

Our impact 2025–2026



Relationships
AUSTRALIA • TAS

Acknowledgement



We acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of this nation and as the traditional custodians of the lands where we live, learn and work.

Our services are for everyone, regardless of sexual orientation, gender identity or intersex status.

Contents

What guides our work	03
A word from our Chair & CEO	04
Our impact and people	05
Our client's voice	06
Our community's voice	07
Fair access to services and support	08
Inclusion for everyone	12
Power in communities	15
Social connection and belonging	19
A foundation of wellbeing	23
Financials	29
Board of Directors	30
Leadership Team	31
References	32

What guides our work

We believe in the power of connection. We walk alongside Tasmanians to build individual wellbeing, respectful relationships and connection to communities. Our vision is to build a connected and respectful Tasmania and our values drive this commitment. These values guide how we treat each other, how we serve the community and how we show up every day.



Willing to serve.

Working with and alongside others, doing what needs to be done.



In it together.

We all show up to take on challenges and celebrate wins.



Looking forward.

Anticipate tomorrow, create the change you want to see.



People matter.

Everyone has a story, we value diversity in all its forms.



A word from our Chair & CEO

Our Annual Impact Report provides an opportunity to reflect on what we have achieved, what we have learned and how those lessons are shaping the way we work. While it is important to recognise the outcomes we have achieved over the past year, it is equally important to understand how we are continuing to strengthen our organisation so we can create even greater impact.

Over the past two years we have deliberately strengthened the way we think about impact. That has included embedding our Strategic Plan, developing our organisational Service Delivery Impact Framework, listening more deeply to lived experience, strengthening partnerships, making better use of evidence and adopting an action learning approach that encourages us to continually test, learn and improve. We've started to develop the Jigsaw Framework, supporting a more integrated, systems way of working across the organisation. By bringing strategy and operations closer together, it is helping us better understand the relationships between the communities we serve, the work we do and the capability required to deliver it. Together, these initiatives are strengthening the way we make decisions, design services and respond to emerging opportunities and challenges.

We've also continued to strengthen the capability of our organisation to use generative artificial intelligence (GenAI) thoughtfully and responsibly. Our focus has never been technology for its own sake. Instead, we are building the capability to develop practical GenAI solutions that improve the way we work and allow our people to spend more time where they add the greatest value, alongside the people and communities we serve. A significant achievement this year has been the development of our GenAI file note application, which has now reached pilot stage. Alongside a growing range of internally developed solutions, it demonstrates how increasing our capability to design and implement GenAI solutions is helping us solve real problems, reduce administrative effort and support better service delivery.

The examples throughout this report demonstrate the breadth of our work across Tasmania. More importantly, they show how strategy is translated into action through partnerships, lived experience and organisational capability.

Together, they illustrate the practical steps we are taking towards our vision of creating a Connected and Respectful Tasmania.

There is still much to learn. Communities continue to change, expectations evolve and new challenges continue to emerge. One of our greatest strengths as an organisation is our willingness to listen, reflect and adapt. That gives us confidence that we will continue to strengthen the way we work while remaining focused on our purpose of walking alongside Tasmanians to build individual wellbeing, respectful relationships and connected communities.

I hope this report provides a meaningful insight into both the impact we have achieved and the capability we are continuing to build for the future. It reflects the dedication of our staff, volunteers, Board, partners and the many people and communities who continue to shape our work. Together, we are creating a Connected and Respectful Tasmania.

Dr Michael Kelly
CEO

John Rowland
Chair



Our impact

7,805

people supported through our programs

75.7%

positive wellbeing outcomes

23,007

sessions delivered

67.5%

positive relationship outcomes

92.6%

service satisfaction

75%

positive connection and belonging outcomes

Our people

20

staff members
Devonport

60

staff members
Launceston

Our team of over 170 people are at the heart of what we do. From the North West to the East Coast and the South, our teams bring care, expertise and a commitment to connection to communities across Tasmania.

91

staff members
Hobart

Our clients' voice

We believe the voices of our clients and our communities are the most meaningful measure of our success, and should guide how we evolve and grow.

Every year, we seek feedback from the people, families and communities we support to understand not only whether they were satisfied with our services, but also whether our work made a meaningful difference in their lives. Behind every statistic is a person, child or family who trusted Relationships Australia Tasmania (RA Tas) to support them through a difficult time.

Together, these insights give us a broader picture of what people experience when they engage with us, what changes as a result of support and what priorities we need to set to keep delivering an impact to our clients.

Their experiences help us understand what is working, where there are gaps and how our services can respond to changing community needs.

"I had a great experience with Launceston Children's Contact Service. It helped my family become more stable. My children are happy, I feel like I have more support from friends and community. I feel more confident myself when I go out in public. Thanks so much"

"The sessions both group and individual were great. I learnt so much and now use those tools daily. Thank you for all of the support and care."

"Very knowledgeable, supportive and able to provide guidance and ideas for resolving challenges and different ways of thinking or approaching current and future situations."

"Thank you for all the help and respect given to me. I have had trouble getting people to understand the dilemma I am in and feel that finally I have had someone understand and have been very helpful."



Our community's voice

At the same time as ensuring our services are making a difference, we want to create tangible action toward a future where our vision of a connected and respectful Tasmania, comes to life.

Why focus on connection and respect? From our 75 years of work in supporting relationships and wellbeing, we hold the strong belief in the power of connection to change lives and strengthen communities. Connection enables people to belong, access support and build resilience. Respect ensures those connections are safe, inclusive and empowering. Together, they create the conditions where Tasmanians can thrive, and that is exactly what our vision seeks to achieve.

In 2024/2025, we embarked on Project 75, an initiative acknowledging our 75 years of service, where we spoke to 1600 Tasmanians in 78 communities to understand what a connected and respectful community looks like in practice. What would it look like if our vision truly came to life in Tasmania?

Our analysis of these conversations identified six key community priorities for collective action to achieve a connected and respectful Tasmania.



Fair access to services and support – removing barriers so that all Tasmanians can easily find, understand and access the support they need in ways that work for them.



Inclusion for everyone – creating opportunities for everyone to participate, contribute and thrive, while recognising and removing the barriers that can prevent people from being included and having their voices heard.



Places to meet and ways to connect – creating accessible, welcoming places, and local services that help people connect, participate and feel part of their community.



Power in communities – listening to local voices, building on community strengths and supporting people to lead solutions that reflect their needs, priorities and local identity.



Social connection and belonging – creating communities where people feel welcomed, valued and supported, with opportunities to build relationships, have a voice and feel a sense of belonging.



A foundation of wellbeing – supporting people to stay connected, participate and contribute in ways that recognise their different needs, circumstances and capacity over time.

Fair access to services and support

Fair access is about making sure people can find, understand and engage with support in a way that works for them.

Tasmanians can face many barriers to accessing services, including where they live, cost, limited local services, complex information and not knowing where to start. Our analysis of community need and demographic trends shows that access challenges vary across Tasmania, reinforcing the importance of flexible, place based services that respond to where families live, where need is concentrated and where communities are growing.

Making support easier to find, understand and access is an important part of creating a more connected and respectful Tasmania. Throughout the year, we worked to reduce these barriers and create clearer, more accessible pathways into support for support for Tasmanians through these initiatives:

- **GriefCare Tasmania**
- **Media campaign**
- **The Hub project**



GriefCare Tasmania

Creating clearer pathways to grief support

Access to the right support can make a real difference when someone is experiencing grief, loss or bereavement.

This year, we launched GriefCare Tasmania, a single statewide pathway designed to make grief, loss and bereavement support easier to find and access. The pathway brings together specialist programs and expertise through one entry point, helping people across Tasmania connect with the support that best meets their needs.

A key part of this pathway is our partnership with Albie House, providing specialist peer and group support to people bereaved by suicide. Alongside this, GriefCare Tasmania offers:

- **Professional counselling and support:** Tailored individual, couple and family counselling with qualified, caring counsellors
- **Seasons for Growth:** A program for children and young people to develop the knowledge and skills to understand and respond to experiences of change, loss and grief.
- **Death Over Chocolate:** Explore how to openly talk about death, dying and end of life planning.
- **Professional development and clinical supervision:** Building the confidence and capability of workplaces and health professionals to recognise grief, respond with compassion and connect people to appropriate support.

GriefCare Tasmania recognises that grief is deeply personal and that support needs can change over time.

By creating a clearer pathway into grief support, our hope is that Tasmanians find it easier to access support that reflects their needs and circumstances.

Client story

Daniel* came to grief counselling hoping to strengthen his relationship with his long-term partner. As their work together progressed, he began exploring grief connected to the death of a significant family member when he was younger. He told his counsellor this was the first time he had spoken openly about the experience in a therapeutic setting.

As trust developed, Daniel began to feel safer talking about emotions he had previously kept to himself. He explored how his experiences of grief had shaped the way he communicated and responded to vulnerability in his relationships.

Over time, Daniel reported feeling more comfortable identifying and expressing his emotions, particularly with his partner. He described greater openness in their conversations and a stronger sense of emotional connection. He also developed a more compassionate understanding of his own grief, recognising that avoiding it had once helped him cope, but had also made it harder to connect with the people closest to him.

*Names and identifying details have been changed to protect client confidentiality.



Lived experience speaker Thiago de Oliveira Alves, Founder of Albie House Amanda Cuthbertson and CEO of RA Tas Dr Michael Kelly at the GriefCare Launch.

Media campaign

Making support easier to find

When you're struggling, knowing where to start can be a barrier. Being able to find, understand and access the right support is an important part of equitable access, particularly for people who may already be navigating complex circumstances.

This year, we took a two-part approach to making support easier to find. We launched a new RA Tas website designed around the needs of our communities, alongside a statewide brand awareness campaign, 'Together, we'll find a way'.

The new website uses simpler language, clearer navigation pathways and a more straightforward structure, helping people find support based on what they are experiencing rather than needing to understand service names or how our programs are organised.

Our statewide brand campaign works alongside this by building awareness of RA Tas and the breadth of support we provide. At the heart of this campaign is a 30 second television commercial that captures a deeply human moment – the vulnerability and courage of taking the very first step to reach out for help, and the profound difference that supportive connection makes.

Through television, streaming services, social media and digital community screens, we are meeting people where they are and creating more opportunities for them to recognise that support is available.

Together, these initiatives are helping remove barriers between people and the support they need. Because equitable access is not just about having services available. It is also about making sure people can see them, understand them and feel confident taking the first step.



[Watch the 'Together, we'll find a way' television commercial here](#)

16.4% • 5,227

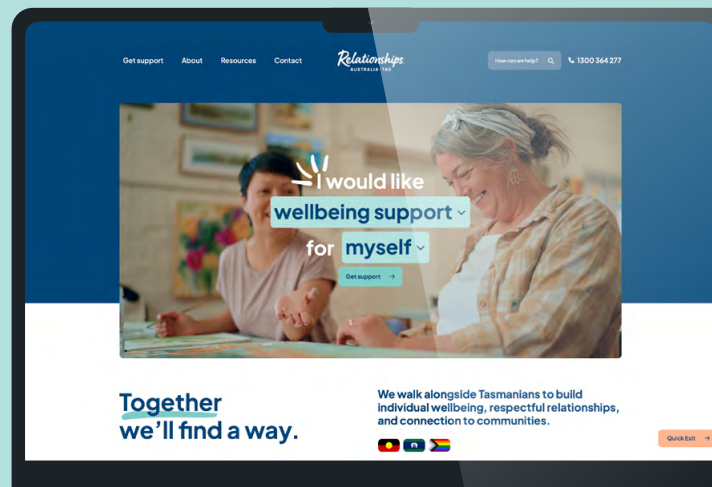
increase in website visits compared to last financial year

61,385

website sessions

29,707

website visits from organic searches



206,000

people reached through Facebook and Instagram generating more than 2.2 million impressions

321,600

views through Youtube, with the campaign reaching **62,600** unique viewers – each viewer watching the video an average of 5 times

The Hub project

Bringing services closer to communities

For some Tasmanians, distance, transport and the availability of local services can create barriers to getting help. Improving access means considering not only what support is available, but where and how people can access it.

This year, we worked toward establishing a new service site in Rosny, bringing support closer to where people live and where communities are growing.

The decision to establish the Rosny Hub was informed by community need, demographic analysis and geographic mapping undertaken through our broader Hub Project. This work helped us better understand where communities are growing, where people may experience barriers to accessing support, and where services could be located to better respond to local needs.

The Eastern Shore was identified as an important growth area, with a 14.2% increase in couple families with children between 2016 and 2021. The area is also home to one of the largest

concentrations of families and children in Tasmania, highlighting the need for accessible family and relationship support close to where people live.

This work confirmed New Town, Devonport and Launceston as our permanent anchor sites and identified Glenorchy, Kingston and Burnie as priority locations for future hubs. These locations were identified based on population growth, transport considerations and the need to make support easier to access for communities across Tasmania.

The Rosny Hub represents a more planned approach to improving access to face-to-face support across Tasmania.

While phone and video appointments provide important flexibility, we know they do not work for everyone. For some people, having a local place to sit down, feel safe and talk with someone face-to-face is an important part of being able to engage with support.

The Rosny Hub is one step towards reducing geographic barriers and making face-to-face support more accessible to more Tasmanians.

Meeting the changing landscape – Tasmanian households in 2046



9–15%

increase in number of Tasmanian households



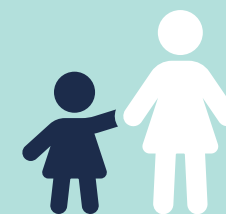
5.5–9%

increase in number of couple families with children



14–18%

increase in one parent households



90%

of single parent households are expected to be headed by women

Inclusion for everyone

Inclusion means creating the conditions for everyone to participate, contribute and have their differences respected.

It is about recognising that people experience different barriers and making sure those differences don't prevent people from accessing opportunities, services or having their voice heard.

Tasmanians told us that inclusion means being welcomed, treated fairly and respected, across generations, cultures, abilities and identities. They also told us that exclusion, racism, discrimination and stigma can create barriers that make it harder for people to participate fully in community life.

For our part, this year we worked to strengthen diversity, equity and inclusion across our organisation and the communities we support by:

- **Engaging men**
- **Rainbow Tick accreditation**



Engaging men

Creating spaces for men to connect and grow.

An inclusive community recognises that people engage with services in different ways. We know that men can face barriers when engaging with relationship and support services, so creating opportunities that feel relevant, welcoming and accessible can help make it easier to seek support. As part of our Strategic Plan, increasing engagement with men is a priority.

Throughout the year, we delivered free workshops designed specifically for men, creating space to develop practical relationship skills and build confidence in communication, emotional awareness and parenting. The workshops gave men an opportunity to explore relationship challenges, learn from others and build positive connections with their children.

Participants reported increased self awareness, confidence and understanding. Responses included, 'I learnt more about control', and 'I now understand the different needs my daughter will have as she gets older.'

By creating support that meets men where they are, we hope more men feel comfortable engaging with our services. Over time, this can support healthier communication, more positive responses to relationship challenges and stronger relationships between men, their partners and their children.



Rainbow Tick accreditation

Creating safe and inclusive spaces for LGBTIQ+ clients

Creating inclusive spaces where people feel like they belong is a key part of building connected and respectful communities. For many LGBTIQ+ people, knowing a service is safe and inclusive can influence where they choose to seek support.

Recognising this, we made LGBTIQ+ inclusion a priority in our Strategic Plan.

- Gender affirming leave was implemented
- A staff led Rainbow Tick Working Group of 8 staff members was established
- Gender inclusive toilets available at every site

Over the past two years, we have worked to strengthen inclusion across our organisation, from the way we recruit and support staff to how we deliver services and connect with communities.

“I see an LGBTIQ+ counsellor and it has been invaluable. To be able to speak so openly and discuss relationships without any fear of judgement, instead an understanding.”

Recently we released a statement outlining our commitment to LGBTIQ+ communities, updated policies and procedures to better reflect LGBTIQ+ inclusion, strengthened the representation of LGBTIQ+ people across our marketing collateral and rolled out training to all staff.

This year, our commitment was recognised through Rainbow Tick Accreditation.

Our work towards Rainbow Tick Accreditation has strengthened our organisation’s capacity to provide safe, inclusive and affirming services. We expect this to contribute to greater confidence among LGBTIQ+ people to engage with our services and a stronger sense of belonging among clients, staff and community members.

Rainbow Tick Accreditation is an important milestone, but inclusion is ongoing. We will continue listening, learning and improving to ensure diversity, equity and inclusion remain part of how we work and connect with our communities.

“There are many businesses and places that have rainbows or stickers saying they are inclusive but Relationships Australia in Hobart has actually made an effort to uphold those messages. I feel I am safe and respected.”



Power in communities

Tasmanians told us they want change to be led locally, with communities supported to develop solutions that reflect their own strengths, needs and identity.

We heard that people want to be genuinely listened to and see action follow, rather than being asked for input without knowing what happens next. Communities already understand what works for them, and what works in one place may not work in another.

Throughout the year, we worked alongside communities to build local capacity, support community-led action and strengthen the confidence of people to lead change. We have achieved great results from delivering community action plans around the State.

We continue to remain active in community led initiatives and remain inspired by outcomes such as:

- **Leadership in suicide prevention**
- **Claremont Men's Shed**
- **Elevating community voices**



Building community leadership in suicide prevention

Communities play a critical role in suicide prevention.

When people have the confidence, skills and support to recognise when someone may be struggling, they are better equipped to respond, support one another and create communities where people feel connected and valued.

During 2025/26, our Suicide Prevention Team worked with schools, workplaces, clubs, organisations and community groups across Tasmania to develop Community Action Plans (CAPs) that support locally led suicide prevention initiatives. Each plan helped communities identify their strengths, understand local challenges and develop practical actions that reflected their needs.

Once a plan was complete, communities could access grants of up to \$1,500 to bring their ideas to life, with ongoing guidance from our Suicide Prevention Team.

CAPs supported initiatives including community gardens, art projects, peer support groups, memorial events, pride celebrations and social activities

Communities involved in the CAP process reported increased participation in community activities, stronger local networks and new opportunities for people to come together.

By supporting communities to lead their own suicide prevention initiatives, we hope to see stronger local leadership, greater confidence to respond when someone is struggling and more connected communities where people feel able to support one another.



Claremont Men's Shed – empowered to connect

A visit to the Shed led to conversations about how a Community Action Plan (CAP) could build on the important role the Shed already plays in men's social and emotional wellbeing.

Rather than bringing a pre-determined solution, our Suicide Prevention Team worked with members to identify what mattered most to them. During a consultation with 17 members, representing around 30% of the Shed's membership, members identified opportunities to strengthen connection, participation and mental health support.

A \$1,500 CAP grant helped turn these ideas into action:

- **Skills and training:** Free or subsidised hands on workshops, giving men opportunities to learn new skills, build confidence and connect through shared activities.
- **More opportunities to connect:** Regular social events, including BBQs linked to key mental health awareness days, creating informal opportunities for men to build friendships and check in with each other.
- **Lived experience:** A guest speaker from Mental Health Lived Experience Tasmania shared their story, helping to normalise conversations about mental health, reduce stigma and encourage men to seek support.

These activities build on what the Men's Shed already does well, creating more opportunities for men to participate, connect, build confidence and talk openly about mental health.



Elevating community voices

Tasmanians speak. We listen.

Before launching the Connected and Respectful Tasmania initiative, we shared the voices of community groups who took part in 75 Conversations in 75 Places through our Tasmanians speak. We listen. social media campaign.

The campaign shared what Tasmanians told us a connected and respectful Tasmania looks like. From kindness and inclusion to strong relationships and a sense of belonging, these quotes reflected the hopes and experiences of people across the state.

By sharing these quotes, we gave Tasmanians the opportunity to hear directly from their communities and extended the conversation beyond the original 75 conversations.

We also developed an Insights and Actions paper to bring together the key themes, priorities and ideas shared by communities across Tasmania.

The insights highlighted what helps people feel connected and respected, as well as the barriers that can make connection and belonging harder, including loneliness and isolation, discrimination and barriers to participation. These insights formed our community priorities – the drivers for creating a connected and respectful Tasmania, as led by community voice.

The insights paper provides an ongoing reference point for our work, helping us move from listening to action and to keep community experience visible in the decisions and conversations that follow.

These insights continue to inform our work, partnerships and advocacy, helping guide action towards a more connected Tasmania where everyone feels they belong.

“Connection and respect grow when we listen and allow space for self-expression and creativity.”

“It’s the little things – small acts of kindness, care and safety that weaves our community together.”

“A connected and respectful community is like a big hug. It’s a genuine friendly, non-judgemental space where everyone feels safe and like they belong.”

“When our identity is respected, we feel like we belong, That’s when community becomes home.”



Social connection and belonging

Strong communities grow when people feel connected, welcomed and like they have a place where they belong.

This is at the heart of our vision for a connected and respectful Tasmania.

Social connection is about feeling valued, included and knowing that others care.

Tasmanians have told us that loneliness, isolation, discrimination and other barriers can make it harder to feel connected and take part in community life. They have also told us that connection and belonging are built through strong relationships, supportive communities and opportunities for people to have a voice in shaping their communities.

For children and young people, these connections are particularly important. Feeling safe, supported and included can help children develop positive relationships and a stronger sense of connection and belonging.

Across our services and our work with communities, we are supporting connection in different ways.

- **Children's Contact Service**
- **Reconnect**
- **Launching the Connected and Respectful Tasmania initiative**



Supporting children through family change

Separation can be a difficult time for children and families.

Having a safe, welcoming and familiar place can help children stay connected to their parents and maintain important relationships.

Our Children's Contact Service (CCS) provides supervised visit and supported changeovers, helping children and parents spend time together in a safe environment. Staff work alongside families to support positive visits that strengthen connection and belonging, with children at the centre of every interaction.

This year, we looked for ways to make the experience of using CCS easier and more welcoming for families. This included looking at both how families move through the service and how they experience the space itself.

We streamlined our internal processes and workflows to reduce wait times.

We also looked at the centre from a child and young person's perspective and saw an opportunity to make the space more welcoming for different ages. While the space worked well for children, we wanted it to feel comfortable and inviting for young people too. We refreshed the space with colourful bean bags, a foosball table, wall stickers and new seating.

Families told us that CCS provides stability, safety and reassurance during difficult times. They valued the kindness and professionalism of staff, as well as having a familiar space where children and parents can continue building their relationships.

By creating safe and consistent opportunities for children and parents to maintain their relationships through separation, CCS helps children feel safer, more secure and connected during a time of change. Over time, we expect this to support stronger relationships, greater stability and a stronger sense of belonging.

3
centres across the state

1,128
clients accessed the service

5,088
sessions were attended in
the financial year

94%
of surveyed clients across
the state were satisfied with
the service they received.



A picture drawn by a child from the CCS showing them playing ball with "daddy".

"The service is a constant source of security, stability and safety for myself and my children." – CCS Parent

"The CCS has provided a good environment for me to spend time with my son." – CCS Parent

Helping young people find their way forward

Our Reconnect Program provides practical and relationship-based support for young people across family relationships, mental health, housing, education and employment.

Feeling connected to family, school and community makes a real difference for young people, especially when they are navigating difficult times or major changes.

This year, the biggest themes we saw among young people accessing the Reconnect program were substance use, family relationship breakdown, and mental health concerns, including thoughts of suicide.

A growing number of young people were seeking support as they worked towards independent living, including applying for Youth Allowance, finding employment and securing housing.

For young people living outside larger areas, distance, transport and limited local services can make accessing support harder. We continued taking Reconnect into regional communities, with regular visits to Scottsdale and Winnaleah, as well as school visits and information sessions on Flinders Island.

We also strengthened connections with schools and local services, helping those working with young people recognise the signs that extra support may be needed and understand how to connect them with Reconnect.

As young people's needs continue to change, we will keep building trusted local connections and making support easier to access, helping young people seek support earlier, stay connected and take their next steps with greater confidence.



Building a Connected and Respectful Tasmania

Social connection and belonging are fundamental to people's health, wellbeing and ability to participate in community life.

When people feel respected, included and connected to others, they are better placed to navigate challenges, maintain positive relationships and contribute to their communities. Through our work with Tasmanians every day, we see the impact that loneliness, isolation and disconnection can have on people and their relationships. This is reflected in the 2025 Relationships Australia Relationships Indicators report, with 23% of respondents reporting that they felt lonely, up from 20% in 2022.

In 2025, we launched the Connected and Respectful Tasmania initiative, which grew from our 75 Conversations in 75 Places project, where more than 78 community groups, representing over 1,600 Tasmanians, shared their experiences, ideas, enablers and barriers to connection and belonging.

To celebrate the launch, community partners, local organisations and stakeholders came together to assemble a giant puzzle shaped like the Connected and Respectful Tasmania logo. Made up of 78 pieces, each representing one of the communities that shared their voice, the puzzle reflected a simple idea: every person and every community has a role to play in creating a



Community members gathered around the giant Connected and Respectful Tasmania puzzle at the launch.

more connected and respectful Tasmania.

Prior to the launch, we brought together leaders from businesses, government and community organisations for a Leadership Think Tank to explore the challenges facing our communities and identify opportunities for collaboration across the six community priorities – equitable access, inclusive growth, strong community infrastructure, social connection and mental health and wellbeing as a foundation for prosperity. The conversations helped build momentum around the community priorities and sparked thinking around how different sectors could contribute to meaningful change, resulting

in the development of advocacy pillars for collective action towards creating a connected and respectful Tasmania.

What has come out of this?

By keeping community voice at the centre, we are working to ensure the voices of Tasmanians continue to shape the conversations, partnerships and decisions that affect their communities. Over time, we aim to see stronger connections between people and communities, fewer barriers to participation and more opportunities for Tasmanians to feel respected, included and like they belong.

A foundation of wellbeing

When mental health and wellbeing are supported as part of everyday life, people and communities are better able to thrive.

Tasmanians told us that wellbeing shapes how people can participate, maintain relationships and stay connected through difficult times. Creating different ways for people to contribute also means more people can stay connected and involved without feeling pressured to keep up when life is difficult.

Our foundation services for mental health and wellbeing include:

- **Counselling**
- **Childrens Family Violence Counselling Program (ACORN)**
- **SPEAK UP! Stay ChatTY Construction Program**



Counselling

Supporting mental health and wellbeing through life's challenges

Mental health and wellbeing are foundations of individual, relationship and community wellbeing. When individuals, couples and families have the support they need to manage challenges and strengthen relationships, they are better able to participate and thrive.

This year, through our counselling service, we saw an increase in families accessing support for issues including blended family relationships, communication difficulties and the impact of past experiences they wanted to work through. We also saw more couples and families seeking support to understand and navigate neurodiversity within their relationships. At the same time, loneliness and social disconnection continued to emerge as themes, with people telling us about the lack of opportunities and 'third spaces' where they could connect with others and feel supported.

We recognise that accessing support is not the same for everyone. To make counselling more accessible, we provided face-to-face appointments, phone and video sessions, as well as outreach locations including Scottsdale and the Peacock Centre. These options give people greater flexibility to access support in ways that work for them.

Client feedback shows the value of this support, with 96.8% of clients reporting an overall positive experience with our service. By providing safe and respectful spaces, counselling helps people work through challenges, strengthen relationships and improve their wellbeing.

As family needs continue to change, we will strengthen our capacity to provide timely and responsive support. This will help us reach more families, adapt our services to emerging needs and support people to build healthier relationships, strengthen their wellbeing and stay connected to their communities.

"The practitioner has been of immense value to me helping sort out a very messy life. I have interacted with other therapy before but have never gained any value from it until now."

- Counselling client

"I have been very happy with the service, I feel more strengthened. The counsellor I see is aware of what can help me-according to my ways of seeing the world."

"It felt good to have someone to sympathize with me for once. Almost forgot what it felt like to be listened to."

- Counselling client



1,976
people supported



5,561
sessions delivered



96%
of surveyed clients were
satisfied with the service

*Names and identifying details have been changed to protect client confidentiality.

25



Client story

When Sonya* came to counselling, she was experiencing anxiety that was placing strain on her relationships with her partner and son.

Working alongside her counsellor, Sonya began to better understand the connection between her thoughts, emotions and behaviours. Through counselling, she developed greater emotional awareness, reflected on the patterns contributing to her anxiety, and explored practical ways to respond differently to challenging situations.

Over time, Sonya found it easier to describe her experiences of anxiety and reported a growing sense of confidence in herself. By the end of counselling, she had established self-care routines to support her wellbeing and was using new ways of thinking to manage stress and maintain her mental health.

Client story

When Sarah* came to counselling, she was seeking support for her children following a separation from their father where he had used violence.

As therapy progressed, she chose to continue working with her counsellor to explore how she could safely rebuild relationships and strengthen her own social connections.

Working alongside her counsellor, Sarah explored the impacts of family violence, spirituality, personal values and relational safety. The separation had contributed to disconnection from her religious community and previous social networks. Through counselling, she developed supportive peer relationships through her local gym and discovered a growing interest in women's physical health.

By her most recent counselling session, Sarah reflected on the strength of the community she had built and identified women's physical health as a potential future career pathway. She had developed meaningful social connections within her local community and strengthened her support network with women who shared similar lived experiences.



Helping children rebuild safety and wellbeing

26



Family violence continues to have a significant impact on children and families across Tasmania.

Beyond the immediate impacts on safety, family violence can affect children's trust, relationships and sense of connection and belonging. When safe relationships are disrupted, children's wellbeing is at risk.

This year, through our Children's Family Violence Counselling program (ACORN), we continued to provide therapeutic support to children, young people and families affected by family violence.

We strengthened our focus on children's safety and wellbeing, while recognising the important role that safe and supportive relationships play in helping children reconnect, rebuild trust and recover.

This included:

- Making support easier to access: ACORN only requires consent from one parent, meaning a parent using violence can't prevent a child from accessing support by withholding consent.
- Strengthening safe relationships: Where appropriate, the safe parent is involved in the therapeutic process to support the parent-child relationship. Practitioners have also strengthened their skills in attachment-based approaches, including Theraplay, to help children rebuild trust and connection.
- Reaching diverse communities: We trained bicultural health workers from Migrant Resource Centre Tasmania, strengthening understanding of family violence and respectful relationships and pathways into support for culturally and linguistically diverse families.

We hope this support helps children affected by family violence to feel safer, more connected and better supported by the people around them. By strengthening safe relationships and rebuilding trust, we can help children develop a stronger sense of belonging and the foundations for healthier relationships as they grow.

"This service is a constant source of security, stability and safety for myself and my children. My children have a strong and secure relationship with the staff. Forever grateful for this support." – Childrens Contact Service Client



813

sessions were provided to children and young people



280

clients accessed the service



515

sessions were provided to parents and/or care givers

Client story

*Names and identifying details have been changed to protect client confidentiality.

When Jane* was referred to the ACORN program, she was living with the ongoing impacts of family violence.

She had experienced physical and emotional abuse, coercive control, stalking and financial abuse within the family. Although her parents had separated, the ongoing impacts of the violence and associated legal proceedings left Jane living with persistent fear, hypervigilance and recurring nightmares. She was particularly fearful of encountering her father and felt a heightened sense of responsibility for protecting those around her, including her younger sibling.

For Jane, ACORN provided a safe and predictable place to begin working through what she had experienced. Using a trauma-informed, evidence-based approach, her practitioner supported her to identify and regulate her emotions, manage intrusive memories and nightmares, and build a stronger sense of safety and control.

Over the course of her support, Jane experienced significant improvements in her emotional wellbeing and recovery from trauma. Her hypervigilance and fear reduced considerably, her nightmares resolved, and she became more confident in managing difficult emotions using the coping strategies she had developed through counselling.

By the end of her involvement with ACORN, Jane felt safer, more empowered and optimistic about the future. She no longer required ongoing therapeutic support and was able to conclude her involvement with the program.



Supporting mental health across Tasmania's construction industry

Mindshift and Clock On

SPEAK UP! Stay ChatTY Construction Program

For people working in construction, a focus on wellbeing is particularly important. Construction workers face heightened mental health risks compared with workers in other industries. Injuries from mental stress have increased and now make up 15% of all serious injuries in Tasmania. Construction workers are also significantly more vulnerable to psychological distress, with studies showing they are six times more likely to die by suicide than from a workplace accident.

In 2025, SPEAK UP! Stay ChatTY, with the support of the Fairbrother Foundation and Master Builders Tasmania, responded by creating a dedicated Construction Program, building on more than a decade of presentations in many workplaces, including construction settings, across Tasmania. The program provides industry-specific discussions, tools and strategies to support positive mental health across one of Tasmania's five largest employment sectors.

The presentations, Mindshift and Clock On, have been designed for the full construction workforce, from builders, contractors, subbies and crews to site leaders, supervisors and managers.



Sessions can be delivered on site or in the office, making it easier for people to engage in conversations about mental health within the working day.

"Thanks for the session, the boys got a lot out of it." – Jason, Clock On attendee

"I loved the information and how you presented it. I have other mates in the construction industry that need to hear this." – Heath, Mindshift attendee

Financials

REVENUE

	2025(\$)	2026(\$)
Grant income and other fees	13,953,963	14,188,672
Other income	1,365,430	1,566,282
Total revenue	15,319,393	15,754,953
EXPENDITURE		
Employees	12,507,588	13,024,857
Other operations	2,447,679	2,879,952
Total expenditure	14,955,267	15,904,809
Net surplus/(deficit) for the year	364,126	(149,856)

A complete set of audited financial statements is available from the organisation upon request.

GRANT FUNDING BY SERVICE TYPE



SOURCES OF INCOME 2025–2026



AREAS OF EXPENDITURE



Board of Directors



John Rowland

Chair



Rick Marton

Chair - Speak Up! Stay
ChatTY Sub-Committee
(retired October 2025)



**Carolyn
Campbell-Wood**

Chair - Finance, Audit and
Risk Sub-Committee



Tony Bonney

Chair - Strategic Pathways
Sub-Committee



Laura Jacques

Director



Anne Greentree

Director



Rachel Chong

Director
(appointed October 2025)

Leadership Team



Michael Kelly
Chief Executive
Officer



Mel Harback
Chief Operating
Officer



Navin Ram
Chief Financial Officer



Le-ella Doyle
Chief Strategy Officer



Amelia Hastings
Director – Trauma and
Therapeutic Services



Michelle Ewington
Director – Separation
and Community
Support Services



Penny Minehan
Manager – Clinical &
Quality



Tina Hale
Manager – Community
Connections (to
September 2026)



Julia Gandy
Manager – Impact and
Partnerships



Chris Nobes
Manager – Separation
and Support

Previous Manager:
Simon Reeve (until
April 2026)



Darisha McKnight
Manager – Family
Violence and Trauma
Support Services



Kate Gillham
Manager – Individual
and Family Counselling



Aidan Kemmy
Manager – Corporate
Services

References

Relationships Australia Tasmania. (2026). *Service delivery client satisfaction & impact report 2026*. Relationships Australia Tasmania.

Denny, L. (2024). *Future family dispute resolution (FDR) demand potential in Tasmania by geographical location: Report for Relationships Australia Tasmania*. Relationships Australia Tasmania.

Denny, L. (2025). *Family composition and characteristics profile for select areas: Relationships Australia Tasmania Phase 2 Report*. Relationships Australia Tasmania.

WorkSafe Tasmania. (2024). *2024 industry snapshot*. WorkSafe Tasmania.

University of Melbourne. (2025). *What's behind the high rate of suicide in Australia's construction industry*. University of Melbourne.

Foremind. (n.d.). *Building mental health into the construction industry*. Foremind.

Black Dog Institute. (n.d.). *Research on mental health in the Australian construction industry*. Black Dog Institute.



Relationships
AUSTRALIA • TAS