

# Strategic Plan 2024–26



*Relationships Australia*®

VICTORIA

Relationships Australia Victoria is a not-for-profit organisation that provides support and services to people in need. It is a member of Relationships Australia, a national organisation that provides support and services to people in need. Relationships Australia Victoria is a member of Relationships Australia, a national organisation that provides support and services to people in need.

— YEARS —

For all members of the community.

Since 1948.

## Contact us

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Accredited by HDAA. Achievement of Accreditation to ISO 9001:2015 provides service users with confidence that Relationships Australia Victoria has effective management systems in place that are reviewed annually.



We acknowledge the Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands and waterways of Australia.

We support Aboriginal people's right to self-determination and culturally safe services. We are committed to encouraging a culturally safe and supportive environment for all Aboriginal and Torres Strait Islander peoples who access our services or engage with our organisation.

We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.



We are committed to inclusivity and providing safe, inclusive and accessible services for all people.

We welcome members of lesbian, gay, bisexual, transgender, intersex, queer, asexual and other sexually or gender diverse (LGBTIQIA+) communities to our organisation.



We acknowledge the funding we receive from the Australian and Victorian governments.

We use some stock photos in this report and advise that they are for illustrative purposes only. No association between the person/s pictured and the subject matter of the report is intended.

Aboriginal and Torres Strait Islander peoples should be aware that this report may contain images of people who may have since passed away.

# Our past, present and future

**In 2023, we proudly celebrated Relationships Australia Victoria's 75th anniversary. This remarkable milestone aligned with the development of a new Strategic Plan, which paves the way for the future by building on the successes of the past three-quarters of a century.**

Our new plan focuses on the emerging and increasingly complex needs of our clients and the community, an increasingly diverse range of services and funding sources, and the areas that have led us to be in a strong financial and operationally secure position.

**Throughout our history, innovation has been central to our culture.'**

It is illustrated by how we pioneered mediation for separating couples in the early 1980s, developed men's family violence programs in the early 1990s, expanded our mediation services and opened Family Relationship Centres in the mid-2000s, and implemented a suite of specialist mental health services in the 2010s.

We continue to be committed to assisting clients, often in their times of greatest need. We adapt as the community and our clients do, because, at our core, we do not shy away from challenges.

With 75 years of experience comes great knowledge and wisdom, however, we also know we don't have all the answers. Our collaborative relationships and work with partner agencies, stakeholders, funding bodies and communities will contribute to ongoing service development and improvements.

We are committed to working to develop our understanding, trust and relationships with First Nations peoples and communities. We know how important it is to provide not only flexible and adaptable services, but also programs for First Nations peoples that are developed in partnership with First Nations communities and services.

The challenges of recent years reaffirmed the importance of the things many of us hold dear – connection, love, family, friends, safety and community, and never has the work of Relationships Australia Victoria been so relevant and important.

We are committed to continuing to work towards our vision for positive, respectful, safe and fulfilling relationships, now and into the future.



*Lyn Littlefield*  
Professor Lyn Littlefield OAM  
President



*A Bickerdike*  
Dr Andrew Bickerdike  
Chief Executive Officer

# A Vision, Focus and Values that set us apart

**Vision** Positive, respectful, safe and fulfilling relationships for all Australians.

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**Focus** Providing high-quality, effective and accessible services for people with complex relationship issues, and delivering prevention services that lead to system-wide change that reduces the incidence of relationship problems.

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## Values

Inclusiveness

Respect

Integrity

Transparency

Accountability

Effectiveness

Innovation

Compassion

# Our Strategic Plan 2024–26

## Goal 1

### Enhance and Expand Established Client-Centred Services

Enhance and expand existing services, ensuring they are client-centred, contemporary and effective.

- Extend our suite of family law services.
- Increase the delivery of our integrated, place-based services.
- Further develop and diversify our professional training and development offerings.
- Incorporate lived experience into the co-design and evaluation of our services.

## Goal 2

### Develop New, Innovative Services

Design and deliver innovative and effective services in response to identified emerging needs and societal changes.

- Adapt and expand our mental health services to meet the complex needs of our clients.
- Develop services for children and young people whose families are experiencing conflict, separation and divorce.
- Expand our suite of school-based prevention programs that focus on healthy relationships, and strengthening social and emotional competencies, to improve mental health and wellbeing, and prevent family violence.
- Ensure new services are evidence-based/informed, and that their implementation is evaluated.

## Goal 3

### Demonstrate and Highlight Service Impacts

Evaluate our services and increase activities to communicate their outcomes and impact.

- Evaluate and report on the client outcomes, return on investment and social impact of all our services.
- Promote awareness of the positive impact of our services.
- Pursue opportunities to contribute to sector and government policy, and service developments.



#### Goal 4

### Enhance Financial Growth and Sustainability

Strengthen our financial position and organisational capabilities.

- Diversify revenue sources and invest strategically to secure long-term financial stability.
- Source funding to support service innovation and expansion.
- Ensure the financial viability of our relationship education, and professional training and development services.

#### Goal 5

### Build Our People and Nurture Our Culture

Attract, support, sustain and develop a highly skilled, effective workforce.

- Continue building workforce capacity and expertise by providing sector-leading professional development, training, supervision and support.
- Support emerging leaders and guide succession planning.
- Identify and implement digital tools and training that support our workforce to deliver services efficiently and effectively.
- Enhance and support the diversity of our workforce, and promote the organisation as an employer of choice.



The challenges of recent years reaffirmed the importance of the things we hold dear ... and never has the work of Relationships Australia Victoria been so relevant and important.'

