



A calendar showcasing
the way we work with our
favourite recipes as a bonus!

**THE WAY
WE WORK**

drummond street services
2018–19 ANNUAL REPORT



Artwork by Daniel McDonald – deadlyhandtalk.com



drummond street services Carlton and Collingwood respectfully acknowledges the Kulin Nation as Traditional Owners of the land we currently deliver programs and services on. Naarm, the land of the Kulin Nation, now known as Melbourne has always been an important meeting place for events of social, educational, sporting and is of cultural significance for First Nations people. In the City of Melbourne, we deliver services and programs on 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 & when their creator spirit Bunjil formed the land and all living things. In the City of Wyndham we acknowledge the Wathaurong, Woiwurrung and Boonwurrung people, in the city of Geelong we acknowledge the Wadawurrung people and in the city of Whittlesea we acknowledge the Wurundjeri Willum Clan as the traditional owners of these lands.

We acknowledge Aboriginal and Torres Strait Islanders as the first people of Australia. They have never ceded sovereignty, remain strong in their connection 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.

FROM THE PRESIDENT

I am pleased to offer our annual report in another milestone year for **drummond street**. The theme for this year's report is a reflection on 'how we work.'

In thinking back over the last 12 months in the life of **drummond street**, it ever remains a surprise to me in how much we manage to collectively achieve across every area of the organisation. It is a genuine testament of our steadfast commitment and drive to work to our mission and vision.

Advocacy and sustainability are core to **drummond street services**, and it is a key responsibility of the Board and the Executive. As we have grown our programs and reach over several years now, whilst continuing to deliver on our obligations to our communities and our funders. This is considerable and at times challenging, as well as operating in an environment which is everchanging and expectations of NGO's increases and demand for support is unabated.

Fortunately, much of the groundwork, along with the organisation's strong foundations and frameworks support us to move into new areas of work. These foundations are central to our organisation's identity and culture, with leadership and engagement the essential ingredients to make our aspirations and push for innovative approaches to create real and tangible solutions.

Many of the programs and activities outlined in this annual report, have their origins in our previous projects, programs and research. Examples of this is our substantial focus on parenting support. Our perinatal/ante natal mental health support for new families and our continued commitment to Family Foundations which builds our own work over several years from our Just Families program.

What is also essential in maintaining a sustainable organisation in dynamic change environments is our conscious and deliberate efforts to embrace and value the full range of knowledges in the design and delivery of our work. This is an area that **drummond street** does exceptionally well.

This is exemplified in our ongoing investment in evaluative practice and the capacity building efforts through CFRE's in-house research and our sector consultancy and training. It is a way of testing our assumptions, approaches and synthesis of research evidence and its application to the real lives and experiences of those who come to us for support.

Our valuing and inclusion of diversity, which goes beyond consultation, albeit its importance and we do this too, ensuring that lived experience is part of our co-design processes and focus on recovery and life-long wellbeing is fundamental. We were, of course, very disappointed in the loss of funding for our Family Violence iHeal program this year. However, we know its importance and effectiveness for people's own recovery, also the workforce opportunities and ultimately the quality of our support, and we continue to advocate strongly for further investment in this model.

The Board and the Executive team discussed at length the priorities and opportunities ahead, allowing us to be inspired and ambitious





in our aspirations for the organisation, whilst remaining true to our mission, vision and our organisational history of; supporting and advancing the sector, maintaining our social justice and advocacy origins and supporting local community life through responsive, inclusive, sound non-denominational services.

We support campaigns that promote the investment of Public Health approaches which impact the way government fund and sectors deliver. These include *Family Matters* <https://www.familymatters.org.au/> and as a foundational alliance member of the National, *Every Child Campaign* www.everychild.co is another way we demonstrate our commitment and our contribution to the broader community and sector discourses and bringing about much needed changes to improve the outcomes of so many families and children.

We have also written several submissions this year as part of this advocacy, including the *Victorian Royal Commission into Mental Health* and *Productivity Commission's Inquiry into Mental Health* – reiterating the need to reorient investment in the early intervention, community-based services, specialist LGBTIQ services and support for parents and children – and much earlier.

We also continue to support community advocacy and sharing our resources to ensure lived experience knowledge is central to our work. An example of this was through our active support in campaigning for birth certificate reform for trans and gender diverse Victorians through policy advocacy, community support and resources which was successful and is one way to

offer constructive but active social change that impacts on many people's and their family's mental health and wellbeing. Delivery, without discourse is not enough, and is not in keeping with our social justice history – in this instance it was to keep the government to their words that 'equality is not negotiable' – and our advocacy is also not negotiable.

In the coming year the organisation undergoes formal accreditation as part of National Mental Health Standards, which requires a timely review of organisational processes as our workforce and our service infrastructure needs to reflect both our current operations along with our future directions – including new programs, partners and service locations. Daunting at times, but with our combined strengths and commitment and our continuing valuing of diversity in people, evidence and approaches, along with our willingness to innovate and create whilst remaining true to our mission and vision we should all be proud in what we have and will achieve, together.

I would like to acknowledge our CEO, Karen Field who continues to lead the organisation into new and interesting territories, continuing to build on our strong platform of our people, expertise, skill-mix, adding and extending our programs based on evidence, new areas of focus and what the communities we work for and alongside require us to do in our areas support, delivery, advocacy, design, capacity building and evaluation.

As always, I would like to extend my, and that of the DS Board, our appreciation and thanks to the Executive team and all **drummond street** staff, including our volunteers and students – our future leaders. The contributions and knowledge across our organisation and those of our communities are diverse, important and valued. It helps us to maintain our capacity as a community sector leader and increasing new areas and tables our organisation sits at.

I also want to acknowledge the contributions of all Board members, who offer and give their time, expertise and commitment willingly, and voluntarily to the mission and vision of this important community resource – **drummond street services** and its people.

Professor Alun Jackson

President



FROM THE CEO

drummond street services has had a phenomenal year of learning, growing and developing across our program areas. This is largely driven off our commitment and investment in continuous improvement in order that we respond to community needs. Our research and evaluation underpins this effort and goes beyond just evaluating specific evidenced based interventions or programs.

Whilst we welcome governments at all levels increasing emphasis on evidenced based policy, programs and practice within welfare service provision, this requires us to develop and adapt universal models that ensures positive outcomes for all families and communities. This is necessary because it implies that both our knowledge or the evidence base is complete and also if we just deliver the “off the shelf program (mostly from the US)”, the right families and communities will just turn up and get the intervention they need, but this is far from the reality. It fails to recognise that:

1. Our knowledge of the pathway and interrelatedness of risk both for individuals and across generations (at a family level) or relating to specific environmental factors or social membership is expanding all the time. We need mechanisms by which we incorporate new

or emergent evidence overtime but also service delivery organisations have an important role in building evidence through analysis and reporting of their service and client level data.

It is very pleasing that our research and evaluation capacity has resulted in the development of numerous research reports and publications across multiple program activities which have been disseminated to government and the sector. This includes building the knowledge across multiple areas in the family violence space including: LGBTIQ+ family violence work (with respect), our family violence iHeal Recovery interventions trial for diverse communities and lived experience workforce, our adolescents who use violence in the home (AVITH) and other non cis male family violence perpetrators work (LBQ and gender diverse).

In addition, we have uncovered new knowledge relating to the intergenerational transmission of poor mental health for children and adolescents as well as emphasising the impact of social disconnection, financial hardship (both generally and particularly for certain cohorts and communities) and psychological distress.



2. Many of our highest-level science in relation to evidenced based programs are normed on largely white, cis, heterosexual populations (and most often outside of Australia). The over representation of our most marginalised people, groups, families and communities in poor health and wellbeing outcomes point to inequalities, discrimination and oppression. This is well documented especially the case for our first nations people, so often for women and children, or for others of different faiths, race, abilities, sexualities and or gender diverse. In addition, it points to policy, systematic and practice failures generally but also especially for these cohorts and communities have been highlighted in numerous inquiries and Royal Commissions.

Services must have mechanisms that ensure they are responsive to all individuals, families and communities. This requires both a universal and targeted intersectional focus to ensure all of our priority communities and groups can access our services and that these services are responsive. All consumers must be able to fit services into their lives, feel included and safe. This goes beyond just codesign, but our services are coproduced and designed with our most marginalised communities as well as services being coproduced with people who have lived experience including in our mental health services, youth services and family violence services. We create affirmative action employment pathways for people from the communities and with lived experience as critical components of service effectiveness, responsiveness and inclusion (including our own workforces).

Co-production is essential in both testing, adapting and building new evidence and building intervention trials particularly for cohorts where system and service responses have failed to access, or respond. Our organisational data shows emergent issues impacting our communities which drives annual service planning

and development. Our new Perinatal Service response for family transition to parenthood, suicide prevention efforts for LGBTQIA+ communities, or adolescent violence in the home responses have all arisen from our ongoing service reviews and analysis of new evidence and social trends.

The incredible work of our Youth Peer Leaders and iHeal Recovery Support workers highlighted in this report give testimony of this approach.

This incredible learning not only informs our own service and practice development but also is disseminated to the service sector and to policy through the many submissions to Ministerial Roundtables, government inquiries, Royal Commissions, policy consultations and working groups. Our research reports and many submissions can be found on our ds website.

With continued growth means we must continually review and develop new infrastructure systems including technology platforms and solutions, our new facility in Coburg, and ensuring we support our incredible workforce, co-located partners, and local communities who access our many facilities.

Our commitment to our mission and values including our social justice principles, to address pathways to, and impacts of disadvantage, marginalisation and exclusion, remains ever more important. We aim to create safe spaces to deliver our services to all our clients, community members and our employees. Our people and partners are not only critical to what we do but also to our continual learning and growth. I am very grateful and proud of our collective efforts.

Karen Field
CEO



A must have easy cake recipe to have on hand!

GINGERBREAD CAKE

INGREDIENTS

350g self-raising flour
1 tsp baking powder
1 tbsp ground ginger
2 tsp ground cinnamon
250g brown sugar
200g unsalted butter
140ml golden syrup
4 eggs, beaten
250ml milk

METHOD

1. Sieve the flour, baking powder, ginger, cinnamon and brown sugar into a bowl.
2. Melt the butter with the golden syrup, then mix it with the eggs and milk. Stir the liquid into the dry ingredients until combined. Pour into a greased and paper-lined 20cm square cake tin. Bake in a 160C oven for 40 to 50 minutes.
3. After removing from the oven, leave the cake in the tin for 5 minutes, and then turn out onto a wire rack.



JANUARY 2020

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

DS PROGRAMS

drummond street services is a client-led agency that connects with individuals, families and communities, working resolutely for transformation. We offer diverse service responses all underpinned by a common approach to practice. Our responses to people who connect with us are driven by their needs, hopes and aspirations. For individuals distressed by the circumstances of their life and experiencing poor mental health, families with weakened, fractured and conflictual relationships, or separating and reforming, parents struggling to understand and respond to their children's needs, we aim to build our individual and family counselling and case work service responses. We do this on a platform of understanding the experiences and contexts of particular people and communities.

Our discussions and planning with families are informed by the best available evidence about risk factors we know and how these increase the likelihood of poorer developmental outcomes for all people – e.g., family violence, mental health, problematic drug and alcohol use, poverty and financial distress. Our highly qualified and experienced staff work closely and intentionally with people to tailor whole of family strategies designed to reduce the impact of these factors and promote capability to care for oneself and ones' own. We work directly with people experiencing abuse, aiming to improve their safety and circumstances, and provide responses to people who are using abusive behaviours as a way to improve the safety of people with whom they have a relationship.

Our approach is an integrated, wrap around support model that matches the timing and intensity of support required/requested to the level of complexity and impacts for both individuals and their family/ significant others. Informed by a 'no wrong door' principle, from the

first point of contact we work to ensure that our response builds opportunity and capability for people to address their support needs.

Importantly, we don't wait for people to reach their tipping point in distress that drives them to seek help. We understand that there are specific points of transition in individual and family life cycles where there is increased vulnerability for developmental risks to emerge, such as birth of child, parents separating and re-partnering, a child moving from primary school to high school etc. Consequently, we target our community engagement and education activities on people who are close to or currently experiencing a transition in order to prevent risks from developing or to intervene early when they are first emerging.

Specific traumatic events in people's lives can have a devastating impact on their feelings of safety and trust, including historical experiences of childhood abuse, violence and neglect. As a provider of services to people who have experienced institutional child sexual abuse and have a connection with the National Redress Scheme, we recognise that these human rights abuses can impact individual physical and mental health, relationships, education, employment and connection to community. We offer survivors a recovery-oriented practice, a pathway that is oriented by and developed from the client's perspective and values.



Understanding that some communities face intersectional systemic and structural disadvantage that impact on both their capability to connect, we also invest in community engagement actions in order to build awareness and trust between, for example, LGBTIQA+, CALD, Aboriginal and Torres Strait Islander people, and people with disability, increasing their opportunity for connection and access to our services. Staff training supports staff to deepen their awareness of how systemic factors interact to produce multiple and particular forms of discrimination, building specialist knowledge of particular groups in our community.

Peer support and leadership strategies are employed to enhance outcomes through unique and specialist knowledge and skills. We embed a co-production model into our practice, where lived experience and community connection is the cornerstone of service design, delivery and evaluation.

All our work is underpinned by a commitment to Evidence-Informed & Evidence-Based Practice, Applied Research and Evaluative Practice. We use research to identify, develop and implement innovative evidence-based and informed practice responses for emerging needs, with a focus on prevention and early interventions. We review and undertake research to identify community wellbeing issues and needs. We contribute to the evidence-base and capacity-building for best practice through research, evaluation, education/dissemination and advocacy activities. And finally, we collaborate with other services and sectors in research, program design and delivery, for a cohesive service system and collective social impact.

SERVICE DATA:

COUNSELLING AND CASE WORK

General, Child and Queer TPS	1,893 sessions to 565 clients
Family and Relationships Services	1008 sessions to 387 clients
Family Law Counselling	289 sessions to 132 clients
Redress Support Services	812 sessions to 73 clients
Family Mental Health Support Service	2039 sessions to 1196 clients
GRAND TOTAL	6,041 sessions to 2,353 clients

GROUP WORK

Community engagement events	49
Seminar events	37
Group events	51
Professional Development sessions	23
GRAND TOTAL	160
Registered clients at events	900
Unregistered clients at events	2210
GRAND TOTAL	3110



Borrowed directly from
*The Women's Weekly
Beautiful Biscuits* book!

Makes about **18**

ITALIAN LEMON BISCUITS

INGREDIENTS

1.5 cups self-raising flour
60g butter
1.5 tbsp milk
 $\frac{1}{3}$ cup sugar
0.5 tsp vanilla
1 egg

Icing

$\frac{3}{4}$ cup icing sugar
2 tbsp lemon juice
0.5 tsp grated lemon peel

METHOD

For the icing

1. Combine the sifted icing sugar, lemon juice and lemon peel. Beat until smooth.

For the biscuits

2. Sift the flour; rub in the butter until it resembles fine breadcrumbs.
3. Put the milk and sugar into a pan and stir over a low heat until the sugar has dissolved. Add the vanilla.
4. Add the lightly beaten egg and the milk mixture to the flour and mix well.
5. Turn out onto a floured surface and knead until a smooth dough is formed.
6. Take teaspoons of the mixture and roll each piece into a thin sausage shape (about 13cm/ 5.5" long).
7. Twist 2 pieces together and form into a circle. Place onto a greased baking tray and bake in a moderate oven/ 190C/ 375F for about 15–20 minutes until golden brown.
8. While still warm dip the tops into the icing. Leave to cool on wire racks.

Note: I put the dough in the fridge for half an hour and then roll it out on a floured surface and cut out different shapes.



FEBRUARY 2020

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



Simple baked sweet potatoes topped with chickpeas, a garlic-hummus sauce and a parsley-tomato salad. Delicious, fresh, healthy, and naturally vegan and gluten free. I love this because I can do all the prep before guests arrive (step 3, 5 & 7) and the potatoes just bake in the oven while you have pre dinner drinks.



Serves: 4

BAKED SWEET POTATOES

INGREDIENTS

4 medium sweet potatoes
(1 per person)
1 (425 g) can chickpeas, rinsed
and drained
½ tbsp olive oil
½ tsp each cumin, coriander,
cinnamon, smoked paprika

Garlic sauce

¼ cup (60 g) hummus (or tahini)
juice of ½ lemon (1 tbsp)
3 cloves garlic, minced
Water, milk or unsweetened
almond milk to thin

Toppings

¼ cup cherry tomatoes, diced
¼ cup chopped parsley,
minced
2 tbsp (30 ml) lemon juice

METHOD

1. Preheat oven to 400 degrees F (204 C) and line a large baking sheet with foil.
2. Rinse and scrub potatoes and cut in half length wise. I let the potatoes dry before baking. This will speed cooking time. Otherwise leave whole and bake longer (approximately double the time (45 min – 1 hour).
3. Toss rinsed and drained chickpeas with olive oil and spices and place on a pot on stove to be heated.
4. Brush or rub the sweet potatoes with a bit of olive oil and place face down on the baking sheet.
5. Prepare your Garlic sauce by adding all ingredients to a mixing bowl and whisking to combine, only adding enough water, milk or almond milk to thin so it's pourable. Taste and adjust seasonings as needed. Add more garlic for more zing, salt for saltiness and lemon juice for freshness, play around.
6. If you don't have hummus use tahini to give a nuttiness.
7. Prepare the parsley-tomato topping by tossing tomato and parsley with lemon juice and setting aside to marinate.
8. When sweet potatoes are fork tender, warm the chickpeas to golden brown.
9. Assemble. Flip potatoes flesh-side up on a plate or wide bowl and smash down the insides a little bit. Top with chickpeas, sauce and parsley-tomato garnish. Serve immediately.



MARCH 2020

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

QUEERSPACE

queerspace is our LGBTIQ+ health and wellbeing support service established for LGBTIQ+ communities by LGBTIQ+ communities. **queerspace** is a branch of **drummond street services** that has a focus on relationships, families, parenting and young people and offers co-located services across the north-west metropolitan region of Victoria. As is highlighted in this report it was an incredible year of support, engagement, connection and advocacy for **queerspace**, the following are the services and engagement over the 2018/2019 financial year.

WITH RESPECT

with respect is about nurturing respectful relationships and is a partnership lead by **drummond street services** – queerspace, Transgender Victoria, Thorne Harbour Health and Switchboard. **with respect** has a focus on primary prevention and is a family violence service supporting LGBTIQ+ communities and their families, providing responses for LGBTIQ+ people who are, think they may be, or at risk of experiencing or using family violence or intimate partner violence. **with respect** is funded by Department of Health and Human Services, Victoria.

with respect was officially launched in September 2018 with an interactive day-long forum '*Braiding Knowledge*' for the family violence and community sectors, specialist LGBTIQ services and community groups, hosted by **with respect** and Domestic Violence Victoria. Over 200 practitioners and service providers attended the multiple workshops and panel discussions on preventing and

responding to LGBTIQ family violence in Victoria. **qrespect** is the queerspace service delivery component of the broader **with respect** partnership. **qrespect** provides counselling (including individual, relationship and family counselling), case management, advocacy and support services.

FUTURES FREE FROM VIOLENCE (FFV)

After its pilot round in 2018 FFFV has been refunded for another year by the Department of Health and Human Services. Specialist Family Violence Practitioners engaged clients from a diverse range of backgrounds and lived experience. Futures Free From Violence offers group and one-to-one therapeutic support to women, trans and gender diverse people using force or violence in family or intimate partner relationships. Futures Free From Violence continues to strengthen working relationships with communities, courts, service providers, police and statutory agencies in order to build referral pathways and ongoing working relationships to best support individuals and families. The program received positive feedback about both the group and individual components of which was then passed on to external evaluators and government stakeholders leading to an additional 12 months of funding.





IHEAL

iHeal is an innovative pilot program and was refunded for a 2nd year in 2018–19 by the Department of Health and Human Services. Recognised by its unique codesigned structure that provides recovery support to clients, and as an employment pathway and education for our Recovery Support Workers, the service offered both individual and group programs for people experiencing violence in our LGBTIQ+ communities. The Royal Commission into Family Violence noted 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 iHeal model recruits and trains Recovery Support Workers who have their own lived experiences of family or intimate partner violence. In this second year of the pilot, Recovery Support Workers, equipped with their new Certificate IV in Community Services supported numerous clients and offered a wide range of group programs, including Trauma Informed Yoga, Walking Groups, and Nutrition at Any Size to name a few.

queerspace and **drummond street services** are committed to ensuring this work and the skills and perspectives of lived experience 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.

Queerspace Service Data

Across all our LGBTIQ+ programs we have reached well over **2400** LGBTIQ+ communities' members and their families. In our clinical family violence, Mental Health, AOD and family-based services we have delivered services to over **900** clients and their families.



Oyakodon is cooked in one pan where onions, chicken, and egg are simmered in an umami rich dashi-based sauce. It is then poured over a bowl of fluffy steamed rice. Simple, delicious, and utterly comforting, this is the kind of one-bowl meal you can cook in less than 30 minutes!

I like Oyakodon because it is comfort food for me. I would often eat this in the teacher's room during winter in Japan. I remember the first time I had this after my colleague bought it for me. I asked, "what is this?" and she said, "it is mother and child". The translation of the Japanese is literally 'mother and child'.

OYAKODON (Chicken and Egg bowl)

INGREDIENTS

2 boneless skinless chicken thighs
1/2 onion
2 large eggs

Seasoning (to taste)

2/3 cup dashi
1 1/2 tbsp mirin
1 1/2 tbsp sake
1 1/2 tbsp soy sauce
1 1/2 tsp sugar

To serve

3 cups cooked Japanese short grain rice
small bunch Mitsuha (Japanese parsley)(or green onion/scallion)
Shichimi Togarashi (Japanese seven spice) (optional for sprinkling)

METHOD

1. Gather all the ingredients.
2. Combine dashi, mirin, sake, soy sauce in a bowl or a liquid measuring cup.
3. Add sugar and mix all together until sugar is dissolved.
4. Thinly slice the onion and chop mitsuha (or green onion). Beat one egg in a small bowl (you will need to beat another egg when you work on the second batch).
5. Slice the chicken thigh diagonally and cut into 4 cm pieces. Make sure the chicken is of equal thickness to create more surface area for fast cooking.
6. We make one serving at a time using an 8-inch frying pan (so you can slide the dish onto rice bowl). Divide all the ingredients in half. Add half of the onion in a single layer. Pour roughly 1/3 to 1/2 of the seasonings mixture (depending on the size of your frying pan, the amount may vary). You will need just enough sauce to cover the onion and chicken.
7. Add half of the chicken on top of the onion. Make sure the onion and chicken are evenly distributed. Turn on the heat to medium heat and bring to a boil.
8. Once boiling, lower the heat to medium to low heat. Skim off any foam or scum if you see any. Cover and cook for about 5 minutes or until chicken is no longer pink.
9. Slowly and evenly drizzle the beaten egg over the chicken and onion. Cook covered on medium-low heat until the egg is done to your liking. The egg should be slightly runny.
10. Add the mitsuha (or green onion) right before removing from the heat. Pour the chicken and egg on top of steamed rice and drizzle the desired amount of remaining sauce. Sprinkle Shichimi Togarashi if you like.

Serves: 2





APRIL 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2	3	4	5
6	7	Buddha's Birthday 8	Passover begins 9	Good Friday 10	Easter Saturday 11	Easter Sunday 12
Easter Monday 13	14	15	16	17	18	19
20	21	22	23	Ramadan begins 24	ANZAC Day 25	26
27	28	29	30			



QUEERSPACE TRAINING AND CONSULTATION

queerspace continues to deliver tailored professional development to a range of community, health, mental health, education and family violence organisations support and develop capacity to respond to the diverse needs of their LGBTIQ+ clients, students and community members.

In the last year, tailored training, consultation and professional development workshops have been delivered to:

- » Jika Jika Community Centre
- » City of Knox Youth bus for queer youth
- » Better Together Conference in Sydney
- » Eating Disorders Victoria
- » Boroondara Youth Providers Network Meeting Practitioner
- » **with respect** workshop at Monash University
- » Strengthening Hospital Responses to Family Violence program at The Royal Women's Hospital
- » Western Region Council LGBTIQ+ Network for the City of Wyndham
- » City of Glen Eira for the BGK Youth Network.
- » Family Violence and Diversity forum at the Angliss Hospital
- » VAADA and the AOD sector
- » LGBTIQ+ health forum as part of the Geelong Rainbow Festival
- » Australian National Academy of Music
- » Berry Street
- » Manningham SFYS Youth Network

queerspace continues to develop our approach to working with people experiencing and responding to family violence, and in particular delivering the Breaking Out of the Binary training, a practice approach for working with LGBTIQ people experiencing violence.

Engagement

Midsumma 2019 we conducted a health survey to better understand demographic and service needs and wants of the communities we serve. This survey received a huge **870** completed responses. The data has been used to improve our program development and service deliveries

Sponsorships

In 2019 **queerspace** was a proud sponsor of the Tilde and Midsumma Festivals for the third consecutive year.

Partnerships

For the second year running queerspace has a regular segment on 3CR In Ya Face! Program. Practitioners and staff speak to a wide range of topics surrounding LGBTIQ+ communities health and wellbeing.

queerspace, City of Melbourne and Carers Victoria partnered to delivered and pilot program for LGBTIQ+ carers. The program focused on wellbeing, reducing isolation, improving access to information referrals. The project was evaluated by our inhouse research team and is in the process of securing funding for this year

Events

Events are an important aspect of the queerspace calendar as they bring people together and acknowledge important community days. In 2018 –19, queerspace brought communities together to celebrate various celebration and memorial days, including International Women's day, Trans day of Visibility, IDAHOBIT in conjunction with Brimbank and Hobsons Bay City Council, and at drummond street services; an Art Exhibition to celebrate Pride month. In addition to these events, **200+** people attended our Queer Breakfast in the park, on Christmas Day 2018.





This is an *All Come Out To Play* recipe.

KIDS VEGGIE FALAFEL BALLS

INGREDIENTS

1 420g tin Macro Organic chickpeas
¼ cup chopped parsley
1 small grated zucchini
¼ cup self-raising flour, plus 1 tbs extra flour

1 tbs olive oil
¼ cucumber, chopped
½ tomato, chopped
Salt and pepper
Optional: 1 tsp ground cumin

METHOD

1. Whizz up the chickpeas, parsley, zucchini and cumin in a food processor and process until smooth. Stir through flour, adding a little extra if too wet.
2. Shape mixture into 8–10 small balls and dust patties with 1 tbs extra flour.
3. Heat olive oil in a frying pan over medium-high heat. Cook patties for 2 minutes each side or until golden. Cool.
4. Serve over chopped lettuce with a yoghurt dip or in a wrap, or even with noodles.

These falafels can be cooked in advance and stored in an airtight container in the fridge for up to 2 days.



Makes **8–10**



MAY

2020

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

PARENTING SUPPORT AND EDUCATION PROGRAMS

drummond street services supports families across all the ages and stages of transition and development but the sooner we can work alongside a family the better, to achieve positive outcomes. We provide evidence-informed, accessible parent support services, that address early multi-risk factors across six wellbeing domains known to improve mental health and wellbeing for all family members: individual wellbeing, connected family relationships, safe and supportive family environment, competent age-appropriate parenting, material security and connection to community.

HOPE

The long running **Hands On Parenting Education (HOPE)** program is founded on the evidence based David Olds' home visiting model, supporting parents with children 0–5 years who are managing challenging circumstances or health issues. Our HOPE workers focus on infant safety and attachment as a priority. We encourage a client driven approach to addressing practical problems like children's sleeping, eating, behaviour and increasingly often- healing from exposure to family violence. The program saw **160** clients and their families this financial year, increasing parenting skills and confidence, raising awareness of developmental stages and increasing family and community connections. We take the opportunity to speak to sole parents about choosing who they invite into their family world and encourage self-esteem, protective behaviours and personal safety standards. Where people are still co-parenting we engage both partners and provide appropriate support (sometimes via workplace visits) to help parents cooperate and seek support as needed.

"I was pleased to work with a family to help them create a quiet place where their children could go and have some calming time when

angry. Rather than noisy conflict (that was getting out of hand), the children now go to their 'thinking tent' we made out of bedsheets, while the parent does some deep breathing and puts on their favourite music. In ten minutes or so they reunite, have a hug and start again. Simple strategies like this have made a difference and they also go to Playgroup twice a week now which has had a great impact on Mum's mental health and happiness."

– HOPE worker

ALL come out to play!

This is evidence based primary prevention mixed into a riot of musical comedy! Our team visits Playgroups in metro, regional and rural communities to present an interactive session which gives parents and children 0-5 years a hands-on taste of gender equity in an early years setting. Research by VicHealth and the World Health Organisation shows that one of the biggest threats to this and the next generation is family violence, and it can be prevented before it even begins. It's a matter of changing the unequal power relations and cultural norms that cause men to perpetrate violence against women in the first place, and the social structures that excuse it.



By partnering with Playgroups Victoria, we have been able to reach people at a time when they are keen to pick up parenting tips and would like to raise their children to reach their potential regardless of gender.

Our performer from Hullabaloo Music, Amanda Testro takes the Playgroups on a musical journey with risks, challenges, laughs and a lot of dancing! The sessions are universally loved and have been running for 2 years, reaching more than **2000** families.

"Working with the Indigenous leaders in regional areas has been inspiring, seeing their focus on respectful relationships, and how they balance equality with traditional gender roles is amazing. Our message is we are all different and we are all equal." – Facilitator

We have recently received another 6 months funding to make cultural adjustments and work with CALD Playgroups at Vicseg.

Family Foundations

One of our programs, Family Foundations (in partnership with Murdoch Children's Research Institute) has been delivered in the homes of **47** families over the past 12 months. The program was developed by Mark Feinberg, Ph.D. from Penn State University. Two parent coaches work with families when they are expecting a baby and deliver the 10-session program in the family's home. The program has been proven to help manage the stress of a growing family, improve communication, build stronger relationships and raise healthy and happy children. The evaluation of the program showed a decrease in interparental conflict, depressive and stress symptoms, parenting hostility and exposure to conflict.

Ready Steady Family

The environment and experience for babies throughout the antenatal and post-natal period has a significant impact on the development of their health and wellbeing, emotionally, cognitively and socially. By improving the communication and cooperative parenting between parents and care givers, we aim to strengthen the environment into which children are born and raised. Building on the success of Family Foundations and a suite of other individual, family and group based **drummond street** supports and programs, we have been funded by the North West Melbourne Primary Health Network to develop an innovative, integrated response to improve the mental health and wellbeing of parents in the antenatal and post-natal period in the community with, or at risk of mild to moderate mental illness. Ready Steady Family works with a range of antenatal/ post-natal services across the north west region of Melbourne to deliver an evidence-informed, accessible parent support service, providing universal and targeted interventions that respond, avert or delay onset, relapse or exacerbation of parent's mental health signs and symptoms, connecting them with mental health treatment and supporting recovery. The program targets families who are reluctant to access and engage with services. This is achieved through a diverse local workforce, who provide non-judgemental support to families, directed by their needs and goals, in a space and at a time that fits with their life. Service offerings range from social groups, such as baby massage and walking groups, to individual and relationship counselling, to Family Foundations, to our Parenting Coaches. Following comprehensive intake and assessment, services are matched to families, with the option to increase or decrease support as their needs change over time.



SUPER QUICK DUMPLING SOUP

INGREDIENTS

- 1 tbs olive oil
- 1 bunch baby bok choy, washed, ends trimmed, cut in half
- 1L ready made pouch of Asian Chicken & Corn Soup
- 1L Chicken Stock
- 1 x 300g pack of frozen dumplings e.g. Chicken & Mushroom Dumplings

METHOD

1. Heat oil in a large saucepan over a high heat. Cook bok choy for 2–3 minutes or until charred and wilted.
2. Add soup and stock then bring to a boil. Add dumplings, cover, and boil for a further 8–10 minutes or until dumplings are cooked through.
3. Ladle soup and dumplings into bowls to serve.

A recipe from the HOPE program



Serves: **2–4**



JUNE 2020

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

STEP FAMILIES

Stepfamilies Australia had an excellent year of engagement. Our Stepping up training in which we are turning into a professional train-the-trainer to be delivered in 2020 has been fine tuned. We ran the course for couples with step and blended family challenges 6 times over the 2018-2019 financial year. On average the groups had 6 couples per session. The days training is so popular we now have a 6-month waiting list of couples to attend! We also engaged **226** clients who attended at times multiple face-to-face counselling sessions at drummond street services.

Our engagement via our online groups has also grown. Having 2 online closed support groups which we moderate means that we can reach those vulnerable stepfamilies that otherwise wouldn't seek face to face support. We have our Stepfamilies Australia Support group which is a private group on Facebook with **297** members. We also moderate our private Step Mums group which has **107** members. This group is for women who are step mums and don't have any biological children of their own. The groups have really highlighted the support that others with the same lived experience can assist those going through similar challenges.

In the lead up to the December holidays 2018 Stepfamilies Australia were asked to come onto the TODAY morning breakfast show on Channel 9 to talk about why this time of year especially was difficult for step and blended families, this type of publicity also lead to 5 ABC radio interviews and 2 other radio interviews with private stations. It was a big year for advocating for step and blended families! Our general Facebook page now has over 2000 followers, and this is also growing.



Our MyMob app which helps couples who are apart to engage in positive communication around the parenting of their children, saw its biggest use this year. Judges started mandating its use as part of parenting orders, meaning over **2200** families are currently using the app. This has caused a number of issues as the app wasn't built for this purpose. The app is also needing updates as new phones come onto the market weekly and apps need to account for these, unfortunately MyMob needs funding in order to address its many short falls. We are still in the middle of petitioning Government for these funds and are hopeful that something will eventuate in the next financial year.

YOUTH AND COMMUNITIES

THE DRUM

Creating, holding & opening safe spaces

“Think of the last time someone had asked for your opinion and listened. Now imagine actually getting paid for it. Welcome to Youth Peer Leadership! A place where young people from their respective communities can voice their opinions, and are listened to, because they are the experts of our experiences.” – Claire, Youth Peer Leader

In 2018/2019 the drum had more than **6200+** points of contact with young people and their families. This was made possible by the creation of safe spaces and engaging activities in Melbourne’s CBD and on the Carlton, Collingwood, Kensington, North Melbourne and Richmond public housing estates.

Our young people (both within our team and those engaging with our service) fearlessly inform and design our service model. The Youth Peer Leader’s (YPL) who sit at the centre of our model have ensured we are responsive, creative, tenacious and accountable to young people’s wants and needs. We see the YPL model as central to creating, holding and opening up safe spaces for young people to connect with each other and with us.

As a program, the YPL model places co-design at the centre of our practices. This includes consultation, design, delivery, promotion and evaluation of the YPL’s. This conveys to our young people that they are vital to every stage of our work. It positions young people as experts and essential to creating safe spaces. It also allows young people to create the vision for our service.

The YPL model also underpins our affirmative employment practices to ensure our workforce is reflective of the communities we serve. YPL

are empowered to articulate and respond to the aspirations of their peers and the wider community. They support our efforts to actively transition power and control to communities.

We are a service for all young people. We prioritise young people whose social position and identities are marginalised. The YPL model and programming reflects our commitment to young people and in particular the prioritisation of those whose potential is limited by racism, sexism, classism, Islamophobia, homophobia and transphobia. This includes those identifying as people of colour, LGBTQIA+ , and those growing up in public housing.

We recognise and understand that these social identifiers and differences don’t operate in isolation – rather, they intersect in the lived experience of young people. Naming these experiences as structural forces is vital to dismantling the deficit approach that individualises the challenges young people face. It acknowledges the incredible ways that they carve out meaningful and empowered modes of being. It ensures our service commits to addressing deeply institutionalised and intersectional forms of disadvantage.

“No one knows the needs and challenges of young people better than young people themselves. This is particularly true for young people identifying as LGBTQIA+, young people of colour and young QTPoC. We ensure our YPL’s and our programs respond to the intersectionality of young people by creating, opening and holding affirmative and safe spaces that recognise and affirm their unique strengths and vulnerabilities.” – Youth Development Practitioner, Ruby





For a veggie boost, you can add extra vegetables like capsicum and zucchini, just cut into small slices and add to sauce 5 mins before you add the pasta while sauce is simmering!



Serves: **2–4**

VEGETARIAN PUTTANESCA SPAGHETTI

INGREDIENTS

4 tbsp olive oil

200g/7oz frozen chopped onions (or 2 medium onions, roughly chopped)

Garlic finely sliced (1–4 cloves)

125g drained, pitted black olives, cut in half

2 tbs capers (from a jar), drained

1 tsp chilli flakes

½ tsp fine sea salt

2 400g tins chopped tomatoes

300g dried spaghetti

150ml/5fl oz red wine or vegetable stock

freshly ground black pepper

handful fresh flatleaf parsley leaves, roughly chopped (optional)

200g of grated parmesan (optional)

METHOD

1. Heat 3 tablespoons of the oil in a large, non-stick saucepan over a medium heat. Add the onions and garlic and fry gently for 4–5 minutes, stirring regularly, until softened and very lightly browned.
2. Stir in the olives, capers, chilli flakes and salt, then add the tinned tomatoes and red wine (or stock). Bring the mixture to the boil, then reduce the heat until the mixture is simmering. Simmer very gently for 40–45 minutes, stirring regularly, until the sauce has thickened.
3. Once the sauce has been cooking for 30 minutes, half-fill a large saucepan with boiling water. Add the spaghetti (or any pasta) and cook according to the packet instructions, until al dente.
4. When the pasta is cooked to your liking, reserve 3 tablespoons of the cooking water in a bowl, then drain the pasta in a colander and return it to the saucepan.
5. Add half of the sauce to the cooked spaghetti, then stir in the reserved cooking water. Continue to stir the mixture carefully until the spaghetti is coated in the sauce. Season, to taste, with freshly ground black pepper.
6. To serve, transfer the spaghetti and sauce to a warmed serving dish, then pour over the remaining sauce. Drizzle over the remaining tablespoon of oil and garnish with the parsley and parmesan, if using. Serve immediately.



JULY 2020

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

In 2018/19 we grew and provided 6 YPL positions. We see a correlation between our growth (as a service) as endorsement of this model and of situating young people as powerful agents of change. As much as our YPL lead us, they are also vital to our engagement and delivery of programs. They are essential, alongside a wider workforce who also come from the communities we serve, to creating safe and engaging programming.

Our way of working means we continue to identify gaps in the wider service system. With funding from the North Western Primary Health Care Network, we finalised the production of the OMGI. I am QTPoC and launched the **Polaris Youth Mentoring Project**.

Polaris is a suicide prevention initiative bringing together queerspace and queerspace youth. It was created alongside queerspace's A Place at the Table Mentorship Program Designed to promote positive mental health, resilience and social cohesion, Polaris is our response to the ongoing and disproportionate impact of suicide and self-harm on LGBTIQ+ communities. The program also recognises within the LGBTIQ+ communities exists other identities. Excitingly, it is 'redesigning' traditional constructs of mentoring – moving 'mentorship' away from being hierarchical and career focused, to position health, community access and wellbeing at its core.





With funding from the City of Yarra on the Richmond and Collingwood Estates we:

- » ran 5 programs: Real Youth Music Studios (RYMS), Collingwood Drop in, Richmond Drop In, Richmond Girls Club, Richmond Soccer program
- » engaged **185** young people attend programs
- » had **1235** points of contact with young people

With funding from the City of Melbourne we:

- » ran **11** programs Including two LGBTQI+ programs- (in)visible & queerspace Youth
- » ran two young women's program (the underground) and three young men's programs (Monday Mayhem, Friday Night Jam & we partnered with the Venny) and a Holiday Program
- » had **5000+** points of contact with young people
- » provided individual support to **84** young people

With additional funding from the State Government we:

- » run five FreeZA (drug and alcohol-free) events
- » run activities bringing together First Nation and young men of colour from the Carlton estate with Engage funding
- » ran Youth Week Events





A stuffed triangle shaped savour treat. A sambusa is served during Ramadan (the holy month for Muslims) and is a popular appetizer. It can have many different fillings.



Serves: 4

SAMBUSA

INGREDIENTS

1 cup plain flour
1 teaspoon salt
2 teaspoons olive oil
½ cup warm water

Filling

½ kilo minced meat
(half lamb and half beef)
One large onion
1 bunch of coriander
1 teaspoon of curry powder
Salt to taste
Oil for deep frying

METHOD

Samosa filling

1. Marinate the mince meat with the curry powder and leave in the fridge for one hour. You can use two different types of meats to prevent dryness or being oily.
2. Dice the onion and chop the coriander.
3. Saute the mince in a sauce pan until cooked.
4. Add the onion and coriander and cook for a minute or two.
5. Season with salt.
6. Cool the mixture.

Making the samosa pastry

1. Place plain flour, oil and the warm water in the bowl and mix until you have a smooth dough.
2. Divide the dough into small pieces about the size of a tennis ball.
3. Roll the balls of dough until they are flat and the size of a saucer.
4. Put a little oil on top of each and stack them – one on top of the other. The oil will prevent the rounds sticking to each other.
5. Roll the stacks out to the size of a dinner plate. Then cut into quarters.
6. Dry fry the quarters on both sides one at a time for a minute on each side. Take care not to overcook!
7. After deep frying each quarter separately wrap them in plastic.

Wrapping the samosas

1. Mix two tablespoons of plain flour with a quarter cup of warm water. Form a paste to seal the samosa edge.
2. Form each quarter into a cone shape by folding the sides from the rounded end over each other and seal with the paste. It should look like an ice cream cone.
3. Fill the cone with the mince/meat mixture.
4. Tuck the pointed top end down over the sealed edges and seal with the paste. You should now have a neat triangular samosa. Repeat with remaining pieces of pastry.

Cooking the samosas

1. Heat the oil in heavy shallow frying pan over medium heat. Test the oil with a small strip of excess dough. If the pastry floats up then you are ready to start frying your samosas.
2. You can place several samosas in your frying pan. Turn to brown to a light gold.
3. Drain the cooked samosas on paper to remove excess oil. Serve immediately.



AUGUST

2020

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

CFRE

The Centre for Family Research and Evaluation continues to drive **drummond street's** focus on evidence-based practice and research driven service delivery both within internal programs and the wider sector. The team is comprised of an internal research and evaluation team, that works with **drummond street's** own programs to draw evidence from literature, secondary data, client data audits and program evaluation to support applied research and contribute to the research evidence base, and an external team that supports other service providers around Australia to use and build the evidence-based for their programs and to understand and communicate the impact of their work.

An important undertaking over the 2018/19 financial year was the research and evaluation of the co-production program We-deserve. The program was designed to build respectful relationships and prevent family violence for transgender and gender diverse (TGD) communities. Informed by the understanding that minority groups are often excluded from the planning and production of programs and initiatives that target them, We Deserve centres the perspectives and experiences of trans and gender diverse communities in the design, development and delivery of family violence prevention initiatives. The team has been working on a variety of research projects on family violence prevention, including LGBTIQ+ use and experience of violence and LGBTIQ+ family violence during the transition to parenthood. These separate projects have involved identifying and analysing various sources of evidence to inform our understanding of risk and protective factors for LGBTIQ+ family violence.





Our internal team has also continues to evaluate and provide additional support to a variety of projects and services, including: Youth Services, Redress services, Peri-Natal services, Futures Free From Violence and Living Free From Violence, LGBTIQ+ Mentoring projects, Rainbow Families Transition to Parenthood Resource Project, Brimbank Dads, All Come

Out to Play, Pacifica Families, Carers Vic, Move It, Bi5: Bi+ inclusivity organisation audit, Daru Disability Advocacy project, the Midsumma survey and drummond street's in-house evaluation.

Due to the efforts of our **drummond street** practitioners and wonderful reception at Carlton, we now have a dataset for our in-house evaluation that we can use to answer key questions and delve into interesting findings. We recently analysed the association between adult and child mental health and the mediating impact of family adjustment and family relationships. The results added important support to our whole of family approach to child and youth mental health and well-being.

Consulting projects with external agencies over the past 12 months have included capacity-building workshops with program staff who work with people using or experiencing family violence, the completion of an independent evaluation for a school-based program that aims to increase healthy and informed student attitudes towards gambling, and an evaluation of an emergency relief workforce development

training program. Program development support has been provided to a supported playgroup for Aboriginal and Torres Strait Islander families, a local child, youth and family services program, and a service system review to inform state government department family violence service.

These projects have been built upon collaborative relationships with academic partners including the University of Melbourne School of Social Work and Deakin University School of Psychology and informed by our close connections with government policy. Based upon the success of these projects, further projects with community agencies and sector partners have arisen, which demonstrates that CFRE's unique contribution to the service sector is highly valued and sought after. We respond to requests to submit proposals through various expert panels and also prepare tenders for a range of government initiatives.

Our new website www.cfre.org.au provides a snapshot of information about our recent and past projects, the way that we work and access to some useful program design, planning and evaluation resources.

Engagement rates:

- » 16 internal projects engaged
- » Supported all ds staff to collect data for in-house evaluation
- » 17 external agencies engaged in evaluation and capacity building projects

Outputs:

- » Over 20 service models
- » Over 26 proposals or tenders
- » Over 30 reports



Recipe by Aminata Diallo

In collaboration with the (in)visible project, Aminata facilitated 'Ambatla' meaning *Let's Share* in the Mali language of Bambara. We spent the afternoon together learning how to veganise traditional recipes with the aim to de-centre whiteness from veganism. Aminata taught us how to make delicious sweet and savory donuts which are vegan, gluten free and nut free, and can be made at home!

PLANTAINS FARIMASSA

INGREDIENTS

7 very ripe Plantains (black skin)
4–5 onions
1–2 chillies
150–200 grams Rice Flour (or any type)
2 tsp of Bicarb Soda

Flax Eggs (1 tsp of ground flax + 1 tsp of water mix together)
Squeeze of lemon
Splash of milk (coconut, rice, oat, etc.)
Couple of pinches of salt
Grapeseed Oil (for deep frying)

METHOD

1. Mash/blend the plantains till smooth
2. Dice the onions and chillies
3. Sieve flour and bicarb into a separate bowl
4. Combine all the ingredients (plantains, onion, chilli, flax egg, lemon, milk, salt) except for flour
5. Mix thoroughly
6. Add the flour mixture in slowly to wet the mixture (batter should be sticky)
7. Heat oil in wok or deep fryer
8. Use scoop/spoon to form donut, deep fry till dark and golden
9. Place on paper towel, serve warm with sweet chilli sauce!



Serves: **LOTS**



SEPTEMBER 2020

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

SYSTEMS AND TECHNOLOGY

Our digital systems help us to work in a smarter, more efficient and informed way for ultimately better outcomes for our clients and community.

Using technology to capture information and gain feedback from our work with clients allows us to see the broader picture in the challenges our communities face. It also gives us insights into how we can better support individuals facing unique and emerging issues that may not currently be addressed elsewhere. By analysing the information we gain from clients, we formulate programs and services to better serve community needs.

This year we have been looking to improve the way we use technology; from improving the way we communicate with and provide support to our clients, to improving our staff and client safety and to solving operational problems and providing the best tools possible for our skilled workers. By using a method of continual improvement, our aim is to use technology to reflect and improve our practice towards positive mental health outcomes.

The next 12 months at ds will bring some important technology changes and improvements to further support this reflective practice, including a new Customer Relationship Management system, Human Resource Information Management System, Risk Management System, and improvements to the way we communicate with clients. This will in turn positively impact on the efficiency of our daily operations, give us greater flexibility in our services and programs, and help us gain greater insights into mental health needs in Victoria.





SOCIAL MEDIA

Having a prominent presence on Social Media for **drummond street** and its entities is more than important. Not only does it provide social proof to funders that their dollars are going to good use, but it is essential for engagement and advocacy. We live in a world where most people use some form of social media, posting regularly is a great way to reach people to let people know about our services, events and sharing public position statements on important issues of the day.

Research has shown that by sharing evidence-based articles and posting reaffirming content that align with people's values gains people's trust.

Having some programs with waiting lists for our counselling services, it's important that we are tactical with social media. Creating content in our posts that include tips that promote ways to improve mental health and sharing affirming articles, can work as tools to help people improve their mental health and encourages self-worth.

If you haven't liked or followed any of our social media platforms, we encourage you to do so! We have many social media platforms across **ds**. The following are some stats on our social media engagement over the past 6 months.

Instagram @queerspace_drummondstreet

January **309** followers now **931** followers

Twitter @queerspace_ds

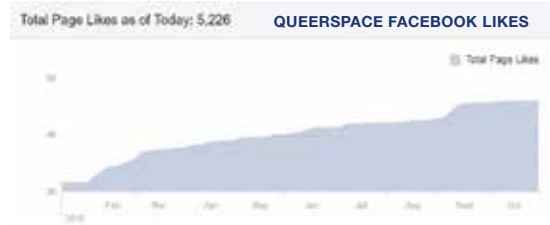
January **473** now **982**

Twitter @DrummondStreet

January **969** Followers now **1095**

Facebook Drummond Street likes January **1438** now **2,244**

Facebook Queerspace likes January **2895** now **5,226**





One saucepan plus one large heavy baking dish (or large round cake tin approx. 14") are all that is needed to put together this easy, yummy chocolate cake.

FAMILY CHOCOLATE CAKE

INGREDIENTS

2 cups (500ml) water
3 cups (660g) caster sugar
250g butter, chopped
1/3 cup (35g) cocoa powder
1 teaspoon bicarbonate of soda
3 cups (450g) self-raising flour
4 eggs, lightly beaten

Icing

200g (3/4 cup) butter, cubed, at room temperature
300g (2 1/2 cups) pure icing sugar
1/2 cup (35g) of icing sugar
60 ml (1/4 cup) milk
1 tsp vanilla extract (optional)

METHOD

Cake:

1. Preheat the oven to moderate (180 degrees). Prepare deep 26.5 cm x 33 cm (14 cup/3.5 litre) baking dish or large round cake tin; line base with baking paper and grease with butter
2. Combine water, sugar, butter and combined sifted cocoa and bicarbonate soda in a medium saucepan; stir over heat, without boiling, until sugar dissolves. Bring to a boil then reduce heat; simmer, uncovered for 5 minutes. Transfer mixture to a large bowl
3. Add flour and egg to bowl; beat with electric mixer until mixture is smooth and changed to a paler colour. Pour mixture into prepared dish
4. Bake cake in moderate oven about 50 minutes. Stand cake 10 minutes then turn onto wire rack; turn cake top-side up to cool
5. Spread cold cake with butter icing

Icing:

1. Place butter in bowl and beat for 3 minutes until it becomes pale
2. Add half the sifted icing sugar and cocoa powder and beat for 3 minutes
3. Add the remaining icing sugar and cocoa powder and beat for 3 minutes
4. Add milk and vanilla (if using). Beat again for 1 minute.
5. Decorate with abandon!



OCTOBER 2020

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

CLIENT STORIES

WHAT DOES A FAMILY'S JOURNEY THROUGH THE FAMILY MENTAL HEALTH SUPPORT SERVICE LOOK LIKE?

Jenny 51 and David 59 are parents to Jason 14 and Scott 9 and separated amicably 5 years ago. Their journey has already encompassed the separation, Jenny's challenges living with bipolar and long-term depression, Scott's diagnosis of Prader Willi (a developmental condition) and Jason's absence from primary school for much of the last two years.

Jenny as the full-time parent set initial goals with the Family Mental Health Support Service (FMHSS) worker Julie for help with Jason's school refusal. She also disclosed difficulties with hoarding and agreed to a referral to a clinical psychologist who works in the same building as us.

Jason 14 was an engaging young man who just wanted to stay home to help on the farm. He struggled to articulate his thoughts and feelings during sessions and would often say what 'he thought the adults wanted to hear'. As work progressed (and during joint sessions with the psychologist), Jason was able to verbalise his worry about his mum and the current state and functioning of the family home.

David (father), who had sporadic contact with the boys, was at first reluctant to join us on the journey but the worker maintained positive phone contact emphasising his importance as a father in the family system. When the family hit a big bump in the road, with Jenny frustrated at not being able to parent Jason and set boundaries around technology and school, David then was engaged to share his concerns and step in. The parents decided Jason would spend the

week nights with David and he then made it to school. Care team meetings with school, workers and parents helped clarify return to school goals.

Another rollercoaster on the journey occurred when David's work hours changed, and he was less consistent in availability. Conflict escalated, leading to a decline in Jenny's mental health and an increase in hoarding. As a result, a notification was made to Department of Health and Human Services (undertaken with Jenny's full consent and the notification made whilst she was present) in order to seek more services. Julie informed David DHHS had been notified and the reasons why this happened. David reported that this was a 'big wake-up call' as to the extent of the current crisis.

After the notification was made David committed to Jason spending each night at his home; as a result Jason attended a full term of high school which had not been achieved since primary school. Jason's relationship with his father improved and the rupture with his mother was slowly being repaired as they would spend Friday night together whilst Scott spent the night at his fathers.

FMHSS work with the family ended after a referral was made to the orange door (by DHHS) for more intensive family services.

The benefits of working collaboratively with both parents, both children, school and other services meant a flexible, holistic and strengths-based service was provided over time as the journey progressed. We are but one step on the road to family well-being, and it is privilege to walk with families and young people.



XORIYO'S STORY – A SHINING EXAMPLE OF HOW THE AL-SABAH GROUP SUPPORTS AND EMPOWERS WOMEN

When Xoriyo first attended the Al-Sabah program her face lit up the whole room. This light did not diminish throughout her attendance for the entire program. With two young children, she braved the most inclement of weather conditions to negotiate taking her kids and herself each week on public transport to attend the program.

Xoriyo was the only Somali woman who attended the group and, as facilitators, we were concerned at first, she might feel isolated within the group, but her motivation and spirit to participate prevailed. She connected well with other women in the group and was extremely engaged in the learning process as well as being outspoken about sharing her newly acquired knowledge with her Somali friends.

In Somali, there is an expression – “*Iskaashato ma kufto*” which translates to “*if people support each other, they do not fall.*” The importance of the Al-Sabah group in facilitating social connectedness for Xoriyo embodied this expression for her. The Al-Sabah program helped her momentarily forget the significant traumas of her past. She says:

I was very happy coming to the group because my children were cared for and I could enjoy and learn things. It would take my mind away from thinking too much about things I don't want to think about. I was relaxed and happy to mix with the other women. It was a big break for me. I miss it so much now.

The Al-Sabah program has been the only group Xoriyo has attended since arriving as a refugee in Australia over five years ago. Not only has the sense of community the group offered been a positive experience for Xoriyo but learning about her rights as well as local practices such

as recycling have been really beneficial for her. The sessions regarding the role of police officers, family violence, health and how to parent in a new culture were very empowering for Xoriyo:

Now I like to talk about my rights as a woman. I've been married before and suffered a lot of abuse. My husband treated me very badly. Now I know my rights here and I like to tell others. I feel more confident now. I have experience. I've learnt from the group and become brave.

As a result of attending the group Xoriyo was referred to a refugee health nurse and has received medical support regarding her health issues.

Xoriyo has many aspirations for the future. She now has her Learner's Driving Permit and wants to continue to learn to drive. She also wants to learn how to sew so she can mend her clothes and make outfits for herself and her children. Once her children go to kindergarten next year, she plans on attending English classes so she can feel more included in life in Melbourne.





Joanna Fulton's mum makes a superhero-worthy vegetarian lasagne!

JANE'S VEGETARIAN LASAGNE

INGREDIENTS

1 450g can of Vege Delights Nutmeat, chopped	1 rounded tablespoon sugar	2 packets lasagne sheets
2 400g cans of diced tomatoes	1 rounded tablespoon salt	2 cups strong cheddar cheese, grated
4 garlic cloves, minced	1 rounded tablespoon pepper	1 cup parmesan cheese, grated
1 large brown onion, diced	1 rounded tablespoon chilli flakes	4 tablespoons olive oil
1 rounded tablespoon dried oregano	2 rounded tablespoons tomato paste	

METHOD

1. To make the sauce, place oil, onion, sugar and herbs in a large frypan and lightly fry until onion is transparent.
2. Add nutmeat, garlic, tomatoes and tomato paste to the saucepan. Cook for 20 minutes.
3. In a greased deep baking dish or roasting pan, place one soup ladle of the sauce and spread around the base of the dish.
4. Place a layer of lasagne sheets on top of the sauce.
5. Add a good layer of the sauce on top of the lasagne sheets.
6. Layer lightly $\frac{1}{4}$ of the combined cheeses.
7. Repeat steps 4 to 6 until the sauce is used up, and add a final layer of the combined cheeses.
8. Place the baking dish in preheated oven for 40 minutes until the top is golden and bubbly.

Serve with green salad and crusty bread.



Serves: 4



NOVEMBER 2020

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



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DATE AND ALMOND BLISS BALLS

INGREDIENTS

1 cup dates (or any dried fruit)
1 cup almonds (or any nuts)
½ cup cocoa
1 lge tablespoon peanut butter (or coconut oil)
dash of vanilla essence
pinch of salt
desiccated coconut

METHOD

1. Place dates, almonds, cocoa, peanut butter, vanilla essence and salt into a food processor and blend until you can no longer see any dry cocoa.
2. Pour desiccated coconut into a bowl
3. Roll about a tablespoon of mixture into a ball and then roll through the desiccated coconut.
4. Continue until you finish mixture and then share them with your friends or workmates.





DECEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1	2	3	4	5	6
7	Buddha's Enlightenment Day 8	9	Hanukkah 10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	Christmas Day 25	Boxing Day 26	27
Boxing Day Holiday 28	29	30	New Year's Eve 31			

