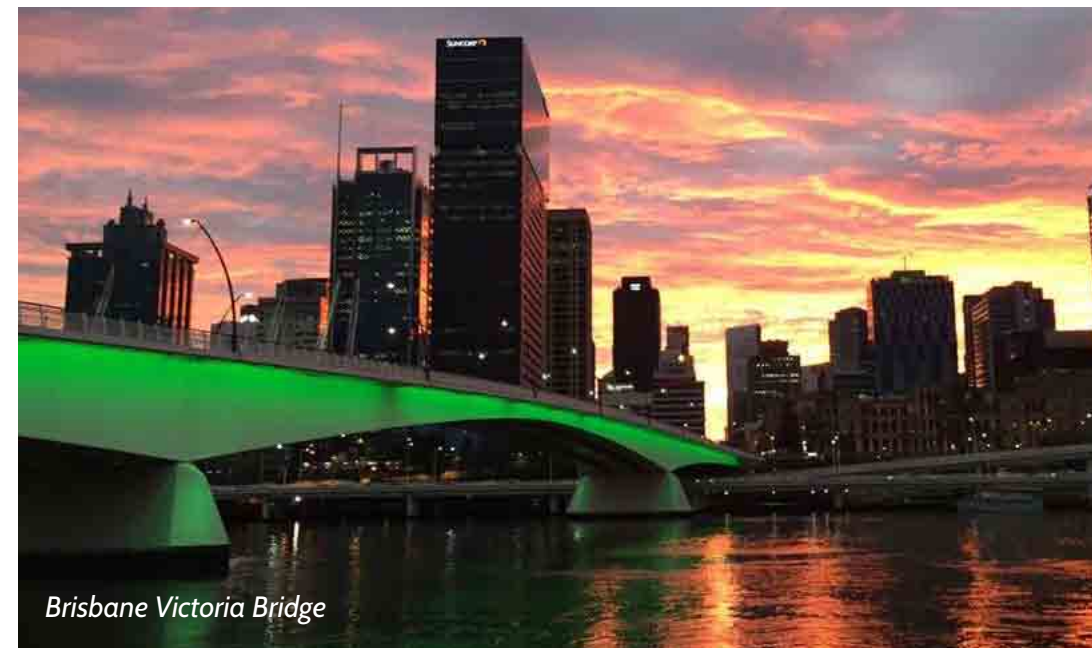
There were many and varied green themed activities around the state throughout the RGAW week including an official industry launch in Brisbane by Queensland Attorney-General, the Hon Yvette D'Ath MP, chaired by RAQ CEO, Dr Ian Law, and with guest speaker Nerilee Hing. Nerilee Hing is a Research Professor (Gambling Studies) at CQUniversity and was previously Founding Director of Southern Cross University's Centre for Gambling Education and Research.

Her presentation covered the significant advances that have been made in the responsible provision of gambling over the last two decades, reflecting efforts by governments and industry to provide safer gambling products and environments. She discussed how more recently, gambling harm minimisation efforts have shifted to the behaviour of gamblers, rather than industry practices, reflecting increased emphasis on the responsibility of consumers to self-regulate their gambling.

Nerilee went on to summarise outcomes of several recent research studies that have developed definitions and foundation principles for responsible consumption of gambling, and that are validating a set of behavioural indicators that predict safe gambling. These indicators may inform the future development of evidence-based consumer guidelines for responsible gambling consumption².

¹ https://www.responsiblegambling.vic.gov.au/__data/assets/pdf_file/0003/25572/Gainsbury_convergence_of_gambling_and_gaming_2015.pdf

² “Gamble responsibly”: Towards a definition, foundation principles and behavioural indicators for safe gambling consumption, Professor Nerilee Hing, Launch of Queensland Responsible Gambling Awareness Week, Brisbane 25 July 2016



Key Events (cont'd)

Neighbour Day

Relationships Australia is the home of Neighbour Day, Australia's annual celebration of community. Held on the last Sunday in March, the aim is to get to know your neighbours, by bringing together the people next door or across the street for a casual catch-up such as a BBQ or morning tea.

Neighbour Day is to encourage being social with those around you, which can contribute to an individual sense of wellbeing and may prevent loneliness, isolation and or depression. Neighbour Day can also contribute to a safer, more well-connected community.

This year Neighbour Day fell on Easter Sunday which led to the supporting theme of 'Every day is Neighbour Day'. Therefore many people chose to celebrate on another day during the week or another weekend.

All of our venues across Queensland celebrated Neighbour Day, encouraging local businesses, clients, friends and family to get to know their neighbours.

Cairns venue street stall



NAIDOC

This year in Queensland, NAIDOC Week was another great celebration of the culture and achievements of Aboriginal and Torres Strait Islander peoples, with celebrations across the state attracting huge crowds.

This year's theme was Songlines: The living narrative of our nation.

For First Australians, Songlines represent the Ancient Creation Stories, the dreaming tracks made in the time of creator spirits, 'spiritual beings' who roamed the land, sea and skies singing up the land, the waterways, oceans, seas and celestial bodies and seasons, calling all things into life, a time before humans inhabited the earth.

Then as humans were formed in all of their diversity upon the continent they followed the great law to invoke these creation stories and Songlines through care of country, ceremonies, fire making, song, story, dance and body painting, symbolic art or marking. In this way First Peoples 'reconnect to country', their bloodlines are honoured, healed and imbued with the spirit of creation.

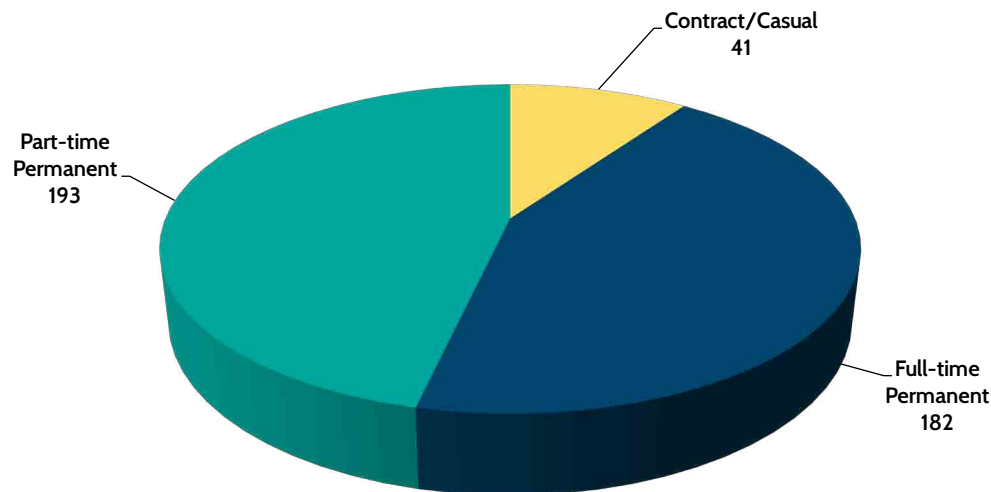
RAQ rejoiced in these celebrations across the state, participating in local NAIDOC events, organising activities that embraced the theme of Songlines. Activities included creating art ('rock art', colouring books, posters, bookmarks, fingernail art, headbands and more), particularly for children, that would encourage reconnecting with community and culture.

RAQ engaged in NAIDOC events in Mackay, Townsville, Gold Coast, Musgrave Park, Ipswich, Rockhampton, North Brisbane, Carseldine and more. Head office staff shared a BBQ lunch and enjoyed stories from some of our Aboriginal and Torres Strait Islander staff.

Staff Profile

RAQ encourages workforce diversity, is dedicated to work-life balance and a supportive team environment

Headcount at 30 June 2016 and percentage of full-time, part-time, and contract/casual workforce



Total Number of Employees 416 Count

Employees identifying as:

Aboriginal



10

A&TSI



12

Torres Strait Islander



3

Languages spoken other than English



Venue Contact Details

Bowen

54A Powell Street,
Bowen
Fax: 07 4786 4420

Bundaberg

14 Tantitha Street,
Bundaberg
Fax: 07 4153 2955

Caboolture

Suite 6, 8 - 22 King Street
Caboolture
Fax: N/A

Chermside

Unit 1, 671 Gympie Road,
Chermside
Fax: 07 3350 3280

Eight Mile Plains

Unit 13 Technology Office Park
107 Miles Platting Road,
Eight Mile Plains
Fax: 07 3841 1885

Far North Queensland

125 Grafton Street,
Cairns
Fax: 07 4051 8742

Gladstone

10 Tank Street,
Gladstone
Fax: 07 4972 9743

Gympie

Unit 3, 22 Barter Street,
Gympie
Fax: 07 5481 2270

Head Office

Unit 6 Technology Office Park
107 Miles Platting Road,
Eight Mile Plains
Fax: 07 3841 1840

Ipswich (incl FRC)

14 Brisbane Street,
Ipswich
Fax: 07 3812 0151

Logan Central

Unit 5, 84 Wembley Road,
Logan Central
Fax: N/A

Longreach

Unit 4, 19 Duck Street,
Longreach
Fax: 07 4926 9954

Mackay

2nd Floor, Worley Parson's Centre
45 Victoria Street,
Mackay
Fax: 07 4957 7425

Maroochydore

Suite 20, Cnr Evans & Millwell Road,
Maroochydore
Fax: 07 5479 1572

Mermaid Beach

Lvl 2, 5 Markeri Street,
Mermaid Beach
Fax: 07 5575 6133

Mount Morgan

63 Morgan Street,
Mt Morgan
Fax: 07 4938 2202

Rockhampton Main

Cnr Berserker & High Street,
North Rockhampton
Fax: 07 4926 9954

Rockhampton

88 High Street,
Frenchville
Fax: N/A

Spring Hill

159 St Pauls Terrace,
Spring Hill
Fax: 07 3839 4194

Strathpine (incl FRC)

16 Mecklem Street,
Strathpine
Fax: 07 3881 1858

Thursday Island

Shop A & B, 101 Douglas Street,
Thursday Island
Fax: 07 4069 1936

Toowoomba

3rd Floor, 158 Margaret Street,
Toowoomba
Fax: 07 4638 3660

Townsville (Greater Townsville Region)

745 Riverway Drive,
Thuringowa Central
Fax: 07 4755 4217

Upper Mt Gravatt FRC

23 Sanders Street,
Upper Mount Gravatt
Fax: 07 3343 5531



Rockhampton venue

Our Financial Performance

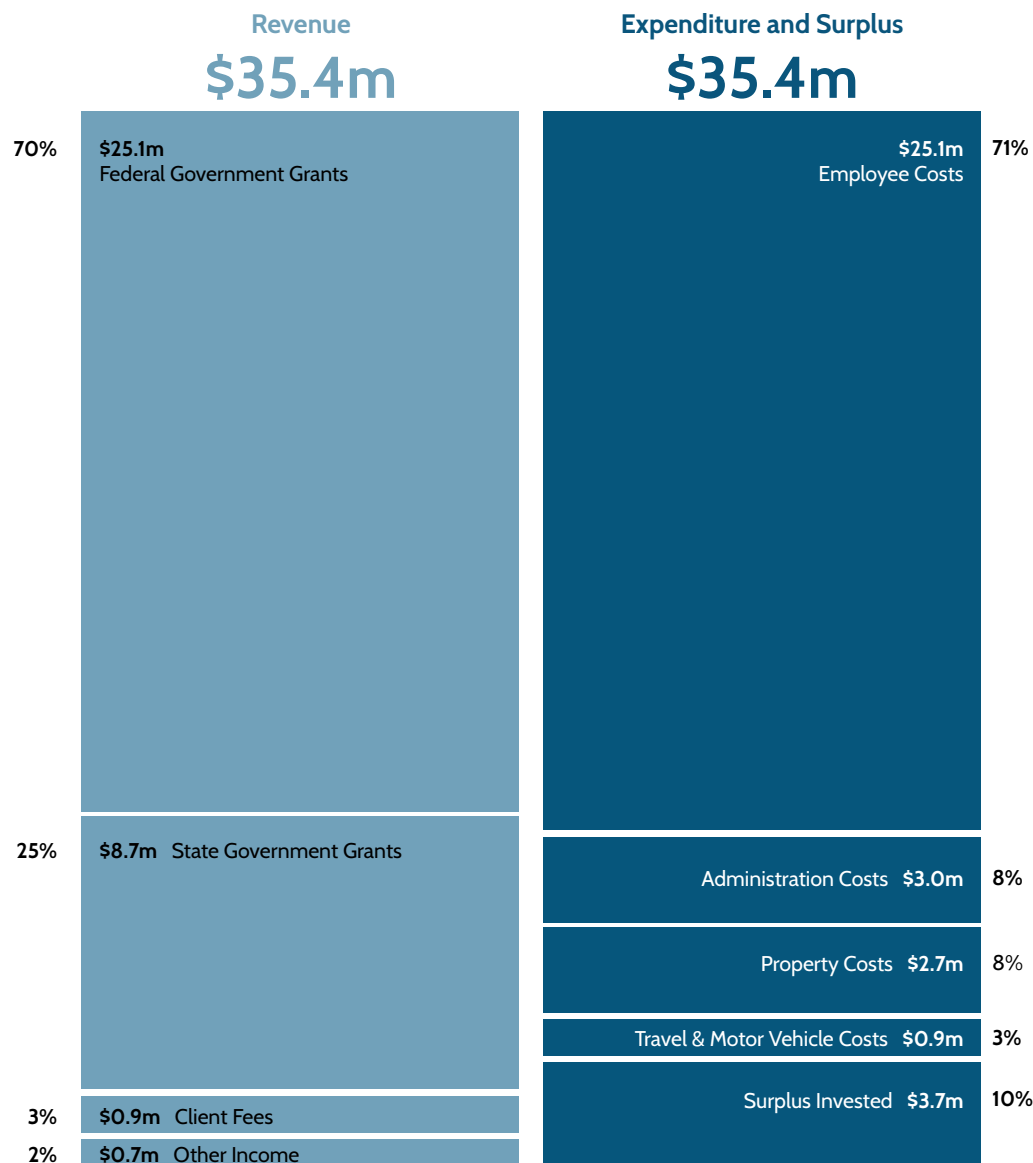
Summary statement of comprehensive income for the year ended 30 June 2016

Revenue	2016 (\$)	2015 (\$)
Government funding	33,788,837	32,383,236
Client fees	955,308	948,589
Other income	721,886	472,316
Total Revenue	35,466,031	33,804,141
Expenses		
Total Expenses	31,723,057	29,484,674
Operating Surplus	3,742,974	4,319,467
Other Comprehensive Income		
Impairment loss on revaluation of non-current assets	0	862,620
Total Comprehensive Income	3,742,974	3,456,847

Summary statement of financial position as at 30 June 2015

Assets	2016 (\$)	2015 (\$)
Current Assets	11,767,856	6,446,119
Non-Current Assets	15,635,446	15,682,761
Total Assets	27,403,302	22,128,880
Liabilities		
Current Liabilities	6,526,352	4,725,936
Non-Current Liabilities	300,414	569,382
Total Liabilities	6,826,766	5,295,318
Net Assets	20,576,536	16,833,562

Sources of Income and Expenditure





Relationships Australia[®]
QUEENSLAND