

# CANDIDATE INFORMATION PACK



## About Us

Interrelate Limited is a not-for-profit provider of relationship services. We've proudly been supporting healthy human connection since 1926. Our vision is of a world where healthy relationships are the norm.

Our purpose is to support healthy human connection from childhood.

We are your trusted partner helping people build the foundations of healthy relationships from childhood throughout life. Committed to leading the way in providing responsive, cutting-edge, transformative relationship services with and for our diverse communities.

Our skilled and dedicated team provide a leading range of accessible services, relevant to community needs, that aim to empower people to live and relate more effectively.

We believe in:

- strengthening family relationships
- fostering more resilience within families and communities
- working in the best interests of children to create supportive family environments
- respect, equality, compassion and empowerment for all regardless of gender, sexuality, culture or age
- reconciliation with Australia's first peoples

Our relationships and education services reach more than 160,000 Australians each year across 30+ locations in NSW, VIC, QLD and online. Our services offer support in mental health, family law, parenting and separation support, counselling, relationships, Children's Contact Centres and sexuality education in schools and community.

Interrelate acknowledges and pays respect to the First Nations people of this country. We acknowledge Elders past, present and emerging and their thousands of years of custodianship to these lands and waters.

## Our Values

The **RELATE** values that guide all that we do at Interrelate are:

**Respect** - dignity, care and kindness always

**Equity** - we offer fair access and support for everyone

**Leadership** - we have the courage to innovate and set the new standard

**Accountability** - we own our actions and deliver

**Transparency** - we are open, honest and authentic

**Empowerment** - we build confidence, resilience and support growth



## Our Culture

Interrelate encourages a culture in which all our people can flourish professionally. We realise our Vision and Purpose through highly skilled, client-focused employees and students, who are motivated to make a difference to people's lives through delivering quality services. Our people are supported to continuously develop and apply their skills and qualifications; they have the personal qualities and strengths that enable Interrelate to evolve and adapt to the changing needs of our clients; they are champions for diversity, equity and inclusion; and, are culturally sensitive.

We work collaboratively, encouraging staff input on every aspect of their work from the writing of organisation policies through to the creation of client programs. Our leaders embrace transformational leadership methods and develop their teams through providing ongoing supervision and coaching. We are proud of our culture and the outcomes for our clients and customers that it facilitates.

Every 2 years we invite all our employees to complete a cultural survey that is conducted by Xref Engage (formerly Voice Project) and is strictly anonymous. This provides all employees an opportunity to provide feedback about all the factors that affect their working life via a safe, confidential and anonymous channel.

We are thrilled to be recognised as a winner of XREF Engage Best Workplace Awards for three consecutive surveys conducted in 2021, 2023 and 2025. This prestigious award recognises the best workplaces that have excellent management practices and a highly engaged workforce.

In our most recent 2025 cultural survey, Interrelate achieved a staff satisfaction score of 84.6%. This is a testament to the dedication and passion of Interrelate's incredible workforce and partners, as key contributors to our success.

Interrelate has therefore been identified as an exceptional place to work.



**PROUDLY "BEST WORKPLACE" SINCE 2021**

## Our Services

Our programs and services empower individuals and families to build and navigate strong, resilient and healthy relationships throughout the lifespan.

Our programs for children are designed to nurture and grow happy, healthy humans.

Our relationship services for adults provide individuals, couples and families of all backgrounds and at all life stages the skills to navigate through life's many challenges.

We also offer a legal service, I relate. Family Law, to support separated couples to come to their own agreement about parenting and/or property issues in Australia.

All of Interrelate's services are offered in an inclusive environment, where people of all backgrounds can feel safe, welcome and accepted.

### The services we currently offer include:

#### Separation Support:

- Counselling for individuals, couples, families, young people
- Mediation and Family Dispute Resolution
- Domestic & family violence support
- Relationship and Parenting Courses
- I relate. Family Law

#### Children's Contact Service

- Supervised Visits
- Changeover Support Services

#### National Redress Scheme Support Service

- Counselling
- Application support and Referrals

#### New Zealand Abuse in Care

[Click here](#) to learn more about our programs & services

[Click here](#) to learn more about I relate. Family Law

[Click here](#) to learn more about I relate. Health

**Group programs** including Respectful Man, Building Connections

#### First Nations services

- Community Development
- Separation support
- Counselling
- Relationships and Parenting Courses

#### Mental Health Support

- Family Mental Health Support Service
- Psychology Support with I relate. Health

#### Relationship & Sexuality Education

- Primary School Programs
- Secondary School Programs



## Our Board

Interrelate is a company limited by guarantee and is guided by our Board of Directors who ensure we achieve our vision, purpose and objectives. The Board can exercise the powers and functions of the organisation within the constraints of Interrelate's Constitution and the Corporations Act 2001.

[Click here](#) to learn more about our Board of Directors

## Our Executive Team

Interrelate's Executive Team come from a variety of backgrounds and experiences working together to provide practical leadership and guidance to our people, supporting all through the complexity of delivering flexible, accessible, relevant and innovative relationship services.

[Click here](#) to learn more about our Executive Team

## Head Office Support

You will be supported by a highly skilled and experienced head office team. Each department supports the strategic plan and the people of the organisation. They provide information, data, resources, internal controls and support and assistance for all staff.

### Corporate Services

- Finance & Payroll (budget, accounts payable & receivable, asset management, procurement)
- Information Technology
- Data Services (Client Relationship Management system (CRM), Data reporting & Analysis)

### Quality Practice

- Clinical Governance & Quality Practice
- Product & service Innovation (applying design frameworks)
- Expanding market reach & revenue
- Development of practice through research (internal evaluation & partnerships with universities)
- Diversity, equity & inclusion - client focused
- Stretching & growing staff in clinical practice
- Forward thinking and anticipating new trends

### Operations

- Client Experience
- Regional leadership support
- Requests for client Information / Subpoena management
- Environment & Sustainability

### People and Culture

- Recruitment & onboarding
- Employee engagement & consultation
- Diversity, equity & inclusion - employee focused
- Industrial Relations matters
- Learning and Development
- Performance management
- Employee wellbeing, Work Health and Safety

### Business Development

- Marketing & engagement
- Customer experience
- Digital marketing
- Communications
- Creative/Design

## Our Practitioners

Our practitioners are highly qualified and utilise the most appropriate evidence-based modalities to meet their clients' specific needs. As a relationship specialist organisation our practitioners utilise a person-centered approach and have skills that allow them to work with individuals, couples and families, supporting them through life stages to thrive in the most vital part of their lives - their relationships.

**We have a multi-skilled team consisting of the following staff:**

- Counsellors
- Case Managers
- Family Dispute Resolution Practitioners & General Mediators
- Child Youth and Family Workers, Family Mental Health Support Service
- First Nations Community Development Workers
- Clinical Specialists
- Relationship Education Group Facilitators
- Children's Contact Services (CCS) Coordinators, Assistant Coordinators & Contact Workers
- School Educators

Our practitioners work collaboratively to ensure a holistic and flexible approach to service delivery. We encourage a collaborative approach to the work utilising the skills and expertise of the team either by consultation, co-work or direct referrals.



## Geographical Location

In addition to Head Office located in Bella Vista, Interrelate provides services in more than 20 regional locations across NSW and Queensland and many more outreach locations into the broader community. We offer sexuality and relationship education to primary schools throughout Melbourne, Sydney and regional NSW. See below for a list of our centres within each region.

### Head Office

- Bella Vista
- Newcastle

### Greater Sydney & Central Coast Region

- Caringbah
- Fairfield
- Gosford
- Hornsby
- Tuggerah

### Western Region

- Dubbo
- Griffith
- Orange
- Cobar
- Coonamble
- Bourke

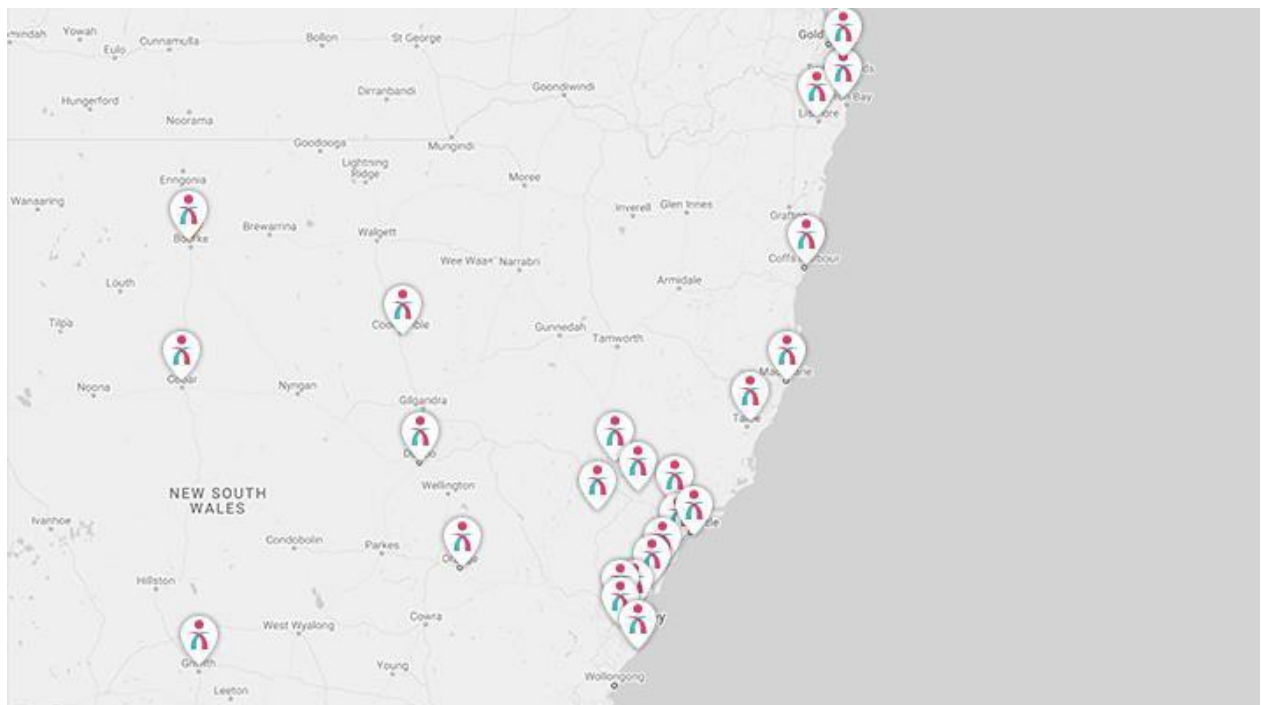
### Northern Region

- Coffs Harbour
- Coolangatta QLD
- Lismore
- Murwillumbah

### Hunter & Mid North Coast Region

- Newcastle
- Muswellbrook
- Port Macquarie
- Taree

### Melbourne



## Clinical Governance

Interrelate is committed to a person-centred approach across all its services. This involves ensuring that the person seeking services is at the centre of decisions which relate to their life. Child Inclusive Practice is part of the core services offered by Interrelate, such as mediation or couples/family counselling, and will be discussed with parents/guardians when they commence using one of these services.

When people come to human services organisations they come because they want to collect new information, or to get some help to manage things that are not going well in their lives at that time. For Interrelate clients that is most often because they want to understand how to develop relationships, or their primary relationships are either in the process of breaking down, or they have broken down.

Interrelate's practitioners come with a range of skills, knowledge and theoretical models. While we don't want to limit this range, we need practitioners whose practice models align with the philosophical assumptions of the organisation, so that people seeking our services can have some assurance of what they will encounter before they come, and what they get during services aligns with that assurance.

If you are applying for a practitioner's role with Interrelate, during interviews you will be asked to explain your practice principles and demonstrate through role plays what clients will experience.



## What we offer

You will be a part of a growing, people-focused organisation providing essential services to support family and personal relationships to thrive.

Our key objective is to attract, nurture and grow highly skilled employees with strong capabilities, experience and knowledge who reflect the diversity and experience of the communities we support. We know our people's wellbeing is key to making this happen which is why we provide the following benefits for our employees:

- Above award wages
- Birthday leave
- Family and domestic violence leave
- Purchased annual leave (full time staff)
- Ian and Gerlinde Spencer Study Assistance Program
- Staff appreciation program
- Years of service rewards
- Extra paid leave over Christmas and New Year
- Blood donor's leave
- Salary packaging (permanent & fixed term staff)
- Employee assistance program (EAP)
- Scholarship programs
- Employee referral program
- Employee awards program

## Working hours

The standard working week for a full-time employee is 37.5 hours. Most employees fulfil their contracted hours between 8am to 6pm, Monday to Friday. Interrelate's normal hours of business are 8am to 8pm Monday to Friday; 8am to 6pm on Saturday. The advertisement will have specified if evening or weekend work will be required.

## Workstation Set-Up

At the interview stage, the selection panel will discuss where your position will be located, either from one or more of our Interrelate offices and depending on the requirements of the role, potentially working from home.

If working from home, Interrelate will provide you with the equipment you need to perform your role. Typically, this will be a laptop. In some cases, a mobile phone may be provided. If you will be working from home, you will need to ensure that you have a space that does not allow your conversations to be overheard by non-Interrelate employees. All conversations with clients must be held in a confidential and quiet environment. You will also need to ensure that you can provide your own ergonomic workstation set-up that meets the

criteria of Interrelate’s Ergonomic Workstation checklist – including a desk, adjustable chair, computer monitor and footrest (if needed).

## Wellbeing

Interrelate staff report their work is personally rewarding and meaningful. However, the work can also be personally challenging. We may work with clients who have experienced or are experiencing multiple forms of trauma including family and domestic violence. Depending on the role you are applying for, you may listen to their stories and/or witness their experiences. Under Workplace Health and Safety Legislation, employees and employers are mutually obligated to create a safe working environment.

Interrelate takes the wellbeing of our staff seriously. We provide support through regular check-ins; formal and informal supervision; training and development; and, 24/7 access to EAP services. We need to ensure candidates are similarly committed to their own self-care. It is important that you consider any personal factors that may impact on your capacity to maintain your wellbeing when working with highly distressed clients and/or supporting clients who are facing life’s challenges.

If you are interviewed for a role in which this may be relevant, please expect to fully discuss your suitability with the Interview Panel.



## A day in the life of

One of the exciting aspects of working with Interrelate is that no two days are the same! Interrelate encourages a consultative and collaborative working relationship between line managers, their direct reports, their senior management and colleagues throughout the Organisation.

As Interrelate continuously develops its services, programs, and clinical models, the specific responsibilities of the role may change from time to time.

Please review the Job Description provided to learn more about the role you have applied for.

## The interview process

The interview process is a three-part process. The first step in the process may involve a 30-minute telephone interview which will go through your CV and past experience.

The next step will be an interview with our recruitment panel where they will ask you a number of questions. This will also be an opportunity for you to outline your skills, experience, strengths and personal qualities that you will bring to the role. Depending on the role, there may be scenarios or role plays.

The final step in this process will be a 1:1 conversation with a line manager or member of the People & Culture Team to further discuss the role, team, culture, working hours and remuneration. This is the best opportunity for you to ask information to ensure that Interrelate is the right Organisation for you.

If you have a disability and need an adjustment to be made to the interview process, please don't hesitate to let the nominated contact know so they can accommodate you. If you are unsure who the nominated contact is, please email [recruitment@interrelate.org.au](mailto:recruitment@interrelate.org.au) and a member of the People and Culture team will be more than happy to assist you.

## Reference checks

If you are one of the preferred applicants, reference checking will be conducted.

A minimum of two reference checks will be required and for at least one of them, the reference check should be someone who has been your Line Manager in a similar role. To protect the confidentiality of your application, we will not ask you to nominate your current line manager with your current employer unless you are comfortable to do so.

Reference checks will not be conducted without the consent of the candidate, and reference checks will only be conducted with the referees whose names you provide.

## Pre-employment & ongoing checks

If you are one of the preferred applicants, following interview and reference checks, the next step in the recruitment process is the successful completion of all necessary pre-employment checks, including:

National Police Check

Eligibility to work in Australia without restrictions

Working with Children Check Clearance (Relevant to the state you will be working in)

Qualification Checks

General Internet search

More detailed information about each check is listed below.

### Qualification check

If you are a preferred applicant, the qualifications that you have submitted on your CV and application will be verified by an external organisation prior to offer. We will be checking your highest academic qualification, regardless of whether it is relevant to the role, and the qualification that is most relevant to the role, if it is not your highest qualification.

Interrelate engages TalentScreen who is an Australian leader in pre-employment screening and background check services. You will be asked to provide consent and 100 points of identification for the completion of this check.

Many of our roles require a minimum qualification as an essential criterion that ensures you are equipped with the requisite skills to provide safe and effective care to clients and maintain your own personal wellbeing. Please refer to the job description to confirm the type of qualification and level required for the role that you are currently applying for.

If the qualification check finds that you do not meet our selection criteria for this role, it may result in us not proceeding with an Offer of Employment.

### National police check

Interrelate requires all staff to have a current National Police Check. Should you be a preferred applicant for the role, you will be required to agree to a National Police Check.

Interrelate engages the NSW Police Force to complete this check. You will be asked to provide 100 points of identification for the completion of this check. You are not required to obtain or provide your own National Police check.

To comply with the NSW Child Protection (Working with Children) Act 2012 and the Victorian Worker Screening Act 2020, Interrelate requires all staff to have a current National Police Check which does not reveal charges or convictions which are relevant to the inherent requirements of this position or may impact detrimentally on Interrelate's reputation.

## Working with children check

As all Interrelate positions are "child-related" under relevant legislation, you are required to hold a current, relevant Working With Children, Vulnerable Persons, Blue Card or equivalent to undertake paid employment.

Should your application be successful in proceeding to the pre-employment check stage, you will be required to provide a copy of your current WWC clearance for paid employment. If you do not have a current WWC clearance and are the successful candidate for the role, one will need to be obtained and verified by our People and Culture team prior to an Offer of Employment being sent.

If you will be attached to an office based in NSW, you will need a NSW WWC. If you will be attached to an office based in Queensland, you will need a Blue Card. If you will be working from home, the State that you reside in will determine what Check you require. If you live in one State and are attached to an office in another State, the location of the Office will determine what Check you require.

[Click here](#) to find out further information on how to apply, renew or update your NSW Working with Children Check Clearance.

[Click here](#) to find out further information on how to apply, renew or update your QLD Working with Children Check Clearance.

## Eligibility to work in Australia

If you are the preferred applicant, you must be eligible to work in Australia without restrictions.

You are required to confirm your work rights as part of your application. If you declare that you hold a visa, you will be required to provide a copy of your visa and may also be asked to present your original birth certificate and passport to confirm your eligibility to work in Australia.

A member of the People, Culture, and Workforce Development Team will review the documents and complete a VEVO check if required with the Australian Department of Home Affairs - Immigration and Citizenship, to confirm your work rights and conditions.

## Other checks

If you will need to drive a company vehicle at any time throughout your employment, we will ask to sight a copy of your current driver's licence. If it will be a condition of employment that you are required to drive to conduct Interrelate's business, we may ask you questions about how many points are on your licence. If you are close to losing your licence, due to the number of demerits you have received, this will be discussed with you.

**Note: Offers of employment, and continued employment, are conditional upon the satisfactory completion of the pre-employment checks mentioned under the heading "The Interview Process"**

## Offer of employment & onboarding process

If you are the successful applicant following the completion of all required pre-employment checks, the hiring manager will contact you to make a formal verbal offer. At this time, the recruiting manager will also confirm the employment conditions, entitlements of the position, and confirm a start date. Following your verbal acceptance of the offer, the hiring manager will send confirmation to the People and Culture Team to prepare the Offer of Employment Letter.

Once the Offer of Employment Letter has been prepared you will receive an email with a link and a temporary password which will allow you to securely log into our Onboard centre from any device and download, view, sign, and accept your offer of employment letter electronically. You will also receive a SMS to notify you to log into your email to complete the offer.

When you log into the onboard centre you will also have access to view Interrelate's Enterprise Agreement, if applicable, and you will be prompted to complete a questionnaire with your personal details, bank details, superannuation and Tax File Number.

During the process of accepting your Offer of Employment with Interrelate, you will be asked questions relating to your gender, cultural background, and other personal information. This information is important to Interrelate for two reasons. Firstly, we want to help you to thrive in your role. If you will require any special considerations, equipment, or support, this information will let us know so that we can try to accommodate your request. Secondly, we are very committed to embracing the strengths and talents that a diverse workforce contributes. You do not have to provide answers to these questions, however, if you do it may be used to identify opportunities for you to contribute on special projects and initiatives where your perspective and experience will be valuable. For example, we have reference groups for First Nations People and LGBTIQ+. These Reference Groups are active in ensuring Organisational Policies and Procedures are sensitive to the needs of our employees as well as providing breadth of perspective in the development of programs for our clients and communities.

## Induction

New employees will be provided with induction training which focuses on Interrelate's workplace culture, policies, and practices of the Organisation. These induction sessions will be delivered through online sessions over a 4-week period. Each session runs for 1-2 hours. Employees are also required to participate in a Health and Safety Induction. This Induction will cover information related to the Organisation's policies and procedures, evacuation procedures, safety and security plans, ergonomic safety and Health and Safety consultative methods.

Interrelate also provides internal training for employees who are required to work with the Client Relationship Management system (CRM) to support their understanding and use of the system.

Interrelate has developed Clinical Governance Frameworks for certain roles within the organisation, and all staff will receive mentoring, support, training and development in accordance with the appropriate framework. This Framework includes an induction program for all new employees to undertake at the commencement of their employment with Interrelate. Using Microsoft Planner, the induction will cover information related to the Organisation's strategic plan, policies and procedures, workplace practices and expectations of the role.

## Training & professional development

Interrelate is committed to fostering a culture of continuous learning and professional growth. We encourage all employees to actively engage in ongoing development and embrace contemporary knowledge, skills, and best practices relevant to their roles. Through a supportive learning environment, we empower our people to grow, adapt, and deliver the highest standard of service to the individuals, families, and communities we serve.

All employees will be provided with access to mandatory training associated with their specific role.

Training and development opportunities may occur through internal and/ or external programs and providers, and will be decided, based upon the needs of employees and the Organisation. These programs are designed to improve performance and to support the achievement of Interrelate's strategic priorities. Self-learning through webinars, podcasts, mentoring, internal coaching and shadowing colleagues is encouraged.

## Probationary (Minimum Employment) Period

A probationary or Minimum Employment period applies to all permanent and fixed term contract positions from the date of appointment to a permanent or fixed term position. Typically, the length of the probationary period will be 3 – 6 months. All staff are provided with extensive onboarding support including ongoing performance discussions with their manager throughout probation.



## Conflict of interest policy

During the term of your employment, you must seek written consent from Interrelate prior to engaging in any other public or private work or duties, either directly or indirectly, in any capacity.

If you do wish to apply to engage in any activities that may meet the above criteria, a Conflict of Interest Form can be supplied for you to register your application. For a copy of Interrelate’s Conflict of Interest Policy, email [recruitment@interrelate.org.au](mailto:recruitment@interrelate.org.au)

This does not preclude you from holding (directly or indirectly) in aggregate not more than 5% of the shares in any body corporate listed on a recognised stock exchange, and in aggregate not more than 10% of the shares in any privately held body corporate.

## What do our staff say

"Interrelate has demonstrated that they care about staff and client safety".

- **Officer, Client Services.**

"I love working with Interrelate, I feel very supported in my career development and the support I have received over the years from the study assistance program has been amazing. From starting 10 years ago in a Client Services Officer role and working in many different areas to now my role as a Relationship Counsellor I feel very thankful to have been given so many different opportunities".

- **Relationship Counsellor.**

"It's the best job I've ever had and the best workplace I've ever worked for. I've been just always grateful to be apart of the bigger picture".

- **Practice Lead**

"I love working for an organisation who values their employees and really strives to make a difference. I feel supported in every aspect of my role and look forward to everyday in supporting our employees in anyway I can".

- **Human Resources Business Partner.**

"I love having the opportunity to get involved in some of the working groups that may shape the future of Interrelate. I love being part of the Office Supervisor group and pooling our skills, experience and ideas to bring about a smoother streamlined customer service experience".

- **Office Supervisor**

## Inclusion and support

At Interrelate, we believe that diversity makes us stronger, and inclusion makes us better. We are committed to building a team that reflects the rich diversity of the communities we serve. We warmly encourage applications from people of all backgrounds, including but not limited to: First Nations peoples; people from culturally and linguistically diverse (CALD) backgrounds; LGBTQIA+ individuals; people living with a disability and people of all ages, faiths, and gender identities.

We are proud to be an equal opportunity employer. We are committed to ensuring a fair, inclusive, and respectful recruitment process, and we are happy to make reasonable adjustments to support applicants at any stage. If you're passionate about making a difference and your values align with ours, we'd love to hear from you.

If you will have special requirements or would like to talk to us before submitting an application, please do not hesitate to contact us at [diversity@interrelate.org.au](mailto:diversity@interrelate.org.au) and we will organise for you to chat with an appropriate staff member to explain how we can help you.

## Questions

We thank you for your interest in Interrelate Limited.

If you have any further questions, please do not hesitate to contact a member of our People and Culture team by emailing [hr@interrelate.org.au](mailto:hr@interrelate.org.au) or visiting [www.interrelate.org.au](http://www.interrelate.org.au)

## Follow us

