



drummond street services

annual report 2013

“The secret of genius is to carry the spirit of a child into your old age”

Aldous Huxley



*"Sometimes being a brother is
better than being a superhero"*

Mare Brown



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 New Years Day	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 Australia Day	27 Australia Day Public Holiday	28	29 (Vic) Term 1 School commences	30	31 Chinese New Year	



JANUARY

A close-up photograph of a baby with curly hair, smiling and touching their nose with their hand. The baby's face is the central focus, showing a joyful expression with eyes squinted and a wide smile. The background is plain white.

*"I am thankful for laughter
except when milk comes out of
my nose."*

Woody Allen

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2 Pride March	3	4	5	6	7	8
9	10	11	12	13 Anniversary Apology to Australia's Indigenous Peoples	14	15
16	17	18	19	20 World Day of Social Justice	21	22
23	24	25	26	27	28	



FEBRUARY

*The language of
kids;*

OMG

WTMI

CWYL

SRSLY

HAVE 2

TELL SIRI

LOL :)



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31					1
2	3	4 Shrove Tuesday	5 Ash Wednesday Lent	6	7	8
9	10 (Vic) Labour Day Public Holiday	11	12	13	14	15 Victorian Cultural Diversity Week commences
16	17 St Patrick's Day	18	19	20 National Close the Gap Day	21 Harmony Day	22
23	24	25	26	27	28	29



MARCH

"Dear Math, please grow up and solve your own problems, I'm tired of solving them for you" Anon



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4 National Youth Week (Vic) School Term 1 ends	5
6 (Vic) Daylight Savings ends	7	8	9	10	11	12
13	14	15	16	17	18 Good Friday	19
20 Easter Sunday	21 Easter Monday Public Holiday	22 (Vic) Term 2 School commences	23	24	25 Anzac Day Public Holiday	26
27	28	29	30			



APRIL

Google it, Gran!



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	National Families Week begins 15 International Day of the Families	16	17 International Day Against Homophobia & Transphobia (IDAHO)
18	19	20	National Families Week ends 21	22	23	24
25 World Africa Day	26 National Sorry Day	27 National Reconciliation Week	28	29	30	31



MAY



First ride without training wheels. Priceless.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9 Queen's Birthday Public Holiday	10	11	12	13	14
15 National Refugee Week	16	17	18	19	20 World Refugee Day	21
22	23	24	25	26	27 (Vic) Term 2 School ends	28
29 Ramadan begins	30					



JUNE

"You'll miss the best things if you keep your eyes shut" Dr Seuss



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5
6 NAIDOC Week begins	7	8	9	10	11	12
13	14 (Vic) Term 3 School commences	15	16	17	18	19
20	21	22	23	24	25	26
27 National Stepfamily Day	28	29 Eid al Fitr End of Ramadan	30	31		



JULY



"It's my party and I will cry if I want to"

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31					1	2
3	4 National Aboriginal & Islander Children's Day	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



AUGUST

*"You can cut all the flowers but you
cannot keep the spring from coming"
Pablo Neruda*



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19 <small>(Vic) Term 3 School ends</small>	20
21	22	23	24	25	26	27
28	29	30				



SEPTEMBER

*It's the Superkids!
First school then the World!*



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5 (Vic) Daylight Savings commences	6	7	8	9	10 Yom Kippur	11
12	13 (Vic) Term 4 School begins	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



OCTOBER

*"Life is so strange I don't know why, but somebody, somebody has to cry."
Elvis Costello*



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30						1
2	3	4 Melbourne Cup Day Public Holiday	5	6	7	8
9	10	11 Remembrance Day	12	13	14	15
16	17	18	19	20 Transgender Day of Remembrance	21	22
23	24	25 White Ribbon Day International Day for the Elimination of Violence against Women	26	27	28	29



NOVEMBER



*Love (& Christmas) can be exhausting!
Tired but happy!*

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 World Aids Day	2	3 International Day of Persons with a Disability	4	5	6
7	8	9	10 Human Rights Day	11	12	13
14	15	16 Hanukkah begins	17	18	19 (Vic) Term 4 School ends	20
21	22	23	24 Hanukkah ends Christmas Eve	25 Christmas Day	26 Boxing Day	27
28	29	30	31			



DECEMBER

Annual Report - President's Report 2013

Mission
Promoting wellbeing for life

Vision
Our vision for all individuals, families and communities in Australia is that wellbeing is promoted and supported throughout life.

Over the past year, we have seen the sort of growth in programs that we have become used to under the creative and forward-thinking leadership of our CEO Karen. In addition to consolidating work in the *Family Service Programs* with our Family and Relationship Services and Family Mental Health Support Services we have seen a move into the provision of high quality family and child trauma- informed counselling and support to couples, individuals, families, adults, children and young people engaging with or affected by the Royal Commission into Institutional Responses to Child Sexual Abuse. This is a good example of how **drummond street services** is ideally placed to adapt its extensive practice base to be able to enter new service markets. This informed service expansion approach is also evidenced by the augmentation of the family support it provides to children, young people and their families through working with the relevant Medicare Locals and delivering interventions by appropriately credentialed practitioners as part of ATAPS and Better Access programs.

The increasing delivery of services to families in the City of Wyndham, from our Wyndham location and from Geelong, reflects our commitment to families in growth areas and our commitment to doing this through strategic partnerships. This growth has presented dss with challenges, partly met by expansion into Wyndham, but very importantly met by selling the original buildings and planning a move to larger shared premises at 100 Drummond Street. The Board through its Governance Working Group has continued to streamline Board processes through a Board Charter and revision of the Constitution. It is very pleasing to see the important contributions to these efforts being made by the new Board members.

I would like to express my personal, and the Board and organisations' thanks to the Board members who have retired during the year. These include Joan Grochowski, the Secretary; Graeme Lush, our Treasurer; and Anne Winstanley, who in addition to her long contribution as a Board member, acted as Interim Director during the transition period

prior to Karen's appointment. Finally, I want to thank the staff group and leadership team for their great work during the year.

Professor Alun C Jackson
President



Alun Jackson & Jennifer Kanis, The Hon. Member for Melbourne MP at dss 125 anniversary Dec 2012



dss 125 anniversary Dec 2012

Chief Executive Officer's Report

In the struggle for social justice, impatience is essential.

John Gardener

The 2012-2013 Financial Year was an enormous year for **drummond street services** as we celebrated 125 years of providing service to Victorian families. In celebrating this kind of milestone it is an important time to reflect on our rich history, take stock of where we are today, and consider the future of both for the organisation, and more broadly the changes to welfare and services over the next 20 years.

Throughout our history we have seen many changes to **drummond street** particularly in relation to our role as a service developer and provider as it has responded to the needs of the local community and families over the past 125 years. Our work has spanned from the early 1900s providing tertiary end family support and casework, poverty relief, and support for single mothers to our current strong emphasis on promoting family wellbeing through supporting strong family relationships and parenting and responding to families including children and young people impacted by, or at risk of, mental illness.

Throughout this history these service responses have attempted to keep pace with both the growing evidence base regarding the science of public health interventions (what works) as well as the changing nature and prevalence of health and wellbeing issues impacting on families. A challenge for not for profit organisations, whose funding for service delivery is so often scripted by government contracts, can often be a 'siloeing' of service provision resulting in the loss of a solid framework and model for integrated family service delivery essential for effective and efficient outcomes for families.

To celebrate our 125 years, in December 2012 we ran a one day workshop for 100 invited guests across the sector (government and non-government) and researchers, and provided a report card on our Family Service model and the breadth of our service responses within this framework. For 8 years now we have embedded a public health approach to our family services with an increasing emphasis on prevention and early intervention to address common health

and wellbeing risks in families, and earlier in life. In subsequent years, a recognition by Marmot and others is that universalism does not address the unequal burden of health risks within certain populations due to disadvantage and other social determinants. This has been a key driver in further consolidating and implementing a blended approach; using both universal and targeted interventions (proportional universalism) for all families; and for specific 'at risk' or vulnerable populations, including geographical areas of disadvantage; at key transition points across the family life cycle which carry greater vulnerabilities; to span:

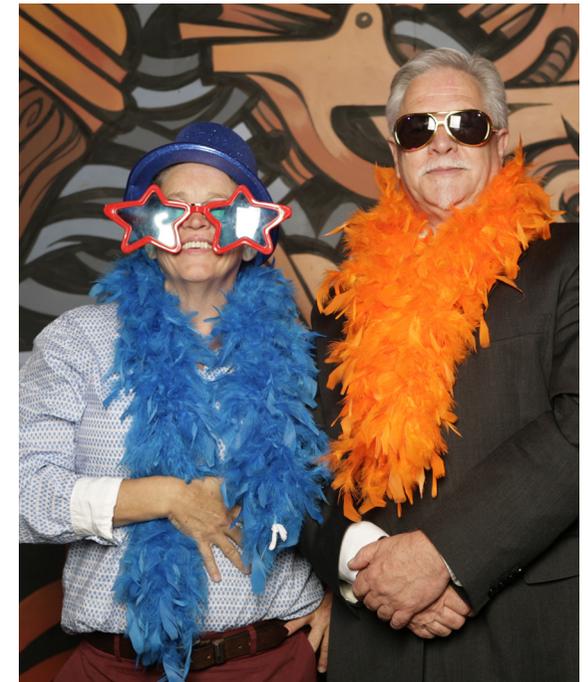
- Universal family wellbeing promotion and prevention;
- Early interventions for those who are at greater risk or are starting to struggle;
- Tertiary interventions which are evidence informed for known problems and address the impacts on the whole family; and
- Recovery interventions that address long-term recovery for the whole family.

At each public health level there is a clear focus on matching the intensity of services for families based on their needs with evidence informed services and the "dose" increasing as families identify and seek greater levels of service. This multi-servicing in action empowers families, for instance, to access practical parenting education programs delivered in the community by approachable and engaging educators. These seminars offer strategies and tips for 'good enough parenting' and child and adolescent development which then allows parents to self-select if they require additional support.

More intensive support can include parenting groups, intensive home-based parenting support, casework and/or family counselling and specialist child and youth programs. In addition, risk factors that increase the likelihood of a family experiencing specific health risks such as mental illness and/or family violence, are also targeted

as well as a focus on promoting and building family wellbeing and resilience.

Our targeted interventions have largely focused on specific populations identified within our social mapping of our local communities who experience greater vulnerability due to their minority status or other social factors. For our African families these services are delivered with African Peer Parenting Educators or our African Family Support staff. There is an additional focus on increasing other social determinants of health such as family literacy and school readiness to increase education and employment opportunities.



Karen Field & Alun Jackson (*not in the usual garb*) at dss 125 anniversary Dec 2012

Chief Executive Officer's Report

For our lesbian, gay, bisexual, transgender and intersex community and their families this includes specialist support and programs through our queerspace service delivered by our Queer Affirmative Counselling and Support team.

For all families seeking additional support, our skilled and professional Family Intake engages with families to discuss options and ensure a seamless, timely and supported referral into programs either within **drummond street** or other appropriate community services.

Increasing demand for family support and a lack of community infrastructure and support services in the western growth corridor has challenged us this year and led to the redistribution of our family service presence into Wyndham. In January this year we located staff at our Wyndham Private Service and provided numerous parenting programs at some of the most vulnerable and isolated postcodes in the Wyndham and Hobson Bay local government areas. This presence was bolstered in 2013 with the successful tender and establishment of our new Family Mental Health Support Service.

New technologies also offer us new modalities to reach families who don't usually engage (or engage only when problems are significant) and provide innovative ways to support their family connection, communication and access to helpful parenting tips. The development of our MyMob smart phone application offers us a unique and exciting platform to further support families who are busy and/or reside in different households/states, to keep connected and in-touch with everyday family life.

Below is an overview of the breadth of **drummond street's** universal and targeted programming. In no means is this an exhaustive list that reflects the significant collective effort and resources in providing support to local families, however, it does provide a picture of our

whole-of-agency, integrated approaches to Family Service planning, development and delivery.

Reflecting on our challenges and achievements throughout the year, so much of the motivation for this ongoing organisational and program/practice development, research and innovation is driven by a management and staff team who continue to be motivated and energised by their curiosity about "what works" for families. This is evident in their constant commitment to change rather than resting on their laurels or just operating out of habit.

Building our research, development and evaluation capacity, through our partnership with Deakin University, has been critical to what we have learnt and achieved to date. This not only means **drummond street** continues to make a significant contribution to the families we support, but also to broader sector knowledge and evidence base. This Annual Report (2012-2013) provides a snapshot of the breadth of this work and the challenges that lie ahead.

Karen Field
Chief Executive Officer

drummond street's Family Services Programs - Proportionate Universalism

Universal

- Mental Health First AID and Young People
- Ready Steady Family
- Raising Resilient Kids
- Tantrums and Tiaras
- Parenting Teens
- Parenting Tipsheets (across the ages)

Targeted Universal

- Peer Parenting Programs i.e. African Mums Peer Programs
- Family Literacy Programs i.e. African Families early years programming
- Supported Playgroups
- Youth Peer Leadership & Homework clubs
- CAFE Parent Chat discussions groups for isolated parents
- School Transition Programs (Kinder to Primary, Primary to Secondary)
- Targeted Parenting Programs – lower SES/AEDI postcodes via MCH & Early Years Services
- Backyard Blitz – Outdoors Parenting, Physical Health & Nutrition – separated dads/ vulnerable fathers & their kids
- Recover Parenting – support for parents with a mental illness
- Making Stepfamilies Work
- queerspace - LGBTIQ Parenting and Relationships programs

Early Intervention

- Family Mental Health Support Services
- Intensive Family Support – Whole-of-Family Casework/Support & Counselling
- Circle of Security
- Parenting Programs; Parenting Kids who Worry, Bringing Up Great Kids, Tuning into Kids, Post-separation parenting
- 1-2-1 Parent Support
- Best Mood- Parents & Young people
- Progression Study program – Young people at risk of disengagement
- queerspace – LGBTIQ Mental Health & Wellbeing Service (counselling, casework, support & recovery)
- Kidz Talk – Child Mental Health Service ATAPS
- HOPE (Hands-on Parenting Education) Home-based & Outreach parenting support

Practice & Delivery – Family Service Model

Our ambition should be to rule ourselves, the true kingdom for each one of us; and true progress is to know more, and be more, and to do more.

Oscar Wilde

Embedding Whole-of-Family Focused Interventions

Over the past twelve months the focus of **drummond street's** work is to further integrate its whole-of-family practice model across all our program activities and interventions, including counselling, parent support and case work to address the increased prevalence of families with children presenting with mental health issues and multiple wellbeing risks.

drummond street continues to provide a meaningful and responsive service to individuals, couples and children through our family relationship/family law counselling services, parenting, practical support and case-work. In addition to our counselling and family support in providing targeted, trauma-informed assistance to support individuals and their families impacted by the Royal Commission into Institutional Responses to Child Sexual Abuse.

However to address the negative impacts and multiple risks of so many families that present to us requires intensive, intentional, whole-of-family work; that is child/family aware and with connected interventions if we are to continue to make a difference, specifically in terms of early intervention.

drummond street's work also continues to reflect the local communities in which it services, including queer communities and those from culturally and linguistically diverse communities, and is based on the following principles;

- Families, children, young people and individuals who use our services represent a broad range of physical abilities, cultures, sexualities, socio-economic statuses, ages and occupations and we recognise that they come for support with a diverse set of histories, aspirations and experiences.
- **drummond street services** continues to offer low-cost or

no-cost support and counselling, based on capacity to pay to ensure access and equity to service support, particularly for resource-poor families.

- The use of an assertive engagement model to ensure programs and interventions are responsive and accessible.

Our family work is structured around supporting 6 key areas of family well-being, with improvements in family functioning considered against these 6 domains throughout the duration of support provided to children, young people and families at each stage of Family Service Delivery; Intake, Assessment, Goal-setting, Case reviews and Closure and Evaluation.

drummond streets' six Domains of Family Well-being

Family Well-being domains	
Individual Well-being	The physical, emotional, social and developmental well-being of all family members; adults, children and young people.
Connected Family Relationships	Happy connected family relationships including intimate partner relationships, parent-child relationships, and sibling, extended family relationships.
Safe Family Environment:	Safe and supportive family environment that is free from frequent conflict, violence and abuse.
Competent Parenting	Competent, confident, age-appropriate parenting.
Material Security	Adequate stable accommodation, financial resources and transport.
Connection to Community	Family/friends support network and school and community engagement.

Family Service Model of Practice

For many people their first engagement with **drummond street** occurs when they attend a group or information session/seminars, either in a community location (e.g. Schools, Maternal and Child Health Centres, Aboriginal Health Services, community development programs etc.) or at our premises. These programs provide universal, non-stigmatised pathways to promote family well-being within the community and allow us to form connections with families who might otherwise not access our services.

For others, their first contact is with our Family Intake where a responsive, sensitive, directed telephone interview helps to assess a family's presenting needs and are matched to the most appropriate program or intervention. Whilst **drummond street** is proud to offer an open-door policy, we endeavour to tailor the intensity and level of support to the need of each family, and particularly the needs of children.

In order to provide an individualised service, we offer a suite of programs tailored to families in our communities of Carlton, Geelong and Wyndham. These can include single-session assessments and warm referrals; case-work to address practical needs; seminars and groups to enhance and build skills and knowledge about relationships; parenting and mental health to one-to-one parenting support; individual, couple and family counselling, peer support groups and intensive family support.



The Context of our Family Service Model

I long to accomplish a great and noble task, but it's my chief duty to accomplish small tasks as if they were great and noble.

Helen Keller

This model allows us to provide a service to all individuals, couples, families, young people and children in our community who are facing challenges, whilst ensuring that the families with the highest needs are provided with the level of service they require to achieve the best outcomes for themselves and their children.

For those families with the greatest need, the variety of programs and approaches we offer allows us to develop a tailored family action plan to achieve goals for the whole family over 12 months. This is based on a Whole-of-Family assessment that identifies the strengths and needs of each family member, as well as the overall family functioning, parenting and community supports. We then work with family members to identify and achieve their particular goals to enhance their children and their family's well-being. As their needs and priorities change, families are encouraged to set their own goals and to re-engage with the service or be connected to other supports when they or their children or family face new challenges.

drummond street's Whole-of-Family continues to be underpinned by the following foundational principles;

Public Health framework

Provision of services that span prevention, early intervention, treatment and recovery interventions, targeting resources to intervene early to prevent mental health issues becoming severe or entrenched. Offering supportive interventions that range from universal mental health promotion activities, programs targeted to high-risk groups within our communities, through to group programs and brief or intensive family counselling and support.

Risk and Protective factors

Based on compelling evidence there are clearly identified common risk and protective factors recognised as directly correlative to positive or negative impacts on mental health and wellbeing outcomes, particularly for children and young people. **drummond street's** family service interventions aim to enhance family well-being of family members and reduce the likelihood of future mental health problems.

Whole-of-Family interventions

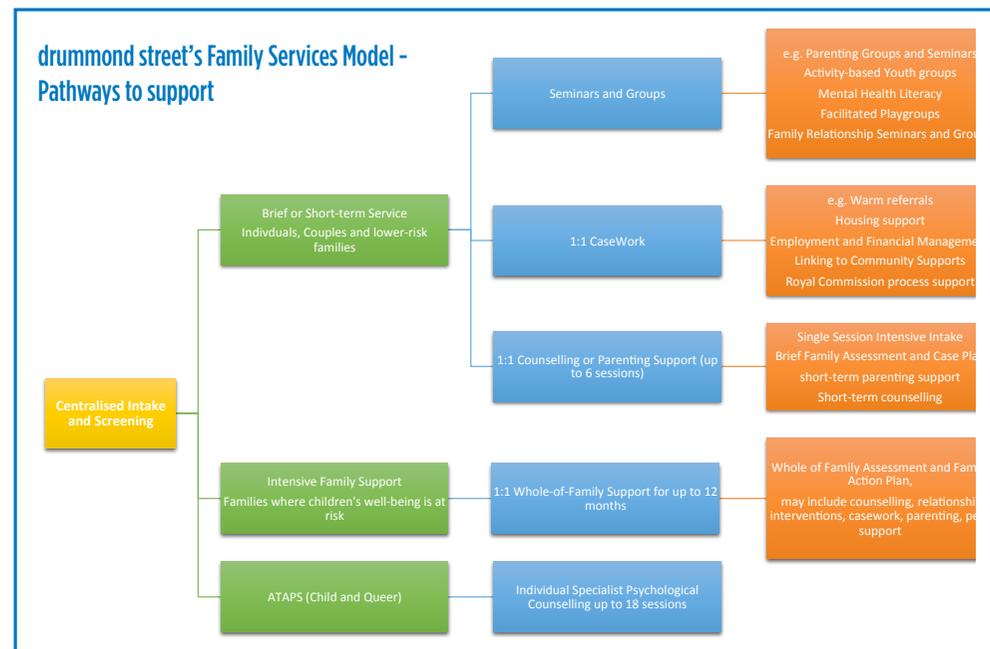
Recognising that family groups provide the earliest and most significant influence on the developing child, **drummond street** works to enhance overall family well-being, by assessing family functioning and providing whole-of-family interventions and through targeting family-level risk and protective factors we seek to improve the mental health outcomes for all family members.

Targeting Family Transitions

Families can be particularly vulnerable during periods of transition (such as the birth of a new baby, transitions to school, couple relationship breakdowns, forming new relationships and step-families, retirement, death of a family member). The promotion of early help-seeking and support throughout the family life-course and particularly during these vulnerable transition periods provides the optimum time for preventative action or early intervention to maintain the health of family members and to move into the 'next stage' more successfully.

Child-focused practice

In our assessment and goal-setting with families, the needs and well-being of children are central (primary service delivery) to support our work with parents (secondary service delivery) to achieve well-being for the whole family.



Family Wellbeing – Supporting Parents

The way we talk to our children becomes their inner voice.
Peggy O'Mara

Parenting; the early intervention setting for children.

I often comment to the parents that we work with how parenting is such a big, big job offering up a bit of everything; satisfying and stressful, exhilarating and exhausting, enjoyable and challenging!! Every family, no matter its size, formation or history has its ups and downs, good and bad days, easy stretches and difficult times.



The Family Wellbeing team over the last year has also had its fair share of all of the above states, as it has grown in both size and reach. We have worked hard to build on our long history of delivering parent support in Inner Melbourne and embed our full family service model across all 3 of **drummond street's** locations; Carlton and Inner Melbourne, Geelong and Wyndham.

The establishment of our parent support programs across our 3 sites reflects **drummond street's** commitment to deliver support in areas of need and where parents and children live. This is certainly true of Wyndham, being one of the fastest growth corridors to families with young children. In providing parent and child support across the spectrum of interventions, whether it is through universal parenting programs, such as *Bringing up Great Kids* and *How to Talk to Kids*,

(4-6 week programs), one-to-one parent support through our home-based or outreach HOPE (Hands-on Parenting Education) practical skills program to more therapeutic, targeted interventions. It is very gratifying to be able to provide this flexible and tailored support to parents and children at times when they need it, and to make access as easy as possible to ensure we reach out to families and their children. This is a strength of our approach and services.

Working with and alongside parents is also a great privilege as they share their stories and experiences and seek new and different ways to strengthen and improve their relationships and their parenting. Supporting parents, particularly in those early years, is a crucial intervention for families and their children. When parents are more equipped with knowledge and skills they experience a greater sense of confidence and competency. This, of course, has the flow-on effect of creating a stronger, more nurturing home environment for children, and greater satisfaction and enjoyment of family life amongst all family members.

This makes perfect sense from an early intervention perspective, but too often the opportunity to harness parent's aspirations for their children, early in a child's life, only comes into focus when things go terribly wrong.

Over the last year we have heard many parents expressing increased levels of anxiety and stress in both their children and themselves. Another area of concern is the impact of technology and social media and how parents manage and set boundaries for their kids in the home.

"It's just exhausting trying to keep up with constant change and our kids seem to know more than we do".

Conversely, technology can be positive with so much more information accessible through the internet, it also helps connect many isolated parents to peers. However, for many parents, especially those who may lack the social supports of extended family and connected neighbourhoods, nothing beats the opportunity to talk with other parents in a supportive group setting to share experiences and actually connect with one another. This can be a real game-changer for families.



Family Wellbeing – Supporting Parents

In response to these expressed parental concerns we delivered a number of groups and one-off sessions including *Tantrums and Tiaras* and *Parenting Children so they Worry Less* which were very well attended, including Point Cook and Tarneit with up to 30 parents at each session. This shows that parents are interested in finding out ways to strengthen their own skills and knowledge, with many parents choosing to participate in longer programs. Another key way of supporting parents to access programs was to provide child minding, so parents particularly with young children could attend. Group registrations were full within days.



In addition to providing outreach parenting support in Tarneit through informal 'Parent Chat' sessions in partnership with ECMS's (Early Childhood Management Services), 3+activity centre, offering information for parents, including; play, healthy lifestyles, nutrition, understanding and managing behaviour, how to strengthen family relationships and prepare for school transition, was given in a facilitated and supportive space to build parent confidence but importantly create parent peer connections.

"It has been so good to talk and listen to other parents".

2013 Highlights - across the ages and stages

The delivery of the 8 week *Circle of Security* parenting program, in partnership with Austin Health, for parents and babies was great to see the program in action and the opportunity to deliver more intensive, focused support to parents in those critical first years of their babies' lives. For parents of younger children (2-12 years) we ran a number of groups including a 6 week parenting program – *How to Talk so Kids will Listen and Listen so Kids will Talk* which generated very positive feedback.

drummond street continues to provide regular talks to Maternal and Child Health Centres new parents groups in the City of Yarra and City of Darebin. These information discussions focus on the transition to parenthood, specifically the impact on relationships as a part of 'normalising' the experience in the first year and forms part of our Just Families program for parents with children 0-5 years.

"Since attending this parent program I have developed more patience. This 'calm effect' is catching on to all members of the family"

We also delivered outreach sessions for parents of teenagers at two secondary schools; Princes Hill and University High on issues of concern for parents focusing on youth mental health. This was followed by longer group programs, which reached up to 60 parents. This was in partnership with the schools and **the drum** Youth Services team.

"I have become more aware of my feelings and my child's feelings. This awareness has made me more able to respond better in difficult situations".

As part of **drummond street's** social inclusion strategy we again

worked with our Youth Services team to provide a wonderful event for National Families Week; Families Working Together; Getting the Balance Right community event where local Carlton housing estate families had fun participating in energetic activities followed by a delicious afternoon tea amongst 100+ families. An additional highlight was the delivery of a 6 week Peer Parent education program to local African mums where 15 local women discussed the challenges and joys of parenting teenagers, as well as learning the skills required to facilitate parent-led discussions or activities as part of continuing support to our local community.

We look forward in 2014 to continue to offer high quality, wrap-around parent and child-focused services in the communities that we serve, as well as continue our relationships with key community partners to achieve the best outcomes for children and their families.

Di Kay

Family Wellbeing Coordinator



Community Investment – African Family Support Program

*If you want to go quickly,
go alone. If you want
to go far, go together.*
African proverb

Investing in local communities

drummond street's ongoing community engagement with local African families in the City of Melbourne continues to strengthen over the last 7 years. In 2013 this work, supported by the Australian Government's Community Investment Program, has been augmented with the additional investment of local government and philanthropic funding. This has meant we have been able to do much more to support local African families and to try new and innovative approaches with a greater emphasis on community-led and run initiatives and individual, personal support.



Melbourne school kids at Authors Picnic Carlton Oct 2013

In using a public health framework, combined with community development and traditional approaches to family support and community capacity building, the African Family Support program is able to respond to a range of complex 'second wave' settlement issues. This includes; relationship breakdown, parenting, family violence, intergenerational and mental health issues, alcohol

and other substance abuse, poverty, social isolation, barriers to education, housing and employment and overall social and economic participation compounded by racism and discrimination.

In 2013 **drummond street's** Family Literacy program invested in the important task of building on our community connections to address the discontentment and disconnection often felt by new and emerging African communities. The program was based on our earlier work in supporting a community hub on the North Melbourne public housing estate, with the aim of increasing pro-social activities and positive connections for local African communities.

In the past year, we have responded to increasingly complex barriers facing many local African community members living in the Carlton public housing estates who continue to experience economic and social barriers that impact on community, individuals and families and children's wellbeing. The program has 4 key areas of focus; Supporting physical, social and emotional health and wellbeing; Employment, education and literacy; Social support; and Community skills and capacity building underpinned by **drummond street's** approach to embed service delivery within existing and local community infrastructure, and in consultations with the local communities. We have also increased our practical, individual casework support for local African community members in response to their needs to navigate housing, health, legal and income support systems.

2013 Highlights

In the past year the focus has been on increasing literacy and numeracy across the life course. This builds on a local, shared agency strategy, which **drummond street** as a key driver over the last 2 years, to better mobilise, connect and coordinate efforts through the

establishment of a Local Agency Family Literacy Co-ordination group to set shared priorities and service planning across the life course. Community partners include: **drummond street services**, City of Melbourne, Carlton Primary School, Carlton Neighborhood Learning Centre, Church of all Nations, Brotherhood of St Laurence, Capital City LLEN, YMCA and the University of Melbourne. It is through this partnership, underscored by a shared vision and through collective effort, there has been greater coordination and resourcing and importantly tangible outcomes to the needs of local African families.

As part of our Family Literacy strategy there has been a very strong focus on local children's early years learning and development and parent's aspirations for their children. The Carlton Primary School has become increasingly a community-based family support hub that provides a central site for place-based service planning and delivery.



Waterwell – Healthy Living Sessions for local mums – Carlton Dec 2013

Community Investment – African Family Support Program

Early childhood initiatives include a regular supported playgroup for local African women, many who are employed as Family Day Care workers on the Carlton housing estate. Through this playgroup **drummond street** has delivered parenting skills sessions to these mothers and children to support their parenting confidence and skills in their employed caring roles.



In January 2013, **drummond street** approached the Melbourne City Council's library services to outreach to Somali children and their families with a dual language, (English and Somali) *Bilingual Story-Time* with a local librarian engaging parents and children in story-telling and reading. This activity was initiated in response to poorer literacy outcomes of the children and their use of community resources, such as local libraries. In supporting this activity local

bilingual community members were employed to read to children in Somali, Arabic and Tigrean languages. Due to its success it is now an ongoing school-based program within the Carlton Primary School where students are now linked into the local library.

Additional resources for local primary school children have been provided through the establishment of a dedicated Family Literacy and technology space, which is an engaging family learning environment used for digital and computer literacy learning for school-aged children and their parents. It offers access for children to the latest technologies, such as iPads and creative learning apps and tools that build their digital skills in areas such as cyber safety and pro-social behaviours. These digital, learning resources are also used by the broader community, including older children in the local primary school homework club. The Family Literacy room is also a parent space with 'Coffee and Conversation' sessions where parents can practice their English language skills in a social setting.

Another key highlight this year was the organisation of an Authors Picnic, supported by funding from the Scanlon Foundation and the City of Melbourne, in the Carlton Gardens in October 2013. This large community event picnic brought together local children's authors, storytellers and illustrators as part of a day of reading, spoken word performances and reading-related activities for up to 200 local school children, with each child receiving a book show bag and leaving with a love of books and reading. Due to the success of this day the City of Melbourne have agreed to run this as an annual event.

Over the coming year our focus will be to support health and wellbeing, particularly for adult parents, through facilitating local health and fitness resources and working with GPs to support better health and nutrition as a response to the rising rates of diabetes, obesity and poorer physical and mental health outcomes, and in direct response

to expressed community members concerns. We have only been able to achieve this through our long-term commitment, efforts, trust and our partnerships with families, community members and service agencies. We look forward to continuing this work.

Sarah Howe

Social Inclusion Co-ordinator



CEO Karen Field talking to local children at Authors Picnic Oct 2013

Research & Evaluation - Informing Practice

There is just one life for each of us: our own.
Euripides

2013 Highlight - Queer Mental Health

drummond street as a mainstream, community-based family service agency has been providing specialist services for our local LGBTIQ/Queer community for over 40 years, including support for couple relationships, parenting, family wellbeing, mental health, trauma, intimate partner violence, children and young people, and issues of 'questioning' and 'coming out'. Based on this history and experience, **drummond street** has a unique capacity to contribute to the knowledge-base and apply this research to the design and development of specialist and affirming services for queer communities.

Thanks to 12 months' funding from beyondblue, **drummond street** in conjunction with Deakin University, undertook a significant Queer mental health research project: **Building the evidence base regarding risk and protective factors for depression and anxiety within the GLBTQ community.**

The project aimed to further examine the nature and prevalence of risk and protective factors which may be present and that contribute to poorer mental ill-health outcomes within this community, including the risk factor of homophobic experiences, along with others. This research, as with all our research activities, aims to inform policy, practice, and future research directions. Alongside **drummond street's** commitment to actively contribute to the development of evidence-based public health initiatives to reduce the rates of anxiety and depression, including in our sex, gender and sexuality diverse community members.

Whilst current data is limited, it is estimated that between 9% and 15% of our Australian population identify as either Lesbian, Gay, Bi-sexual, Trans, Intersex or Questioning (LGBTIQ). Whilst the majority

of our sex, gender and/or sexually diverse community members are healthy and well, there are higher rates of mental ill-health, along with other specific health issues, within our LGBTQ communities, comparatively to the Australian general population.

With Deakin University's ethics approval, we undertook qualitative exploration of 299 clinical files of LGBTQ clients who attended for counselling at **drummond street** within a 3 year timeframe (2008-2011). Note that the Intersex subgroup was not a focus of this study, and due to a lower proportion of Transgender clients, further qualitative analysis is required.

Our research indicates that experiences of homophobia/transphobia, stigma, discrimination and abuse are key contributing factors for these higher prevalence rates, as well as reduced use of mainstream health services due to previous negative service experiences, or the fear of a negative experience.

The research also identified a comprehensive list of 220 risk and protective factors for LGBTQ people. These factors related to: the individual (cognitive and coping styles, physical health and health risk behaviours); family-of-origin; (current family- including couple relationship and parenting); stressful life events; school and work; social connection to mainstream and queer communities; and queer-specific factors (such as exposure to homophobia and the 'questioning' stage regarding their own gender or sexuality identity). Although only initial analyses have been completed on our data to date, our findings are consistent with other related research. There have also been a number of new understandings.



dss staff at Melbourne Pride March

Research & Evaluation – Informing Practice

Other key findings include:

- Risk and protective factors found in highest frequency were similar to the mainstream (non-Queer) community (e.g., education levels, employment and income, experiences of childhood sexual abuse and trauma in adulthood), as well as those unique to the Queer community (e.g., experiences of homophobia, or being in a 'Questioning' transition phase).
- The need to attend to both 'common' and Queer-unique risk and protective factors within Queer mental health interventions, recognising that the majority of LGBTQ community members seek help in relation to concerns, similar to the broader community.
- The 'coming out'/Questioning period in relation to gender or sexual identity is a time of increased vulnerability in relation to mental ill-health, and further understanding of the needs, and increased access to informal and formal supports during this time is required.
- Bisexual individuals presenting for counselling appeared to be at greater risk of mental ill-health than Gay or Lesbians, associated with increased feelings of isolation from both the broader and queer communities.
- The impacts of negative family-of-origin experiences, including lack of affirmation of sexuality identity increased mental health risks, highlighting the need for more specialist LGBTQ family support services.
- The critical import of positive friendships and connections to the Queer community as protective factors for mental health and therefore the need for increased opportunities for social connection and support.

- Experiences of homophobia, as well as other trauma experiences, were highlighted in terms of their association with increased mental health risks and the need for mental health interventions to respond to these issues, (i.e. trauma-informed practice and care, including queer-specific trauma frameworks).



- The mediating role of protective factors such as supportive families, 'identity cohesion' and sense of connection to the queer communities may promote individual resilience and ameliorate the impacts of homophobia.

These initial findings have implications for practice, as well as for government policy and service design and funding. They also provide

a map for further investigation into the most appropriate preventive, early and clinical interventions. In addition to specialist evidence-based public health initiatives to reduce homophobia, clinical interventions informed by research and practice. Interventions and services that possess the appropriate knowledge, competency, engagement and inclusive care of sex, gender and sexually diverse groups who have to contend with mental health vulnerabilities.

drummond street is interested in pursuing further trials of our early intervention risk and protective factor screening tool, and trial of clinical interventions which are able to address both mainstream and queer-specific risk and protective factors for mental health. Positive public health initiatives such as our current 'Queer Bill of Health' campaign, supported by the City of Yarra have an important role, however there is also clearly the need for targeted specialist parenting and family support services, and peer support models within clinical interventions that address social isolation. **drummond street** will continue to source research funds to progress Queer Mental Health research, service design, development and trials.

Reima Pryor

Director of Research & Evaluation

the drum Youth Services

If you want a happy ending that depends, of course, on where you stop your story.
Orson Welles

Banging the drum - telling our story

Adolescence is a key life transition where young people negotiate risks and opportunities as part of the process of becoming autonomous individuals in preparation for exploring the wider world and asking those critical questions of themselves and others.

Who am I? How do I make sense of the world? Where am I going?

Over the past year **the drum Youth Services** also embarked on a process of review, reflection and exploration on what we want to achieve for young people and how best to support their hopes and future aspirations. We did this by asking ourselves similar questions of the young people we work with; **Where have we been? Where are we going?**

This was also part of the significant work and preparation to secure the future of **drummond street's** youth services culminating in successfully obtaining the contract to continue to support the young people of Carlton and Parkville, on behalf of the City of Melbourne. This process also gave us the opportunity to reflect and review, and critically think about the next chapter of **the drum Youth Services'** story and the diverse narratives of the young people and their families that we work with.

Our overarching goals for young people is; that they recognise their personal strengths, they are equipped with skills, confidence, optimism and the resilience to propel them into bright futures and to feel positive about accessing support when they need it.

Although adolescence is a time for increased independence and the creation of a stronger sense of self and identity, connection with family and/or significant positive adult role models is a critical

protective factor that correlates with longer-term better outcomes and the ability to participate successfully in personal, social, family, community and economic life. Therefore **the drum** works as part of **drummond street's** full family service model, approaching youth work in a family-aware context where families (in the broadest sense) forms a key frame for all the work that we do.



The drum Carlton Youth Leadership Camp Dec 2012

It is self-evident that young people are not a homogenous group. This is particularly true of the young people that live, work or play in Carlton/Parkville, all with diverse identities, histories, experiences, potentials and aspirations. **the drum Youth Services** provides a clear and positive pathway to a comprehensive suite of programs that allows us to meet and support young people wherever they are 'at'. Whether this is a safe and positive pathway to individual support, counselling, casework and advocacy and personal support through our outreach youth work in local schools; Princes Hill, University High and the Carlton Primary School, to our range of community learning, holiday, after-school and activities programs that support each young person in their own personal story.

Across our 4 key program themes; Health & Wellbeing, Positive Pastimes, Community Connections and Earning & Learning, many young people were connected, empowered and supported by **the drum's** staff & volunteers. This work was enhanced and often, only realised thanks to our community partners including; City of Melbourne, University High School, Princes Hill Secondary, Carlton Primary School, University of Melbourne, YMCA Carlton Baths, Carlton Local Agencies Network (CLAN), YGender....to name just a few.

the drum's Youth Services team share their favourite chapters of 2012-2013:

Health and Wellbeing - Rachael Hood (Youth Services Coordinator)

"For me it's been about improving mental health literacy and the great partnerships established in working together, from delivering workshops around specific mental health issues such as depression and anxiety in a range of contexts from employability programs to local TAFE students and delivering Youth Mental Health First Aid for parents, peer leaders of YGender and local students. The ability to reach out to different people at so many different levels of experience and understandings in relation to mental health literacy and for us to contribute in a meaningful way to promote resilience and help seeking behaviours amongst the broader community. It was also fantastic to see the connections made through this important area of work and facilitate peers, parents, schools and services to work together to support young people's mental health and wellbeing."

the drum Youth Services

Positive Pastimes – Jerome Perrot (Senior Youth Development Worker)

“This year has been a busy, but a great year for bringing different groups of people together to enjoy positive pastimes through physical activities and outdoor adventures to promote physical and mental health and wellbeing. From whole-of-family fun days for the local public housing residents to an inclusive bike club program that brought our local young African students and international students together. We were fortunate that these activities received additional resources through 2 community grants from City of Melbourne which allowed us to use the great outdoors and pro-social activities as a community learning tool. ‘The Doon Project’ aimed at supporting early high school students through combining the fun practical elements of canoe building and watersports to enhance learning outcomes in school subjects. The ‘Building Bridges Project’ focused on intergenerational relationships where physical activities were used to engage and create positive shared experiences for African men and young adolescents, fathers and sons. A memorable moment was seeing a dad smiling and playing with his sons after a stand-up paddling session and realising it’s this memory his children will remember when they are older”.

Community Connections – Miguel Ramirez and Anoushka Wootton (Youth Development Workers)

MIGUEL: “The year has been of changes and new milestones both for the team and for the young people we’ve worked with. For me the most memorable moments have been when I was able to share “first times” with our community. A lot of the CALD communities we work with don’t take part in a lot of what Melbourne and its surrounds has to offer, resulting in feelings of disconnection from resources, supports and experiences that would really enrich their lives.

A couple of stand-outs were;

- When we took a group of 40 young people on a snow trip because they told us they had never seen snow before and to see the sheer enjoyment on their faces, knowing it was something they would then want to share with their families.
- As part of the ‘Building Bridges’ Project, when a local Eritrean man commented, “I been living in Australia for 10 years and I never been to the city, I only know Carlton, Flemington and Footscray”. This has really stayed with me, and it was great to share those firsts with him enjoying that visitor experience throughout the city and to hear later that both this man and other men in the group are now visiting places such as the Melbourne museum with their families. All it took was that bit of exposure and facilitated support”.

ANOUSHKA: “This year has been about working with amazing youth-led initiatives! All of our young casual staff in **the drum** are local,

young peer and community leaders, so every day we are lucky to be impressed and excited by pro-social young people that when given the right platform, are effecting change for themselves and their peers in small but significant ways.

- My role in supporting the youth-led initiative, YGender; a peer-support and action group for people who identify as Trans*, gender diverse, gender queer or questioning. Solely run by volunteers, this year has been about celebrating what YGender have achieved to-date and helping them with their future plans for broadening their reach and support.
- As part of my outreach support work in the local secondary Princes Hill School, supporting the establishment of a ‘Queer-Straight Alliance’ group of passionate pupils from years 7-10, who lead and create in-school initiatives to create a safer and celebratory school environment for young GLBTIQ students. This is one of many great examples, of what young people can achieve if they have a little help-up and the right resources”.



The drum International Students Bike & Hike Weekend May 2013

the drum Youth Services

Education, Employment and Learning - Gillian Green (Youth Development Worker)

"This year I have focused on supporting young people through the different ages and stages of school life, which can be so important for young people to feel successful in school. It's such a big part of their lives and impacts on how they feel about themselves. I love that I can do group work with Year 6 students in a more fun-orientated 'transition program' through to the Year 10's 'Progression Program' supporting their own transition to exams and becoming more autonomous and confident learners. As University High's School Support Youth worker I work one-to-one with young people who want a space to talk and get some practical and emotional support either for themselves or their families. After school I rush off to **the drum's** Homework club to work with young learners, so I get the best of both worlds, providing support in their school environment and in a more informal community learning environment with our local Melbourne University volunteer tutors. My breakthrough moment was the increased participation of young men at the Homework club.... and all it took was providing some snacks – a Youth Worker's secret!"

We are extremely pleased with the City of Melbourne's decision to invest in **the drum's** continuing story and the stories of young people (and their families) we work with, for an additional 3 years. The story continues...

Rachael Hood
Youth Services Coordinator



the drum Youth service holiday program - Snow trip July 2013

dss Innovation - Development of My Mob

The best ideas lose their owners and on lives of their own.
Nolan Bushnell

MyMob: Now it's easier for families to stay connected.

drummond street services (including Stepfamilies Australia), Interrelate and Deakin University have an ongoing collaboration in family research, program development and evaluation. Our research, along with other research studies, shows a number of risks are associated with parental separation, including mental health problems, alcohol and other drug abuse, high conflict and family violence. Separated parents can also experience high levels of stress around the required level of ongoing contact in shared parenting arrangements, particularly in the context of new intimate relationships when interactions between former and new partners, and with children and step-children, can be complex.

Our experience of providing information and support for families using e-technology, particularly with Stepfamilies' use of online forums, has demonstrated that users are not passive in their use but show a willingness to engage in conversation and to seek out information, resources and support, using a range of online tools to manage their social and personal aspects of everyday life.

Innovative, non-judgmental interventions that provide and encourage safe and supportive communication between family members within busy, changing and/or expanding arrangements can ameliorate these risks, supporting families to learn new ways of being and of communicating. New technologies also offer us an innovative and exciting platform to provide a space for contemporary families to better navigate these normal family life issues as a starting point for more intensive supports to be accessed.

The MyMob concept was developed by Stepfamilies Australia in response to findings from research and a range of community engagement projects with families who change as a result of a

relationship separation and/or formation of stepfamilies or other family structures and the subsequent communication challenges that these families have to contend with.



MyMob is a smartphone application, and a secure, fun and practical communication tool that fosters positive communications in a family friendly tone similar to that which would normally happen over the family kitchen table. Whether organising the family diary or posting on the family fridge, MyMob connects families in a safe online environment to help them overcome issues that may be at play in direct communication with one another.

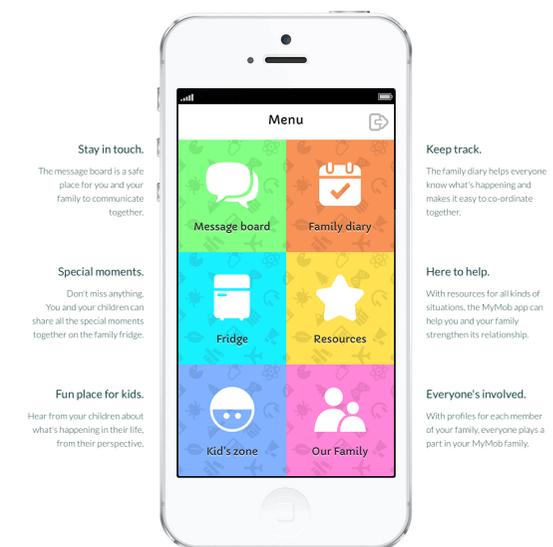
The core principles guiding MyMob remain the same as all family interventions provided by **drummond street** with families' safety and wellbeing at the heart of all elements of the app's design.

As the MyMob project has evolved throughout 2013 the concept was further developed in recognition that many contemporary families although not necessarily 'separated', consist of key carers residing in different households or with parents travelling away for work, with many parents spending extended time away from their children and other family members.

In these situations, as with separated and stepfamilies, to keep connected, organised and involved in everyday family life can be a challenge and without timely access to practical information and resources, managing normal life hurdles that impact on families can be more difficult.

MyMob's broad target group means that we can provide a non-judgmental, non-problematizing family resource that fosters positive communication for **all** families, while creating an intentional and safe space for families where communication may be particularly difficult.

Families are diverse and dynamic and their needs are not fixed, therefore effective communication as they try to negotiate these changing needs is key to positive outcomes for all. MyMob allows family arrangements to be a 'work in progress', recognising the flexibility families need to allow their new situations to gently develop and change over time as new relationships are formed and life circumstances for the parents and their children change. After a year of technical and content development we look forward to the formal launch of MyMob in 2014.



2012-2013 Overview

drummond street services saw the following families from July 2012- June 2013

Family Counselling and Intensive Support

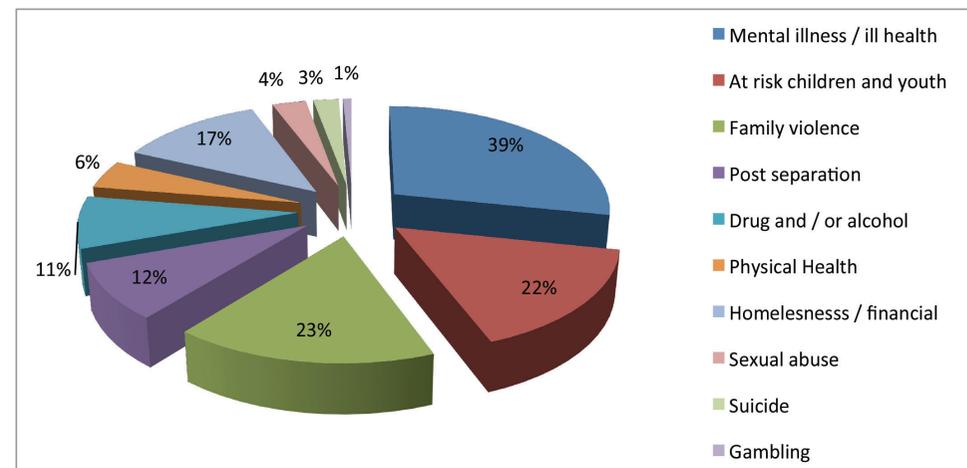
- 775 individuals from 413 families under the Family Support Program (Carlton and Wyndham locations) under the Family Support – Family Relationship Services Program
- 211 individuals from 94 families under the Family Mental Health Support Service - Carlton
- 64 individuals from 33 families under the Family Mental Health Support Service – Geelong
- 151 Stepfamilies received counselling and support
- 216 LGBTIQ families received support and counselling in our Queer Programs
- 130 Young people and their families received counselling
- 226 individuals attended Family Mental Health Support Service Community education and 96 families parenting programs (Carlton)
- 665 individuals attended Information sessions, 141 individuals attending Community Events, and 415 in Community Education programs (FMHSS Geelong)

Community and Family Education Programs

- 85 families attended Parenting Seminars and Groups
- 27 families received Intensive Parenting Support and Hands On Parenting Education (with 42 children)
- African Community Programs
- 15 African Women completed Peer Parenting Education Course
- 20 African women attended Parenting Education sessions and 30 at a Family Camp Parenting Workshop
- 100 attended African Family Arts Day
- 20 African families attended Family Literacy Group
- 20 African Women's participated in Health and Wellbeing Sessions
- 40 Mothers in African Family Nutrition Workshops
- 20 African Fathers in Building Bridges Program
- 220 people at the "I Live I Melbourne" Film Launch

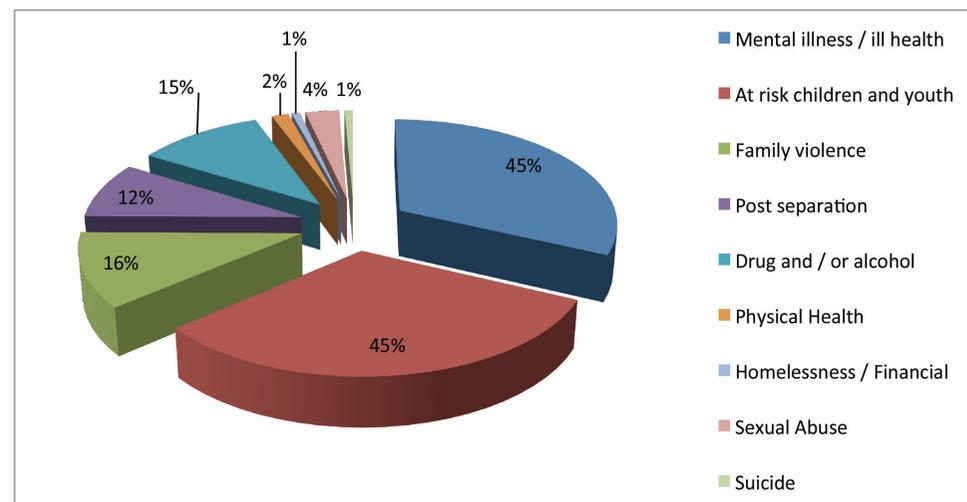
Family Support Program Counselling Risk Alerts

Mental illness / ill health	39%
At risk children and youth	22%
Family violence	23%
Post separation	12%
Drug and / or alcohol	11%
Physical Health	6%
Homelessness / financial	17%
Sexual abuse	4%
Suicide	3%
Gambling	1%



Adolescent Risk Alert

Mental illness / ill health	45%
At risk children and youth	45%
Family violence	16%
Post separation	12%
Drug and / or alcohol	15%
Physical Health	2%
Homelessness / Financial	1%
Sexual Abuse	4%
Suicide	1%



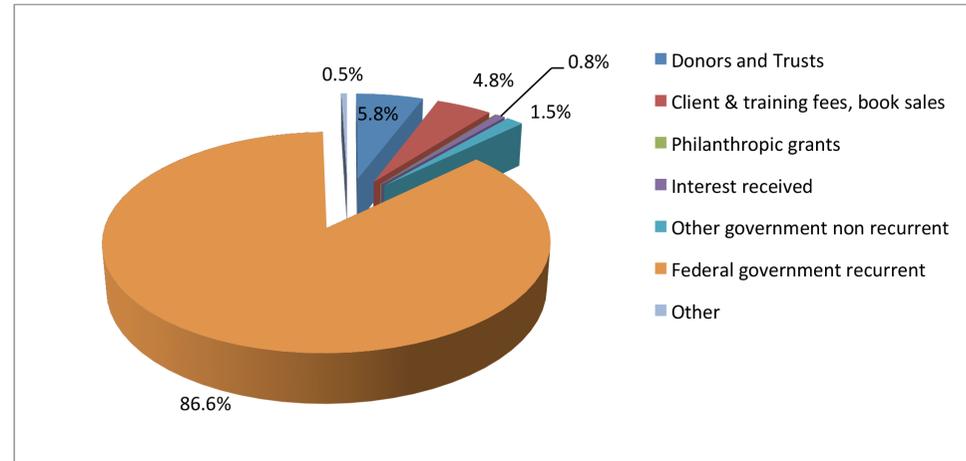
Youth Services

2564 attendances of Young People (12 – 25 yrs) at the following activities: volunteering and leadership programs, holiday programs, Bike Club, Homework Program, 'The Doon' kayak building Project, Creative Arts & Media Programs, Community events, Employment & Peer Leaders Program, School Based Service and Personal Support Programs, SSAAGD Young people support including Ygender, adolescent counselling and case work, BEST Plus Group for Young people with a Mental Illness and their Parents, Youth Mental Health First Aid and other activities with community partners.

2012-2013 Annual Revenue

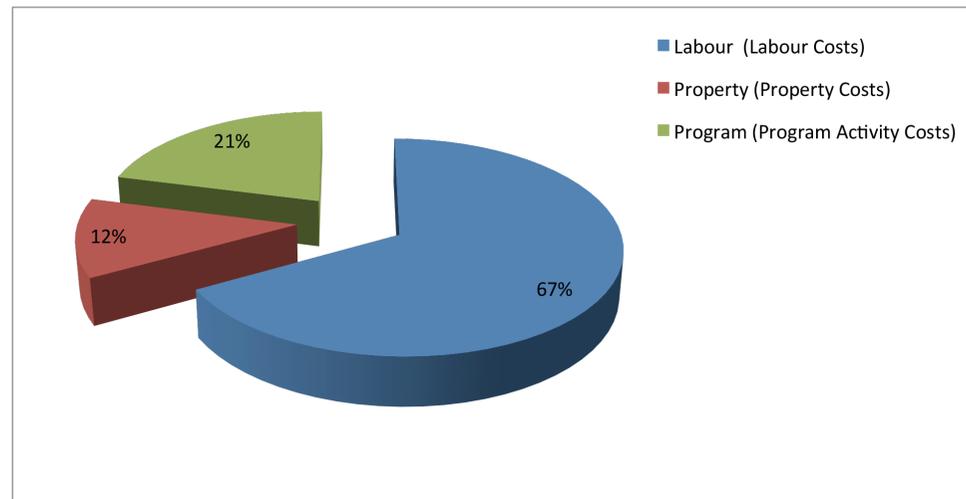
drummond street - 2012-13 Revenue & Expenditure

Donors and Trusts	5.8%
Client & training fees, book sales	4.8%
Philanthropic grants	0.0%
Interest received	0.8%
Other government non recurrent	1.5%
Federal government recurrent	86.6%
Other	0.5%



Breakdown of Expenditure

Labour (Labour Costs)	67%
Property (Property Costs)	12%
Program (Program Activity Costs)	21%



Board Members

President

Professor Alun Jackson

Vice President

Mr Henry Blatman

Treasurer

Mr Graeme Lush

Board Members

Ms Joan Grochowski

Mr Frank Lamari

Ms Anne Winstanley

Ms Dolla Merrillees

Ms Sue Taylor

Ms Martina Polaskova

Mr Scott Mahony

Mr Mario West

Ms Jennifer Brook

Funders and Donations

Funders

Department of Social Services (previously; Families,
Housing, Community Services and Indigenous Affairs – FaHCSIA)
Attorney-General's Department (AGD)
City of Melbourne
City of Yarra
Telematics
RE Ross Trust
Scanlon Foundation
Eddystone Foundation
beyondblue

Donations

Joe White Bequest
Helen Gyles Turner Trust
Francis Thomas and Jeanette Warren Trust
Bell Charitable Fund



The Burke Sisters dss 125 Anniversary Dec 2012



Cool Youth – Jerome Perrot & Abdullahi Ibrahim dss 125 Anniversary Dec 2012

Staff Members

A little of what you fancy does you good.
Reima's Aunty Min

Senior Management Team

Karen Field – CEO
Paula Westhead – Deputy CEO and Director of Services
Leanne Black – Business Manager
Michelle Burke – Executive Assistant
Robert Riccioni – Corporate Director
Reima Pryor – Director Research and Evaluation
Cheryl Miller-Yell – Strategic Partnerships and Projects
Sophie Aitken – Research and Policy Officer

Family, Child & Youth Counsellors/Workers

Rita O'Toole - Family Services Manager
Sarah Powell - Intake
Eve Jansen
Jacinta Kearney Fran Faulkner
Rob Russell Adam Dickinson
Anita Smith Tammy McVeigh
Barry Strmelj Philippa Sharpe
Todd Davies Toni Semarak
Adena Silverstein Julie Yeo
Diane Johnson Phoebe Wallisch
Diana Kay David Belasic
Deb Cole Ruth Willcox

Administration Staff

Kelsey Atkinson
Kathryn Burke Kate Morton
Lesley Bryceson Prue Harris

Family Wellbeing Program

Diana Kay – Coordinator
Rachael Hood
Deb Cole Sylvia Cseh
Sue Kerchhoff Kate Galea

Community Investment Program

Sarah Howe - Social Inclusion Coordinator
Maria Ibrahim
Bec Harris
Sarah Nega
Emily Malone
Abdi Qianalie

Youth Services

Rachel Hood - Coordinator
Mel Cooke - Coordinator
Miguel Ramirez
Jerome Perrot
Anoushka Wootton
Gillian Green

Peer Youth Leaders (Casual Staff)

Mohamed Hussein
Abdullahi Ibrahim
Severin Darvel
Abdalla Okud
Amina Farah
Amira Idris
Paul Kim
Julian Maes
Wafa Musa

Students

Abdi Isse
Liz Grennell
Owen Vickory
Julian Maes

Carlton Homework Club Volunteers

Special thanks for their development role on behalf of Embrace Education & Melbourne University

Tasmyn Soller & Julian Maes

Henry Howard	Patricia Tan
Chloe Sinclair	Roslyn Huggins
Jasmine Liu	Wendy Pugh
Christopher Pun	Natasha Kusma
Lachlan Walden	Penny Fowler
Hollie Le Brun	Afra Cader
Patrick Pham	Elisa Westphalen
Bharathy Gunasekaran	Felicity Bigelow

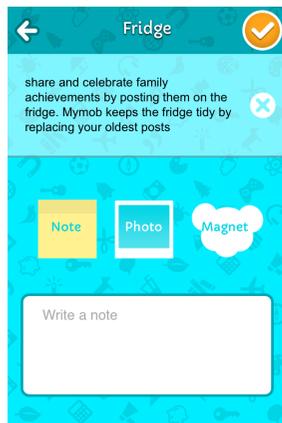
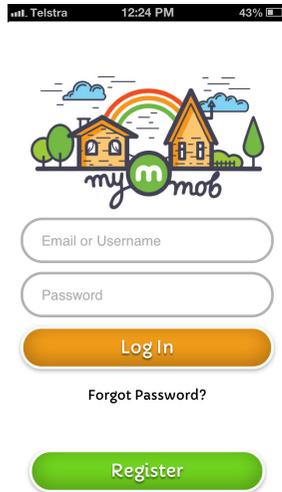
Stepfamilies Australia

Daniela Zimmermann - National Program Manager
Kate Morton



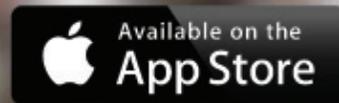
dss 125 Anniversary Dec 2012 Class of 2012-13

Coming Attraction - MyMob



Whether you're a busy family, or a shared parenting family.

MyMob encourages positive communication to help you build a stronger family. It's a great tool to grow your family connection.



MyMob is an initiative of drummond street services in partnership with Interrelate & Stepfamilies Australia. www.mymob.org



"Don't worry - I have got your back"

