



*"It's good
for us
to come together
and talk."*

ZIG ZAG

Young Women's Resource Centre Inc.

ANNUAL REPORT 2016 • 2017

'SPEAK UP SPEAK OUT' PROJECT

"The cover image is one from a series of posters designed to give VOICE to young women from the African continent who access Zig Zag support services"

A highlight for this financial year was the successful grant received from Brisbane City Council to enhance our capacity to offer specialty support to young women from Culturally and Linguistically Diverse (CaLD) backgrounds (in particular young African women of refugee backgrounds) accessing our specialist homelessness program.

A significant proportion of Queensland's homeless population are young people with approximately 40% being under 24 years of age. There has been very limited research exploring youth homelessness issues amongst CaLD communities. In 2010, the *Centre for Multicultural Youth* reported that 'Refugee young people are six to ten times more likely than other young people to be at risk of homelessness'. We have seen this reflected in the changing demographics of the young women accessing our specialist homelessness program where there has been an increase in the number of young African women accessing the service.

These young women were invited to share their thoughts and experiences on life and the impact of unhealthy relationships,

family dislocation, domestic violence, lone parenting, sexual assault and sexual consent to develop peer-education resources.

Peer education provides valuable opportunities for young women to share their knowledge to build awareness and resilience that will contribute to community prevention efforts. These resources promote key messages to community about the need for violence prevention and can influence social, attitudinal and policy changes necessary to address the disproportionately high incidence of violence perpetrated against young women.

Four group sessions were held from February to April and these sessions informed the content and focus for poster development and an additional two-day digital story telling workshop that created The V.O.I.C.E.S video. These resources were launched with a focus for *Domestic and Family Violence Prevention month* in May 2017 and have been widely distributed throughout the community. The resources and a full project report can be viewed and downloaded from our website.



Thanks to the Hon. Grace Grace, Minister for Multicultural Affairs, who gave a speech, at our project launch on 1 June 2017, Photographed with some of the inspiring and courageous project participants and local Qld Police liaison officers. This project was proudly supported by Brisbane City Council and 'Visible Ink Youth Space'

ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC.



ANNUAL REPORT

JULY 2016 — JUNE 2017

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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



“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

It is a great privilege for me to present this annual report, on behalf of the Management Committee.

2017 marks the 29th year of Zig Zag's operations. During almost three decades, this very special organisation has made a significant contribution to the community, particularly to the lives of vulnerable young women in the Brisbane region.

I'd firstly like to thank our funding bodies, the Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works as well as other generous organisations and individuals who continue to fund and support us.

During the 2016-2017 Financial Year, Zig Zag's secured and/or successfully acquitted a number of small grants and funding support, in addition to our core funding. These grants, enable the organisation to provide flexible and responsive support to young women, including:

- **\$15,000 from Lady Bowen Trust** 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 being used to support young women's access to health care, child care and vocational study and training.
- **\$22,000 from East Leagues Foundation Community Benefit Fund** for essential household items, whitegoods, furniture and removalist costs for young women who are experiencing homelessness as they transition to independent housing.
- **\$1,000 from Street Smart Australia Community Grant** for essential emergency relief / food vouchers for young women and young parenting women.
- **\$12,000 from Brisbane City Council (BCC)** to assist with the launch and

printing costs for a BCC funded project to engage young women from CaLD backgrounds in the development of a youth-specific, culturally relevant, community resource on issues relating to domestic, family and sexual violence.

- **\$2,000 from the Lord Mayor's Fund** to assist with the 2016 Christmas party for young women who accessed Zig Zag services.

We are also appreciative of Zig Zag's dedicated staff who each go above and beyond their position descriptions, driven by their passion and commitment to progressing Zig Zag's mission and vision and to working harmoniously as a team.

Over the past 12 months, our skilled and dedicated manager, Stephanie Anne has ably led the team as we embarked on the collaborative partnerships in the Inala region and on Brisbane's north side. Stephanie is currently on twelve months parental leave and we wish her and her partner well with their baby girl. In May we welcomed Kris Saunders in the locum Manager role.

We have had a few changes in personnel within both our Sexual Assault and Housing Teams:

- Sexual Assault Team: Rosie Quinlan, Marisol Pacheco, Jane Hegerty, Eliane Predomo, Amanda Dearden and Naomi Barrett assisted by relief worker, Emily Hellyer and student, Michelle James.
- Housing Team: Bess Douglas, Tina Louise, Lanora Jackson and Vickie Newland with great support from locum worker, Shirley Peppler.

Our Centre Support Team has continued to provide excellent administrative and

financial support that is essential to the organisation's successful operation. We thank Ritu Shrestha, Susie Dennis and our relief workers Liz MacDonald and Melanie Menerey.

I'd like to commend all of Zig Zag's wonderful workers for their continuing commitment to provide caring and professional practice and tenancy support to young women in need. The Management Committee sincerely thanks past, continuing and new staff for their commitment to young women and the organisation.

I'd like to acknowledge the members of the Management Committee, including Pam Evans and Ketayoon Bhathena, who stepped down during the year due to work and family commitments. I'd like to thank the committee for the additional time and effort they have given to be involved in Strategic Planning and in the review of policies and procedures in preparation for the Human Services Quality Framework audit during 2017.

It has been an honour to serve on the Executive of the Management Committee over the past few years, working alongside a very knowledgeable and steadfast group of women.

After careful consideration, I have decided not to renominate for the Management Committee in 2018, but will continue to support and advocate for the Organisation as a member and as a colleague within the women's sector.

I extend my good wishes to those who are putting their hand up to continue the good work as Management Committee members and look forward, with confidence, as Zig Zag 'turns 30' in 2018.

Robyn Evans

[Chairperson]

Zig Zag Young Women's Resource Centre



TREASURER'S REPORT

As Treasurer, and on behalf of the Management Committee, I am pleased to present the Financial Statements comprising Profit and Loss and Balance Sheets for the financial year ending 30 June 2017.

I'd like to acknowledge and thank our Manager, Stephanie Anne and Finance Worker, Suzie Dennis as well as relief Finance Worker Liz McDonald and locum Manager, Kris Saunders for ensuring excellent financial management of the organisational funds received. I'd also like to acknowledge Brad Harbourne from Haywards Chartered Accountants who have audited these reports and the organisation's full accounts.

In 2016 – 2017, Zig Zag received funding from the Department of Communities, Child Safety and Disability Services (DCCSDS) for the Sexual Assault Support and Prevention Program. Funding, in the amount of \$378,635 (an increase of \$9,920 on the previous financial year) was received for Sexual Assault services delivered from Camp Hill and Zillmere, with a small surplus of \$952.

We also received funding from DCCSDS to deliver Sexual Assault services in the Inala region, as part of the Brisbane Southwest Support (BSwS) Sexual Violence Prevention Program, in partnership with Brisbane Rape and Incest Survivors Support Centre, Murrigunyah and Immigrant Women's Support Service. We received \$111,875 and recorded a surplus of \$10,729. BSwS had \$15,961 in unexpended funds from the previous financial year, which are allocated for establishment costs, including building modification and fit out in 2017.

The Department of Housing and Public Works committed continued funding for the Zig Zag Housing/Homelessness Program, in the amount of \$420,103 (an increase of \$31,953 on the previous year). This program recorded a small loss of \$562.

The total income received by the organisation

in 2016/2017 was \$1,038,361, an increase of \$121,258. This income included the core funding listed above as well as a number of small grants, rent received from housing units, management fees, bank interest, donations and memberships.

The organisation recorded an overall surplus of \$25,181 for the financial year and continues to operate in a stable financial position. Zig Zag's Management Committee are confident that we have a strong foundation and an excellent reputation amongst funders. We are also thankful for the growing number of generous organisations and individuals who have undertaken fundraising activities on our behalf.

In the year ahead, we hope to build a stronger connection with our donors and supporters and explore opportunities for growth and expansion, in the provision of high quality support to vulnerable young women and their children.

I would like to extend my gratitude to the Committee members for the professional and collaborative way in which the Committee operate and thank the Zig Zag team for their contribution and dedication.

Danieka Montague

[Treasurer]

Zig Zag Young Women's Resource Centre

OUR PARTNER SERVICE TURNS ONE!

Brisbane Southwest Support (BSwS) Sexual Violence Prevention Service celebrated it's one year anniversary in April 2017.



Brisbane Southwest Support Sexual Violence Prevention

It has been a huge year of learning and development for this service. BSwS is unique in that it is a formal partnership involving four specialist sexual assault services:

1. Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women (Murrigunyah);
2. Immigrant Women's Support Service (IWSS);
3. The Women's Community Aid Association Pty Ltd (WCAA) trading as Brisbane Rape and Incest Survivors Support Centre (BRISSC); and
4. Zig Zag Young Women's Resource Centre Incorporated (Zig Zag).

This partnership has been new territory for all four services and workers on the ground have engaged in regular co-facilitation of community education events and jointly engaged in building relationships with local community organisations and participating in networks. BSwS has been overseen by the Inala Management Group (IMG), which is made up of representatives of the four partner organisations, all of whom have demonstrated great dedication to the partnership service model and working collaboratively. In August 2016, Zig Zag welcomed Naomi as the new Inala worker, following Amanda's departure in July 2016. BSwS formed a strong relationship with the Inala Youth Service over the past year.

We leased one of their offices to deliver services as a temporary arrangement whilst a permanent home for BSwS was negotiated. Under a sublease arrangement with Kyabra Community Association, BSwS secured a large room within the new Richlands Community Centre, which is owned by Brisbane City Council. This space needed to be modified to create two private support rooms as well as a reception and group work area. BSwS workers are looking forward to having a shared workspace that is welcoming, comfortable and supports collaboration.

Snapshot of statistics

♀ **512 hours of specialist sexual assault counselling, support, and advocacy** was provided to young women, their parents, carers and supporters.

♀ **297 hours of community education work** was undertaken, with engagement with 1729 people, including young people of all genders, and the wider community. Community education work focused on building participants' knowledge and awareness about consent, sexual violence and healthy relationships and accessing and utilizing formal and informal support networks.

Counselling, Support and Group Work

BSwS workers have recognized different trends, engagement and opportunities in the Brisbane southwest region. The majority of referrals for the Zig Zag Inala Worker are from local high schools. Zig Zag's worker is able to offer outreach sessions within the school setting, as young women had identified that they had limited support to access community based services outside of school hours. These young women also reported social isolation, financial disadvantage, limited family support and online harassment and abuse.

BSwS ran three group workshops for young women at Glenala State High School during the year. Some of the feedback from the participants included:

"We need to talk more about consent"

"I learned I can talk to people and not be alone anymore" and "it's ok to say no".

Community Education, Engagement and Networking

BSwS participated in a number of local community and youth events and networks, including:

- Simply the Loudest Youth Event
- Multicultural Youth Day- Stall at the event and part of the organising committee
- TAFE Inala Campus Harmony Day stall
- NAIDOC Family Fun Day stall
- NAIDOC- Inala Flexi School Event stall
- Sunnybank State High School- facilitation of 2 workshops around respectful relationships for year 7 students. These were co-facilitated with the Camp Hill Sexual Assault worker.
- The Hut- Young Women's 'Hay There' Workshop
- The Hut - Reclaim the Night (RTN)

Banner Making Workshop

- BSwS Cultural Healing Day, which was coordinated by Murrigunyah,
- Activities in local schools as part of Sexual Violence Awareness Month (SVAM) around the theme of "Consent". These were held at Sunnybank State High School, Forest Lake State High School and Runcorn State High School
- Largely Youth Committee
- Headspace Consortium

A major focus of BSwS in the past year, has been raising community awareness of the service, developing strong relationships and referral pathways.

We welcome feedback from services users and service providers to ensure that BSwS is informed and shaped by community expectations and needs. Participating in interagency and network meetings has been a key strategy to build these local connections and relationships, with Bridges Reconnect, Youth Housing and Reintegration Service, Headspace Inala, Milpera State High School, Inala Indigenous Health, Brisbane Domestic Violence Service, Inala PCYC, Youth Justice, Centenary State High School, Addiction Prevention Services, Glenala State High School, Headspace Youth Advisory Group and Inala Youth Service.



SEXUAL ASSAULT SUPPORT AND PREVENTION PROGRAM

The Sexual Assault Support and Prevention Program strives to be flexible and responsive to the diverse needs and experiences of young women.

Staffing in our team

This year saw Rosie Quinlan and Jane Hegerty complete another year as permanent employees in the Sexual Assault and Prevention Program. Eliane Predomo, who had been doing some casual work with us, joined the team permanently toward the end of 2016. We were pleased to welcome Naomi Barrett as the worker for the newly established Brisbane Southwest Support (BSwS) Sexual Violence Prevention service in the Inala region and Emily Hellyer as a casual worker for the team. We said a sad farewell to Marisol Pacheco at the end of September. We thank all the workers who have contributed their skills and energy to the team and its support of young women survivors of sexual violence.

Social Work Student Placement: This year we were pleased to be joined by Michelle James as she completed her final year placement from July 2016. It was great to have Michelle with us and we wish her well as she sets forth upon her social work career.

Snapshot statistics

A snapshot of the work undertaken by the Sexual Assault Support and Prevention Program at Zig Zag in 2016 - 2017:

♀ **2002 hours of specialist sexual assault counselling, support and advocacy** was provided to young women, their parents, carers and supporters.

♀ **240 hours of specialist group work** was undertaken with young women

♀ **38 new referrals were received directly from the Police Referral System**, an electronic referral system designed to assist the Queensland Police Service to make referrals to community support services. The referral system, 'Redbourne Group - Infoexchange', provides an avenue for prompt support for young women following a police statement or report.

♀ **668 hours of community education work** was undertaken, with engagement with 3296 people, including young women, young men, and the wider community. Community education work 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 work with young women to provide quality, responsive sexual assault counselling, support, and advocacy during this year. The team strove to ensure that our work with young women survivors of sexual violence was flexible and adaptive, so as to ensure women felt heard, respected and able to control how they engaged with the team. The team ensured that, as much as possible, it supported women in a range of ways, such as phone support, written engagement and outreach – notably with regular fortnightly sessions at the Zillmere Community Centre.

The team not only provided support to young women but also brief counselling and support to mothers, carers, family members,

and other supporters of young women. We also strive to provide child care, transport and other assistance wherever needed, in order to maximize access for young women.

Themes that came up in our counselling work this year as significant and challenging for young women included: sex within relationships/intimate relationships; complexity related to childhood sexual assault; and isolation.

Feedback from young women accessing counselling and support services at Zig Zag this year included:

It has been most helpful "feeling like I don't have to hide anything."

Having control over how the sessions are handled and looked at."

"I feel more comfortable with my immediate decisions regarding crisis and/or change."

"The comfort and techniques she (Zig Zag worker) has given me in dealing with my issues saved my life"

"Very safe and comfortable space"

Therapeutic group work

In 2016-2017, the group work program has focused on one-off workshops. Consistent with reflections/feedback from previous years, it was confirmed that young women engage well in short workshops and enjoy the variety of topics and activities.

Zig Zag received much positive feedback about the workshops and several comments included how much young women liked small group meetings. This supported the team's plan to continue with the workshop format. To ensure these workshops were relevant for young women we invited them to have input into decisions about topics to cover. This maximized the likelihood that there was discussion on subjects young women were interested in.

Workshops 2016-2017



Participant feedback from events and workshops:



"The small group made it easier, the open conversation was great"

"I was very nervous at the beginning but the people and setting made it a touch more comfortable"

"Thanks a bunch, keen for the next Event"

"I thought I knew about socialising but it was good to acknowledge others' perspectives and open up about insecurities"



Yeronga Young African Women's Groups
Once more, Zig Zag connected with Yeronga State High School and other community organisations to collaboratively facilitate a series for groups for young women of African background attending Yeronga State High School. The groups focused on: women's identities, values, decision making, relationships, rights and choices. Whilst some of the conversations were quite serious, these groups provided a safe space where young women could enjoy coming together and sharing thoughts, experiences and skills – and loads of energy and fun. When young women were asked to describe the groups they used words such as – 'caring, excellent, enjoyable and helpful'. Comments from women about the group included:

"Now I know that if I have a problem there are lots of people who can help me";

"I have developed my knowledge about relationships from others and I learnt that keeping yourself safe and healthy is important".

Zig Zag would like to acknowledge those who work alongside us in ensuring these groups happen – Multicultural Development Australia (MDA) for their co-facilitation; and workers from the Ethnic Communities Council of Queensland, Immigrant Women's Support Service, and the African Women's Leaders Group who all supported the groups in different ways. In particular, we acknowledge the staff of Yeronga State High School, whose dedication to enabling this work to happen and to connecting with community is pivotal in creating such a great process for vulnerable young women.

Community education and engagement
Zig Zag strongly values being engaged in preventative work and sees community education and engagement as central to achieving this. We believe that if sexual violence is to be stopped in our community, then people need to understand more about this issue and have spaces to discuss ways to challenge and change things. This year we joined with a number of groups, schools and

workplaces to build awareness and explore avenues for support and change. Key work for 2016-2017 included:

- **Musgrave Park Family Fun Day to celebrate NAIDOC** (National Aboriginal and Islander Day Observance Committee): Zig Zag shared a stall with Bahloo Women's Youth Shelter for the annual event with the day providing opportunities to engage the community and young women to talk about Zig Zag services whilst doing fun craft activities.
- **Sexual Violence Awareness Month (SVAM) – October 2016:**
 - Joint Student Project (with BRISCC and WWILD Social Work students) holding a workshop recording women's ideas on 'consent' for airing on community radio. Several workshops were held with young women.
 - Story Bridge Banner and Banner Making Workshop which was displayed for 2 weeks at the beginning of October.
 - Library displays at Chermside and Mt Gravatt.
 - Wynnum State High School – Co-facilitated Love Bites Program.
 - Sunnybank State High School Mental Health Day (all of school community) and Wavell State High School Senior Schoolies expo. Used the Clothes Line Activity for both of these sessions. Students eagerly participated with lots of good comments on "Consent". The students at Sunnybank asked to keep the shirts to put them on display in their school library.
 - Facebook: Posts focused on SVAM, with two or more posts up each week. Post reach was consistently high with most reaching well over 300 people.
 - Promotional Products – This month saw the finalisation of artwork for some Zig Zag Promotional Products – USB wristbands, magnets and biros.

- **Reclaim the Night:**
 - Preparation session at Zig Zag – four young women met at Zig Zag before the event to meet others, share snacks and paint placards for the march. Young women then traveled into the event with staff and were supported as needed during the event. Young women led off the march holding the Zig Zag consent banner that had been painted the week before.
 - Zig Zag had a table with information and shared a 'Clothes Line' activity with BRISSC.
- **Sunnybank State High School** - facilitation of 2 workshops for year 7 students as part of their orientation and welcome to the school. The workshop focused on healthy relationships. In total 103 students attended the workshops.
- **International Women's Day (IWD) – May 2016:**
 - ♀ Worked alongside the Group Worker to plan and facilitate a workshop/ high tea for young women with a discussion and information sharing about powerful women around the world.
 - ♀ Facebook post and ribbons at office.
- **Coorparoo State College Career and Youth Support Expo** – Interactive stall. Whole of school attendance throughout the morning.
- **BABI Get Set For Work Program** – Session with group on healthy relationships and sexual violence.
- **Yeronga Young African Women's Group** – planning and facilitation of 4 sessions of this collaborative program, with two groups (Year 9 and Year 10 students) which was run at Yeronga State High School.
- **Website attention** – some updates for the Zig Zag website happened during December: – "Get a Yes!" Audio Program information; Consent information; Inala Service information.
- **Young Women's End of Year Zig Zag Party:** Joined with the Housing Team in planning and facilitating this event. The day was a great success with much positive feedback from those who attended. The event benefited from good preparation and planning beforehand. We also greatly appreciated the gifts that were donated by students at Brisbane Girls Grammar and the participation of the workers who come in and provide services/therapies for the young women.
- **Northside Domestic Violence Network** – Worker Training on Thursday 9th March, with 18 participants.
- **Love Bites Program at Coorparoo State High School** – co-facilitated sessions with other organisations and school based youth health nurses, which was attended by approximately 18 students.
- **Yeronga State High School** – very preliminary work in preparation for groups anticipated to start in May.
- **Yeronga groups** were run in May and June 2017. The final day was held at Multicultural Development Australia (MDA), with a combined group of 10 young women. The group continued to talk about relationships and reflect on their shared journey, as well as enjoy the fun of a NIA class and visits from workers from other organizations.
- **Love Bites Program at Balmoral State High School** – joined with the school based youth health nurses and other school staff to facilitate this award winning program. This was attended by 12 young men and 4 young women who were in Year 10.
- **Pornography Working Party** – Inala and Community Education workers met with a group of workers from other

organizations to talk about a resource that each organization has purchased to use around this topic (Marie Crabbe Resource), and to talk about ways to work collaboratively around issues connected to pornography, such as gender violence.

Delivery of professional training

Training for professionals and students is another component of the work of the Sexual Assault Support and Prevention Program at Zig Zag. This training gives workers an opportunity to explore how they can respond to sexual violence and support survivors in ways that are responsive and appropriate within their various contexts. In 2016 – 2017, Zig Zag delivered the following professional training:

- School Based Youth Health Nurse Training Day on Sexual Violence – Co-Presented with BRISSC on “Responding to Sexual Assault Disclosures in a School Environment: Promoting Cultural Change and Healthy Relationship Education”.
- One Woman Project – Training of Volunteers around Sexual Violence and Responding to Disclosures. (One Woman Project is a youth led community organization that goes into schools and universities to talk about gender equality.)
- Training to Social Work students at the University of Queensland.

Zig Zag website and Facebook page

- This reporting year saw consistent use of our website with a total of **6276** unique visits. This equates to an average of **17.2** unique visits per day.
- Our Facebook page has once again been an important avenue for the sexual assault team to connect with young women and the broader community. The page is another way that we let young women know about upcoming groups, workshops and events as well as a space where we can share information and ideas about issues relevant to

young women – with a specific focus on sexual violence and homelessness. Posts happen through the year, with particular attention given to times such as Sexual Violence Awareness Month and International Women’s Day. There has been a continued growth in page ‘likes’, whilst post ‘reaches’ have been consistent throughout the year.

Networks

Network engagement is an important part of the team’s work. It ensures that young women’s voices, issues and experiences are present in a range of arenas including policy discussion, practice considerations and law reform. This year, the main networks the team focused on engagement with were:

- **Queensland Sexual Assault Network (QSAN)**
- **Northside Sexual Assault Action Network (NSAAN)**
- **Ending Violence Against Women Queensland (EVAWQ)**
- **Vision (Victims Assist QLD)**

Zig Zag was also represented at the Brisbane South Youth Interagency, Inner Urban Youth Interagency and the Greater Brisbane Sexual Assault Interagency Network.

Professional development attended

In 2016 - 2017, workers in the Sexual Assault Support and Prevention Program attended the following professional development opportunities:

- Safeguarding Yourself – Recognising and Responding to Vicarious Trauma (Blue Knot Foundation)
- “Of Monsters and Men – Deconstructing the Sexual Offender” Dr Andrew Frost
- “Through Young Black Eyes” (SNAICC – National Voice for Our Children) - All of Zig Zag staff - two day training

- “Resisting Burnout with Justice-Doing” Vikki Reynolds.
- “Resisting & Transforming Rape Culture: Innovative Responses to Oppression, Suffering and Trauma” Vikki Reynolds
- Excellence in Supervisory Practice 2 day Training (Amovita Inspire)
- University of Qld Field Educator 1 day Workshop
- Prevalent and prevention conference
- Mindful leadership training
- SES survey
- Law school at UQ- reviewing progression
- on SV through legal system.
- Kate Jenkin- SA commissioner
- SexualAssaultandculturalconsiderations
- John Bereri
- Kids Safety
- Relationship, sexuality and intellectual disability
- Webinar on pornography and risk assessment
- Same training.
- Changes to Victim Assist process
- Dignity Conference



"I would just like to say thanks for helping me"



HOUSING AND HOMELESSNESS SUPPORT PROGRAM

We are privileged to share young women's journeys as they seek to obtain independent, secure housing and a supportive and safe environment for themselves and their children.

Staffing in our team and a year of changes

The past year has seen further staffing changes both in the Housing team and within the wider service. Lanora Jackson resigned from the Tenancy Manager role in October 2016 after 3 years of service. The Housing team would like to thank Lanora for her contribution over the years. Vickie Newland was appointed to the permanent role of Tenancy manager after several months of relief work in the team.

In January 2017, the decision was made to establish a Senior Practitioner role in the Housing Team and a recruitment process was undertaken. In May, Bess Douglas returned to the service after 12 months of parental leave and took up this new role. In recognition of this structural change to the team, and other significant changes across the service, the team participated in additional change management support processes, which are ongoing.

We would like to thank all the permanent and locum workers who contributed to supporting young women and accompanying children out of homelessness during the year: Bess Douglas, Tina Louise, Shirley Peppler, Lanora Jackson and Vickie Newland.

Effects of homelessness and the experiences of young women

A large proportion of young women will spend many months 'couch surfing' before accessing support through Specialist Homeless Services like Zig Zag. For this reason young women are often under represented in homelessness statistics as they are unlikely to be 'sleeping rough' in public places for obvious reason, not least of these being about safety.

However couch surfing also makes young women more vulnerable to experiencing sexual violence, domestic and family violence, financial abuse and relationship breakdown. These factors add complexities for young women and children already in crisis.

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/relationship breakdown, cultural tension, limited family and/or community support, financial pressures and a lack of affordable housing.

Despite the effects of homelessness and its related trauma, we are constantly inspired by the courage, determination and resilience of the young women we work with.

Zig Zag Supported accommodation

The Housing team has continued to meet funding requirements through successfully managing 9 units between two locations in Carina and Greenslopes. The aim of our short to medium term supported accommodation is to support young women between 16 and 25 years of age (and accompanying children) to exit homelessness, develop tenancy skills, transition to and sustain long-term safe and stable housing and further develop personal and life skills that assist the transition to adulthood. Sometimes its as simple as a safe place to 'rest' while they regather strength.

We directly housed 28 young women and 25 accompanying children through our nine supported accommodation properties.

Of the 28 young women we supported during this period, 11 remained in Zig Zag housing at the end of the financial year, while 17 young women were assisted to exit Zig Zag properties into secure, sustainable housing.

- 8 young women and 9 accompanying children exited into a long-term social housing property.
- 4 young women and 7 accompanying children exited to a community managed affordable housing option.
- 3 young women and 4 accompanying children exited to live with family members.
- 1 young woman and 1 accompanying child exited to a DV shelter.
- 1 young woman and 1 accompanying child exited to private rental.
- 1 young woman with 1 accompanying child abandoned the property and exited back to temporary family support.

In the year 2016-2017 Zig Zag housed 88% young women from Culturally and Linguistically Diverse (CaLD) backgrounds. **53% of these young women were from CaLD backgrounds outside of Australia**, including Cote d'Ivoire, Ethiopia, New Zealand, Liberia, Papua New Guinea, Kenya, Sierra Leone, South Sudan and Uganda. Most of these young women came from refugee or asylum seeker backgrounds, and present with specific support needs including needs associated with settlement. **Aboriginal and Torres Strait Islander young women represented the other 35%** of CaLD young women housed in Zig Zag's properties.

It continues to be an ongoing priority for the team to address how Zig Zag's Supported Accommodation can be more accessible and responsive to women from diverse cultures and to make sure our service is culturally appropriate when responding to young women's needs. In recognition of this, members of the Housing Team are committed to develop a Reconciliation Action Plan and Multicultural Engagement Policy for the whole organisation.

We have also come to recognise that the majority of our work is with a demographic not otherwise being well supported by mainstream services. Over half of the women housed in Zig Zag Supported Accommodation were young, homeless women from the African continent who are pregnant and/or lone parenting. Most of these women receive little or no support from family or community, often outcast due to cultural clashes, are trauma survivors and, despite the fact that they have lived in Australia for many years, still require significant settlement support. This includes systems navigation, literacy support and assistance to access travel and identification documentation, education and employment assistance. The themes that consistently emerged from our individual support work with these young women informed a project specifically focused on giving voice to the experience of CaLD young women. Please see the 'Speak Up Speak Out' project resources and report on our website.

"Yes I'll definitely love to be part of another workshop with zig zag because zig zag has given us the courage as young woman to be able to speak my mind and have a voice for others."

Young Woman participant from the Zig Zag project.

Unfortunately, violence was, once again, a significant issue during the year in our supported accommodation blocks, for women of all backgrounds. This violence was mainly perpetrated by family, ex/partner and community members. 'Disturbances of the peace' were reported by tenants and neighbours in both unit blocks. Significant

repairs and maintenance were carried out due to damage and some young women were relocated between Zig Zag unit blocks or to a DV shelter to ensure their continued safety. We regularly review procedures, which this year, resulted in the updating of safety planning and written agreements around the issue of domestic and family violence.

"I would have been in a really bad place. The supports before Zig Zag were not as helpful. They just wanted to get rid of me"

Young Woman connected with Zig Zag.

"I would be staying with others that are unsafe or didn't want me around... I would have been on the street".

Young Woman housed with Zig Zag

Homelessness and housing support for young women

We acknowledge that social, political, cultural and economic contexts can limit young women's 'power', creating further vulnerability and disadvantage. There are a range of factors that contribute to young women's homelessness including childhood trauma, domestic and sexual violence, poverty, social inequality, racism and discrimination. The affects of limited family support, lone parenting, youth unemployment and young women being less likely to have savings to draw on in case of an emergency are also major contributors. Young women, especially lone parenting young women, generally have had less opportunity for further education and work experience, making it more difficult for them to gain employment and less likely to be competitive when searching for long term affordable housing through the private rental market.

For young women, moving beyond homelessness, is not just about sourcing a 'roof' over their heads. To be able to maintain future tenancies, it takes time to build a sense of safety if you have experienced childhood trauma and with this in mind we utilise a trauma-informed approach to

assess support needs. We offer a holistic response with guidance, support and access to information and relevant resources to truly break the cycle of homelessness and transition to adulthood. We find that the effects of complex trauma can sometimes play out for young women sustaining their tenancies in the following ways:

- Low self-esteem and subsequent issues of managing relationships both personally and within a tenancy/visitor context;
- Managing powerlessness in relationships and culture hierarchy (often gendered), which impedes the ability to move violent and/or unwelcome visitors or family on;
- Vulnerability to ongoing sexual exploitation by ex-partners and/or friends/visitors; and
- Feelings of isolation and loneliness when home alone and settling in.

"I would recommend Zig Zag because of their workers. The people are very nice and are really helpful"

Young Woman connected with Zig Zag.

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

- Supporting women to secure and/or maintain stable, secure, and affordable long-term accommodation options;
- Tenancy skills and information, RTA rights, lease responsibilities, neighbour expectations;
- Resourcing, informing and supporting young women on self-advocacy;
- Opportunities to further develop life skills that build on capacity and strengths, self-esteem and wellbeing;
- Linking young women with essential and culturally relevant support 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.

Centre based support

Via our Centre Based Support funding, the housing team also works with young women who are not currently housed with Zig Zag. These are young women who are currently homeless or at risk of homelessness who require continued support to connect with their local community services, sustain their current tenancy and further develop independent life skills.

These young women connect with our housing team via calls to the service seeking homelessness information, informal referrals from friends or family, homelessness service referrals or formally sent through the Queensland Homelessness Information Platform (QHIP). QHIP is a common assessment tool and vacancy management system that aims to manage demand by providing a consistent initial assessment and clear referral pathway to homelessness housing and support services throughout Qld. It appears there are still variants of use within the sector and we look forward to a review and strengthening of QHIP as we enter into the fourth year of its use across the state.

During the 2016-2017 financial year the Housing team responded to approximately **243**(formally recorded)**contacts presenting with housing and homelessness support and information needs** (recognising that one young woman may present several times during this 12 month period).

As a result:

- 47 client assessments were formally recorded as conducted via QHIP.
- 17 young women (with 12 accompanying

children) were supported for ongoing intensive support via our centre based support / outreach program.

- 26 formal referrals were sent through QHIP.
- The housing team acknowledges that many informal referrals and assessments are also made during brief intervention contacts.

The Zig Zag Housing team provides follow up phone support or face-to-face meetings to assess need and appropriate referrals. As capacity allows, housing workers work more intensively with homeless young women who may face significant and complex barriers. This intensive work often includes advocacy, outreach, warm referrals to support services and general emotional support.

"Zig Zag really helps you in a tough situation and a lot of different supports to get you through. Even if they can't help with housing support they will support you".

Young Woman connected with Zig Zag.

Ex Tenants - intensive transitional support

The focus of the work with exiting tenants is to assist young women to transition seamlessly into independent long term housing. However, this work also includes ongoing support to sustain a tenancy, including early crisis intervention responses. Regularly we find we are called for support when a previous Zig Zag tenant is having tenancy difficulties and may be at risk of losing her housing and re-entering homelessness. Due to trusting relationships which are established, the Zig Zag support worker is often the first port of call when crisis, issues or questions arise.

This support work usually involves advocacy and assisting to source emergency relief funds where needed. Advocacy also includes arranging and attending meetings to 'mediate' and /or translate concerns and issues raised by young women especially

from CaLD backgrounds. We assist and build confidence in young women to understand and navigate systems that will further develop their skills for self-advocacy and transition to adulthood. This work requires a commitment to provide, responsive, flexible service delivery, intensive support, sustained engagement and outreach assistance. Having the flexibility and capacity 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 2016-2017 financial year, the Zig Zag housing team **supported 23 young women with 25 accompanying children, who were ex tenants** of Zig Zag Supported Accommodation on a regular basis. This work varied greatly in duration and type depending on the young woman's needs but added up to **over 700 hours of formally recorded work**.

*"They're really helpful.
They help Young Women and they help in
many ways, not just the house".*

Young Woman connected with Zig Zag.

In recognition of the value of this intensive and specific early intervention work, Zig Zag developed a project proposal which was submitted to the Department of Housing and Public Works in March 2017. We proposed that funds that had been generated as a result of the "Same House, Different Landlord" program (which Zig Zag ceased delivering in 2015) be repurposed to employ a part time Intensive Housing Support Worker for a 12 month period. We were delighted to learn that this proposal was approved and we look forward to reporting on the positive outcomes of this project in the year to come. It is expected that an Intensive Housing Support Worker with a dedicated focus on supporting young women to sustain tenancies will have greater capacity to do this early intervention work in a crisis. They will also be able to assist ex tenants of our Supported Accommodation Program to continue to build their sustaining tenancies skills to avoid re-entry into homelessness.

'Speak Up Speak Out' project

Zig Zag were pleased to receive funding from Brisbane City Council for a series of group sessions conducted with young women from African backgrounds who accessed Zig Zag housing support. As May was Domestic and Family Violence Prevention month, select information from these sessions informed the content and focus for poster designs and a two-day digital story telling workshops, which developed The V.O.I.C.E.S video. *View the front inside cover of this report for further details and view the awesome resources they created on our website.*

*"Knowing you're not alone and other people
have the same experiences...it helps to speak
about it... You wont hear this kind of stuff in
community or in your home, not something
to talk about... it made me feel its ok to talk
about it... it gave me confidence in other areas
of my life to speak up"*

Young Woman participant from the Zig Zag project.

Practical and financial support for young women

Homelessness carries with it many practical costs. Our work with young women is greatly enriched by the additional funds, support and donations we receive from the community that can be used to directly benefit young women.

This year we have regularly made use of the Givit website. This has been invaluable in supplying items for young women and their children, such as clothes, towels, linen, pillows, kitchen utensils and other household items. This service has also been useful in coordinating bigger donations of furniture items for young women as they move into independent housing.

Donations were also generously provided by individuals and organisations, including:

- Zonta Brisbane East provided funds for household items.
- Telstra provided prepaid mobile phone cards.

- 'WESNET' donated safe mobile phones which could be given to young women experiencing domestic and family violence and/or sexual violence.
- Local Girls Guides group provided packs of linen and other household items.
- The Grand Chancellor and the Royal on the Park who both donated a number of secondhand ensembles
- 'Good Start' Carina ran an Easter drive and donated the proceeds to Zig Zag
- Brisbane Girls Grammar organised for their students to donate Christmas gifts
- 'Baby Give Back' provided packs of excellent quality new and pre-loved baby items.

We have been fortunate to receive further financial support from the **East's Leagues Club Community Benefit 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 **an increased grant from the Lady Bowen Trust**, which was set up to directly fund young women to achieve independent living. This grant was used to assist 25 young women and 24 accompanying children with moving costs, home set up, medical expenses and activities that assist women to move towards independence, such as further education or training.

Without the ongoing assistance from East's Leagues Club Community Benefit Foundation and the Lady Bowen Trust we would be unable to assist young women and accompanying children to arrange transportation of donated household furniture and personal belongings nor purchase essential whitegoods including fridge and washing machine that help set up a home.

Young women often have limited or no support opportunities from family due to limited family capacity/ resources, ongoing family conflict and trauma, and intergenerational poverty and disadvantage. When family relationships are healthy, this kind of support would naturally occur. However, when isolated from family or community, young women find it incredibly difficult to navigate these major events in life on their own. Being able to call on the support of a service such as Zig Zag and access some financial assistance increases a young woman's sense of wellbeing and capacity to transition to adulthood.

We were also **very pleased to receive another grant from StreetSmart Australia** which was used to purchase essential emergency relief food vouchers for young women and their children.

"Thanks for everything you did. For sure it's just little, but to us it means a lot".

"These donations are very helpful because we had nothing".

Young Woman receiving a food voucher from donated funds

These grants make a huge difference in the lives of young women experiencing homelessness. Young homeless women often have very limited financial resources, have come into homelessness with nothing and if lone parenting can often experience unexpected expenses. They often struggle to have the funds needed to purchase essential items such as groceries, medicines, Go-cards, nappies and cleaning products. Providing emergency relief as a brief intervention can address an immediate financial crisis that then allows time and space for young women to make more considered financial management plans.

We wish to sincerely thank

East's Leagues Club Community Benefit Foundation, The Lady Bowen Trust, StreetSmart Australia and our local and state government representatives for their ongoing support.

Networks, Professional Development and Community Education

During the 2016/2017 financial year, the Housing team contributed to various networks and attended professional development and community events. We continue to build on these valued relationships:

- Musgrave Park Family Fun Day to celebrate NAIDOC (National Aboriginal and Islander Day Observance Committee): Zig Zag shared a stall with Bahloo Women's Youth Shelter for the annual event with the day providing opportunities to engage the community and young women to talk about Zig Zag services whilst doing fun craft activities.
- Yarning Circle: Aboriginal and Torres Strait Islander network. No meetings were held due to personal commitments by the convener. Zig Zag remains in contact with this network electronically.
- Youth Housing Project: Zig Zag staff attended their 2016 AGM
- QLD Police Services Domestic Violence and Vulnerable Persons Unit: Hosted an agency visit to discuss referral pathways and support options.
- Zonta Brisbane East: Presentation to members about Zig Zag's work
- Lady Bowen Trust: Presentation to Trust members about Zig Zag's work
- Brisbane Youth Service Centre for Young Women: Hosted an agency visit to discuss collaborative event management, referral pathways and shared work.
- Accommodation Coordinators Network (ACN): a network group of specialist homelessness services.
- Department of Housing and Public Works: regular meetings with our CSO, Janelle Salmon to discuss our work.

- Staff attended a half day training on working with CALD communities around Domestic and Family Violence
- Young woman supported to participate in the Youth Homelessness matters day art exhibition
- "Through Young Black Eyes" (SNAICC – National Voice for Our Children) - All of Zig Zag staff attended a two day training

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. 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. It is hoped that changes in policy and procedures will keep women and children safe and free from violence.

"Without Zig Zag I'd be stuck where I was before. It was unfit for my child. They took the stress off my shoulders".

Young Woman housed with Zig Zag.



Young woman's entry in the Youth Homelessness matters day art exhibition.



Pamper days and celebrations @ Zig Zag + the project launch attended by Hon. Grace Grace

A WORD FROM THE MANAGER

"The 2016 – 2017 financial year has been one of consolidation, while also managing significant organisational and staff changes."

Zig Zag continues to provide specialist services for young women in Brisbane who are disadvantaged, marginalised and experiencing homelessness and sexual violence. In addition to our core funding from two government departments, we are fortunate to receive donations from community members and organisations as well as some small grants. These additional resources extend our capacity to provide essential financial support and emergency relief to young women and we are very grateful for this support.

Zig Zag has a seriously impressive team of committed, skilled and passionate workers.

♀ I'd like to thank the fantastic workers in our Housing Program – Tina, Lanora, Vickie, Bess and our locum worker, Shirley for their dedicated and professional support work with young women who are homeless or at risk of homelessness. Day after day, week after week, these women respond to crisis and complexity with compassion, humour and creativity. They build on the strengths of these young women and encourage them to pursue their dreams. They are determined and fearless advocates, as well as empowering young women to address issues and negotiate bureaucratic systems, on their journey towards independence and securing a safe and supportive environment for themselves and their children. The work they do makes such a difference to the lives of vulnerable young women, many of whom have no family or community support!

♀ We are also blessed to have amazing workers in our Sexual Assault Program – Marisol, Rosie, Jane, Amanda, Naomi and Eliane; along with our relief worker

Emily and student Michelle. Providing counselling and therapeutic group programs to young women who've experienced sexual violence and developing community responses for the prevention of violence against women, is challenging and emotionally demanding work. It requires a high level of skill, resilience, attention and reflection. These young women need a tailored response to manage the multiple effects of complex trauma; to support them as they re-establish a sense of autonomy and personal power; and assist them if they choose to seek redress through the criminal justice system.

♀ I am also extremely grateful to our Centre Support Team – Ritu and Suzie; and our fabulous locum and relief workers, Liz, Sonya and Melanie. With diligence and professionalism, they manage the huge volume of work that goes on behind the scenes, enabling this organisation to function efficiently and smoothly.

Thanks also to the members of Zig Zag's Management Committee. Community based organisations rely on volunteers who willingly give their time and talents to ensure the organisation has a clear strategic direction, operates in alignment with its vision and mission and has systems of good governance to ensure accountability and compliance with relevant legislation, regulations, practice guides and service agreement requirements. We're extremely fortunate in the women who have held these responsibilities for the past 12 months. Thank you to Robyn Evans, Christine Grodd, Helen Hobbs and Danieka Montague who held Executive roles. They were well supported by Ashleigh Husband, Kelly Sumner, Laura Christie, Pam Evans and Ketayoon Bhatena.

We are also appreciative of the support of our Contract Officers within our government funding bodies - Janelle Salmon from the Department of Housing and Public Works and Sarah Lejeune from the Department of Communities, Child Safety and Disability Services. We also value the encouragement and interest of our local elected representatives who are constantly on the lookout for new funding and opportunities.

I would like to bring to your attention, three areas of Zig Zag's work in the last year:

The Brisbane Southwest Support (BSwS) service, an innovative partnership program, delivering sexual assault services in the Inala region, alongside three other specialist women's services, is now well and truly up and running. Our Inala worker, Naomi has done a marvelous job, delivering services, building relationships and referral pathways and operating in a collaborative way with workers from BRISSC, IWSS and Murrigunyah. She has also waited patiently while the space within the Richlands Community Centre, which will be the permanent home of BSwS, has slowly been modified and fitted out.

The Speak Up Speak Out project, used engaging and creative processes to give a voice to young women from refugee and CaLD backgrounds. Workers from both the housing and sexual assault team were involved, but it would not have

had such a successful outcome without the extraordinary commitment, sacrifice and skills of Tina Louise and the bravery and honesty of the young women who participated.

The last year has seen a great deal of preparation and policy review work to ensure that Zig Zag successfully achieves certification under the Human Services Quality Framework. I'd like to acknowledge Stephanie Anne's work in this area, as well as the staff and Management Committee who've supported the review of policies and procedures.

I've now been in the role of locum Manager for 6 months and look forward to coming to work every day. It is a privilege to work here, to be surrounded by such a great team and to see how much this organisation is valued by, and contributes to, the community. I would also like to pay my deepest respects to the young women who seek our support. They inspire us with their courage, resilience, strength, openness and humour.


Kris Saunders

[Locum Manager]

Zig Zag Young Women's Resource Centre



Group snap from "Speak Up Speak Out" project launch at Visible Ink Youth Space - 1st June 2017



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