

Conflict Resolution Service
2021 - 2022
Annual Report



CONFLICT RESOLUTION SERVICE

ACKNOWLEDGES THAT CANBERRA HAS BEEN
BUILT ON THE LANDS OF THE TRADITIONAL
OWNERS. WE PAY OUR RESPECTS TO THEIR
ELDERS PAST, PRESENT AND EMERGING.

CONFLICT RESOLUTION SERVICE WELCOMES
AND CELEBRATES THE ABORIGINAL AND TORRES
STRAIT ISLANDER CULTURE AND THEIR
ONGOING CONTRIBUTION TO THE ACT
COMMUNITY.



Overview

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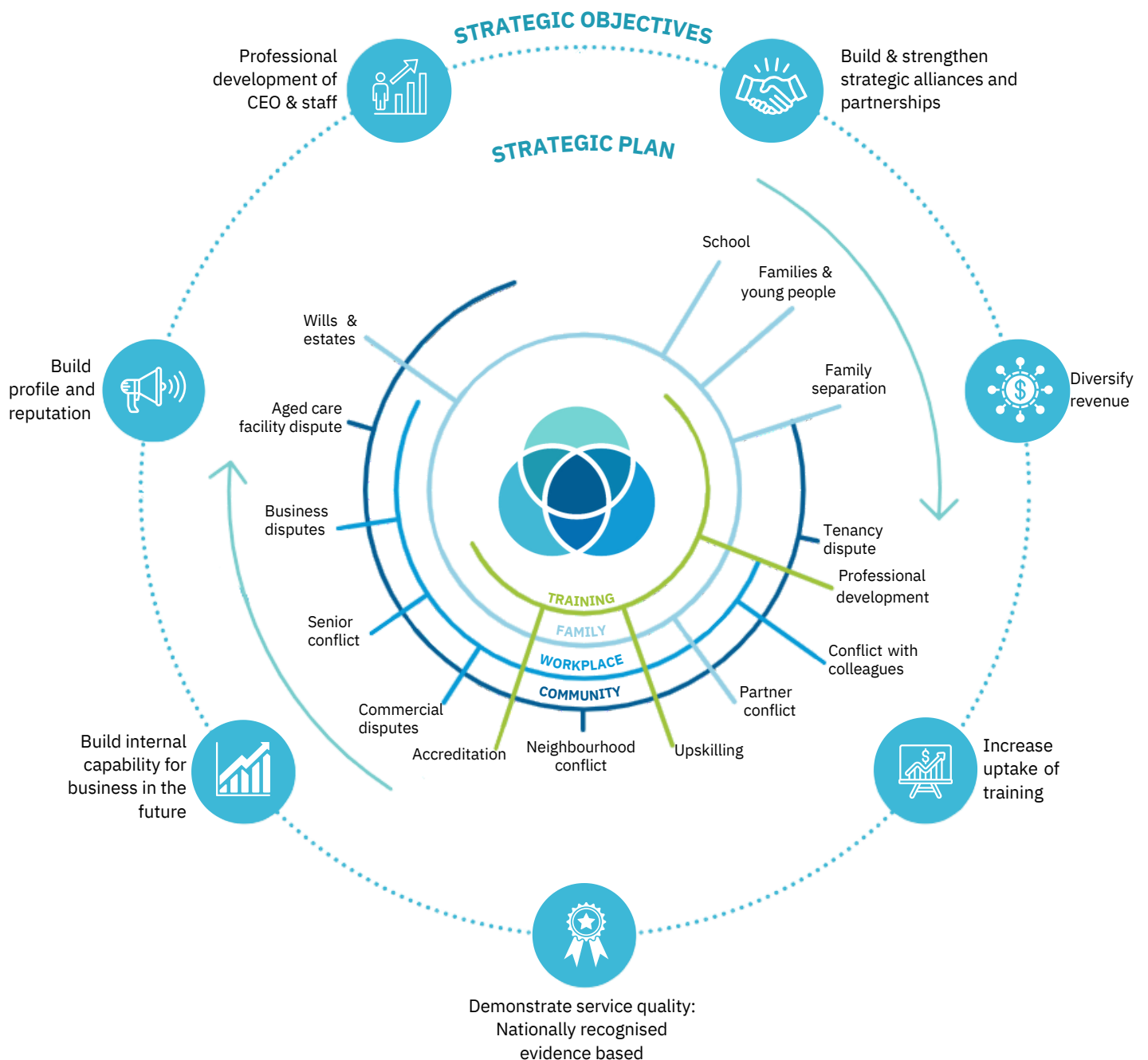
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2022

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Strategic Plan & Objectives

2020-2023



About Us

Conflict Resolution Service is a registered not-for-profit Organisation that has been supporting the Canberra Region in Dispute Resolution Services for over 30 years.

As a charitable organisation Conflict Resolution Service keeps costs low to ensure the canberra region can access services they require in a time of need.



OUR MISSION

To provide accredited professional dispute resolution services to reduce the emotional and financial impact of conflict in our community.

WHO WE ARE

We are a not-for-profit nationally accredited dispute resolution service. We support families, workplaces and the community to prevent, manage and resolve conflict. We build trust, empathy and social capital in our community.

WHAT WE DO

We offer various pathways to resolve conflict professionally, competently and compassionately:

- Family and Youth Programs
- Dispute Resolution
- Community mediation & education
- Workplace conflict management
- Training and professional development for individuals and organisations.

Client Work

200%

Over 200% growth in DIRECT CLIENT WORK hours.

Disputes Handled

703

Conflict Resolution Service managed 703 dispute cases.

Young People

95%

66 young people aged 8 to 20 years were supported of which 95% remained connected to family.

Training Hours

337 hours

Facilitated 337 hours of conflict resolution training.

Training Participants

157

Conflict Resolution training was provided to 157 participants.

Revenue

14%

Over 14% growth in revenue.

Our Services



Family & Youth Programs

The Family and Youth programs support young people and their families who are experiencing family conflict. The programs consist of the:

- **Safe and Connected Youth Program** provides therapeutic outreach support to children, young people (8-15 years of age), and their families who are experiencing family conflict and are at risk of youth homelessness.
- **Family Support Program** provides young people (8-25 years of age) and their families with strategies and processes to improve communication and decrease family conflict to reduce homelessness.



Dispute Resolution

Conflict Resolution Service is a nationally accredited mediation service that resolves conflict professionally, competently and compassionately. Here are some of the disputes we strive to resolve:

- Workplace Conflict Resolution
- Family Disputes
- Family Separation Care Arrangements
- Property Settlements
- Will settlements
- Conflict Coaching
- Court Ordered Mediation
- Neighbourhood and community disputes



Training and Development

Conflict Resolution Service are the only locally based Nationally Accredited Mediation Training organisation. We provide a variety of training programs both face to face and online. We also design tailored programs to specifically meet client needs.

TRAINING PROGRAMS:

1. Accredited Mediation Training
2. Communication and Conflict Training
3. Facilitation and Negotiation

Our Board

Our board of directors consist of highly qualified and experienced individuals who are responsible for setting the strategic direction to help CRS achieve its purpose of reducing the emotional and financial impact of conflict on the community.



Clive Rodger
Board Chair



Matt Casey
Deputy Chair



Tom Daly
Treasurer



Mirjana Wilson
Director

Genevieve Jacobs

Director



Anya Aidman

Director



Louise Blessington

Director



Our Team

Our staff consist of highly skilled and experienced individuals who are passionate about providing trauma-informed and evidence based guidance to the community facing conflicts.



Melissa Haley
Chief Executive Officer



Kim Bool
Deputy CEO



Cindy Young
Senior Manager Services



Sam Sharma
Senior Manager
Training & Business Operations

Luana Kirwan

Team Leader



Katherine Rourke

Intake Coordinator



Roslyn Lockley

Trainer



Lynda Schilg

Training Coordinator





Kerri Godwin

Therapeutic Case Manager



Caitlin Orr

Therapeutic Case Manager



Daniel White

Family Support Program
Practitioner

Mediator Panel

Our panel mediators are all experienced accredited mediators who strive to provide support to resolve conflicts professionally, competently and compassionately.



Nigel Biginell
Panel Mediator



Judy Scott
Panel Mediator



Renee Toy
Panel Mediator



Vesna Flower
Panel Mediator

Hanna Jaireth

Panel Mediator



Anna Wynne

Panel Mediator



Anne Macduff

Panel Mediator



Message From the CEO



Melissa Haley
Chief Executive Officer

Welcome to the 2021 - 2022 Annual Report. A report that highlights the positive impact the organisation is making to many people in the Canberra Community. Our services were provided in various forms but keep true to our core business in providing conflict resolution service to all people despite the stage of their conflict.

Over the course of the year we have:

CLIENT WORK

Over 200% growth in direct client work hours.

200%

DISPUTES HANDLED

Managed 703 dispute cases.

703
DISPUTES

FAMILY & YOUTH

Supported 66 young people of which 95% remained connected to family.

95%

TRAINING

Facilitated 337 hours of conflict resolution training to 157 participants.

337
HOURS

Significantly we were successful in securing the Safe and Connected Youth Program tender which we are delivering in partnership with Marymead. This program is the first for the ACT working holistically with young people and their families to resolve family conflict to reduce the risk of homelessness to children and young people under the age of 15. Specifically the program includes a purpose built therapeutic accommodation service for young people to attend for periods of time to diffuse the conflict at home.

This is supported with a team of people to provide counselling, coaching, mediation, and case management support. The Safe and Connected Youth Program is an extension to our Family Tree House program that brought forward the idea to provide a service where the main aim was to work with the entire family unit to resolve conflict and reduce homelessness.

We extended our outreach services to include a presence at the Magistrates Court to assist people in resolving matters especially where there is a need for an ongoing relationship outside of the issue that brought them to Court. This outreach service has seen an increase in participation of over 100% across the year and enabled people a way to make agreements on how they effectively communicate and behave towards each other in the future.

Over the past year a significant investment was made to develop a Health and Wellbeing Framework for all our staff. Our people are the most important part of helping our clients through some of the hardest period in their lives therefore, ensuring our staff have access to resources, activities, training and supports is vital to be successful in either the support or practitioner roles. You all make a substantial difference to people's lives, thank you for doing so with such professionalism, commitment and dedication.

I would like to make a special mention to our two Charity Partners, Monarch Building Services Facilities Management (MBSFM) and IKEA Canberra. We are fortunate to not only have your support but a partner to work with us to achieve our mission of resolving conflict.

We thank our sponsors, Canberra Toyota and Rotary Club of Canberra for the contribution you make to many people in our community, especially the children and young people who are impacted by family conflict.

Thank you to our Board Chair Clive Rodger and all Board Directors for being generous with their time to drive the strategic objectives of the organisation. Thank you to Tom Daly our Board Treasurer who will finish his term at the AGM in November. The sustainability of the organisation is a credit to your involvement.

I will end on a quote which I believe is a true reflection of our achievements over the past year:

“ Think of productivity as using your time to accomplish things of value to you and others ”

— Adam Grant

Message From the Chair



Clive Rodger
Board Chair

Since I have been involved with CRS no year has been more active or transformative for CRS than 2022. The awarding of the Safe and Connected Youth Program in conjunction with Marymead has increased staff for CRS to 17, almost doubled its financial size and changed key aspects of its mission.

CRS has now settled into its new office in Townsend Street, Phillip. Though offices during and post Covid-19 have been subject to reassessment, the CRS office officially opened on 15 September. It is our home, our place of connection, of mutual inspiration.

Recently Professor John Buchanan conducted a study on the factors driving an increase in psychological workers compensation claims. He said:

“Workplaces are not just sites of production, they are sites of social activity and if you ask people what they like about work, they like challenging work and they like companionship”

Our new office is a space to build social capital. People get support from each other, can be inspired by each other, be encouraged by each other. Building a community and a mutually supportive culture is critical to the work of CRS. The work is challenging. Addressing conflict, mediating it, helping to reduce its impact is tough work. It involves engagement and empathy and with that comes risks of transference. This is why so much of what CRS does involves a trauma informed approach. Supervision and a mutually supportive work environment are critical to our work.

During 2022 considerable effort has been expended on building a culture within CRS that is more resilient, open, encouraging and consultative. Mutual respect, more open communication and development of all who work for CRS has been part of its program and strategic direction.

CRS is now in a position to review a number of its older programs. Their efficacy and methodology needs reassessment, outcomes can be improved. A number of these programs will be subject to tender renewal over the next couple of years. The Board has much to do to ensure we are ready for the years ahead.

I wish to thank Mel, our very competent CEO, for her work this year. Being awarded the SACY tender involved a huge amount of work. The Board congratulated her and the team who put the tender together for the huge amount of effort it entailed. It was wonderful to celebrate the opening of Ruby's House on Tuesday 6 September, in company with a number of ACT Ministers and officials.

To my fellow Directors I give you thanks for your encouragement, wisdom and active participation. CRS is an important community organisation. We do important work. Governance of the organisation is important. Thank you for your role in making Canberra a better place through your work as a Director of CRS.



David Smith MP, Federal Member for bean | Mel Haley (CEO, Conflict Resolution Service) | Clive Rodger (Board Chair, Conflict Resolution Service) [CRS Official Office Opening]

Official Office Opening



Message From the Treasurer



Tom Daly

Treasurer

A key highlight of financial year 2021-22 was CRS, in partnership with Marymead, selected as the preferred tenderer for the delivery of the ACT Government's expanded Safe and Connected Youth program (SACY) over a four-year period. This is a significant milestone in CRS' history and an important step in addressing the risk of children facing homelessness in Canberra as a result of family conflict. Our success in being awarded as the preferred tenderer follows the efforts of our staff and outcomes achieved in prior years through the pilot program.

The expanded SACY program, which commenced in Q4 of the 2021-22 financial year, is now CRS' largest in terms of grant income and has increased the extent of our operations. In addition to our grant income for the SACY program, we have received commitments from our charity partners for a substantial amount of

donations and in-kind support. On behalf of CRS, I would like to thank each of our charity partners for their much-needed contribution to CRS in supporting the delivery of the SACY program.

For the 2021-22 financial year, I am pleased to report a surplus of over \$74,000. The surplus is primarily driven by our fee-for-service activities (mainly mediation training), some additional one-off grants and proactive management of our expenditure, particularly given the current economic climate.

In relation to our fee-for-service activities, the surplus that these activities generate provides a much-needed supplement to our core charitable services. I do note that our total income from fee-for-service activities is a reduction on prior year due to the need to reallocate resources towards the SACY program. Improving our capacity to grow our fee-for-service activities sustainably continues to be a priority for CRS, particularly as there is demand for these services.

We continue to accumulate a carried forward surplus which we have invested in relatively low risk and liquid assets. By doing so, we strengthen our balance sheet and provide for future years in the event these funds are needed to cover unexpected deficits or for further investment in the organisation. Separately, we have acquired a number of new assets during the 2021-22 financial year, mostly due to the delivery of the SACY program.

As we end financial year 2021-22 with positive results, I look forward to the continuation of our core programs and the progression of the SACY program. I am grateful to work with a dedicated board, CEO and staff to continue delivering CRS' much needed services to the Canberra community in what has been a milestone year.



Justin Barker (CEO, Youth Coalition of the ACT) | Tracey Hall (Deputy Group CEO, Marymead) | Yvette BERRY (ACT Minister) | Rachel Stephen-Smith (ACT Minister) | Mel Haley (CEO, Conflict Resolution Service) | Rebecca Vassarotti (ACT Minister) [Safe and Connected Youth Program Launch]

Family & Youth Programs

The Family and Youth programs support young people and their families who are experiencing family conflict. Family conflict is one of the largest contributing factors to youth homelessness in Canberra and around the globe. Many of the families accessing services experience a volatile homelife, intergenerational trauma and young people at the cusp of becoming homeless. Young people that have experienced homelessness also experience lower aspirations for study; significant personal concerns about family conflict; mental health and suicide; increased bullying; poor family functioning; lower levels of happiness; increased levels of psychological distress and less positive feelings about their future. The programs within the family and youth space are the Safe and Connected Youth Program and the Family Support Program:

SAFE AND CONNECTED YOUTH Program

The Safe & Connected Youth program provides therapeutic outreach support to children, young people (8-15 years of age), and their families who are experiencing family conflict and are at risk of youth homelessness.

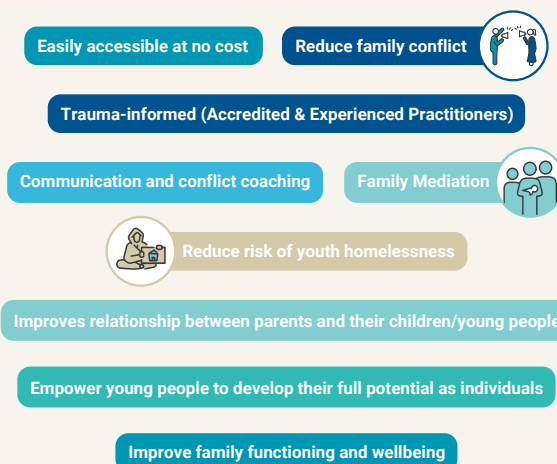
Key Features:



Family Support Program

The Family Support Program provides young people (8-25 years of age) and their families with strategies and processes to improve communication and decrease family conflict. This is done through the provision of case management and family mediation.

Key Features:



Safe and Connected Youth Program

In 2022, Conflict Resolution Service, in partnership with Marymead, successfully tendered for the The Safe and Connected Youth Program: Coordinated Response. CRS and Marymead worked together for several years throughout the pilot phase of the program. Our shared values, expertise, and knowledge of the Canberra Community is a natural fit to manage the Safe and Connected Youth program. During the pilot phase, it was proven that there was a demonstrated need for a service that rebuilds relationships with families to improve family functioning and enable children and young people to return home or remain safely at home where possible. The Safe and Connected Youth program team commit to ongoing reflective practice and professional development in order to continue to meet the diverse needs of the families engaged in the program.

The funding for the program began in April, and in this time, CRS have onboarded a team of experienced Family Counsellors, Therapeutic Case Managers, Family Mediators, and a Team Leader to provide wrap-around support to families that is vital to the success of the program.

Subsequently, CRS and Marymead focused on establishing the Ruby's house so that young people in need were able to access this much needed part of the program. Ruby's house is the therapeutic accommodation element of the program, based on the Ruby's Reunification Program which operates in South Australia. The Ruby's house became accessible to young people on the 20th of June, 2022.

It is with great thanks to our program sponsors and supporters, Rotary Club of Canberra, Monarch Building Solutions Facilities Management, IKEA Canberra, and Canberra Toyota for working together to bring our vision for the Safe and Connected Youth Program to fruition.



The Safe and Connected Youth team at the Program Launch

Safe and Connected Youth Program

Supported 24 young people and their families, of whom:

82%

YOUNG PEOPLE
were able to
remain or return
home, when safe to
do so

94%

YOUNG PEOPLE
were able to
remain connected
to family



Ruby's Therapeutic Accommodation

Safe and Connected Youth Program Launch





Safe and Connected Youth Program

Case Study of 14 year old Gia & Family Mum; Ana, Dad; Drew & Brother; Jack (11 year old)

Names have been changed for privacy

The family were referred to the program by CYPS following allegations from Gia that her parents had been physically violent towards her and a high level of conflict existed within the family, specifically between Gia and Ana.

The family moved to Australia from South Africa and Ana and Drew's parenting approach included physical discipline which has changed significantly after CYPS's intervention.

Gia presented with mental health concerns, holding onto a lot of hurt and resentment towards her parents. Gia stated she did not feel validated by her family and felt misunderstood and there was between her and her parents and has attempted to take her own life. Gia would episodically leave the family home after times of conflict which caused a significant breakdown in their relationship.

With the support of a qualified mediator to work with the family unit there were four goals agreed upon to work towards:

- 1. Rebuilding trust and connection with each other**
- 2. Developing skills and capacity to articulate concerns and feelings**
- 3. Ability to identify and acknowledge triggers and communicate with each other**
- 4. Increase emotional literacy**

The team supported Gia to articulate her needs and the impact the past has had on her, worked with Ana and Drew to develop strategies to openly communicate and connect with Gia and worked with the student well-being team at Gia's school to support her engagement in education.

Since being supported by the Safe and Connected Youth program, conflict has been less volatile, and the family have worked together to improve their relationships. The team have noticed an increase in the emotional intelligence and emotional literacy of the family and they have shown a deeper level of compassion and understanding for one another. Gia's attendance at school has improved, as has her engagement in mental health support.

“ — Feedback

I felt heard, understood and respected during the family mediation

— ”

Family Support Program

Supported 38 young people and their families, of whom:

97%

YOUNG PEOPLE
were able to stay
connected with
family

100% ❤️

YOUNG PEOPLE
did not require any
further support
from the program



Family Support Program

Case Study of 17 year old Beatrice Mum; Judy

Names have been changed for privacy

When Beatrice and Judy were referred to the program, they had not had any contact with each other for over a year. There was a history of animosity and escalation of conflict between Beatrice and Judy and Beatrice left the family home and had been residing in emergency youth accommodation. Beatrice had been diagnosed with anxiety, PTSD and an eating disorder and at the age of 15 attempted to take her life.

Beatrice and Judy presented to the program wanting to rebuild their relationship focusing on:

- 1. How to communicate with each other**
- 2. Sharing perspectives and impact of Beatrice leaving family home**
- 3. Having a relationship with each other**
- 4. Improving capacity and building strategies to resolve future conflict**

By engaging in mediation, it has allowed them to rebuild communication lines and create agreements on moving forward. With the support of the mediator, they were able to work through common barriers and break down walls that had built up over the year. By the last session, the growth of their relationship was apparent with better communication and getting together for family dinners on a regular basis.

Judy and Beatrice now have a respectful, close relationship using the strategies learnt in mediation to ensure communication remains respectful and appropriate.

“ — Feedback from Judy

The mediation has catapulted potential years of heart ache into a fast-track process of listening and understanding issues, developing agreements that commit participants and working towards rebuilding a better relationship. Very useful process. I can't thank you enough. The process has opened up communication and I am so grateful to have participated

— ”

Dispute Resolution



Case Study of Charmian and her Dad

Names have been changed for privacy

Conflict Resolution Service attends Housing ACT on a regular basis to provide outreach services. Charmian was referred to the service during this time and an appointment scheduled with the practitioner on-site.

Charmian had applied for housing accommodation many months ago and was agitated and annoyed that she had not been allocated a property. Charmian was currently living with her father and stated that she needed to leave urgently as there were allegations of verbal abuse and property damage in the household which led her to think she was at risk of being evicted from her father's home and becoming homeless.

With permission from Charmian the practitioner was able to seek information from ACT housing and was informed that the application for housing was received, however was not complete and a request for further information from Charmian had not been provided. As a result, the application had been closed. For the application to be re-opened and progress this information would need to be provided.

Charmian was advised of this and whilst still agitated by the response our experienced practitioner was able to communicate clearly with her to understand the processes needed to be followed to be able to proceed. It was during this conversation that Charmian advised that she needed information and support from her father which she had not been able to get.

As dad was also on site in the waiting room, the Practitioner spoke with him and was able to mediate a conversation between both parties which resulted in an agreement that dad would assist Charmian and that Charmian would submit the required paperwork as soon as possible.

The support provided to both parties allowed Charmian to have a clear understanding of what is required for her application with housing to progress and for her dad to understand the support that she needs to do this.

Feedback

Great techniques,
changing my thought
process and felt
relaxed



Family Dispute Resolution

Child Focused Mediation Case Study

Parents: Katrina and Mark

Daughters: Amelia (15) and Saidy (12)

*Names have been
changed for privacy*

Katarina and Mark have two daughters, Amelia (15) and Saidy (12). Katarina and Mark ended their marriage when Saidy was 4 years old. Throughout the time Katarina and Mark were married they would get into heated arguments which would result in Mark leaving the family home for days at a time. At times Mark would leave when Katarina was at work leaving both Amelia and Saidy on their own at home until Katarina returned from work.

When the marriage ended Mark moved interstate and had little contact with both girls. This was due to the geographic barrier between the girls and Mark but also Mark getting involved in substance abuse. On occasions when Mark did come to see the girls it usually ended up in another argument between Katarina and Mark. Over time Mark stopped coming to Canberra and stopped ringing.

Fast forward a number of years, Mark called CRS to engage mediation services to arrange a care arrangement between himself and Katarina. Mark had been trying to engage Katarina in a conversation about shared care however, Katarina told Mark the girls did not want to see him. Mark felt that Katarina was making this up to avoid him being part of the girl's lives. Mark acknowledged he hadn't been a positive father role model but that he had turned his life around and wanted to try again.

CRS provided a child focused mediation to Katarina and Mark that allowed the voice of both Amelia and Saidy to be heard in the mediation process. Mark was able to hear that the girls did want a relationship with him however, they were scared of being left alone like they were when they were little. Mark and Katarina also heard how much the girls hated hearing them fight and wanted it to stop.

By including Amelia and Saidy's voice in the mediation it allowed Mark and Katarina to make decisions that were in the best interest of their girls. They both wanted the best for them and to have a positive relationship with both parents. As a starting point an agreement was made for Mark to start talking to the girls via text message with a plan to eventually get to a point where they could go out for a milkshake. They both made an agreement not to argue or speak derogatory about each other in front of the girls after hearing how much this had impacted them.

Feedback

The mediator has gone
above and beyond with
helping... and reconnected
us

Neighborhood Dispute Resolution

Tony and Ben Case Study

*Names have been
changed for privacy*

Tony contacted Conflict Resolution Service with a dispute he was having with his neighbour Ben, regarding the cost of a shared fence between their properties.

Tony replaced the fence which had been damaged by Ben's tree pushing against the old fence. Ben was not willing to contribute to the costs of the replacement fence as he had already removed the tree which caused the damage and the fence had been replaced with a higher, more expensive one.

Conversations between both parties regarding the fence and the tree at times became aggressive and allegations were made that Tony made veiled threats to Ben's family.

As both parties were unable to come to an agreement, Tony sought assistance from Conflict Resolution Service to assist with resolving the conflict with Ben.

During mediation, our skilled mediator was able to facilitate a conversation between Tony and Ben to work through the list of issues and concerns. This resulted in an agreement that Ben was willing to contribute costs towards the fence and that Tony could not expect the full 50% costs as it was his choice to replace with a more expensive, higher fence. Tony was also willing to contribute funds to the removal of the tree.

They agreed the discussion about the fence and the tree was difficult as they had never had any positive interactions. An further agreement was reached that if they saw each other while out in the garden, they would wave and have a brief chat about neutral topics such as the garden or the weather and that if there were any future disputes between them, they would first put a note in the other's mailbox to arrange a time to try to work it out over the fence.

If needed they both agreed that if there was further conflict that they could not manage that they would return for further coaching and/or mediation.



Workplace Dispute Resolution

Nandini & Sally Case Study

*Names have been
changed for privacy*

Nandini and Sally were referred by their employer due to workplace issues experienced between the two of them. The main issues of concern included:

- 1. Their inability to communicate with one another, including complaints / feedback; and**
- 2. Their difficulties working together, in particular, the perceived insincerity of both parties.**

The issues between Nandini and Sally were beginning to impact on the rest of the team and their productivity at work.

Both Sally and Nandini agreed they had no respect or trust for each other which created a barrier when trying to communicate openly and honestly. They each had contrasting values and approaches when it came to the workplace. One party wanted a professional relationship within the workplace while the other party sought for a close relationship, similar to that of a family.

Nandini and Sally had migrated to Australia, albeit, at different times of their lives (one as a child and the other as an adult) and both considered English their second language. They both loved the work they did and sought the approval from the other.

The mediation was facilitated online between the two of them which allowed the opportunity to discuss previous incidents where their communication had led to conflict and ways in which this could have been approached differently. The mediation focused on positive and effective communication and discussed their respective needs when working together.

Sally and Nandini agreed on strong boundaries and communication strategies to ensure they could work together in the future.



Feedback

The outcomes /
agreements were **fair**,
workable and met my
needs

Training

Conflict Resolution Service Mediation Training is not like any other course available in Australia. We have incorporated experiential-based learning which results in a collaborative and exciting style of learning, participation and practice.

Despite the impacts of Covid-19, we had a total of 10 training programs run this financial year that included the following:

- Accredited Mediation Training
- Facilitation and Negotiation Workshop
- Conquering Conflict Workshop
- Customised Conflict Resolution Training for corporates.

Our training programs are getting glowing feedback from nearly all participants, see below for a few:



“ Feedback

1. It was very much more involved and **HANDS-ON**. I love **ROLE PLAYS** so appreciated that aspect greatly.
2. Very immersive and **ENGAGING**.
3. I got a chance to **DO** mediation. I didn't just read about it.
4. Very well. Enjoyed the **ABSENCE OF POWERPOINTS**.

Our Supporters

CHARITY PARTNERS



**IKEA
Canberra**

PROGRAM SPONSORS



**Canberra
Toyota**

PROGRAM PARTNERS



FUNDING



Our Supporters

Conflict Resolution Service have been supporting the community for over 30 years and are continuing to grow our team and services. Below is the list of supporters, sponsors and partners who play a big role in the development of our organisation:

Access Canberra	Marymead	MBSFM	Neighbourhood Watch	SupportLink
ACT Education Directorate	Catholic Care	IKEA Canberra	Northside Community Service	Threesides
ACT Government	Uniting Communities	Canberra Toyota	Nexis Business & Accountants	Woden Community Service
ACT Law Society	Child & Family Centres	Rotary Club of Canberra	OneLink	Women's Legal Centre
ACT Magistrates Court	Child and Youth Protection Services	Snow Foundation	PS Alerts	Youth Coalition of the ACT
ACT Justice and Community Safety Directorate	Community Services Directorate	Hands Across Canberra	Relationships Australia Canberra & Region	Youth Housing and Homelessness Forum
ACTCOSS	EY	GIVIT	Region Media	2xx Radio
Attorney General's Department	Environmental Defenders Office	Bluepackets	Restorative Community Network	
Australian Federal Police	Family Law Pathways Network	Eloquent	RSPCA ACT	
Housing ACT		In2itive		
Mediation Standards Board		John Huehn Design		
		Joint Pathways Network		
		Legal Aid ACT		
		Menslink		



Conflict Resolution Service Incorporated

ABN: 65 639 472 211

Financial Statements

For the Year Ended 30 June 2022

Conflict Resolution Service Incorporated

ABN: 65 639 472 211

Committee's Report For the Year Ended 30 June 2022

The Committee members present their report on Conflict Resolution Service Incorporated for the financial year ended 30 June 2022.

General information

Committee Members

The names of the Committee members in office at any time during, or since the end of, the year are:

Names	Position
Clive Rodger	Chair
Matt Casey	Deputy Chair
Tom Daly	Treasurer
Louise Blessington	Member
Genevieve Jacob	Member
Anya Aidman	Member
Mirjana Wilson	Member

Committee members have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal activities

The principal activities of the Association during the financial year were to provide professional, accessible and effective dispute resolution and training services which help and empower people to prevent, manage and resolve conflicts peacefully.

Significant changes

No significant change in the nature of these activities occurred during the year.

Operating result

The surplus of the Association for the financial year amounted to \$74,498(2021: \$ 325,095).

Events after the reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

Signed in accordance with a resolution of the Members of the Committee:


Treasurer:
Tom Daly

Dated: 16 November 2022

Conflict Resolution Service Incorporated

ABN: 65 639 472 211

Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Responsible Persons of Conflict Resolution Service Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

Hardwicks
Chartered Accountants



Bhaumik Bumia CA
Partner

16.11.2022

Canberra

Conflict Resolution Service Incorporated

ABN: 65 639 472 211

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue and other income	5	1,791,364	1,561,392
Administrative expenses		(217,221)	(131,687)
Advertising		(40,271)	(50,604)
Brokerage		(6,721)	(26,479)
Consultancy		(74,915)	(12,463)
Contractor expenses		(48,179)	(43,276)
Depreciation - right-of-use	12	(67,211)	(17,041)
Depreciation - plant and machinery	10(a)	(105,508)	(20,857)
Employee benefits expense	6	(1,058,524)	(904,308)
Finance costs	12	(9,103)	(7,358)
Partnership Payments - Marymead Contract		(50,192)	-
Subscriptions/Memberships		(39,021)	(22,224)
Surplus before income tax		74,498	325,095
Income tax expense	3(b)	-	-
Surplus for the year		74,498	325,095
Fair value movements on investments held at FVOCI		(11,841)	-
Other comprehensive income for the year		(11,841)	-
Total comprehensive income for the year		62,657	325,095

The accompanying notes form part of these financial statements.

Conflict Resolution Service Incorporated

ABN: 65 639 472 211

Statement of Financial Position

As At 30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	426,031	382,536
Trade and other receivables	8	31,241	19,946
Other financial assets	9	190,993	-
Other assets	11	13,992	11,191
TOTAL CURRENT ASSETS		662,257	413,673
NON-CURRENT ASSETS			
Property, plant and equipment	10	170,150	234,523
Right-of-use assets	12	566,362	366,000
TOTAL NON-CURRENT ASSETS		736,512	600,523
TOTAL ASSETS		1,398,769	1,014,196
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	13	161,183	53,262
Lease liabilities	12	117,038	41,580
Employee benefits	14	57,209	57,053
TOTAL CURRENT LIABILITIES		335,430	151,895
NON-CURRENT LIABILITIES			
Lease liabilities	12	479,679	341,298
TOTAL NON-CURRENT LIABILITIES		479,679	341,298
TOTAL LIABILITIES		815,109	493,193
NET ASSETS		583,660	521,003
EQUITY			
Reserves	15(a)	(11,841)	-
Retained earnings		595,501	521,003
TOTAL EQUITY		583,660	521,003

The accompanying notes form part of these financial statements.

Conflict Resolution Service Incorporated

ABN: 65 639 472 211

Statement of Changes in Equity For the Year Ended 30 June 2022

2022

	Retained Earnings	FVOCI reserve	Total
	\$	\$	\$
Balance at 1 July 2021	521,003	-	521,003
Surplus for the year	74,498	-	74,498
Total other comprehensive income for the period	-	(11,841)	(11,841)
Balance at 30 June 2022	595,501	(11,841)	583,660

2021

	Retained Earnings	FVOCI reserve	Total
	\$	\$	\$
Balance at 1 July 2020	195,908	-	195,908
Surplus for the year	325,095	-	325,095
Balance at 30 June 2021	521,003	-	521,003

The accompanying notes form part of these financial statements.

Conflict Resolution Service Incorporated

ABN: 65 639 472 211

Statement of Cash Flows For the Year Ended 30 June 2022

	2022	2021
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	1,944,836	1,446,437
Payments to suppliers and employees	(1,599,044)	(1,216,443)
Dividends received	4,465	-
Interest received	44	112
Net cash provided by operating activities	350,301	230,106
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of investments	(202,834)	-
Purchase of plant and equipment	(41,135)	(227,441)
Net cash (used in) investing activities	(243,969)	(227,441)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Principal repayments of lease liabilities	(62,837)	-
Net cash (used in) financing activities	(62,837)	-
Net increase in cash and cash equivalents held	43,495	2,665
Cash and cash equivalents at beginning of year	382,536	379,871
Cash and cash equivalents at end of financial year	426,031	382,536

The accompanying notes form part of these financial statements.

Conflict Resolution Service Incorporated

ABN: 65 639 472 211

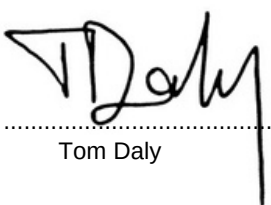
Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person
Tom Daly



Dated: 16 November 2022

Conflict Resolution Service Incorporated

Independent Audit Report to the members of Conflict Resolution Service Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Conflict Resolution Service Incorporated, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible persons' declaration.

In our opinion the financial report of Conflict Resolution Service Incorporated has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Responsible Persons for the Financial Report

The responsible persons of the Association are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Simplified Disclosures and the ACNC Act, and for such internal control as the responsible persons determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible persons either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.



Conflict Resolution Service Incorporated

Independent Audit Report to the members of Conflict Resolution Service Incorporated

Auditor's Responsibilities for the Audit of the Financial Report

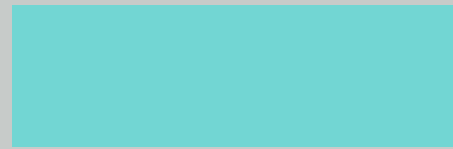
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

Hardwicks
Chartered Accountants



Bhaumik Bumia CA
Partner

Canberra
16.11.2022





CRS

CONFLICT RESOLUTION SERVICE

2021 - 2022