

drummond street services

# ANNUAL REPORT

## 2016-2017

VISION  
2020



... YES!

Australia



## 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 year is **drummond street's (ds)** 130 year anniversary, a notable milestone and a celebration of our organisation's place as an important community resource and asset serving the health and wellbeing of local communities. An anniversary is a marker in time, an opportunity to reflect on history, and a guide to the organisation's future.

There are many variables that can influence an organisation's longevity; opportunity, leadership, workforce, political and social environments, funding etc., and our history attests to this. However, most importantly it is **ds's** commitment to remaining true to our social justice values and advocacy for all. This allows us to remain reflective, aware, open and therefore relevant to the contemporary needs of families.

Our proud history of social justice, influence and actions exemplifies this year with the expansion of our **queerspace** service for LGBTIQ communities. Exciting as this is, we know that these new programs don't just happen. They frequently come from years of sustained advocacy to funders, cross-sector partners and the broader community of the specific wellbeing issues for the LGBTIQ communities. This has happened through the dedication and leadership of Karen Field, based on **ds's** history in supporting and creating safe spaces for LGBTIQ communities.

It is also a willingness to participate and at times lead the community discourse, which especially over the last 12 months has been challenging and distressing with the Marriage Equality debate and attacks on Safe School. This has impacted many of our staff both professionally and personally and we have also seen this

through demand for our support services, which stands at approximately 30% of our total service delivery. The subsequent YES vote is validating and a significant community milestone, and we acknowledge the efforts of all our staff and the support from partners and funders, including the Victorian State Government recognising the mental health concerns particularly on LGBTIQ young people.

Reflecting on our growth over our last strategic planning cycle, with **ds** now operating out of 6 locations, alongside our national reach through our sector support through Centre for Family Research & Evaluation (CFRE) that supports and influences sector practice, and our digital future building on our family-based apps; WTF and MyMob, and our Stepfamilies Australia services and advocacy.

Our ability to shape-shift and to maintain relevance and accountability to the community, has required the Board to substantially invest in critical infrastructure; people, resources, minor capital, ICT to ensure that our workforce is supported to deliver our important support to families. This is essential as part of our organisation's sustainability and future.

I would like to thank my fellow Board members, who continue to support myself, in the oversight of our marvellous and inspiring organisation. As always I wish to acknowledge the achievements of our CEO, Karen Field, who with vision and passion further propels the organisation into the future. Acknowledgement to work of the Executive, Senior Leadership team and all **ds** staff, who as members of the organisation share ownership of this important community asset and committed to positive changes in both individuals, families and communities. I look forward to further celebrations of our 130 year anniversary and beyond.



Diversity is the  
one true thing we all  
have in common.  
Celebrate it every day.

*Author unknown*

## DECEMBER 2017

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# CEO STATEMENT

## Karen Field

What an amazing 12 months of growth and innovation. For 50 years of prioritising the needs of one of our most vulnerable communities – the LGBTIQ community, our planning and dedication towards our LGBTIQ service; **queerspace** ensured its own future stability financially through drummond street services (**ds**). **queerspace** now has 3 funded programs driving the practice part of this incredible community hub. QHealth an Alcohol and other drug service (with Merri Health), QRespect; our Family violence service specific to LGBTIQ (with TGV, VAC and Switchboard) and iHeal; a recovery oriented service assisting those recovering from family violence using recovery support workers and comprehensive wrap-around services (with BlueKnot Foundation, TGV, VAC, Switchboard and Merri Health). The programs are developed, created and delivered by queer-affirming agencies, practitioners and researchers. We have worked incredibly hard over the last few years to provide a safe supportive and welcoming space for those in the LGBTIQ community. We provide complimentary office space and power/ internet access to those small yet exceedingly necessary non for profit orgs including, Transgender Victoria, F2M Shed, Parents of Gender Diverse Children and Y-Gender. We also now employ over 20 staff who identify as queer or gender diverse. These numbers reflect our commitment to changing our workforce to directly reflect our client base and isn't just limited to our queer community.

The importance of assertively engaging community members experiencing racism, Islamophobia, transphobia, homophobia and classism is amplified in the current social, political climate. Young people identifying as belonging to the communities we assertively engage have overwhelmingly experienced discrimination and feel unsafe. We know this because young people and their families tell us so. So does our data about why they access our services. These community members marginalisation impedes their physical, social, emotional and psychological safety. It continues

to be a barrier to education, employment and service systems. It is structural disadvantage like this as to why we assertively engage these communities. It is why we seek to address systemic drivers of social disadvantage by undertaking advocacy within the service system and with government. A difference is finally being made in **queerspace** and we will continue to work hard to achieve similar results in our community humanitarian and entrants transitional support (HEARTS) programs.

To address social and health inequalities we need both universal and targeted public health approaches. Community-based services are well placed to provide holistic support that has positive and tangible impacts on the circumstances and adverse life experiences that many individuals, families, children and communities, particularly those most disadvantaged, have to contend with. However, this has to be achieved, at a time of rapid social, economic and technological changes; labour market, urban and peri-urban growth and densities, migration, unaffordable housing, increased costs of living and user-pay systems. In addressing the social determinants of health for highly vulnerable and marginalised communities, it requires a holistic lens, supported by data, research and evaluative capability, the creation and use of consumer or client feedback mechanisms and a whole-of-organisational appetite to critically challenge existing organisational and programmatic boundaries and behaviours. Emergent funding and policy initiatives show organisations who are willing to offer new solutions to intractable social problems are growing and diversifying their revenue through innovation.

Consumer driven purchasing is rightly bringing consumers into the design space of service systems. But it also offers very unique opportunities to learn and understand the changing context of our end-service users' lives and therefore consume services. It also offers a unique opportunity for end-service users to be co-producers of services.





I've been embraced by a new community. That's what happens when you're finally honest about who you are; you find others like you.

*Chaz Bono*

# JANUARY 2018

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## CEO STATEMENT continued

Real partnerships with the very communities we are seeking to engage must include affirmative action employment policies which ensures that our end-service users see a workforce that looks like them. We are proud of our workforce strategy to ensure a diverse and inclusive workforce but also has a focus on staff with a lived experience of the issues impacting on our service users including family violence, history of child sexual abuse, mental illness and the like. Having staff with shared experiences and who are well into their recovery journey brings significant skillsets into service provision and builds a sense of hope and optimism for many who have just escaped or lived through these experiences. At **ds** we are building both a diverse workforce including people of diverse faith, race, sexuality, gender and abilities, and a lived experience Recovery Workforce who have successfully navigated a supported recruitment process, have a role, and are undertaking accredited Vocational qualifications.

These are challenging but exciting times in welfare and NGO's agility and capacity to use data, research-evidence, practice and community wisdom, technology and digital platforms for service provision, lays a critical platform for innovation and learning. I am delighted that these capacities have been rewarded with new funding this year and investment in service development and trials.

I am very grateful to the board for their ongoing support but also financial investment in innovation and infrastructure to ensure **drummond street** continues to break new ground.

I am also eternally grateful for a leadership and practitioner team across our organisation that is willing and curious to learn and try new things and is committed to a very high standard of care both of our service users, communities and each other. I thank you for your dedication, energy and enthusiasm and look forward to what the next exciting year brings.





Diversity in the world  
is a basic characteristic  
of human society, and  
also the key condition  
for a lively and dynamic  
world as we see today.

*Jintao Hu*

## FEBRUARY 2018

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## QUEERSPACE

Innovation is a familiar experience at **queerspace** and has been from the beginning as Melbourne's first health and wellbeing service for queers by queers.

Currently **queerspace** is shining a light onto family and intimate partner violence in LGBTIQ+ communities. The Victorian Government's Royal Commission into Family Violence recommendations highlighted the needs and experiences across the LGBTIQ+ communities with regard to family violence (intersectionality across the different gender and sexuality communities, age cohorts, culture and faith, abilities). It also recognised: the lack of research regarding pathways to victimisation and perpetration and thus also the lack of evidence-informed practice and programs, the barriers to reporting (under-reporting) and lack of effective responses to LGBTIQ+ communities' experience of family violence. It highlighted that our current family violence system has been developed to respond to violence perpetrated by men against women and their children. In response to the recommendations, the Vic Government provided nearly \$5m over 4 years to develop and deliver family and intimate partner violence services to Melbourne's lesbian, gay, bi, trans, intersex, questioning and queer communities, and Polyamory communities. **ds**, as the lead agency in a partnership with Switchboard, Victorian Aids Council and Transgender Victoria will deliver prevention and early-intervention through to recovery. We are not only extending our current knowledge and practice of inclusive specialist and queer affirming public health and wellbeing services, we are using practice knowledge to inform the research that will develop and deliver the practice frameworks.

In addition, **queerspace** is the home of iHeal (Diverse Communities) – a pilot recovery

support service for survivors of family violence. This program provides wrap-around, integrated support to LGBTIQ+ survivors of family and intimate partner violence.

The innovation continues with QHealth, a pilot program in partnership with Merri Health. QHealth offers queer-affirmative opportunities to talk about a person's own or another person's drug and alcohol use in a confidential and non-judgemental space. The program is a free service available to communities across Melbourne exploring ways to reduce use and/or be safer when using.

Always ready to recognise gaps in service provision in our communities, and in response to calls for support, **queerspace** successfully introduced a 6-week program for Parents of Gender Diverse Children. The overwhelmingly positive feedback received for this program has lead us to continue to offer the group, and add an ongoing support group for participants of the 6-week group.

**queerspace** is continuing the **drummond street services** expectation that all our services are evidence based. We have increased research capacity in the past twelve months with the appointment of new research roles, which will not only strengthen the evidence base for current service provision and the new specialist responses in family violence, we will also contribute to a broader LGBTIQ research agenda. Furthermore, **queerspace** is much sought after for tertiary student placements, and we look forward to continuing to support aspiring practitioners and researchers alike with a queer focus to their work.

**queerspace** is excited to be major sponsors of both the Tilde Festival 2017, and Midsumma 2018. Looking forward, **queerspace** will continue to, support, provide and promote the health and wellbeing of Melbourne's lesbian, gay, bi, trans, intersex, questioning and queer communities, including polyamory communities, from our many sites, in current and new partnerships.

**Total Engagement: 986**







Gay people are the sweetest, kindest, most artistic, warmest and most thoughtful people in the world. And since the beginning of time all they've ever been is kicked.

*Little Richard*

MARCH 2018

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## YOUTH AND COMMUNITIES

The youth and community team delivers programs developed by and for young people and families. In 2016/17 this saw young people from diverse backgrounds & people from refugee background informing, designing, delivering and evaluating family focused mental health and wellbeing programs. The young people and communities involved in the co-production of programs are representative of the communities our team assertively engages; young people of colour, young people and families living on/or connected to public housing, identifying as LGBTQI+ and those of refugee and humanitarian background.

We are excited by and proud of the co-design process. It positions lived experience equal to evidence based knowledge in our work. It reflects our belief that individuals' best understand the challenges they face, and what the solutions are. Importantly, co-design also provides platforms for these voices to be elevated and projected to the wider community.

The work of the youth and community team reflects **ds** commitment to building the communities we work alongside. It ensures **ds** creates opportunities for community members whose potential is only limited by systemic discrimination and oppression. It includes the drum youth services & African Family Support Program (AFSP) in Carlton/ Parkville, Humanitarian Entrant and Refugee Transition Support (HEARTS), and the Collingwood Community and Family Hub.

We've also supported numerous groups in our youth and communities teams including; QTIPOC, Bridge meals, Ethiopian Women's Association, Agola Kaput Association of Victoria, Oromo women's group, Collingwood African association, Concern Australia, Crossing bridges, City of Yarra leisure services, Eritrean women's group, New hope foundation and Collingwood neighbourhood house.

We are grateful for the incredible efforts, passion and commitment of the youth and community team, our volunteers and students on placement. It enabled growth and increased

reached. Some of the community development highlights for 2016/17 include:

- » 100+ refugee families via HEARTS family days in Werribee, Thomastown and Cario
- » Collaborating with Ethiopian Women's Alliance for Mother's Day event attended by 100+ mums
- » 7 families of African background connected to Carlton experiencing homelessness housed and 3 relocated to suitable housing
- » 76 children and adults of African background with a connection to Carlton linked into literacy initiatives
- » 200+ children and adults from Carlton Housing Estate visit Serendib Sanctuary

The drum youth service highlights in included:



- » 4000+ points of contact with young people
- » Assertive engagement of 40+ QTIPOC via Pasifka Swag & Iftar events
- » 9 youth peer leaders lead co-design and co-delivery process
- » Our Youth Peer Leaders consulted 140+ people part of a needs analysis
- » Expansion of youth peer leader program to Richmond and Collingwood Housing estate in 2017/18

### Total Engagement

**8,452** Individuals engaged across all branches and programs

**7,077** Number of sessions attended by clients





I was raised around heterosexuals, as all heterosexuals are... that's where us gay people come from... you heterosexuals.

*Ellen DeGeneres*

# APRIL 2018

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## FAMILY MENTAL HEALTH SUPPORT SERVICE (FMHSS)

This incredible service aims to provide prevention and early intervention services for children and young people (and their families) who are at risk of or early diagnosis of mental illness. This service helps to strengthen the mental health and wellbeing and address mental health problems in children and young people through a focus on wellbeing of families and communities across five sites: Collingwood, Werribee, Sunshine, Geelong and Epping. It provides no-cost support to vulnerable families with children and young people (0–18) and aims to assist them better negotiate transitions and challenges of family life that can impact on mental health. Embedded within local communities and working in partnership with key agencies, it includes community development and engagement activities to empower families and support access to services as needed. Intensity of support increases with levels of need; some families receive 'brief' short term intervention which could include counselling, case work or participation in a therapeutic group, others receive 'intensive' support up to 12 months where a number of challenging issues are identified. Underpinned by a whole of family approach practitioners walk alongside family members to identify issues important to them and together develop an action plan with the aim of ensuring children and young people grow and develop in a safe, supportive and nurturing environment.

**Total Engagement: 5124**

## FAMILY AND RELATIONSHIP SERVICES (FARS)

Families and Communities thrive when the interpersonal relationships that give meaning to these critical parts of our lives are strong, sensitive and safe – in short, when individual lives are embedded in healthy connection.

**drummond streets'** Family and Relationship Services provide support and sustenance for the times when connections become stressed, placing at risk people's health and wellbeing. Life transitions are often the times when the resources we have available to sustain current relationships or grow new ones are stressed and stretched. Forming new relationships, the birth of a child, the leap from primary school to high school, separation and re-formation of families are some of the life stages in which uncertainty and fear can be heightened, challenging the trust and respect that fuel supportive relationships.

Our FaRS program provides a reflective space in which people and families can explore how to overcome a challenge. **drummond streets'** approach to supporting relationships is built on the knowledge that the circumstances in which people and families are living has a significant impact on their capacity to meet each other's needs, particularly those of children. Financial and employment stresses, housing, mental health and drug and alcohol misuse erode the ability of parents and partners to care and be available for each other and children. Conflict and violence directly harms relationships, causing trauma that at best undermines our capability to form healing relationships and at worst results to injury and death. Of the 383 cases who sought support from **drummond street** over the past year, 188 presented with mental health concerns, 126 with parenting issues, 112 with couple relationship issues and 110 with family relationship issues. Family violence was evident in 20% of cases, depression 21% and anxiety 29%. **drummond streets'** skilled and experienced Child and Family Practitioners take the time to explore the way that these issues impact people's lives and relationship difficulties, ensuring that families have access to the right amount of support through the right services at the right time.

**Total Engagement: 1,140**







It is time for  
parents to teach  
young people early  
on that in diversity  
there is beauty and  
there is strength.

*Maya Angelou*

## MAY 2018

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## HOPE

The long running Hands On Parenting Education program (known as HOPE) has expanded to provide more one-on-one outreach support and skill building for parents with children 0–5 years. We are now able to provide these free services to the most disadvantaged in Carlton, Collingwood, the Brimbank area and Wyndham.

Our Carlton based Parent Support Worker, Sue Kerchhoff provided the HOPE team with ongoing professional development to add a social work perspective and ensured positive parenting approaches were reflected in all our work with young families. HOPE workers spend time with parents and children role modelling ways to manage behaviour and connect in age appropriate ways.

**Total Engagement:** We have helped **116** clients this year (**60** of these in fast growing Wyndham).

## IHEAL RC

As the Royal Commission into Institutional Responses to Child Sexual Abuse entered its final year in 2017, the model underpinning **drummond street's** Royal Commission Support Services was reviewed. Reflecting both the expressed wishes of survivors for opportunities to have peer provided supports and a growing evidence base that points to the value of peer supports for survivors of trauma, **ds** developed a service model that seeks better to harness lived experience. Further, a focus on recovery approach was adopted whereby the need to set goals for living and growing despite the ongoing impact of historical trauma became central to considerations about **ds's** role with survivors. Blending a recovery approach with the role of lived experience workers whose presence in the service promotes hope and optimism for survivors, **ds's** service model is intended to provide a pilot platform for the future service needs of survivors.

During the year, four staff delivered 1,603 session hours to 85 Survivors and their families who sought services for over 324 different kinds of support needs. Many survivors presented

with multiple support needs. The three support needs that presented most often were child sexual abuse, mental health and trauma. Reflecting the profound impact of child sexual abuse, 80% of survivors presented with these 3 or more issues and 34% with 5 or more issues, which included anxiety and depression. In addition to the counselling and case work provided, survivors asked for advocacy supports in managing civil and criminal legal processes or managing their housing. On occasion, advocacy was required to support improved care through the mental health and justice systems.

iHeal Royal Commission is currently funded to 30 June 2018. In January 2017 the federal government announced an approach to providing a redress scheme for survivors. As of the publication of this report, the state and federal governments have yet to agree on and sign up to a formal redress scheme which is in part to provide a mechanism for survivors to seek and receive financial compensation. It's expected that some agreement will be reached which will then trigger the Department of Social Services to consider whether to fund these important services beyond the current life of the program.

**Total engagement: 1,603** session hours to **85** Survivors

## STEPFAMILIES AUSTRALIA



With a fresh new website, updated resources and a newly appointment program manager, Stepfamilies Australia has had a successful year in terms of the media attention it has gained. Utilising a somewhat successful social media strategy through the Facebook page and the numerous online Facebook support groups Stepfamilies Australia is engaging over 5,000 step and blended families online. Much work has been achieved to set up numerous opportunities for ongoing media attention next financial year, an exciting time for step and blended families! A heavy investment went towards making our mobile app MyMob (helping families to connect) more robust.

Gay marriage is  
going to happen.  
It must.

*Lady Gaga*

**JUNE 2018**

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Millipede a Melbourne based app development company took on the task to re-build the apps' server to make it more dynamic and agile. This re-build was in response to the fact that the family court is now suggesting the use of MyMob to assist conflicting separated couples with their co-parenting responsibilities.

**Total Engagement:** Counselling/group work: **486** & Online engagement: **5,121**



## CFRE

The Centre for Family Research and Evaluation (CFRE) has a mission to improve the health and wellbeing of children,

families and communities across Australia. CFRE is a partnership between **drummond street services** and Deakin University, bringing together our experience in research, service delivery and consulting to increase the use of evidence-based practice in addressing the complex social problems many communities face. We work both internally at **drummond street services** to support program teams, as well as external agencies across Australia.

One of our standout projects in the last financial year has been working with fifteen remote and regional Communities for Children sites across Australia. We provided workshops on program planning and evaluation to approximately 105 participants. Further support was then provided to specific projects to establish the evidence for their approach and measure the outcomes they have achieved. This led to a number of programs being approved for inclusion on the Child Family Community Australia (CFCA) information exchange portal for evidence-based programs. An important aspect of this work has been the recognition of the importance of Indigenous-led projects for healthy child development and engagement in learning, as well as approaches that enable community members to be involved in the design, delivery and evaluation to build local ownership and longevity. Based on this work, we have submitted recommendations to Department of Social Services to assist them develop the inclusiveness and flexibility of their policies around

evidence-based practices and proceed towards community level outcomes for this program. Since this time, seven of the projects requested further capacity building and evaluation support, which we continue to provide.

In the last financial year we have also worked with another thirteen agencies and five internal teams at drummond street services. The support we have provided has aimed to build the capacity of agencies to make strategic decisions, monitor the quality and progress of their services, as well as evaluate the impact of their work. To do this, we have provided rapid evidence reviews, policy updates, community profiling and needs analysis, program evaluation, qualitative and quantitative research, as well as tailored training, mentoring and group facilitation. Additionally, we have worked with a number of agencies to develop their strategic priorities, research agenda and/or a monitoring and evaluation frameworks. We have presented our collaborative approach to working with agencies to improve the impact of programs at several conferences and continue to make sharing our work a priority.

## TARGETED PSYCHOLOGICAL STRATEGIES

Through a critical funding partnership with the North Western Melbourne Primary Health Network (NWMPHN) with Targeted Psychological Support Services and Better Access to Mental Health services, many families accessing support at **drummond street** benefit from wrap around services. For children and adults wanting to get support to address mental health issues such as anxiety, depression or trauma these services offer no cost or low cost sessions with psychologists or mental health social workers using evidence based interventions. Often working alongside FMHSS practitioners these services help to ensure families receive holistic support.

We are also the first LGBTIQ specific mental health organisation to be provided with funding via the NWPHN and thus provide adult LGBTIQ mental health services along with our specialist support for sex and gender diverse children and young people.

**Total Engagement: 988**





I would advise any  
gay person that  
being out in the real  
sense can never  
happen too soon.

*George Michael*

# JULY 2018

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## GROUPS AND SEMINARS

This year has seen a blossoming of the parenting groups and seminars being run across all the **ds** sites. Our **drummond street** parenting course Top Gear (for parents of kids 2–12 who can be feisty!) has become popular, as is the long running Parenting Kids Who Worry. Both these are being evaluated alongside our Stepfamilies couples courses and Parenting Teenagers initiatives on which we are partnering with headspace. We have branched out into offering many of our courses at kindergartens and community centres across Melbourne rather than asking people to attend our centres. We currently have 13 internal and external facilitators each with their own unique expertise. The most exciting achievement has been the expansion of our parenting groups for refugees and humanitarian entrants as a result of the HEARTS funding we received. Although that funding has now concluded, we succeeded in building the content and capacity to deliver to CALD groups considerably and that work will continue. Our next aim is to work in with our Aboriginal community liaison officer Sharon Hughes to find useful ways of resourcing our Aboriginal families to feel more supported as parents.

Ready Steady Family, our workshop for expecting and new families explores issues like new parental roles and gender stereotypes to prevent family violence, while also offering a range of practical tips for new families. Though a partnership with Wyndham City Council this is now being expanded into the Karen and Sudanese communities, with community facilitators being trained up.

**Engagement:** Over **600** people have attended our seminars and groups and over **5000** have taken part in capacity building and community connection activities this year.

## INNOVATION & TECHNOLOGY

This has been an exciting year of investment in technology to improve infrastructure and offer more flexible and responsive service delivery. Technology offers paradoxical challenges and opportunities with the potential for information and services provided in locations and populations which were previously unviable,

or at times more convenient for users, such as after-hours provision. Technology can offer greater choice, diversity and accessibility, including accessing services in other locations or countries. For instance, health information, assistance and counselling can be offered through web-based platforms not limited to geographical, historical service or jurisdictional boundaries. These services may also be more cost effective. Technologies that enhance user experience, particularly in brief interventions or additional support offers users: anonymity, convenience, immediacy and reductions in the commitment of time and emotional resources. We know that many of our clients find fitting services into their busy lives as well as navigating service systems a challenge. It also offers advantages in terms of service delivery and labour costs as a potential win-win for consumers and services. In turn, community organisations will need to invest or partner to develop or use these technologies. Community-based services will also need to enrich their current value through the offer of personalised support and social connections to alleviate the potential, perverse incentive of further entrenching isolation as an outcome of increased, home-based and individual care.

We have been at the forefront of developing and using technology to enhance service provision or address real challenges for families. We have recently relaunched a new and improved version of our smartphone app MyMob a communication tool for separated or busy families. Our other app What the Family?! continues to support couples transitioning to parenthood through our new and expanding partnerships with Maternal and Child Health across local government areas and Playgroups Victoria.

At the beginning of 2017 we sought advice from a consultant regarding our knowledge management and the way we work. From this a number of key issues were identified and we embarked on a scoping of the best way forward. The solution was a change in IT service provider and a cloud based intranet that enables us to work more effectively and efficiently. The intranet is due to go live in October 2017. We are also reviewing our telephony, internet and satellite office systems for updates to occur next financial year.

Diversity is not about how we differ, diversity is about embracing one another's uniqueness.

*Ola Joseph*

## AUGUST 2018

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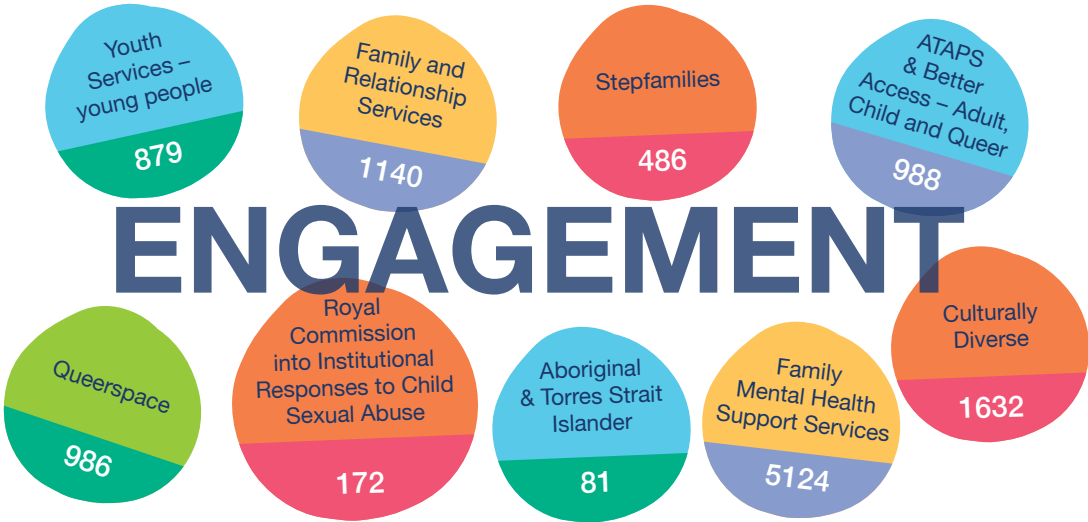
We now have a website for our Youth Services the drum and we rebuilt the Stepfamilies Australia website to function more as an online resource where people can become part of the stepfamily community. We continue to grow our presence on social media by strategically planning our posts and using paid advertising when appropriate. **ds** is both passionate about and committed to adapting to the fast-paced world of ever growing technologies.

## ENGAGEMENT BY LOCATION

<b>CARLTON</b> Total cases: <b>1029</b> Total clients: <b>2072</b>	<b>COLLINGWOOD</b> Total cases: <b>46</b> Total clients: <b>228</b>	<b>EPPING</b> Total cases: <b>198</b> Total clients: <b>907</b>	<b>SUNSHINE</b> Total cases: <b>251</b> Total clients: <b>1031</b>
<b>WERRIBEE</b> Total cases: <b>666</b> Total clients: <b>2207</b>	<b>GEELONG</b> Total cases: <b>363</b> Total clients: <b>1489</b>	<b>GLENROY/NTH MELBOURNE</b> Total cases: <b>67</b> Total clients: <b>226</b>	

TOP 12 PRESENTING NEEDS	ALL SITES	TOP 12 PRESENTING NEEDS	ALL SITES
MENTAL HEALTH	1220	DEPRESSION	421
PARENTING	1026	COUPLE RELATIONSHIP ISSUES	370
FAMILY RELATIONSHIP ISSUES	782	HOMELESSNESS/FINANCIAL	243
ANXIETY	661	SELF HARM/SUICIDE	150
TRAUMA	459	AT-RISK CHILDREN AND YOUNG PEOPLE	169
FAMILY VIOLENCE	423	DRUGS AND ALCOHOL	123

# ENGAGEMENT







We are all different,  
which is great  
because we are  
all unique. Without  
diversity life would be  
very boring.

*Catherine Pulsifer*

# SEPTEMBER 2018

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



### Client testimonial 2017:

After completing the 4 week course several weeks ago, *Kids Who Worry Too Much*, I wanted to give some feedback about how worthwhile and valuable I found it.

Firstly the ladies that presented it were fantastic; organised, friendly, professional and extremely knowledgeable. They presented the information in a fun, interactive way with plenty of time for questions and discussions. The environment was relaxed and safe and I felt very confident and comfortable discussing personal issues.

I was able to take home and use so much from these four weeks and doing so has made a huge difference to our family. I have been actively telling friends and teachers at our school about the course and strongly encouraging them to attend if they get the opportunity. I believe this particular course is valuable to all parents not just those with kids that worry and I learnt so much to help all of my kids emotional well being, not just the one I attended for.

Thank you so much for running these courses, they really are making a difference to families and I would certainly attend future courses.



Gay rights are  
human rights.

*Hillary Clinton*

## OCTOBER 2018

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				

# OUR PEOPLE

## THE ORGANISATION

## THE BOARD

### President

Professor Alun Jackson

### Vice President

Frank Lamari

### Treasurer

Nerida Nettelbeck

### Members

Martina Polaskova

Jennifer Brook

Cheryl Sullivan

### Chief Executive Officer

Karen Field

### Directors

Robert Riccioni

Cheryl Miller-Yell

### Senior Leadership Group

Phoebe Wallish

Andrew Rush

Chantelle Higgs

Kate Foord

Marie Hirst

Julia McKenzie

### Program Managers/

#### Coordinators

Helen Rimington

Sarah Powell

Maryclare Machen

Anoushka Wootton

### Human Resource Manager

Leanne Black

### Executive Assistant

Kelsey Atkinson

### Operations Manager

Emily Doyle





NOBODY  
KNOWS  
I'M A  
ESBLIAN

Everyone has people  
in their lives that  
are gay, lesbian  
or transgender or  
bisexual. They may not  
want to admit it, but I  
guarantee they know  
somebody.

*Billie Jean King*

NOVEMBER 2018

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		

## Intake

Lucy Berglund  
Zoe Partington  
Emily McKenna  
Talha Iqbal

## Administration

Karolina Crvenkovic  
Kieran Rance  
Kate Morton  
Sofie Younger  
Sinem Cilep

## Finance/Accounts

Lina Maiale

## iHeal Senior Project Manager

Leanne Renfree

## iHeal Senior Advisor

Liana Papoutsis

## CFRE

Tamara White  
Robyn Minty  
Elizabeth Clancy  
Reima Pryor  
Naomi Bailey

## Research

Shae Johnson  
Beth McCann  
Karalyn Davies

## Expert Panel & Trainers

Prof. John  
Toumbourou  
Assoc. Prof Andrew  
Lewis  
Anita Pryor

## Senior Practitioners /Team Leaders

Bianca Nash  
Anita Smith  
Frances McAloon  
Deb Cole  
Gaynor Vere  
Vicki Khouri  
Nat Oska

## Practitioners

Julie Yeo  
Kate Galea  
Dayna Hoole  
Noula Efthimiadis  
Sarah Hamilton  
Sue Kerchhoff  
Simone Young  
Avrille Burrows  
Naomi Dorling  
James Mayen  
Laura Kemppainen  
Amanda Marsh  
Lisa Sutcliffe  
Bernadette Walsh  
Eve Breitzke  
Sharon Hughes  
Sousan Hawalla  
Dennis Johnsson  
Kelly McGillivray-  
Brown  
Sara Mussa  
Jo Thorburn

## Youth Peer Leaders

Rory Blundell  
Awatef Hamed  
Daisy Catterall  
Bobuq Sayed  
Salah Musa  
Salah Abdirahman  
Jameria Hunter

Reem Mohammed  
Muburak Imam  
Nyayoud Juice  
Erik Ly

## Youth & Communities

Farhiya Mohamed  
Sarah Nega  
Ewinia Huang  
Wafa Musa  
Anyaa Abiel  
Ripley Kavara  
Joshua Tavares  
Idil Ali

## QUEERSPACE

## Senior Practitioners /Team Leaders

Marie August  
Mark Camilleri

## Practitioners

Louise Cooper  
Grace Lee  
Ari Dunphy  
Talha Iqbal

## Researchers

Cal Andrews  
Kate O'Halloran

## Students/Volunteers

Cameron McInnes

## QHealth

Daniel Ip  
Jeremby Shub

## iHeal

Ash Vishwanath  
Chaka Johnson  
Fahad Jawaid  
Liana Papoutsis  
Lucy Foley

Mel Waters  
Rei Alphonso  
Shukura Chapman  
Susan Lantay

## Students/Volunteers

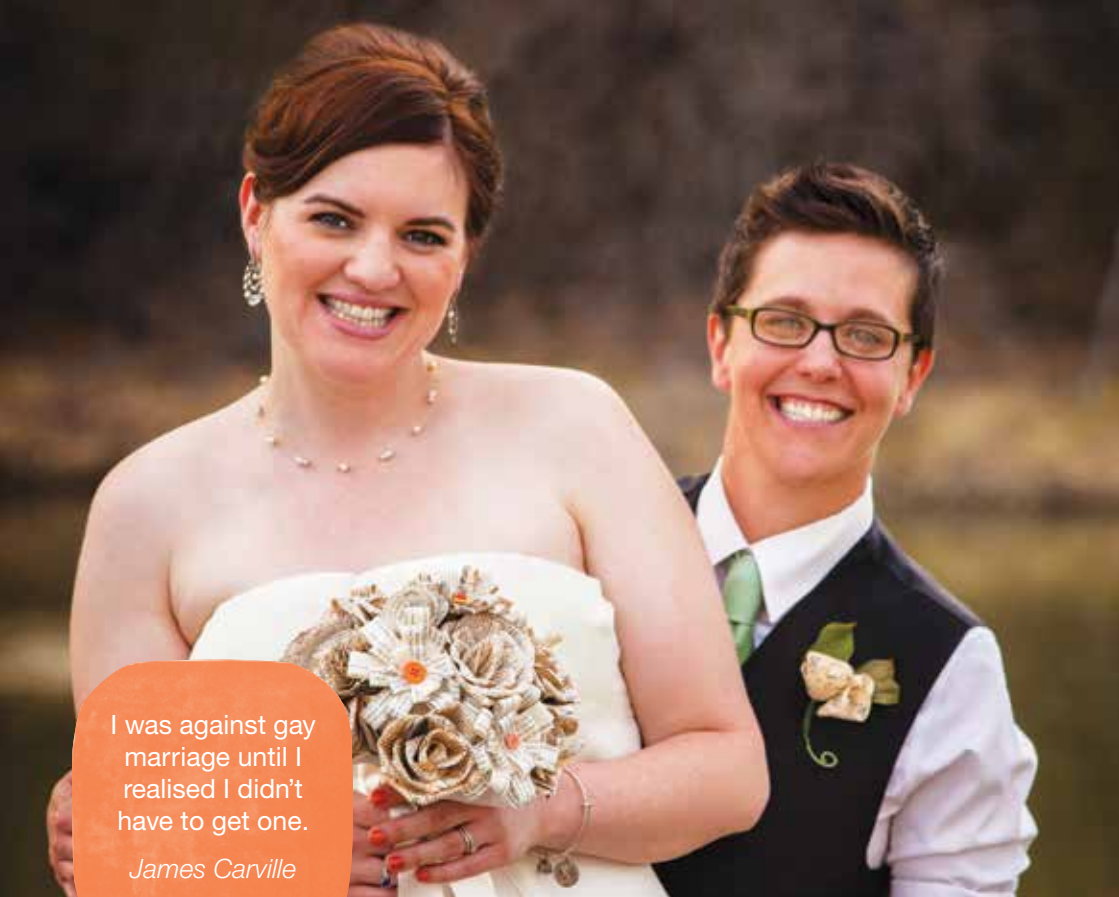
Abby Whale  
Amina Farah  
Andrew Adorno  
Ashlea Bartlett  
Atong Atem  
Ben Tamplin  
Bobuq Sayed  
Chloe Newell  
Declan Long  
Dettie Browne  
Eskil Dahlgaard  
Eva Lubulwa  
Geryon Suda  
Hannah Wick  
Jay Boetto-Heeps  
Jean Tong  
Jeremy Pryles  
Jiayu Shi  
Joanna Pidcock  
Joe Bryne  
John Mikhail  
Kendall Allsop  
Matthew Eddy  
Mathew Scerri  
Pavithira Selvaras  
Petra Blagojevic  
Ria Mooney  
Samuel Tai  
Sanjeevini Reddiar  
Shelley Hearnes  
Sivakorn Santikarn  
Stephanie Bini  
Tenenet Taye  
Tommy Kelly  
Veronica Sari  
Zoe Birkinshaw

## Past Staff

Katie Stirling  
Elise Pointer  
Diana Andrews  
Susan Harris  
Denise Witt  
Rachael Apostola

Paula Taylor  
Krys Smith  
Jo Cook  
Ciaran O'Murcu  
Daniela Zimmermann  
Letty Tumbaga

Sylvia Cseh  
Michael Currie  
Erik Ly  
Sharon des Landes  
Mary Quinsacara  
Summah Francis



I was against gay marriage until I realised I didn't have to get one.

*James Carville*

DECEMBER 2018

M	T	W	T	F	S	S
31					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

## FUNDERS & PARTNERS

Department of Social Services  
 Department of Health and Human Services  
 North Western Melbourne PHN  
 Department of Justice and Regulation  
 Department of Premier and Cabinet  
 Department of Education and Training  
 City of Melbourne  
 City of Yarra  
 Joe White Bequest  
 Helen Gyles Turner Samaritan Fund  
 Bell Charitable Fund  
 Francis Thomas & Jeanette Warren Trust  
 Albert van Moorst Memorial Trust

Murdoch children's research institute  
 Belgium Avenue Neighbourhood House (BANH Inc).  
 Playgroup Victoria  
 City of Whittlesea  
 Brotherhood of St Laurence  
 Blue Knot  
 On the Line  
 Merri Health  
 City of Wyndham  
 Western Victoria Primary Health  
 Switchboard  
 Victorian Aids Council  
 Transgender Victoria

## SUPPORTERS & THANKS

Ethiopian Women's Alliance  
 Agola Kapuk Association of Victoria AKA  
 South Sudanese Community Association  
 City of Moreland  
 Professor Cathy Humphreys  
 Ruth McNair  
 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  
 Orygen  
 Wyndham Private Health  
 Ygender  
 Transgender Victoria  
 Parents of Gender Diverse Children  
 FTM Shed  
 Women's Mental Health Network Victoria (WMHV)  
 Family Mediation Centre  
 Australian Institute of Family Studies  
 Sarah Mercer – Millipede  
 Royal Commission into Institutional

Responses to Child Sexual Abuse  
 Centre for Child & Family Excellence  
 Bec Yule – Red Chilli Design  
 Patrick O'Doherty – Yarra Web  
 Laura du Ve – Photography  
 Victorian Aboriginal Child Care Assoc. (VACCA)  
 Stepfamilies Australia – Cohealth  
 Raising Children's Network (RCN)  
 Carlton Primary School  
 Carlton Neighbourhood Learning Centre (CLAN)  
 VICSEG  
 The Women's Hospital (Helena Maher)  
 Murdoch Children's Institute (Rebecca Giallo/  
 Stephanie Brown)  
 Western Victoria Primary Health  
 Onwards Collingwood  
 Concern Australia  
 Felicity Marlowe  
 Joy FM  
 Ro Allen  
 Brian Johnson Lighthouse Media

THANK YOU