



drummond street services
ANNUAL REPORT
2015-2016

The best and most beautiful things in this world cannot be seen or even heard, but must be felt with the heart.

Helen Keller



Acknowledgement

drummond street services respectfully acknowledges the Traditional owners of the land in which we work, the Kulin Nation including The Wurundjeri, Boon Wurung, Taungurung, Djajawurrung and Wathaurong people. We pay our respects to Elders past and present and acknowledge Aboriginal and Torres Strait Islanders as the first people of Australia. They have never ceded sovereignty, and remain strong in their enduring connection to land and culture.

PRESIDENTS REPORT

Professor Alun Jackson

This last year has been such a productive year. A year full of growth, change and diversity. No longer a small not-for-profit, **drummond street** now spans six locations, with over 70 employees.

Our Family Mental Health Support Services are reflective of the changing landscape of our society. In addition to our Carlton site, we are supporting families in four of Melbourne's largest growth corridors; Geelong, Werribee, Epping and Sunshine. But with this growth comes logistical considerations. Considerations both the Executive and Senior management team have navigated without fault, to ensure continuous, consistent family support in these much needed areas.

It has been an especially impressive year for The Centre for Family Research and Evaluation (CFRE). Providing consultancy to agencies in program design, evaluation and research, training, mentoring and in the essential task of evaluation and program planning – they are demonstrating the very essence of evidence-based practice. The provision of their services to external agencies highlights **drummond street's** vision and ensures we place ourselves ahead of the game when it comes to research and evaluation.

I would like to give credit to our incredibly skillful and visionary CEO, Karen Field for her work in this important area. The tireless exploration she makes into the social sector landscape in search of opportunities and the creativity she brings to developing novel

and innovative services that address much needed gaps, is truly inspirational. She is a true leader who inspires, educates and advocates where possible and I consider **drummond street** very fortunate to have her as their Chief Executive Officer.

drummond street has come a long way since I first sat on the board 17 years ago. The diversity of our programs and services mirrors the changing nature of contemporary Australian families and the flexibility of our organisation to enter new service markets. From an innovation and technology perspective alone, **drummond street** leads the way, 'punching well above its weight' in the not for profit sector. The development and deployment of two Apps, What the family?! and MyMob, targeting primary prevention of mental health issues and family violence has been a very clever investment. Despite minimal marketing and promotion, these apps have gained traction and downloads with our target families experiencing transition.

As we look to celebrate our 130th year, I am proud to be part of an organisation as inclusive and supportive of ALL Victorian families as **drummond street**.

On a personal note, I would like to express my gratitude to all the Board members who gave their time, knowledge and commitment to uphold the values and missions of **drummond street services** this year. You have done an incredible job and it is an honour to be the President of a Board serving such a well-respected, ethical, community driven organisation.



Hope sees
the invisible,
feels the intangible,
achieves
the impossible.

Anonymous

DECEMBER 2016

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CEO STATEMENT

Karen Field

This year gave me the opportunity to reflect, as this marks my 10th year as CEO. **drummond street** has come a long way since I walked through the doors back in 2006. We have expanded and diversified for the sole purpose of ensuring we are responsive to the needs of the most vulnerable in our community. I am proud of our efforts to continually demonstrate and give breath to our social justice mission, and of the quality, consistency and at times resilient workforce that makes **drummond street** the caring and responsive service it is.

This financial year was about 'getting the job done.' With the successful tendering of the Northern Family Mental Health Support Services (FMHSS), this now makes us the largest single provider of FMHSS with 5 locations: Collingwood, Epping, Geelong, Sunshine and Werribee. Our main aim was to take stock and build the capacity within these new services located within major growth corridors. This required us to look at our evidence based model and ask, 'are we reflecting the contemporary nature of the families in these areas and their needs?' From this reflection we were able to look at our training materials and refine our practice, and produce quality services and training materials which we hope to expand through our partnerships.

As we start to see real efforts to integrate policy, evidence and practice – it is asking us to look with a critical eye how we translate knowledge into practice and measure the effects for families of the work that we do. This year our Centre for Family Research and Evaluation – Expert Panel and Industry consultancy service has worked with 37 agencies helping them to build this very capacity in their organisation so they can provide quality programs with a sound evidence base. We have continued to embed our own evaluation system across our family based model in order to understand how our implementation efforts are tracking and what outcomes our interventions achieve for families.

The start of 2016 saw us running with a number of key strategic initiatives requiring

attention along with continuing activities towards implementing and consolidating the establishment of our new services and opportunities to grow our service footprint.

drummond street has developed expertise in responding to multi-risk (family violence, mental illness, alcohol and other drug use, family violence and child abuse/neglect) prevention and early intervention programs targeting the transition to parenthood. More recently, as part of the Royal Commission into Institutional Responses to Child Sexual Abuse, **drummond street's** i-Heal program became the largest Victorian provider of community- based support and specialist trauma recovery for adult survivors and their families. Many of these clients have long-term, complex histories of multiple trauma, mental illness, alcohol and other drug use and fragmented family relationships. This work can also support other community members impacted by the presence and profile of the Commission's work.

drummond street has substantial experience in providing inclusive specialist and queer-affirming public health and wellbeing services and access to projects run by and for the LGBTIQ+ (Lesbian, Gay, Bi-sexual, Trans, Intersex and Questioning) and Queer community, including Same-Sex attracted and Sex/Gender Diverse Young People, and their families. We also conduct research on the data available to us through our long history of providing specific, unique and specialist mental health services to the queer community. **queerspace** has been co-designed for and by our LGBTIQ+ Community which enables the program to be flexible and adaptable to the presenting needs. Unfortunately **queerspace** this year has seen increased demand due to recent political commentaries. The attack on the Safe School's Coalition, the debate around the birth certificate legislation and the plebiscite on marriage equality gave way to hate speech in the community and further threatened the health and wellbeing of this vulnerable



Robbing a child
of their destiny is
like stealing history
before it is written.

Tony Kirwan

JANUARY 2017

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CEO STATEMENT continued

community. **drummond street** and **queerspace** advocated strongly via national radio, television, social media, media releases, policy documents, conversations with political parties etc. Our hashtag **#fundsupportnothate** argued for a more inclusive society that practices equality at all levels of government and in the broader community.

drummond street recognises that our service users have incredible expertise and lived experience which is being harnessed in the coproduction-design of our programs including peer support and peer work programs. We have an enormous opportunity to incorporate lived experience within our social service workforce and **drummond street** is excited to be developing models to harness this expertise and resource.

As a welfare organisation with a strong social justice mission we recognise our responsibility to partner with our often excluded and disadvantaged communities to ensure their voice within social discourse and policy debates. This means partnering to actively lobby in response to Federal and State government review and reform processes. This is so important for our Aboriginal and Torres Strait Islander individuals and their communities, Adult Survivors of Child Sex Abuse, Step and blended families, Refugees and migrants, LGBTIQ+ communities and their families, Adults and parents, children and young people.

In particular we have been involved in contributing to the discussions and are waiting key policy directions from outcomes from the Federal Governments Royal Commission into Institutional Response to Child Sexual Abuse recent submission process on Redress, including recommendations regarding ongoing trauma care. Mental Health reforms also offer the opportunity for new research collaborations in relation to our Family based prevention and early intervention research across Child Mental Health and targeting couples transitioning to parenthood.

drummond street is proud of embracing and leading innovation with the service

sector. **HOLLY** which is our custom built Client Management System, now has a built-in reporting framework to capture benchmarks for individuals, program and agency performance, quality assurance and fidelity data regarding implementation of our family services model. Being a web-based program we are seeing the strengths of such a system across our different locations and the potential for more effective outreach client work, having on-hand client information. Due to **HOLLY's** functionality we are aiming to be paperless by 2017.

Our Apps: What the Family?! and MyMob have paved the way for a potential third app in the family violence tertiary prevention end. We will continue to seek funding opportunities with our partners Millipede and On the Line, and would welcome any additional investment for any of our specific projects. We have started a partnership with a marketing company to look a strategic marketing plan for both our apps and **drummond street services** and Stepfamilies Australia.

Next year marks our 130th year in operation, a historical feat that will see **drummond street** focus on our past and give light to some of these momentous occasions that have seen us become one of the oldest family service organisation in Victoria. During this time our work will continue to be informed by inclusivity, diversity and equality with a commitment to our 3 organisational roles: building community capacity, quality service delivery and advocating for the most vulnerable on the big issues, we do this to support ALL Victorian families for wellbeing for life.

I would like to personally thank the Board and my Executive Team for their constant support through the year. In particular our President Professor Alun Jackson who continues to support myself and the vision for **drummond street** especially during times of constant opportunity and change. Many thanks to all our employees who without fail uphold the pillars, values and mission of **drummond street**. Without them, the job simply would not get done.



The greatest self
is a peaceful smile,
that always sees
the world smiling
back.

Bryant H. McGill

FEBRUARY 2017

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WHAT DOES DRUMMOND STREET DO?

We are a proud, not-for-profit organisation who lead through research and training, service delivery and advocacy. We see inclusivity and diversity as imperative to reaching those people in our community who require our services the most.

On the forefront of innovation, research and service delivery, **drummond street** supports vulnerable and diverse families in the community to enhance health and wellbeing. We do this through prevention, early intervention, and tertiary and recovery programs across all ages, stages, cultures and genders. Our programs target universal populations for prevention, and specific vulnerable communities for early intervention, treatment and recovery. Through co-design processes we develop and deploy services alongside those that are requiring them. This ensures programs and service delivery remain inclusive, targeted and relevant – giving voice to the voices that matter.



SNAP SHOT OF PROGRAMS

Family Mental Health and Support Program (FMHSS)

Evidence informed and community-based our child and family focused interventions are delivered across five sites; Collingwood, Werribee, Sunshine, Geelong & Epping.

Family Mental Health Support Services (FMHSS) provides support to families with children and young people (0–18 years) in a few different ways:

Intensive – Up to 12 months of ongoing support including early risk, early-onset child and adolescent-focused interventions. This intensive support uses our whole-of-family model to improve the long-term outcomes for vulnerable children and young people at risk of, or affected by mental illness.

Brief – Focused short-term intervention including; counselling, case work, psychoeducation, information and referral. Targeted therapeutic group work may also be included.

Hands on Parenting Education (HOPE Program) – This service supports parents and their children to affirm and promote positive parenting and instil greater parental confidence through information, skill-building and promoting positive help-seeking. This includes group and home-based practical parenting support for families with children 0–5yrs.

Mental Health Community Awareness & Engagement activities – Targeted for community, these services promotes positive messages around health and wellbeing. **drummond street** works with community members and local service partners to provide mental health and wellbeing promotion, education and community engagement activities that aim to increase community and individual (particularly parents) understanding and responsiveness to children or young people at risk or, or affected by mental illness.

Engagement and Support: **1544 clients**



We do not remember days, we remember moments.
Cesare Pavese

MARCH 2017

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Family & Relationships Services (FaRS)

This service supports couples, families and parents with family relationship issues at all stages and life-course transitions, including forming relationships, overcoming difficulties or dealing with separation, parenting and the care of children. It includes Family Law Counselling to support those wanting to remain together, separated, separating, or in dispute, to improve their relationships in the best interests of children

Engagement: **839 clients**

queerspace: Our health in our hands



queerspace: our health in our hands has developed out of drummond street's 50 year experience of delivering services to Melbourne's diverse LGBTIQ+ communities and their families. Through

our 10 year Queer Affirmative Agency Plan established in 2006 **queerspace** has developed into Victoria's only comprehensive community-led and managed specialist LGBTIQ+ Family Service.

queerspace gives LGBTIQ+ people and their family's access to inclusive, specialist and queer-affirming public health and wellbeing services and access to projects run by and for, queer communities. Our services provide for all ages, cultures and faiths and for the entire diversity of our communities.

queerspace offers:

- » **Mental health and wellbeing programs** including: Better Access, ATAPS, intensive support, positive identity counselling, complex trauma support for sex and gender diverse

children and young people, LGBTIQ+ adults and their families.

- » **q-respect:** family and relationship counselling, parenting support, safe relationships including LGBTIQ+ specialist family violence service

queerspace offers these programs in a number of formats: face-to-face, outreach and online through e-counselling. We ensure all aspects of our health and wellbeing services are co-developed and delivered with, for, and by, the LGBTIQ+ community. We also ensure that we have specialist skilled queer-identified and queer-affirmative staff.

queerspace also develops and supports queer affirmative health promotion projects that promote the health and wellbeing, social connections, and development of community leaders to meet the diverse needs of our queer communities. These include ongoing efforts to ensure a queer bill of rights.

Projects include:

- » Community-led campaign for inclusion and intersectionality
- » Peer leadership programs for sex and gender diverse young people
- » Gender diverse school holiday program
- » Queer-straight alliance in secondary schools in Inner Melbourne
- » Ominis – Inner North safe space
- » Voicefest – the drum Youth Services
- » Social commentary, advocacy and policy
- » Community-led health

We work in partnership with and provide space, administrative support, equipment and resources to the following organisations; Transgender Victoria, FTM Shed, Y-Gender, Parents of Gender Diverse Children and Bi-alliance Victoria.

Engagement: **880 clients**





Children are not things to be molded, but are people to be unfolded.

Jess Lair

APRIL 2017

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i-Heal – Royal Commission into Institutional Responses to Child Sexual Abuse – Community Based Service

drummond street's existing community-based, evidence-based, individual and whole-family support model of care is underpinned by our existing trauma informed care framework. Embedded across all agency programs and approaches – it recognises the nexus between poor mental health, substance abuse, family violence, suicide ideation, relationship formation and histories of child sexual abuse and the long-term impacts on victims and their families including risks of transmission of intergenerational sexual abuse.

drummond street's foundational, guiding principles include:

- » Integrated trauma-informed practice framework across all aspects of support and delivery (policies, program/client work and development, workforce development, staff and peer and broader care networks, ongoing reflective service review and planning & clinical governance)
- » **Recovery Oriented Service Co-Design.** A critical element of the inclusion of survivors' voices occurs through the co-development of services across all aspects of individual and family support work; peer-led/directed support and recovery models and evaluation; normalising and reframing responses and behaviors, recognizing strengths and optimizing recovery for life.
- » **Managing Risk.** Vigilance of the importance of ensuring we 'do no harm'

to minimise potential re-traumatisation throughout engagement and support.

drummond street's support model incorporates three key activities matched to the timing and intensity of support required/requested and level of complexity and impacts for both survivors and their family/significant others.

1. Royal Commission Engagement Support Services (enables survivors and their families informed decision-making, awareness, understanding and planning for the process).
2. Brief Support for CSA survivor's and their families (up to 6-10 counselling/practical support sessions dependent on needs) prior, throughout and post-Commission debriefing to assist with stress/distress as a result of increased attention of CSA within the community (indirect impacts); and to address specific issues for survivors (and whole-of-family e.g. supporting survivors/victims to discuss/engage with family members/peers etc., to reflect/understand impacts, achieve and maintain healing and recovery).
3. Intensive whole-of-family Recovery Oriented Support for complex, accumulative and long-lived trauma. Requiring peer support and mentoring, case work/management, supportive counselling, self directed recovery across multiple health/wellbeing impacts (Bio/psycho/social). Supporting survivor's family relationships and functioning for survivors and/or family.

Engagement: 131 clients





It is a happy talent to know how to play.
Ralph Waldo Emerson

MAY 2017

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the drum Youth Services



Engaged by the City of Melbourne since July 2009, **the drum** delivers youth services for the diverse range of young people (aged

12 to 25) who live, work and play in Carlton and Parkville. Evolving to meet the real and contemporary needs of young people and their families, **the drum** is building protective factors and strong relationship connections with families, peers and other pro-social young people. It also serves as a support and advocacy service for young and different voices, who seek to provide positive leadership within the community.

Using the public health framework, the drum targets four domains for positive youth development:

1. Health and Wellbeing
2. Education, training & employment
3. Positive engagement & recreation
4. Community connection & capacity building

Our care and delivery model brings both engagement activities and individual therapeutic supports with the intention of establishing rapport and positive relationships. Ultimately, our aim is that young people will have the confidence to access supports when they encounter challenging times and build on their own resilience as they transition into adulthood.

We acknowledge that many *poor* outcomes are not due to the failings of our young people. Rather, systemic marginalisation, racism, sexism, transphobia, homophobia and socioeconomic disadvantage shape the opportunities and choices available to them. We understand that many young people are negotiating intersecting social differences, compounded by multiple sites of oppression and discrimination. It is important

to acknowledge this disadvantage in the service context and to be able to name and dismantle these barriers. We are aware that many young people successfully and deftly negotiate social disadvantage and that these negative experiences do not define, or limit them. Subsequently, we are seeking to assertively engage young people who are known to have poorer life outcomes.

Engagement this financial year:
1655 young people

Stepfamilies Australia



Acknowledging the unique challenges and support needs of stepfamilies, **drummond street** auspices the National

Stepfamilies network providing training, advocacy, resource development, individual counselling and links to local services across Australia. Our individual, couple and family support addresses the complexity of stepfamily formation, dynamics, relationships and parenting issues, including supporting children and young people's emotional needs and resilience in dealing with changes in their families and home environments.

The ABS reports that the number of step and blended families has grown by an estimated 50% over the last ten years to represent 10.6% of all couple families with children. This is now the fastest growing family type in Australia.

This year Stepfamilies Australia partnered with *Raising Children's Network* to create, revise and refresh their stepfamilies and blended families information sheets housed on their website. This spearheaded a refresh and rebrand of the current stepfamilies training materials to be released early 2017.

Stepfamilies Australia also supports the sector in the delivery of training, evaluation, policy and resource development.

Engagement: **336 clients**



Siblings are the people we practice on, the people who teach us about fairness and cooperation and kindness and caring quite often the hard way.

Pamela Dugdale

JUNE 2017

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CENTRE FOR FAMILY RESEARCH AND EVALUATION - CFRE



The Centre for Family Research and Evaluation (CFRE) contributes to the wellbeing of communities, families and children across Australia. CFRE

conducts research and evaluation of the services and programs conducted by **drummond street** services, as well as providing consultancy to other agencies across Australia. Taking a collaborative approach, we recognise that there is strength in working together to achieve change. We provide consultancy for program design, evaluation and research and training and mentoring in evaluation and program planning. This financial year CFRE delivered two projects funded by the Department of Social Services through the Families and Children Expert Panel. The projects engaged 31 agencies delivering Children and Parenting support services aimed at building their capacity in program planning, implementation and outcome measurement.

There was a high engagement rate with 24 agencies taking part in the project. Each agency received a one or two day workshop and two data analysis workshops. With approximately 159 participants, the workshops were very well received. Follow-up support was provided to participants, including assistance with program logic, defining objectives, sourcing and/or developing outcome measures, data collection methods, data recording and management.

An assessment of capacity for program planning and evaluation was conducted at the end of the project. This highlighted an increase in confidence and capacity, with respondents reporting the main benefits from their participation in the project as; increased capacity to use evaluation, develop program aims and objectives, as well as source evidence and outcome measures. There was considerable interest from agencies for us to continue to support them and a number of the agencies have requested further direct support following the project.

GROUPS & SEMINARS (UNIVERSAL & BRIEF INTERVENTIONS)

The groups and seminars area continues to be a popular access point for individuals and families wanting brief interventions. Our usual offerings are now being supplemented by three new products which have been developed on the basis of the Parenting Education and Support (PEAS) team's significant content development work at **drummond street**. These are:

Top Gear – a seminar and four week group for parents with challenging or feisty children. Developed in response to clients seeking help with managing children's behaviour, we offer education around the importance of attachment and the meeting of children's needs. We also help parents to weigh up the most appropriate responses to difficult behaviour for their unique family situation.

Parenting Children Who Worry – a seminar and four week group which helps parents skill themselves to deal with the challenges that anxiety creates in families. We educate parents to help children identify their feelings, offer reassurance and support and help children create a plan of action and stay calm and positive while their children learn to navigate the things that can worry them (like school, or sleep overs or meeting new people).

Transition to Primary and Secondary School – these 2 seminars help parents and carers prepare children for the changes that take place as they move from kinder to school and then later on from primary to secondary school.



You will never do anything in this world without courage. It is the greatest quality of the mind next to honor.

Aristotle

JULY 2017

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We plan to have these new offerings up and running by October 2016, with an evaluation being rolled out simultaneously.

Access to Allied Psychological Services (ATAPS) and Better Access to Mental Health Care (Better Access)

drummond street services provides both general ATAPS, Child ATAPS (KIDZTALK) and specialist LGBTIQ+ mental health support. On receiving a General Practitioner's Mental Health Care Plan, clients can be seen for an initial 6 sessions, with additional sessions subject to GP review and approval. Our mental health clinicians will provide a written report to the referring practitioner, recommending additional sessions if appropriate.

drummond street is the only service in Australia funded to provide a specifically queer ATAPS service under the QATAPS

program. This service, provided through **drummond street's queerspace** program, draws on a long history of providing family, relationship and individual counselling and support since our origin in 1887. We are known and trusted by both the queer community and mental health professionals as a service of excellence, with specialists in service provision meeting LGBTIQ mental health needs.

For clients who have greater capacity to pay, **drummond street** provides complementary services as part of our broader program support. Better Access is a low or no cost service. Better Access includes psychological counselling, relationship counselling and family and parent support with a focus on children and young people's mental health and wellbeing.

Total engagement: **476**

CLIENT DATA

Financial year overview in all of our 6 locations

Snap shot of who we supported – Breakdown by Program



ENGAGEMENT





The greatest glory
in living lies not
in never falling,
but in rising every
time we fall.

*Ralph Waldo
Emerson*

AUGUST 2017

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TOTAL ENGAGEMENT

- » **5251** individuals engaged across all branches and programs
- » **6765** number of sessions attended by clients

Engagement by location

CARLTON

Total cases: **743**
Total clients: **2889**

COLLINGWOOD

Total cases: **25**
Total clients: **38**

EPPING

Total cases: **44**
Total clients: **174**

SUNSHINE

Total cases: **59**
Total clients: **224**

WERRIBEE

Total cases: **290**
Total clients: **771**

GEELONG

Total cases: **166**
Total clients: **594**

GLENROY/NTH MELBOURNE

Total cases: **31**
Total clients: **91**

Clinical High Risk Alerts – across all locations

(These are moderate-severe unmanaged current risks e.g. no supports, or imminent/potential risk requiring further assessment)

TOTAL RISK ALERTS	NORTH	WEST	ALL SITES
MENTAL ILLNESS	233	154	387
AT-RISK CHILDREN	10	27	37
AT-RISK YOUTH	23	14	37
FAMILY VIOLENCE	48	42	90
DRUG/ALCOHOL	23	9	32
HOMELESSNESS/FINANCIAL	14	7	21
SUICIDE	64	25	89
TOTALS	415	278	693

Top 8 clinical ‘presenting needs’ across all locations

(These are issues that clients are seeking support around but they may not be an unmanaged risk. Note: this could be in addition to a risk alert and there could be more than one presenting need)

TOP 8 PRESENTING NEEDS	ALL SITES
MENTAL HEALTH	564
SUICIDE AND SELF-HARM	165
PARENTING	490
FAMILY RELATIONSHIP ISSUES: inc. separation/stepfamilies	345
TRAUMA	245
SEX & GENDER DIVERSE CHILDREN 0–12	37
FAMILY VIOLENCE	280
FINANCIAL HARDSHIP	242



Children must be taught how to think, not what to think.
Margaret Mead

SEPTEMBER 2017

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INNOVATION & TECHNOLOGY

Understanding the need to continuously reflect on, and adapt our services, content, approach and delivery, **drummond street** is focused on maintaining relevance and value to communities. To this end, we recognise that consumers of support are often time-poor, or under stress when they are seeking information and support. We understand that accessing information prior to decision making, or commitment to professional assistance, or face-to-face contact, is becoming increasingly more important in an age of 'instant and personalised' services.

To meet this need we have enhanced our on-line presence. This has included revising web-based information, social media presence through Twitter and Facebook, and the continued maintenance of our Apps;

- » What the Family?! – Transition to Parenthood. Screening for early onset of Family Violence and other risks in the first years of child's life.
www.whatthefamily.com.au
- » MyMob – bringing separated or busy families together in a virtual space encouraging positive communication www.mymob.com
- » Our Client Information System, HOLLY now has a built-in reporting framework to capture benchmarks for individuals, program and agency performance, quality assurance and fidelity data regarding implementation of our family services model. This allows us to report directly to our funders and provide close to real-time data on our performance. Having HOLLY as a secure web-based program has also increased the accessibility of this valuable resource. With multiple locations, HOLLY has improved our ability to facilitate more effective outreach client work.

Work has commenced to launch new websites for **drummond street services**, Stepfamilies Australia and **the drum** Youth Services. The potential for an online intake is also being developed, with these projects set to be released late 2016 and early 2017.



A word from some of our Clients:

"The receptionist was always engaging and provided excellent customer service and 'normality' prior to and post appointments. I really enjoyed the interesting conversations :)"

"**drummond street** provided an affordable, highly professional outlet."

"For the first time, I really feel that someone believed me, supported me and understood me."

"My counsellor provided thought provoking, insightful and empathetic counselling with valuable reading matter and resources to re-iterate points discussed."

"Being in recovery is very hard especially emotionally. **drummond street** has been my saviour in more ways than words can explain!! I have the deepest gratitude for this life saving organisation."

"It has been hugely helpful to understand my son's responses and how to help him during this difficult transition."



Being deeply loved by someone gives you strength, while loving someone deeply gives you courage.

Lao-Tzu

OCTOBER 2017

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OUR PEOPLE

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Frank Lamari

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We thank and farewell Scott

Mahony and Dolla Merrillees

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Human Resources

Leanne Black

General Manager

Andrew Rush

Kate Stirling

Management

Chantelle Higgs

Sharon des Landes

Elise Pointer

Helen Rimington

Kate Foord

Marie Hirst

Sarah Powell

“Being able to talk to someone out of a school environment is very helpful. I feel that knowing I don’t always have to be locked up in a room when talking about how I feel and could go to the park or even just talk on the phone was really useful.”

“I feel grateful to have had the opportunity to be listened to and counselled at a very distressing time in my life and very much appreciated the guidance and genuine caring concern. Thank you.”





Children are like wet cement: whatever falls on them makes an impression.
Haim Ginott

NOVEMBER 2017

M	T	W	T	F	S	S
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Senior Practitioners

Daniela Zimmermann
Gaynor Vere
Denise Witt
Anita Smith
Noula Efthimiadis
James Mayen
Diana Kay

Intake

Lucy Berglund
Zoe Partington

Administration

Kieran Rance
Kate Morton
Diana Andrews

Bookkeeper

Lina Maiale

CFRE

Prof. John Tombourou
Assoc. Prof Andrew Lewis
Elizabeth Clancy

Sector Support

Julia McKenzie (Manager)
Tamara White
Robyn Minty
Reima Pryor
Anita Pryor

Research

Shae Johnson
Beth McCann
Jo Skewes
Marika Barden

Practitioners

Eve Jansen
Bianca Nash
Julie Yeo

Rachael Apostola
Frances McAloon
Kate Galea
Deb Cole
Dayna Hoole
Paula Taylor
Krys Smith
Jo Cook
Ciarán óMurcú
Susan Harris
Letty Tumbaga
Sarah Hamilton
Sue Kerchhoff
Sylvia Cseh
Michael Currie
Marie August
Mark Camilleri
Louise Cooper
Avrille Burrows
Louise Cooper
Naomi Dorling
Grace Lee
Laura Kempainen

Youth Peer Leaders

Idil Ali
Erik Ly
Rory Blundell
Awatef Hamed

Youth & Communities

Anoushka Wootton
Sarah Nega
Ewinia Huang
Wafa Musa
Anyaaq Abiel
Eve Breitzke
Ripley Kavara
Tabotu Teklamariam
Amira Idris
Abdalla Okud

Childcare workers

Shadya Gawaher

Suadalamín
Nadia Fay

Students/ Volunteers

Gloria Alphonse
Anneke Outred
Amina Farah
Cassandra Fretton
Alister Sluiter
Amal Orabi
Ayah Bulle
Aymen Abdulkreim
Beatrix Kamadjaja
Chloe Johnston
Chris Annette
Mendoza
Darius T Kedros
Fiona Shiyun Cheng
Gamachu Midakssu
Gavin Mandrelle
Helen Ye
Henry Howard
James (GDHP)
Jessia Woller
Jessica Woller
Jiayu Shi
Joanna Pidcock
Joseph Byrne
Kang Stai
Kathryn Chalmers
Kendall Allsop
Kira Shi
Matthew Eddy
Mengtong Xia
Mohamed Yasmine
Najah Ali
Puji Faitna
Raveena Foneska
Reem Mohamed
Sahardid Sahardid
Salah Abdirahman
Sam Campaign
Sanjeevini Reddiar

Sheena Rochiramani
Trang Nguyen
Wenjin Feng
Yan Liu
Abdishakur Qalinle
Andrea Kettle
Annabelle Jeffreys
Barry Berih
Ben Tamplin
Billy Dib
Cassandra Lee Muir
Dorothy Bertrand
Elizabeth Black
Emily Trotman
Gemma Walters
Hala Nur
Joshua Bendat
Lisa Pisani
Maija Okeeffe
Molly Ahern
Molly Madigan
Molly Reynolds
Patrick Grace
Ria Mooney
Samir Dzeladin
Shomika Kishor
Stephanie Olsson
Tristan Lawler
Yasmin Moslih

Past Staff

Sophie Aitken
Therese Muller
Jerome Perrot
Kerry McFarlane
Prue Harris
Ayrle Lane
Renate Hoffman
Kelvin Tran
Zakaria Aden
Tara Willersdorf
Lisa Pisani
Michael Komben



Children see magic
because they
look for it.
Christopher Moore

DECEMBER 2017

M	T	W	T	F	S	S
				01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

FUNDERS/SUPPORTERS

Australian Government
Department of Social Services
Attorney-General's Department
Department of Health – Melbourne Primary
Health Care Network
City of Melbourne
City of Yarra
Department of Justice

YACVIC
Joe White Bequest
City West Water
Helen Gyles Turner Samaritan Fund
Aitken Partners/ Bell Charitable Fund
Francis Thomas & Jeanette Warren Trust
Telematics

ADDITIONAL THANKS

City of Brimbank
City of Whittlesea
Western Primary Health Network (WPHN)
Family Relationships Services Australia (FRSA)
ISIS Primary Care (Sunshine)
Deakin University
Melbourne University
Sports without Borders
headspace
Collingwood
Orygen
Wyndham Private Health
Ygender
Transgender Victoria
Parents of Gender Diverse Children
FTM Shed
Women's Mental Health Network Victoria
(WMHN)

Family Mediation Centre
Australian Institute of Family Studies
Millipede
Sarah Mercer
DT Creative Technology
Royal Commission into Institutional
Responses to Child Sexual Abuse
Centre for Child & Family Excellence
Bec Yule – Red Chilli Design
Yarra Web
Natalie Finney Photography
Victorian Aboriginal Child Care Association
(VACCA)
Stepfamilies Australia Co-health
Raising Children's Network (RCN)
Carlton Primary School
Carlton Neighbourhood Learning Centre
(CLAN)

