



Zig Zag Young Women's Resource Centre Inc.



Annual Report

July 2014 - June 2015

Acknowledgement of traditional owners: Staff and management of Zig Zag Young Women's Resource Centre respectfully acknowledge Australia's Aboriginal and Torres Strait Islander people as its traditional owners. We acknowledge and honour local Aboriginal elders, past and present, for their role as the original custodians of the land and waters in the Brisbane region.



Zig Zag Young Women's Resource Centre is funded by



Queensland Government

"A place of healing, support and social action for young women"

Philosophy



Zig Zag Young Women's Resource Centre Inc provides a place of healing, support, social action and change for young women aged 12-25 years. As a feminist service, we are committed to working alongside young women and acknowledging their expertise in their own lives. We acknowledge that social, political, cultural and economic contexts limit young women's power, creating vulnerability and disadvantage. In particular, Zig Zag provides services to young women who are homeless or at risk of homelessness and young women who are survivors of sexual violence.

Zig Zag recognises the diversity amongst young women, staff and management committee and values the unique experience, knowledge and skills each woman contributes. We work in a way that promotes safety and is collaborative, inclusive, supportive and respectful. Zig Zag is committed to ethical practice and a process of continuous reflection and development that is informed by young women, practice wisdom and shared knowledge.



Chairperson's Report

The past year has been a challenging and very rewarding year for Zig Zag and on behalf of the Management Committee I would like to extend our appreciation to our funders the Department of Communities, Child Safety and Disability Services, and the Department of Housing and Public Works for their continued support.

During the last year Zig Zag's committed team members secured a phenomenal amount of grants and funding support on top of our service agreements which allowed the organisation to upgrade its systems, premises and increase services to young women.

The list below demonstrates the broad range of support Zig Zag has garnered over the past financial year:

\$31,691.82 Gambling Community Benefit Fund being for computer upgrades and a new database for our Sexual Assault Program.

\$12,000 East Leagues Foundation Community Benefit Fund being for essential household items, whitegoods, furniture and removalist costs for young women who are experiencing homelessness as they transition to independent housing.

\$8,000 Lady Bowen Trust being for essential household items, whitegoods, furniture and removalist costs for young women who are experiencing homelessness as they transition to independent housing. This grant is also used to support young women's access to health care, child care and vocational study and training.

\$2,000 Street Smart Australia Community Grant being for essential emergency relief / food vouchers for young women and young parenting women.

\$500 Lord Mayor Suburban Initiative Fund being for a much-needed makeover to Zig Zag's reception area.

\$500 Zonta Club of Brisbane North being for driving lessons for 2 young women from refugee background to increase their skills and gain greater independence.

All of this fantastic work would not have been possible without Zig Zag's dedicated staff. Over the past year, Zig Zag's long-term Manager Christy McGuire took a leave of absence, Annabelle Allimant filled in for the interim to hand over to Stephanie Anne who continues on with Zig Zag in the Manager role. Aisha Damali also came in to provide Managerial relief for 2 months during this year.

Our Sexual Assault and Housing Teams have continued to provide wonderful considered practice and tenancy support to the young women in need and are a credit to the organisation:

- Sexual Assault Team: Marisol Pacheco, Rosie Quinlan, Jane Hegerty and relief workers Cate Harvey, Anna Gilet, Susan Kelly, and Eliane Predomo.
- Housing Team: Lanora Jackson, Bess Douglas, Tina Louise and relief workers Sarah Thorne, Eddie Kempe and Diane Carrick
- None of this would be possible without the excellent administrative support from the Centre Support Team members Ritu Shrestha and Susie Dennis. I would like to also acknowledge the amazing dedication of past Centre Support staff, Lynette Smee and

Sonja Moore-Carter who both left the organisation after many years of service to take on new and exciting adventures.

All of these women have added greatly to the organisation and the Management Committee thanks all of the continuing and new staff for their cooperation and ability to achieve amazing results during this time of change.

In a period where all community services were facing intense structural change and financial instability, Zig Zag proactively faced these challenges and embraced the opportunities it presented.

I am very happy to announce that we have also secured continued funding with the Department of Housing and Public Works for another 3 years and look forward to the organisation continuing its important work with disadvantaged and marginalised young women into the future.

Noelle Hudson
Chairperson
Zig Zag

Treasurer's Report

I was pleased to be able to assist Zig Zag by fulfilling the Treasurer role in the Management Committee for part of this year.

Jason O'Conner was appointed as Auditor for the second time this year and the audited reports were promptly and accurately completed for the year 2014 - 2015.

Continued funding in 2014 - 2015 was granted by the Department of Communities, Child Safety and Disability Services for the Zig Zag Sexual Assault Support and Prevention Program, whilst the Department of Housing and Public Works committed continued funding for the Zig Zag Housing Program.

The Housing Program was allocated funding of \$377, 835 for the year. The Sexual Assault Support and Prevention Program was allocated \$358, 395. There were no surplus funds at the end of the year.

Audited financials showed total revenue received by the organisation was \$870,411 which included, bank interest, all other donations and funding, accommodation/housing rental income, management fees, and membership fees in addition to the

funding received from the Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works. Expenditure was well managed and fell within budget restraints and a surplus/profit of \$45, 925 was reported at the end of the year.

I am confident to report that Zig Zag Young Women's Resource Centre are in a sound financial position and are able to pay their debts as and when they fall due.

I would like to extend my gratitude to the Committee members for the fantastic collaborative way in which the Committee is conducted and to all the Zig Zag workers for their contribution and dedication to the provision of quality services to young women and their children. Thank you in particular to our Finance worker, who works so hard to keep Zig Zag moving.

Rebecca Hobbs
Treasurer
Zig Zag



Housing Program

Domestic and family violence are now acknowledged as the largest single cause of homelessness in Australia.

Staffing in our team and a year of changes

This report period saw significant staffing changes both in the Housing team and within the wider service. Staff left to pursue new roles, part-time workers came in to fill gaps for those on leave, staff returned from maternity leave and another finalised her Psychology degree and moved from the Housing Program to our Sexual Assault Support and Prevention Program.

We value our work with young women and the flexibility of our workplace so the team worked hard to balance and sustain quality support to young women during this time. This helped to minimise the impact on young women, including tenants and Centre based service delivery.

We would like to say a huge 'Thanks' to all the workers who contributed to supporting young women and accompanying children out of homelessness during the year: Rosie Quinlan, Bess Douglas, Lanora Jackson, Tina Louise, Sarah Thorne, Edwina Kemp, Dianne Carrick and Lynda Rushton. The current Housing team includes Bess Douglas, Tina Louise and Lanora Jackson who are now focused on building a renewed energy for the coming year ahead.

Effects of homelessness and the experiences of young women

We know homelessness for young women is under represented in statistics. Young women are often missed by homeless data collection due to choosing 'couch surfing' with family, friends and others over sleeping rough in public spaces. A large portion of young women will spend 12 months or more

couch surfing before accessing support through Specialist Homeless Services like Zig Zag.

There are obvious safety issues and concerns for women and children sleeping rough. However couch surfing still places women at a greater risk of experiencing sexual violence, financial abuse, stress to source stable accommodation, relationship breakdowns and meet associated needs of any accompanying children.

All these factors add obvious complexities for young women and children already in crisis.

"Homelessness and violence are inextricably interconnected. Violence and homelessness is also a gendered reality; it is overwhelmingly male perpetrators who inflict violence on women and children and also on each other."

Council to Homeless Persons - May 2015

We are privileged to hear young women's stories as they seek to better their circumstances. The most common causes of homelessness identified by young women seeking housing support at Zig Zag continues to be domestic, family and sexual violence, family breakdown, cultural tension, limited family support, poverty, overcrowding and a lack of affordable housing.

The traumatic effects of homelessness often contribute to complex mental health concerns that if unaddressed effect tenancy stability and potential future eviction. Despite the effects of homelessness and the relating complex trauma, we are constantly inspired by the determination, resilience

and strength of the young women we work with.

Our 9 x CAP funded properties in Carina and Greenslopes

The Housing team has continued to meet our funding requirements in successfully managing 9 units in the Carina and Greenslopes areas. Our short-medium term housing supports young women between 16 and 25 years of age (and any accompanying children) to exit from homelessness and transition to long-term safe and stable housing.

There were 237 instances where young women who were experiencing homelessness sought supported accommodation at Zig Zag and were "unassisted" as we had no available accommodation at the time of contact. Zig Zag continued to provide some level of follow up support to many young women including information, advocacy, referral and other practical or financial assistance.

We directly supported 20 young women and 15 children through our CAP supported accommodation.

Of the 20 young women we supported during the 2014-2015 period, 7 remained in Zig Zag housing while 13 were assisted to exit Zig Zag properties to secure sustainable housing.

- 8 Young women and 8 accompanying children exited into long term Social Housing properties.
- 2 Young women and 3 accompanying children exited to Community managed affordable housing options.
- 1 Young woman exited to private rental.
- 2 Young women exited to live with family members.

In our supported accommodation for this financial year, **50% of young women were from Culturally and Linguistically**

Diverse backgrounds (including women originally from South Sudan, Liberia, Sierra Leone, PNG and Kenya). **Young Aboriginal and Torres Strait Islander women made up 25%** of the women accommodated in our housing.

It is an ongoing priority for the housing team to address how Zig Zag's supported accommodation can be more accessible to women from diverse cultural backgrounds and to make sure our service is culturally appropriate when responding to young women's needs.

Homelessness, support and advocacy for young women

We offer specialist homeless and support to young women 12 - 25 years of age. Being homeless has profound effects on young women's overall life including personal and financial wellbeing. Our support work with young women has a trauma informed approach with support needs being assessed holistically and directed by young women themselves.

We continue to provide the following services to our tenants, ex tenants and young women who connect with Zig Zag;

- Advocating with and supporting women to secure and/or maintain stable long-term accommodation options;
- Resourcing and informing young women on self-advocacy;
- Linking women with other services in their communities; and
- Supporting women to achieve their personal goals through assisting with: enrollment in further education and training; seeking employment; building support networks; managing the effects of violence and trauma including mental health support; pregnancy and parenting support; assisting women to create safety and stability in their lives.

"Having a support worker was beautiful, I really can't explain, it was beyond what I expected. All the social workers put in everything they had, 100%."

Young Woman supported by Zig Zag

There are a number of structural factors that contribute to young women's homelessness including poverty, social inequality, racism and youth unemployment with young women also being less likely to have savings to draw on when fleeing or in case of an emergency. Young women generally have had less opportunity for further education and work experience, making it more difficult for them to gain employment and get access to private rental housing options that will secure long term stable and safe housing.

Centre based support

Under our Centre Based Support funding, the Housing team works with two groups of Young Women who are not currently housed with us. These are young women who are currently homeless or at risk of homelessness, who we have generally connected with via formal QHIP assessment or informal referrals; and ex-tenants of our CAP properties who require continued support to maintain a long-term tenancy and further develop independent life skills.

Queensland Homelessness Information Platform (QHIP) – homelessness hub of listed housing vacancies and services

The Queensland Homelessness Information Platform (QHIP) was launched in March 2014. Homelessness services in Queensland use the system to assess and refer all people experiencing homelessness who connect seeking support. The common assessment tool and vacancy management system aims to manage demand by providing a consistent initial assessment and clear referral pathways.

QHIP was designed to ensure clients have easier access to services without repeating

their 'homelessness story'. Although we find this system is of benefit, relationship based referrals still seems to be prominent in the sector and inconsistencies of use and support levels are common. We look forward to a review and strengthening of QHIP as we enter into the second year of its use across the state.

During the 2014-2015 financial year the Housing team recorded the following:

- **98 presentations** by young women through QHIP;
- Of these, **111 assessments** were completed (some young women were assessed multiple times as their presenting situation changed);
- Of the **164 referrals sent**, just 33 referrals were successfully accepted for accommodation and support services, the remaining were offered varied resources to seek interim support.

While these figures give us some idea of the number of homeless young women connecting for support, it does not include work done with women who are already 'pending' with another organisation that can involve a supportive referral to link women back into existing support organisations or their local community.

During the year Zig Zag had anywhere between 3 to 25 young women at any one time that we supported while 'pending' on the QHIP system. This means there was nowhere to immediately refer these young women. We provided follow up phone support and looked for appropriate referrals for them. As capacity allows, housing workers work more intensively with homeless young women who may face significant barriers. This more intensive work often includes letters of support, outreach, warm referrals and advocacy.

Ex Tenants - tenancy transition support

The focus of the work with exiting tenants is to assist young women to transition smoothly into long term housing. For most

young women this means a more intensive support period around the move that tapers out as a woman settles in her new home and connects to the community and support networks around her.

Commonly we find we are called to support when a previous Zig Zag tenant is having tenancy difficulties and may be at risk of losing her housing. This support work is usually brief advocacy based work and assisting to source various resources including emergency relief funds. Having the flexibility to support these women at fairly short notice and high intensity means women already in long term housing can maintain their tenancy and avoid re-entering into homelessness.

In the 2014-2015 financial year the Zig Zag housing team continued to support 12 ex-tenants. This work varied greatly in duration and type depending on the young woman's needs.

Practical and financial support for young women

We support young women to meet and connect with other young women by holding occasional events. This year the Housing team, alongside the Zig Zag Sexual Assault team, organized an End of Year Party in December, and a Nurture Day in June. This event included massage, manicures/pedicures, henna, face painting, gifts and craft. Both events were well attended by young women and their children.

This year we have regularly utilised the Givit website. This has been invaluable in supplying household and parenting items for young women. This platform has also been useful in coordinating larger donations of white goods, furniture and other household items for young women as they move into independent housing and set up a household.

This year we have continued to utilise a generous grant from the East's Leagues Foundation. This grant directly funds young women as they are exiting our supported accommodation program. The grant can assist with removal costs and any household items required to support their transition to independent living.

Similarly, we were very pleased to receive a grant from the Lady Bowen Foundation, which is set up to directly fund young women to achieve independent living. This grant is used to assist young women in moving costs, home set up, medical expenses and activities that assist women to move towards independence such as further education or training.

We were also very pleased to receive a grant from StreetSmart Australia for Emergency Relief for young women and their children. This grant was used to purchase Gift vouchers for young women in need of basic assistance with household needs and food, often during a crisis.

These grants make a huge difference in the lives of Young Women experiencing homelessness. We wish to extend our sincerest thanks to Easts Leagues Foundation, Lady Bowen Trust and StreetSmart Australia.

'The best thing about being housed with Zig Zag was the support. And when we ran out of shopping the vouchers were very helpful. I didn't think anyone would do this.'

Young Woman housed with Zig Zag

Networks, community education and gratitude

We continue to value and strengthen our professional relationships with various homelessness and housing support services throughout Brisbane. We believe that fostering and nurturing these collaborative, client focused partnerships can only lead to better outcomes for young women and any accompanying children.

During the past year the Housing team have contributed to various networks, events and continue to be involved in systemic advocacy and building of valued relationships that improve the lives for young women and accompanying children:

- **Brisbane Girls Grammar School:** A big thank you to the second chance foundation at Brisbane Girls Grammar School for organising Christmas presents for young women.
- **Clayfield College:** regular contact for donated hygiene packs.
- **NAIDOC:** Womaned a stall with members of the Zig Zag Sexual Assault team and Bahloo Young Women's Shelter for the NAIDOC Festival at Musgrave Park.
- **Inner Urban Youth Interagency:** Sector networking.
- **Yarning Circle:** Aboriginal and Torres Strait Islander networking meet.
- **Australian Catholic University Market Day** –Womaned a stall with members of the Zig Zag Sexual Assault team.
- **BRIC Housing and Compass Housing** –attended network meetings to assist with referral pathways.
- **Tenants QLD Open Day** – attended by our housing tenancy worker.
- **BYS Centre for Young Women** – visited the Zig Zag office to strengthen relationships that support opportunities to do collaborative case management and/or support housing pathways.
- **'Craft for Causes' (St.Thomas Parish Camp Hill)** – Winter appeal contributors generously collecting and donating blankets, sheets and other valued Manchester.
- **Brisbane City Council** – Winter appeal contributor, we collected donated doonas and covers to distribute to young women in need.

- **MICAH Projects** housing support team – opportunities to do collaborative case management.

Professional development attended by the Housing team included:

Professional supervision is valued as part of our ongoing development as well the team attended various training events that were relevant to our ongoing work:

- **The Black Card Intensive Course** a 2 day training based on Aboriginal Terms of Reference. This training also explores Colonisation, which is crucial to understanding the position of Aboriginal people as well as non-Aboriginal people in society today.
- **Asset Management** - a community housing focused assets management training was attended by the tenancy manager.
- **Under 1 Roof Synthesis series** a series of reflective practice sessions engaging practitioners from all sectors. The series facilitates dialogue around policies, practices and service delivery aimed at ending homelessness.

Zig Zag's integrated service delivery between the two Program areas ensures that we continue to advocate for improved responses to address the interconnection between homelessness and sexual violence as experienced by young women in the hope to change policy and procedures that keep women and children safe and free from violence.

"The opportunities were the best bit about being housed with Zig Zag. I got to do counselling, got parenting help and linked up with other services I wouldn't have known about."

Young woman supported by Zig Zag

Sexual Assault Support and Prevention Program

Violence against women is endemic with one in three young women experiencing some form of sexual violence before the age of 18 years.

Staffing in our team

Stephanie Anne (Senior Practitioner) and Jane Hegerty (Community Education) completed another year as permanent employees in the Sexual Assault Support and Prevention Program this year. Heather Ellis joined the team in February 2014 as Group Worker and finished work at Zig Zag in August 2014. In January 2014, we welcomed Rosie Quinlan to the team as Group Worker. Throughout the year the Sexual Assault Team was joined by Anna Gilet, Cate Harvey, Eliane Predomo, Susan Kelly and Marisol Pacheco who undertook specific areas of work within the program. We would like to thank them for their valued contributions and support of young women survivors of sexual violence!!

Snapshot statistics

A snapshot of the work undertaken by the Sexual Assault Support and Prevention Program at Zig Zag in 2014 - 2015:

♀ **2884 hours** of specialist sexual assault counselling, support and advocacy was provided to **386 young women** aged 12 – 25 years who have experienced sexual violence; and their parents, carers and supporters.

♀ **123 new referrals** were received for specialist sexual assault counselling, support and advocacy during this year and **132 young women** concluded their access to counselling as a result of the majority of their identified needs being met.

♀ **46 new referrals were received from SupportLink** – an electronic system designed to assist the Queensland Police Service to make referrals to essential community services. Over 50% of these referrals related to young women who had experienced sexual assault and were less than 16 years of age highlighting the increasing need for early intervention following disclosure of child sexual abuse.

♀ **Community education sessions were provided to 1796 participants.** Sessions were held with young women and young men; and focused on building participants' knowledge about sexual violence, consent, and healthy relationships, and their ability to respond to these issues.

Counselling, support and advocacy

The Sexual Assault Support and Prevention Program continued to provide quality sexual assault counselling, support, and advocacy with young women aged 12-25 years who have experienced sexual violence at some time in their lives. The Sexual Assault Support and Prevention Program also offers brief counselling and support to mothers, carers, family members, and other supporters of young women.

"I feel more self confident and a lot more happy. My anxiety issues have gone down a lot"

Young Women supported by Zig Zag

The Sexual Assault Support and Prevention Program strives to be flexible and responsive to the diverse needs and experiences of young women and offers outreach and/or telephone counselling to young women who cannot access Zig Zag premises at Camp Hill, Brisbane.

We also provide child care, transport, and other assistance that supports young women to access our service.

This year Zig Zag continued to provide specialist counselling at Zillmere Community Centre each fortnight for young women residing in Brisbane North. Additionally, outreach counselling and support was provided. This support included attending with young women at police stations and other government departments.

*"Just being able to openly talk about my emotions and how I am doing"
"I am a lot more happy and know how to deal with my problems"
"My counsellor listens to me and understands me"*

Young Women supported by Zig Zag

Individual advocacy and liaison is a key component of our work with young women and involves working alongside young women to ensure their voices and concerns are heard; to assist and support their expressed needs and interests; improve their access to appropriate support services; and reduce barriers to essential support that may be experienced.

Individual advocacy includes liaison with, or on behalf of, young women and the Queensland Police Service, Office of the Director of Public Prosecutions, Brisbane Courts, Victims Assist Queensland, Department of Housing, Centrelink, Child and Youth Mental Health, Adult Mental Health, Emergency Services, Guidance Counsellors and School-based Nurses, and a range of other essential support services.

Therapeutic support group work

In 2014 - 2015, the Group Worker position was vacant for 5 months. This impacted on the team's capacity to facilitate a comprehensive group program. Whilst there were locum workers filling in during the period August 2014 - January 2015, their focus was primarily counselling support and advocacy.

In October 2014 we held a candle making workshop for Sexual Violence Awareness Month (SVAM).



In April-June 2015 we ran 4x one off workshops with young women with the themes:

24 April - Mindfulness in everyday living

Have you heard about this mindfulness craze? Would you like to know more about it? This workshop will introduce the concept of mindfulness and ran through some mindfulness practices you can use in everyday living.

8 May - Colouring, clay and magic sand

This workshop will look at simple activities which can be utilised for distraction, stress reduction and mindfulness...who knew this could be achieved by simply colouring in?!...

22 May - Art Stuff

Art is a great way to engage in creative self-expression. This workshop will look at art journaling and creative arts activities. NB: Art skills not required!

5 June - Strike a pose! Yoga & the body / mind connection

This workshop will explore different types of exercise and the body/ mind connection. Dress in comfy clothes as we will be doing some yoga!

Feedback from young women included:

"fun journal to continue on with"

"creative expression is super cathartic"

"self expression via art is awesome :)"

"creativity in lots of forms, even unexpected can be cool"

"meeting and chatting with nice young women was lovely"



The workshops facilitated new referrals from Queensland Health (CYMHS) and other agencies and the overall feedback from young women and workers was positive. In the workshop process we surveyed young women for their input into what groups / workshops they would like at Zig Zag in the future. Young women indicated they would like to do a range of activities. The top 5 topics for future workshops were: Painting,

cooking, creative art, making friends, and building self-confidence. The workshops were a good way for young women to engage with the service in an informal way. The SA team hopes it can be a way to build relationships with young women who may not otherwise engage and also a strategy to support young women who are on the waitlist for counselling.



Yeronga Young African Women's Group

engaged enthusiastically and shared what they enjoyed:

Zig Zag once more took a driving role in facilitating groups of young women from African backgrounds at Yeronga State High School – a role we have undertaken now for 9 years. Two groups met over a number of weeks to explore topics around identity, values, healthy relationships, and rights.

"Talking about life.. because.. it is good to know new things that you didn't know before"

"I would like to say that I learnt and found out how everybody kind of goes through what I go through"

Unfortunately the group this year had to be unexpectedly shortened and have a gap between the sessions in August 2014 and a final celebration and reflection in April 2015. Despite this interruption young women

Young women found the group 'open', 'supportive' and 'happy'.

A great part of this project's strength lies in its collaborative approach and we would like to acknowledge the organisations that joined Zig Zag on this adventure, contributing their time and skills - Headspace Woolloongabba, Harmony Place, and the Multicultural Development Association (MDA). We also thank the workers from the Ethnic Communities Council of Queensland and Brisbane Youth Service - Centre for Young Women who gave their input on the Reference Group. Finally, as always we thank Yeronga State High School for its ongoing openness to working with community organisations around significant and difficult issues relevant to their students.

Resource development and distribution

Distributing Zig Zag publications to young women, their supporters, and to workers, continues to be part of the range of ways we facilitate learning around the issues connected to sexual violence. In 2014-15 resource distribution included:

- ♀ 80 copies of *Healing is Possible*
- ♀ 19 copies of *Connecting the Threads*
- ♀ 21 copies of *Working with Young Women Who Self Harm - A Resource for Workers*
- ♀ 76 copies of *Lighting the Path - Reflection on Counselling and Sexual Assault*

Community education and engagement

Zig Zag is committed to working against sexual violence in a holistic way. We know that greater community understanding of the many issues and challenges connected with sexual violence, is critical in changing the incidence of this crime in our community. We look for opportunities to connect to all community members and to collaborate with others whenever possible. This year community education work included:

- ★ **NAIDOC (National Aboriginal and Islander Day Observance Committee) Family Fun Day** - Zig Zag shared our stall with Bahloo Women's Youth Shelter. A number of young women helped out too!
- ★ **Sexual Violence Awareness Month (SVAM - October)**
 - **Library displays:** Collaborated with the Brisbane Rape and Incest Survivors' Support Centre to put up three displays across Brisbane.
 - **Information Stalls at Schools** - Sunnybank State High School, Forest Lake State High School, Wavell State High School.
 - **Candle Making Workshop**
 - **Reclaim the Night:** Zig Zag staff attended this annual rally and march. Staff also supported a number of young women to be a part of this event.
- ★ **Young Parents' Program** - 2 x Healthy Relationships Workshops.
- ★ **16 Days of Activism** (Nov-Dec) - Continual posting of ideas and information on Facebook.
- ★ **Participation in Police Training Community Forum**
- ★ **Young Women's Christmas Party:** included nail painting, henna tattoos and greatly appreciated present donations from Brisbane Girls Grammar School students.
- ★ **International Women's Day (IWD):**
 - Community Fundraising Event in collaboration with the *Gardens Club Café* in the city.
 - Zig Zag Activity Day in collaboration with *Bahloo Young Women's Shelter* to share the celebrations of the day with jewelry making and discussion.
- ★ **Brisbane Girls Grammar** Senior Students' information and discussion session.

- ★ **Balmoral Rotary Club Presentation** - Information about the work of Zig Zag.
- ★ **Jabiru Community College** - Zig Zag met with young women students to meet and share information.
- ★ **Domestic and Family Violence Awareness Month:**
 - Focus on information sharing via FB.
 - *Camp Hill Kindergarten* - We attended and spoke at fundraising Garden Party. Thanks to the Kindergarten for using the event to raise awareness of domestic violence and raise funds for Zig Zag.
 - *Leniata Legacy* - Walk against Gender Violence. This group advocates against gender violence specifically in the Papua New Guinea community. We spoke at this event in the city.
- ★ **Brisbane State High School** Year 12 Career Sessions
- ★ **Nurture Day for Young Women** - Time was spent exploring societal messages that young women observe and receive, as well as young women having time to access a range of nurturing treatments.

Delivery of professional training

The Sexual Assault Support and Prevention Program delivers training to professionals and students in a range of roles. We aim to build their knowledge and skills within their specific contexts as they support survivors and respond to the issue of sexual violence. In 2014 - 2015 training sessions included:

- **Life Without Barriers Staff Training** - 'Working with Young Women and Sexual Violence'.
- **University of Qld Social Work Students' Lecture:** 'Working with Violence and Abuse: A Casework Perspective'.
- **Worker Training:** One day training to a collaboration of specialist youth homelessness service workers.

- **QUT 2nd Year Human Services and Social Work Students** - lecture on Assessment.
- **Inaugural International Conference on Migration Social Disadvantage and Health 2015** (Melbourne): presentation on creative arts based interventions with refugee adolescents.

Zig Zag website and facebook page

- This reporting year saw consistent use of our website with a total of **7860** unique visits. This equates to an average of **22** unique visits per day.
- Our Facebook page has continued to be an important part of how we connect with young women and the broader community. In the last year we averaged over 2 new 'likes' each week.

Networks

Active network involvement and systemic advocacy is regularly undertaken by the Sexual Assault Support and Prevention Program to ensure young women's experiences appropriately inform policy, practice, data collection, and law reform. This work included active engagement in the following key networks:

- Queensland Sexual Assault Network (QSAN)
- North Side Sexual Assault Action Network (NSAAN)
- Ending Violence Against Women Queensland (EVAWQ)

Various Other Networking and Community Involvement Including:

Brisbane LGBTI Mental Health Network; Brisbane Women's Services Consortia; Centre for Domestic and Family Violence Research (CDFVR) Advisory Group; Child and Youth Mental Health Professionals Network; Southside Mental Health Collaborative;

VISION Network; Yarning Circle attendance; Domestic and Family Violence Summit; Local Level Alliances (LLAs); Hosting visits from local Parliamentarians Ian Kaye and Joe Kelly, former and current Member for Greenslopes (ALP); submissions to the Parliamentary Inquiry on Strategies to Prevent and Reduce Criminal Activity in Queensland; Murrigunyah Morning Tea for National Apology Day; and feedback to the 'Queensland Government Interagency Guidelines for Responding to People Who Have Experienced Sexual Assault'.

Professional development attended

In 2014 - 2015, workers in the Sexual Assault Support and Prevention Program attended the following professional development activities:

- *The International Women's Liberation Summit* held in Brisbane
- A six-module online course on *Eating Disorders* delivered by Centre for Eating and Dieting Disorders
- A two day training on *Trauma Related Shame* presented by Dr Janina Fisher
- A one day training on *Measuring Soft Outcomes* with Bridget Coyne
- A seminar on the *De-Genderisation of Sexual Assault Services* hosted by CDFVR
- A one day training on *Core Dynamics of Trauma*
- A one day training workshop on *Acceptance and Commitment Therapy with Trauma* facilitated by Robyn Walser
- Half day workshop on *Intimate Partner Sexual Violence* presented by Louise McOrmond-Plummer
- A one day Seminar on *Complex Trauma and Dissociation* with Dr Jan Ewing
- *Working with Adult Survivors of Complex*

Trauma, presented by Adults Surviving Child Abuse (ASCA)

- A one day training on *Transforming Anger and Hate: Effective Strategies to Prevent Impulsive, Aggressive and Violent Behaviours*, presented by Dr. Daniel Short
- Fire and Emergency Procedures Training
- A one day training on *Cultural Competence* with Victim Assist Queensland
- A one day training on *Creative Interventions with Traumatized Children, Young People and Families* with Dr Cathy Malchiodi



A Word from the Managers

It has been a big year for Zig Zag as we have had significant changes in management and staffing whilst continuing to meet an increased need for specialist services for young women in Brisbane.

I would like to firstly acknowledge the huge role that Christy McGuire has held in the management of Zig Zag over the past 8 years.

In February 2015, Christy embarked on a year of leave in support of her family and it is with much gratitude that I would like to thank Christy for her dedication, support, and commitment to collaborative leadership and great feminist management practice! I would also like to acknowledge Annabelle Allimant who stepped in to provide management support from February 2015 - April 2015. It was a pleasure to work with you again!

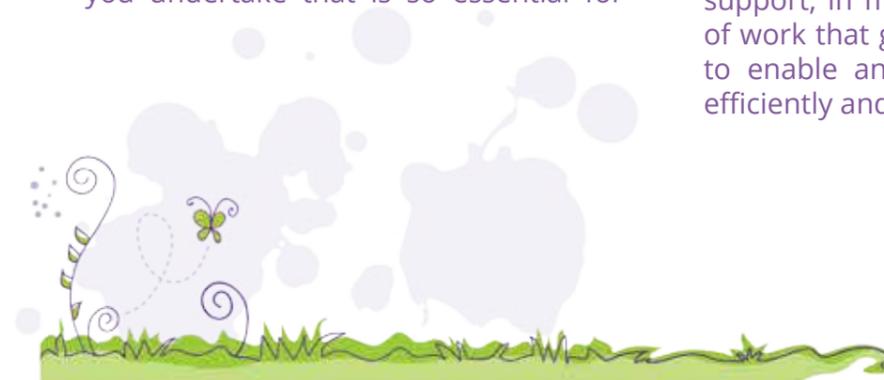
Zig Zag has been so blessed to have an amazing team of workers who bring with them such a diverse range of knowledge and skills; and who are so committed to working alongside young women with compassion, respect, and a high level of reflective, ethical practice:

♀ A BIG thanks to workers in the Housing Program - Lanora, Bess, Tina and Eddie, Lynda, Sarah and Di for your beautiful support work with young women; your energy and flexibility in managing crazy hours; and the fearless advocacy you undertake that is so essential for

improving outcomes for young women who are experiencing homelessness and facing multiple challenges in their journey towards independence.

♀ A BIG thanks to workers in the Sexual Assault Program - Marisol, Rosie, Jane, and Anna, Cate, Heather, Susan and Eliane for the amazing therapeutic work you undertake with young women who have experienced sexual violence, and in the development of community responses for the prevention of all forms of violence against women. This is often challenging work that requires a high level of attention, reflection, and ability to support young women following their experiences of violence in managing the multiple effects of complex trauma; reconnecting and restoring a sense of autonomy and personal power; and assisting with advocacy as they may negotiate the inherent barriers to 'justice' within the criminal justice system.

♀ A BIG thanks also to the Centre Support Team - I would like to first acknowledge Lynette and Sonja who both left Zig Zag this financial year after many years of service to take up new and exciting adventures! I would like to thank Ritu and Suzie for your incredible patience and support, in managing the huge volume of work that goes on behind the scenes to enable an organisation to function efficiently and smoothly.



Thank you also to the wonderful women who work alongside me on Zig Zag's Management Committee.

No community based organisation can function without a strong, committed and informed governance board and, for many consecutive years now, we have been incredibly fortunate in the women who have stepped forward to sit in these roles. Thank you to Noelle Hudson, Christine Grodd, Danieka Montague, Rebecca Hobbs, Robyn Evans, Jasmine Melhop, and Max Heers for your enormous contribution and support throughout the 2014/2015 financial year.

Thank you also to our Community Service Officers - Janelle Salmon at the Department of Housing and Public Works, and to Karen Hayes and Nadia Brunelle from the Department of Communities, Child Safety, and Disability Services, who have supported the work of Zig Zag through their role as a link between Government funding and the services that are delivered to young women at Zig Zag. These relationships are important ones and Zig Zag looks forward to building on them in the coming year.

Zig Zag has greatly valued its continuing work within the **Queensland Sexual Assault Network (QSAN)** during the course of this year. I was appointed to the position of QSAN Secretariat for a second term and it has been a year of significant advocacy, lobbying, and development for the sector. I would like to extend my appreciation to all services for your support!

Time and resources were also put into the **Services Collaborating for Youth Project (SCYP)**. This is a group of specialist youth homelessness services who came together in 2013 with the intention to explore options for forming a consortia of services, united in their commitment to provide the same high standard of practice, that would be well placed during any tendering process. I would like to acknowledge North West Youth Accommodation Service, Community Living

Association, Youth Advocacy Centre, BABI Youth and Family Service, and Inala Youth and Community Care for their contribution and commitment throughout the year.

*During this year, Zig Zag has also been actively involved in the Steering Committee for the formation of a new Peak Body of Women's Services - **Ending Violence Against Women Queensland (EVAWQ)**.*

The Steering Committee of EVAWQ have worked tirelessly in developing a new Incorporated Association that brings together Sexual Assault, Women's Health and Domestic and Family Violence Services under one umbrella. I would like to thank all members of the Steering Committee in particular, Carla de Simone as Secretariat and Di Mangan at DVConnect for their invaluable contributions.

It is a huge privilege and honor to have been appointed to the position of Manager having held multiple senior management positions at Zig Zag, and having held a long association with the organisation since the late 1990's. I welcome the opportunity to make a valuable contribution in working collaboratively in leading the organisation into the future. I would like to pay my deepest respect to the many young women who access support at Zig Zag and who inspire us every day with their courage, resilience, strength, openness and humour. Young women inform and provide us with valuable insights into how we can work together to end homelessness and all forms of violence against women!

Stephanie Anne
Manager
Zig Zag