



# drummond street services **ANNUAL REPORT** 2017-2018





**drummond street** respectfully acknowledges the Kulin Nation as Traditional Owners of the land we deliver support to communities on.

Naarm, the land of the Kulin Nation, known now as Melbourne, has always been an important meeting place for community, social, educational, sporting events and is of great cultural significance for First Nations people. We acknowledge the lands of, the Wurundjeri, Boonerwung, Taungurong, Djajawurrung and the Wathaurung groups, whose connection to the land and its waterways extends back tens of thousands of years to the beginning of time, and when Bunjil, the great creator spirit formed the land and all living things (now the City of Melbourne and Yarra).

Westward – We acknowledge the Wathaurong, Woiwurrung and Boonwurrung peoples, (Wyndham) and in the city of Geelong we acknowledge the Wadawurrung people we acknowledge the Wurundjeri Willum Clan (Whittlesea) as the traditional owners of these lands.

We also acknowledge Aboriginal and Torres Strait Islanders as the First peoples of Australia. They have never ceded sovereignty, remain strong in their connections to land, culture and in resisting colonisation. We also pay respect to the wisdom and diversity of past and present Elders and share commitment to nurturing future generations of Elders in Aboriginal and Torres Strait Islander communities.





## PRESIDENTS REPORT

This year has been another standout for **drummond street services**, its continuing growth trajectory, its influence and leadership in complex community discourses, key areas including mental health and family violence, innovation and early intervention and recovery responses.

As always, there are many examples of excellent practices in our innovative program content and delivery, and our strategic and operational achievements.

**drummond street** continues to model exemplar policy and planning and its contributions to practices, through our own Centre for Family Research and Evaluation's (CFRE) work in identifying some of the key important parameters for service and sector development. This work reinforces drummond street maintaining a forward-looking approach and the investment in maintaining the balance of prevention, early intervention and tertiary approaches is now finally being recognised across Government health and social policy reform agendas. Along with the use of evidence-based policy frameworks and the extent to which agencies can demonstrate quality, outcomes and meeting standards increasingly important. The complexity of client needs also requires more complex organisational arrangements through the development of strategic partnerships, and those that 'bring together' diverse skillsets, the best use of complementary resources, which have the potential to derive a greater and more sustained transformative impact. Effective and considered partnerships also address significant issues the sector faces such as service fragmentation, and workforce skills shortages.

Over the last 12 months **drummond street** has had the opportunity to put evidence-based models into practice with the clear intention of new approaches. An example is the *Children's Court Applicant Respondent Support Service Trial*, funded by the Children's Courts Services Victoria. The project aims to develop and deliver in-court and outreach support to applicants (victims) and respondents (perpetrators; men and women, as well as adolescent perpetrators). The provision of whole-of-family support and case management to ensure services are based on the first principles of **right time, right**

**place** and **right dose** to improve outcomes for some of the most vulnerable children exposed to family violence, abuse and neglect, and as a response to the Victorian Royal Commission into Family Violence. These trials allow us to harness our family led practice and case management model as a targeted intervention to address systemic child and adolescent mental health concerns. It is also an opportunity to share the work of CFRE with other service partners and funders.

These targeted trials allows us to build expertise using evidence-based models e.g. Aggression Replacement Therapy. In turn, it allows the opportunity to assess their efficacy and scalability to other areas of our work, such as models, our emerging family violence work, including our queerspace LGBTIQ+ Integrated Family Violence Service – **w/respect**.

This again is an example of **drummond street's** sustained striving to learn develop and share with our broader sector and community partners.

### Evidence and lived expertise = Innovation

There is a growing interest in co-design, delivery and production, particularly to better respond to those often the most marginalised. These methods legitimise program content as it reflects lived experiences, including those dealing with mental illness and family violence, along with sound clinical processes and practice and applied evaluative frameworks. Additionally, co-produced programs can provide a vehicle for employment for people from those vulnerable communities. Affirmative employment approaches have been part of drummond street's DNA over the last decade.

The benefits conferred (not only for those employed) offer a powerful model of hope and recovery to those seeking support by Recovery support workers who have the same lived experiences and have 'walked in their shoes'. Co-produced services reflect the real possibilities for growth and change from adverse circumstances, and our work provides an example how lived experience perspectives can effectively work alongside evidence-based, clinical support services.







Another stand-out for **drummond street** this year is our continual growth and revenue diversification, through funding for both services, innovation and applied research. This year in particular a high proportion of new funding specifically for innovation reflects **drummond street's** expertise and commitment to research and excellence, as well as willingness interest to trial different approaches. All for improving the wellbeing outcomes of the many thousands of clients who we support each year.

This continuous boundary pushing would not be possible without the vision of Karen, the Executive and Senior Leadership

team and all **drummond street** staff and volunteers. It is always a challenge to balance the calls for more ideas and partnership overtures, along with requirements to continuously manage and integrate into the core work of the agency.

The Board continues to be excited by being part of the **drummond street** journey over the past year and again acknowledge the fantastic work achieved by everyone, under Karen's leadership.

As President, I would like to thank the Board members for their work over the past year and I know that like me, they are enormously proud to be part of such an inspirational organisation.

#### Mental Health Support

**1000**  
mental health  
support  
sessions

#### Royal Commission Survivors of Institutional Abuse

**120**  
individual  
clients

**867**  
support  
sessions

## CEO REPORT

It has been another big year, for **drummond street services**. Our reach has continued to grow and expand. Our oft used self-description over time was a small agency who dreams and thinks big, aka punching above our weight. However, this year we have outgrown the small agency descriptor with a growing staff profile of nearly 100 staff, now across several service sites. We have a state-wide and national reach and influence through our;

- » **queerspace**
- » **Stepfamilies Australia and**
- » **Centre for Family Research and Evaluation (CFRE) services**

Along with new programs, contracts, partnerships and relationships with communities supported through now significant investment across all three levels of government. As the CEO overseeing this growth and influence it is both exciting, daunting and affirming.

Our past and present speaks to those strong connective threads that still provide the shape to our work; social justice, independence, innovation, leadership, resolute and sustained advocacy. Irrespective of size, we have always concentrated our efforts to support and advocate for the most marginalised, excluded or impacted communities, when people and families are doing it tough or experiencing those difficult transitions common in our lives.

The agency has always been proud of it 'early adopter' credentials. We spearheaded efforts in community and family services practices in the inner-city Melbourne, along with initiating targeted responses for young mothers, returned soldiers, immigrant communities and families, people with a disability, the elderly, and people of diverse sexuality and gender. The diversity of our clients continues to this day, as the small sample of the work highlighted in this report shows.

Despite this growth, our organisational mission and values remains our collective compass. The maxim; we work with, rather than do to or for, also serves as our northern (and western) star. Guiding and directing our efforts to remain intentional in our aims to support, strengthen, inform, and give voice and visibility to all the families and communities we serve.

Our commitment to communities and social justice principles, to address pathways to, and impacts of disadvantage, marginalisation and exclusion, remains ever more important.

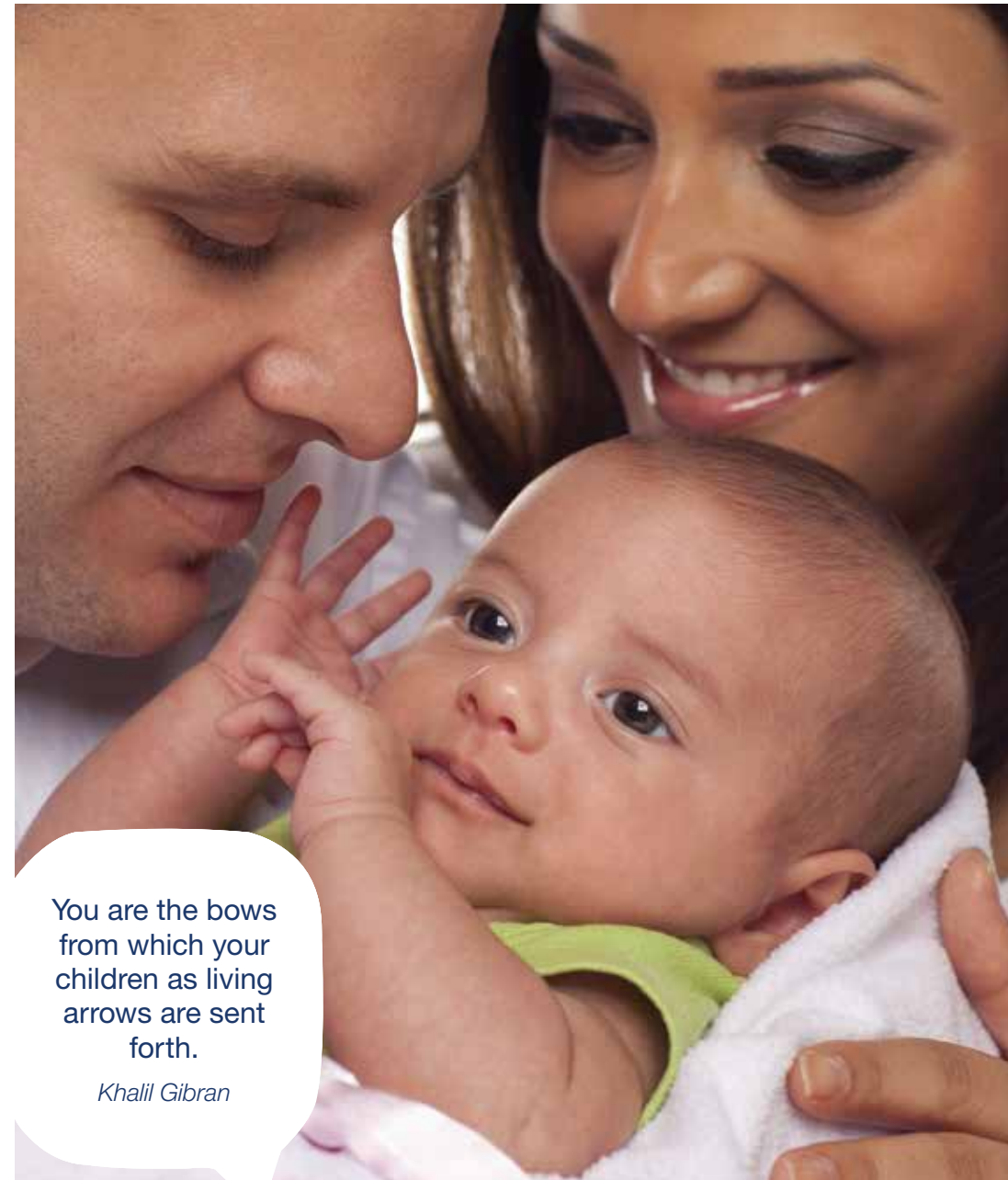
I am particularly pleased that drummond street has been afforded numerous opportunities this year to be part of several government and policy reform and working groups. This includes important Victorian reforms, and the progressing of its responses and actions arising from the Royal Commission's into Family Violence. Our work with Family Safety Victoria and DHHS and other key partners to ensure its recommendations are enacted.





# JANUARY 2019

MONDAY		7	14	21	28 AUSTRALIA DAY HOLIDAY
TUESDAY	1 NEW YEARS' DAY	8	15	22	29
WEDNESDAY	2	9	16	23	30
THURSDAY	3	10	17	24	31
FRIDAY	4	11	18	25	
SATURDAY	5	12	19 MIDSUMMA FESTIVAL BEGINS	26 AUSTRALIA DAY	
SUNDAY	6	13	20	27	



You are the bows  
from which your  
children as living  
arrows are sent  
forth.

*Khalil Gibran*



This year was a landmark for us where our long-time advocacy culminated in the commencement of the only specialist LGBTIQ+ Family Violence service – **w/ respect**. There were many, many steps on the way to this point. With our consortia partners, and the communities itself, I am so thankful for their support and shaping our establishment of this long-needed service. One important step and investment that recognises and values the public health needs of LGBTIQ+ communities.

We value our collaborations with community, government, research and sector partners. Increasingly, we have been able to facilitate the participation of community representatives to sit at these tables. This is both welcome and much needed positive change in the inclusion of the perspectives and lived experiences as a way to ensure policies, programs and practices are truly relevant, inclusive and safe.

It was only a few years ago the agency had just started its first forays out in to the different locations, with now an expanded service footprint. Specifically, in our western and northern growth corridors. Where so many families are dealing with the many stresses of contemporary family life. Social isolation, financial distress, time and resource poor, technology all

impact on parenting, relationships, mental health of their children and their own lives. Our capacity to provide whole-of-family support and vital community connections for these families is an important investment over the last few years.

Our pre-and post-evaluation outcomes measurement that our Research & Evaluation team conducts for every family that presents to our service, shows the measurable difference our approach and support makes. The continued advocacy for this support to continue and grow remains important to the agency. Along with building on and developing new models of practice (our Family Foundation evidence-based program trial with Murdoch Children's Research Institute and Pennsylvania State University is a good example of this).

A year, where so many communities we support and work alongside, felt like they were under siege for who they are. From our LGBTIQ+ community, to the continuing racist discourse of the South Sudanese communities, not to mention the lack of progress in the National recognition of our First Nations people to name a few. We aim to create safe spaces to deliver our services to all our clients, community members and even our own employees.

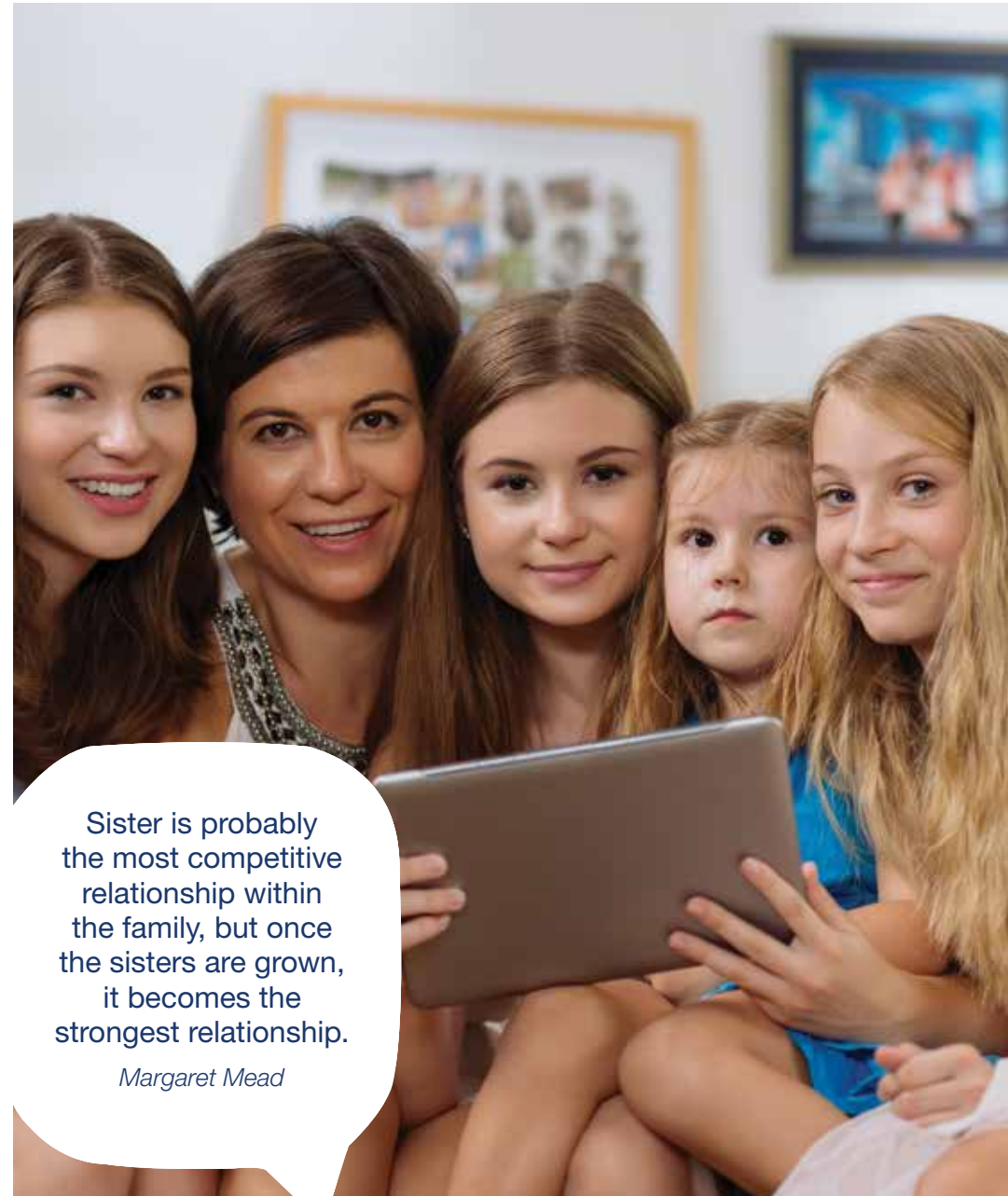
**drummond street** is proud to continue to redefine the role of a traditional community-based welfare organisation. Acknowledging our vital role in the fabric of life of local communities. We recognise that to address the social determinants of health and wellbeing inequalities, all of us 'must do' welfare differently. The agency's provenance shows this, with the founders (130 years ago) recognised to right societal, political, policy, system and service failures we need new innovative organisational and service models and approaches. Doing with, rather than to or for, along with genuine commitments to person-centred, child-safe and empowerment with professional services that are transdisciplinary and cut across traditional service boundaries is what is needed to shift the dial.

Community-lead means empowering our communities for self-determination, capacity building, and physical, mental, social, cultural and economic wellbeing need. I am proud to be part of an agency, that reflect this ethos. That continues to innovate, challenge, advocate and share our skills, knowledge and resources. Thank you so much to the **drummond street** community, staff, volunteers, students and community members, what a year it has been!



# FEBRUARY 2019

MONDAY		4	11	18	25
TUESDAY		5 <small>CHINESE NEW YEAR</small>	12	19	26
WEDNESDAY		6	13	20	27
THURSDAY		7	14	21	28
FRIDAY	1	8	15	22	
SATURDAY	2	9	16	23	
SUNDAY	3	10	17	24	



Sister is probably the most competitive relationship within the family, but once the sisters are grown, it becomes the strongest relationship.

*Margaret Mead*

This year at **queerspace** was nothing short of immense. The amazing scope of work done in 2017–2018 speaks volumes to the diversity that exists in our communities, in both experiences and in service-provision needs.

## Community

In the lead up to the marriage equality announcement, **queerspace** saw and felt the profound impacts of the postal survey on the LGBTIQ+ communities, many of which are still being felt. In response we collaborated with Parents of Gender Diverse Children (PDGC) and Proud 2 Play to offer a safe drop-in space for LGBTIQ+ families, young people and children during the lead up to the results. We also released a video on self-care tips for the LGBTIQ+ communities to consider during that time [www.queerspace.org/queerspace-self-care-tips/](http://www.queerspace.org/queerspace-self-care-tips/).

After the announcement **queerspace** sat with people to hear and record their experiences. The aim was to provide a platform and space to express all the emotions and feelings that this politically charged, complex and divisive time created. We created the short film *It's More Complex than 'Yes'*, capturing some of the communities' reflections on their experiences, to help deepen the conversations and strengthen mutual understanding within our communities. The film was launched along with a panel discussion featuring Peter Waples-Crowe, Jax Jacki Brown, Sally Goldner and Ruth McNair.

**queerspace** was also able to present this at family violence sector forum; 'Braiding Knowledge' where we also formally launched **w/respect**; our LGBTIQ+ Integrated Family Violence/Intimate Partner Violence Service, in partnership with Switchboard, Thorne Harbour Health and Transgender Victoria.

**queerspace** was a proud sponsor of the Tilde and Midsumma Festivals and produced two standout Midsumma events. *The They Thing* performance brought together by our own Louise Cooper and Ari Dunphy,

depicted real life stories of the personal narratives that emerge when a person's existence resists the familiar gender paradigms in their families.

At our event, *Generations of Queer* we were honoured to host a panel discussion with some of our most esteemed queer activists; Joan Nestle, Amao Leota Lu, Fury and queerspace own Marie August in generational dialogue.

**queerspace** was proud to receive the GLOBE's healthy community award (after only our second nomination). This category was open to any organisation or individual for work in improving the physical and/or mental health of the LGBTI community in Victoria, through either research, health promotion or delivery.

Not only is **queerspace** receiving recognition in our communities, people are expressing their appreciation through financial donations, offering what they can to help.

A stand-out was the contribution of \$16,000 from Mia Muse, who designed and printed 'Yes' t-shirts in response to the postal survey campaign, donating all the proceeds to **queerspace**.

**queerspace** appears regularly on 3CR radio; Tuesday breakfast show and the monthly queer program 'In Ya Face', giving us an opportunity to promote and share our work.

## Training and Conferences

Through the ongoing development of our specialist family violence service; **w/respect** Family Safety Victoria (FSV) requested us to develop a specialist training module, drawing on our practice evidence, as well as national and international research. This training adopting a queer feminist approach, moving beyond a gender lens, without relinquishing the impacts of patriarchy and power. Our framework honours women's responses to family violence/intimate partner violence over the last 50 years and builds on this through a critical intersectional approach to the issue of LGBTIQ+ family violence. This training will contribute to the skill

building of the broader family violence sector, with the aim of better improving the experiences of LGBTIQ+ people experiencing family violence. This training will be offered to FSV's Safety Hubs and the magistrates' court.

**queerspace** delivered two professional development sessions to Victorian Accredited Mental Health Social Workers at AASW; 2 sessions to 64 mental health professionals, as well as training to drug and alcohol workers through VAADA; and LGBTIQ+ affirmative practice training to counsellors across all Australian campuses of the Australian Catholic University.

**queerspace** presented at the Health in Difference conference in Sydney, showcasing The Village, our group for parents of trans and gender diverse children, delivered in Carlton and Epping. The Village is a 7-week program, assisting and talking to parents about their experiences in their child and their family's gender journey.

**queerspace** participated in a LGBTIQ+ Inclusive Practice Forum at the Alfred Hospital, on 3 panel discussions: approaches to LGBTIQ+ inclusive practice; workforce development achieving measurable clinical outcomes.

queerspace

**506**  
individual  
clients

iHeal

**83**  
Family  
Violence  
survivors

w/respect

**351**  
LGBTIQ+ specialist  
integrated family  
violence service



# MARCH 2019

MONDAY		4	11 LABOUR DAY	18	25
TUESDAY		5	12	19	26
WEDNESDAY		6	13	20	27
THURSDAY		7	14	21 PURIM	28
FRIDAY	1	8	15	22	29
SATURDAY	2	9	16	23	30
SUNDAY	3	10	17	24	31





**queerspace**  
our health in our hands

### Clinic: Innovations

This year saw the start of *iHeal*, which began as an innovative pilot program, and now refunded for a 2nd year. Recognised by its unique codesigned structure that provides recovery support to clients, and as an employment pathway and education for our Recovery Support Workers.

This program has enriched **queerspace** services for people experiencing violence in our LGBTIQ+ communities. Our work in this area also continues to be enhanced by the presence of Ella Crotty from the Fitzroy Legal Service, offering legal advice and representation for LGBTIQ+ people experiencing violence.

**w/respect**, officially launched in September 2018. This after 12 months of developing the model and partnership for the first LGBTIQ+ integrated family violence/intimate partner violence service in Australia.

Additional funding to support this work, for 'All of Us', a new intervention to engage and connect cis-gendered women, transgender and gender diverse people using violence in their relationships through tailored interventions and groups, and to support responsibility, accountability and respectful choices.

Our partnerships work with Pronia, receiving a Skepsi Mental Health Project grant to co-design and co-deliver a program for the Greek community aimed at supporting the whole communities, families and individuals to be inclusive of their LGBTIQ+ members.

**queerspace** own community partnership group has been formalised, bringing together LGBTIQ+ community groups whose knowledge and experiences are essential inputs to our work.

The Partnership Group (PG) includes:

**Jax Jacki Brown**, disability and LGBTIQ+ rights activist, writer and educator;

**Peter Low**, intersex man & advocate for people born with sex chromosome variations;

**Parents of Gender Diverse Children**; peer support group

**Spectrum Intersections**, peer group connecting and empowering LGBTIQ+ neurodiverse people;

**Transgender Victoria (TGV)** justice, equity and quality health and community service provision and advocacy for trans and gender diverse people, partners and families;

**Bisexual Alliance Victoria (BAV)** advice and advocacy for multigender attracted people, partners and families;

**Rainbow Families Victoria** advocacy/support LGBTIQ+ parents, carers-parents and their children;  
**Black Rainbow**, Indigenous LGBTIQ+ grassroots national advocacy platform and social enterprise in the prevention of Indigenous LGBTIQ+ suicide;  
**Vixen Collective**, Victoria's only peer sex worker organisation;  
**Switchboard Victoria** telephone/web counselling and referral services supporting gender diverse, sex diverse, same sex attracted communities, and supporters.

Kate O'Halloran joined **queerspace** as LGBTIQ+ Senior Researcher, and Karen Parker came on board as LGBTIQ Safe Housing Network case worker (a partnership between **queerspace** and Melbourne University).

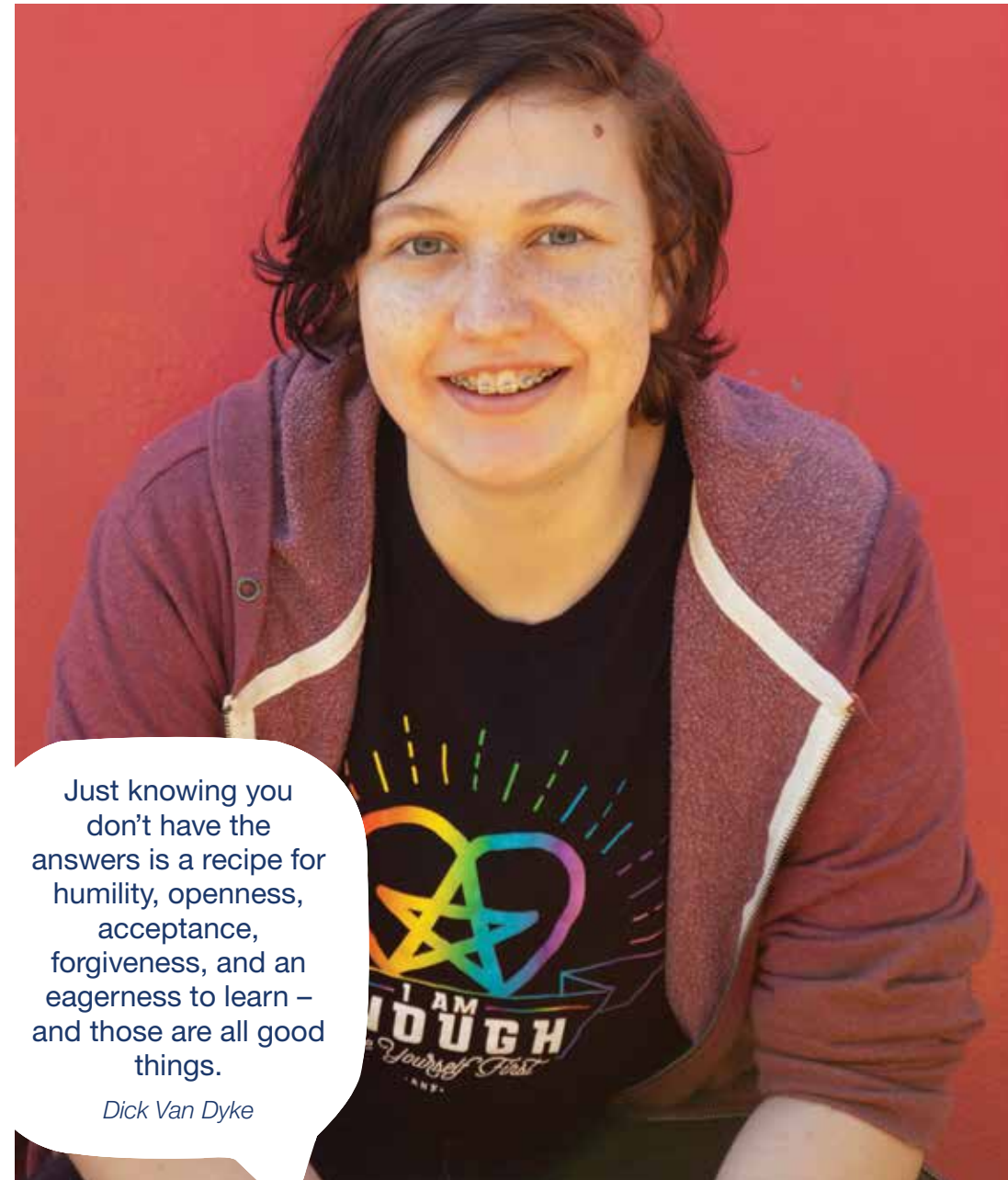
Felicity Marlowe began as project officer working on the development of **queerspace** training and consultancy services.

Our intern and student placement program continue to attract talent with Natalie Browne and Catherine Wilson joining the team.



# APRIL 2019

MONDAY	1	8	15	22 EASTER MONDAY	29
TUESDAY	2	9	16	23	30
WEDNESDAY	3	10	17	24	
THURSDAY	4	11	18	25 ANZAC DAY	
FRIDAY	5	12	19 GOOD FRIDAY	26	
SATURDAY	6	13	20 PASSOVER BEGINS	27 PASSOVER ENDS	
SUNDAY	7	14	21 EASTER SUNDAY	28	



Just knowing you  
don't have the  
answers is a recipe for  
humility, openness,  
acceptance,  
forgiveness, and an  
eagerness to learn –  
and those are all good  
things.

*Dick Van Dyke*



## SUPPORTING FAMILIES TO PROMOTE WELLBEING FOR CHILDREN – NORTH & WEST REGIONAL SERVICES

Our **Family Services** supports families and children across the key domains of wellbeing, known to promote greater mental health and wellbeing across the life course.

These services include our family and children's mental health & wellbeing services, family relationships and parenting support. This support is provided to all members of a family, along with promoting positive connections to their local communities, recognising that addressing isolation and exclusion is essential in promoting mental health.

**drummond street** mental health and wellbeing services emphasises assertive engagement with communities, particularly those who have focused on engagement with culturally diverse communities. One example in our Northern region services, Epping and Whittlesea catchments, is the work we do with the many Arabic speaking communities. The agency's long-held commitment to affirmative employment, including the valuing, training and support of local community members and recruitment of diverse skillsets, backgrounds and experiences is a critical success factor in our work alongside and for community.

Cultural safety is also an important driver of connection to our services which in turn benefits communities when they can see themselves in the staffing profiles of our services.

**drummond street's** Early Intervention mental health support teams across our service sites includes community engagement workers who provide cultural understandings and safety alongside the empowerment of community members to express and seek out the most relevant and useful support they need for themselves and their children. This shows in the profile of clients we can engage, connect and support. For instance, our Epping/Whittlesea service currently supports approximately 16% Arabic speaking and a further 8% Persian speaking families.

In our western services, such as at our Wyndham site, in 2017–18 we facilitated the delivery of a community and family engagement project (Connections: Family and Young People) with the South Sudanese Community, supported by the Wyndham City Council.

At this particular time the South Sudanese community have been contending with racism, marginalisation and discrimination fuelled by high profile and ongoing negative media and political commentaries that further exclude and impugn everyone within their community.

**drummond street** worked alongside the local community facilitated by James Mayen, a community member and Family Practitioner. The project successfully engaged over 1000 community members through a series of family events, workshops and forums where community members could connect, identify and scope ideas and strategies to support each other and local young people and their families.

A shout-out and congratulations to James and our Western region team, along with those community members who were essential in leading the project and establishing the connections to maintain their local advocacy and inclusion in the design of future programs and resources.

### Western Region Family and Children Mental Health and Wellbeing



### Western Region family relationships





# MAY 2019

MONDAY		6 RAMADAN BEGINS	13	20	27
TUESDAY		7	14	21	28
WEDNESDAY	1	8	15	22	29
THURSDAY	2	9	16	23	30
FRIDAY	3	10	17	24	31
SATURDAY	4	11	18	25	
SUNDAY	5	12	19	26 NATIONAL SORRY DAY	



The need for connection and community is primal, as fundamental as the need for air, water, and food.

*Dean Ornish*



## CONNECTING AND RECOVERY

### Supporting and empowering survivors

Acknowledging that recovery is defined by lived experiences and individual knowledge and aspirations should be central to support and advocacy needs.

**drummond street services'** connections with survivors of both family violence and child sexual abuse has deepened over the last year through the involvement of survivors in the design and delivery of services.

This is in response to the lack of evidence-based programs showing long-term positive outcomes for adult survivors of child sexual abuse, or programs limited to the management of psychological impacts and symptoms.

The co-production of Recovery Oriented Service design, expanding on existing peer support mental health models has been incorporated in our complex trauma frameworks and practices to an important focus on positive, mutual survivor peer support.

Enabling survivors to establish and maintain social supports is a valuable form of healing and recovery. This is also achieved through formal and informal training and skill building by our practitioners to support survivors to deliver group programs and undertake supported case management to work alongside survivors.

### iHeal

This program is across a range of diverse backgrounds, with a specific emphasis on actively centring those people and communities who often experience further marginalisation by the very service systems that are in place to help: women and children from Culturally and Linguistically Diverse communities, LGBTIQ+ people and people living with a disability.

The model was developed in response to consultations with survivor focus groups undertaken by the Victorian State Government, in response to the Royal

Commission into Family Violence recommendations. Survivors wanted to see the Family Violence workforce more reflective of themselves (ethnicity, faith, gender and identity, age) as well as being supported by workers who were survivors themselves. The model is also consistent with the Commission's recommendations of a greater need for peer mentoring and groups, parental support and empowerment activities to help with their recovery journeys and the impacts of trauma.

The iHeal model recruits and trains Recovery Support Workers who have their own lived experiences of family or intimate partner violence.

They are supported to participate in accredited training and professional development and work alongside iHeal Case Coordinators who engage with survivors across our core Family Mental Health and Wellbeing programming. Their important role is to provide inclusive, safe and relevant case support to clients, as part of a co-care trans-disciplinary recovery framework practice, and peer led support groups and recovery education.

The agency is committed to ensuring this work and the skills and perspectives of the lived experiences is recognised as being of high value and an important asset to our programs, but also as a model that could be scaled across other organisations.

## ACHIEVING MENTAL HEALTH OUTCOMES AND CHANGING LIVES

Over the past year **drummond street services** has provided approximately **1,000** counselling sessions to children and adults including people from the LGBTIQ+ community under the Australian Government's Targeted Psychological Services (TPS) initiative, funded by North West Melbourne Primary Health Network.

Approximately **29%** of clients were people or children of colour, **18%** LGBTIQ+ and **3%** identified as Aboriginal or Torres Strait Islander.

This individual, psychologically focused mental health support is an important element to the agency's broader **Family and Community Practice model**, encompassing our Family Mental Health Support Service, Family counselling, Parenting education and coaching and specialist Recovery, Redress, Family and intimate partner violence and queerspace services. Our mental health support is flexible, matched to individual and family needs, empowering them to achieve their wellbeing goals and aspirations, providing information and choices, and facilitating access to integrated, connected services.

Our commitment to evaluative practice, demonstrates the efficacy of our model through pre-and post-session outcomes evaluation (using validated measures) are part of whole-of-agency standard practice.

The most recent wave of data shows that the highest difficulties that children and young people were dealing with was managing **emotional symptoms (54%), 48% conduct problems and 25.8% showing very high level of difficulties in peer relationships. 77% of families** reported delaying access support for their children for at least 12 months. Our evaluation data also shows that significant improvement in total difficulties and emotional symptoms is achievable in a minimum of 4 or more sessions.

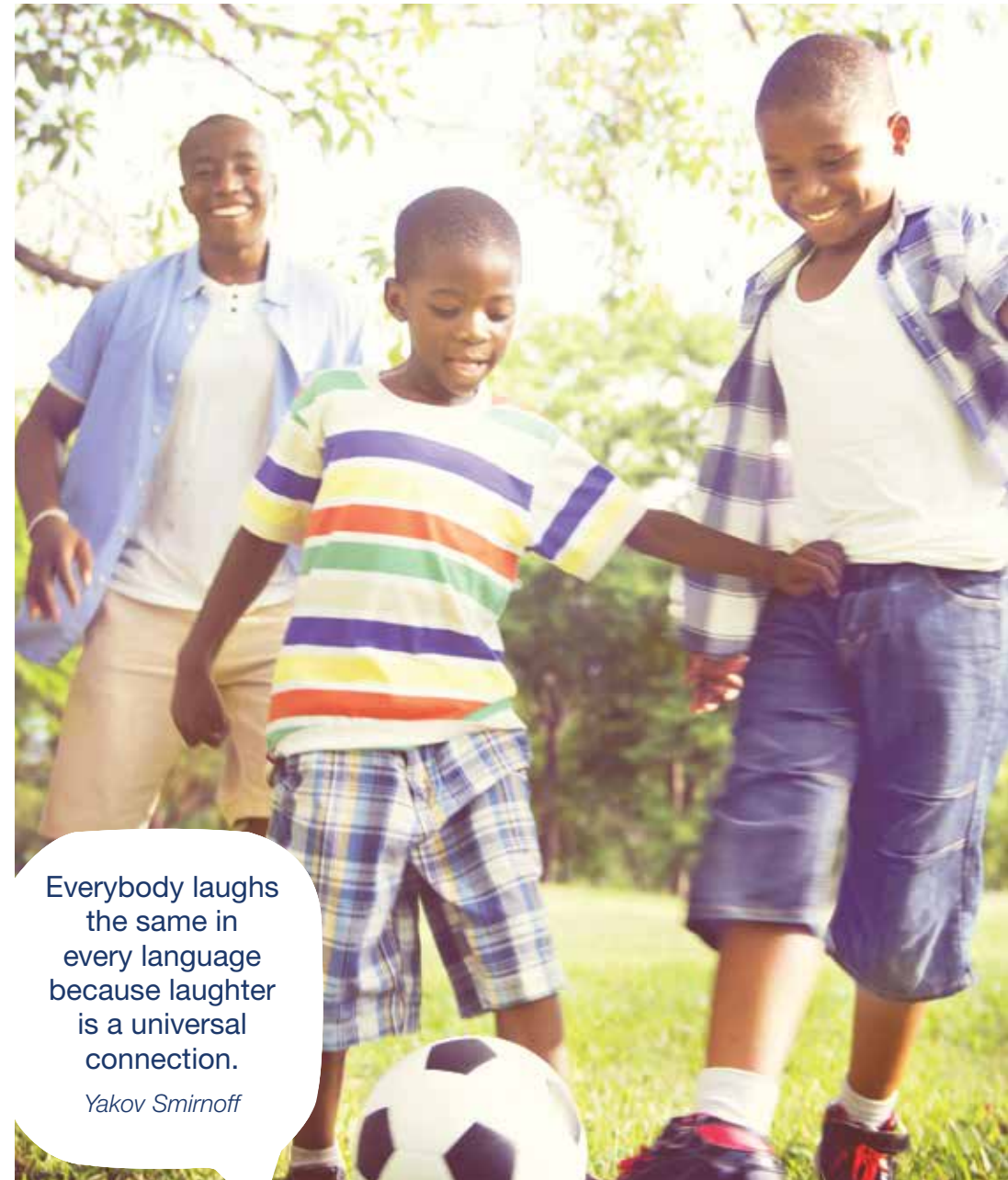
For the adults (18yrs+) presenting to our mental health support, 91% were experiencing mental distress, 50% experiencing severe to extremely severe depression and 62% with co-morbidities for depression, anxiety and stress. Significant improvements in depression, anxiety and stress were also reported through our pre- and post- questionnaires.

The continued investment in our family and community-based mental health interventions is an important priority, along with continued advocacy to funders to ensure community-based mental health support that emphasises prevention and early intervention and recovery will be a key focus in 2018–19 and beyond.



# JUNE 2019

MONDAY		3	10 QUEEN'S BIRTHDAY	17	24
TUESDAY		4	11	18	25
WEDNESDAY		5 EID (END OF RAMADAN)	12	19	26
THURSDAY		6	13	20	27
FRIDAY		7	14	21	28
SATURDAY	1	8	15	22	29
SUNDAY	2	9	16	23	30



Everybody laughs  
the same in  
every language  
because laughter  
is a universal  
connection.

*Yakov Smirnoff*



## STEPFAMILIES AUSTRALIA

Stepfamilies Australia embarked on a new online engagement platform this year. We created the S-HUB, an online yearly membership families can subscribe through the website. Signing up to be a member of the S-Hub gives our families;

- » access to the latest step and blended family resources
- » keeps families connected with other stepfamilies
- » ability to provide peer support to others going through similar experiences
- » online access to qualified practitioners with heaps of step and blended family experience
- » Giveaways and promotions
- » A monthly newsletter with tips and tools about step and blended families

We currently have 70 members, and this is growing weekly. We are also looking at expanding the offerings to include podcasts and personal stories from our members.

We also launched our Stepfamilies Professional Network (SPN). When professionals or organisations sign up to the network they receive:

- » Access to the latest stepfamily research
- » Access to the latest Stepfamilies Australia training materials

- » Access to the latest resources, tipsheets, publications etc.
- » Ability to network with other professionals working with stepfamilies
- » Ability to put your name/organisation on our database for step and blended families to access in their area

Both the S-HUB and the SPN were a strategic move to generate an income to assist with the support of our step and blended families. Keeping costs low and trying to drive memberships high is the priority.

This year Stepfamilies Australia has attracted our highest level of media coverage. We have delivered two live ABC Television segments advocating for our fastest growing family type, we have delivered 13 radio interviews, help put together 2 television programs on step and blended families: SBS Insight & ABCMe *What It's Like*. We have also been quoted numerous times for print and online articles. Early this year we launched our first ever self-published book for early readers *Ossie's World Upside-down* written by the founder of Stepfamilies Victoria Margret Howden. We continue to provide face to face support for those families living in Melbourne and surrounding suburbs and continue to moderate online support groups for families around Australia.

## TECHNOLOGY TO SUPPORT FAMILIES

This year saw the introduction of our in-house intranet 'Igloo' go live assisting the agency with its complex knowledge management and creating a virtual hub for connection and engagement. Given the fact we are operating over 7 sites a system like this becomes imperative for day to day operation.

Our increase in funding contracts and reporting has meant significant changes to our Client Information System, HOLLY. It has also meant we now have a full-time position in the role of a Systems & Data Manager to co-ordinate and implement these ongoing changes to both HOLLY and Igloo.

This year has seen the biggest uptake in our smart phone application **MyMob**. Since its launch in 2015 over **6,000** families have created a **MyMob** account with **1,100** of those doing so in the last few months. With minimal advertising and relying on organic growth this smartphone application is a testament to our dedication to reaching families we wouldn't normally reach via traditional clinical means and highlights our commitment to innovation and trying new things.



# JULY 2019

MONDAY	1	8	15	22	29
TUESDAY	2	9	16	23	30
WEDNESDAY	3	10	17	24	31
THURSDAY	4	11	18	25	
FRIDAY	5	12	19	26	
SATURDAY	6	13	20	27	
SUNDAY	7	14	21	28	
NAIDOC WEEK BEGINS					



I'll tell you what I'm grateful for, and that's the clarity of understanding that the most important things in life are health, family and friends, and the time to spend on them.

*Kenneth Branagh*

## Northern Region Family and Children Mental Health and Wellbeing

573

individual clients

490

individual support sessions

69

children supported

2628

parenting and community group clients

1814

community engagement

## Northern Region Family Relationships

592

individual clients

1667

support sessions

1343

group clients

## PARENTING SUPPORT & EDUCATION

Our parenting support programs have expanded and entered the co design space, with many of our clients returning to offer insights and ideas for the future. As well as offering parenting support in the form of counselling and an abundance of parenting groups and seminars, we also offer two short term programs that meet the needs of expecting and new parents with children up to the age of 5.

### The HOPE program

This little gem has been a popular in our home free support program for over a decade. HOPE stands for the Hands on Parenting Education program. Our skilled workers visit parents who are struggling with specific aspects of managing their new role. Common challenges are sleeping/eating/behaviour/isolation. Past HOPE clients contribute to our tip sheets and resources. This program has **helped over 300 people** in the past 12 months, offering up to 6 sessions.

### READY STEADY FAMILY

Over 120 people have attended our fun workshops for couples!

We ask people who are expecting or have a new baby to come along with their family and enjoy a 2-hour session on a Saturday morning. We explore how they are adjusting to their new role as parents, the tensions, the fears and the joys. It is an effective way to reach Dads and partners who may not have had the level of support offered to the main carers of infants. The sessions are facilitated by a qualified Maternal Child Health Nurse and other lived experience workers.





# AUGUST 2019

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



The bond that links your true family is not one of blood, but of respect and joy in each other's life.

*Richard Bach*



## GIRLS AND BOYS COME OUT TO PLAY

The “Girls and Boys Come out to play” program under CPPP violence prevention funding was very successful in 2017 and has been extended for another 12 months. Playgroup Victoria, Hullabaloo Music and **drummond street services** partnered to develop and deliver these gender equality themed musical sessions to **224 parents** and their pre-school children. These included Aboriginal and people of colour playgroups. We aim to raise awareness of the importance of gender equality and inclusion for children in the early years. Through fun songs and dances we explore what kids can do, what they may like to be when they grow up and how EVERYONE should celebrate their strengths and temperament, without getting too caught up with gender. These messages really resonate with parents, as they say:

*“Good messages and the kids loved it, it was comedy with meaning!”*

*“This stuff is so important I want my son and daughter to feel absolutely equal”*

*“It is never too early for this respectful relationship information – I want my partner to understand this!”*

*“Very in line with my personal philosophies. My son loves dress ups, tutus, dolls, blocks, bikes – I am passionate about promoting gender equality. Thank you for all you do!”*

The program continues and stretches into regional areas in 2018/19.

## FAMILY FOUNDATIONS

2017 saw a new program called Family Foundations in partnership with Merri Health and the Murdoch Child Research Institute. The 10-week program was designed for couples who are expecting a child in the Hume, Brimbank and Wyndham areas, but has not spread beyond these boundaries. It is aimed at couples but can also be accessed by sole parents who may be co-parenting with a friend or ex-partner or grandparent; it will help build co parenting skills. The focus is on better communication, co-operation and confidence in parents.

Family Foundations is an evidence-based program from the US being trialled in Melbourne. We offer qualified and experienced parent coaches who visit couples (or the pregnant person and whoever they are co-parenting with) once a week at a pre-arranged time. These coaches help parents lay the vital foundations that benefit infants long term.

Ideally participants start when pregnant – but they can also access the program with a new born or in some cases when they have a baby under 12 months.

The program has been designed to prevent common problems for new parents like:

- » Confusion of who does what – new roles
- » Arguing over money or in laws
- » Worries about HOW to parent well
- » Anxiety, post-natal depression (for both Mums and Dads)

The new parents will learn about:

- » How to match their parenting to their baby's unique temperament
- » How to help their baby feel secure (vital for future mental health)
- » Communicating and solving problems with their partner
- » Managing stressful situations
- » How to improve the couple relationship and strengthen the family unit
- » Working as a team at home- who will do what?

OUTCOMES – Rigorous research from the University of Pennsylvania on Family Foundations has found the program to enhance several areas of a family and child's life:

For Parents – many participants are finding they can parent with:

- » Increased sensitivity and warmth
- » Decreased use of harsh discipline
- » A stronger couple relationship
- » More overall warmth and closeness

With **over 50 couples** accessing the program in the first 9 months and a strong evaluation by the MCRI team, the future's looking bright!



# SEPTEMBER 2019

MONDAY 30 ROSH HASHANAH	2	9	16	23
TUESDAY	3	10	17	24
WEDNESDAY	4	11	18	25
THURSDAY	5	12	19	26
FRIDAY	6	13	20	27
SATURDAY	7	14	21	28
SUNDAY 1 ISLAMIC NEW YEAR	8	15	22	29



Sometimes the  
smallest things  
take up the most  
room in your  
heart.

*Winnie the Pooh*



## CFRE

The Centre for Family Research and Evaluation (CFRE) is an applied research centre of **drummond street services**. CFRE commenced in 2006 in recognition that services need access to the latest research evidence, and in turn researchers need a bridge to practice. Today, we have a team of research consultants experienced in designing and planning programs, research and evaluation training and coaching with the emphasis on applied research and contemporary knowledge translation. We work with a diverse range of service delivery and academic partners that build the capacities of individuals, project teams and organisations in the generation and application of evidence in their work and practices.

Every program and organisation is unique, with strengths to build on. Sharing and learning together, and in collaboration to make programs as effective as they can and should be and in the right context and purpose.

### Research and Evaluation

At **drummond street (ds)** we are committed to demonstrating evidence that own our services make a difference. We have been fortunate to continue to establish new and innovative programs, alongside our core programming. The investment of in-house evaluative practices has assisted the embedding of new programming and services within the appropriate evaluation and implementation frameworks to assess impact quickly and throughout.

**CFRE** also conducts outcome evaluation of all ds clients. Using validated outcomes measures to assess client needs pre-intervention and the measurable impacts post support. To date, the data shows our practice approach across all program areas does make a positive difference to the lives and wellbeing, parenting and relationships skills and social connectedness of adults, children and young people.

These findings enable all of us to continuously improve our services and better support our clients.

### Consultancy and Training

Over the last year **CFRE** has received several substantial contracts with federal and state government departments to support sector capacity building across Victoria and Australia. Projects have included the design of programs within evidenced-based and evaluative frameworks. We continue to support requests from a family and parenting sector to conduct independent program evaluations. We also tailor our training or evaluation services to meet their needs and to build sustainable capacity so agencies retain these skills as part of their own ongoing practices and processes.

### Sharing our learnings and research

**CFRE** were proud to represent **drummond street services** at several conferences throughout the year. This included the 2018 AIFS conference, presenting several papers on implementation and evaluative practice. As well sharing our learnings through our sector workbook resource; *Community-level change: Applied resources for Community for Children initiatives*.

### Growing our team

As demand for our support has continued to expand we have increased our research capacity with several new researchers with specialist focus, such as LGBTIQ+ communities to support our queerspace work. **CFRE** continues to partner with researchers at Deakin University, University of Melbourne and the Murdoch Children's Research Institute to evaluate specific projects. We have also been able to support several tertiary-level student placements to introduce them to how research and evaluation can support a busy not-for-profit agency.



# OCTOBER 2019

MONDAY		7	14	21	28
TUESDAY	1	8	15	22	29
WEDNESDAY	2	9 YOM KIPPUR	16	23	30
THURSDAY	3	10	17	24	31
FRIDAY	4	11	18	25	
SATURDAY	5	12	19	26	
SUNDAY	6	13	20	27 DIWALI	



When you start  
about family,  
about lineage and  
ancestry, you are  
talking about every  
person on earth.

*Alex Haley*

## YOUTH SERVICES

The Youth and Community team draws upon the talents of a multi-disciplinary practitioners. We bring a diverse range of skills, training and lived experience to the work we do. Sharing a genuine passion and commitment for young people and social justice, we also reflect the communities we work alongside. Our commitment to ensuring young people and communities marginalised through structural forces have opportunities for real employment is unabashed. This is both fundamental and important for so many reasons – not the least of which is to ensure that young people and adults engaging with us see others who look and sound like them in positions that have the power. We know that this is essential to redistributing resources and decision making and achieving true social change. But the ultimate benefit is in ensuring that our services deliver meaningful services, programs and methods of engagement.

The unique and vital knowledge of our workforce is centred through a process of co-design. It ensures our programs are by and for young people and the communities we assertively engage. The youth services team use individual and collective passion alongside theoretical and experiential knowledge/ training to harness the aspirations, potential and skills of local young people.

Our team's values, which drive our service delivery model include:

- » Social Justice
- » Decolonisation
- » Accountability
- » Critical Practice
- » Compassion & Respect

Initially primarily funded by the City of Melbourne since 2009, our youth service in Carlton/Parkville has demonstrated a capacity to successfully engage young people and families experiencing marginalisation. We've achieved this by providing universal and targeted programs.

In addition to seeking to engage people of colour and public housing residents our efforts have also been directed towards assertive engagement of LGBTIQ+ and QTPOC people. Beyond the "buzz" of intersectionality, we are truly committed to acknowledging the intersectional identities and experiences of people we collaborate with and walk alongside.

Since 2009 our funding service reach has grown. With funding from other LGAs and the State Government we've grown to deliver services beyond our Carlton borders. Since 2014, additional grants have enabled us to:

- » Provide youth services on the Richmond and Collingwood public housing estates from 2017 – 2020 with funding from City of Yarra
- » Introduce FreeZA youth led alcohol and drug free events across the wider City of Melbourne municipality between 2016 – 2018 with funding from the Victorian Government
- » Become the youth service provider for the wider Melbourne municipality (including Kensington, North Melbourne & the CBD) from 1 July 2018 with funding from the City of Melbourne
- » Develop the (in)visible peer project for Queer and Transgender young people of colour (QTPOC) between 2016 – 2018, with funding from the Victorian Multicultural Commission





# NOVEMBER 2019

MONDAY		4	11	18	25
TUESDAY		5 MELBOURNE CUP DAY	12	19	26
WEDNESDAY		6	13	20	27
THURSDAY		7	14	21	28
FRIDAY	1	8	15	22	29
SATURDAY	2	9	16	23	30
SUNDAY	3	10	17	24	



The young do not know enough to be prudent, and therefore they attempt the impossible, and achieve it, generation after generation.

*Pearl S. Buck*

## YOUTH SERVICES

Our youth leader program recognises and positions young people as experts. We believe and see every day the rich knowledge they hold. The future is being led by young people. They for instance know about the complexity of growing up in today's world. They understand how young people navigate their reality. They have a clear vision for the world they wish to live in. And we know that being heard and having access to power to realise their vision for the world, is a vital part of adolescent development and in our efforts for an equitable society.

As decision makers, young people are increasingly viewed through this lens. We are excited to different levels of government recognise and formalizing their commitment to co-design. The change obliges services and policy makers to situate young people at the centre of their service design. We have centred and elevated young people's expertise for four+ years with the Youth Peer Leader program. We have (and continue to) refined our approach to ensuring young people are positioned as experts and shape our service model.

Our Youth Peer Leader model demonstrates what is possible when young people assume equal positions in decision making. The success of the youth peer leaders is influencing the work of others. We believe this approach has correlated with a growth in our service provision over the last four years – increasing our reach to young people. But most importantly, we're confident that having young people in paid roles, co-designing our service, has brought our youth work practices into 2018.

The work of our team and the youth peer leader is a deliberate attempt to re-frame the margins of power. It is an essential step in centring young people otherwise marginalised by history, unconscious bias and wider social inequity. Young people who have been without access to institutional power and voice from decision makers. We are unabashed in our commitment to prioritising affirmative action to create pathways to power and decision making for these young people.

In the last year alone our team grew from having three identified youth peer leader roles to six. These positions (as does our wider workforce) reflects the communities we seek to engage.

Positive pathways to decision making are essential to achieving the structural changes necessary to transform our society into a more equitable place. This is what young people consistently call for, and they are bold, forthright and visionary in the change they want to see. For this reason, our service continues to create Youth Peer Leader positions for young people identifying as a First Nation person, a person of colour and/or Lesbian, Bisexual, Gay, Transgender, Intersex (LGBTQI), a public housing resident or international student. Increasing resources available to Youth Peer Leaders increases their and others in their communities, access to power.

Through the leadership and vision of young people, our service has become more responsive to young people marginalised by the service system and social forces. It has prioritised youth leadership for intersectionality. This includes queer and transgender young people. This accountability has ensured that we prioritise and deploy resources towards Queer and Transgender People of Colour (QTPOC) young people – and young people of colour living in public housing. In doing so we seek to acknowledge and address the historical legacy of underfunding or rendering invisible the multiple and interesting identities and forms of marginalisation that people experience.

Our efforts and methods to engage young people also evolved because of knowledge and vision of young people. The Youth Peer Leaders passion, creativity, flexibility, tenacity, and vision has forged new and strengthened our connections. It's seen us move away from a sole reliance on sport to engage young people. We now use art, performance, dance, reading groups, collectives and community organised advocacy to build solidarity and bonds across young people from diverse backgrounds and different estates.

The youth service (both City of Melbourne and City of Yarra) have had **3233 points** of contact with young people aged 8-25 in 2017/18 through community engagement events and regular programs for the young people we seek to assertively engage. Of this:

- » **38% were of African Australian heritage**
- » **39% identified as a LGBTIQ+ or ally**
- » **19% were young people from different backgrounds**
- » **3% were international students**
- » **1% were First Nation young people**





# DECEMBER 2019

MONDAY 30 HANNUKAH ENDS	2	9	16	23 HANNUKAH BEGINS
TUESDAY 31	3	10	17	24
WEDNESDAY	4	11	18	25 CHRISTMAS DAY
THURSDAY	5	12	19	26 BOXING DAY
FRIDAY	6	13	20	27
SATURDAY	7	14	21	28
SUNDAY 1	8	15	22	29



The love of the family, the love of one person can heal. It heals the scars left by a larger society. A massive, powerful society.

*Maya Angelou*



[www.mymob.com](http://www.mymob.com)



With the MyMob app, it's now even easier for families to stay connected.

[www.whatthefamily.com.au](http://www.whatthefamily.com.au)



If you are pregnant or have a new baby... this is the app for you!

Download on the  
 **App Store**

GET IT ON  
 **Google play**



## OUR FUNDERS AND PARTNERS

Albert Van Moorst Trust  
Belgium Avenue Neighbourhood House  
(BANH Inc)  
Blue Knot  
Children's Court of Victoria  
City of Brimbank  
City of Geelong  
City of Melbourne  
City of Whittlesea  
City of Wyndham  
City of Yarra  
Dame Phyllis Frost Centre  
Deakin University  
Department of Social Services  
Department of Health and Human  
Services  
Department of Justice and Regulation  
Department of Premier and Cabinet  
Department of Education and Training  
Family Safety Victoria  
Francis Thomas and Jeanette Warren  
Trust  
Hullabaloo Music  
Joe White Bequest  
Melbourne University  
Merri Health  
Murdoch Children's Research Institute  
North Western Melbourne Primary Health  
Network  
On The Line  
Playgroup Victoria  
Switchboard  
Thorne Harbour Health  
Transgender Victoria  
VACCA

## OUR PEOPLE

### Board

**President:** Alun  
Jackson

**Vice President:** Frank  
Lamari

**Treasurer:** Nerida  
Nettelbeck

### Members:

Cheryl Sullivan  
Jennifer Brook  
Martina Polaskova

### CEO

Karen Field

### Directors

Cheryl Miller-Yell  
Robert Riccioni

### Senior Leadership Group

Andrew Rush  
Chantelle Higgs  
Gabriel Aleksandrs  
Jemma Mead  
Joanna Fulton  
Julia McKenzie  
Kate Foord  
Mae Ball  
Marie Hirst  
Phoebe Wallish  
Rebecca Cooper

### Program Managers and Coordinators

Beth McCann  
Felicity Marlowe  
Helen Rimington

Leanne Renfree  
Maryclare Machen  
Mohana Mahadevan  
Sarah Powell

### Human Resource Manager

Leanne Black

### Operations and Facilities Manager

Rebecca Cooper

### Corporate Services/ Administration

Cameron McInnes  
Freja Leonard  
Lina Maiale  
Sinem Cilep  
Sofie Younger

### Intake

Amy Stoneham  
Emily McKenna  
Lucy Berglund  
Talha Iqbal  
Zoe Partington

### Senior Practitioners/ Team Leaders

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

### Family & Individual Support Services

Andrea Nutbean  
Anne-lise Ah-fat  
Ash Vishwanath  
Avrille Burrows  
Bea Boston  
Bernadette Walsh  
Catriona Newman  
Chaka Johnson  
Dennis Johnsson  
Emily Johnson  
Eve Breitzke  
Ewinia Huang  
Gabrielle Creed  
Jaqueline Snell  
Julie Yeo  
Justine Curatolo  
Kat Howting  
Kelly Brown  
Laura Kemppainen  
Lauren Box  
Lucy Berglund  
Naomi Dorling  
Naomi Overton  
Nicole Trickey  
Noula Efthimiadis  
Sarah Hamilton  
Sharon Hughes  
Simone Young  
Sousan Hawalla  
Susan Lantay

### Parenting Education and Support

Amanda Marsh  
Gina Blowers  
Joe Laga'aia  
Lauren Brooks

Lisa Sutcliffe  
Mukhtar Mohamed-  
Saeed  
Nadia Hamed  
Scott Hall

### Queerspace Senior Practitioners

Jill Faulkner  
Marie August  
Mark Camilleri

### Queerspace Practitioners

Ari Dunphy  
Daniel Ip  
Emily McKenna  
Fahad Jawaaid  
Jagur McEwan  
Jeremy Shub  
Lucy Foley  
Matthew Austin  
Mel Waters  
Ruth Katerelos  
Shukura Chapman  
Talha Iqbal

### Centre for Family Research and Evaluation

Catherine Wilson  
Helena Holmes  
Karalyn Davies  
Kate O'Halloran  
Madeline Gibson  
Reima Pryor  
Shae Johnson  
Tamara White  
Tania Buck

### Youth & Communities

Abdinaser Mussa-Behe  
Ali Abdalla  
Anyaa Abiel  
Bexx Djentuh-Davi  
Bobuq Sayed  
Idil Ali  
Jamira Hunter  
Machehi Komba  
Mubarek Imam  
Nyayoud Jice  
Reem Mohamed  
Ripley Kavara  
Rowan Arahia  
Ruby Cameron  
Sandra Tay  
Sarah Nega  
Wafa Musa  
Zakaria Farah

### Farewell

Anoushka Wootton  
Cal Andrews  
Daisy Catarell  
Farhiya Mohamed  
Georgina Ambrose  
Grace Lee  
James Mayen  
Jo Thorburn  
Kalu Edmunds  
Kate Morton  
Kelsey Atkinson  
Kieran Rance  
Louise Cooper  
Mukhtar Mohammed  
Rei Alphonso  
Sara Mussa

