



**Drummond  
Street  
Services**

ANNUAL REPORT  
**2021–2022**

# **BUILD BACK FAIRER**

Same storm, different boat





## **Acknowledgement**

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 Wathaurung, 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.

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# President's Report

## Reflection

Coming up to my 22nd year of involvement with the Drummond Street Services (DS) Board, I reflected at the time of the AGM on what it was about the organisation that encourages both Board members and staff to commit as strongly as they do to the organisation. This led me to thinking about my first social work position at the Victorian Ministry of Aboriginal Affairs (MAA) in the early 70's and what made that such an exciting and challenging place to be. The MAA had been created in 1968 to take over from the old Aborigines Welfare Board, which in different forms had existed since the times of the Protectorate which oversaw relocation of Aboriginal Victorians onto the Missions such as Lake Tyers and Framlingham.

What was different with the new organisation was the commitment to moving away from a narrow "welfare" role into a social work practice based on community development principles. It was a time of nationally significant policy shifts such as introduction of the Aboriginal Lands Act 1970, which had been created in response to the Lake Tyers and Framlingham Aboriginal communities' struggle for land rights. This was only the second time Land Rights were acknowledged in Australia. Against this backdrop, the foundation was laid, in an early example of co-design, of the creation of the Victorian Aboriginal Child Care Agency, the Victorian Aboriginal Legal Service, and the Victorian Aboriginal Health Service.

Just as these developments represented a paradigm shift in this field, DS has undertaken a similar shift, particularly in the last decade under Karen's leadership. It is this sense of being part of nationally significant change, building from very different service models, that I believe keeps staff and Board committed to DS.

## Governance

Nothing represents the value-driven, theory-driven and evidence-driven approach of DS better than the work recently undertaken by Board members and the Executive to ensure our Governance framework enshrines both corporate governance [legal and statutory requirements as an Incorporated Association and registered Charity] and community led governance. This is consistent with our Social Justice and Intersectional Framework which seek to address structural discrimination and exclusion by prioritising and coproducing programs and service with intersectional communities and

identities. The development of an Anatomy of Social Justice and Principles for Practicing Intersectionality framework provides a whole of organisation blueprint for transforming power, decision making, transparency and accountability in partnership with our end service users, their families/carers and communities, along with our sector collaborators, our government policy makers and funders.

## **A whole of organisation perspective**

What does this mean in terms of how we do business?

- 1.** An approach to Governance structure that ensures power sharing with, and accountability to, our communities and families (Community Boards). This would involve Lived Experience Panels for example, contributing to policy and program development which ensures a continuous process of coproduction in research, policy, program and practice development.
- 2.** Ensuring a diverse workforce through affirmative action employment and lived experience (investing in talent pool, pathway and succession planning).
- 3.** Using our Social Justice and Intersectionality framework enshrining empowerment, inclusiveness, equity and privileging lived and diverse knowledge at every level of the organisation. This includes place-based planning and ensuring a targeted approach to privileging and working alongside our most excluded communities and identities.
- 4.** Through either our own services or forming partnerships with other organisations in the provision of services we embed our social justice priorities. This includes partnering with Aboriginal community-controlled organisations, multicultural or ethno-specific organisations, or specialist intervention organisations to ensure access who have a commitment to building capacity for intersectional service provisions (AOD, Mental Health and the like)
- 5.** Setting targets and measuring how we are going in enacting our frameworks and practice.
- 6.** Policy-sector activism that provides both a platform for intersectional voices to ensure all voices are heard.
- 7.** Continuous reflection and improvement.





## Community Governance

Presently, DS operates with a corporate governance structure which entails the Board supporting and being supported by the CEO and Senior Management Team. We use a model of technical skillset along with cultural, identity and knowledge (First Nations, LGBTIQ+, disability, institutional, multicultural, survivors) to ensure we maintain a diverse Board with connections into our communities of concern. In this more “traditional” model, community members are ‘outside observers’ of the decision making – they may seek to lobby, pressure or influence and they may be ‘consulted’, but it is the organisation’s Board and Management that make the decisions and are accountable for outcomes.

In community governance, decision making is redistributed and shared with those who have the biggest stake in the mission and are closest to the organisation’s work – end service users and communities (and in some models, staff and partner organisations). They therefore become collaborators, with the Board in undertaking governance functions while balancing the sharing of power with the Board’s legal and fiduciary responsibilities. For DS, transparency and input in decision making in strategy, measuring performance, enacting our vision, mission, values and frameworks through all our activities are fundamental to accountability and sustainability.

Community governance is based on established principles of participatory democracy, self-determination, values-based partnerships, and community-level decision making. Community governance is strongly aligned to DS’ values, social justice framework and our commitment to be guided by people and guided by communities.

We recognise that the inclusion of community in governance creates a capacity for a more diverse group of decision makers to focus on our mission, strategies and impact, as well as supporting our commitment to continuous service improvement.



## The future

We look forward to exploring the potential for adopting a governance model that recognises and prioritises the diversity (and intersectionality) of community perspectives which can only strengthen the legitimacy and credibility of decision making, transparency and accountability. The development of this governance framework would include:

1. Intersectional representation on our Board of Management for Corporate Governance
2. Shared power with intersectional representation on Community Boards, and Lived Experience Panels
3. Partnerships in the coproduction of intersectional programs and services such as with Aboriginal community-controlled organisations multi-cultural-and or ethno-specific organisations.

In framing our intent in this way, we ensure that DS remains an inspirational organisation and one in which Board and staff members can work, knowing the importance of our mission, and knowing that it would be difficult to find another organisation that provides the excitement and challenge that DS does.

As always, the Board pays tribute to the strength of purpose and strength of character shown by the staff as they continue to build resilience in our target communities. We acknowledge also that the performance of the organisation would not have been possible without the extraordinary performance of our CEO, Karen, and the Executive. Again, I thank the Board members who have maintained their strong commitment to the organisation over the past year, and we look forward to continuing to play our part in the great work of the organisation in 2023.



**Professor Alun C Jackson MSc PhD FCSANZ FECS**  
President





# A word from our CEO, Karen Field

As CEO of Drummond Street Services, I am proud to celebrate my 18th anniversary with the organisation. The journey thus far has been a privilege, and I am grateful for the opportunity to work with such a dedicated and supportive team, as well as the Drummond Street Services Board. Our shared goal is to empower and serve the communities we work with, and to continuously evaluate ways in which we can share resources, expertise, and power.

Our work at Drummond Street Services is what gives us purpose, and I am proud to be a part of an organisation that recognises the ongoing effects of systemic inequalities, such as racism, poverty, homophobia, transphobia, misogyny, and ableism, on our communities. The COVID-19 pandemic has magnified these inequalities and the need to elevate marginalized voices has become even more pressing. Despite the ongoing challenges posed by the pandemic, we remain committed to supporting our communities and advocating on their behalf.

When I took on the role of CEO in 2005, I was filled with a sense of responsibility to carry forward the legacy of the organisation, which has always been grounded in non-subservience to State or Church, and the belief in providing dignity and agency to those we serve. Our governance work is centred on sharing knowledge, experience, and empowering the communities we work with, enabling them to co-create programs and services.







As an organisation, we acknowledge and hold our privilege every day, and strive to listen, advocate, and support those affected by poverty, mental health issues, and the ongoing impacts of colonization. I am constantly inspired by the tireless work of our staff and the impact they have on the lives of the people we serve.

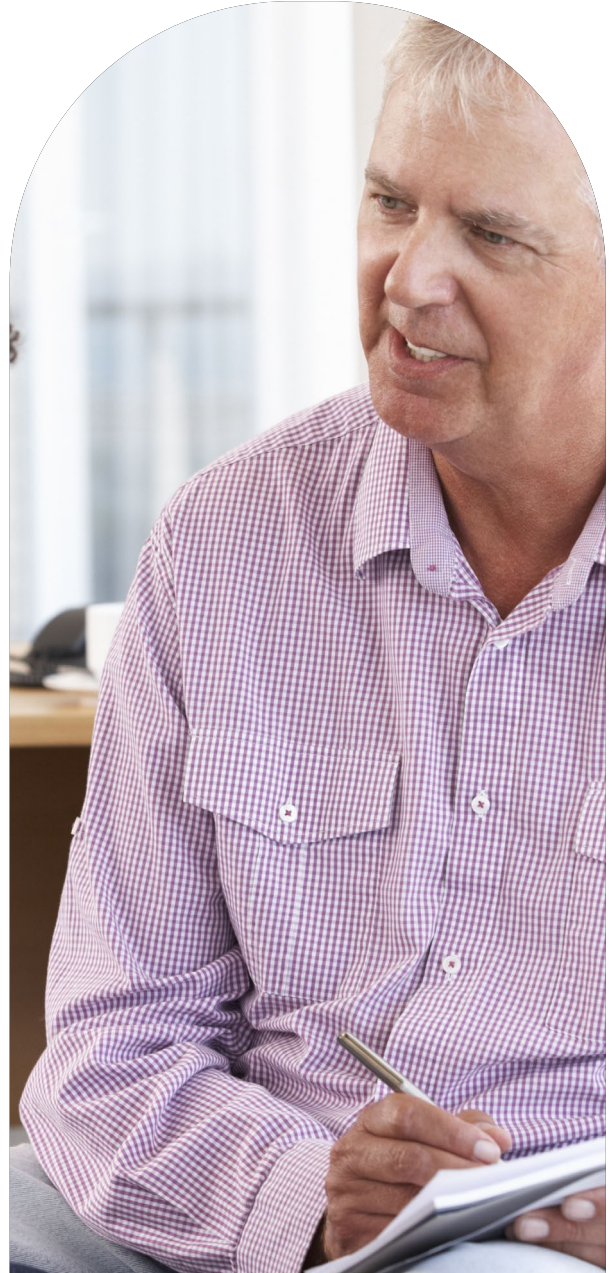
I am also grateful for the Drummond Street Services executive team, who embody our values and work tirelessly to advocate alongside those who are marginalised. Through collaboration and problem-solving, we work together to support families and communities and to address systemic failures, discrimination and sometimes abuse. Our commitment to enacting our values is unwavering, and we will continue to learn and grow as an organisation.

In conclusion, I am honoured to lead Drummond Street Services and am proud of all that we have accomplished together. I am confident that, as we continue to work collaboratively, we will continue to make a positive impact on the communities we serve.

Warm regards

**Karen Field**  
Chief Executive Officer  
Drummond Street Services





# Archer



Archer is funded predominantly by Drummond Street Services and a combination of funding avenues including advertising, project funding and arts funding.

Archer's website reached 160,000+ people during the 2021/2022 financial year. Adding our event attendees, social media audiences and print readership, as well as those accessing the print magazine via clinics, waiting rooms and universities/libraries, etc, we estimate upwards of 200,000 people consumed our content during the period.

People who identify with LGBTIQ+ identities, especially those at the intersections of these communities, are rarely portrayed in the media, let alone represented in a positive light, along with their authentic voices, art and experiences. Archer Magazine encourages pride, self-esteem, self-confidence and connection by representing those often left out of mainstream media in a glossy, high-production print magazine. We strive towards a collaborative publishing process that prioritises representing people's voices and art in ways that are affirming and authentic for the individual. We believe this contributes to equality, confidence and pride, as well as building stronger communities, which we believe contributes to better mental health outcomes for LGBTIQ+ individuals.

Drummond Street Services continued to support us in this mission during the 2021/2022 financial year, allowing us to continue this important work that centres the experiences of those who need support in our society.





# Integrated Family Violence Service Response – Children, Young People and Families

The Family Violence Youth Specialist roles are part of DS response to support families who enact harm in the home/family. We offer a whole of family, wrap around specialist family violence response for children and young people and their families, where family violence is occurring. It also addresses the specific needs of children and young people who enact harm in the home and the needs of their families

This financial year, we supported 55 clients, in families where young people are enacting harm and often, also experiencing family violence. Of these clients:

- » **1%** identified as Aboriginal or Torres Strait Islander.
- » **16%** identified as having a disability.
- » **29%** were born outside of Australia.
- » **20%** spoke a language other than English at home.

Our service model focuses on social determinants of health, individual and family risk factors and strengthening/protective factors and addresses complex and diverse needs of families, is underpinned by evidence, and supported by the Victorian FV Royal Commission findings.

## Case Study:

Jim was referred to a support program after being named in a Family Violence Intervention Order. A collaborative approach was taken with multiple workers involved in supporting Jim, his mother, and siblings. Meetings took place with practitioners to educate Jim on family violence and support the mother in making reports and developing safety plans. Key issues were discussed, and tasks were assigned to each service to avoid duplication. The care plan included working on a NDIS application, exploring respite care, and supporting the mother with parenting. A practitioner also provided safety planning, counselling, and support for Jim's siblings.





# FFL – Family Law Counselling

Family Law Counselling [delivered under the Family and Relationship Services Sub-Activity] Family Law Counselling services help people with relationship difficulties better manage their personal or interpersonal issues to do with children and family during marriage, separation, and divorce.

Family Law Counselling Services aim to help clients establish and maintain positive family relationships; help them meet welfare and development needs of children, prevent relationship stress, manage relationship transitions, and much more.

Our service supported 150 family members.

- » **8.7%** clients identify as Aboriginal and/or Torres Strait Islander
- » **16.7%** identify as CaLD
- » **27.3%** born in a country other than Australia
- » **25.3%** speak a language other than English at home

We provide early intervention and prevention supports, along with addressing risk and protective factors to improve life outcomes for children and families. Our supports are focused and help improve outcomes for families who are experiencing relationship breakdown, separation, re-formation before, whilst [and post] engaging with the Family Law Court systems



# Family Mental Health Support Service (FMHSS)

FMHSS aims to improve mental health outcomes for children, young people, and their families. we provide early intervention support to those who show early signs of, or are at risk of developing, mental illness, with the support of their families and carers, with a particular focus on children from CALD, low socio-economic backgrounds or known to child protection.

This year we saw 1257 clients.

- » **29.1%** of clients seen were born outside of Australia
- » **25.5%** spoke a language other than English at home
- » **3.3%** of the FMHSS clients identify as Aboriginal and Torres Strait Islander
- » **7%** of clients over 18 identified that their sexuality was LGBTIQ+
- » **2%** of clients identified that their gender was non-binary, trans or gender diverse
- » **8%** of clients identified as being part of a stepfamily.

Throughout the past year it has been noticeable that children, young people, adults, and families from diverse backgrounds, including those who are Aboriginal and Torres Strait Islander, LGBTIQ+, culturally and linguistically diverse and have mixed abilities, face barriers to accessing mainstream services and seeking support. With First Nation peoples facing particular barriers, on top of the ongoing effects of colonisation, continuing racism and discrimination and a lack of trust in institutions and organisations that do not acknowledge their right to cultural identity and self-determination.

Our efforts aimed to actively reduce barriers (including accessibility needs) and address the causes of vulnerability, disadvantage, and oppression through our collective accountabilities in reducing discrimination, speaking out on violations of human rights, and through advocacy and acts of solidarity and our own actions for changing the systems and structures which perpetuate inequalities, poverty, and injustices. We affirm the cultural, social-civic, political, and economic rights of all individuals, families and communities to coexist in harmony with the natural environment, enjoying full participation in all aspects of societal life and civic and community processes.





## Compelling Stats that the data showed

Evaluation results indicated high levels of mental health distress among adults, with 77% reporting mental health issues and 53.3% reporting financial distress in the past year. A further 35% reported moderate to severe social isolation. This led to a 49% increase in family conflict and relationship difficulties.

COVID-related measures, such as lockdowns and remote learning, worsened the distress among families. The impact of difficulties was particularly pronounced at home, with 64% of children affected.

Nearly 1 in 5 clients at Drummond Street Services had a risk alert for family violence, with the number of clients seeking assistance for safety tripling and a 65% increase in risk alerts. 57% of clients experienced economic deprivation, with the number of clients seeking assistance for material well-being also tripling.

Despite the complexity of need, many clients reported delays in seeking support. For example, 80.6% of parents reported difficulties with their children, but 77% had difficulties present for over a year before seeking help. This has resulted in fewer presentations but increased complexity and risk, impacting the number of sessions and case management required.







# Paving the Way Forward

The North Melbourne Public Housing Estate (NMPHE) area consists of four high rise towers in Alfred, Sutton, Melrose and Canning Streets, Medium density public housing in Pampas Street and other single-unit low-rise housing scattered within proximity. The demographics of the residents living in these public housing dwellings is diverse, with considerable cultural diversity and life stages.

After the horrific incident in 2020, where public housing residents were subject to the harshest lockdowns experienced by any group, we, with the help of funding from the Department of Families Fairness and Housing (DFFH), provided support to communities residing in North Melbourne and Flemington public housing estates to recover and rebuild from the COVID-19 health emergency. We delivered housing services that better met the needs of residents. This pilot program tests a new way of working with residents, local government, and delivery partners, where residents are involved in the decisions that impact them.

## Case Study

The DFFH and Community Partner, including Drummond Street Services, North Melbourne Language and Learning, and Mission Australia, aimed to give residents of the North Melbourne Public Housing Estate a voice in decisions affecting their homes, neighbourhoods, and services through the Paving the Way Forward initiative. Residents called for more activities and programs for children, leading the Community Partner to work with the local Council. The Council offered the Community Partner a playgroup space and the Little Seeds Playgroup was established to provide parents, carers, and children up to 5 years old a place to connect, play, and learn about other services every Thursday from 10am to 12pm, with support from a community development worker. The playgroup can have up to 10 families and is especially popular during school holidays. The PTWF Community Partner is set to end in September 2022, but Drummond Street Services will continue supporting the playgroup.



# Queerspace & Family Violence Response

Drummond Street Services (DS) has a long history of providing services to the LGBTIQ+ community. We recognise that the need for safe and affirming services for the community materialises through the programs delivered as part of Queerspace and the FV response. Queerspace has one of the few specialist LGBTIQ+ Family Violence programs in the state, providing queer affirming support for people who have been affected by and enacted harm. The work done in Queerspace recognises that queer folk who access services – whether mental health supports or case management – come with multiple identities and systemic forms of disadvantage that must be considered when providing a response. Queerspace recognises the importance of the social and familial networks (whether chosen or not) our clients live within and the protective nature of positive and affirming relationships through the lifespan. Through this intersectional lens DS and Queerspace address the historic erasure and harm that has come from a service sector that does not acknowledge the complexity and resilience of a community that fought for recognition.

## Case Studies:

### Futures Free From Violence

Kylie is a 30yo woman who self-referred to our service after using violence against her partner. Kylie said she was ready to change, but there were no services that offered support for women who have used violence in same sex relationships. Kylie started participating in our Futures Free From Violence program. Kylie attended almost every week and said that she felt like she was starting to learn a lot more about herself and the impacts of her use of family violence on her partner. Halfway through the group, Kylie used violence with her partner in another incident. She called the program facilitator the next day and told her what had happened. Kylie was planning to quit the group, saying she thought it was going to be too hard to change. The facilitator offered Kylie a one-on-one session, and spoke through the cycle of violence, and accountability and recovery after relapse. Kylie decided to come back to the group the following week and has attended every week since. Kylie has accepted the offer of ongoing one-on-one sessions to support her to make changes in her life and to help keep her partner safe. Kylie's partner has since engaged with the program for family violence counselling and assistance with safety planning.





## **Qspace and mental health response**

Holly is 42-year-old transgender women who initially presented for support through our Qspace network, our state-wide LGTBQA+ family counselling service. Holly had recently left her relationship, in which she had experienced significant family violence, and was sleeping rough in a regional area.

Holly was referred to our Queerspace mental health response program and was prioritised for a fast-tracked allocation for mental health case management.

Holly was referred to supported crisis accommodation in Melbourne, where she needed to follow strict guidelines on engagement and behaviour. At the end of her stay in crisis accommodation, there was no appropriate housing, so her practitioner worked with her to self-advocate for an extension of stay while she sought longer term accommodation. Holly applied for a place in community housing, where she is now living. During this time, Holly was also linked with tertiary mental health services for psychiatric support and medication review. Holly was initially apprehensive about engaging with the service due to past negative experiences with psychiatric supports. However, Holly's Queerspace practitioner was able to work with the mental health service to provide affirmative and inclusive support and supported Holly to develop a strong relationship with the treatment providers.

At first, Holly often presented heightened and anxious on the phone to us and called through to the service multiple times a day to vent frustrations, give updates, or just to check if she was still going to be supported. Holly's practitioner and our highly skilled reception team worked closely together to ensure Holly received a warm and consistent response every time she called. Over time, Holly's confidence has increased, and she has needed to call far less often. Holly recently competed in a running event where she placed second, missing the world cup by one place. She plans to keep competing at a local level and continues to train every day as part of her plan to maintain good mental health.





# Redress Support Service

## Funded by the Commonwealth – Department of Social Services

The program engaged 70 clients, in 903 sessions through 67 cases and targets people who experience trauma as a consequence of institutional child sexual abuse. Many survivors experience isolation, unemployment, homelessness, family violence, problematic drug and alcohol use and poor mental health.

### Case Study:

George was experiencing significant trauma and long-term drug and alcohol issues related to institutional child sexual abuse when he first engaged with the service, seeking support with completing an application to the National Redress Scheme. The National Redress Scheme provides support to people who experienced institutional child sexual abuse. The Scheme is intended to: 1) acknowledges that many children were sexually abused in Australian institutions; 2) holds institutions accountable for this abuse, and 3) helps people who have experienced institutional child sexual abuse gain access to counselling, a direct personal response, and a Redress payment. The Scheme started on 1 July 2018 and will run for 10 years.

When George connected with the program, he was experiencing regular suicidal thoughts and feelings of hopelessness and helplessness. The connection with a Complex Trauma Practitioner through the program, meant that George could engage with the National Redress Scheme and be connected with supports for his family who were also impacted by the Royal Commission of institutional child sexual abuse.

The complex trauma practitioner supported the client to access other supports such as drug and alcohol counselling to ensure that the client felt safe and supported throughout the whole application process.

The program's Family and Loved Ones Peer Worker also supports family members who were also impacted by the institutional child sexual abuse, by including emotional and practical support.

The program provided a wraparound service to ensure George and his family was well supported





# Your Way Through

## Independent support for people affected by the disability Royal Commission

This program is for People with Disability who have experienced violence, abuse, neglect and exploitation, their families, carers and support workers. The program saw 67 individuals, in 744 sessions through 66 cases. The program directly targets people with disability, a group who experience well evidenced systemic discrimination, a knowledge base that has been further deepened by the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. The program works with a strong intersectional lens, focused on the intersect of disability and LGBTIQ+ identity.







## Case Study

Joan\* initially contacted Drummond Street for practical support in making a submission to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Joan has several physical and neurological disabilities. She lives with a Traumatic Brain Injury caused by a severe car crash she experienced in her 20s. Due to this she has experienced several chronic health issues which have exacerbated and contributed to her impairments. She has difficulties with her executive functioning and memory which makes it challenging to manage her life. She has also experienced extensive trauma from abuse of various kinds perpetrated by people and systems. This has included disrespecting her human rights, neglecting her medical and personal needs, discrimination, physical and sexual abuse, and treating her as a lesser person just because she is disabled.

She also expressed an interest in accessing the specialist trauma counselling expertise in the Your Way Through program. Joan was allocated to a clinical Complex Trauma Practitioner from the Your Way Through program. Unfortunately, shortly after they began working together, Joan's practitioner left the organisation. Joan's experiences of abuse had left her with a clear preferences around what practitioner qualities she felt most comfortable discussing her traumatic past with. Therefore, Joan elected to be placed onto a waitlist, with periodic check-ins by the Your Way Through Senior Complex Trauma Practitioner.

After about 3 months, Joan expressed her desire to at least start working on her submission. The Senior Practitioner suggested she could start working with a Peer Practitioner. It was explained to her that, whilst she would not receive formal counselling, she would be matched to a Peer Practitioner who had lived experience of complex trauma and disability which would help her with the submission. Joan initially expressed hesitancy. This wasn't something she had considered might be a viable option for her. After some consideration, Joan made the decision to "give it a go".

After Joan was matched with her Peer Practitioner, they spent the first few sessions getting to know one another and each other's "working style". They also began to build trust through safe story-sharing from a peer work lens. After a



while, they found that the process that suited Joan best was for her Peer Practitioner to transcribe Joan's dictation. Sessions tended to be divided by a portion of story-sharing which included talking through their shared lived experiences of disability, navigating service systems, and their trauma relating to disability (including in system contexts, family contexts and age contexts), as well as their learnings about self-advocacy, applying for the National Disability Insurance Scheme (NDIS) and so on. Then they would work on the submission specifically with the Peer Practitioner transcribing word-for-word Joan's story.

Joan reported that she found her working relationship with her Peer Practitioner helpful in reviewing and transcribing her trauma history, as well as connecting with someone who understood on a lived experience level, but that it also highlighted a need to work towards processing the effects of her abuse. As is so often the case, documenting her abuse brought into greater awareness the impacts on her life. Whilst Joan had found the space provided by the Peer Practitioner useful for transcribing her story and holding space for her to be understood, she also found the experience of retelling her story traumatic in the reliving of it and was quite distressed about needing to do the work of involved in making the submission, whilst needing time to just process the experiences she was sharing.

As it happened, a Complex Trauma Practitioner became available to focus on the psychological and emotional impacts of the abuse. As part of a structured and complementary approach to therapeutic support, the Peer Practitioner and the Complex Trauma Practitioner discussed how to best work in tandem with Joan in a trauma-responsive way. The Peer Practitioner shared their learnings around how to build a strong therapeutic alliance. For example, sharing that Joan appreciates appropriate disclosure and shared experiences; and her needing time to think and process or note take due to her TBI. It also helped the Complex Trauma Practitioner in her first counselling sessions with Joan to know that Joan appreciates story-sharing as well as being listened to.

Drummond Street continues to support Joan towards her therapeutic goals. The combination of peer work and complex trauma processing has allowed the client to delineate their goals and provide a therapeutic structure that gives them specific space for their objectives. Joan has expressed her appreciation to her Peer Practitioner in terms of the practical support they have provided to write out the submission. She says that she hopes to utilise counselling for "reassurance, comfort, solace and validation" especially considering her social isolation.

\*Name changed to protect identity.

# Drummond Street Parenting Groups and Seminars

## **Funded By contributions from each program area from Family Mental Health Support Services across Drummond Street**

Drummond Street Parenting Groups and Seminars are for people expecting a child or current parents who are interested in skilling up to raise happy healthy children. This year we held 89 events and had over 4,000 participants. Research shows that support groups can help even vulnerable families develop healthier parenting skills, an increased sense of empowerment, and a feeling of belonging. At Drummond Street our seminars and groups can be particularly helpful for parents who are facing structural inequalities, economic hardship and discrimination while trying to raise children in a space between their original homeland culture and Australia's culture. We offer evidence-based parenting courses in several languages delivered by our diverse staff group.

### **Example of a group:**

Circle of Security is a program designed for parents and carers of children aged 0-12 years who want to strengthen the bonds with their children and would like support to help their children to build secure relationships. We have had consistent positive feedback from participants that it has changed the way they deal with their children, that they now know how to manage when their child is upset or has a meltdown when tired and overwhelmed.

One participant gave us the following feedback:

"I used to get angry with my daughter when she cried and tell her to be quiet. That was the way I was raised, and I wanted to her to be strong, I learnt that getting down to her level and listening then showing some empathy for how she is feeling worked much better, she is also able to tell me what is wrong now rather than just crying so we can solve the problem or provide the reassurance she needs. Life is calmer at home and my partner, and I feel like we are on the same page now"





## ALL COME OUT TO PLAY!

### Funded by Free from violence from DFFH

Prevention of violence against women starts with teaching children to embrace an equality mindset from a young age. This year we had 360 participants. Our target audience was children aged 0 to 6 years old, their parents and staff in early childhood settings.

Promoting positive gender norms in the early years creates the necessary foundation for children to grow and develop their ideas and understanding about gender and to learn about equal and respectful relationships. By promoting gender equality, we hope to reduce the national crisis of family violence we currently face. For five years Drummond Street has been partnering with Playgroup Victoria and Hullabaloo Music to not only deliver their high energy music show about equality, but also to build the capacity of early years setting staff groups to embed their messages in their organisations long term.

We also have past evaluation reports showing the educators in early childhood settings report increased awareness of gender equality and an appreciation of our large format story book and USB of songs that accompanies it. This iteration of the project aims to embed a broader range of resources (posters, booklets, parent webinars etc) into early childhood settings including those in regional areas. We aim to develop the extra resources and work with 12-15 organisations during the next funding period to support them to extend the gender equality and respectful relationships messages from the original musical show.



## READY STEADY FAMILY (RSF)

The Ready, Steady... Family! program offers all parents (including Mums, Dads, solo parents and carers) support, information, practical help and fun activities during pregnancy and the first 2 years of parenthood and is funded by the Primary Care Network, (Northern and Western). The program targets people who are expecting a baby and those with infants up to 2 years of age

The program offers:

- » PARENT SUPPORT – reassuring parenting coaches who can use Zoom, phone calls, face to face (sometimes in clients' homes) to support and advise
- » GROUPS – to help new parents learn skills, make connections and attend a range of educational group programs including Baby Massage, Musical Fun for Bubs, Circle of Security, Understanding Baby's cues, Partners and Dads Groups and we also offer one-on-one chats with a Fathering or Grandparenting worker
- » COUNSELLING via ZOOM or phone to address mental health concerns, trauma etc, provided by experienced perinatal counsellors
- » HELP solving relationship problems that may pop up during this challenging time
- » A 10 SESSION ZOOM COURSE in cooperative parenting called Family Foundations (evidence based)

The Ready Steady Family team generally have around 90 active cases at any time, and welcome 30 new clients each quarter.

There is significant stigma for people who experience mental illness or severe stress and anxiety when they are expecting a child or have a small infant. The societal expectation across all cultures is -You should be happy and grateful! However, this is a time of many changes and not much sleep, so our team are able to fill the gaps left when extended family and community are not involved. Half of the clients we see are from CALD backgrounds and many live in public housing. They are able to access quality support and many recover and are offered referrals to other programs including employment and education. We also ensure that all clients are linked with a local GP and can connect with other parents to reduce isolation.





## Case Study

Mel was an early client of Ready Steady Family. She came from NSW fleeing extreme stalking and intimate partner violence. Mel had PTSD and was struggling to sleep or feel safe with her new baby in the far western suburbs. Mel's mother was contacting her from interstate, saying she should have stayed with the baby's father and that she was a disgrace to the family. Mel would often be distraught after speaking with her mother but had no friends or contacts at all in Melbourne to turn to. Mel became an intensive support client, attended counselling for past trauma and took on everything our Parent Coach had to offer. This started with learning to self-regulate her emotions and sooth her baby, connecting with playgroups and the local Community Health Centre. Mel was supported by her Parent Coach to apply for a Flexible Support Package, and we worked with Women's Health West to install security features in her rental property. Mel attended our Stress Management for Mums and made some contacts who she still sees 2 years later, before we closed her case after 18 months of support. Mel recontacted Ready Steady Family last month as she is pregnant to someone she described as a friend. He has been respectful, and they are negotiating how they will raise this baby. Mel has requested the same Parent Coach again and wants to work on managing her mother's influence on her life, and making this pregnancy and birth feel psychologically safer and healthier than the last.





# Stepfamilies Australia

Stepfamilies Australia is auspiced by Drummond Street Services with funding from multiple streams including the state and federal government. We had another great year of engagement. We have over 2100 followers on Facebook and a number of different private Facebook groups which we moderate where families can connect virtually all around Australia. The pandemic put forth a number of issues for step and blended families. Whilst parenting orders stayed in place, many families grappled with discrepancies around two different households. With strict rules of lock downs in place parents had to trust former partners around their infection control and this became new ground for arguments, conflict and resentment. We saw 58 families during this time and conducted 251 counselling sessions. We also ran an online group called Couch Chats 5 times through the year which engaged 10 couples. An example of how we work with step and blended families is in the case study below.

## Case Study

Ar and Al attended the online group Stepfamilies Support Couch Chats in 2021 and later received counselling support through the Family Law counselling funding program. The couple, who have children from previous relationships, met in early 2020 and decided to live together full-time due to the COVID-19 lockdowns. They found the online group helpful in reducing their feelings of isolation and clarifying their roles in their stepfamily. However, they later reported mental health issues, confusion in their roles, and couple conflict. The couple attended 10 online counselling sessions to address their stepfamily complexities, grief and loss, and Family of Origin experiences. After the sessions, they reported a decrease in conflict and an increase in connection with each other and the children. They also adopted flexibility and creativity in establishing a calm household.

The couple stated they found the online group extremely helpful to them in three ways:

1. Seeing the other couples in the group workshop led this couple to no longer feel as isolated in their stepfamily experience
2. The couple now had a way to describe some of the complexities and challenges they experience in their new family system
3. As adults they now have more clarity around their role and positions in the stepfamily as well as a deeper understanding of the childrens' likely experience

# The Drum youth programs

## Funded By the City of Melbourne and City of Yarra

The Drum works with 12–25-year-olds living in the City of Melbourne or the City of Yarra. In the City of Melbourne, we ran 313 programs where 4182 young people attended, and in the City of Yarra we ran 62 programs where 1583 young people attended. The pandemic and its rolling lockdowns deeply disrupted their lives and still has far-reaching impacts on young people's connections to their peers, school and employment pathways. For many of the young people we work with, they also experienced further harms – both in the community, with many marginalised by discriminatory/racially based policing responses and for those living within public housing estates by crowded and stressful conditions. The Drum team have seen a far greater presentation of families in distress due to income and housing insecurity in the past year. This resulted in far greater numbers of young people and families requesting help due to family conflict, violence, housing, poverty which only exacerbated issues like substance misuse and poorer mental health. Throughout – The Drum service was there to maintain these essential and important connections to young people, and we continued to run our face-to-face programs whenever it was viable to do so, ensuring a safe youth space was provided to support relationships, youth designed activities, enhancing service navigation and exploring practical supports.

The Drum submits a separate annual report which can be found [here](#).







## Case Study

A young person made a disclosure to the team during program stating they had nowhere to live. The Drum team offered the young person supports in finding emergency accommodation however the situation became more complex.

The complexities included that the young person had:

- » just arrived in Melbourne, had been living with family in a domestic violence situation
- » lost their passport
- » engaged in sex work for an income
- » alcohol and other drug challenges
- » no phone

With wrap around support we were able to source a phone, and get them; linked in with counselling, a support worker to assist with a more tenable living arrangement, drug and alcohol support and assistance to fill in forms to gain formal identification which would then assist in gaining employment.

## LIVE WIRES

Live Wires was created because vulnerable families living on the Collingwood estate expressed a need for:

- » Assistance keeping their primary aged children off screens and doing healthy activities
- » Support in providing healthy meals
- » Case work to support families such as helping with vaccination, special needs assessments, links to local supports
- » Free entertainment that was safe and inclusive over the school holidays
- » Support to educate children about ethical citizenship and keep them out of trouble and engaged in their community before the teen years



Live Wires is an innovative life skills program generously funded by Accrue Real Estate in South Melbourne. The Live Wires sessions are co designed by CALD primary school age children and the youth workers at Collingwood public housing estate. Every Wednesday and Thursday after school, 30-36 local children attend lively sessions run by our energetic social worker Evangeline McDonald and her team of exceptionally patient and humorous casual staff. Activities include communication skills challenges, circus skills, dancing lessons, sports and art, plus cooking each session and enjoying a meal together. Live Wires also offers healthy fun group activities over every school holiday period. The hidden achievements underneath these activities include the development of assertiveness, protective behaviours, respect and good manners, co-operative skills and self-esteem. The children range in age from 5 to 12 and the 6th graders involved act as peer leaders who provide a positive example for others and develop leadership skills before their big move into our Youth Programs when they reach year 7.

Live Wires is an effective and popular prevention program that helps children learn the skills they need to be ethical citizens and grow up between cultures, with bravery and kindness. The program is always booked out and we have significant need on the other housing estates. Please contact us if you wish to offer funding and achieve the inspiring outcomes Accrue Real Estate has achieved through their generous donation.

43 individual children attended over the year and Live Wires ran 80 sessions during school term and 12 full day activities over the school holidays.





## Case study

J arrived at Live Wires without a booking when he was first starting school. His tear-stained face peeked through the door of the basketball court and we went to welcome him. He was very reluctant as he was brought in by his father who was anxious about his school refusal and said J was crying a lot. We suggested Dad stay for the first session with a staff member nearby. J initially hid under billiard table but was soon having fun spending time with his Dad and he met another child his age. Father and son joined in on art activities, a frisbee competition and noodle making. After the session we talked to J's father, booked J in as a participant and decided Dad would drop him off the next day and stay for half the session. J was thrilled to be put in charge of the play dough table and his father was able to leave happily. A few weeks later J started yelling and kicking other children unexpectedly and our youth workers spoke with him. He was very distressed, and we called his father. Dad arrived and we helped him talk to J, discouraging an angry response and encouraging empathy and understanding. We worked out that an older child had frightened J and it reminded him of when he started school. He did not know the words to use to ask for help in this kind of situation. We had the older child come and talk to J and apologise. We showed J how to ask for help from our staff team. J then recovered and asked Dad to leave so he could play basketball!

2 years later J is a confident Live Wires member who often takes a leadership role, is always appreciative and polite and knows how to ask for help not only for himself but for other children. The Live Wires staff got to know J's father and referred him to Drummond Street Services counsellors who supported him with some issues he was having with his ex-partner through the COVID lockdowns. J is thriving and is a talented soccer player. His father is a much more involved community member on the Collingwood estate who has made adult friends of his own through the program and is a willing volunteer at community events. Live Wires focuses on children and often helps them with past traumas and life skill development. We also take a whole of family approach and can refer to our family counselling services as needed.



# CFRE

CFRE is funded from a range of government and non-government streams. The projects and their funding sources are:

- » New Parents, New Possibilities – funded by Respect Victoria
- » Safe Places – funded by the Australian Government Department of Social Services
- » Future-proofing Safety – funded by Family Safety Victoria
- » Whole-of-Family Responses to AVITH program design (WRAP Around Project) – funded by ANROWS
- » LGBTIQ+ COVID Safe Program – funded by the Victorian Government Department of Families, Fairness and Housing
- » A Walk-Through Health evaluation – funded by Wyndham Community and Education Centre
- » QSpace Network LGBTIQ+ Family Counselling and Family Support implementation and evaluation support, including the Beyond the Rainbow capacity building training – funded by the Victorian Government Department of Health
- » Working with Survivors of Conversion Practices Training – funded by the La Trobe University
- » GenWest Evaluation Support – funded by GenWest (formerly Women's Health West)
- » Alfred Health AOD/MH – Funded by Alfred Health

The 2021–22 year continued to be a busy period for the Centre for Family Research and Evaluation (CFRE). Now in its 15th year, CFRE continues to further Drummond Street's commitment to evidence-based management through our applied research, evaluation, training and consultancy services. Whilst continuing to support and evaluate all of Drummond Street Services programs and services.





## APPLIED RESEARCH AND CONSULTANCY

This year began with the launch of our ground-breaking New Parents, New Possibilities applied research project, which examined the experience of LGBTIQ+ people in the transition to parenthood. The project focused on understanding and preventing family violence during the transition to parenthood and included a range of resources and training. CFRE also completed development of emergency accommodation guidelines for the Department of Social Services' Safe Places project, to support the roll out of Safe Places initiatives.

Over the second half of 2021, CFRE worked with Queerspace, partner organisations and community members to develop COVID-19 resources for multicultural LGBTIQ+ Victorians to support the Victorian Government's vaccine rollout and improve vaccine information and accessibility for marginalised LGBTIQ+ populations. We have also continued to work in collaboration with the Centre for Innovative Justice and Monash University on the WRAP Around Project to develop a framework for holistic, evidence-based practice to improve service responses to Adolescent Violence in the Home [AVITH].

Through all our work, we have witnessed the vast inequalities surfaced, reinforced, and worsened during COVID-19. No project has demonstrated this more than Future-proofing Safety, an applied research project seeking to understand how family violence in Victoria changed over the first two years of COVID-19. The project is being led by CFRE in collaboration with our research partners, the Centre for Innovative Justice at RMIT University and the Australian Institute of Family Studies. In early 2022, we released organisational case studies examining family violence service data before and during COVID-19 for three organisations: Drummond Street Services, GenWest (formerly Women's Health West) and Good Shepherd. We are currently in the data collection phase of the project, with final reporting and a Crisis Readiness Framework on track to be finalised and launched in early 2023.

## IN-HOUSE EVALUATION

Over the year, CFRE has continued to evaluate a range of Drummond Street's programs and services, with evaluations set to further ramp up in the 2022–23 year. Despite the continued lockdowns and new ways of working, we engaged with staff and stakeholders to continue telling the stories of DS' programs and services, showing how staff across the organisation have continued to adapt to the realities for Victorians, as they emerge from lockdowns and grapple with the increased risk and complexity across a range of health and wellbeing outcomes due to the COVID-19 pandemic.

## TRAINING AND CONSULTANCY

CFRE's training and consultancy work also has not stopped. Our approach to training is intersectional, trauma-informed, informed (and often led) by lived experience, and focused on developing practice and disseminating knowledge. One of our key projects has been Beyond the Rainbow, part of the Q-Space Network rollout. Through this project, CFRE has been busy building off the amazing work of Queerspace practice and the knowledge of Queerspace practitioners to support regional partner services who are part of the QSpace Network. CFRE's ongoing involvement in the network's rollout includes supporting implementation and organisational readiness.

CFRE also developed training to support the development of the Head to Health Hub in Geelong, delivered in partnership with NEAMI. This training articulated Drummond Street's key practice approaches and aimed to build skills and confidence to apply an intersectional and whole of family approach to work with LGBTIQ+ people and families experiencing mental health challenges.

CFRE has also worked in partnership with La Trobe University on Healing Harms from Conversion Practices training. Building on the research that has been undertaken and recent legislative changes to ban conversion practices, the training incorporates lived experience voices to build mental health practitioners' awareness and skill in responding to the needs of those who have experienced conversion practices.





# Systems and Data

With work from home transitioning back to working from the office and face-to-face, this year for many of us, it hasn't reduced our need for more sophisticated and secure digital tools in this new hybrid world we now live in. Our clients and communities expect that we can meet them in any format now – whether it be online, on the phone, or in person. And the way our staff work has also changed to collaborate more effectively, streamline processes, and meet our client needs and ensure we can provide support to them in a safe, secure, and flexible way.

This financial year our Systems & Data team progressed technology infrastructure projects at DS, including: our major project of rolling out Phase 1 of our new Client Relationship Management system on Salesforce, across the organisation to more than 180 users internally and to our partner organisations, with plans for a Phase 2 in the next year. We will also be looking at increasing the functionality of our HR platform; scoping for a new evaluation and outcomes platform for our in-house research and evaluation team (CFRE); planning for a new intranet, building out our new funder contract management system and many other pieces of work. The team provided day-to-day systems support to staff and partner organisations processing 1,240 support tickets, to be exact! As expected, our use of online meeting tools exploded, with more than:

- » **6,000** Zoom meetings
- » **6,200** Microsoft Teams meetings and,
- » **98,000** chat messages





# Child Safety

Over the last twelve months our vibrant and creative Child Safety Committee have enhanced our Child Safety Framework to ensure that Drummond Street Services remains a Child Safe Service and we comply with the new 11 standards. The Child Safe Standards aim to protect all children and young people, by requiring organisations like DS to put policies, procedures and processes in place to prevent and respond to abuse. The standards aim to make keeping children and young people safe a key focus of organisations in Victoria and we are proud to make this our daily priority.

We have updated our staff training to include the new standards and we are paying special attention to changing the way we think, speak and work with children, including those who have a disability, those from culturally diverse backgrounds and the First Nations children of our community. We aim to encourage and include more children's voices to keep them safe and also create an even healthier organisational culture at DS. We believe that children and young people have unique insights into their lives, their families and communities and their needs that must be heard and harnessed.

Our work continues into 2023 with new methods for children to provide feedback to the service and to discuss what makes them feel safe.





# Social Media / Communications

Across our social media platforms, for the whole organisation, we have a total following of over 56,472 people! We also have over 280,000 impressions over the year and an average engagement rate of 984 people per post. A noticeable change to our total social media following is due to the addition of Archer Magazine who has a large following of around 23,000 across their socials.

Overall, we saw a lot of gains in many of our page followers and engagement rates continue to increase for the most part. For example, in the last year we saw CFRE double their engagement rate compared to the previous year. This was due mostly from call outs for survey participants and expressions of interest in research projects among sector workers.

We have drastically increased the number of external communications on the Your Way Through (Disability Royal Commission service) pages this financial year with content related to events we've held and relevant information to our client base in this area, which has resulted in both an increase in followers and much higher engagement than previous years.

Our page dedicated to Families carers and loved ones of people who have been impacted by institutional abuse interestingly has not had a lot of traction in terms of reach and engagement but doubled in followers. This indicates that we may need to put some focus into how to best engage this community as the increase in followers indicates there is an interest.

After Archer, Queerspace has by far the biggest following, followed by Drummond Street pages and several of the youth and communities pages, particularly via Instagram, which makes sense due to the demographic.

Our communications committee (in its second year) meets regularly and discusses social justice issues as well as other issues that impact our client base that is useful to digitally campaign around on our socials or post about. This has resulted in a broader range of ideas and has really helped to boost our social media following and reach across the board.



## NEWSLETTERS

We have successfully published a Queerspace Newsletter every month this year that both highlights our own programs, partnerships, social justice issues but also informs people of other relevant community events to help people stay connected. We have a bit over a 50% open rate with over a 40% click rate.

In the next financial year, we are going to expand our Newsletters to also incorporate a CFRE Monthly Newsletter, so watch this space.

**When baby cries and cries.**

**Friday January 20 12-12.30**

This is a Free 30 minute online session that is filled with practical information and advice for parents and carers who have babies that have difficulty settling.

Call (03) 9663 6733 or email [events@ds.org.au](mailto:events@ds.org.au) to register.

<https://ds.org.au/events/>

Drummond Street Services [ds.org.au](https://ds.org.au)

Drummond street services acknowledges the traditional owners of the land and pays respect to their Elders both past and present.

**Stepfamilies Couch Chats** 7.00-8.00 PM FREE

This 2 session live interactive online couple group will be run via ZOOM. These one hour sessions will support couples to explore ways to connect with their partner and the kids in their stepfamily during the current global pandemic of COVID-19 (Coronavirus).

You can get involved from the comfort of your own couch!

Facilitated by Simone Young & Anita Smith from Drummond Street Services/ Stepfamilies Australia.

Book at <https://ds.org.au/events/stepfamilies-couch-chats/>



Drummond Street Services acknowledges the traditional owners of the land and pays respect to their Elders both past and present.

## CHECK OUT OUR FREE PARENTING COURSES

Drummond Street Services parenting courses help you to meet and hear from parents going through experiences similar to yours. They are a great way to learn, grow and tackle some of the challenging things that you face as a parent, or in your family life.

The courses are run by parent educators, experienced facilitators with years of expertise in helping parents & carers manage the ups and downs of raising children and are supportive and non-judgmental.

There are courses for parents and carers of kids of all ages and issues.

For more info head to <https://ds.org.au/events/>



Drummond Street Services **READY, STEADY ... FAMILY** [ds.org.au](https://ds.org.au)

Drummond street services acknowledges the traditional owners of the land and pays respect to their Elders both past and present.

**Mindfulness & Relaxation**  
A Program for Parents and Care-givers

A healing space to relax, grow and share.

This online session is an opportunity to practice new skills, providing a healing space to stop, slow down and breathe.

We will explore therapeutic practices including art & relaxation to deepen our mind body connections. We will incorporate mindfulness & regulation skills into our parenting and family relationships. You can attend alone or bring a partner.

**COST:** FREE

**WHEN:** Wed September 8 at 7.00pm (30 minutes)

**WHERE:** Online on Zoom  
Book at <https://ds.org.au/events/calm-group/>



Drummond Street Services acknowledges the traditional owners of the land and pays respect to their Elders both past and present.



# Service Data

July 2021–June 2022

## COUNSELLING AND CASE WORK

General, Child and Queer TPS	992 sessions to 259 clients
Family and Relationship Services	657 sessions to 219 clients
Family Law Counselling	468 sessions to 173 clients
Redress Support Services	975 sessions to 89 clients
Family Mental Health Support Service	1,769 sessions to 840 clients
Disability Royal Commission	883 sessions to 104 clients
Better Access	212 sessions to 27 clients
Family Violence Service for Young People	217 sessions to 62 clients
Futures Free From Violence	591 sessions to 63 clients
Living Free From Violence	185 sessions to 60 clients
Ready, Steady, Family	701 sessions to 190 clients
With Respect/QRespect	1,812 sessions to 335 clients
RESTORE	62 sessions to 11 clients

## NEW

LGBTIQA+  
Disability Project

**44** sessions to **15** clients

LGBTIQA+ Family  
Counselling (DS only)

**132** sessions to **52** clients

Queerspace Mental  
Health Response

**427** sessions to **102** clients

**GRAND TOTAL**

**10,127** sessions to **2,601** clients

## GROUP WORK

Community  
Engagement Events

**4**

Seminar Events

**34**

Group Events

**427**

**GRAND TOTAL**

**89**

Registered Clients  
at Events

**1,461**

Unregistered Clients  
at Events

**3,016**

**GRAND TOTAL**

**4,467** clients





## OUR FUNDERS

Accrue Real Estate  
Australian Community Foundation  
Belgium Avenue Neighbourhood House  
City of Melbourne  
City of Whittlesea  
City of Yarra  
Darebin Community Health  
Department of Families, Fairness and Housing  
Department of Health and Human Services  
Department of Justice and Community Safety  
Department of Premier and Cabinet  
Department of Social Services  
Fitzroy Football Club  
Francis Thomas & Jeanette Warren Trust  
Give Where You Live Foundation  
Helen Gyles Turner Samaritan Fund  
Hobsons Bay City Council  
Multicultural Arts Victoria  
North Western Melbourne Primary Health Network  
P & R Gates  
Respect Victoria  
Sony Music Entertainment  
VicHealth  
Victorian Government  
Women's Health West  
Wyndham City Council  
Wyndham Community & Education Centre  
Every individual who supported our FOODS Relief program

## OUR DONORS

Two Birds  
City of Melbourne Libraries  
Pride and Equality network  
Allen and Unwin  
Belgium Avenue Neighbourhood House  
Carman's Kitchen  
Collingwood Neighbourhood House  
Harper Collins Publishers Australia  
Helping Hoops  
Ikea  
Kensington Neighbourhood House  
Lush Northland  
Lush Melbourne  
Central and Lush Southland  
Melbourne United  
Nike  
The Little Bookroom  
The Wellington  
Typo  
Yarra Libraries

## OUR PARTNERS

AIFS

ANROWS

Anglicare

Arts Centre Melbourne

Australian Venue Co.

Belgium Avenue

Blue Knot

Brimbank City Council

City of Greater  
Geelong

City of Melbourne

City of Whittlesea

City of Yarra

Cloverdale

Neighbourhood House

Co-health Ltd

Commission for  
Children and Young  
People

Dame Phyllis Frost  
Centre

Deakin University

Department of  
Education and Training

Department of  
Families, Fairness and  
Housing

Department of Health  
and Human Services

Department of  
Infrastructure

Department of Justice  
and Community Safety

Department of Premier  
and Cabinet

Department of Social  
Services

Elizabeth Morgan  
House

Equality Australia

Family Safety Victoria

GASP

Hullabaloo Music

IPC Health

Murdoch Children's  
Research Institute

NEAMI

NORTH MELBOURNE  
LANGUAGE & LEARNING

North-western  
Melbourne Primary  
Health Network

On the Line

Orange Door

Playgroup Victoria

Positive Attitude

Project Echo Youth  
Mental Health

RMIT CENTRE  
INNOVATIVE JUSTICE

Sports Commission of  
Australia

Surf Coast Council

Switchboard

Tarneit Community  
Learning Centre

The University of  
Melbourne

Thorne Harbour Health

Transgender Victoria

VACCA

VICSEG New Futures

Wellways

Wyndham City Council

YMCA

Youth Affairs Council  
of Victoria Inc.

YSAS





## FOODS PARTNERS

FareShare

Foodbank

Halal Foodbank

Moving Feast

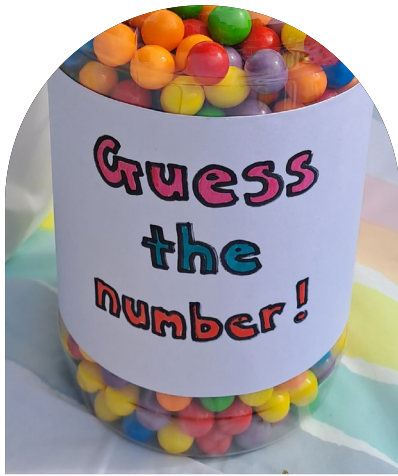
OzHarvest

Bakers Delight

National Homeless Collective  
[Melbourne Period Project]

WombleTech

Nourishing Neighbours





## Community engagement and community partners

Australian Muslim  
Social Services  
Baasto  
Baker Boy  
Belgium Avenue  
Neighbourhood  
House  
Capital City  
Local Learning  
and Employment  
Network  
Carlton Baths  
Carlton Local  
Area Network  
{CLAN}  
Carlton Primary  
School  
Church of All  
Nations {CAN}  
City of Melbourne  
Family Services  
City of Melbourne  
Libraries  
City of Melbourne  
Recreation and  
Leisure Services  
City of Melbourne  
Youth Network  
City of Yarra  
CoHealth  
Collarts  
Collingwood  
Neighbourhood  
House

Collingwood  
Underground  
Disco  
COM Community  
Engagement  
Department of  
Human Services  
Flemington  
Kensington Legal  
Centre  
Front Yard  
Good Cycles  
Helping Hoops  
High Rising Hip  
Hop  
Hottham Mission  
JUDAH  
The Huddle  
IMAAP  
Inner Melbourne  
Community Legal  
Inner West  
Children and  
Youth Network  
{formerly  
Kensington  
Children and  
Youth Committee}  
Islamic Youth  
Jesuit Social  
Services  
Junglepusy

Kathleen Symes  
Library and  
Community Centre  
Koorie Heritage  
Trust  
Medley House,  
University of  
Melbourne  
Melbourne Arts  
Centre  
Melbourne  
International Film  
Festival  
Melbourne  
University  
Minus 18  
Moonee Valley  
City Council  
Netball Victoria  
North Melbourne  
Area Collective  
{NAC}  
Our Place  
Polytechnic  
Pookie  
Probuild  
Queerspace  
Reclink  
RiS'N  
School Focused  
Youth Services  
SIGNAL

St Josephs  
Flexible Learning  
Centre  
St Josephs  
Primary School  
Strong brother,  
strong sister youth  
org  
Study Melbourne  
Surf Life Saving  
The Huddle  
The Push  
The Wellington  
The Venny  
Tilde Film Festival  
Ubuntu  
University High  
Victorian  
Aboriginal Child  
Care Association  
Visionary Images  
Whosane  
Yarra Libraries  
Yarra Youth  
Services  
Ygender  
Youthlaw  
YMCA Kensington  
YSAS  
Zoe Belle Gender  
Collective





# Our People

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Maryclare Machen

Naomi Rottem

Nicole Dowling

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Sonia Hernandez

Vicki Khouri

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Mengrui Li

Rebecca Zeeman

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Geraldine Wood

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## INTAKE

Catherine Wilson

Farnaz Shahimi

Jess Mattar

Tess Dinale

Zoe Partington



## **FAMILY & INDIVIDUAL SUPPORT SERVICES**

Abeny Mayol	Lucas Clausen
Avei Erika	Lisa Sutcliffe
Amira Pylotis	Luke Xalfa
Andrea Nutbean	Yaqub Hashi
Annelise Hardman	Saadia Hussein
Avrille Burrows	Maureen McNeece
Ashleigh Hem	Mohammed Sultan
Ben Barnett	Madeline Lawson
Dallas Currie	Samantha Whitehead
Bernadette Walsh	Marlee Greer
Catriona Newman	Lauren Pannell
Emily Johnson	Merrin Wake
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Fiona Tischmann	Neselie Gavano
Irrawaddy Matauto-Epa	Naomi Dorling
Jaqueline Snell	Nicole Trickey
Jess Mattar	Noula Efthimiadis
Jessica Anderberg	Rujeko Tsiga
Roland Anthony	Sarah Nega
John McKenna	Sharon Hughes
Lauren Box	Simone Young
	Sousan Hawalla
	Tamarah Yeo
	Veronica Rodas



## **PARENTING EDUCATION & SUPPORT**

Amanda Marsh  
Mukhtar Mohamed-Saeed  
Nadia Hamed



## **CENTRE FOR FAMILY RESEARCH & EVALUATION**

Anna Mallyon  
Arielle Donnely  
Catherine Wilson  
Ellen Poyner  
Hemei Fong  
Madeline Gibson  
Nina Logan  
Zeina Jalaeddine





## QUEERSPACE PRACTITIONERS

Bridie Mills

Callum Fearne

Cameron McInnes

Casper Sela

Catherine Hadlow

Eden Brown

Faye Zhong

Hannah Haines

Jack Lopez

Jade Barber

Jimena Doval-Clarke

Karen Parker

Keith Ong

Kelsey Hanna

Lan Dugdale

Lola-Mae Pink

Madz McCormack

Marcus Abbonizio

Michael Gordon-Tarnowski

Paco Romeu

Ripley Breheny

Ruby Cameron

Talha Iqbal





We acknowledge the traditional owners of the land where we work and pay respects to elders past, present and future.